INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) Indianapolis. In. DEC 2 4 2007 Reimbursement Department P.O. Box 33170 Detroit, MI 48232 - 5170

48232 - 517

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12/12/07
17-Digit Vehicle Identification Number (VIN): 1G17U54845F
Mileage at Time of Repair: 43703 Date of Repair: 12/12/07
Claimant Name (please print):
Street Address or PO Box Number:
City: Indiana polis State: In ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ <u>265.30</u>
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:-

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



HUBLER CHEVROLET, Inc.

8220 South U.S. 31

(317) 882-4389

INDIANAPOLIS, INDIANA 46227-0973

www.drivehubler.com

			•		
CUSTOMER NO. 98262	ADJUSOR KEVIN APPLE		61 7378	12/12/07	CVCS379231
	LABOR RATE	LICENSE NO.	MILEAGE 43,703	BURGANDY/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLE	T/MALTRII		DELIVERY DATE	DELIVERY MILES
INDIANAPOLIS, IN	VEHICLE LO NO	5 4 8 4 5 F		SELLING DEALER NO.	PRODUCTION DATE
	F.Y.E. NO.		NO.	12/12/07	
	COMMENTS E# 888-438-0100	l, <u></u> l, <u>i-ī</u>	,	······································	мо: 43703
LIN SERVICE DATE J 9-28-05 LABOR & PARTS J# 1 37CVZNOISE STEERING NOISEY CUSTOMER STATES WHEN TURNING EI CRUNCHING MOISE FROM STEERING A WHEEL PLEASE ADVISE REPLACE INTERMEDIATE STEERING S PARTS OTY FP NUMBER JOB # 1 1 22687711 SHA MISC CODE SS SHOP SUPPLIES ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$41.95 (+T/APPROVED REVISED ESTIMATE (# 1) OF \$285.00 BY ELVA GASTILLO COMMENTS REPLACE IN COMMENTS CALL	HAFT. CRIPTION FT KIT 6.526 JOB # 1 XX) (+TAX) ON 12/12/0	UNIT PR 14 JOB # 1 TOTAL PA TOTAL LABOR & PACONTROL NO TOTAL - M3 7 AT 11:57am IG SHAFT	PICE- 9.00 149.00 RTS 149.00 RTS 244.15 12.21 ISC 12.21	UNLESS ARRA "I hereby authorize after set forth to b necessary material not responsible for vehicle or articles I fire, theft or any of control or for at unavailability of p: shipments by the s hereby grant you permission to ope described on s elsewhere for th and/or inspection. Iien is hereby ackr secure the amoun "The Factory Warrant Warrantles With Res Item/Items. The Seller Warrantles, Either Expi Implied Warranty Of M Particular Purpose, Any Ox Authorizes Any Ot	rRICTLY CASH NGEMENTS MADE the repair work herein- e done along with the and agree that you are or loss or damage to eft in vehicle in case of her cause beyond your ny delays caused by earts or delays in parts upplier or transporter. I and/or your employees rate the vehicle herein streets, highways on e purpose of testing An express mechanic's howledged on vehicle to to frepairs thereto." Ty Constitutes All Of The pect To The Sale Of this teroby Expressly Disclaims An erchantability Or Fitness For if The Setter Neither Assume her Person To Assume For iction With The Sale Of Thi
* NEXT RECOMMENDED SERVICE: * 02/13/2008 / 46703 MI 01CVZ USA * 02/13/2008 / 46703 MI 01CVZ USA * 02/13/2008 / 46703 MI 01CVZ USA * 02/13/2008 / 46703 MI 01CVZ * 02/13/2008 / 46703	E 01? TO PICK OIL ************************************	*	T 0.00 T 0.00 CHG. 12.2 DISC 0.00 8.9	Good	GM Jwrench

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 12:15pm

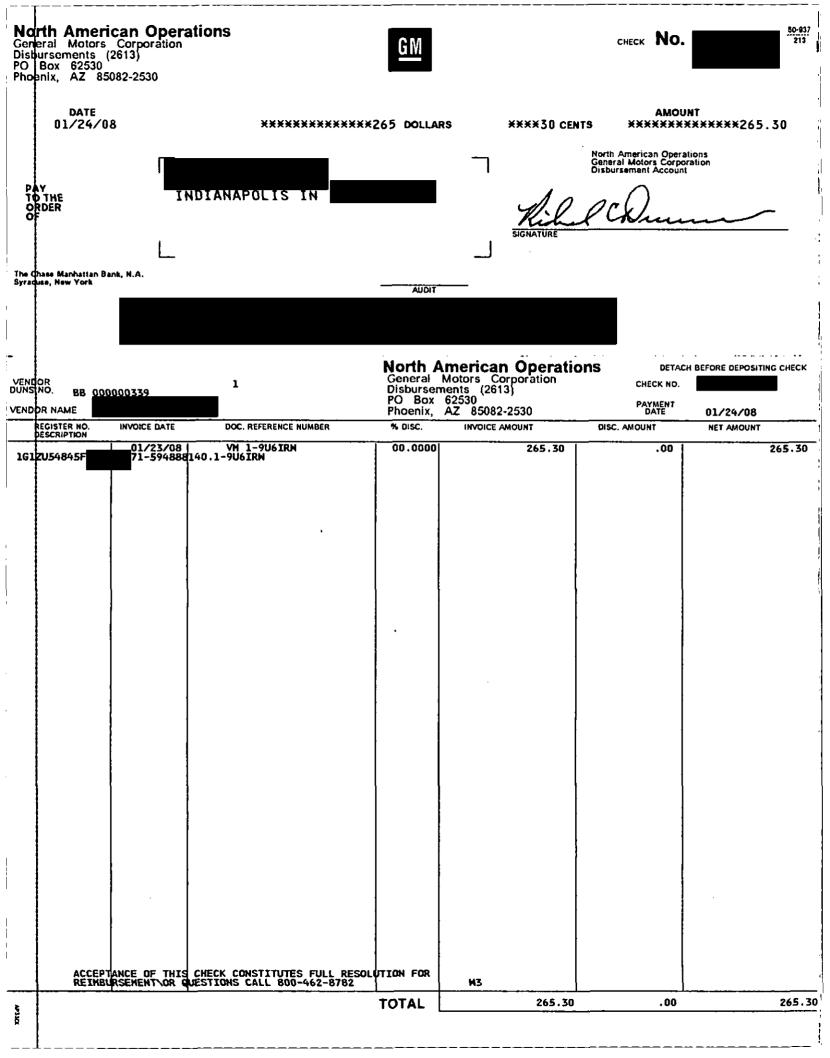


- ASC Certified Technicians
- Courtesy Alternate Transportation
- Lifetime Service Guarantee
- **Competitive Up-Front Pricing**

THANK YOU

quality design by GRAPHIC RESOURCES,

PAGE 1 OF 1



February 7, 2011



Service Request: 71-594888140

Customer Relationship Specialist: Lance Evans

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$265.30.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

February 7, 2011



Service Request: 71-595077349

Customer Relationship Specialist: Jane West

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$200.00.

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.

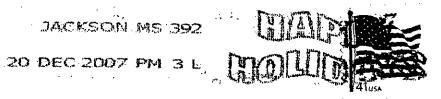
Sincerely,

Chevrolet Customer Assistance Center

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LAWRENCE MS

JACKSON MS 392



DEC 2 6 2007

Reimburgement Department P. D. BOX 33170 Detroit, m1 48232-5170

સ્કૃતિના મુખ્યત્વે તેનું તેનું તેનું તેનું તેનું મુખ્યત્વે છે. તેનું મુખ્યત્વે મુખ્યત્વે મુખ્યત્વે મુખ્યત્વે મ

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant					
Date Claim Submitted: 9-14-07					
17-Digit Vehicle Identification Number (VIN): 1617T54875F					
Mileage at Time of Repair: 47821 Date of Repair: 9-5-9-14-07					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: Lawrence State: MS ZIP Code:					
Daytime Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$					
The following documentation must accompany this claim form.					
Original or clear copy of all receipts, invoices, and/or repair orders that show:					
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 					
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.					
Claimant's Signature:					

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- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
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835 Highway 35 South • P. O. Box 209 Forest, MS 39074

JACKSON & RANKIN COUNTY: 601-825-3636

visit us online at www.davisgm.com

SERVICE INVOICE 51469

RO TYPE 12 WARRANTY GMPP

CUSTOMER 1512

LAWRENCE, MS

DATE IN 09-05-2007 DATE OUT 09-1 4-2007

WRITER STEVE KING

601-469-1561

TECH DAVID C JONES

2005 CV MALIBU VEHICLE

VIN 1G1ZT54875F

IS DATE 01-12-06 LICENSE # 8

MILES IN 47821

MILES OUT 47821

JOB 1 AV / POWER CONTROL STERRING LIGHT ON AV CO 460 / REPLACE STEERING ASSEMBLY

CUSTOMER HAS \$200.00 DED. / HAS CODE

OPERATION DESCRIPTION DATE

1513 09-13-07 E7680 STEERING ASSEMBLY

HOURS EXTENDED T WARRANTY INFO

71.62

PART NUMBER DESCRIPTION EXTENDED FC PRICE 359.00 G-15926870 COLUMN 1 359.00

> 71.62 LABOR 359.00 PARTS

JOB 1 TOTAL 430.62

UNLESS OTHERWISE PROVIDED BY LAW THE SELLER (ABOVE NAME DEALERSHIP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MECHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

462 LABOR 71.62 480 359.00 PARTS TOTAL 466 SUBLET REPAIRS N/A

TAXABLE 359.00 SALÉS TAX @ 7.000 25.13 263 ORDER TOTAL 455.75

51469

SIGNATURE:

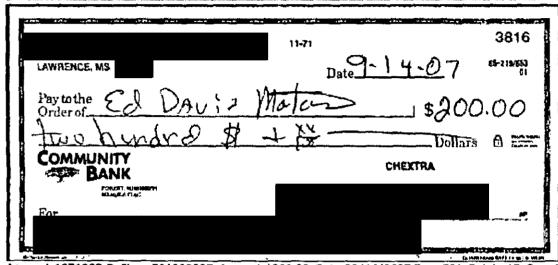
View A Single Item Image

When finished viewing you may return to the previous page or perform another search.

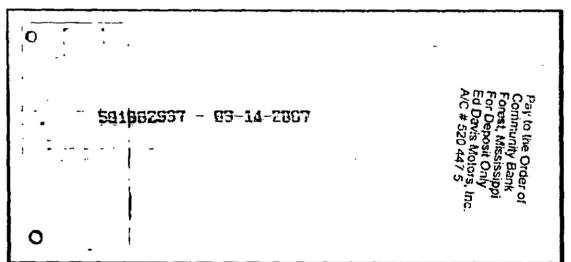
View: Actual size

Quality: : Optimize speed and quality 50/50.

Front Flip



Account:1071828-D, Item:501002997, Amount:\$200.00, Date:09/14/2007 Run: 501, Batch: 15, Seq: 18, Ins: 0



Account:1071828-D, Item:501002997, Amount:\$200.00, Date:09/14/2007 Run: 501, Batch: 15, Seq: 18, Ins: 0

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



CHECK NO. 213

DATE 01/25/08

XXXX00 CENTS

AMOUNT **************

PAY TO THE ORDER OF

VENDOR DUNS NO.

VENDOR NAME

LAWRENCE MS

North American Operations General Motors Corporation Disbursement Account

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

BB 000000018

AUDIT

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT DATE

01/25/08

REGISTER NO. DESCRIPTION INVOICE DATE DOC, REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/24/08 | VM 1-9UBA7Z .71-595077349.1-9UBA7Z 00.0000 200.00 .00 200.00 161ZT54875F

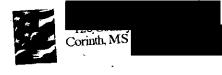
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3

TOTAL

200.00

.00

200.00



(DEC 2 6 2007)

Reinfursent Department
P. Q. Box 33170

Detroit, Mi 48232-5170

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF

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

Taladhahadhadhaddandhadhadhadhaadh - m e e e 4823295170 8050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant					
Date Claim Submitted: 15 Dec 07 Received This notice 14-Dec-07					
17-Digit Vehicle Identification Number (VIN): 16276528254					
Mileage at Time of Repair: 52,644 Date of Repair: 8-13-07					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: CORINTH State: MISSISSINDI ZIP Code:					
Daytime Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code): Same					
Amount of Reimbursement Requested: \$					
The following documentation must accompany this claim form.					
Original or clear copy of all receipts, invoices, and/or repair orders that show:					
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 					
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.					
-Glaimant's Signature:					

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

If your claim is:

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

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





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

07126 1G2ZG528254 6 0006723
CORINTH, MS

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

Thank You

19 Dec 07





Corinth, MS

Dear

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

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

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

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

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

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

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



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

General Director,

Customer and Relationship Services

.Enclosure 07126

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

(COPY)					
CUSTOMER NO. 27183	ADVISOR		TAG NO.		INVOICE NO.
£1,102	DARREN		057	08/13/07	CVCS5777
	LABOR RATE	LICENSE NO.	MILEAGE 52,644		STOOK NO.
CORINTH, MS	VEAR / MAKE / MODEL 05/PONTIAC/	G6/G6		11/23/04	DELIVERY MILES
CORININ, MS	VEHICLE I.D. NO.		L	SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.	P. C	D. NO.	08/13/07	
F	COMMENTS - E# 1.8_LITER_MFI				MO: 52645

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

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

DISCLAIMER OF WARRANTIES

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

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

ENVIRONMENTAL COMPLIANCE CHARGE

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

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

PAGE 1 OF 1

THANK YOU FOR YOUR BUSINESS!!

CUSTUMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 10:34am

July ERAINTINVE SF639318 Q (12:06)



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

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

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

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

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

contact our Service Dept

before mailing survey Frankie Blackmon

ot CORIMIH

(662) 287-1944

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APPROVED BY SIGNATURE

WARRANTY CLAIM DETAIL TOTALS-----

415.72

415.72

DCS AUDIT SLIP--

CLAIM TOTALS

DCS DATA FILE: GMGMWF.342

08/16/2007

WARRANTY NEW CLAIM

RO NUMBER RO DATE

DEALER עזמ

ODOMETER 19199

R.O. TOTAL:

08/13/2007 1G2ZG5282541

CUSTOMER NAME: FIRST:

MIDDLE: A

PHONE: WORK

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

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

Closed 8-16-07

PAGE 1 OF 1

SERVICE FILE COPY-W

[END OF INVOICE] 02:25pm

415.72

Reynolds and Reynolds ERAINTINVE 5F639318 O (12/0

The dealer

February 7, 2011



Service Request: 71-595090141

Customer Relationship Specialist: Joey Bravo



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

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Sincerely,

Pontiac Customer Assistance Center

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

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



CHECK NO.

DATE 01/25/08

****OO CENTS

AMOUNT **XXXXXXXXXXXXX**100.00

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER

CORINTH MS

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

AUDIT

VENDOR DUNS NO

VENDOR NAME

BB 000000030

1

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

% DISC.

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT DATE

01/25/08

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

100.00 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REINBURSEHENT OR QUESTIONS CALL 800-462-8782 H3

TOTAL

100.00

.00

100.00

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

February 7, 2011



Service Request: 71-595118385

Customer Relationship Specialist: Reggie Militech

Dear

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

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

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

Sincerely,

Pontiac Customer Assistance Center

hong vi'ou 友



EC 2 6 7301

* 4823035170 BOSO

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant					
Date Claim Submitted: 12-19-07					
17-Digit Vehicle Identification Number (VIN): 327G528X54					
Mileage at Time of Repair: 45,491 Date of Repair: 6-14-07					
Claimant Name (please print):					
Street Address or PO Box Number					
City: Long VIBZ State: ZIP Code:					
Daytime Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$ 241.19					
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:					

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:

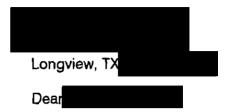
- · Approved, you will receive a check,
- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing documentation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









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).



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



07126 1G27G52RX5/	16 0000730
LONGVIEW, TX	
	{



PAGE 1 OF 3 📉

CUSTOMER COPY



LFORD

BUICK • PONTIAC • GMC 1400 East End Blvd.

MARSHALL, TX 75670

903-935-5264 www.alfordautogroup.com

item/items.

CUSTOMER SIGNATURE

[CONTINUED ON NEXT PAGE] 07:05pm

20890 CUSTOMER NO. 109 TAG NO.150 SHIRLEY LINDSAY BUC92702 LABOR RATE MILEAGE 45,491 CRED/ STOCK NO. OS/PONTIAC/G6/ P10/22/04 DÉLIVERY MILES LONGVIEW, TX VEHICE ID NO.Z G 5 2 8 X LUNG DEALER NO PRODUCTION DATE ET.E.NO **₽8∕5**9∕30/07 TEN SINGS PHONE MO: 45491 LABOR & PARTS: BODY ELECTRICAL 192.00 Thank you for giving us the opportunity J# 1 51BUZ TECH(S): 134 HEAD LIGHTS WILL NOT TURN OFF OF HIGH HAVE TO REMOVE POSITIVE BATTERY CABLE. CHECK AND REPORT .5 SHORT TO GROUND IN PASS LIGHT SWITCH SHORT IN BCM to serve you. We appreciate your business and the CONFIDENCE you have placed in us! REPLACED MULTIFUNCTION SWITCH REPLACED BCM PARTS.....-QTY...FP.NUMBER......DESCRIPTION......UNIT PRICE. JOB # 1 JOB # 1 JOB # 1 JOB # 1 SWITCH 2.895 OIL & FILTER 1 1999388 58.28 1 PKPF47 14.61 14.61 25010792 FILTER 1,836 **** a survey asking you to JOB # 1 TOTAL PARTS 72.89 rate us on today's ooy **oo lee hally solvie**e JOB # 1 TOTAL LABOR & PARTS 264.89 300% and a composition GM ON A ROLL PROGRAM J# 2 99BUZ TECH(S):134 0.00 itisfied, PLEASE DONE contact us! PARTS-----QTY---FP-NUMBER------DESCRIPTION------UNIT PRICE-JOB # 2 TOTAL PARTS 0.00 0.00 JOB # 2 TOTAL LABOR & PARTS J# 3 40BUZ TECH(S):134 90.00 On behalf of servicing dealer, I hereby PULSATION IN THE FRONT END. RESURFACE ROTORS AND BUFF PADS certify that the information contained hereon 1.5 @60 is accurate unless otherwise shown. BRAKE PADS HAVE 1.5 MM LEFT ON DRIVER'S SIDE REPLACED PADS AND RESERFACED ROTORS Warranty services described were performed at no charge to owner. There was no indication from the appearance of the PARTS-----QTY---FP-NUMBER------DESCRIPTION------UNIT PRICE-29.95 vehicle or otherwise, that any part repaired 1 MKD102B BRAKES PA 29.95 or replaced under this claim had been JOB # 3 TOTAL PARTS 29.95 connected in any way with any accident, negligence or misuse. Records supporting JOB # 3 TOTAL LABOR & PARTS 119.95 this claim are available for (1) year from the 184.00 date of payment notification at the servicing STEERING/SUSPENSION TECH(S):134 J# 4 45BUZ KNOCKING IN THE FRONT-END, CHECK AND REPORT dealer for inspection by manufacturer's representative. EXCESSIVE CLEARANCE IN STEERING GEAR REPLACED STEERING GEAR AND SET ALIGNMENT (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) PARTS QTY ... FP NUMBER DESCRIPTION UNIT PRICE STATEMENT OF DISCLAIMER 1 15216791 GEAR 6.508 1 15234845 BCM 2.560 298.12 167.48 JOB # 4 JOB # 4 298,12 The factory warranty constitutes all of the JOB # 4 TOTAL

TECH(S):134 167.48 warranties with respect to the sale of this JOB # 4 TOTAL PARTS 465.60 item/items. The Seller hereby expressly disclaims all warranties either express or JOB # 4 TOTAL LABOR & PARTS 649.60 implied, including any implied warranty of J# 5 60BUZ INTERIOR TRIM TECH(S):134
RADIO IS INOP NO DISPLAY ON THE RADIO, CHECK AND REPORT
INTERNAL POWER SHORT IN RADIO merchantability or fitness for a particular 104.00 purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this







BUICK • PONTIAC • GMC

GMC

1400 East End Blvd. MARSHALL, TX 75670 903-935-5264

www.alfordautogroup.com

сизтомен но. 20890	SMERLEY LINDSAY. X	109 TAG NO.150	\ 06714 /07
	LABOR RATE	MILEAGE 45,481	. CRED/
LONGVIEW, TX	'D5/PONTTAC/G5/		P10727704
	VEHICE ID2NOZ G 5 2 8 X 5	4 8	SELLING DEALER NO.
	F.T. E. NÖ.	P. O. NO.	FØ5/F80/07
	COMMENTS		
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PARTSQTYFP-NUMBERDESCRI JOB # 5 1 22714806 RADIO	PTIONUNIT JOB # 5 TOTAL	070 05 070 05	Thank you for g to serve you business and
	JOB # 5 TOTAL LABOR 8	PARTS 374.25	
J# 6 00BUZ01 LUBE, OIL & FILTER LUBE, OIL & FILTER CHANGE UP TO 6 COUPON FOR , LOF 21.95 MAINTENANCE CHANGED OIL AND FILTER, LUBED CHAS	TECH(S):134 QUARTS	12.95	7 7000
PARTSQTYFP-NUMBERDESCRI			a surv rate Seavice
	JOB # 6 TOTAL LABOR 8	PARTS 12.95	
J# 7+708UZ SUBLET IN ALFORD RENTAL VEHICLE 30 PER DA 0	TECH(S):134 Y	0.00	7 sat 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
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	JOB # 7 TOTAL LABOR 8		is accurate u Warranty ser
JOB # 6 SC SERVICE COUPON	TOTAL -	MISC -10.00	performed at no no indication fro vehicle or other
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)	· 12	-	or replaced un connected in a negligence or n
COMMENTS CLAIM # 5050505 OR \$ 1217.35 P 523.88 / 480 LAOBR 6.0 HRS / TAC-43.22 / SUBL CUSTOMER OWES 241.19	ET 270.24		this claim are averaged date of payment dealer for inspared representative.
	i V	`	(SIGNED) DEALER, GENERA
		_	STATEME The factory war warranties with

hank you for giving us the opportunity serve you. We appreciate your usiness and the CONFIDENCE you ave placed in us!

NBUCS2702

PRODUCTION DATE

MO: 45491

STOCK NO. DELIVERY MILES



n behalf of servicing dealer, I hereby ertify that the information contained hereon accurate unless otherwise shown. arranty services described were erformed at no charge to owner. There was o indication from the appearance of the chicle or otherwise, that any part repaired replaced under this claim had been onnected in any way with any accident, egligence or misuse. Records supporting is claim are available for (1) year from the ate of payment notification at the servicing ealer for inspection by manufacturer's presentative.

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

STATEMENT OF DISCLAIMER

he 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

PAGE 2 OF 3

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 07:05pm



CUSTOMER SIGNATURE





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1400 East End Blvd. MARSHALL, TX 75670 903-935-5264

www.affordautogroup.com



20890 CUSTOMER NO. **106714/07** NBUCS2702 SMERLEY LINDSAY 491 RED/ MILEAGE 45 STOCK NO. LABOR RATE DELIVERY MILES 10/22/04 *05/PONTTAC/G6/ LONGVIEW, TX SELLING DEALER NO. V9HICE 1.5240.Z G 5 2 8\X 5 PRODUCTION DATE F. T. E. NO. FØ5#B0/07 BON SS PHONE MO: 45491 COMMENTS TOTALS----

> TOTAL LABOR.... TOTAL PARTS.... 838.69 TOTAL SUBLET...
> TOTAL G.O.G.... 0.00 0.00 TOTAL MISC CHG. TOTAL MISC DISC 0.00 -10.00 TOTAL TAX..... 46.90

TOTAL INVOICE \$ 1458.54

urvey asking you to NOV CONTINUE AREN COLVEEN cennot tate as 100% tišfied, PLE

Thank you for giving us the opportunity

to serve you. We appreciate your

business and the CONFIDENCE you

have placed in us!

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described 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 GEHERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

JUN 1 5 2007

CUSTOMER COPY

[END OF INVOICE] 07:05pm

PAGE 3 OF 3

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

February 7, 2011



Service Request: 71-595118642

Customer Relationship Specialist: Marv Henry

Dear

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. 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 \$445.84.

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.

Mercer Mo

22 DEC 2007 PM 6 L DEC 2 6 2037

Reimbursement Department

KANSAS CITY 641-661

PO BOX 33170 Detrait M1 48232-5170

4823235170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant					
Date Claim Submitted: 12-21-07					
17-Digit Vehicle Identification Number (VIN): 1G12T62875 F					
Mileage at Time of Repair: 36983 Date of Repair: 9-25-6					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: Mercer State: MD ZIP Code:					
Daytime Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$ 474.04					
The following documentation must accompany this claim form.					
Original or clear copy of all receipts, invoices, and/or repair orders that show:					
Original or clear copy of all receipts, invoices, and/or repair orders that show: The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)					
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.					
Claimant's Signature					

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





MERCER



' BARNES BAKER AUT IM ITIVE GRIUP, INC.

1406 Oklahoma Ave. • Trenton, Missouri 64683 660-359-4461 • Toll Free 1-800-727-8124 www.barnesbakerautomotive.com

	***************************************	covos: solomani			** REPRINT	***	Ct	JSTOMER C	OPY PAGE	1
DATE	YEAR	. MAK	E	MODEL	VII	4	STK/CUS	MILES IN	MILES OUT	rag
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SERVICE DATE	NO	TIFIED	SVC AL	OV PROMISE	D DATE/TIME	LICENSE	RATE	PAYMENT	INV. DA	TE
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R.O. NUMBER		TA	X ID	НО	ME PHONE	BUSINESS	PHONE	<u>,,,</u>	<u></u>	
123170								SILVER		2

FOUND CODE C0545.

Bill Code - C

DIAGNOSTICS

Total Labor

88967179

COLUMN

Total Parts Total Line

CHANGE OIL (WITH BULK OIL) AND REPLACE OIL FILTER. PERFORM MULTI-POINT INS

FLUID LEVELS.

PECTION INCLUDING CHECKING AND FILLING ALL

Bill Code - C

LOF/LUBE DR/BATTER

70 M A

TG ΥY ΥY

GR

FILTER GREASE 5W30 OIL

Total Labor i 23.24

Total Parts

10.00

Total Line

QUALITY CARE REPORT CARD

Bill Code - QR

70 M A

QCR QUAL CAR REPORT
Payment Type - 01 CASH SALE 474.04

Thank you for your business

Your complete satisfaction is our #1 concern. If you have any questions, comments, or if we can be of further assistance please contact us.







STATEMENT OF DISCLAIMER

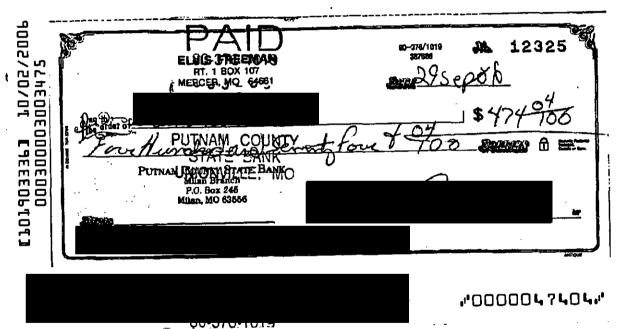
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. THERE WILL BE AN \$18 FEE CHARGED ON ALL RETURNEO CHECKS. The factory warranty constitutes all of the CHECKS.

CUSTOMER	SIGNATURE

# 000000000000000000000000000000000000	
LABOR AMOUNT	68.70
PARTS AMOUNT	374.20
MISC. SALES	
MATERIALS	2.07
TOTAL CHARGE	444.97
DEDUCTIBLE	
SALES TAX	29.07
OTHER PAY	
CUSTOMER PAY	474.04

101000046 10/03/2006 6414389060

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



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



CHECK NO.

DATE 01/25/08

******DOLLARS

XXXX84 CENTS

AMOUNT ****************

MERCER MO

North American Operations General Motors Corporation Disbursement Account

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

AUDIT

VENDOR DUNS NO.

STA

VENDOR NAME

ORDER

BB 000000302

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

Phoenix,

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT DATE 01/25/08

NET AMOUNT

REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT 01/24/08 VM 1-9UFPEH 71-595118642.1-9UFPEH 00.0000 445.84 .00 445.84 161ZT62875F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT OR QUESTIONS CALL 800-462-8782 H3

TOTAL

445.84

.00

445.84

the Eq

Call 1-800-222-1811

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

Taylorsonlo, "u+

Reimbursement Apartment

Detroit, MI 48232-5170

PO BOX 33170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: December 20, 2007
17-Digit Vehicle Identification Number (VIN): 1G1ZS52F85F
Mileage at Time of Repair: 49240 Date of Repair: 500+.15.7007
Claimant Name (please print):
Street Address or PO Box Number:
City: Tay or Sville State: 14 ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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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).





552316

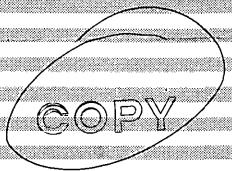
W JORDAN, UT HOME BUS: *INVOICE*

Larry H. Miller Chevrolet 5650 SO. STATE STREET 264-3300 MURRAY, UTAH 84107-6192

DUPLICATE 1 PAGE 1

	SERVICE ADVISOR: 728 TOM SCHARLOW
COLOR YEAR MAKE/MODEL	VIN LICENSE MILEAGE IN/OUT TAG
GOLD 05 CHEVROLET MALIBU	1G1ZS52F85F; 49216/49216
DEL DATE PROD. DATE WARR EXP PROMISE	D PO NO: HATE PAYMENT INV. DATE
24JUN04 IS 17:00 15: R.O. OPENED READY OPTIONS:	
R.O. OPENED READY OPTIONS:	DLR:36-012 ENG:2.2_Liter_MFI_DOHC
07:30 15SEP07 14:33 15SEP07	
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READY TO HAVE REPAIR DONE 800 STEERING SYSTEM DIAGNOSIS A	ND/OR REPAIR
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PARTS: 359.00 LABOR: 240.00	
,,,,49216 INTERNAL FAILURE IN STEERI ,,,,2.8 HRS LABOR	NG COLUMN REPLACE STEERING COLUMN
***********	******
EST: 696.00 15SEP07 08:50 CONTACT: MR CHAVEZ) SA: 728

THANK YOU FOR YOUR BUSINESS!! YOU MAY RECEIVE A SURVEY FROM CHEVROLET. WE WOULD GREATLY APPRECIATE YOUR "COMPLETELY SATISFIED " RESPONSE TO ALL THE QUESTIONS. PLEASE CALL OUR SERVICE MANAGER, RON GRIFFITH AT 264-3305, FOR ANY FURTHER ASSISTANCE. VISIT OUR DEALERSHIP 24/7 @ www.lhmchevy.com



Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHEVROLET HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chevrolet, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle.

Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.

A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc. CUSTOMER SIGNATURE

	/		/
1	DESCRIPTION	TOTALS	
ļ	LABOR AMOUNT	240.00	
	PARTS AMOUNT	359.00	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	3. 3
	MISC. CHARGES	0.00	
	SUB TOTAL	599.00	•
	LESS INSURANCE	0.00	· '.
	SALES TAX	41.03	:
	PLEASE PAY		
	THIS AMOUNT	640 03	

LARRY H MILLER CHEVROLET 5650 S STATE STREET MURRAY, UT 84107 801-264-3340

SEP 15, 2007 03:30PM

TERM : MERCH:

002200020703

REF #: 045

ACT #:

CARD : VISA

SALE:

\$ 640.03

RETR REF#: 725820502220 APPROVAL CODE: 073216

I AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT

SIGNATURE

CUSTOMER COPY

February 7, 2011



Service Request: 71-595143883

Customer Relationship Specialist: Jason David



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 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 \$640.03.

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. 213

DATE 01/25/08

************640 DOLLARS

XXXX03 CENTS

AMOUNT ***********640.03

SALT LAKE CITY UT

North American Operations General Motors Corporation Disbursement Account

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

BB 000000315

VENDOR DUNS NO.

AUDIT

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 PAYMENT DATE VENDOR NAME 01/25/08 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/24/08 | VH 1-9UGFHO 71-595143883.1-9UGFHO 00.0000 640.03 .00 640.03 161ZS52F85F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3

TOTAL

640.03

.00

640.03

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

February 7, 2011



Service Request: 71-595152599

Customer Relationship Specialist: Mark Smith

Dear

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.

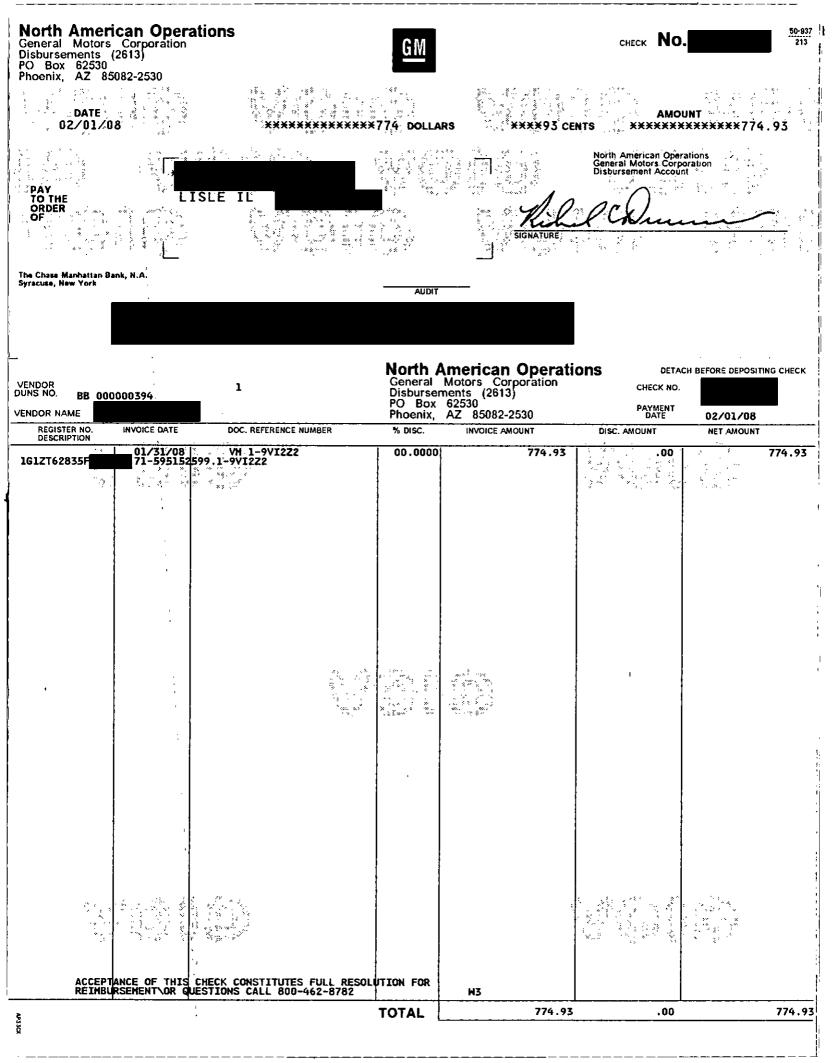
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$774.93.

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.





FOX VALLEY IL 605
21 DEC 2007 PM 1 L

USA First-Class

EE 26 LIN

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

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 2/16/07
17-Digit Vehicle Identification Number (VIN): 1612T62835Fa
Mileage at Time of Repair: 65,654 Date of Repair: 9/26/07
Claimant Name (please print):
Street Address or PO Box Numbe
City: LISIE State: IL ZIP Code:
Daytime Telephone Number (include Area Code
Evening Telephone Number (include Area Code
Amount of Reimbursement Requested: \$ 774,93
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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







We Thank You for your business!

\$774.93

	•	nttp://www.napaauto	care.com/il/romeoville/j_m			
10/1/200	7 2:32 PM	7				page 1
		Repair	Order #8293			
		,	Day Phon	e 🚾		
Vehicle	: 2005 Chevrolet	Malibu 3.5 L 216 CID V6	Tag/State		/ IL	
VIN	: 1G1ZT62835F		Last Milea	ige : 656	354	
Created	: 9/26/2007 1:02:	52 PM	Odometer	'In : 656	654	
	er. "		Odometer	Out: 656	354	
Labor/No	otes					
Co	ode/Tech*	Description				Price
	\	DIAGNOSTIC FEE				\$80.00
		STEERING COLUMN - F	₹&I	M		\$224.00
		STEERING COLUMN RE	PROGRAM			\$80.00
Parts	· · · · · · · · · · · · · · · · · · ·					
Qty Co	ide/Tech*	Description		Condition	Unit Price	Price
1 _	<u> </u>	COLUME			\$359.00	\$359.00
	Note:	M - Labor Database, Copyright	, Mitchell International, All Ri	ights Res	erved	
		Labor	***************************************	,,,		\$384.00
		Parts				\$359.00
		Sublet/Misc.			•••••	\$0.00
		shop supplies	***************************************	,		\$5.00
		Charges				\$0.00
		Sales Tax	Tax @ \$359.00 * 7.5	5000%		\$26.93

Repair Total

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. 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A \$30.00 PER DAY STORAGE FEE. 12 Month or 12,000 Mile Warranty On Repairs.

☐ Customer Signature					

25-JAN-2008- PM-3 T

Detroit, MI. 48232-5170

Reimbursement DePT. P.O. BOX 33170

LEMIGH VALLEY PA 180



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

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Service Request #1-432402052

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 2006
17-Digit Vehicle Identification Number (VIN): 1642T52865F
Mileage at Time of Repair/12,757 Date of Repair: 7-2566
Claimant Name (please print):
Street Address or PO Box Number:
City: Catasauce g State: PH ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$270.63
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 reimbursement for the expense Lincurred for the repair covered by this letter. Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



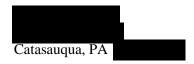


1701 W. TILGHMAN ST. • ALLENTOWN, PA 1810 www.outtencars.com

Phone: 610-434-4201
Fax: 610-820-57.74

USTOMER NO. 8242		1₹ŰÑ PETERS	 	O3TAG NO.	875	07/25/06	™CVC\$71554
		LABOR RATE	Į į	MILEAGE	42,757	°WHITE/	STOCK NO.
CATASAUQUA, PA		YO'S /YCE/EVEOL	ET/MALIBU/4	DOOR SE	DAN	°01726705	DELIVERY MILES
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		FT.E. NO.		O. NO.		₽ 07 7≠24/06	
				.0.110.			
OR# 1 CHARGES	BUSINESS PHONE	COMMENTS	- -				MO: -42/5/
ABOR							
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1 88967	'179 S/COL	REM 6.518		459.00		part(s) and/or serv	ice are those offered
-1 88967	'179 CORE F	ŒTURN	TOTAL -	100.00 PARTS	-100.00 359.00		he selling dealer here
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[] Gran	CK NO. []	*	TOTAL G.O	.G	0.00		
[] VISA [] MASTER	المنافعة فيستان		TOTAL MIS TOTAL MIS	C-DISC	0.00		
TELL TOTHER TELL TOTAL	<u> </u>	*	TOTAL TAX		30.66		
**************************************	**************************************	**	TOTAL INV	OICE \$	541.66		
ON, COLIN AND TOM OUR GOAL IS YOUR COMPLETE							
AA APPROVED REPAIR FACII	LITY						
OOK YOUR NEXT SERVICE AF ww.outtencars.com	PPUINIMEN! UNLINE AT						
CUSTOMER SIGNATURE	<u></u>	· · · <u>-</u>					
*********		EINVOIC	E *****	******	*****	THANK YOU F	OR THIS OPPORTUN
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D. 05 / 05 /			_			BRAKE LINI	NG/DISC. REMAINING
PAGE 1 OF 1	CUSTOMER COPY		[END O	F INVOICE 1	08:44am	1 1	l I

February 8, 2011



Service Request: 71-595184396

Customer Relationship Specialist: Paul Gambino

Dear

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

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

We have reviewed your request for reimbursement on the power 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 \$541.66.

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

CATASAUQUA



CHECK NO.

50-937 213

DATE: 02/25/08

××××66 CENTS

AMOUNT

North American Operations General Motors Corporation Disbursement Account

SIGNATURE

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

ORDER

AUDIT

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. 900965554 BB 000000438 PAYMENT DATE VENDOR NAME 02/25/08 REGISTER NO DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 02/22/08 VM 1-9ZNJKR 71-595184396.1-9ZNJKR 00.0000 541.66 541.66 1G1ZT52865F

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

TOTAL

H3

.00

541.66

. 541.66

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



снеск No.

DATE 01/25/08

****30 CENTS

AMOUNT ***************821.30**

TO THE

VENDOR DUNS NO

GRANITE BAY CA

North American Operations General Motors Corporation Disbursement Account

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

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 BB 000000497

821.30

.00

821.30

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT DATE

01/25/08

VENDOR NAME REGISTER NO. DESCRIPTION DOC. REFERENCE NUMBER INVOICE DATE % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/24/08 VM 1-9UK463 71-595189654.1-9UK463 00.0000 821.30 .00 821.30 1G1ZS52F15F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3

TOTAL

February 8, 2011



Service Request: 71-595189654

Customer Relationship Specialist: Joey Bravo

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$821.30.

At Chevrolet, our commitment to customer satisfaction is a top priority. 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.



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Reinbursement Dapt PO 33170 Detroit, MI 48232-5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12/26/07
17-Digit Vehicle Identification Number (VIN):, 1612 \$52F1 5F
Mileage at Time of Repair: 41073 Date of Repair: 7(25/67
Claimant Name (please print):
Street Address or PO Box Number:
City: Granite Bay State: CA ZIP Code:
Daytime Telephone Number (include Area Code):_
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this 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





KEEPING YOU COMPLETELY SATISFIED."

CAD# 983671132

A Member of the Sullivan Automotive Group

700 Automali Drive • P.O. BOX 1028 • ROSEVILLE, CALIFORNIA 95661 Phone 916-782-1243 916-969-0262 www.chevyworld.com

BAR #AA-001851

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

OUR MISSION STATEMENT: TO PROVIDE OUR CUSTOM-ERS WITH A SHOPPING, BUYING, SERVICE, AND OWNER-SHIP EXPERIENCE THAT CONSISTENTLY SATISFIES EACH INDIVIDUAL'S NEEDS AND EXCEEDS THEIR EXPECTATIONS IN A COMFORTABLE, SUPPORTIVE ENVIRONMENT.

ORIGINAL ESTIMATE (PARTS AND LABOR)	\$	ADD'L REPAIRS OK'D BY		I acknowledge notice and oral approval of an increase in the original	
AUTHORIZED \$ ADD'L REPAIRS		x		estimated price.	
TOTAL	\$	DATE	TIME	CUST INITIALS	

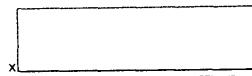
HUNS IN A COMPORTABLE, SOFFORTIVE ENVIRONMENT.	TOTAL CONTROL TATION ON TATION OF COOSES
INVOICE TO	DRIVERY OWNER INFORMATION INVOICE. C03303
GRANITE BAY CELL: WORK: FOR OFFICE USE TAG: ADV: 800 YETTNER, INVOICE: PRELIM CUS C MZ TAX RULES: YYNNN INVOICED: 07/26/2007 15:22:08 ODOMETER IN: 41073 DIST: CHE	VIN 1G1ZS52F15F LICENSE NUMBER: CA 05 CHEVROLET MALIBU 4DR SDN BLACK STOCK# 00093405
DATES BEGIN: 07/25/07 DONE: 07/26/07	Dillo Modal office
CONCERN 51 CUSTOMER REPORTS POWER STEERING IS LOOSING ASSIST IN NEEDED REPIARS WAS OUT FOR ABOUT 5 MINUTES ON FREEWAY, CUSTOMER C ASSIST RETURNED, FELT LIKE SAMETHING WAS HAPPENING AND NEEDED REPAIRS CAUSE STEERING COLUMN POSITION SENSOR IN COLUMN FAULTY CORRECTION VERIFIED CONCERN, SCANNED AND VERIFIED CODE C0545- REPLACED STEERING COLUMN AND PERFORMED COLUMN LEAR ROAD TESATED OK	COLUMN 824 435,00 TODAY REPORT ON CAUSE
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	PARTS , 359.00
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A SMALLAN MAINT TAINE BEN MENN MENN MENN MARKE MAINT THE TREE TON STAFF STAFF

DISCLAIMER OF WARRANTIES
THE SELLER, SULLIVAN CHEVROLET, HEREBY EXPRESSLY DISCLAIMS ALL THE SELLER, SULLIVAN CHEVHULET, MEMEBY 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 THE

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS OTHERUSTOMER WISE SPECIFIED.

A INDICA ANNUA TINE LOSSO TUENO TILAN NELLE NICITA FILL LAGI



I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

PAGE 1





"WE'RE COMMITTED TO KEEPING YOU COMPLETELY SATISFIED."

A Member of the Sullivan Automotive Group

700 Automall Drive • P.O. BOX 1028 • **ROSEVILLE, CALIFORNIA 95661**Phone 916-782-1243 916-969-0262
www.chevyworld.com

CAD# 983671132

BAR #AA-001851

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

OUR MISSION STATEMENT: TO PROVIDE OUR CUSTOM-ERS WITH A SHOPPING, BUYING, SERVICE, AND OWNER-SHIP EXPERIENCE THAT CONSISTENTLY SATISFIES EACH INDIVIDUAL'S NEEDS AND EXCEEDS THEIR EXPECTA-TIONS IN A COMFORTABLE, SUPPORTIVE ENVIRONMENT.

ORIGINAL ESTIMATE (PARTS AND LABOR)	\$109-	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral ap- proval of an Increase in the original estimated price.	
AUTHORIZED ADD'L REPAIRS	\$712.00	x		
TOTAL	\$821.03	DATE 25.07	TIM 50	

----- DRIVER/OWNER INFORMATION -- INVOICE: C89365 ----- INVOICE TO --------- VEHICLE INFORMATION -------- FOR OFFICE USE -----LICENSE NUMBER: CA ADV: 800 YETTNER, INVOICED: 07/26/2007-15:22:08 MZ 05 MALIBU BLACK ---- GRAND TOTALS PAYMENT DISTRIBUTION FOR INVOICE C89365 SUMMARY OF CHARGES FOR INVOICE C89365 TOTAL CHARGE 821.03 PARTS 359.00 436.00 LAB-MECHANICAL CASH DUE 821.03 795.00 SUB-TOTAL 26.03 SALES TAX 821.03 TOTAL CHARGE ESTIMATE---ESTIMATE \$109.00 IF YOU HAVE ANY OUESTIONS - PLEASE SEE LYNN C YETTNER PAGE 2 LAST PAGE 444 Principles (Section 1982) D=10....

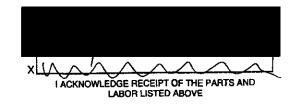
A TORIDIN ARTRIN 16819 MEN WHICH STAIN WITH TREEL ARTRI 1885 ARTER 1980 JULIA LURI

DISCLAIMER OF WARRANTIES

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

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS OTHERUSTOMER WISE SPECIFIED.

A CONTRAD LONG AND AND AND AND AND ASSESS ASSESS AND AND AND AND



Managing Property of the State of the State

SALES DRAFT

JOHN L SULLIVAN CHEV 766 AUTO MALL OR ROSEVILLE, CA 95661-3024 916-782-1243 4301322159048202

TID : 32215904820243010006

DATE : 07/26/07 05:41:34 PM THU

ACCT

BATCH : 894

TRAN # : 0064

AMOUNT :

\$821.03

THANK YOU. PLEASE COME AGAIN.

APPROVAL: 04024A

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:

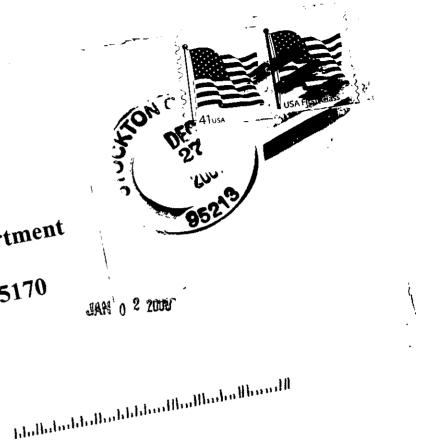
- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing documentation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





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)

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12- 26-07
17-Digit Vehicle Identification Number (VIN): 162ZH528754
Mileage at Time of Repair: 95750 Date of Repair: 9-28-07
Claimant Name (please print):
Street Address or PO Box Number:
City: State: CA. ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this 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







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).



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

ALFRED MATTHEWS

BUICK

PONTIAC

GMC

Cadillac

(209) 577-0140 3807 McHenry Ave. Modesto, CA 95357-7287 (209) 668-5323 2440 N. Golden State Blvd. Turlock, CA 95382

BAR# AC009189 EPA# CAD028687259 BAR# AG240445 EPA# CAR 000164160

Adv: RODNEY FOX			Tag:	License:		1G2ZH5287 54		Page: 1	Invoice	C05581
Invoice to NAI	O# 001262				Driver	Owner Informa	tion		A Canadan Const.	793 Balakeria y
SALIDA, CA					CRITOR	C.T.				
Home:	Work:				SALIDA, Cell:		Work:			
HOME.	HOLK.				Cell.		MOLK.			
For Office Use					Vehicle	Information	<u></u>			<u></u>
Odometer in: 957	50 Out: 95750	Dist: DE	F CUS C	Final	05 PONTI	AC G6 GT 4DR SDN	N GRAY			
					Stock#:	02052105				
}		Invoice	d: 09/28/07	19:31 RP	• ••					
Customer Conce	rn									
Concern 51	CUST STATES THAT A CIRCLE THE CK I					AND WHEN TURNS	IN Operat	ion Tech		Amount
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Correction	REPLACED STEERING	S COLUMN	AND ELECTR	IC STEFRING	GFAR					
							Į.	164	s	647.00
Parts	Part Number		PO#	Note	Des	cription	Quant:		Sell	
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	000 015926870				COL	UMN	<u> </u>	1	359.00	359.00
Type: C	L	_					TOTAL	CHARGE FOR CO	ONCERN	1547.84
Summary	of Charges fo	r Invo	ice C05	581	Payment Distribution for Invoice C05581					
PARTS	<u> </u>			707.04	TOTAL	CHARGE			1.	599.90
LAB-MECHANIC	AL			840.80						
SUB-TOTAL				1547.84	ACCOUN	TS RECEIVABI	LE NAD	001262	15	99.98
SALES TAX				52.14	CORDO	A KRISTINE M				
TOTAL CHARGE	l			1599.98						
I HEREBY ACKNOWL	EDGE THAT THE ESTI	MATE STAT	ED ON THIS	REPAIR ORD	ER WAS					
APPROVED PRIOR T	O THE WORK BEING D	ONE. I	ALSO ACKNOW	LEDGE THAT	I WAS					
CONTACTED AND AP	PROVED ANY REVISED	ESTIMATE	E SHOWN ON	THIS INVOICE	Ε.					
Estimate	100.00 R	evised Es	timate 1	1579.10						
CALLED ROBERT AT	2095450344 HE APP	ROVED 157	79.10 FOR F	REPAIRS TO S'	TEERING AS	SEMBLY				
If you have any	questions - please	see ROD	NEY FOX							
-	ENCE SERVICE AND P			GINNING SEPTI	EMBER					
1ST 2007 WILL BE			_							
ORIGINALI	ESTIMATE									

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE AND RECEIPT OF THIS INVOICE.

AUTHORIZED REVISED ESTIMATE

ALFRED MATTHEWS

BUICK

PONTIAC

Cadillac

(209) 577-0140 3807 McHenry Ave. Modesto, CA 95357-7287

> BAR# AC009189 EPA# CAD028687259

(209) 668-5323 2440 N. Golden State Blvd. Turlock, CA 95382

> BAR# AG240445 EPA# CAR 000164160

Adv: RODNEY FOX	-	Tag:	License:	TEMP	1G22H5287 54	Page: 2	Invoice: C0558		
Invoice to:				Driver/Owner:					
Involced: 09/28/07 19:31:23 RP				05 PONTI	AC G6 GT 4DR SDN GRAY				
MONDAY THRU FRIDAY SATURDAY	SERVICE AND PARTS PARTS DEPARTMENT			M			Last Page		
			/		ORIGIL!!)			
ORIGINAL ESTIMAT	TE	I ACKNOWLE	OGE NOTO	E AND OPA	I APPROVAL				

AND RECEIPT OF THIS INVOICE.

I, the registered vehicle owner, hereby authorize the repair work herein set furth to be done with the necessary material and subter repairs and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts thirments by the supplier or transporter. I hereby grent you ander your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics here is hereby administered or the below whilele to secure the amount of repairs therebo. I hereby appoint Alfred Marthees, inc. as my attor ey in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair or attention is hereby acknowledged by dealer. Said outstomer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undestigated delayer against loss occasioned by thet, fire or vandalism while the property remains with the dealer. Outstomer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Outstomer will be responsible for payment of reasonable attomey fees and costs in the event suit is brought for collection.) Suithorize warranty work to be partitived on my vehicle in the event suit is brought for collection.) Suithorize warranty by the manufacture, then I, the outcomer, will be held responsible for the outstanding behave that greenent in no wey limits your warranty coverage. If this situation does occur, then you will receive documentation of desired warranty for your records. Cadillac (209) 668-5323 2440 N. Golden State Blvd. (209) 577-0140 3807 McHenry Ave Modesto, CA 95357-7287 Turlock, CA 95382 BAR# AC009189 BAR# AG240445 EMAR CAR 000164160 THIS IS NOT AN INVOICE / LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG MECK TEST INDICATES ARE NECESSARY. TERMS: CASH OR APPRIVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE. ALL RITS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK, ALL PARTS ARE NEW FACTORY REMANUFACTION UNLESS OTHERWISE SPECIFIED. EPA# CAR 000164160 EPA# CAD028687259 SAVE PARTS X. Authorized By: X INSTRUCTIONS ON WORK TO BE DONE PG 1 OF PAY TYPE: W CC: OJ TECH# OPERATION TIME CONDITION CUST STATES THAT THE POWER STEERING IS DISPLAYIN AND WHEN TURNS CIRCLE THE CK ENGINE LIGHT IS COMING ON TECH NO LAST 4 - SOC SEC. CK ANDADV TECH# TECH NO. AST 4 - SOC. SEC. TECH# TECH NO. LAST 4 - SOC. SEC TECH# TECH NO. LAST 4 - SOC. SEC **RO 05581** *TAG 4410* LIC: CA TEMP SVC ADV: A17 RODNEY FOX 05 **VIN: 1G2ZH5287 54 PONTIAC G6 COL CD: 46U 4DR SDN TRIM: $\mathbf{E}\mathbf{T}$ 702 SALIDA IICENSE: CA GRAY CAR MFG CODE: 67F001 SVC DLR: 67F001 SLM: 536 CA STOCK NUMBER: 02052105 STANISLAUS IN-SVC: 040205 SOLD:040205 ODOMETER: LAST: 94433 CURRENT: 95750 AVG PER DAY: 106 PER MONTH: CELL: WORK: DIST CODE: DEF MODEL# 2ZH69 09/20/07 11:20:38 ****PROMISED DATE: 09/20/07 TIME: 1400 *** **RO 05581** SVC ADV: A17 RESV: 033 VIN: 1G2ZH5287 54: *TAG 4410* CE PERFORMED E ADV PARTS RECOMMENDED SERVICE FOR YOUR CAR EST LABOR EST PARTS DESCRIPTION LAST SERVIC DATE OPER 9.95 0.00 L.O.F. LOF

W05112 090707 94433 719 BRFL 131.23 18.72 BRAKE FLUID TECH HRS OP CODE DESC TRFL 129.71 60.24 TRANSMISSION ISTALLED ONSTAR UPGRADE 103 Z2096 FFLU 159.00 0.00 FUEL SYSTEM C75376 091505 19174 238 PSFL 106.59 43.36 P STEER FLUI PREFERRED TREATMENT 52 136 OIL LIFE LIGHT ON CLFL 139.04 50.91 COOLANT FLUI W75376 091505 19174 238 PREFERRED TREATMENT HARMONIC BALANCER NOT S 136 40 CHECKED FOR CODEP0442 118 L1020 Z7911 2 WAY SHUTTLE 999 W71800 062805 10548 203

February 8, 2011



Service Request: 71-595193620

Customer Relationship Specialist: Roxy King

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. We regret that we are unable to reimburse you the amount you requested because the vehicle has exceeded 70,000 mileage parameters of the special coverage.

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

Sincerely,

Pontiac Customer Assistance Center



INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) CENTRAL MA 015

20 DEC 2007 PM 1 T



DEG 2 6 1981

Reimburgement Department Ro. Box 33170 Net wit, MI 48232-6261

1232+5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12-15-57
17-Digit Vehicle Identification Number (VIN): 16274528854
Mileage at Time of Repair: 4, 65 Date of Repair: 3807
Claimant Name (please print):
Street Address or PO Box Number:
City: Webster State: Wa ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ \(\tag{100}^{\text{OS}} \)
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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







Webster, MA	
Dear	

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

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

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

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

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

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

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



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



BAYER MOTORS

DARE TO COMPARE TO BAYER!

MAILING ADDRESS P.O. BOX 638 WEBSTER, MA 01570-0638 LOCATION 29 WEST MAIN ST. DUDLEY, MA 0157

WEBSTER, MA 01570-0638 DUDLEY, MA 0157 (508) 943-0120 • 800-943-0120 • FAX (508) 949-15

www.bayermotors.com



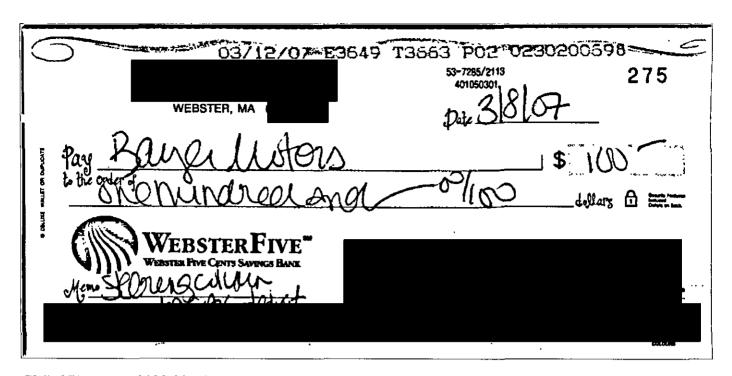


CUSTOMER NO. 4819	ADVISOR ED	110).	03/08/07	PNCS38479
1015	LABOR RATE LIQUIDATE	MILEAGE		COLOR	STOCK NO.
	89.00	V	41,625		
	YEAR/MAKE/MODEL OF / DON'TTAC/C6/4 D	B CEDAN		04/16/05	DELIVERY MILES
	05/PONTIAC/G6/4 D	K SEDAN		SELLING DEALER NO.	PRODUCTION DATE
WEBSTER, MA	1 G 2 Z H 5 2 8	8 5 4			
	F.T.E.NO.	P. O. NO.		02/15/07	REPRINT# 1
BUSINESS PHONE	COMMENTS		1		MO: 41628
JOB# 1 CHARGES					110. 41020
JUB# 1 CHARGES	,				•
LABOR			LIADDANTY		
J# 1 45PNZ01 STEERING HOURS CHECK STEERING BINDS	: 2.00 TECH(S):118		WARRANTY		
DIAGNOSE TO FAULTY STEERING COLUMN					
REPLACE COLUMN ASSEMBLY					
PARTSQTYFP-NUMBERDESCRI 1 15926870 COLUMN	PTION	·UNIT PRICE-	WARRANTY		
1 15926870 COLUMN		TAL - PARTS	0.00		
MISCCODEDESCRIPTION	CONTROL	NO			
WD WARRANTY DEDUCTABLE	······································	4819	100.00		
	T0'	TAL - MISC	100.00		
JOB# 1 TOTALS					
	MI	SC	100.00		
J0B# 1	JOURNAL PREFIX PNCS JO	3# 1 TOTAL	100.00		
 TOTALS					
**************	1017	L LABOR L PARTS	0.00 0.00		
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* *********************************	* * TOTAI	. INVOICE \$	100.00		
			100.00		
ALL GM PARTS AND LABOR 12MTH/12000 MILE WARRANT THANK YOU FOR YOUR BUISNESS!!	Y				
THINK SPRING!!!E					
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CUSTOMER SIGNATURE					
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1				1	

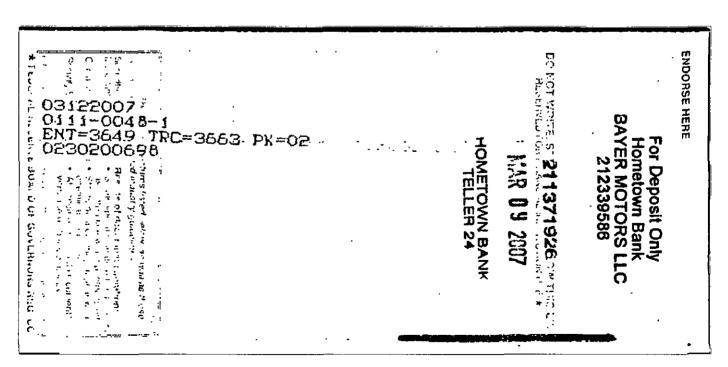
PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 01:36pm



Ck#: 275 - Amt: \$100.00 - 03/12/2007



Ck#: 275 - Amt: \$100.00 - 03/12/2007

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



CHECK NO.

DATE 01/25/08

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

****00 CENTS

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

North American Operations General Motors Corporation Disbursement Account

WERRIEK WY

AUDIT

VENDOR DUNS NO.

VENDOR NAME

BB 000000114

1

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. PAYMENT DATE

01/25/08

REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/24/08 VH 1-9UDAHH 71-595204547.1-9UDAHH 00.0000 100.00 .00 100.00 1G2ZH528854

H3

February 8, 2011



Service Request: 71-595204547

Customer Relationship Specialist: Cherry Martin

Dear

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

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

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

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.

February 7, 2011



Service Request: 71-594902906

Customer Relationship Specialist: Gavin Sanders



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 rack and pinion 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

WINDSLOW, ME

EASTERN MAINE 044 19 DEC 2007 PM 2 T

Mallabaddalladddadladladladladladladla



BEC 2 7 MAY

REIMBORSEMENT DEPARTMENT P.O. BOX 33170 DETROIT, MI HB232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant						
Date Claim Submitted: 12-17-07						
17-Digit Vehicle Identification Number (VIN): /G/zrsa885454						
Mileage at Time of Repair: フェックラー						
Claimant Name (please print):						
Street Address or PO Box Number:						
City: LOCOSIOS State: ME ZIP Code:						
Daytime Telephone Number (include Area Code):						
Evening Telephone Number (include Area Code):						
Amount of Reimbursement Requested: \$						
The following documentation must accompany this claim form.						
Original or clear copy of all receipts, invoices, and/or repair orders that show:						
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 						
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter. Claimant's Signature:						

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if complèted 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).









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).



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 December 17, 2007

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

RE: Reimbusement Request

Dear General Motors,

Please see enclosed all related documentation pertaining to the power steering issue I had with my 2005 Malibu. You will notice that the work was done at an authorized Chevrolet dealership. My vehicle at the time of repair had 75,581 miles however this power steering problem had been an issue for several months, well before the 70,000 mile cut-off stated in your letter. I have been a long time, loyal General Motors customer and I hope you will consider reimbursement for this issue.

Sincerely,



CENTRAL MAINE MOTORS, Inc.

420 Kennedy Mem. Dr.

WATERVILLE, MAINE 04901

Telephone (207) 872-5591

Service and Dependability Since 1933









TAG NO. 07/19/07 CVC5246299	TAG NO.	248 TA	Υ	ANA CARE		363	°. 17	TOMER	cus
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PAGE 2 OF 2

CUSTOMER COPY

CENTRAL MAINE MOTORS, Inc.

420 Kennedy Mem. Dr.

WATERVILLE, MAINE 04901

Telephone (207) 872-5591

Service and Dependability Since 1933









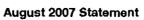
ORIGINAL

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					WE APPRECIA	
					YO	JR PATRONAGE
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[END OF INVOICE] 01:40pm

L.L.Bean

Prepared for:



\$28,800.00 Credit Line: Cash or Credit Available: \$24,547.91



Transactions Continued			-			
	Posting	Transaction	Reference	Account		
Purchases and Adjustments	Date	Date	Number	Number	Category	Amount
CENTRAL MAINE MOTORS WATERVILLE ME	07/20	07/19	3860	4519	C	996.55
J&S WINSLOW WINSLOW ME	07/20	07/19	0439	4519	Ċ	32.50
WAL-MART #2013 WATERVILLE ME	07/21	07/20	4639	4519	Č	122.99
08515952013SC1YW076680122		****	,	,,,,	•	122.00
RADIOSHACK COR00111187 WATERVILLE ME	" 07/21 ⁻	07/20	8019	4519	, C	41.04
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SHAWS MARKET #7551 WATERVILLE ME	, Q2304		4.470	1510	_	
	07/21	07/20	4479	4519 4512	C	142.69
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J'S CORNER RESTAURANT GORHAM NH	07/23	07/20	0105	4519	Ç	21.28
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KMART 3380 WATERVILLE ME	07/23	07/20	7398	4519	C ,	44.08
WINSLOW MATTRESS AND F WINSLOW ME	07/23	07/20	0012	4519	C	21.00
HANNAFORD #238 WATERVILLE ME	07/23	07/22	2712	4519	С	24.29
06192030238SC3Y6000032170						
JOANN FABRIC #0410 WATERVILLE ME	07/24	07/22	4737	4519	C	17.92
J&S WINSLOW WINSLOW ME	07/24	07/23	0813	4519	C	25.25
RIVERSEDGE RESTAURANT MADISON ME	07/25	07/23	0692	4519	С	12.44
HANNAFORD #238 WATERVILLE ME	07/28	07/25	0266	4519	С	120.37
06192030238SC3Y6000060596						,,,
PIZZA HUT #60980506090 GORHAM NH	07/27	07/25	6180	4519	С	25.05
LUKOIL GETTY 28227001 AUGUSTA ME	07/27	07/25	0910	4519	č	26.26
ROYALTY INN GORHAM NH	07/28	07/25	0490	4519	č	57.24
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	07/28	07/27	1381	4519	С	60.82
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WM SUPERCENTER WATERVILLE ME	07/28	07/27	1956	4519 4519	Ç	91.55
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J&S WINSLOW ME	07/30	07/27	3267	4519	Č	20.00
WM SUPERCENTER WATERVILLE ME	07/30	07/29	0172	4519	Ç	35.37
STAPLES 00111328 WATERVILLE ME	08/01	07/30	0167	4519	С	36.74
SHAWS MARKET #7551 WATERVILLE ME	08/01	07/31	8337	4519	, C	87.70
DALMATIAN CORP. 410-8492898 MD	08/02	07/30	9556	4519	C	18.85
1829589				•	•	
WAH GARDEN RESTAURANT JAY ME	08/02	07/31	8282	4519	С	27.29
J&S WINSLOW ME	08/02	07/31	4709	4519	C	31.50
SUBWAY 00114983 MEXICO ME	08/03	08/01	1828	4519	С	6.20
GULF 91800994 NORRIÖGEWOCK ME	08/03	08/01	6119	4519	Ç .	31.00
00019206						
HANNAFORD #238 WATERVILLE ME	08/04	08/03	7183	4519	C	51.63
06192030238SC3Y6000106974		•			-	
WM SUPERCENTER WATERVILLE ME	08/04	08/03	0478	4519	C	96.84
SHAWS MARKET #7551 WATERVILLE ME	08/04	08/03	2316	4519	Č	192.67
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L.L.BEAN COUPON DOLLARS:

21.26 MONTHLY 28.23 AVAILABLE



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

February 8, 2011



Service Request: 71-595245025

Customer Relationship Specialist: CJ Parker

Dear

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

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

We have reviewed your request for reimbursement on the steering column 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 \$658.36.

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 50-937 213 DATE **AMOUNT** 01/25/08 XXXXXXXXXXXXX658 DOLLARS ******36 CENTS ************658.36** North American Operations General Motors Corporation Disbursement Account TUCSON AZ The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000323 PAYMENT DATE VENDOR NAME 01/25/08 REGISTER NO. DESCRIPTION DOC. REFERENCE NUMBER % DISC. INVOICE DATE INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/24/08 VM 1-9UF3HG .71-595245025.1-9UF3HG 00.0000 658.36 .00 658.36 162ZG528254 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3

TOTAL

658.36

.00

658.36

FIRST SCRIPT®
NETWORK SERVICES

155 N. Rosemont Blvd., Tucson, Arizona 85711



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

JAN 0 2 2000 .

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant				
Date Claim Submitted: 8/15/2007				
17-Digit Vehicle Identification Number (VIN): <u>IG2Z-G529254</u>				
Mileage at Time of Repair: Date of Repair: august 15, 2007				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: TUCSON State: AZ ZIP Code:				
Daytime Telephone Number (include Area Code)				
Evening Telephone Number (include Area Code)				
Amount of Reimbursement Requested: \$_\(\omega 58.36\)				
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:				

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).







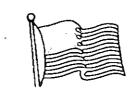
Quebedeaux



3566 E. SPEEDWAY • TUCSON, AZ 85716 (520) 795-5550

STOMER NO 8111/	ADAM G HENS	LEY 104	1 TAG NO 1205	"08/15/07	™¥%€\$338422
		LICENSE NO	MILEAGE 55,097	BLACK/	STOCK NO
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rucson, AZ		5 2 8 2 5 4		SELLING DEALER NO	PRODUCTION DATE
	F.T.E.NO.	P. O. NO).	⁸ 08714/07	
BUSINESS PHONE	COMMENTS				
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****GOODWRENCH SERVICE P IFETIME SERVICE GUARANTEE LIMITED WARR YOUR GM PARTS WARRANTY IS 12 MONTHS ************************************	LUS***** ANTY. ASK FOR DETAILS OR 12,000 MILES RST ************	TOTAL INVOK	CE \$ 658.30		e a la companya de l La companya de la companya de
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****GOODWRENCH SERVICE P IFETIME SERVICE GUARANTEE-LIMITED WARR YOUR GM PARTS WARRANTY IS 12 MONTHS ************************************	LUS***** ANTY. ASK FOR DETAILS OR 12,000 MILES RST ************	TOTAL INVOICE	DE\$ 658.31		S. S.
****GOODWRENCH SERVICE P IFETIME SERVICE GUARANTEE-LIMITED WARR YOUR GM PARTS WARRANTY IS 12 MONTHS ***************** WHICH EVER OCCURS FI **OUR STORE HOURS ARE MON-FRI 7:30-6:0	LUS***** ANTY. ASK FOR DETAILS OR 12,000 MILES RST ************	TOTAL INVOICE	CE \$ 658.31		e e e e e e e e e e e e e e e e e e e







MM 8 1 2008

REIMBURSEMENT DEPARTMENT PO BOX 33170 DETROIT MI 48232-5170

4823235170

hlallaladadhabhlaadhalladhahall

CUSTOMER REIMBURSEMENT CLAIM FORM

	This section to be completed by Claimant
	Date Claim Submitted: 1-28-08
	17-Digit Vehicle Identification Number (VIN): 1612T63855 F
	Mileage at Time of Repair: 49364 Date of Repair: 5/30/07 - 6/1/08
	Claimant Name (please print):
	Street Address or PO Box Number:
	City: Rock Tsland State: T// ZIP Code:
-	Daytime Telephone Number (include Area Code):
	Evening Telephone Number (include Area Code):
	Amount of Reimbursement Requested: \$ 821.07
	The following documentation must accompany this claim form.
	Original or clear copy of all receipts, invoices, and/or repair orders that show:
	 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
	My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
	Claimant's Signature:

Please mail this claim form and the required documents to:

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

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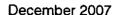
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- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing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

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Rock Island, IL

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).



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

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

BILL DAVIS

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07126 1G1ZT62855F

13 0002465

HOCK ISLAND, IL

Case No# 71-595-306-

Customer Copy

MT Im PAGE 1 Customer Number: VINE 1G1ZT62855F TPC. PAYMENT: 348763 MAKE AND MODEL MILEACH COLOR OPEN DATE ADDRESS 30MAY07 49364 31MAY07 WHITE CHEVROLET MALIBU WARR EXP. DATE DELIVERY DATE STOCK NUMBER CITY / STATE / ZIP 01JAN07 ROCK ISLAND, IL SERVICE ADVISOR: P.O. NO. BUSINESS PHONE OME PHONE 151 ЛМ ZAWADA DLR:47202 ENG:3.5 Liter SPI EMAIL ADDRESS A/C VENT OUT OF POSITION D1446 DEFLECTOR, AM (OUTLET) VENT) CENTER -REPLACE PLEASE. (N/C)3011 WAS 1 15207563 PLATE (N/C)FC: 3A SEI UP YOUR NEXT PART#: 15207563 COUNT: 1 CLAIM TYPE: 0 APPOINTMENT NOW AUTH CODE: 49364 CENTER VENT ASSY BROKEN 1.3 REPLACED CENTER VENT TRIM PLATE WITH YOUR SERVICE ASSY ADVISOR. PAS OUTTS AT TIMES-WARNING LIGHT ON E7680 COLUMN ASSEMBLY, STEERING - REPLACE 429.00 3011 CP 429.00 1 15926870 COLUMN 359.00 359.00 359.00 49364 FOUND STEERING COLUMN SENSOR BAD 5.2 FOUND CODE CO545-00 Thank You! REPLACED STEERING COLUMN ASSY WHICH IS PART OF SENSOR TEST DROVE OK CUSTOMER PAY MATERIAL CHARGE FOR REPAIR ORDER 10.00 DESCRIPTION TOTALS STATEMENT OF DISCLAIMER LABOR AMOUNT 429.0D The factory warranty constitutes all of the warranties with respect to the sale of this item\tiems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or timess 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. PARTS AMOUNT 359.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 PARTS DESIGNATED WITH A W INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY MISC. CHARGES 10.00 REPAIRS. 798.00 TOTAL CHARGES VISIT OUR WEBSITE: **ERIKSENS.COM** 0.00 LESS INSURANCE 23.07 SALES TAX APPOINTMENTS: 787-8680 PLEASE PAY

Goodwiench Service Ass Offers: Ass Orified Technicians Courses Allerine Pars poredors Liking Service Grazeles Computer Up-Front-Pricing Courses on Parts and Libor Quick Labo Pins Oll Charge Committee Service Hours

THANK YOU!

THIS AMOUNT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. 213 DATE: 03/03/08 CENTS: **AMOUNT** North American Operations General Motors Corporation Disbursement Account ROCK ISLAND ILE SIGNATURE The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000201 PAYMENT DATE VENDOR NAME 03/03/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 02/29/08 VM 1-A11YY8 71-595306438.1-A11YY8 .00 00.0000 821.07 821.07 1G1ZT62855F Same 100 Ϋ́,

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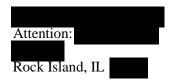
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821.07

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

February 8, 2011



Service Request: 71-595306438

Customer Relationship Specialist: Jane West

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$821.07.

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 50-937 213 CHECK NO. DATE AMOUNT XXXXXXXXXXXXXXI00 DOLLARS XXXX01 CENTS ****************100.01 01/25/08 North American Operations General Motors Corporation Disbursement Account PAY TO THE ORDER OF VINCENT AL SIGNATURE The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK CHECK NO. BB 000000383 PAYMENT DATE VENDOR NAME 01/25/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT NET AMOUNT DISC, AMOUNT 01/24/08 VM 1-9UHWNG 71-595332090.1-9UHWNG 00.0000 100.01 .00 100.01 1G1ZS52F25F

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 M3

TOTAL 100.01 .00 100.01

Vincent Al

BIRMINGHAM AL 352 21 DEC 2007 PM 6 L



L 88 Day.

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

48232+5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant	
Date Claim Submitted: 12 - 20 - 07	
17-Digit Vehicle Identification Number (VIN): 1612552F25F	
Mileage at Time of Repair: 50,293 Date of Repair: 8-20-07	_
Claimant Name (please print):	
Street Address or PO Box Number:	
City: Vincent State: Alabama ZIP Code:	
Daytime Telephone Number (include Area Code):	
Evening Telephone Number (include Area Code):	
Amount of Reimbursement Requested: \$	
The following documentation must accompany this claim form.	
Original or clear copy of all receipts, invoices, and/or repair orders that show:	
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 	
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.	•
Claimant's Signature:	

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





SERRA CHEVROLET-OLDS-HONDA CV

40941 U.S. Hwy. 280

SYLACAUGA, ALABAMA 35150

256-245-5000 B'ham - 323-0134 1-800-323-0138 _CHEVROLET

Oldsmobile

ORIGINAL HONDA

TAG NO. 309 CUSTOMER NO. 116244 STEPHANIE 11687d *"08720*/07 STOCK NO LABOR RATE LICENSE NO. MILEAGE 50 293 **°წმ**ზър/ DELIVERY DATE DELIVERY MILES Ÿð\$/ÆHÉ₩RÖLET/MALIBU/SEDAN VINCENT, AL ELLING DEALER NO PRODUCTION DATE VEHICLE TO Z S 5 2 F 2 5 F F. T. E. NO. P. O. NO. ¹08%13/07 RESIDENCE PHONE BUSINESS PHONE COMMENTS ABOR-&-PARTS J# 1 03CVZ1 CUSTOMER STATES, POWER STEERING LIGHT COMING ON AND OFF AND GOT REAL HARD TO STEER. STEERING/SUSP/WHEELS 304.00 ARBITRATION AGREEMENT Customer and Dealership agree that any and all disputes or claims arising from or relating to this CHECKED VEHICLE AND HAS CODES C0545 AND C0460, NEEST MOTOR ASSEMBLY AND COLUMN.
REPLACE COLUMN AND MOTOR ASSEMBLY, RECALIBRATE COLUMN AND TEST DRIVE, CODES NOT RESET. VEHICLE OPERATING AS DESIGNED purchase and/or these repairs shall be settled in accordance with the commercial rules of the American Arbitration Association and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Customer and AT THIS TIME. Dealership agree that the parts involved in this purchase and/or these repairs traveled in interstate PARTS-----QTY---FP-NUMBER------DESCRIPTION------UNIT PRICEcommerce. Customer and Dealership agree that 25805894 359.00 352.33 arbitration proceedings shall be conducted in MOTOR 6.605 Birmingham, Alabama. 15926870 **COLUMN 6.518** JOB # 1 TOTAL PARTS JOB # 1 TOTAL LABOR & PARTS 1015.33 COMMENTS -----CUSTOMER WILL PAY 100.01 AND WARRENTY COMPANY WILL PAY THE DIFFEREN CE WITH CREDIT CARD. ATTN: CASHIER CLAIM NUMBER ROYAL ADMINISTRATION SERVICES IS THE WARRENTY COMPANY TO PAY 972.23 * 1 "T RECOMMENDED SERVICE: 10/08/2007 / 53293 MI 00CVZLOF LUBE-OIL-FILTER CUSTOMER SATISFACTION IS OUR #1 GOAL. YOU MAY RECIEVE A TOTAL LABOR.... 304.00 SURVEY FROM THE MANUFACTURER ASKING ABOUT OUR SERVICE.
THIS IS OUR REPORT CARD AND IF FOR ANY REASON YOU CAN NOT
ANSWER " COMPLETLY SATISFIED".
PLEASE FEEL FREE TO CONTACT OUR SERVICE MANAGER. TRACEY
HARBISON, WE VALUE YOUR BUSINESS. TOTAL PARTS.... 711.33 TOTAL SUBLET...
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TOTAL MISC DISC 0.00 0.00 0.00 0.0056.91 TOTAL TAX..... F2. **TOTAL INVOICE \$** 1072.24 CASH () CK# () CARD () OTH (

PAGE 1 OF

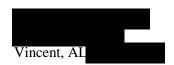
CUSTOMER SIGNATURE

ACCOUNTING COPY

DUPLICATE INVOICE

[END OF INVOICE] 11:44am

February 8, 2011



Service Request: 71-595332090

Customer Relationship Specialist: Michelle Rivers

Dear

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

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

We have reviewed your request for reimbursement on the steering column kit 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 \$100.01.

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.



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

THEVROLET PONTAC ENLINCIAC COME OIDENCE SATURE THEOREM

April 9, 2008 DIXIE BUICK PONTIAC GMC TRUCK 14565 S TAMIAMI TRAIL FORT MYERS, FL 33912 Dealer Confirmation Letter-Straight

Subject: 2006 Pontiac G6

Customer:

VIN: 1G2ZH158564

Ref SR:71-595410065 V-147769

Dear Robert Alkins:

General Motors will issue a check in the amount of \$3,187.96 made payable to

Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of \$18,215.63 to GMAC. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC 2717 Schust Rd Saginaw, MI 48603

*If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Thursday April 10, 2008. If you have any questions you may reach me at \$66-802-6625 ex 1222866-802-6625 ex 1222.

DIXIE/BUICK PONTIAC GMC TRUCK 118301 Management Agent's Signature and Title.

DIXIE BUICK PONTIAC GMC TRUCK 118301 Management Agent's Printed Name and Title.

147769

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Fort Mers, Floride 33912		
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TECHNICIAN'S FINDINGS AND REMARKS

LITERIES AND CONDITIONS

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DIXIE, BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMITRAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-12598 (239) 489-0600







[s.403,7185].

WARRANTY EXPIRING ? SEE BUSINESS MANAGER

PAGE 2 OF 2

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14566 SOUTH TAMIAMITRAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-12588

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PAGE 1 OF 2

CUSTOMER COPY

WARRANTY EXPIRING ?

(239) 489-0600









Warranty Expiring ? See Business Manager	GENERAL MOTORS COR			
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	90.00		D GRAY/EBONY	P6101
	06/PONTTAC/G6/COL		05.VENY DATE 07/07/06	DELVERY MEDA
CAPE CORAL, FL	VEHICLE LD. NO.	5 6 4	SELLING DEALER NO.	PRODUCTION DATE
: :	F.T.E. NO.	P.O. NO.	DIXIE	
BESTAPAGE BANGAR	COMMENTA		01/10/08	MAEAGE OUT
LABOR & PARTS		*******	· · · · · · · · · · · · · · · · · · ·	MO: 29570
CUSTOMER STATES WHEN STARTING VER ENGUAGED/HAPPENS EVERY 10 TO 15 S REMOTE START DAVE HAYES AND HAYDEN HAWES CHECK COULD NOT DUPLICATE AT THIS TIME.	KED CAR WITH CUSTOMER AND	e de la companya de l		
PARTSDESCR	JUB # 1	0.00 چے iUIAL PARTS		
J# 2:40BUZZS LAMPS & LIGHTS CUSTOMER STATES	JOB # 1 TOTAL LAS			
FÖGLIGHT SWITCH LIGHT INOP/FOGLIG LIGHT UP INDICATOR LIGHT IN SWITCH FLICKER: SHORT.	HTS WORK SWITCH DOES NOT		, , ,	• ,• 1.7
SHORT. REPLACED FOGLIGHT SWITCH AND CHECK	S ON AND OFF/INTERNAL		- * This charge represent	costs and profits to the
PARTS OTY FP-NUMBER DESCRI	IPTIONLIST PRICE- 1 2,485 JOB # 2 To	OTAL PARTS WARRANTY	motor vehicle repair the shop supplies or waste di mandates a \$1,00 fee for the State of Florida, * * * \$1,50 fee for such new or sold in the State of Florida	FS403.718 mondates a
J# 3 33BUZ A/C & HEATING CUSTOMER STATES HEATER MAKING WIRR SOUNDS LIKE IN DASH.		R.& PARTS 0.00	ANY USED, REBUILT (PART WILL BOSTATED A DESCRIPTION ABOVE	S SI VIII THE THE BANKS I
DAVE HAYES AND HAYDEN HAWES CHECKE AND COULD NOT DUPLICATE CONCERN PARTSQTYFP-MUMBER	PTIONLIST PRICE-U JOB # 3 TO		PLEASE SEE ADDITIONAL INFORMATION REPAIRS.	·CUSTOMEDI
# 4 708UZZRENT RENTAL CUSTOMER STATES ALTERNATE TRANSPORT REPAIR OF VEHICLE VEHICLE DOWN DURING REPAIR(S) PROVIDED ALTERNATE TRANSPORTATION	JOB # 3 TOTAL LABO TECH(S):90 FATION REQUIRED DURING	WARRANTY	ALL PARTS AU FACTORY AU REMANUFACTUI OTHERWISE STAT	THORIZED RED UNLESS
ARTSOTYFP.NUMBEROESCRIP 5+01BUZZO102 3000 INTERVALS SER PERFORM 3.DOO MILE SERVICE PER MAINT LUBE OIL & GIL FILTER, TOP FLUIOS & THANK YOU FOR SERVICING YOUR VEHIGLE PIXIE BUICK PONTIAC GMC	JOB # 4 TOTAL LABOR	AL PARTS 0.00 & PARTS 0.00	[(0.559.904(4)],	narga represents he motor vahicle celloneous shop ste disposal.
THANK YOU FOR SERVICING YOUR VEHICLE DIXIE BUICK PONTIAC GMC GE 1 OF 2	AT TANK PRESSURES) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	The State of Fiorida red o be collected for eac he state [s.403.716] a se collected for emanufactured battery s.403.7185].	h new tire sold in nd a \$1,50 fee to

(CONTINUED ON NEXT PAGE) 09:080m

SEE BACK FOR ADDITIONAL CUSTOMED INFORMATION DEGADDING DEBAIDS

TOTAL MODEL & OPTIONS 23670.00 21767.45 ACT 231 21682.35 DESTINATION CHARGE 625.00 625.00 H/B 261 710.10 LAM DEALER CONTRIBUTION 236.70 ADV 261 236.70 LAM GROUP CONTRIBUTION 236.70 EXP 65A 236.70

TOTAL 24295.00 22865.85 PAY 310 22865.85

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 21820.80

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

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

REMIT TO GMAC NO. 029 VIN 1G2ZH158564 \$ 22865.85 INV 2AD53518989 DUE 12/16/05 DEALER 17-059

DIXIE BUICK PONTIAC GMC TRUCK

GM Vehicle Inquiry System Claim History

 $\frac{Home}{-Summary} - \frac{Claim\ History}{-Service\ Contract} - \frac{Vehicle\ Component}{-Service\ Contract} - \frac{Delivery\ Information}{-Service\ Contract} - \frac{Delivery\ I$

Help

VIN: 1G2ZH158564

CLAIM HISTORY

Repair Orc	ler Date	: 01/	/10/2008	Repair Order Number :	300784	Odometer Reading :			29570 miles			
Serviced By:	DIXIE BUICK PONTIAC GMC TRUCK PO BOX 60165				Selling Sou	urce :		16 - PC	16 - PONTIAC			
				906-6165	Site Code :			17059	17059			
	(239) 48	89-0600)		Business Associate Code:		11830	118301				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	l Part I I -		Person Code	Line Total	Comments			
01/25/2008	868	01	#	N2232 - FOG LAMP SWITCH REPLACEMENT	15850573 - SWITCH N/A		N/A	\$ 47.13	N			

Repair Orc	ler Date	: 11	/05/2007	Repair Order Number :	298184 Odometer Reading			ading :	26407 miles		
Serviced				AC GMC TRUCK	Selling Source: 16 - PON			PONTIAC	ONTIAC		
By:		AYER!	5, FL 33	906-6165	Site Code :			1705	9		
	(239) 48	39-0600)		Business A	ssociate	e Code :	1183	01		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	t	Auth Code	Person Code	Line Total	Comments	
12/04/2007	853	01	#	C4041 - TRIM ASSEMBLY, QUARTER UPPER (SAIL PANEL) - LEFT - R&R OR	N/A		N/A	N/A	\$ 22.26	N	
12/04/2007	853	02	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A		N/A	N/A	\$ 22.26	N	
12/04/2007	853	03	#	E8060 - TIE ROD END AND/OR ADJUSTER SLEEVE - RIGHT - REPLACE	15944090 ROD KI		N/A	N/A	\$ 123.15	N	
12/04/2007	853	04	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A		G	N/A	\$ 86.00	N	

Repair Oro	ler Date	: 07	/18/2007	Repair Order Number :	293683 Odometer Reading :			ng:	21742 miles			
Serviced				AC GMC TRUCK	Selling Source: 16			16 - F	PONTIAC			
By:		MYER	S, FL 33	906-6165	Site Code	:			17059)		
	(239) 48	39-060	0		Business A	ssociat	e Code :		11830	01		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	rt	Auth Code		rson ode	Line Total	Comments	
07/27/2007	816	01	#	D4440 - COMPRESSOF ASSEMBLY - REPĽACE	1579524 COMPR		N/A	N	/A	\$ 610.26	N	
07/27/2007	816	02	#	B2853 - HOSE, SUNROOF DRAIN - REAR - R&R OR REPLACE	N/A		N/A	N	//A	\$ 148.42	N	
07/27/2007	816	03	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	2268771 SHAFT		N/A	N	/A	\$ 168.75	N	
07/27/2007	816	04	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A		G	N	/A	\$ 90.00	<u>Y</u>	
07/27/2007	816	05	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	N/A		N/A	N	/A	\$ 51.95	N	
Repair Order Date: 04/17/2007 Repair Order 289869 Odometer Reading: 14203 mi						14203 miles						

Repair Ord	ler Date	: 04/	/17/2007	Number :	289869 Odometer Reading:				14203 miles		
Serviced				AC GMC TRUCK	Selling Sou		16 - I	16 - PONTIAC			
By :	PO BOX 60165 FORT MYERS, FL 33906-6165				Site Code :			17059	9		
	(239) 48	39-0600)		Business A	ssociate	Code :	11830	01		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	rt	Auth Code	Person Code	Line Total	Comments	
04/27/2007	790	01	#	N1720 - FUSE - REPLACE	88909755 FUSE KI		N/A	N/A	\$ 19.43	N	
04/24/2007	789	01	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -	15775370 MOTOR		В	N/A	\$ 355.93	N	
04/24/2007	789	02	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A		G	N/A	\$ 111.00	Y	
					Ţ						

04/24/2007	789	03	#	Y0139 - CUSTOMER SATISFACTION PROGRAM - INSPECT, REROUTE, & SECURE	N/A	N/A	N/A	\$ 59.37	N
------------	-----	----	---	---	-----	-----	-----	----------	---

Repair Oro	ler Date	: 09/	12/2006	Repair Order Number :	278888 Odometer Reading:				3970 miles		
Serviced	AC GMC TRUCK	Selling Sou	rce :	PONTIAC	ONTIAC						
By :	PO BOX 60165 FORT MYERS, FL 33906-6165				Site Code :			17059	9		
	(239) 48	39-060C)		Business Associate Code :			11830	118301		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	I Part I I		Person Code	Line Total	Comments		
09/29/2006	730	02	#	Z7906 - 6+ DAY COURTESY TRANSPORTATION	N/A		W	N/A	\$ 240.00	<u>Y</u>	
09/26/2006	729	01	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -	15775370 MOTOR		N/A	N/A	\$ 342.70	N	

Repair Ord	ler Date	: 12/	/02/2005	Repair Order Number :	A16176	Odomo	ometer Reading :		0 miles			
Serviced	DIXIE BUICK PONTIAC GMC TRUCK PO BOX 60165				Selling Source :			16 - P	16 - PONTIAC			
By:	FORT MYERS, FL 33906-6165		Site Code :			17059	17059					
	(239) 48	39-060C)		Business Associate Code :		11830	118301				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part Auth Code		Person Code	Line Total	Comments			
12/06/2005	645	01	I	Z7000 - PRE-DELIVER' INSPECTION - BASE TIME	Y N/A		N/A	N/A	\$ 89.58	N		

CHECK HISTORY

Vehicle Has No Associated Check History.

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

Customer Request # <u>71-595410065</u> BBB #	PGM0831666
PURCHASE PRICE: (From dealer Bill of Sale) (Selling Price)	(+) 23130.00
MSRP: (From BARS Invoice)	(-) 24295.00
DIFFERENCE:	(=) -1165.00
TRADE ALLOWANCE: (from dealer Bill of Sale)	(+) N /A
Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file. NADA Retail Value for: VEHICLE:	
ACCESSORIES: MILEAGE ADJUSTMENT:	(-) N/A
OVER ALLOWANCE: (Trade more than NADA)	(=) N/A
PAYOFF: (If dealer added negative equity into contract, do not subtract)	(=) N/A
PURCHASE PRICE (From dealer Bill of Sale) – (before tax, tag, etc.)	(+) 23130.00
GM CARD POINTS:	DO NOT INCLUDE
INCENTIVES (from BARS): (Do not include fuel fill credit, dealer incentives or GM card credited back to customer) 1: 2:	
3: TOTAL INCENTIVES (Not included in Purchase Price)	(-) 1000.00
OVERALLOWANCE: (From above)	(-) 0
NEGATIVE EQUITY: (If NOT shown in contract))	(-)0
Actual price of Vehicle that should be presented to BBB for ATA	(=) 22130.00













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GENERAL MOTORS BUSINESS RESOURCE CENTER

February 7, 2008

BBB Autoline 4200 Wilson Blvd. Suite 800 Arlington, VA 22203-1838

RE: c/o Jeff Spiegel Krohn & Moss, Ltd.

Service Request: 71-595410065 BBB Case Number: PGM0831666

2006 Pontiac G6

Vehicle Identification Number: 1G2ZH158564 Customer Relationship Specialist: Marion Lindsey

Manufacturers Voluntary Replacement Settlement Offer in Writing

We are sorry	is dissatisfied with h	er 2006 Pontiac G6.	General Motors	continued
success depends upor	the satisfaction our cu	istomers receive fro	m their vehicles.	We apologize
for any inconvenience	may have e	xperienced.		
•	Motors would like to vo	luntary offer	a replacemen	nt vehicle
under the parameters	set below.			

Replacement is a motor vehicle, acceptable to the consumer, that is identical or reasonably equivalent to the motor vehicle to be replaced as it existed at the time of acquisition. "Reasonably equivalent" means the MSRP of the replacement vehicle must not exceed 105% of the MSRP of the motor vehicle to be replaced. The replacement must include all reasonably incurred collateral and incidental charges. Less a reasonable offset for use.

Reasonable allowance

Applies to a refund and to a replacement. The reasonable offset for use is defined as: number of miles attributable to a consumer on vehicle the date of filing divided by 120,000 X the purchase price.

29,570 will be utilized for the customer's use deduction. The Manufacturer's Suggested Retail Price (M.S.R.P.) was \$ **24,295.00**. We will not be reimbursing attorney's fees.

General Motors will look forward to hearing acceptance or rejection of this settlement offer from Mr. Jeff Spiegel within 48 business hours, by end of business day on February 11, 2007. From that point forward, Mr. Marion Lindsey Customer Relationship Specialist will work with Mr. Jeff Spiegel in providing further information to assist in finding the replacement vehicle.

Sincerely,

Penny Crisp Arbitration Specialist General Motors Corporation Business Resource Center 2392759761

SAMUELS

PAGE 01/01

	Ph.			
SEND TO: ESTIMATICS UNIT				
Shop Address/Location: 5" Aug.	Office Phone: 1-866-775-3691 VEHICLE INFORMATION Address Coura AstA CapeCovalFL UNH 162.ZH1585+4			
Phone #: (239) 895- 1659. Fax #:	Vehicle year: Make: That I is a Model: G-Le Original Estimator: Description: 12-14-67			

is vehicle ready for inspection? Yes No

SUPPLEMENT INFORMATION

REPAIR	REPLACE	DESCRIPTION	PRICE	LABOR HRS	MEE HER	PART & MATL
V		Driver's Door		50	2,0	<u> </u>
V		· 11 Fender		7.0	L,O_	Blend-2000
			· · ·	. %	, ,	
			<u>'</u>	:		·
			-	 		
						.
व्यक्ति हात	শৈ সমুদ্ধন্ত <u>ে</u>					
	REPLACE	DESCRIPTION	PRICE	LABOR HRS		PAINT IN MATT
		, ,	8.0	3,0	(4)= <u>0</u>	
		, , , , , , , , , , , , , , , , , , , ,	11 hr \$ 40 Par			
				<u></u>	1000	
Comments / Approval:		,			art,	
						
		· · · · · · · · · · · · · · · · · · ·				

NOTICE: PRIVATE AND CONFIDENTIAL

The information contained in this facelmile message contains private and confidential material intended for the sole use by the State Farm insurance Companies. If you are not the intended recipient listed above, you are hereby notified that any disclosure, duplication, or distribution of this information or the taking of any action in relience on the contents of this transmission, without the express written content of the State Farm insurance Companies, is STRICTLY PROHIBITED. If you have received this transmission in error, please notify us immediately by telephone so that we can arrange for the return of this material at no cost to you.

104942.1 Rev. 12-13-2001













GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 24, 2008

SVC MGR, Dave Hayes
DIXIE BUICK PONTIAC GMC TRUCK
PO BOX 60165
FORT MYERS, FL 33906-6165

Re:

Siebel Request: 71-595410065 2006 Pontiac G6 VIN # 1G2ZH158564

Dear Mr. Hayes:

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,

Marion Lindsey Customer Relationship Specialist Aditya Birla Minacs

For: General Motors Business Resource Center Alternative Dispute Resolution
Phone # 1-866-790-5700, Ext. #21259
Fax # 1-866-278-1779
e-mail-lindscym@gmexpert.com

02/04/2008 14:15 FAX ☑ 001/022



BBB AUTO LINE

February 4, 2008 Re:W-C2 PGM0831666

Re:W-C2 PGM0831666: vs Pontiac/GMC Division 1G2ZH158564

KROHN & MOSS 120 W MADISON 10TH FL CHICAGO IL 60602

Dear Jeff Spiegel:

We have received your request for a written arbitration hearing on behalf of the individual named above.

Enclosed please find the following information:

- * Program Summary This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * Agreement to Arbitrate The purpose of the Agreement to Arbitrate is to outline the positions of both parties to the dispute. The Agreement is not intended to explain your full position. Please read the Agreement carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.
- * Customer Claim Form (CCF) Information we have on file regarding your complaint is recorded on the CCF. Please verify the accuracy of the information and return the CCF to us with any necessary corrections or additions.
- * How BBB AUTO LINE Works This booklet explains the BBB AUTO LINE program, and contains the rules that will be followed in arbitration.
- * Oath of Participant Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

The information you submitted meets the minimum requirements to enable us to begin processing the claim. However, because the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem you are alleging, and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?

Council of Better Business Bureaus, Inc.

- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What is the type and amount of relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction that should be taken if a repurchase/replacement is awarded, and a specific description of any other remedies that you seek.

Your written position must include all supporting documents that you wish the arbitrator to consider. Please send us a *clear* copy of the following documents that were not included with your initial submission or were not legible when our office received them:

	No further documentation is required at this time	
	Repair orders relating to the complaints(s)	
_X	The vehicle's current registration	
_X	The purchase contract or lease agreement	
X	Other: Buyers order and Notice to manufacturer	

If the arbitrator decides a repurchase or replacement is the appropriate remedy, the arbitrator will need accurate information about the vehicle's purchase price as well as any collateral costs, incidental charges and other expenses that your client seeks. Please submit an itemization of those fees, along with supporting information/documentation, so we may include these amounts in the *Agreement to Arbitrate* to permit the arbitrator to appropriately evaluate your client's request for relief.

You will note that the General Motors' *Program Summary* permits the award of reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. If you are seeking an award of attorney's fees, please submit a statement of the fees requested as well as supporting information/documentation so that the arbitrator may determine the appropriate amount to be awarded.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business <u>fourteen days</u> from the date of this letter. On the following day, we will send each written position to the other party for comments. If we have not received the requested information from you, the correspondence and documents you have provided us thus far will serve as your written position. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, we will provide you with three days advance notice of the inspection date.

You may either mail your position to our office at 4200 Wilson Blvd., Suite 800, Arlington, Virginia 22203 or fax it to 703.247.9700. If you have any questions, please contact me at 800.955.5100.

Sincerely,

Cheryl Carey at Extension 397



BBB AUTO LINE

February 4, 2008

LU'ANDREA DUDLEY PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Re:M41 PGM0831666: vs Pontiac/GMC Division 1G2ZH158564

Dear Madam/Sir:

Enclosed is the consumer's written position. You have the opportunity to comment on the written position before it is forwarded to the arbitrator. Please read the enclosed and forward your comments to us so that we receive them within four days from the date of this letter.

After this time period both partles' initial positions and any comments received will be forwarded to the arbitrator for a decision to be rendered in this case. Only those responses submitted on time will be forwarded to the arbitrator.

Please fax your comments to 703.247.9700. If you have any questions, please contact me 800.334.2406.

Sincerely,

Cheryl Carey at Extension 397

- '

, 2s

Customer Claim Form

Contact Date:	Start Date:	Case	Number:	
Have you contacted the managed Have you previously filed if yes, name of provider: _	fr regarding your claim? S a claim on this vehicle wh Date:Case Nu	h the BBB or spother discoun-	resolution provider?	YES NO
Titled Owner(s), N ame &	Address			
Cape Coral, FL			\$1 1); };
	,	,		•
Evening Phone: same	c/c		94 -	
Fax Number: 866-264-3755 E-mall Address: Cell Phone:	;		\$ 9 5	· .
Vehicle Information Namc(s) of individual(s) or Vehicle Use: Personal Transmission Type: Make: Pontiac	Business Both Number Model: G6	ercentage of time vehicle use of vehicles owned or leased t	d for business purposes: by the business: urrent Mileage:	į.
Vehicle Identification Numb Servicing Dealer/City/State: Selling Dealer/City/State: se Insurance Carrier: AAA- Policy Number: Has vehicle been in an accid-	er: 1G2ZH158564 Dixie Pontiac, Fort Myers me :	.FL		7. 17. 18.
Purchase/Lease Information	· Sirali U	Mo, Date of accident; i Crit in Ceft Doc icle was purchased or right si	or (Hit and	1 aun)
Purchase Date: Mileage of Purchased As : New U. Is the vehicle in your possess Lienholder's Name: CMA	Lease at purchase: Lease sed Domo Is the tion? Lease	e Date: Mileage at l id As: New Used D vehicle in your possession? ng Company's Name: Address:	lanna.	* ** ** **
Address: 00 80) City/St/Zip:CoCV-(Phone; ? Lichholder Acct#: 029	(B110 2Y5Wille, MD 29103 -9091-65242	City/St/Zip Phone: ig Company's Acct #:		· ,
Customer's Desired Outcome vehicle repurchase plus attorned Signature of Titled Owner(s): I am submitting this dispute for re-	(Describe what you want a			1/2/18
Arbitration Rules.		Tive program, and I agree to art	oitrate the dispute under BE	B AUTOLINE

Customer Claim Form

Customer Name:

Case Number:

Vehicle Concerns

First Repair Attempt I
Last Repair Attempt I
Total Days out of Service: 15

Date: 7/18/07 Mileage: 21742 Date: 1/10/08 Mileage: 29570

Problems -Please list your <u>primary</u> concern first	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repnir Date(s)	Mileage on Date(s)	Days Out of Service
HVAC	Dixie	Y	2	7/18/2007- 7/23/07 1/10/08- 1/15/08	21742 - 29570	6
Body and Trim	SAA	X	2	7/18/2007- 7/23/07 1/10/08- 1/15/08	21742 29570	6
Steering/suspension	SAA	Y	2	7/18/2007- 7/23/07 11/5/07	21742 26407	6
Engine/electrical system	SAA.	¥	4	7/18/2007- 7/23/07 11/5/07 11/6/07- 11/7/07 1/10/08- 1/15/08	21,742 26,407 26,407 29,570	6 1 2 6
nteriror/Trim	SAA	Y	1	11/5/07	26407	1
lectrical system	SAA	Y	1	1/10/08- 1/15/08	29570	6
	SAA	Y	1	11/6/07- 11/7/07	26407	2
heels/Tires	SAA	Y		11/6/07- 11/7/07	26407	2

Page 1 of 3

Carey, Cheryl

From:

Bopp, Cathy [cbopp@consumerlawcenter.com]

Sent:

Friday, February 01, 2008 3:10 PM

To:

Carey, Cheryl

Subject:

v. GM

Attachments: statement re attorneys fees- GM.doc; signed cof from client.pdf;

docs.pdf; purchase doc.pdf

Can you please add to the file. I tried faxing but it would not go through. Thanks.

Cathy Bopp Paralegal Krohn & Moss, Ltd. 5055 Wilshire Blvd, Stc. 300 Los Angeles, CA 90036 (323) 988-2400 x243 (866) 264-3755 fax

e-mail: cbopp@consumerlawcenter.com web: www.consumerlawcenter.com

From: Bopp, Cathy

Sent: Friday, February 01, 2008 12:18 PM

To: AZDept Fax

Subject: 7032479700

GM 0831664 WARC

Request for Arbitration

Our Client:

Client's Home State:

Vehicle:

VIN#:

Purchased As:

Date of Purchase:

Date of Delivery:

Place of Purchase:

Last Servicing Dealer:

Current Mileage:

Date of First Repair:

Mileage at First Repair: Warranty Coverage:

Florida

2006 Pontiac G6

1G2ZH158564

New

July 7, 2006

July 7, 2006

Dixic Pontiac

Ft. Myers, FL

Dixie Pontiac Ft. Myers, FL

Approximately 30000

July 18, 2007

21742 miles

3 years/36,000 miles

To Whom It May Concern:

Please be advised that this office represents the above individual regarding a claim against General Motors Corporation under the Florida Motor Vehicle Protection Act ("Lemon Law") and/or the Magnuson-Moss Warranty Act. Please direct all future contacts to this office. Having been formally notified of our representation, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES, AND TO DIRECT ALL INQUIRIES TO THIS OFFICE.

Page 2 of 3

Since delivery, our client's vehicle has undergone repeated repair attempts for defects and non-conformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

Pursuant to the Magnuson-Moss Warranty Act and/or the Florida Motor Vehicle Protection Act, this letter is being sent as a formal request for arbitration. The manufacturer has designated Auto Line as the entity to address this request. My client will arbitrate in writing based upon the repair information and this application. Please allow this letter to act as my client's "written position," which should be submitted to the arbitrator.

The vehicle's primary defects and non-conformities, for which relief includes, but are not limited to, the following:

- 1. Defective engine as evidenced by a failed engine light, and a rattling noise from engine while running;
- 2. Defective steering and suspension as evidenced by failed traction control, a clicking noise in the steering while turning on either direction, braking or upon acceleration:
- 3. Defective electrical system as evidenced by a nonfunctional lighter and ACC jack, starter stays engaged after vehicle starts when vehicle is started using the key or remote;
- 4. Defective HVAC system as evidenced by A/C not blowing cold air;
- 5. Defective passenger compartment seal as evidenced by a wet seat with seatbelt on, especially during and after rainfall;
- 6. Defective body and trim as evidenced by the left rear trim panel coming apart;
- 7. Defective brakes as evidenced by vibration in the vehicle when braking:
- 8. Defective wheels and tires as evidenced by vibration in the vehicle at highway speeds; and
- 9. Any additional complaints made by our clients, whether or not they are contained in your company's records or on any dealer repair orders.

All recall items affecting this vehicle and any and all technical service bulletins, as well as the contents of all repair orders and service invoices, are incorporated as complaints herein by reference.

These non-conformities substantially impair the use, value and safety of the subject vehicle as defined under the Florida Motor Vehicle Protection Act and the Magnuson-Moss Warranty Act. As a result of the manufacturer's inability to correct these substantial impairments within a reasonable number of repair attempts, our client is requesting a refund of the purchase price of the vehicle together with all collateral charges, attorneys' fees and all other relief to which our client might be entitled under any of the aforementioned laws.

ADDITIONALLY, PLEASE MAKE SURE THAT YOU FORWARD ALL OF THE DOCUMENTS THAT ARE SUBMITTED IN THIS APPLICATION TO YOUR LOCAL BETTER BUSINESS BUREAU OFFICE. IT HAS COME TO MY ATTENTION THAT THESE DOCUMENTS ARE OFTEN NOT SENT TO THE ARBITRATORS. THESE DOCUMENTS INCLUDE BUT ARE NOT LIMITED TO PURCHASE DOCUMENTS, REPAIR RECORDS AND NOTICE LETTERS TO THE MANUFACTURER!

If any additional information is needed, please respond to me at the address, phone or facsimile number below.

Cathy Bopp

Page 3 of 3

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Paralegal
Krohn & Moss, Ltd.
5055 Wilshire Blvd. Stc. 300
Los Angeles, CA 90036
(323) 988-2400 x243
(866) 264-3755 fax
e-mail: cbopp@consumerlawcenter.com
web: www.consumerlawcenter.com

Our clients general receive \$1750.00 in attorneys' fees from General Motors when a case settles for a repurchase or replacement pre-litigation. However, we will be happy to provide you with any documentation you need regarding our fees upon successful resolution of the case with our client and an agreement that the manufacturer will pay our attorneys' fees. We do not want to go through the painstaking process of providing these time entries unless we can reach a resolution with our clients first. If you have any questions regarding this matter, please do not hesitate to contact me. Thank you.

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SAMUELS

PAGE 03/04

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rotated and balanced 1

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14586 SOUTH TAMIAMI TRAIL + FORT MYERS, FLORIDA 83912 STATE OF PLORIDA REGISTRATION: MV-12598



(239) 489-0500

PONTIAC

GM QUALITY STRVICE/PARTS

Goodwierch



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ROCKLOTTON ONTO

WARRANTY EXPIRING ?

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PAGE 1 OF 2

CUSTOMER COPY

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14566 SOUTH TAMIAMI TRAIL FORT MYERS, FLORIDA 33912, INC. STATE OF FLORIDA REQUISTRATION: MY-12598

(239) 489-0600











WARRANTY EXPIRING ? SEE BUBINESS MANAGER

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PAGE 2 OF 2

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SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14588 SOLITHTAMIAMI TRAIL . FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-18588 (238) 489-0800











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SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

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PAGE 81/84

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMITHAIL FORT MYERS, FLORIDA 33912, INC. STATE OF FLORIDA REGISTRATION: MV-12588

(239) 489-0600











WARRANTY EXPIRING ? GEE BUSINESS MANAGER CUSTOMER MA 63244 PNC\$298184 11/07/07 INTHONY DAY 878 AND PARTY. 90.00 P6101 GRAY/EBONY 26,407 THAT, / MAIGH / MOOR 07707706 DELLATIVE No. 00 06/PONTIAC/G5/COUPE VEHICLE (p. W CAPE CORAL, FL <u> 1627 H 158564</u> DIXIE 11705/07 Talk Same MO: 26407 PROVIDED ALTERNATE TRANSPORTATION 0.00 JOH # 5 TOTAL LABOR & PARTS 0.00 SUBLET ---- PO# ----- VEND INV#-INV.DATE-DESCRIPTION------JOB # 5 8997 271188 11/07/07 CAR RENTAL HARRANTY TOTAL - SUBLET TECHNICIAN CERTIFICATION.... FRANK J LESICKO ASE STG TOTALS----NOTE: DIXIE BUICK GMC IS A GOODWRENCH SERVICE PLUS DEALER. CERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CAPRY A LIFETIME WARRANTY, PARTS NOTED ABOVE WITH AN ASTERICK AND PURCHASED BY VOL MAY BE COVERED BY A LIFETIME WARRANTY THAT MUST BE PERFORMED BY DIXIE BUICK. GMC. TOTAL LABOR.
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PAGE 2 OF 2

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SEE BACK FOR ADDITIONAL CLISTOMER INFORMATION REGARDING REPAIRS

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The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [5.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. 11/14/2007 13:35

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SAMUELS

PAGE 02/04

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14585 SOUTHTAMIAMITHAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-12898 (239) 489-0800











WARRANTY EXPIRING ?

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PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE 101:09pm

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

PB-023 (Fb-103/07)

repair facility for miscellaneous shop supplies or waste disposal (n. 500.004(4)). The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [9,409,718] and a \$1,50 fee to be collected for each new or remanufactured battery sold in the state.

[t:403.7185].

- -

47

DIXIE BUICK PONTIAC GMC TRUCK, INC. PAGE 84/84 11/14/2007 13:35 14565 SOUTH TAMIAMI TRAIL + FORT MYERS, FLORIDA 33912 (239) 488-0600 RECOMMENDED SERVICES STATE OF FLORIS OPERATION: " OPERATION DES MO/MI* (be t TION DESCRIPTIONS. MOIMI - TOTAL LUBE, ORL & FILTER COOLANT HOSE(S) ROTATE TIRES NARSH SHIFT O I BUZLOF 32BUZHHOSE 049UZROTATE 25BUZTRANSERV NT HOSE(S) JOLING SYSTEM. JIL FILTER MI SERVICE HISTORY DATE REPAIR GROED! | MILEAGE | ADVISOR | TECHNICIAN | TYPE! OPERATION 15 OPERATION DESCRIPTION: 07/18/07 293683 21742 569 655 655 655 338UZAC 57BUZZSB A/C BLOWS WARM SEAT BELT(S) STEERINGGSUSPENSION OBBUZ 708LIZZRENT RENTAL STARTING & CHARGING TRACTION CONTROL ã55 04/17/07 289889 14203 569 1 JBUZRPLBRKH **655** SALESPERSON NO. 564 HAROLD E SILVERMAN R STATE REG# MV-12598 1G22H158564 STOCK MA COLOTON DOD D AND CHOCK CT MAG CT M 06/PONTIAC/G6/COUPE ILO, NO <u> P61D1</u> <u> 2981.84</u> 63244 GMEP PALIFIC DESCRIPTION 11/05/07 07/07/0 DIXIE GRAY/EBONY IMPRES MATERIAL DANGE DAN 07/07/1 Z5.000 CAPE CORAL, FL 26.407 DINEY RUT 878 01:05pm | 11/06/07 57BUZ INTERIOR TRIM CUSTOMER STATES PLEASE READ CAREFULLY, CHECK ONE OF EFT REAR TRIM PANEL HANGING DOWN. THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100. W 41BUZ STARTING & CHARGING CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START 🗀 i request a written estimate. 🗖 I DO NOT REQUEST A WRITTEN STARTER WILL STAY ENGAGED, HAPPENS ABOUT EVERY SOTARTS. ESTIMATE AS LONG AS THE REPAIR COSTS and T. DO NOT EXCEED \$-- THE SHOP NO FIRECULO MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL W osièuž STEERING&SUSPENSION · ritten estimate CUSTOMER STATES STON DATE /// WHEN TURNING WHEEL LEFT OR RIGHT OR ON BRAKING OR ACCEL THERE 19 A CLUNKING IN STEERING THAT CAN BE FELT AND HEARD. ALSO WHEN BACKING UP. 2~0 Fixedac Total Military All Transport Land 18BUVACVALVE W 19BUVACVALVE LIGHT ENGINE REPAIR CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST First Charge for Premaing an estimate cannot be Predetermined the Charge Wal, de Babed Chi.

D. Flat Nate C. Hourly Rate C. Buth SEE BACK FOR ADDITIONAL SEE BACK FOR ADMITTALE REPAIRS 298184 PALE I OF 1

CUSTOMER COPY

☑ 017/022

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMITHAIL - FORT MYERS, FLORIDA 33912, STATE OF FLORIDA REGISTRATION: MY-12599



PAGE 1 OF 2

CUSTOMER COPY

WARRANTY EXPIRING ?

(239) 489-0600









SEE BUSINESS MANAGER	GENERAL MOTORS CORPOR	ATION			
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DIXIE BUICK PONTIAC GMC	are of	10	PA COMPERED FOR ARCH	n now tire easy _	
•		1 74	state [s.403.718] at collected for	000h!	
		(4) [PI	nanuiactured battery	sold in the state	
AGE 1 OF 2		[[5.	403.7185].		

[CONTINUED ON NEXT PAGE] 09:08am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION DECADDING DECADE

DIXIE, BUICK PONTIAC GMC TRUCK, INC. 14666 SOUTH TAMIAMITRAIL - FORT MYERS, FLORIDA 33912, STATE OF FLORIDA REGISTRATION: MY-12598

(239) 489-0600







Goodwiench

WARRANTY EXPIRING? SEE BUSINESS MANAGER

<u>63244</u>	ANTHONY D	DAY	878	A0 10	01/15/08	NVOICE NO.
	90.00	FICENSE NO	MILITA		GOLON	PNCS3007
	YEAR / MAKE / MEDI	EL AC/G6/COUPE		<u> </u>	GRAY/EBONY	P6101
CAPE CORAL, FL	AEUICITE ITO, MO.				07/07/06	PRODUCTED DATE
• • -	ATE NO.	<u>н 1 5 8 5 6</u>	4 150, NO.		DIXIE	
RIDENCE BETTING	OO LANDARD		<u> </u>		01/10/08	
MTSOTV ED AUNDED				· ·	<u> </u>	MO: 295
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BLET PO# VEND INV# INV DATE DESCR B # 4 9651 H74752112 01/15/08 RENTA	- . ::		SUBLET	WARRANTY 0.00	Vi	· 3.
O.G. & SUPPLIES- B # 5 4.5 CASTROL MOTOR DIL @	3.350 /0	NIT TOTAL •	GOG	15.08 15.08	1	
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OMMENDATIONS AGE TO LEFT FRONT DOOR					the State of Florida.	アダイバタ フェライ マー・・・・
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E: DIXIE BUICK. GMC IS A GOODWRENCH SERVICE TAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARRY RANTY. PARTS NOTED ABOVE WITH AN ASTERICK AN YOU MAY BE COVERED BY A LIFETIME WARRANTY THE FORMED BY DIXIE BUICK. GMC.	PLUS DEALER. Y A LIFETIME O PURCHASED AT MUST BE	TOTAL LABO TOTAL SUBL TOTAL SUBL TOTAL G.O. TOTAL MISC TOTAL MISC TOTAL TAX.	S ET CHG.	10.37 6.16 0.00 15.08	PLEASE SEE ADDITIONAL INFORMATION REPAIRS.	BACK FO
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2 QF 2	_mentele			0 5 7 8	he State of Florida red to collected for eac e state [s.403.718] a collected for manufactured battery 403.7185].	h new tire sold in nd a \$1.50 fee to
CUSTOMER COPY		END OF IN	MONOE 100	· An		

IIn regards to the vehicle staging enguaged, when I was with Dave Hayes and Hayden Hawes they tried to explain to me that maybe I was holding the key's over to long and I only needed to turn it quickly and let go, all though when I picked the car up on 1/15/08 and Started it with the key and my hand was off the key's it over turned there for not correcting the problem again for what I believe to be the With time if you look at my records. Also Dave Haiges and Hayden Hawes as well as myself only sterted the car approximately 3 times.

110/08



Also in regards to the wirring noise that has also been a problem since they repaired the alc when it went out, I had also explained to Dave Hayes and Hayden Hawes that this was not a constent problem but when the car has been running for a while and stepped at a real light which is when this accuract to me with the A/C or heat on you can here this noise. Not air blowing through the vents wich was stated by Dave Hayes when the car was any running for a couple of minutes.



I do not believe they have done any further testing to try and correct these problems, or driving because the miles alich not change as I documented how many there was on the car when I took it in fer repair, which to me is not standing by their product or trying to schisty their customer which was also stated by Dave Hayes and Hayden Hawes. I am clearly. not happy with their customer services, being in the sales industry myself, and with problems such as the power steering going out twice and the replacment of a tie rod to list only a couple of problems I do not even feel safe in



SR # 71-595410065

Lien holder: GMAC, P O Box 8110 Cockeysville, MD 21030 Account # 029-9091-55242

Phone # 800-200-4622

Privileged and Confidential Information

CASE ASSESSMENT

By: Marion Lindsey State: FL

Customer Name:	Service 5954100	Request: 71- 165	BBB Case I PGM08316	
Vehicle ID No.: 1G2ZH158564	In Service Date: 7/7/2006	Vehicle is: N	lew	BAC Code: 118301
Year, Make & Model: 2006 Pontiac Go Mileage at Time of BBB Filing: 29,570		Vehicle Purc	hased used: N/A	
Lien holder: GMAC⊠ Other⊡: G 8110 Cockeysville, MD 21030, accour 9091-55242	МАС р о Вох	Sale Type: {Type}	Purchase \(\subseteq \text{Lease} \)	☐ Other☐
DVM Name: Hayden Hawes		CAM Name:	Aubrey Washingto	on

VEHICLE REPAIR HISTORY

Phone Number: 678-240-9832

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.

Starter Starter

Phone/Cell Number: 813 541-5615,

node and mailbox 404082 8057

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/18/07	293683	6 days	21,742	Dixie Buick, Pontiac GMC, Fort Myers, FL. Customer stated that intermittently the starter stays engaged after vehicle is started. Dealer reprogrammed BCM per TSB # 050604076B.
11/05/07	298184	3 days	26,407	Dixie Buick, Pontiac GMC, Fort Myers, FL. Customer stated when starting with key or remote starter the starter will stay engaged approx. every 5 th time used. Dealer inspected the complaint but did not duplicate it after several attempts. Starting system is operating as designed.
1/10/08	300784	****	29,570	Dixie Buick, Pontiac GMC, Fort Myers, FL. Customer stated when starting with key or remote starter the starter will stay engaged and happens approx. every 10 15 times the vehicle is started. Dealer SVC MGR, David Hayes checked the vehicle with customer present and could not duplicate the complaint.

\boxtimes Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/17/07	289869	****	14,203	Dixie Buick, Pontiac GMC, Fort Myers, FL. Dealer replaced a fuse kit. Dixie Buick, Pontiac GMC, Fort Myers, FL. Stated that fog light switch inoperative and fog lamp work switch does not light up. Dealer found internal short to indicator light for fog lamp and replaced fog lamp switch with a new part.
1/10/08	300784	6 days	29,570	

\boxtimes Steering , $\underline{\text{Suspension}}$

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/12/06	278888	6 days	3,970	Dixie Buick, Pontiac GMC, Fort Myers, FL. Dealer replaced the electronic power steering motor and controller assembly.
4/17/07	289869	3 days	14,203	Dixie Buick, Pontiac GMC, Fort Myers, FL. Dealer replaced the electronic power steering motor and controller assembly.
7/18/07	293683	****	21,742	Dixie Buick, Pontiac GMC, Fort Myers, FL. Customer stated that hears a clicking in steering when turning either direction. Dealer found noise coming from intermediate steering shaft. Dealer replaced intermediate steering shaft with new part.
11/05/07	298184	****	26,407	Dixie Buick, Pontiac GMC, Fort Myers, FL. Customer states that when turning wheel left or right or on braking at acceleration, or backing up that there is a clunking noise that can be felt or heard. Dealer found loose and worn outer inner tie rod. Dealer road tested for clunk noise. Dealer replaced right tie rod end and set the toe.

☐ Engine

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/05/07	298184	*****	26,407	Dixie Buick, Pontiac GMC, Fort Myers, FL. Customer states that there is a rattle type noise from engine when it is running and has been occurring since last repair. Dealer inspected, road test vehicle and could not duplicate the complaint. Vehicle operating as designed.

HVAC

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
7/18/07	293683	****	21,742	Dixie Buick, Pontiac GMC, Fort Myers, FL. Customer stated that A/C blows warm air. Dealer found a short in A/C compressor and replaced compressor with new part.
1/10/08	300784	****	29,570	Dixie Buick, Pontiac GMC, Fort Myers, FL. Customer stated that heater wiring is making a whirring noise in dash area when turned on. SVC MGR, David Hayes inspected the concern with customer present and did not duplicate the complaint.

☐ Body, water leak

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/17/07	289869	****	14,203	Dixie Buick, Pontiac GMC, Fort Myers, FL. Dealer inspected, rerouted and secured lines to sunroof rear drain hose per Recall # 07015 (POTENTIAL INTERIOR WATER LEAK-CHECK SUNROOF REAR DRAIN HOSE
7/18/07	293683	****	21,742). Dixie Buick, Pontiac GMC, Fort Myers, FL. Customer stated that seat was wet after it rained. Dealer found drain hose off at left rear of sunroof. Dealer repositioned the drain hose and reattached it.

☐ <u>Brakes</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/05/07	298184	****	26,407	Dixie Buick, Pontiac GMC, Fort Myers, FL. Customer stated vibration felt when braking. Dealer found front rotors warped. Dealer resurfaced front brake rotors and road tested to verify repair. Performed under warranty.

$\hfill \square$ Wheels and tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/05/07	298184	****	26,407	Dixie Buick, Pontiac GMC, Fort Myers, FL. Customer stated she has a vibration at highway speeds. Dealer advised that tire balance maintenance would need to be performed to correct and customer declined this maintenance repair.

☐ Interior trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/05/07	298184	****	26,407	Dixie Buick, Pontiac GMC, Fort Myers, FL. Customer stated left rear trim

panel hanging down. Dealer found left rear quarter trim panel hanging loose. Dealer reinstalled trim panel.

Recall/Campaign (Not Related to Other Symptoms/Complaints) Date: RO #: Mileage: Description of Complaint and Repair Performed: Days Out: Verified with customer if the vehicle has ever been involved in an accident Y, small dent in left door from a hit and run accident. If yes are the RO's attached N, no info on body repairs provided by attorney.

☐ Other

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

THE STATE LEMON LAW READS:

Days out of service: 30 days

Repairs: 3 repairs plus final repair attempt with a certified mailed notice from the

consumer.

Time period: 2 years plus 60 days

Does Lemon Law state nonconformity must continue to exist? N

If applicable, safety-related repairs: N/A

Safety-related time period: N/A

Number of repair attempts in the presumption period: 4 with FRA

completed

Total days out of service during the presumption period: 24 days Total days out of service during customer's ownership: 24 days

Vehicle Meets Presumption of Lemon Law YES

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: CRS performed VIN scan and found: CAC SR 71-538793241, opened on 7-19-07 and closed on 7-26-07, no goodwill.

CAC SR #71-583532266, opened on 12/12/07 and closed on 12/12/07. No goodwill provided.

Legal Corr. SR #71-584351244, FRA in FL completed. , file opened on 12-14-07 and closed on 1-11-08.

BRC Legal File #71-583769160 opened on 12/12/07 and still open.****

Customer is being represented by Jeff Spiegel, Krohn and Moss Law Firm, 120 W Madison, 10th Fl.

Chicago, IL 60602 Phone # 312-578-9428 fax # 866-264-3755

email: jspiegel@consumerlawcenter.com

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 plus attorney fees. CRS called customer's attorney, Jeff Spiegel, Krohn and Moss at 312-578-9428 and attorney declined to speak on recorded line. He advised that he can be communicated with by writing or by fax with any GM offers. Csutomer seeking repurchase and attorney fees for \$1,750.0.

DVM sts: On 1-24-08, CRS left a voice mail for DVM, Hayden Hawes at node and mailbox 404082 8057.

Selling and servicing dealer DIXIE BUICK PONTIAC GMC TRUCK, FORT MYERS, FL, BAC # 118301

CRS advised that customer has filed with FL BBB seeking a repurchase plus attorney fees.

Customer has retained attorney Jeff Spiegel with Krohn and Moss.

CRS has requested repair and sales info from selling dealer.

Preliminary review of GMVIS shows that customer may apear to meet Lemon Law presumption. Three repairs for steering and a FRA filed and completed.

Legal Corr. SR #71-584351244, FRA in FL completed on 1-11-08.

CRS will update when more info is researched. CRS requested DVM respond with feedback.****

On 1-25-08, DVM, Hayden Hawes,

node and mailbox 404082 8057, left a voice mail and requested CRS to call DVM back once info has been received from dealer and case assessment is completed.

Arb. Specialist, Penny Crisp left voice mail for DVM with no response from DVM as of 2-08-08.

SVM sts: On 1-23-08CRS called selling and servicing dealer, DIXIE BUICK PONTIAC GMC TRUCK, FORT MYERS, FL at (239) 489-0600.

CRS spoke w/: SVC MGR, Dave Hayes

SVC MGR was not available at time of call. CRS left a detailed voice mail requesting a callback.

CRS adv: that customer has contacted the BBB and repair info is needed. CRS requested repair and sales docs. to be faxed to CRS at 1-866-278-1779 for BBB case assessment.

CRS requested info on:

Days out of service?

Misuse/Abuse/Lack of maint?

Cust caused or prevented?

TAC contacted? Case#?

Any after market items on vehicle?

Dealer fax #- 1-239-489-0798

**** On 1-30-08, CRS called selling and servicing dealer, DIXIE BUICK PONTIAC GMC TRUCK, FORT MYERS, FL at (239) 489-0600.

CRS spoke w/: SVC MGR, Dave Hayes

SVC MGR was not available at time of call. CRS left a 2nd detailed voice mail requesting a callback.

No response from dealer as of 2-04-08.

CRS Rationale: Customer should be offered a voluntary repurchase with usage set at time of filing with BBB at 29,570 miles. Customer has had completion of FRA and has had 4 repairs to suspension/steering clunk noise. This should be done to avoid arbitration at BBB. Attorney fees should not be offered until attorney provides an itemized bill for services rendered to his client.

On 2-07-08, Arb. Specialist, Penny Crisp called CAM, Aubrey Washington

per TL Veronica Charles, arb spec to call CAM in her abscense

arb spec advised:

- -cust info
- -involed dlr
- -case assesment
- -skng buy in
- -involved DVM

CAM sts

-request conference w/svc mgr to see what svc mgr sts

arb spec advised svc mgr not avail

CAM sts

went over case assessment and facts gave approval to offer cust voluntary replacement vehicle w/usage amount.

On 2-07-08, written position was sent to BBB with trade replacement offer, attorney fees were not offered in settlement. Attorney has

until end of business day 2-11-08 to accept offer.

On 2-14-08 BBB forwarded info from attorney: Response to offer from attorney:

Please be advised, my client is rejecting GM's offer to replace her vehicle. She is countering with a demand of a repurchase plus attorney fees. Please advise General Motors of this.

BBB Awarded customer a mandated repurchase with no attorney fees on 3-06-08, Usage set at 30,000 miles. Customer accepted decision on 3-18-08.

CRS FINAL OFFER:	Voluntary trade replacement	DATE : 2-07-08	CUST declined
Goodwill: Mandated Repurchase.		Attorney Fees (if appli	cable): \$ 0

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

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

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

08/11/07 PROCESSING SOURCE: PONTIAC PAGE: 14:21:17

VIN: 1G2ZH1585 64 SELLG SCE: 16 MDL YR: 06 ORD NO: JRBZXT

ODATE: 10/31/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 16 17059 DDATE: 07/07/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 07/11/06 ORDER BY:

CANC: CANC DOE:

CAPE CORAL

TRADE: DLVY TO:
TRD DOE:
SRVC IN: CAPE CORAL
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

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PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00030581793 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

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PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00030627213 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

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POLICY PYMT CMNT: ACTV TYPE: 6

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PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLVY INC MEMO NO: 00030581793 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6 RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY

14:21:17

08/11/07

PROCESSING SOURCE: PONTIAC PAGE:

VIN: 1G2ZH1585 64

SELLG SCE: 16 MDL YR: 06 ORD NO: JRBZXT

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT 500.00 PDN 01 16 17059 00030581793 07/12/06 0.00 OA

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00030581793 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

 CODE
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PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: GMAC INC MEMO NO: 109140 AUTH PUR CD:

MISC DATE: 07/07/06 MISC: 0000055242MEA0

POLICY PYMT CMNT: ACTV TYPE: 6

BBB AUTO LINE Customer Claim Form

Case number: PGM0831666 Contact Date: 01/22/08 Start Date: 01/22/08

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).

Titled owner:	C/C		
Mailing address:			
City: Chicago		State: IL	Zip code:
Day phone:	Evening phone:		Cell phone:
Fax:	E-mail address:		
ECTION 2: VEHICLE INFOR	RMATION		
Make: Pontiac/GMC	Model: G6	Year: 2006	Current mileage: 29570
Name(s) that appears on the veh	nicle title:		_
Selling dealer/city/state: Dixie			
Primary Servicing dealer/city/s			
Acquired as 🛛 new 🔲 used		s the vehicle in your	possession? 🛛 yes 🗌 no
Purchase/lease date: 07/07/06		/lileage at purchase/l	•
First repair attempt date: 07/18		irst repair attempt m	
How often is the vehicle used	Number (of vehicles owned	Transmission type:
for business purposes (percentag		by the business:	Automatic Manual
Has the vehicle been in an accide	ent/had body damage? 🔲	yes ⊠ no	Date of accident:
rids the vehicle been in an accide			
Description of damage:	OME (Describe what ye	ou want done to	resolve your concern)
Description of damage: ECTION 3: DESIRED OUTCO		ou want done to	resolve your concern)
Description of damage: ECTION 3: DESIRED OUTCO		ou want done to	resolve your concern)
Description of damage:		ou want done to	resolve your concern)
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Description of damage: SECTION 3: DESIRED OUTCO		ou want done to	resolve your concern)
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Description of damage: ECTION 3: DESIRED OUTCO vehicle repurchase plus attor	neys fees		
Description of damage: SECTION 3: DESIRED OUTCO vehicle repurchase plus attor Please complete the missin	neys fees	ox below and on	
Description of damage: SECTION 3: DESIRED OUTCO vehicle repurchase plus attor	neys fees on NUMBER 1G2ZH158	ox below and on	

Account Number _

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: PGM0831666

SECTION 4: VEHICLE PROB	LEMS (LIST Primary P	robiem fir	St)	
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
starter/electrical		3		yes
steering/suspension		2		yes

lotal days out of service for all problems:	
Signature of Titled Owner(s)	Date
	AUTO LINE program, and I agree to arbitrate the dispute

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

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



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:

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

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

STANDARDS OF THE FLORIDA LEMON LAW Motor Vehicle Warranty Enforcement Act

The following is a brief explanation of most relevant provisions of the Florida lemon law. The complete text of the lemon law can be found at Florida Stat. Ann. Section 681.10 *et seq.*

To obtain a "Consumer Guide to the Florida Lemon Law," or speak with someone about the Lemon Law, consumers in Florida may call the Florida Department of Agriculture & Consumer Services's Lemon Law Hotline at 1-800-321-5366, or 1-850-488-2221 for consumers outside Florida.

VEHICLES COVERED

The Florida lemon law covers cars and trucks that are sold in Florida to transport persons or property. This includes demonstrators, recreational vehicles (other than the living facilities), and also leased vehicles if the lessee is responsible for repairs. The Florida lemon law does not cover vehicles run only on tracks, off-road vehicles, trucks over 10,000 pounds G.V.W., motorcycles, mopeds, or the living facilities of recreational vehicles.

CONSUMERS COVERED

The lemon law covers any of the following:

- 1. The purchaser, other than for purposes of resale, or the lessee, of a vehicle primarily used for personal, family or household purposes;
- 2. Any person to whom such vehicle is transferred for the same purposes during the duration of the Lemon Law Rights Period; or
- 3. Any other person entitled by the terms of the warranty to enforce the obligations of the warranty.

Subsequent owners are covered if the vehicle is transferred from one consumer to another during the Lemon Law Rights Period (24 months from original delivery).

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED THE FLORIDA LEMON LAW

The lemon law covers vehicle nonconformities. A nonconformity is defined as a defect or condition that substantially impairs the use, value or safety of a vehicle.

This does not include a defect or condition that results from an accident, abuse, neglect, modification, or alteration of the vehicle by persons other than the manufacturer or its authorized service agent.

LEMON LAW RIGHTS PERIOD

The Lemon Law Rights Period established by the lemon law is the period ending 24 months after the date of original delivery of the vehicle to a consumer.

MANUFACTURER'S DUTY TO REPAIR

If a motor vehicle does not conform to the warranty and the consumer first reports the problem to the manufacturer or its authorized service agent during the Lemon Law Rights Period, the manufacturer or its authorized service agent shall repair the motor vehicle, even if the repairs are made after the Lemon Law Rights Period.

FINAL REPAIR ATTEMPT

The lemon law gives the manufacturer the right to a final repair attempt after there are 3 repair attempts for the same nonconformity or after the vehicle has been out of service for 15 days or more for the repair of one or more nonconformities.

After three repair attempts:

After three attempts have been made to repair the same nonconformity, the consumer must give written notice to the manufacturer, by registered or express mail, of the need to repair the nonconformity.

After the manufacturer receives the consumer's notice by registered or express mail, the manufacturer must respond within 10 days and give the consumer the opportunity to have the vehicle repaired at a reasonably accessible repair facility within a reasonable time after the consumer's receipt of the response.

After the vehicle is delivered to that facility, the manufacturer must correct the nonconformity within 10 days.*

*For recreational vehicles purchased or leased on or after October 1, 1997, the manufacturer has 45 days (not 10) to correct the nonconformity.

The requirement for the manufacturer to be given a final repair attempt does not apply if the manufacturer does not properly respond to the consumer within 10 days of receipt of the consumer's notice, or if it does not perform the repairs within the prescribed time periods.

After 15 days out of service:

If the motor vehicle is out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 15 or more days, exclusive of down time for routine maintenance prescribed by the owner's manual, the consumer must give written notice to the manufacturer by registered or express mail.

After receiving the registered or express mail notice from the consumer, the manufacturer or its agent has an opportunity to inspect or repair the vehicle.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or its authorized service agent cannot conform a vehicle to its warranty by repairing or correcting any nonconformity after a reasonable number of attempts, the manufacturer must either repurchase or replace the vehicle. The consumer has a right to choose repurchase rather than replacement.

REASONABLE NUMBER OF REPAIR ATTEMPTS

It is presumed that a reasonable number of repair attempts have been made if, during the Lemon Law Rights Period, either:

- 1. The same nonconformity has been subject to repair at least three times by the manufacturer or its authorized service agent, plus a final attempt by the manufacturer after receiving the registered or express mail notice from the consumer, and the nonconformity continues to exist; or
- 2. The vehicle has been out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 30* or more days, exclusive of down time for routine maintenance prescribed by the owner's manual. The manufacturer must have had the opportunity for a final repair attempt as described above. The 30 and 60 day periods may be extended if repair services are not available because of war, invasion, strike, fire, flood, or natural disaster.

*For recreational vehicles purchased or leased on or after October 1, 1997, the days out of service is 60 (not 30).

Regulations define "repair attempt" as the replacement of a component, or some adjustment made, to correct a substantial defect or condition covered by the manufacturer's warranty. An examination of a reported defect or condition, without a subsequent adjustment or component replacement, may be considered a repair attempt if it is later shown that repair work was justified. Examination or repair performed by anyone other than the manufacturer or its authorized service agent is not considered a repair attempt.

Regulations define "out-of-service day" as any day, including weekends and holidays, when the vehicle is left at an authorized service agent or manufacturer's designated repair facility for an examination or repair of one or more substantial defects or conditions covered by the manufacturer's warranty. The days for each visit start on the day the vehicle is brought in to the repair facility and end on the day the work is completed. If the vehicle is left at the repair facility for routine maintenance, repair of minor defects, or repairs to defects first reported after the lemon law rights period expired, the days will not be considered as out-of-service days.

DISPUTE RESOLUTION

The lemon law provisions requiring repurchase or replacement of a nonconforming motor vehicle do not apply to a consumer who has not first used a dispute settlement procedure if:

- 1. The procedure has been certified by the Division of Consumer Services as complying with 16 C.F.R. Part 703 and the lemon law and regulations; and
- 2. At the time of the vehicle's acquisition, the manufacturer informed the consumer in writing how and where to file a claim with the procedure.

TIME PERIOD FOR FILING CLAIMS

If a manufacturer participates in a certified dispute settlement procedure, the consumer must file a claim with the certified procedure no later than 60 days after the expiration of the Lemon Law Rights Period.

A consumer may file a claim with the Florida New Motor Vehicle Arbitration Board if:

- 1. The certified procedure does not render a decision within 40 days of filing;
- 2. The consumer is not satisfied with the certified procedure's decision or the manufacturer's compliance with the decision; or
- 3. The manufacturer does not participate in a certified procedure.

The claim must be filed with the Florida New Motor Vehicle Arbitration Board no later than 60 days after the expiration of the Lemon Law Rights Period or 30 days after the final action of a certified procedure, whichever date occurs later.

REMEDIES UNDER THE FLORIDA LEMON LAW

REPURCHASE OF OWNED VEHICLE

Basic Repurchase Amount

The Florida lemon law provides that the manufacturer must refund the following amounts when repurchasing a vehicle under the lemon law:

- 1. *Purchase price of the vehicle*. This is the cash price for the vehicle, inclusive of any allowance for a trade-in vehicle;
- 2. Collateral charges. These are reasonably-incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to:
 - a. sales taxes and title charges;
 - b. manufacturer-installed or agent-installed items or service charges;
 - c. earned finance charges; and
- 3. Reasonably incurred incidental charges. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

"Purchase price" excludes debt from a previous transaction. "Allowance for trade-in vehicle" means the net trade-in allowance as reflected in the purchase contract if acceptable to the consumer and the manufacturer. If that amount is not acceptable to both parties, then the trade-in allowance is an amount equal to the retail price of the trade-in vehicle as reflected in the NADA Official Used Car Guide (Southeastern Edition) or NADA Recreation Vehicle Appraisal Guide, whichever is applicable, in effect at the time of the trade-in. The manufacturer is responsible for providing the applicable NADA book.

The refund will be paid to the consumer and lienholder of record, if any, as their interests may appear.

Deductions From Amount Paid to Purchaser

The Florida lemon law provides that the following deduction must be made as a reasonable offset for the vehicle's use:

^{*}For recreational vehicles purchased on or after October 1, 1997, the denominator is 60,000 (not 120,000).

REPURCHASE OF LEASED VEHICLE

Basic Repurchase Amount

The Florida lemon law provides that the manufacturer must refund the following amounts when repurchasing a leased vehicle under the lemon law:

To the lessee:

- 1. Lessee Cost. This is the total deposit and rental payments previously paid to the lessor for the leased vehicle, excluding debt from a previous transaction;
- 2. Collateral charges. These are reasonably-incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to, sales taxes and title charges, manufacturer-installed or agent-installed items or service charges, and earned finance charges; and
- 3. Reasonably incurred incidental charges. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

To the lessor:

The Lease Price MINUS the Lessee Cost.

Lease Price means the capitalized cost and each of the following items to the extent not included in the capitalized cost:

- 1. The lessor's earned rent charges through the date of repurchase;
- 2. Collateral charges, if applicable;
- 3. Any fee paid to another to obtain the lease;
- 4. Any insurance or other costs expended by the lessor for the benefit of the lessee; and
- 5. An amount equal to state and local sales taxes, not otherwise included as collateral charges, paid by the lessor when the vehicle was initially purchased.

Deductions From Amount Paid to Lessee

The Florida lemon law provides that the following deduction must be made as a reasonable offset for the vehicle's use:

*For recreational vehicles leased on or after October 1, 1997, the denominator is 60,000 (not 120,000).

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REPLACEMENT

When replacing a vehicle under the Florida lemon law, the manufacturer must provide a new vehicle that is identical or *reasonably equivalent* to the vehicle to be replaced, as that vehicle existed at the time of purchase.

"Reasonably equivalent" means that the manufacturer's suggested retail price ("M.S.R.P.") of the replacement vehicle does not exceed 105% of the M.S.R.P. of the vehicle to be replaced. In the case of a recreational vehicle, the retail price of the replacement vehicle will not exceed 105% of the purchase price of the recreational vehicle to be replaced.

The Florida lemon law also provides that the manufacturer must refund to the consumer the following amounts when replacing a vehicle under the lemon law:

- 1. Collateral charges. These are reasonably incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to:
 - a. sales taxes and title charges;
 - b. manufacturer-installed or agent-installed items or service charges;
 - c. earned finance charges; and
- 2. Reasonably incurred incidental charges. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

The consumer must pay a reasonable offset for the vehicle's use in accordance with the formula set out above.

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

Customer Request # <u>71-595410065</u> BBB =	# <u>PGM0831666</u>
PURCHASE PRICE: (From dealer Bill of Sale) (Selling Price)	(+) 23130.00
MSRP: (From BARS Invoice)	(-) 24295.00
DIFFERENCE:	(=) -1165.00
TRADE ALLOWANCE: (from dealer Bill of Sale)	(+) N/A
Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file NADA Retail Value for:	
VEHICLE: ACCESSORIES:	(-) N/A
MILEAGE ADJUSTMENT:	(-) IV/A
OVER ALLOWANCE: (Trade more than NADA)	(=) N/A
PAYOFF: (If dealer added negative equity into contract, do not subtract)	(=) N/A
PURCHASE PRICE (From dealer Bill of Sale) – (before tax, tag, etc.)	(+) 23130.00
GM CARD POINTS:	DO NOT INCLUDE
INCENTIVES (from BARS): (Do not include fuel fill credit, dealer incentives or GM card credited back to customer) 1: 2:	
3:	(-)
TOTAL INCENTIVES (Not included in Purchase Price)	1000.00
OVERALLOWANCE: (From above)	(-) 0
NEGATIVE EQUITY: (If NOT shown in contract))	(-)0
Actual price of Vehicle that should be presented to BBB for ATA	(=) 22130.00

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON File Number **Customer Name** Worksheet Filled Out By: 71-595410065 **Eloisa Keahey** Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information **Vehicle VIN:** Date: 1G2ZH158564 April 7, 2008 **USAGE FORMULAS** STRAIGHT REPURCHASE - BASE PAYMENT (CA, FL & WV) OR LEASE REPURCHASE To calculate usage: 1 Base Price \$23,130.00 1 Down Pmt / Cap Cost Reduction \$0.00 2 Conversion / Upfit cost \$0.00 2 Pmts (includes 1st month if lease) \$0.00 Use ONLY one of the 4 methods in this column or \$179.85 3 Reg/Lic/Title Fees (leases only) 3 Reg./Lic./Title Fees follow applicable lemon law formula for your state \$0.00 4 Tire & battery & elect filing fee \$23.50 4 Tax (leases only) \$0.00 \$0.00 5 Aftermarket Items A. USAGE USING L.L. FORMULA 5 Aftermarket Items \$0.00 6 Base Price/Total Repurch Price \$22,130,00 6 Sales Tax \$1.389.21 6 Other-Explain \$0.00 Mileage 30,000 7 Finance Charges/Accured Int/Per \$2,192.28 7 Other-Explain \$0.00 \$930.25 8 Other-Explain 8 Denominator 120,000 8 GMPP & GAP ins pro-rated amts \$0.00 9 Usage **\$5,532.50** 9 Document Stamps \$91.00 9 Other-Explain \$0.00 \$27,936.09 10 Total Additions 10 10 Total Purchase Price \$0.00 **B. USAGE - NEGOTIATED** \$0.00 11 12 * Usage/Depreciation \$5,532.50 12 * Usage/Depreciation \$5,532.50 13 \$0.00 13 Damage 13 Damage \$0.00 \$0.00 14 Late charges 14 C. USAGE USING CENTS/MILE 14 Late charges \$0.00 15 Mileage \$0.00 15 Over-Allowance 15 Over-Allowance \$0.00 16 Cents per mile \$0.000 16 Negative Equity \$0.00 16 Negative Equity \$0.00 17 Usage \$1,000.00 17 Incentives **\$0.00** 17 Incentives \$0.00 18 18 Other-Explain \$0.00 18 Sec. Dep. (leases) if reimbursing above \$0.00 19 19 Other-Explain \$0.00 19 Extended Service Contract \$0.00 20 Other-Explain 20 D. USAGE-CALIFORNIA ONLY \$0.00 20 Gap Insurance \$0.00 21 Other-Explain \$0.00 21 Over Mileage Penalty 21 Base price section-Used when **NOT** financed. \$0.00 \$6,532.50 22 Total Deductions 22 "Actual Price Paid" (Base) \$26,005,84 22 Total Deductions \$5,532,50 23 Mileage 24 Usage \$0.00 24 Repurchase Subtotal \$21,403.59 24 Total Refund to Customer -\$5,532.50 OR 25 25 payoff good thru 4-18-08 \$18,215.63 25 Dir Buyout (lease) or Loan Payoff \$0.00 26 Payment/Lease-Used when financed. \$3,187.96 26 (GMAC=DL quote) good thru xx/xx/xx 26 Total Refund to Customer 27 "Actual Price Paid" (Pmt/Lease) \$0.00 27 Attorney's Fees \$0.00 27 Attorney's Fees \$0.00 28 Mileage 0 28 Total Repurchase \$21,403.59 28 Total Repurchase -\$5,532.50 29 Any ext service contract (CA only) 29 NADA (Legal Only) \$0.00 29 NADA (Legal Only) \$0.00 30 Usage \$0.00 30 Estimated Auction Value **\$0.00** 30 Estimated Auction Value \$0.00 \$21,403.59 31 Projected Loss 31 Projected Loss -\$5,532.50 PURCHASE PRICE (before t/t/t) 23.130.00 TRADE ALLOWANCE PURCHASE PRICE n/a 23,130.00 MSRP (FROM BARS INVOICE) 24,295.00 PAYOFF OF TRADE \$ INCENTIVE* (from BARS) 1.000.00 DIFFERENCE (1,165.00)**DIFFERENCE #VALUE!** OVERALLOWANCE if positive look for over allowance if negative=negative equity **ACTUAL PRICE** 22,130.00 TRADE ALLOWANCE n/a ACV OF TRADE \$ Do not include fuel fill credit **#VALUE! Authorized Signature DIFFERENCE** Date Include GM card points ACV=actual cash value Form Rev. 04/28/2006 HVAC concern updated in our system

BBB mandated case				
added 8 days of per diem @ \$2.73				
plus the accured interest on lien pay	off confirmation	\$10.91		
added GMPP \$720.30 and the GAF	9 \$209.95 pro-rat	ed amounts together on line 8		

Dec-14-07 04:06P	•	P.16
DOXIE BUIEK PONTIAC OMC TRUCK, INC.	DATE SLESS	ERSON
1456 South Tamiami Trali Pio. Box 60165	- 07/07/06 HARO	LD E SILVERHAN
P.O. Box 60165 Fort Myers, Florida 33912	STOCK PEGIDI	CO C SILVERHAM
(239) 489-1387 (239) 489-0798		
(239) 489–1387 (239) 489–0600 (239) 489–0798	KBD NEW □ DBMD	
AS THEY APPEAR ON DOLVER'S LICENSE		7/06
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GMAC FLEXIBLE	FINANCE PLAN		
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Buyer (and Co-Buyer) - Name and address (include county and zip code)	Creditor (Seller name	And Sidens	
			·1
	DIXIE BUICK	FORTLASS FIELD	MRUCK, INC.
MARKOTONIO TO DIN TONIO	14065 20016	TANKAHI TRA	IC.
the Buyer (and Co-Buyer if any) from his units ventors departs at a few	TT. WIENS P	C 33312	<u> </u>
, the Buyer (and Co-Buyer if any), may buy the vehicle described below for one of the agreements on the front and back of this contract. You agree to pay ment achedule shown below. We will figure the Finance Charge on a daily backs	en or on credit. By sign us, the Creditor, the	ning this contract, you Amount Eigeneet an	shoose to buy the vehicle on ch
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CUSTOMER NAME:	
VIN: 1 6 2 Z H 1 5 8 5 6 4	·
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1. Customer Intentive	
I assign the total amount of customer incentive(s) listed to the dealer named below and request that incentive(s) he applied: (a) and to the down payment on this vehicle, (b) where permissible by is (Bill of Sale indicates per incentive price, amount of incentive, and final price with incentive applied issued in my name by Limiter named below:	c evailable customer , as a price reduction or (c) a check be
Includive Reference BA BOWS S 500.00 BAT BONUS FOR CONTROL ST S 500.00 BAT BONUS FOR CONTROL ST	ive Code
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2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example in lieu of customer incentive programs, for example I elect to receive in lieu of	. Division supported
and/or	
b. I elect to receive	
a. <u>Vehicle Incentive Achteviledgment</u> . I am the ultimate retail purchaser or leases of the vehicle bearing the number, which was wild/insted to me by the Dealer, pamed below. This vehicle was purchased/leased use and not resale and I took delivery on <u>07/07/06</u> . I acknowledge receipt of incentive(s and release CMI Division from any future claim or obligation for incentive(s) on this unit.	
Is vehicle equipped with OnStar?Yes No	
b. Terms and Chidiffons Acknowledgment. I acknowledge that I have received the Terms and C the OnStar service is my vehicle is provided (copies are available in the vehicle glovebox, from the deal or by contacting OnStar as described below).	, at <u>www.onstancom,</u>
I understand that in delicit to cancel the OnStar service in my vehicle, I must press the like OnStar be call 1,888.40 Star (1,888.466.7827) or TTY 1,877.248.2080 and movest that my Services be cancel.	tion in my vehicle or led.
Purchaser/Lessee Signature:	Date: 07/07/06
The understand never of Table	
The undersigned person, as Dealer representative, certifies that the information on this application is true an incentive(s) described in term	Correct, and that the
incentive(s) described in itemind the OnStar Terms and Conditions have been provided to the said purchase	lessee who has taken
delivery of the referenced unit through this Dealership and that properly completed accurate delivery data he General Motors or Saab Cars USA.	s been forwarded to
Authorized Dealer Signature:	07, 07, 06
DEXIE BUICK PONTIAC GMC TRUCK, INC. BUICK 39-320 GMC 53-484 PONTIAC 17-059	GIM3795 9/05
Desire Note: This is a required descripted and most be completed, signed, and retained in EVERY DEAL FILE for more result cases incoming or rate support or illebia. I copy of the completed form should be provided to the customer.	eran if there are an

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TECHNICIAN'S FINDINGS AND REMARKS

LITERIES AND CONDITIONS

AMER OF WARRANTY

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DIXIE, BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMITRAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-12598 (239) 489-0600







WARRANTY EXPIRING ? SEE BUSINESS MANAGER

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14566 SOUTH TAMIAMITRAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-12588

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WARRANTY EXPIRING ?

(239) 489-0600









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SEE BACK FOR ADDITIONAL CUSTOMED INFORMATION DEGADDING DEBAIDS

Mandatory Repurchase

XXX BBB Case Mandatory Straight Repurchase
COMPLIANCE DATE4-18-08
ADR REQUEST NUMBER71-595410065
CUSTOMER NAME
LAST SIX OF VIN
ADR CRSMarion Lindsey 1-866-7905700 EXT21259
DVM _Hayden Hawes PHONE813-541-5615
DATE ACCEPTANCE RECEIVED3-18-08
NUMBER OF DAYS FOR COMPLIANCE30
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.

2006 G6 - GT COUPE 46U STEALTH GRAY METALLIC /V6G 19C EBONY PONTIAC/GMC DIVISION GENERAL MOTORS CORPORATION 19C EBONY 100 RENAISSANCE CENTER ORDER NO. JRBZXT/TRE STOCK NO. DETROIT MI 48243-1114 VEHICLE INVOICE 2AD53518989 VIN 1G2 ZH15 85 64 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
2ZH37 G6 - GT COUPE 22330.00 20655.25 INVOICE 12/02/05 22330.00 20655.25 INVOICE 12/02/05
AP3 REMOTE VEHICLE STARTER SYSTEM 190.00 157.70 SHIPPED 12/02/05
FE9 50-STATE EMISSIONS N/C N/C EXP I/T 12/16/05
FR9 AXLE RATIO 3.29 N/C N/C INT COM 12/16/05
LX9 ENGINE, 3.5L V6 SFI N/C N/C PRC EFF 12/02/05
MX0 AUTOMATIC TRANSMISSION 0.00 0.00 KEYS G3292 G3292
PED PREMIUM VALUE PACKAGE INCLUDES 1650.00 1369.50 WFP-S QTR OPT-1
* (4) 17" CHROMETECH WHEELS * (4) 17" CHROMETECH WHEELS BANK: GMAC - 029 * AM/FM STEREO 6 DISC CD PLAYER CHG-TO 17-059 (REPLACES STD/OPT/PKG RADIO) * SUNROOF, POWER TILT & SLIDE SHIP WT: 3362 HP: 32.9
1SZ PREMIUM PACKAGE DISCOUNT 500.00- 415.00- GMS: 21757.35
SUPPLR: 22733.06 MRM: 24795.00 MEMO 1108.50

TOTAL MODEL & OPTIONS 23670.00 21767.45 ACT 231 21682.35
DESTINATION CHARGE 625.00 625.00 H/B 261 710.10
LAM DEALER CONTRIBUTION 236.70 ADV 261 236.70
LAM GROUP CONTRIBUTION 236.70 EXP 65A 236.70

TOTAL 24295.00 22865.85 PAY 310 22865.85

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 21820.80

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

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

REMIT TO GMAC NO. 029 VIN 1G2ZH158564 \$ 22865.85 INV 2AD53518989 DUE 12/16/05 DEALER 17-059













GENERAL MOTORS BUSINESS RESOURCE CENTER

February 7, 2008

BBB Autoline 4200 Wilson Blvd. Suite 800 Arlington, VA 22203-1838

RE: /o Jeff Spiegel Krohn & Moss, Ltd.

Service Request: 71-595410065 BBB Case Number: PGM0831666

2006 Pontiac G6

Vehicle Identification Number: 1G2ZH158564
Customer Relationship Specialist: Marion Lindsey

Manufacturers Voluntary Replacement Settlement Offer in Writing

We are sorry	is dissati	sfied with her 2	2006 Pontiac G6.	General Motors'	continued
success depends	s upon the satisfa	action our custo	mers receive fro	m their vehicles.	We apologize
for any inconver	nience	may have expe	erienced.		
At this time, Ger	neral Motors wou	ld like to volun	tary offer	a replacemen	nt vehicle
under the naran	neters set helow				

Replacement is a motor vehicle, acceptable to the consumer, that is identical or reasonably equivalent to the motor vehicle to be replaced as it existed at the time of acquisition. "Reasonably equivalent" means the MSRP of the replacement vehicle must not exceed 105% of the MSRP of the motor vehicle to be replaced. The replacement must include all reasonably incurred collateral and incidental charges. Less a reasonable offset for use.

Reasonable allowance

Applies to a refund and to a replacement. The reasonable offset for use is defined as: number of miles attributable to a consumer on vehicle the date of filing divided by 120,000 X the purchase price.

29,570 will be utilized for the customer's use deduction. The Manufacturer's Suggested Retail Price (M.S.R.P.) was \$ **24,295.00**. We will not be reimbursing attorney's fees.

General Motors will look forward to hearing acceptance or rejection of this settlement offer from Mr. Jeff Spiegel within 48 business hours, by end of business day on February 11, 2007. From that point forward, Mr. Marion Lindsey Customer Relationship Specialist will work with Mr. Jeff Spiegel in providing further information to assist in finding the replacement vehicle.

Sincerely,

Penny Crisp Arbitration Specialist General Motors Corporation Business Resource Center

BBB.

BBB AUTO LINE

January 23, 2008 Re:w-c2 PGM0831666:

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vs Pontiac/GMC Division 1G2ZH158564

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KROHN & MOSS 120 W MADISON 10TH FL CHICAGO IL 60602

Dear Jeff Spiegel:

We have received your request for a written arbitration hearing on behalf of the individual named above.

Enclosed please find the following information:

- * Program Summary This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * Agreement to Arbitrate The purpose of the Agreement to Arbitrate is to outline the positions of both parties to the dispute. The Agreement is not intended to explain your full position. Please read the Agreement carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.
- * Customer Claim Form (CCF) Information we have on file regarding your complaint is recorded on the CCF. Please verify the accuracy of the information and return the CCF to us with any necessary corrections or additions.
- * How BBB AUTO LINE Works This booklet explains the BBB AUTO LINE program, and contains the rules that will be followed in arbitration.
- * Oath of Participant Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

The information you submitted meets the minimum requirements to enable us to begin processing the claim. However, because the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem you are alleging, and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?

- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What is the type and amount of relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction that should be taken if a repurchase/replacement is awarded, and a specific description of any other remedies that you seek.

Your written position must include all supporting documents that you wish the arbitrator to consider. Please send us a *clear* copy of the following documents that were not included with your initial submission or were not legible when our office received them:

 No further documentation is required at this time
 Repair orders relating to the complaints(s)
 The vehicle's current registration
 The purchase contract or lease agreement
 Other:

If the arbitrator decides a repurchase or replacement is the appropriate remedy, the arbitrator will need accurate information about the vehicle's purchase price as well as any collateral costs, incidental charges and other expenses that your client seeks. Please submit an itemization of those fees, along with supporting information/documentation, so we may include these amounts in the *Agreement to Arbitrate* to permit the arbitrator to appropriately evaluate your client's request for relief.

You will note that the General Motors' *Program Summary* permits the award of reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. **If you are seeking an award of attorney's fees, please submit a statement of the fees requested as well as supporting information/documentation so that the arbitrator may determine the appropriate amount to be awarded.**

BBB AUTO LINE must receive your written position and supporting documents no later than close of business <u>fourteen days</u> from the date of this letter. On the following day, we will send each written position to the other party for comments. If we have not received the requested information from you, the correspondence and documents you have provided us thus far will serve as your written position. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, we will provide you with three days advance notice of the inspection date.

You may either mail your position to our office at 4200 Wilson Blvd., Suite 800, Arlington, Virginia 22203 or fax it to 703.247.9700. If you have any questions, please contact me at 800.955.5100.

Sincerely,

Cheryl Carey at Extension 397

BBB AUTO LINE



January 23, 2008

MARION LINDSEY PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Re:W-M2 PGM0831666: vs Pontiac/GMC Division 1G2ZH158564

Dear Madam/Sir:

The above named customer has requested a written arbitration hearing and a claim has been opened.

Enclosed please find the following information:

- * Customer Claim Form (CCF)
- * Any documentation submitted by the attorney
- * Agreement to Arbitrate (except in California);
- * Oath of Participant Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

As the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem alleged and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?
- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction and any overallowance/negative equity/rebate amounts that should be taken if a repurchase/replacement is awarded.

Your written position must include all supporting documents (i.e., repair orders, technical service bulletins, purchase contract or lease agreement) that you wish the arbitrator to consider.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business <u>fourteen days</u> from the date of this letter. On the following day, we will send each written position to the other party for comments. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, the BBB will provide you with three days advance notice of the inspection date.

If you have any questions, please contact me at 800.334.2406. Please fax your position to 703.247.9700.

Please call me if you have any questions. Thank you for your cooperation in this matter.

Sincerely,

Cheryl Carey at Extension 397



Customer:

Date: 03/13/08

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

ACCEPTANCE OR REJECTION OF DECISION

Case Number: PGM0831666

State: FL

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.
COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY
Note: If this form is not received at the CBBB office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.
Please check one of the following.
I ACCEPT THE ARBITRATION DECISION. I understand this means:
* the business will be legally bound to abide by this decision; and,
* I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.
I REJECT THE ARBITRATION DECISION. I understand this means:
* I may pursue other legal remedies under state or federal law;
 depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
* the business will not be obligated to perform any part of the decision; and,
* this will end Better Business Bureau involvement in my case.
Signature(s) of Titled Owner(s):
Date:

BBB AUTO LINE



March 13, 2008

Re:m04 PGM0831666: vs Pontiac/GMC Division 1G2ZH158564

LU'ANDREA DUDLEY PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Dear Madam/Sir:

Enclosed is the arbitrator's Decision and Reasons for Decision for your case.

The customer has been sent an Acceptance/Rejection Form and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the Decision.

If you have any questions about the decision or if I may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

Cheryl Carey at Extension 397



Repurchase Decision (Owned Vehicle)

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Customer:

Hearing Date: 02/11/08

Arbitrator: Edward J. Conrad

Question 1

Vehicle (Year, Make, Model):

2006, Pontiac, G6

Question 2

For the following amounts, the manufacturer shall repurchase the above ("vehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision:

a The actual price paid for the vehicle

\$22,130,00

b Reasonable use deduction, if any (explained in the Reasons for Decision)

\$5.532.50

c Deduction based on vehicle damage not attributable to normal use, if any

0

d Deduction based on negative equity, if any

0

e SUBTOTAL

\$16,597.50

Question 3

Other eligible amounts:

Description/Amount

\$6.50 (tire & battery fee) + \$17.00 (electronic filing fee) + \$1,389.21 (sales tax) + \$179.85 (tag, title & fees) + \$91.00 (documentary stamps) + \$1,470.00 (service contract) + \$88.20 (sales tax on service contract) + \$599.00 (GAP)

c TOTAL AMOUNT (2e + 3)

\$20,438.26 + Earned finance charges from the date of purchase to the date of repurchase TBD

At the time of the repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. Vehicle shall be in a similar condition as it was at the time of the hearing, allowing for normal usage

Customer must also comply with all additional requirements in the section of the applicable manufacturer *Program Summary* that sets out customer responsibilities if a repurchase is awarded.

If there is a lienholder, payment of the amount set out above shall be made by the manufacturer to the customer and lienholder as their respective interests appear on the records of ownership. The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

CASE: PGM0831666

Arbitrator: Edward J. Conrad

Customer:

Date: 03/06/08



Lemon Law Reasons for Decision

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Customer: - Hearing Date: 02/11/08

Arbitrator: Edward J. Conrad

- Fact Sheet Section -

Fact Sheet Queston 1

For each problem (current and past) listed on the *Agreement to Arbitrate*, indicate the following information. List briefly the relevant evidence in support of each of your conclusions (i.e., repair order numbers, dates, testimony, inspection and/or test drives, technical expert reports, etc.).

- a Problem (as listed on Agreement to Arbitrate):
- 1 HVAC
- 2 Body and Trime
- 3 Steering/suspension
- 4 Engine/electrical system
- 5 Interiror/Trim
- 6 Brake System
- 7 Wheels/Tires
- 8 Wheels/Tires
- b Exists Now? (Please Explain)
- 1 Yes, consumer testimony
- 2 Yes, customer testimony
- 3 Yes, customer testimony
- 4 Yes, customer testimony
- 5 Yes, customer testimony
- 6 Yes, customer testimony
- 7 Yes, customer testimony
- 8 Yes, customer testimony
- c Number of Repair Attempts
- 1 2
- 2 2
- 3 2
- 4 4
- 5 1 6 1
- 7 1
- 8 1
- d Number of Days Out of Service:
- 1 12
- 2 12
- 3 7
- 4 15 5 1
- 6 2
- 7 2
- 8 2

- Reasoning Section -

Question 1

For each problem listed on the Fact Sheet, please explain whether or not you believe the problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty. Please explain how you reached your conclusion.

HVAC: Consumer complained of no cold air. Invoices show that parts were replaced under warranty. I find that the issue with the air condition is a defect in materials or workmanship.

Body/Trim: Consumer complained of an issue with the left trim panel. Invoices show that trim panel was reinstalled by dealer. Accordingly, I find that the trim panel was a defect in the materials or workmanship.

Steering/Suspension: Consumer complained of an issue with traction control and a cracking noise. Invoices show that parts were replaced. I find that the noise and traction control were due to the repairs made to the car. The noise and traction control issues were defects in the materials or workmanship.

Engine/electrical system: Consumer complained of an engine light issue, rattling noise, lighter problem, ac jack problem, and starter issue. The invoices show several repairs, including reprogramming of electronics and replacement of parts. In light of these repairs, I find that the issues requiring repair were defects in the materials or workmanship.

Water leak/interior trim: Consumer complained of a water leak on the passenger side. An invoice shows that a hose was repositioned and reattached. This leads me to believe that the problem was in the material or workmanship.

Brake system: Consumer complained of vibration. An invoice shows that a resurfacing of the front brake rotor was completed. As such, I find that the cause of the vibration was due to defects in the material or workmanship, which is covered under warranty.

Wheels/Tires: Consumer complained of vibration. It appears from the invoices that balancing was an option to correct the problem. The consumer failed to allow the repair; and therefore, I cannot judge from the invoice whether there was a defect covered under warranty. Therefore, I find that there was not a defect of material or workmanship for the wheels/tires issue.

Question 2

For each problem you decided was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty, please explain whether or not you believe this problem is a substantial impairment of the use, value or safety of the vehicle.

Of the problems submitted for arbitration that were defects in the material or workmanship, covered under the manufacturer's warranty, I find that the air conditioning problem, the engine/electrical system issues, the water leak, and the brake system problem were substantial impairments of at least the use and value of the vehicle. The brake system may have been a safety issue, but I do not have sufficient information to decide that it was in fact a safety issue. Therefore, I do not find that any of the defects were substantial impairments to safety. As I mentioned, above, the defects were at least substantial impairments to the use and value of the vehicle.

Question 3

Please address the following aspects of your state's lemon law below:

a During the applicable time period specified by this state's lemon law, the vehicle has been out of service by reason of repair to vehicle problems for a cumulative total of how many days?

15

b Has the standard for a reasonable number of repair attempts under this state's lemon law been met? (Yes or No)

Yes

c Please explain how you reached this conclusion.

The lemon law covers vehicle nonconformities. A nonconformity is defined as a defect or condition that substantially impairs the use, value, or safety of a vehicle. Based on my findings, above, the problems (nonconformities) with regards to the air conditioning, the engine/electrical system, the water leak, and the brake system substantially impaired the use and value of the vehicle.

To be eligible for repurchase, the vehicle must have undergone a reasonable number of repairs. After three attempts have been made to repair the same nonconformity, the consumer must give written notice to the manufacturer, by registered or express mail, of the need to repair the nonconformity. This gives the manufacturer a final repair attempt to fix the nonconformity. If the final repair attempt fails to remedy the problem, the vehicle is presumed to have had a reasonable number of repair attempts.

In this case, the consumer brought the vehicle in for engine/electrical system problems three times. The consumer gave the manufacturer notice of the issues and permitted a final repair attempt. Based on the consumer testimony, invoices, and other documentation, I find that the final repair attempt failed to remedy the nonconformity. As such, it is my conclusion that the vehicle has undergone a reasonable number of repair attempts to warrant a repurchase of the vehicle by the manufacturer.

d Is this consumer entitled to a repurchase or replacement under all other provisions of this state's lemon law [i.e., eligible consumer, eligible vehicle, applicable time frames (if any), notice provisions (if any), reasonable number of repair attempts, etc.]? Please explain how you reached this conclusion.

The consumer owns the vehicle for primary personal use, according to the consumer's testimony. The repair attempts were done within 24 months of the vehicle's purchase. As I determined, above, three repair attempts, plus a final repair attempt, were done to repair the nonconformity. Because the nonconformity was not repaired, and the nonconformity was substantially impaired the use and value of the vehicle, the vehicle has undergone a reasonable number of repair attempts to warrant a repurchase of the vehicle by the manufacturer.

Question 4

State your decision (i.e. Repurchase, Replacement, Interim Repair, Denial) and explain why it is appropriate.

Repurchase. The consumer is eligible under the lemon law for a repurchase or replacement. The consumer testified that a repurchase was desired. Under Florida lemon law, the consumer's choice is controlling. Therefore, I find that a repurchase should be granted.

Question 5

If awarding a repurchase or replacement:

Show the formula you used for making a reasonable use deduction and the amount

deducted, or explain why no reasonable use deduction was made.

30,000 miles / 120,000 miles X \$22,130.00

Purchase Price = \$23,130.00 retail price - \$1,000.00 rebate

b List any damage to the vehicle beyond normal wear and tear, and explain how you arrived at any amount deducted for the damage.

The consumer only mentioned slight damage due to a hit and run. I have no reason to believe that the damage is severe enough to warrant a deduction. Therefore, I will not find further reduction.

c If you've decided not to award all collateral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason for doing so.

Question 6

The following materials and documents were submitted by the parties as part of this arbitration. Those marked with an asterisk ("*") were relied upon by the arbitrator(s) in making a decision in the case

- a Materials/Documents Submitted by Customer
 - *Agreement to Arbitrate
 - *Email from Cathy Bopp to Cheryl Carey
 - *Customer Claim Form
 - *US Postal Service Address Label
 - *US Postal Service Domestic Return Receipt
 - *Motor Vehicle Defect Notification letter
- b Materials/Documents Submitted by Manufacturer
 - *Summary History Display
 - *Invoice 7/18/07
 - *Invoice 11/5/07
 - *Invoice 11/6/07
 - *Invoice 1/10/08

Question 7

Please identify the mileage on the vehicle at the time of the hearing/inspection: 30000

CASE: PGM0831666

Arbitrator: Edward J. Conrad

Customer:

Date: 03/06/08

02/04/2008 14:14 FAX ☑ 001/002



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 02/04/2008

Case Number: PGM0831666

Customer:

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

REVISED 2/4/08

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : G6 Year : 2006

All parties named above submit to arbitration the following:

- engine/electrical engine light, rattling noise, lighter, acc jack, starter
- * steering/suspension traction control, cracking noise
- * hvac no cold air
- * water leak passenger side
- * body/trim left rear trim panel
- * brakes vibration
- * wheels & tires vibration

The parties have come to agreement on the following:

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

Consumer : Repurchase plus \$1,750.00 in Attorney Fees

Manufacturer : Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:

<u>Directions to Better Business Bureau</u>

ADDRESS: 2655 McCormick Drive, Clearwater, FL 33759 PHONE: (727) 535-5483 OR (800) 955-5100 Ext. 240

<u>Directions to Clearwater 888 coming from South Florida</u> (i.e. Bradenton, Sarasota, and further south)

- Take Interstate 75 North to 275 North across the Sunshine Skyway (toll = \$1.00).
- Continue on 275 North to 685 West follow sign to Clearwater on exit ramp.
- Follow 686 West to 688 West ~ when on 688 West stay in right or middle lane.
- Road will make a "Y" at which time you will go to your right (sign will indicate direction to St. Pete / Clearwater Airport). You will now be on 686 West - AKA Roosevelt Bivd.
- Remain on 686 West to US 19 (Second overpass you come to). Go North on US 19.
- After crossing over Sunset Point Road, you will pass "Countryside Ford" on your right. Just past Countryside Ford, make a right onto McCormick Drive.
 You will see a brick sign for "Prestige Place" at the corner of McCormick and US 19. Note: there is no stop light at this turn.
- Continue on McCormick Drive to last set of office buildings on your right hand side. Make right into driveway. BSB office is located at end of drive (2-story building).

Directions from East (i.e. Tampa, etc.)

- Take State Road 68 West to Clearwater across the Courtney Campbell Causeway.
- Once across the Causeway, continue to US 19 and go North on US 19 service road.
- While going north on US 19 service road you will cross the intersection of Drew Street and continue north where the service road will merge onto US 19.
- Continue North past Sunset Point Road. After crossing over Sunset Point Road, you will pass "Countryside Ford" on your right. Just past Countryside Ford, make a right onto McCormick Drive. You will see a brick sign for "Prestige Place" at the corner of McCormick and US 19. Note: there is no stop light at this turn.
- Continue on McCormick Drive to last set of office buildings on your right hand side. Make right into driveway. 888 office is located at end of drive (2-story building).

Directions from the North (i.e. New Port Richey, Holiday, etc.)

- Take US 19 South past Clearwater's Countryside Mall. Remain in right hand lane
- You will approach Sunset Point Road where you will need to make a "U" turn

 going back north on US 19 service road.
- Continue North on service road in your right hand lane. You will see
 "Countryside Ford" located on your right. You will see a brick sign for
 "Prestige Place" at the corner of McCormick and US 19. Make a right on
 McCormick Drive. Note: there is no stop light at this turn.
- Continue on McCormick Drive to last set of office buildings on your right hand side. Make right into driveway. BBB office is located at end of drive (2-story building).

Mandatory Repurchase

XXX BBB Case	Mandatory	Straight l	Repurchase	
COMPLIANCE DATE	24-18-	-08		
ADR REQUEST NUM	BER71-	-595410	065	
CUSTOMER NAME _				
LAST SIX OF VIN				
ADR CRSMarion	Lindsey 1-86	66-7905	700 EXT.	21259
DVM _Hayden Hawes	PHONE	813-5	41-5615	
DATE ACCEPTANCE	RECEIVE	D3-	18-08	
NUMBER OF DAYS F	OR COMP	LIANC	E	30
TEAM LEAD'S SIGN.	ATURE			
ADR Exceptions that n	eed to be pa	aid i.e. o	ver allowar	nce and negative equity.
COMMENTS/REASO	N FOR EXC	CEPTIC	N:	
File will be returned withou	ıt all informati	ion above	completed.	

ADR REPURCHASE CHECKLIST

SR # 71-595410065,

VIN-

1G2ZH158564

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)
☐ 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)*** N/A***
Receipts for any after-market items (if applicable)*** N/A
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 *** N/A, no trade in
Copy of the Customer Claim Form (CCF) only on Mandates
Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #
Attorney, Jeff Spiegel, with Krohn and Moss

Attorney, Jeff Spiegel, with Krohn and Moss 120 W. Madison, 10th Fl. Chicago, FL 60602 Phone # 312-578-9428 Fax # 866-264-3755 jspiegel@consumerlawcenter.com





Case Number: 147769

Originator Name: Marion Lindsey 866-790-5700 marion_lindsey@GMexpert.com

Created Date: 03/25/2008

Vehicle Info

*VIN: 1G2ZH158564 MSRP: 24295.0 *TAC #: N/A Year: 2006 Make: Pontiac Model: Gß

Vehicle Comments & TAC Explanation:

Dealer did not contact TAC. Engine, electrical, steering, suspension alignment, HVAC

30000 *Date Reviewed with Customer: 03/24/2008 *Repurchase Mileage: Original Purchase Date: 07/07/2006 * Original Purchase Condition: New

Vehicle Owner(s)

Entity Type Joint Owners

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

* Address

* City * Day Phone: * E-mail:

Cape Coral

jspiegel@consumerlawcen..

* Title State: FL * Secondary Owner:

* Company:GMAC

* State FL * ZIP Code: * Home Phone: * Cell Phone:

Account #:

ZIP Code: 21030

* Fax Phone: (866) 264-3755

* Reason Repurchase Engine noise, electrical hard start, steering noise, suspension alignment, HVAC

(J0112) Engine - General - Noise **UCC Codes**

(N0201) Electrical Start/Charge - Battery / Cables - Battery - Dead

(M0110) Steering - General - Noise

(F1102) Suspension - Front Wheel Alignment - Pulls / Grabs

(D0105) HVAC - General - Inoperative

Vehicle Lien Holder

Type of Secured Interest: Standard Lien

Contact or Attention:

Address P O Box 8110 City Cockeysville

State MD (800) 200-4622 Fax:

E-mail: Day Phone:

Original Selling Dealer

* Dealer #: 118301 Dealer Name: DIXIE BUICK PONTIAC GMC TRUCK

Region: 30 District: 1252

(239) 489-0600 (239) 489-0798 * Phone: Fax:

* Contact Name: Robert Atkins * Contact Title GNL MGR E-Mail:

Repurchasing Dealer:

Repair

* Contact Title SVC MGR * Contact Name: David Hayes

Vehicle Location:

March 25, 2008 Page 1 of 2





Case Number: 147769

Originator Name: Marion Lindsey 866-790-5700 marion_lindsey@GMexpert.com

Created Date: 03/25/2008

Transaction Details:

> Siebel Request #: 71-595410065 * Disposition Auction

* Type: State: Straight Repurchase

Source: ADR BBB Mandated

Replacement VIN:

Compliance Type: State Mandate Compliance Date: 2008-04-18

MSRP: 0.0 Order #:

Repurchase:

Mandated Repurchase per BBB decision. Slight hit and run damage to left door will not be charged against the customer according to decision.
Contact attorney not customer:
Customer is represented by attorney, Jeff Spiegel with Krohn and Moss, 120 W. Madison, 10th Fl. Chicago, IL 60602 * Processing Instructions:

Disposition: GM auction

* Processing Instructions:

Transaction Details

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	Additional Explanation	<u>Value</u>
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	GM	NA	Sales Tax	0
State/Gov Fees	GM	NA	Fees	0
After Market Item(s)	Customer	NA	No Aftermarket Items	0
Negative Equity ` ´	Does Not Apply	NA	Negative Equity	0
Over Allowance Amount	Does Not Apply	NA	Ověr Allowancé	0

March 25, 2008 Page 2 of 2 2006 G6 - GT COUPE

46U STEALTH GRAY METALLIC /V6G GENERAL MOTORS CORPORATION
19C EBONY

ORDER NO. JRBZXT/TRE STOCK NO.

DETROIT MI 48243-1114
VEHICLE INVOICE 2AD53518989

VEHICLE INVOICE 2AD53518989 * (4) 17" CHROMETECH WHEELS BANK: GMAC - 029 * AM/FM STEREO 6 DISC CD PLAYER CHG-TO 17-059 (REPLACES STD/OPT/PKG RADIO) * SUNROOF, POWER TILT & SLIDE SHIP WT: 3362 HP: 32.9 1SZ PREMIUM PACKAGE DISCOUNT 500.00- 415.00- GMS: 21757.35 SUPPLR: 22733.06 MRM: 24795.00 MEMO 1108.50

TOTAL MODEL & OPTIONS 23670.00 21767.45 ACT 231 21682.35
DESTINATION CHARGE 625.00 625.00 H/B 261 710.10
LAM DEALER CONTRIBUTION 236.70 ADV 261 236.70 236.70 EXP 65A 236.70 LAM GROUP CONTRIBUTION

TOTAL 24295.00 22865.85 PAY 310 22865.85

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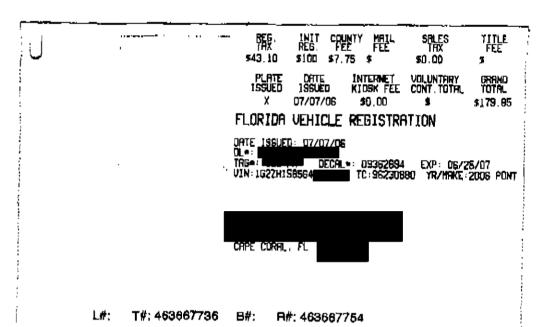
APPROX WHOLESALE FINANCE CREDIT 21820.80

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

REMIT TO GMAC NO. 029 VIN 1G2ZH158564 \$ 22865.85 INV 2AD53518989 DUE 12/16/05 DEALER 17-059 03/24/2008 11:47 2392759761

PAGE 02/02



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

Customer	Ro	equest #	<u>71-595410065</u>	BBB #	PGM0831666
PURCHA	SE PRICE: (From dealer Bill of Sale	e) (Sellir	ng Price)		(+) 23130.00
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PAYOFF:	(If dealer added negative equity into co	ontract, do	nor subtract)		(=) N/A
PURCHA	SE PRICE (From dealer Bill of Sale,) – (before	tax, tag, etc.)		(+) 23130.00
GM CAR	D POINTS:				DO NOT INCLUDE
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 Actual pri	ce of Vehicle that should be pre	sented t	o BBB for ATA		(=) 22130.00

02/04/2008 14:14 FAX ☑ 001/002



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 02/04/2008

Case Number: PGM0831666

Customer:

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

REVISED 2/4/08

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : G6 Year : 2006

All parties named above submit to arbitration the following:

- engine/electrical engine light, rattling noise, lighter, acc jack, starter
- * steering/suspension traction control, cracking noise
- * hvac no cold air
- * water leak passenger side
- * body/trim left rear trim panel
- * brakes vibration
- * wheels & tires vibration

The parties have come to agreement on the following:

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

Consumer : Repurchase plus \$1,750.00 in Attorney Fees

Manufacturer : Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:

<u>Directions to Better Business Bureau</u>

ADDRESS: 2655 McCormick Drive, Clearwater, FL 33759 PHONE: (727) 535-5483 OR (800) 955-5100 Ext. 240

<u>Directions to Clearwater 888 coming from South Florida</u> (i.e. Bradenton, Sarasota, and further south)

- Take Interstate 75 North to 275 North across the Sunshine Skyway (toll = \$1.00).
- Continue on 275 North to 685 West follow sign to Clearwater on exit ramp.
- Follow 686 West to 688 West ~ when on 688 West stay in right or middle lane.
- Road will make a "Y" at which time you will go to your right (sign will indicate direction to St. Pete / Clearwater Airport). You will now be on 686 West - AKA Roosevelt Bivd.
- Remain on 686 West to US 19 (Second overpass you come to). Go North on US 19.
- After crossing over Sunset Point Road, you will pass "Countryside Ford" on your right. Just past Countryside Ford, make a right onto McCormick Drive.
 You will see a brick sign for "Prestige Place" at the corner of McCormick and US 19. Note: there is no stop light at this turn.
- Continue on McCormick Drive to last set of office buildings on your right hand side. Make right into driveway. BSB office is located at end of drive (2-story building).

Directions from East (i.e. Tampa, etc.)

- Take State Road 68 West to Clearwater across the Courtney Campbell Causeway.
- Once across the Causeway, continue to US 19 and go North on US 19 service road.
- While going north on US 19 service road you will cross the intersection of Drew Street and continue north where the service road will merge onto US 19.
- Continue North past Sunset Point Road. After crossing over Sunset Point Road, you will pass "Countryside Ford" on your right. Just past Countryside Ford, make a right onto McCormick Drive. You will see a brick sign for "Prestige Place" at the corner of McCormick and US 19. Note: there is no stop light at this turn.
- Continue on McCormick Drive to last set of office buildings on your right hand side. Make right into driveway. 888 office is located at end of drive (2-story building).

Directions from the North (i.e. New Port Richey, Holiday, etc.)

- Take US 19 South past Clearwater's Countryside Mall. Remain in right hand lane
- You will approach Sunset Point Road where you will need to make a "U" turn

 going back north on US 19 service road.
- Continue North on service road in your right hand lane. You will see
 "Countryside Ford" located on your right. You will see a brick sign for
 "Prestige Place" at the corner of McCormick and US 19. Make a right on
 McCormick Drive. Note: there is no stop light at this turn.
- Continue on McCormick Drive to last set of office buildings on your right hand side. Make right into driveway. BBB office is located at end of drive (2-story building).

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I assign the total amount of customer incentive(s) listed to the dealer named below and request that	e ovailable customer
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(Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incomive applied, issued in my name by Limits named below:	or (c) a check be
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Total Incentive Amount Received \$ 1000.00	
2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example the sening leaving etc.)	E. Division supported
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CUSTOMERAND DEALERACKNOWLEDGMENT FOR INCENTIVES AND ONSTARBERVICE	
a. Vehicle Incentive Activity ledgment. I am the ultimate retail purchaser or lesses of the vehicle bearing the	
number, which was mid/leased to me by the Dealer, paried below. This vehicle was purchased/leased tuse and not resale and I took delivery on 0// 0// 06	or corsemi/business
use and not resale and I took delivery on 07/07/06. I acknowledge receipt of incentive(s) 162 and release Get Division from any future claim or obligation for incentive(s) on this unit.	as described in Item
l i i	
Is vehicle equipped with OnStar?Yes No	
b. Terms and Candifions Acknowledgment. I acknowledge that I have received the Terms and Candiffer a	Military 1124
the OnStar service is my vehicle is provided (copies are available in the vehicle glovebox, from the dealer or by contacting OnStar as described below).	at www.onstar.com.
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TECHNICIAN'S FINDINGS AND REMARKS

LITERIES AND CONDITIONS

AMER OF WARRANTY

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DIXIE, BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMITRAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-12598 (239) 489-0600







WARRANTY EXPIRING ? SEE BUSINESS MANAGER

		MOTORS CORPORATION			
63244	ADVISOR ANTHONY (Pag NO.	01/15/08	PNC5300784
	90.00	LICENSE NO. MEL	29.570	GRAY/EBONY	sтоск №. Р6101
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PAGE 2 OF 2

CUSTOMER COPY [END OF INVOICE) 09:09am

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14566 SOUTH TAMIAMITRAIL FORT MYERS, FLORIDA 33912, STATE OF FLORIDA REGISTRATION: MY-12589

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PAGE 1 OF 2

WARRANTY EXPIRING ?

(239) 489-0600









SEE BUSINESS MANAGER	CENERAL MOTORS CORPOR	KATION		
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	90.00 LEDGHEE NO.	MILGAGE	GRAY/EBONY	P6101
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AGE 1 OF 2 / CUSTOMER CORV		, · · · ([5	.403.7185).	

SEE BACK FOR ADDITIONAL CLISTOMED INFORMATION DEGADDING DEDATES



Date: 03/13/08

ACCEPTANCE OR REJECTION OF DECISION

Case Number: PGM0831666

Customer:	State: FL
Business: Pontiac/GMC	
Mfr-Info: 1712 FL 1G2Z	1158564
	lecision in your case. We hope you have found the efforts of our staff and the satisfactory. Please call us if you have any questions about the decision.
COMPLE	TE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY
letter, the decision will b	eceived at the CBBB office within 14 days from the date of the cover e considered rejected and the manufacturer will be notified. You may via certified mail or fax it to the CBBB at 703.247.9700. We suggest list to confirm receipt.
Please check one of the follo	owing.
I ACCEPT THE ARB	ITRATION DECISION. I understand this means:
* the business will	be legally bound to abide by this decision; and,
any claim that ha	ally bound, which means I give up any right to sue the business in court on is been resolved at the arbitration hearing, unless the business fails to perform Arbitrator's decision or unless otherwise provided by state or federal law.
I REJECT THE ARB	TRATION DECISION. I understand this means:
* I may pursue oth	er legal remedies under state or federal law;
	eral or state law, the decision may be introduced as evidence by me or the ivil court action relating to any matter considered in this arbitration hearing;
* the business will	not be obligated to perform any part of the decision; and,
* this will end Bette	er Business Bureau involvement in my case.
Signature(s) of Titled Owne	r(s):
	Date:

BBB AUTO LINE



March 13, 2008

Re:m04 PGM0831666: vs Pontiac/GMC Division 1G2ZH158564

LU'ANDREA DUDLEY PONTIAC/GMC PO BOX 33172 DETROIT MI 48232

Dear Madam/Sir:

Enclosed is the arbitrator's Decision and Reasons for Decision for your case.

The customer has been sent an Acceptance/Rejection Form and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the Decision.

If you have any questions about the decision or if I may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

Cheryl Carey at Extension 397



Repurchase Decision (Owned Vehicle)

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Customer:

- Hearing Date: 02/11/08

Arbitrator: Edward J. Conrad

Question 1

Vehicle (Year, Make, Model):

2006, Pontiac, G6

Question 2

For the following amounts, the manufacturer shall repurchase the above ("vehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision:

a The actual price paid for the vehicle

\$22 130 nn

b Reasonable use deduction, if any (explained in the Reasons for Decision)

\$5,532.50

c Deduction based on vehicle damage not attributable to normal use, if any

0

Deduction based on negative equity, if any

Ω

e SUBTOTAL

\$16,597.50

Question 3

Other eligible amounts:

Description/Amount

\$6.50 (tire & battery fee) + \$17.00 (electronic filing fee) + \$1,389.21 (sales tax) + \$179.85 (tag, title & fees) + \$91.00 (documentary stamps) + \$1,470.00 (service contract) + \$88.20 (sales tax on service contract) + \$599.00 (GAP)

c TOTAL AMOUNT (2e + 3)

\$20,438.26 + Earned finance charges from the date of purchase to the date of repurchase TBD At the time of the repurchase, the customer will be responsible for turning over the vehicle

and providing clear title to the manufacturer. Vehicle shall be in a similar condition as it was at the time of the hearing, allowing for normal usage

Customer must also comply with all additional requirements in the section of the applicable manufacturer *Program Summary* that sets out customer responsibilities if a repurchase is awarded.

If there is a lienholder, payment of the amount set out above shall be made by the manufacturer to the customer and lienholder as their respective interests appear on the records of ownership. The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

CASE: PGM0831666

Arbitrator: Edward J. Conrad

Customer:

Date: 03/06/08



Lemon Law Reasons for Decision

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Arbitrator: Edward J. Conrad

- Fact Sheet Section -

Fact Sheet Queston 1

For each problem (current and past) listed on the *Agreement to Arbitrate*, indicate the following information. List briefly the relevant evidence in support of each of your conclusions (i.e., repair order numbers, dates, testimony, inspection and/or test drives, technical expert reports, etc.).

- a Problem (as listed on Agreement to Arbitrate):
- 1 HVAC
- 2 Body and Trime
- 3 Steering/suspension
- 4 Engine/electrical system
- 5 Interiror/Trim
- 6 Brake System
- 7 Wheels/Tires
- 8 Wheels/Tires
- b Exists Now? (Please Explain)
- 1 Yes, consumer testimony
- 2 Yes, customer testimony
- 3 Yes, customer testimony
- 4 Yes, customer testimony
- 5 Yes, customer testimony
- 6 Yes, customer testimony
- 7 Yes, customer testimony
- 8 Yes, customer testimony
- c Number of Repair Attempts
- 1 2
- 2 2
- 3 2
- 4 4
- 2 I
- 0 1
- 7 1
- el Marenh
- d Number of Days Out of Service:
- 1 12
- 2 12
- 37
- 4 15
- 5 1 6 2
- 7 2
- 8 2

- Reasoning Section -

Question 1

For each problem listed on the Fact Sheet, please explain whether or not you believe the problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty. Please explain how you reached your conclusion.

HVAC: Consumer complained of no cold air. Invoices show that parts were replaced under warranty. I find that the issue with the air condition is a defect in materials or workmanship.

Body/Trim: Consumer complained of an issue with the left trim panel. Involces show that trim panel was reinstalled by dealer. Accordingly, I find that the trim panel was a defect in the materials or workmanship.

Steering/Suspension: Consumer complained of an issue with traction control and a cracking noise. Invoices show that parts were replaced. I find that the noise and traction control were due to the repairs made to the car. The noise and traction control issues were defects in the materials or workmanship.

Engine/electrical system: Consumer complained of an engine light issue, rattling noise, lighter problem, ac jack problem, and starter issue. The invoices show several repairs, including reprogramming of electronics and replacement of parts. In light of these repairs, I find that the issues requiring repair were defects in the materials or workmanship.

Water leak/interior trim: Consumer complained of a water leak on the passenger side. An invoice shows that a hose was repositioned and reattached. This leads me to believe that the problem was in the material or workmanship.

Brake system: Consumer complained of vibration. An invoice shows that a resurfacing of the front brake rotor was completed. As such, I find that the cause of the vibration was due to defects in the material or workmanship, which is covered under warranty.

Wheels/Tires: Consumer complained of vibration. It appears from the invoices that balancing was an option to correct the problem. The consumer failed to allow the repair; and therefore, I cannot judge from the invoice whether there was a defect covered under warranty. Therefore, I find that there was not a defect of material or workmanship for the wheels/tires issue.

Question 2

For each problem you decided was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty, please explain whether or not you believe this problem is a substantial impairment of the use, value or safety of the vehicle.

Of the problems submitted for arbitration that were defects in the material or workmanship, covered under the manufacturer's warranty, I find that the air conditioning problem, the engine/electrical system issues, the water leak, and the brake system problem were substantial impairments of at least the use and value of the vehicle. The brake system may have been a safety issue, but I do not have sufficient information to decide that it was in fact a safety issue. Therefore, I do not find that any of the defects were substantial impairments to safety. As I mentioned, above, the defects were at least substantial impairments to the use and value of the vehicle.

Question 3

Please address the following aspects of your state's lemon law below:

a During the applicable time period specified by this state's lemon law, the vehicle has been out of service by reason of repair to vehicle problems for a cumulative total of how many days?

15

b Has the standard for a reasonable number of repair attempts under this state's lemon law been met? (Yes or No)

Yes

c Please explain how you reached this conclusion.

The lemon law covers vehicle nonconformities. A nonconformity is defined as a defect or condition that substantially impairs the use, value, or safety of a vehicle. Based on my findings, above, the problems (nonconformities) with regards to the air conditioning, the engine/electrical system, the water leak, and the brake system substantially impaired the use and value of the vehicle.

To be eligible for repurchase, the vehicle must have undergone a reasonable number of repairs. After three attempts have been made to repair the same nonconformity, the consumer must give written notice to the manufacturer, by registered or express mall, of the need to repair the nonconformity. This gives the manufacturer a final repair attempt to fix the nonconformity. If the final repair attempt fails to remedy the problem, the vehicle is presumed to have had a reasonable number of repair attempts.

In this case, the consumer brought the vehicle in for engine/electrical system problems three times. The consumer gave the manufacturer notice of the issues and permitted a final repair attempt. Based on the consumer testimony, invoices, and other documentation, I find that the final repair attempt failed to remedy the nonconformity. As such, it is my conclusion that the vehicle has undergone a reasonable number of repair attempts to warrant a repurchase of the vehicle by the manufacturer.

d Is this consumer entitled to a repurchase or replacement under all other provisions of this state's lemon law [i.e., eligible consumer, eligible vehicle, applicable time frames (if any), notice provisions (if any), reasonable number of repair attempts, etc.]? Please explain how you reached this conclusion.

The consumer owns the vehicle for primary personal use, according to the consumer's testimony. The repair attempts were done within 24 months of the vehicle's purchase. As I determined, above, three repair attempts, plus a final repair attempt, were done to repair the nonconformity. Because the nonconformity was not repaired, and the nonconformity was substantially impaired the use and value of the vehicle, the vehicle has undergone a reasonable number of repair attempts to warrant a repurchase of the vehicle by the manufacturer.

Question 4

State your decision (i.e. Repurchase, Replacement, Interim Repair, Denial) and explain why it is appropriate.

Repurchase. The consumer is eligible under the lemon law for a repurchase or replacement. The consumer testified that a repurchase was desired. Under Florida lemon law, the consumer's choice is controlling. Therefore, I find that a repurchase should be granted.

Question 5

If awarding a repurchase or replacement:

Show the formula you used for making a reasonable use deduction and the amount

deducted, or explain why no reasonable use deduction was made.

30,000 miles / 120,000 miles X \$22,130.00

Purchase Price = \$23,130.00 retail price - \$1,000.00 rebate

b List any damage to the vehicle beyond normal wear and tear, and explain how you arrived at any amount deducted for the damage.

The consumer only mentioned slight damage due to a hit and run. I have no reason to believe that the damage is severe enough to warrant a deduction. Therefore, I will not find further reduction.

c If you've decided not to award all collateral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason for doing so.

Question 6

The following materials and documents were submitted by the parties as part of this arbitration. Those marked with an asterisk ("*") were relied upon by the arbitrator(s) in making a decision in the case

a Materials/Documents Submitted by Customer

*Agreement to Arbitrate

*Email from Cathy Bopp to Chery! Carey

*Customer Claim Form

*US Postal Service Address Label

*US Postal Service Domestic Return Receipt

*Motor Vehicle Defect Notification letter

b Materials/Documents Submitted by Manufacturer

*Summary History Display

*Invoice 7/18/07

*Invoice 11/5/07

*Invoice 11/6/07

*Invoice 1/10/08

Question 7

Please identify the mileage on the vehicle at the time of the hearing/inspection: 30000

CASE: PGM0831666

Arbitrator: Edward J. Conrad

Customer:

Date: 03/06/08

BBB AUTO LINE



March 18, 2008

LU'ANDREA DUDLEY PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Re:M05 PGM0831666: vs Pontiac/GMC Division 1G2ZH158564

Dear Madam/Sir:

Enclosed is the customer's Acceptance/Rejection Form.

If the customer has accepted the decision, it is binding on both you and the customer. Please make sure you understand the time frames specified by the arbitrator, and take the necessary steps to comply with the decision.

If you are unable to reach the customer by telephone to arrange for performance of the decision, please send the customer a letter and send us a copy. Please note, we are required to report all instances of noncompliance with decisions. If it is impossible for you to perform a decision within the required time, you should immediately inform us in writing. Please include the reasons for your inability to comply on time.

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

Sincerely,

Cheryl Carey at Extension 397

03/14/08 02:05PM PDT 8664315576 -> 2392759761

3/13/2008 11:05:23 AM

PAGE 003/008

Fax Server

3 · ·

TO:

COMPANY:



CBBB

ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

State: FL

Customer:

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us If you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

Note: If this form is not received at the CBBB office within14days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

I ACCEPT THE ARBITRATION DECISION, I understand this means:

- the business will be legally bound to abide by this decision; and,
- * 1, too, will be legally bound, which means I give up any right to sue the business in court on. any claim that has been resolved at the arbitration hearing, unless the business falls to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

I REJECT THE ARBITRATION DECISION. I understand this means:

- I may pursue other legal remedies under state or federal law;
- depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing:
- the business will not be obligated to perform any part of the decision; and,
- this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s):

Council of Better Business Bureaus, Inc. 4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800,955.5100 · Fax: 703.247,9700 Lien holder info, C/O Jeff Spiegel VIN - 1G2ZH158564 2006 Pontiac G6

SR # 71-595410065

Lien holder: GMAC, P O Box 8110 Cockeysville, MD 21030 Account #

Phone # 800-200-4622

02/04/2008 14:15 FAX ☑ 001/022



BBB AUTO LINE

February 4, 2008 Re:W-C2 PGM0831666:

vs Pontiac/GMC Division 1G2ZH158564



KROHN & MOSS 120 W MADISON 10TH FL CHICAGO IL 60602

Dear Jeff Spiegel:

We have received your request for a written arbitration hearing on behalf of the individual named above.

Enclosed please find the following information:

- * Program Summary This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * Agreement to Arbitrate The purpose of the Agreement to Arbitrate is to outline the positions of both parties to the dispute. The Agreement is not intended to explain your full position. Please read the Agreement carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.
- * Customer Claim Form (CCF) Information we have on file regarding your complaint is recorded on the CCF. Please verify the accuracy of the information and return the CCF to us with any necessary corrections or additions.
- * How BBB AUTO LINE Works This booklet explains the BBB AUTO LINE program, and contains the rules that will be followed in arbitration.
- * Oath of Participant Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

The information you submitted meets the minimum requirements to enable us to begin processing the claim. However, because the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem you are alleging, and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?

- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What is the type and amount of relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction that should be taken if a repurchase/replacement is awarded, and a specific description of any other remedies that you seek.

Your written position must include all supporting documents that you wish the arbitrator to consider. Please send us a *clear* copy of the following documents that were not included with your initial submission or were not legible when our office received them:

	No further documentation is required at this time	
	Repair orders relating to the complaints(s)	
_X	The vehicle's current registration	
_X	The purchase contract or lease agreement	
X	Other: Buyers order and Notice to manufacturer	

If the arbitrator decides a repurchase or replacement is the appropriate remedy, the arbitrator will need accurate information about the vehicle's purchase price as well as any collateral costs, incidental charges and other expenses that your client seeks. Please submit an itemization of those fees, along with supporting information/documentation, so we may include these amounts in the *Agreement to Arbitrate* to permit the arbitrator to appropriately evaluate your client's request for relief.

You will note that the General Motors' *Program Summary* permits the award of reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. If you are seeking an award of attorney's fees, please submit a statement of the fees requested as well as supporting information/documentation so that the arbitrator may determine the appropriate amount to be awarded.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business <u>fourteen days</u> from the date of this letter. On the following day, we will send each written position to the other party for comments. If we have not received the requested information from you, the correspondence and documents you have provided us thus far will serve as your written position. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, we will provide you with three days advance notice of the inspection date.

You may either mail your position to our office at 4200 Wilson Blvd., Suite 800, Arlington, Virginia 22203 or fax it to 703.247.9700. If you have any questions, please contact me at 800.955.5100.

Sincerely,

Cheryl Carey at Extension 397



BBB AUTO LINE

February 4, 2008

LU'ANDREA DUDLEY PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Re:M41 PGM0831666: vs Pontiac/GMC Division 1G2ZH158564

Dear Madam/Sir:

Enclosed is the consumer's written position. You have the opportunity to comment on the written position before it is forwarded to the arbitrator. Please read the enclosed and forward your comments to us so that we receive them within four days from the date of this letter.

After this time period both partles' initial positions and any comments received will be forwarded to the arbitrator for a decision to be rendered in this case. Only those responses submitted on time will be forwarded to the arbitrator.

Please fax your comments to 703.247.9700. If you have any questions, please contact me 800.334.2406.

Sincerely,

Cheryl Carey at Extension 397

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, 2s

Customer Claim Form

Contact Date:	Start Date:	Case Number:	
Mave you previously files	nfr regarding your claim? YE i a claim on this vehicle with the Date: Case Number	RRB or sporter dimus.	provider? 🗆 YES 🗹 NO
Titled Owner(s), N ame (& Address		
Cape Corat, FL			Silver Si
,		,	•
Customer Contact Info: Day Phone:	c/o Jeff Spiege)		,
Evening Phone: same Fax Number: 866-264-375 E-mall Address:			
Cell Phone:		;	n - 1
Vehicle Information Name(s) of individual(s) of	business that appear on vehicle	: thle:	
Transmission Type: Make: Pontigo	_Business∐Both Perce Number of v Model: G6 Mod	ntage of time vehicle used for husi chicles owned or leased by the bus tel Year: 2006 Current Mi	iness:
οεμίης Dealer/City/State: ε	Dixie Pontiec, Fort Muers, Et	!! !!	
Insurance Carrier: AAA	<u> </u>		
Description of Damage:	: Small Dent	No. Date of accident: 813	Hit and Qun)
leased)	_	was purchused or right side if vohi	cle was
Purchased As : 🔀 New 🗂	Special Table Asia	s: New Used Demo	•
Is the vohicle in your possess Lienholder's Name: GMA Address: 90 80	Ston? Leasing C	ompany's Name: Address: City/St/Zip	
City/St/Zip:CoCV	eusville Mi) alozo -	Phone: ompany's Acct #:	4,
Customer's Desired Outcome vahicle repurchase plus attor	Describe what were were d.	concern)	;
Signature of Titled On		,	1/2/10
Arbitration Rules,	COUNTY IN THE STATE AUTOLINE	program, and I agree to arbitrate the	dispute under BBB AUTO LINE

Customer Claim Form

Customer Name: Amber Oney

Case Number:

Vehicle Concerns

First Repair Attempt D
Last Repair Attempt D
Total Days out of Service: 15

Date: 7/18/07 Mileage: 21742 Date: 1/10/08 Mileage: 29570

Problems - Please list your <u>primary</u> concern first	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out
HVAC	Dixie	Y	2	7/18/2007- 7/23/07 1/10/08- 1/15/08	21742 - 29570	6
Body and Trim	SAA	- X	2	7/10/2004		
-	1	1 ^	2	7/18/2007- 7/23/07	21742	6
				1/10/08- 1/15/08	29570	6
Steering/suspension	SAA	Y	2	7/18/2007-	21742	6
T .	, -			7/23/07		10
	_			11/5/07	26407	1
Engine/electrical system	SAA	Y	4	7/18/2007- 7/23/07	21,742	6
•				11/5/07	26,407	1
ı				11/6/07- 11/7/07	26,407	2
·				1/10/08- 1/15/08	29,570	6
nteriror/Trim	SAA	Ÿ	1	11/5/07	26407	1
lectrical system	SAA	Y			<u> </u>	
		*	1	1/10/08- 1/15/08	29570	6
rake System	SAA	X		11/6/07-	26407	2
	1	1		11/7/07	~~~	1
heels/Tires	SAA	y		11/6/07- 11/7/07	26407	2
		-	+			
						ĺ

Page 1 of 3

Carey, Cheryl

From:

Bopp, Cathy [cbopp@consumerlawcenter.com]

Sent:

Friday, February 01, 2008 3:10 PM

To:

Carey, Cheryl

Subject:

Oney v. GM

Attachments: statement re attorneys fees- GM.doc; signed cof from client.pdf; docs.pdf; purchase doc.pdf

Can you please add to the file. I tried faxing but it would not go through. Thanks.

Cathy Bopp Paralegal Krohn & Moss, Ltd. 5055 Wilshire Blvd, Stc. 300 Los Angeles, CA 90036 (323) 988-2400 x243 (866) 264-3755 fax

e-mail: cbopp@consumerlawcenter.com web: www.consumerlawcenter.com

From: Bopp, Cathy

Sent: Friday, February 01, 2008 12:18 PM

To: AZDept Fax

Subject: 7032479700

GM 0831664 WARC

Request for Arbitration

Our Client:

Client's Home State:

Vehicle:

VIN#:

Purchased As:

Date of Purchase:

Date of Delivery:

Place of Purchase:

Last Servicing Dealer:

Current Mileage;

Date of First Repair:

Mileage at First Repair: Warranty Coverage:

Ft. Myers, FL Approximately 30000

July 18, 2007

2006 Pontiac G6

21742 miles

Florida

New

1G2ZH158564

July 7, 2006

July 7, 2006

Dixic Pontiac Ft. Myers, FL

Dixie Pontiac

3 years/36,000 miles

To Whom It May Concern:

Please be advised that this office represents the above individual regarding a claim against General Motors Corporation under the Florida Motor Vehicle Protection Act ("Lemon Law") and/or the Magnuson-Moss Warranty Act. Please direct all future contacts to this office. Having been formally notified of our representation, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES, AND TO DIRECT ALL INQUIRIES TO THIS OFFICE.

Page 2 of 3

Since delivery, our client's vehicle has undergone repeated repair attempts for defects and non-conformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

Pursuant to the Magnuson-Moss Warranty Act and/or the Florida Motor Vehicle Protection Act, this letter is being sent as a formal request for arbitration. The manufacturer has designated Auto Line as the entity to address this request. My client will arbitrate in writing based upon the repair information and this application. Please allow this letter to act as my client's "written position," which should be submitted to the arbitrator.

The vehicle's primary defects and non-conformities, for which relief includes, but are not limited to, the following:

- 1. Defective engine as evidenced by a failed engine light, and a rattling noise from engine while running;
- 2. Defective steering and suspension as evidenced by failed traction control, a clicking noise in the steering while turning on either direction, braking or upon acceleration:
- 3. Defective electrical system as evidenced by a nonfunctional lighter and ACC jack, starter stays engaged after vehicle starts when vehicle is started using the key or remote;
- 4. Defective HVAC system as evidenced by A/C not blowing cold air;
- 5. Defective passenger compartment seal as evidenced by a wet seat with seatbelt on, especially during and after rainfall;
- 6. Defective body and trim as evidenced by the left rear trim panel coming apart;
- 7. Defective brakes as evidenced by vibration in the vehicle when braking:
- 8. Defective wheels and tires as evidenced by vibration in the vehicle at highway speeds; and
- 9. Any additional complaints made by our clients, whether or not they are contained in your company's records or on any dealer repair orders.

All recall items affecting this vehicle and any and all technical service bulletins, as well as the contents of all repair orders and service invoices, are incorporated as complaints herein by reference.

These non-conformities substantially impair the use, value and safety of the subject vehicle as defined under the Florida Motor Vehicle Protection Act and the Magnuson-Moss Warranty Act. As a result of the manufacturer's inability to correct these substantial impairments within a reasonable number of repair attempts, our client is requesting a refund of the purchase price of the vehicle together with all collateral charges, attorneys' fees and all other relief to which our client might be entitled under any of the aforementioned laws.

ADDITIONALLY, PLEASE MAKE SURE THAT YOU FORWARD ALL OF THE DOCUMENTS THAT ARE SUBMITTED IN THIS APPLICATION TO YOUR LOCAL BETTER BUSINESS BUREAU OFFICE. IT HAS COME TO MY ATTENTION THAT THESE DOCUMENTS ARE OFTEN NOT SENT TO THE ARBITRATORS. THESE DOCUMENTS INCLUDE BUT ARE NOT LIMITED TO PURCHASE DOCUMENTS, REPAIR RECORDS AND NOTICE LETTERS TO THE MANUFACTURER!

If any additional information is needed, please respond to me at the address, phone or facsimile number below.

Cathy Bopp

Page 3 of 3

τ

Paralegal
Krohn & Moss, Ltd.
5055 Wilshire Blvd. Stc. 300
Los Angeles, CA 90036
(323) 988-2400 x243
(866) 264-3755 fax
e-mail: cbopp@consumerlawcenter.com
web: www.consumerlawcenter.com

Our clients general receive \$1750.00 in attorneys' fees from General Motors when a case settles for a repurchase or replacement pre-litigation. However, we will be happy to provide you with any documentation you need regarding our fees upon successful resolution of the case with our client and an agreement that the manufacturer will pay our attorneys' fees. We do not want to go through the painstaking process of providing these time entries unless we can reach a resolution with our clients first. If you have any questions regarding this matter, please do not hesitate to contact me. Thank you.

		'	
Late Charge. If a payment is not received in full charge of 5% of the part of the payment that is late			☐ Crodit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
 Prepayment if you pay off all your dobt early, you 	Wilthit he old have a foods	٧.	Credit Disability (Buyer Only)
Socurity interest. YOU are diving a security interest	st for the wall falls below		1 1
Additional information: See this contract for nonpayment default, any required recognized to	milit infilmation including	dinformation about	1 Premjum:
nonpayment, default, any required repayment in ful	Deligio the scheduled date, o	nd security interest.	I I Credit Life s
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ITEMIZATION OF AMOUNT FINANCED	AM OF STREET		(Insurance Company)
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4 Other charges including amounts paid to others o	in) it befalf (Seller may	<u> </u>	A I JOY PRIV OILYOUT DAVIDENTS ON HOUSE PROVIDE ASSESSMENT.
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B Other insurance paid to the insurance company	7/1		following acknowledgements:
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			application, you are unable to engage in employment or unable to perform normal activities
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Other charges (Seller must identify who is paid a describe purpose.)	ii.() '		
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P SELLER & GMP TOL. SERVICE ((() [1] 470_00_] "	policy.
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	1	. 11:	<u>x</u>
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	•	}.J.	<u>X</u>
	1	7 1	Co-Buyer Signature

Still is

fixed for

my car back

ruch and

MOV 5, 2007 SUMMARY HISTORY DISPLAY

Store 01	SERVC01	PORT	5007	3652
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	STOM TAL			ű	TOTA	68	RV. DA	е	45		1922H158564 Ponttac
	RO. 293			DATE. 18/2007	MILES. 21742	AD'	V/TECK 969	J#	T	OPERATION CODE	- Description
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						T T	655 81 655	4	W	03BUZ 70BUZZERNT 41BUZ	STEERINGESUSPEN RENTAL STARTING & CHAR
2	289	869	04/	17/2007	14203	A T	569 655			11BUZEPLBRKK	TRACKION CONTRO
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3	2781	986	09/	12/2006	3970	_	569 655			19B0Z	GM CAMPAIGN LIGHT ENGINE REI

(B=ENTER) (P-FORWARD) (P-PAGE) (LINE#) (S-SUMMARY PRINT) (TAB)

IIILe Tony Day Called .

Said car was ready still not fixed, Took service man with me fer a Drive and the hole front in was still Shaking (not fixed also over turning 1177 picked up ear wich was not Tony stated it was the rotoss that were turned the 3rd time. on paper work giveing to I have a witness me it states that it Ony after recived was in fact a resurfacing of front brake rotors, went to I declined Balancing of tires Still overturning beccus I just had them rotated and balanced s

There is also a rood kit I was not told above

DIXIE BUICK PONTIAC GMC TRUCK, INC. 1458B SOUTH TAMIAMI TRAIL - FORT MYERS, FLORIDA 839912 STATE OF PLORIDA REGISTRATION: MV-12598



(239) 489-0500

PONTIAC

Goodwierch



PNC\$293683

MO: 21742

P6101

ROCKLOTTON ONTO

Warranty Expiring ? See Business Manager	Teach Calle	A QUALITY PROE/PARTS TORE CORPORATION	I J	vercu
^{сивтомен но.} 63244	DESTREE RE	ZINE	569 Valo	07/23/07
	90.00	LE DYGE MO.	21.7	
	06/PONTIAC	/G6/COUPE	١	87787706
CAPE CORAL, FL	1 G 2 Z H	158564		DIXIE
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PARTSQTYFP-MIMBERDE	SCRIPTIONLIS	T PRICE-UNIT PRI B # 2 TOTAL PAR	ICE. RTS 0.0	motor vehicle repair to shop supplies or waste: mandates a \$1.00 fbc/f the State of Plotide. * *
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#:5-4180Z STANCH STANCH NESSCHARGINGST AND CUST ST: SOFETIMES STARTER STAYS NEPROGRAM PCM	JOB # 4 TO:	CAL LABOR & PARTI BATTLE BATTLE BATTL	5 0.00	There may be an active customer. This costs and profits to repair tacility for mile supplies or will (6.553.904(4)).
ARTSQTYFP-NUMBERDESCR	eoc.	PRICE-UNIT PRICE 5 TOTAL PARTS	0.00	The State of Florida re to be collected for ea the state [s.409,718]; be collected for

* This charge represents seets and profits to the otter which repair facility for miscellaneous top supplies or waste disposal, = > #53/93,718 understant a \$1.00 factor each new the sold in a \$1.00 factor = \$2.403,7185 mandres a \$1.00 factor = \$1 .30 fee for each new or provenumentaried bettery to be the State of Florids.

Y USED, REBUILT OR RECONDITIONED RT WILL BE STATED AS SUCH IN THE PARTS SCRIPTION ABOVE

LEASE SEE BACK FOR DDITIONAL CUSTOMER FORMATION REGARDING EPAIRS.

LL PARTS ARE NEW OR ACTORY AUTHORIZED EMANUFACTURED UNLESS THERWISE STATED

ere may be an additional charge to a customer. This charge represent ste and profile to the motor vehicle sair tacility for miscollaneous shop oplies or weste disposal 559.904(4)<u>)</u>.

è Sitate of Florida requires a \$1.00 fe; e collected for each new tire sold is state [s.403,718] and a \$1,50 fee t collected for each new o remanulactured battery sold in the state [8.403.7185].

PAGE 1 OR 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 08:579m

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING CERTIFIC

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14566 SOUTH TAMIAMI TRAIL FORT MYERS, FLORIDA 33912, INC. STATE OF FLORIDA REQUISTRATION: MY-12598



(239) 489-0600



PONTIAC

WARRANTY EXPIRING ? SEE BUSINESS MANAGER GW GHYITY

Goodwiench

63244	ADVISOR DESTREE REP	INE 569	TAG LIC.	07/23/07	IMODUM DVCC 102 CC2
	90.00		21,742	1	PNC\$293683
	06/PONTIAC/	G6/COUPE	7.	07/07/06	POTOT
CAPE CORAL, FL	1 G 2 Z H	L 5 8 5 6 4		DIXIE	PRODUCTION DATE
	RT,S, NO.	F-0-100	<u> </u>	87718/07	 -
	COMPLETE			<u> </u>	MO: 21742
		OTAL LABOR & PARTS	0.00		1101 22172
SUBLETPO#VEND INV#-INV.DATE- 108. # 4 7868 0270299 07/23/07	DESCRIPTIONENTAL	TOTAL - SUBLET	WARRANTY 0.00	,	
OMMENTSROP OFF,			• 1		e En estado
OTALS					
NTE: DIXIE BUICK, GMC IS A GOODWRENCH SE ERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS WARANTY. PARTS NOTED ABOVE WITH AN ASTERI Y YOU MAY BE COVERED BY A LIFETIME WARRAN ERFORMED BY DIXIE BUICK, GMC.	RVICE PLUS DEALER, CARRY A LIFETIME CK AND PURCHASED	TOTAL LABOR TOTAL PARTS TOTAL SUBLET	0.00 0.00 0.00		
ENFORMED BY DIXIE BUICK. GMC.	TY TIMT-NUST-8E***	TOTAL G.O.G. TOTAL MISC CAG. TOTAL MISC DISC TOTAL TAX.	0.00 0.00 0.00 0.00	10 m	-,
		TOTAL INVOICE	s	* * This charge represent most vehicle repair for whom the second	ility for missollaneous i

CUSTOMER SIGNATURE

mount while mpsi facility for miscollanous shop applies or waste disposal, * * *75403,718 mondrus a \$1.01 for for the how tire sold in the Ham of Plonids. * * *76403.7185 mandrus a \$1,50 the for each new or remarks the terred bettery sold in the State of Ptorida.

any used, rebuilt or reconditioned Partwillbestated as such in the paris Description above.

PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.

ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS OTHERWISE STATED.

There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop SUPPINE OF [(p.559.904(4)). wasie disposal.

The State of Florida requires a \$1,00 fee to be collected for each new tire sold in the state [s. 403,718] and a \$1,50 fee to be collected for each new or remanufactured battery sold in the state. [8.403.7185].

PAGE 2 OF 2

CUSTOMER COPY

I END OF INVOICE 108:57am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

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A COMPLETE OF A MARKET HAVE

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14588 SOUTH TAMIAMI TRAIL FORT MYERS, FLORIDA 33912, STATE OF FLORIDA REGISTRATION: MY 18588

(239) 489-0800



WARRANTY EXPIRING ?









SEE BUSINESS MANAGER CHIROLOGIA NO 63244 11/07/07 YAC YNOHTHA 878 PNCS298184 LICENSE NO. 90.00 76T01 26,407 GRAY/EBONY YEAR / MARTINGED.

06/PONTTAC/G6/COUPE
VEHICLE LD, NE. 07707706 CLASSIC MARK CAPE CORAL, FL DIXIE 1 G 2 Z H 1 5 B 5 G 4 11705/07 MO: 26407 CUSTOMER STATES
CUSTOMER STATES
LEFT REAR TRIM PANEL HANGING DOWN.
QUARTER TRIM PANEL ON LEFT REAR LOOSE
REINSTALLED TRIM PANEL. М, PARTS------QTY---FP-MUMBER....--DESCRIPTION.-----LIST PRICE-UNIT PRICE-JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00 STARTING & CHARGING TECH(\$):81
CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START
STARTER WILL STAY ENGAGED. HAPPENS ABOUT EVERY 5 STARTS.
CHECKED OPERATION OF STARTING SYSTEM AND TRIED SEVERAL J# 2 41BUZ YINASIRAHI () TIMES. OPERATING AS DESIGNED a * This charge represents cans and profits to the major vehicle repair facility for miscellameous shop supplies or waste disposel. * * vir3401,718 remainess a \$1.00 fee for each new rice sold in the State of Florita. * * First03,7183 manufaces a \$1.50 fte for cach new or remainimpend bettery 0.00 · JOS # 2 TOTAL LABOR & PARTS CUSTOMER STATES
WHEEL LEFT OR RIGHT OR ON BRAKING OR ACCEL.
THERE IS A CLURKING IN STEERING THAT CAN BE FELT AND
HEARD, ALSO WHEN BACKING UP.
WORN/LOSSE RIGHT OTHER TIE ROD END
ROAD TESTED FOR CLURK, INSPECTED STEERING AND
SUSPENSION, REPLACED RIGHT TIE ROD END AND SET TOE. J# 3 038UZ∙ sold by the Sieus of Florida. Any used, rebuilt or reconditioned part will be stated as such in the parts DESCRIPTION ABOVE PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING DESCRIPTION -----LIST PRICE-UNIT PRICE-ROD KIT 6,230 JOB # 3 TOTAL PARTS REPAIRS. 0.00 JOB # 3 TOTAL LABOR & PARTS ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS J# 4 19BUVACVALVE LIGHT ENGINE REPAIR TECH(S):655

CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM
ENGINE WHILE RUNNING, HAS BEEN HAPPENING SINCE LAST
REPAIR ROADIESTED AND CHECKED OVER. COULD NOT DUPLICATE CONCERN
OPERATING AS DESIGNED. D.OD OTHERWISE STATED. There may be an additional charge to ستعد دوجددوحا the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ((5-759,804(4)) 0.00 JOB # 4 TOTAL LABOR & PARTS J# 5+70BUZZRENT. RENTAL: DECEMBER A PARTS 0.60
CLSTONER STATES ALTERNATE TRANSPORTATION REQUIRED DURING
REPAIR OF VEHICLE
VEHICLE DOWN DURING REPAIR(S) The State of Florida requires a \$1,00 fee to be collected for each new tire sold in the state [s.403.718] and a \$1.50 [ce to be collected for each new or remanufactured bettery sold in the state. [4,403,7185],

PAGE 1 OF 2

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PAGE 81/84

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMITHAIL FORT MYERS, FLORIDA 33912, INC. STATE OF FLORIDA REGISTRATION: MV-12588

(239) 489-0600



WARRANTY EXPIRING ?







11/07/07



PNC\$298184

GEE BUSINESS MANAGER CUSTOMER MA 63244 INTHONY DAY 878 AND PARTY. 90.00

P6101 GRAY/EBONY 26,407 THAT, / MAIGH / MOOR DELLATIVE No. 00 06/PONTIAC/G5/COUPE 67707706 VEHICLE (p. W CAPE CORAL, FL <u> 1622</u> H 1 5 8 5 6 DIXIE 11705/07 Tall Same MO: 26407 PROVIDED ALTERNATE TRANSPORTATION

PARTS------LIST PRICE-UNIT PRICE-JOB # 5 TOTAL PARTS 0.00 JOH # 5 TOTAL LABOR & PARTS 0.00 SUBLET ---- PO# ----- VEND INV#-INV.DATE-DESCRIPTION------JOB # 5 8997 271188 11/07/07 CAR RENTAL HARRANTY TOTAL - SUBLET

TECHNICIAN CERTIFICATION.... FRANK J LESICKO ase stg

TOTALS----NOTE: DIXIE BUICK GMC IS A GOODWRENCH SERVICE PLUS DEALER. CERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CAPRY A LIFETIME WARRANTY, PARTS NOTED ABOVE WITH AN ASTERICK AND PURCHASED BY VOL MAY BE COVERED BY A LIFETIME WARRANTY THAT MUST BE PERFORMED BY DIXIE BUICK. GMC.

TOTAL LABOR.
TOTAL PARTS
TOTAL SUBJECT
TOTAL G.G.G.
TOTAL MISC CHS.
TOTAL MISC DISC
TOTAL TAX 0.00 ā.0ŏ 0.00 0_00 TOTAL INVOICE S 0.00

"This sharps experience may and profits to the motor vehicle repair facility for miscellaneous step supplies or wants disposal, * 2 *F5403.716 muscletes a \$1.00 (so far such may fire sold in the State of Florida. * * F5403.7163 muscletes a \$1.00 (so far such may fire sold in the State of Florida. * * F5403.7163 muscletes a \$1,50 fto for each now or remainfeatured believy sold to the State of Florida.

ANY USED, REBUILT OR RECONDITIONED PARTWILLER STATED AS SUCH IN THE PARTS DESCRIPTION ABOVE,

PLEASE BEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.

ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS OTHERWISE STATED.

There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscalizacous shop supplies or waste disposal ((a.55**0.0**04(4))]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [5.403.718] and a \$1.50 fee to be collected for each new or remainifactured battery sold in the state. [9.403.7185].

CUSTOMER SIGNATURE

PAGE 2 OF 2

CUSTOMER CORY

[END OF INVOICE] 02:50pm

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2392789761

SAMUELS

PAGE 02/04

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14585 SOUTH TAMIAMITHAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-12898 (239) 489-0800











WARRANTY EXPIRING ? SEE BUSINESS MANAGER

	<u> </u>	CENERAL W	OTCHE CORPORA	THOM		
6	3244	ANTHONY DA	Υ'	878	11/07/07	PNCS29826
		90.00	LODGE NO.	MLEAGE 26,4	777.00	P6101
		D5/PONTTAC	/G6/COUPE		07/07/06	DEMENANTE
APE CORAL	., FL	TG2ZH		4	DIXIE	PRODUCTION DATE
		REE NO.		No. Po.	11/06/07	
		CCM MINTS			11/08/0/	MO: 2640
OR & PARTS 1 118UZ CJK VIE FRI	- ABS/BRAKE SYSTEM STOMER STATES BRATION WHEN BRAKING INT BRAKE ROTURS WARPED INT ESTED FOR BRAKE VIGRATION. I	: TECH(S):655.	: WARRAN	rty :	NO. 2040
RICA BRA	ND TESTED FOR BRAKE VIBRATION. WE ROTORS.	,	TOTAL LABOR &	i HARTS O.	OD	√, \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
CUS VIDU PRO	WHEELS & TIRES TOMER STATES VIBRATION AT HIGH UD NEED TO START WITH TIRE BALA BLEH. TOMER DECLINED REPAIR	TECH(S)	:555		TT 1	
		JOB # 2	TOTAL LABOR &	PARTS 0.0		
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CUSTOMER S	IGNATURE				PLEASE SEE ADDITIONAL INFORMATION REPAIRS.	CUSTOMER REGARDING
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		•			repair facility for miss supplies or wa ((n.590.904(4)).	ne motor vehicle collancous chop ste disposal
					to be collected for each the state [9.403.718] at	Market War a shall I I

PAGE 1 OF 1

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[END OF INVOICE 101:09pm

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

PB-023 (R≥-03-07)

the state [9.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state.

[6:403.7185].

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13:35

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84/94

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMI TRAIL • FORT MYERS, FLORIDA 33912

S STATE OF PLORI 2222 TIDM LUBE, ON. & FILTER COOLANT HOSE(S) ROTATE TIRES NANSH SHIFT OPERATION DESCH RECOMMENDED SERVICES O I BUZLOF 32BUZHHOSE 04BUZROTATE 25BUZTRANSERV MOLL

SERVICE HISTORY

TION DESCRIPTION NT HOSE(S) JOLING SYSTEM. JR. FILTER

355

THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTILED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCRED \$100.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCRED \$... THE SHOP PLEASE READ CAREFULLY, CHECK ONE OF EN ESTIMATE WAY NOT EXCEED THIS AMOUNT WITHOUT MY

W 4/BUZ
CUSTOMER STATES WHEN STARTING & CHARGING
STARTER WILL STAY ENGAGED, HAPPENS ABOUT EVERYS STARTS

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INTERIOR TRIM

W STBUZ CUISTOMER STATES LEFT REAR TRIM PANEL HANGING DOWN.

CUSTOMER STATES
WHEN TURNING WHEEL LEFT OR RIGHT OR ON BRAKING OR ACCEL
THERE IS A CLUNKING IN STEERING THAT CAN BE FELT AND
HEARD. ALSO WHEN BACKING UP.

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STEERINGASUSPENSION

THE REPORT OF THE PARTY OF THE क्ष्म स्टिक्ट मान्त्रीत्रेस्ट क्ष्म मान

W 18BUVACVALVE LIGHT ENGINE REPAIR CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING, HAS BEEN HAPPENING STICE LAST REPAIR.

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CUSTOMER COPY

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PATE 1

Roller.

SEE BACK FOR ADDITIONAL INFORMATION RECARDING REPAIRS 298184 FIND DANGE FOR PREMIUDAN ESTIMATE CANNOT SE PREDETERMINED THE CHARGE WILL DE BARED ON: O NAT NATE HOURY RATE ID BOTH

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMIT PAIL - FORT MYERS, FLORIDA 33912, STATE OF FLORIDA REGISTRATION: MY-12599



WARRANTY EXPIRING ?

(239) 489-0600









WARRANTY EXPIRING ? SEE BUSINESS MANAGER	GENERAL MOTORS COR			
GUSTGMER NO. 63244	Abvison	TAG NO.	INVOICE DATE	NVOICE NO.
	ANTHONY DAY	878	01/15/08	PNC\$300784
	90.00		O GRAY/EBONY	P6101
	Q6/PONTTAC/C6/COL		OELIVERY DATE	DILIVERY MARIE
CAPE CORAL, FL	ALMICTE ID. NO.		07/07/06	PRODUCTION DATE
The Lorentz Park	1 G 2 Z H 1 5 8		DIXIE	SHOOMENON DATE
		20	10.00E	
Westerness and the second seco	COMMENTS	-	101/10/08	MLEAGE OUT
ABOR & PARTS				MO: 29570
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2:40BUZZ3 LAMPS. 8 FIGHTS	JOB # 1 TOTAL LA	O.00	1.	
CUSTONER STATES	TECH(\$):90	WARRANTY		
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SHORT. REPLACED FOGLIGHT SWITCH AND CH	'1		* * Tiris charge impresent	a costs and profits to the
			motor vehicle repair fac shop supplies or waste di	ianoso) è è.e#ĉaon oso (∘
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	, ,	Still not		· /
DAVE HAYES AND HAYDEN HAWES CHE AND COULD NOT DUPLICATE CONCERN	CKED CAR WITH CUSTOMER	ixed and		
	<i>ဥ(ပ</i> ရ	nixed and these nixem still these nit price.	PLEASE SEE	BACK FOR
TSDES	CRIPTIONLIST PRICE U	NIT PRICE CONTROL	ADDITIONAL. INFORMATION	CUSTOMER
	202 # 3,10	INC. PARIS 0.00	REPAIRS.	TEGANDING
	JOB # 3 TOTAL LABO	R & PARTS 0.00		j
70BUZZRENT RENTAL	**************************************	WARRANTY	ALL PARTS A	RE NEW OR
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VEHICLE DOWN DURING REPAIR(S)	<u>.</u>		OTHERWISE STAT	TED.
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+018UZZ0102 3000 INTERVALS SER	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	0.001	enbbilez ot Ma	ste disposal.
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THANK YOU FOR SERVICING YOUR VEHI	ICLE AT	1.1	U UO GUIINCIAN INFAAA	D Down tire sector _ [
			ric 3000 (15.403,719) a	DD 8 \$1 50 to - to 1
		1,1	emanufactured batters	eech com!
E1 OF 2		1	5.403.7185 <u>]</u> .	solo in ina stala.
CUSTOMER COPY	(CONTINUED O	N NEVT DACED gover-	 -	1

[CONTINUED ON NEXT PAGE] 09:08am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION DECADDING DECADE

DIXIE, BUICK PONTIAC GMC TRUCK, INC. 14666 SOUTH TAMIAMITRAIL - FORT MYERS, FLORIDA 33912, STATE OF FLORIDA REGISTRATION: MY-12598

(239) 489-0600









WARRANTY EXPIRING? SEE BUSINESS MANAGER

	This charge representation vollets of Plorid to State of Plorid to State of Plorid to State of Plorid ANY USED. REBUILT	MISAGE OUT 2957 MO: 2957
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l.	ANY USED, REBUILT	OP PECONOMICS
19	ANY USED, REBUILT	OR RECONDITIONAL
	TARL MILLER STATED	LG CI VIII TAI TAIR DA CAR
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6 16	PLEASE SEE	BACK FOR
15.08 17	ADDITIONAL	CHSTOMER
0.00 1	REPAIRS.	HEGARDING
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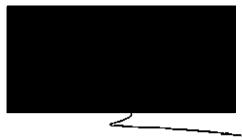
IIn regards to the vehicle staging enguaged, when I was with Dave Hayes and Hayden Hawes they tried to explain to me that may be I was holding the key's over to long and I only needed to turn it quickly and let go, all though when I picked the car up on 1/15/08 and Started it with the key and my hand was off the key's it over turned there for not correcting the problem again for what I believe to be the Lith time if you look at my records. Also Dave Haiges and Hayden Hawes as well as myself only sterted the car approximately 3 times.

110/08

Also in regards to the wirring noise that has also been a problem since they repaired the alc when it went out, I had also explained to Dave Hayes and Hayden Hawes that this was not a constent problem but when the car has been running for a while and stepped at a real light which is when this accuract to me with the A/C or heat on you can here this noise. Not air blowing through the vents wich was stated by Dave Hayes when the car was any running for a couple of minutes.



I do not believe they have done any further testing to try and correct these problems, or driving because the miles alich not change as I documented how many there was on the car when I took it in fer repair, which to me is not standing by their product or trying to schisty their customer which was also stated by Dave Hayes and Hayden Hawes. I am clearly. not happy with their customer services, being in the sales industry myself, and with problems such as the power steering going out twice and the replacment of a tie rod to list only a couple of problems I do not even feel safe in



03/31/2008 10:00 2392759761 SAMUELS

PAGE 01/01

Ph. 606471-9094

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The information contained in this i accimile message contains private and confidential material intended for the sole use by the State Farm insurance Companies. If you are not the intended recipient tisted above, you are hereby notified that any disclosure, displication, or distribution of this information or the taking of any action in relience on the contents of this transmission, without the express written content of the State Farm insurance Companies, is STRICTLY PROHIBITED. If you have received this transmission in error, please notify us immediately by telephone so that we can arrange for the return of this material at no cost to you.

104942.1 Rev. 12-13-2001

ADR REPURCHASE CHECKLIST

SR # 71-595410065,

VIN-

1G2ZH158564

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

□ 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)*** N/A***
Receipts for any after-market items (if applicable)*** N/A
⊠ 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 *** N/A, no trade in
Copy of the Customer Claim Form (CCF) only on Mandates
Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #
Attorney, Jeff Spiegel, with Krohn and Moss 120 W. Madison, 10 th Fl. Chicago, FL 60602

Phone # 312-578-9428 Fax # 866-264-3755

jspiegel@consumerlawcenter.com

BBB AUTO LINE



March 18, 2008

LU'ANDREA DUDLEY PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Re:M05 PGM0831666:	vs	Pontiac/GMC Divisi	on 1G2ZH158564	

Dear Madam/Sir:

Enclosed is the customer's Acceptance/Rejection Form.

If the customer has accepted the decision, it is binding on both you and the customer. Please make sure you understand the time frames specified by the arbitrator, and take the necessary steps to comply with the decision.

If you are unable to reach the customer by telephone to arrange for performance of the decision, please send the customer a letter and send us a copy. Please note, we are required to report all instances of noncompliance with decisions. If it is impossible for you to perform a decision within the required time, you should immediately inform us in writing. Please include the reasons for your inability to comply on time.

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

Sincerely,

Cheryl Carey at Extension 397

03/14/08 02:05PM PDT	8684315578	-7	2392759761
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CBBB

3/13/2008 11:05:23 AM

PAGE 003/008

Fax Server

 $p_0 = N$

TO:

COMPANY:



ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

State: FL

Customer:

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

Note: If this form is not received at the CBBB office within14days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

I ACCEPT THE ARBITRATION DECISION. I understand this means:

- * the business will be legally bound to abide by this decision; and,
- * I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business falls to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

I REJECT THE ARBITRATION DECISION. I understand this means:

- * I may pursue other legal remedies under state or federal law;
- * depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
- the business will not be obligated to perform any part of the decision; and,
- * this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s):

Date: 3/17/01

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



Monday, April 14, 2008

Cape Coral, FL		

Subject: Repurchase of 2006 Pontiac G6

VIN: 1G2ZH158564

Ref SR:71-595410065 V-147769

Dear

We regret that you are dissatisfied with your 2006 Pontiac G6, VIN **1G2ZH158564** 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 \$21,403.59. Your responsibilities are outlined below. This was calculated by using the following figures.

Less Payoff of Original Vehicle-Good until 4-22-08	\$18,215.63
Less Incentives Less Payoff of Original Vahiala Good until 4 22 08	\$1,000.00
Less Usage	\$5,532.50
Plus Document Stamps	\$91.00
Plus GAP insurance prorated amt	\$209.95
Plus GMPP prorated amt	\$720.30
Finance Charges	\$2,192.28
Sales Tax	\$1,389.21
State Fees	\$23.50
Reg/Lic/Title Fees	\$179.85
Base Price	\$23,130.00
Total Repurchase Amount	\$21,403.59

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

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

I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 ex 1222 if you have any questions or concerns.

Please return this signed document to fax number 866-802-6668 by Thursday April 10, 2008

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.

Sincerely,

General Motors RVDC 2717 Schust Saginaw, MI 48603





Case Number: 147769

Originator Name: Marion Lindsey 866-790-5700 marion_lindsey@GMexpert.com

Created Date: 03/25/2008

Vehicle Info

 *VIN:
 1G2ZH158564
 MSRP:
 24295.0
 *TAC #:
 N/A

 Year:
 2006
 Make:
 Pontiac
 Model:
 G6

Vehicle Comments & TAC Explanation:

Dealer did not contact TAC. Engine, electrical, steering, suspension alignment, HVAC

Vehicle Owner(s)

Entity Type Joint Owners

* Day Phone:

* E-mail:

* Home Phone:

* Fax Phone: (866) 264-3755

* Reason Repurchase Engine noise, electrical hard start, steering noise, suspension alignment, HVAC

* Cell Phone:

Account #:

UCC Codes (J0112) Engine - General - Noise

(N0201) Electrical Start/Charge - Battery / Cables - Battery - Dead

(M0110) Steering - General - Noise

(F1102) Suspension - Front Wheel Alignment - Pulls / Grabs

(D0105) HVAC - General - Inoperative

Vehicle Lien Holder

Type of Secured Interest: Standard Lien

Contact or Attention:

Address P O Box 8110 City Cockeysville

City Cockeysville State MD ZIP Code: 21030

* Company: GMAC

Original Selling Dealer

* Dealer #: 118301 Dealer Name: DIXIE BUICK PONTIAC GMC TRUCK

Region: 30 District: 1252

* Contact Name: Robert Atkins * Contact Title:GNL MGR E-Mail:

Repurchasing Dealer: -

Repair

* Contact Name: David Hayes * Contact Title:SVC MGR

Vehicle Location: -

March 25, 2008 Page 1 of 2





Case Number: 147769

Originator Name: Marion Lindsey 866-790-5700 marion_lindsey@GMexpert.com

Created Date: 03/25/2008

Transaction Details:

Siebel Request #: 71-595410065

* Disposition:Auction State: * Type: Straight Repurchase

Source: ADR BBB Mandated

Replacement VIN:

Compliance Date: Compliance Type: State Mandate 2008-04-18

Order #: MSRP: 0.0

Repurchase:

Mandated Repurchase per BBB decision. Slight hit and run damage to left door will not be charged against the customer according to decision. * Processing Instructions:

Contact attorney not customer:

Customer is represented by attorney, Jeff Spiegel with Krohn and Moss, 120 W. Madison,

10th Fl. Chicago, IL 60602

Disposition:

GM auction

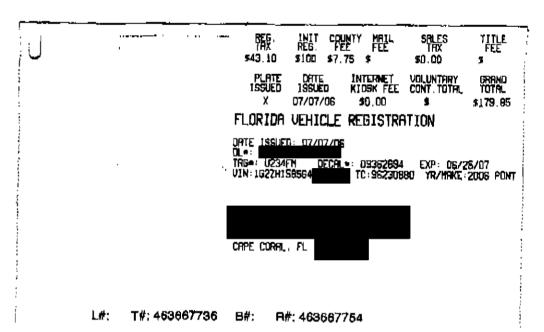
* Processing Instructions:

Transaction Details

Group	Responsible	<u>Formula</u>	Additional Explanation	<u>Value</u>
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	GM	NA	Sales Tax	0
State/Gov Fees	GM	NA	Fees	0
After Market Item(s)	Customer	NA	No Aftermarket Items	0
Negative Equity	Does Not Apply	NA	Negative Equity	0
Over Allowance Amount	Does Not Apply	NA	Over Allowance	0

March 25, 2008 Page 2 of 2 03/24/2008 11:47 2392759761

S PAGE 02/02



Do have 08" Tag Just lost Registration Lard!

Thanks

Mandatory Repurchase

XXX BBB Case	Mandatory	Straight	Repurchase	
COMPLIANCE DATE	E4-18	3-08		
ADR REQUEST NUM	BER71	-595410	065	
CUSTOMER NAME _				
LAST SIX OF VIN				
ADR CRSMarion	Lindsey 1-8	366-7905	700 EXT	21259
DVM _Hayden Hawes	PHONE _	813-5	41-5615	
DATE ACCEPTANCE	E RECEIVE	ED3·	-18-08	
NUMBER OF DAYS F	OR COMP	PLIANC	E	30
TEAM LEAD'S SIGN.	ATURE			
ADR Exceptions that n	eed to be p	aid i.e. o	ver allowan	ace and negative equity.
COMMENTS/REASO	N FOR EX	СЕРТІС)N:	
File will be returned withou	ıt all informat	tion above	completed.	

ADR REPURCHASE CHECKLIST

SR # 71-595410065,

VIN-

1G2ZH158564

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)
☐ 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)*** N/A***
Receipts for any after-market items (if applicable)*** N/A
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 *** N/A, no trade in
Copy of the Customer Claim Form (CCF) only on Mandates
Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #
Attorney, Jeff Spiegel, with Krohn and Moss

Attorney, Jeff Spiegel, with Krohn and Moss 120 W. Madison, 10th Fl. Chicago, FL 60602 Phone # 312-578-9428 Fax # 866-264-3755 jspiegel@consumerlawcenter.com





Case Number: 147769

Originator Name: Marion Lindsey 866-790-5700 marion_lindsey@GMexpert.com

Created Date: 03/25/2008

Vehicle Info

*VIN: 1G2ZH158564 MSRP: 24295.0 *TAC #: N/A Year: 2006 Make: Pontiac Model: Gß

Vehicle Comments & TAC Explanation:

Dealer did not contact TAC. Engine, electrical, steering, suspension alignment, HVAC

30000 *Date Reviewed with Customer: 03/24/2008 *Repurchase Mileage: Original Purchase Date: 07/07/2006 * Original Purchase Condition: New

Vehicle Owner(s)

Entity Type Joint Owners

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

* Address

* City * Day Phone: * E-mail:

Cape Coral jspiegel@consumerlawcen.. * Title State: FL * Secondary Owner:

* Company:GMAC

* State FL * ZIP Code: * Home Phone: * Cell Phone:

Account #:

ZIP Code: 21030

* Fax Phone: (866) 264-3755

* Reason Repurchase Engine noise, electrical hard start, steering noise, suspension alignment, HVAC

(J0112) Engine - General - Noise **UCC Codes**

(N0201) Electrical Start/Charge - Battery / Cables - Battery - Dead

(M0110) Steering - General - Noise

(F1102) Suspension - Front Wheel Alignment - Pulls / Grabs

(D0105) HVAC - General - Inoperative

Vehicle Lien Holder

Type of Secured Interest: Standard Lien

Contact or Attention: P O Box 8110

Address City Cockeysville

State MD

(800) 200-4622 Day Phone: Fax: E-mail:

Original Selling Dealer

* Dealer #: 118301 Dealer Name: DIXIE BUICK PONTIAC GMC TRUCK

Region: 30 District: 1252

(239) 489-0600 (239) 489-0798 * Phone: Fax:

* Contact Name: Robert Atkins * Contact Title GNL MGR E-Mail:

Repurchasing Dealer:

Repair

* Contact Title SVC MGR * Contact Name: David Hayes

Vehicle Location:

March 25, 2008 Page 1 of 2





Case Number: 147769

Originator Name: Marion Lindsey 866-790-5700 marion_lindsey@GMexpert.com

Created Date: 03/25/2008

Transaction Details:

> Siebel Request #: 71-595410065 * Disposition Auction

* Type: State: Straight Repurchase

Source: ADR BBB Mandated

Replacement VIN:

Compliance Type: State Mandate Compliance Date: 2008-04-18

MSRP: 0.0 Order #:

Repurchase:

Mandated Repurchase per BBB decision. Slight hit and run damage to left door will not be charged against the customer according to decision.
Contact attorney not customer:
Customer is represented by attorney, Jeff Spiegel with Krohn and Moss, 120 W. Madison, 10th Fl. Chicago, IL 60602 * Processing Instructions:

Disposition: GM auction

* Processing Instructions:

Transaction Details

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	Additional Explanation	<u>Value</u>
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	GM	NA	Sales Tax	0
State/Gov Fees	GM	NA	Fees	0
After Market Item(s)	Customer	NA	No Aftermarket Items	0
Negative Equity ` ´	Does Not Apply	NA	Negative Equity	0
Over Allowance Amount	Does Not Apply	NA	Ověr Allowancé	0

March 25, 2008 Page 2 of 2 TOTAL MODEL & OPTIONS 23670.00 21767.45 ACT 231 21682.35
DESTINATION CHARGE 625.00 625.00 H/B 261 710.10
LAM DEALER CONTRIBUTION 236.70 ADV 261 236.70
LAM GROUP CONTRIBUTION 236.70 EXP 65A 236.70

TOTAL 24295.00 22865.85 PAY 310 22865.85

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 21820.80

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

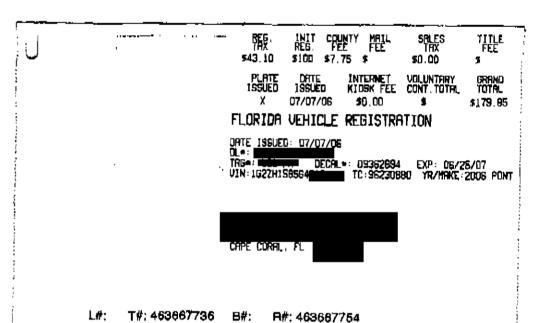
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 029 VIN 1G2ZH158564 \$\frac{1}{2}\$ 22865.85 INV 2AD53518989 DUE 12/16/05 DEALER 17-059

DIXIE BUICK PONTIAC GMC TRUCK

03/24/2008 11:47 2392759761

PAGE 02/02



Do have 08" Tag Just lost Registration Lard!

Thanks

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☑ 001/017

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2002/017

James - Table 1	7 04:0	_					
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Dec-14-07 Os:04P	P.15 15
GM QUSTOMER INCENTIVE AND ONSTAR ACKNO	OWLEDGMENT GOStar
(stobuder Seture)	
CUSTOMER NAME:	
VIN: 1 6 2 2 H 1 5 8 5 6 4	
1. Customer Intention	
I surign the total amount of customer incentive(s) listed to the dealer named below incentive(s) be applied: (a) the down payment on this value, (b) where the dealer named below; exponnt of incentive, and final price with a instead in my name by I make named below:	negative applied for (c) a chack be
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Total Incomeive Amount Received \$ 1000.00	
2. Other Program delection (Which may or may not be in the of customer locantive pro- finitecing/learing etc.) a: I elect to receive in lieu of	grams, for example, Division supported
b. I elect to receive	
CUSTOMERAND DEALERACKNOWLED COMENT FOR INCENTIVES AND ONST	ALSERVEE
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b. The Therm and Conditions Acknowledgment. I enterprised in the Policie is by vehicle is provided (copies are available in the vehicle glovels or by contacting OnS in as described below).	
1 P	1
I understand that in delici to manual the OnStar service in my vehicle, I must prese the call 1.849.400Star (1.889.466.7827) or TTY 1.877.248.2090 and connect that my S.	than OnStartuiton in my vehicle or ervices be cancelled.
Purchaner/Louise Signature:	Date: 07/07/06
The undersigned person, as Design representative, certifies that the information on this applied incomitve(s) described in term that the OnStar Three and Conditions have been provided to a delivery of the referenced until through this Designship and that properly completed according General Motors or Saab Care USA.	cation is true and comes and desired
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FLORIDA: 8/1/2005 Overallowance / Incentives / Negative Equity Form

Customer	Request # <u>71-595410065</u>	BBB # PGM0831666
PURCHASE PRICE: (From dealer Bis	ll of Sale) (Selling Price)	(+) 23130.00
MSRP: (From BARS Invoice)		(-) 24295.00
DIFFERENCE:		(=) -1165.00
TRADE ALLOWANCE: (from dea	aler Bill of Sale)	(+) N/A
NADA Retail Value for:	ge adjustment figures, and attach NADA page	s to file.
VEHICLE: ACCESSORIES:		
MILEAGE ADJUSTMENT:		(-) N/A
OVER ALLOWANCE: (Trade more to	(han NADA)	(=) N/A
PAYOFF: (If dealer added negative equit	y into contract, do nor subtract)	(=) N/A
PURCHASE PRICE (From dealer Bill	of Sale) – (before tax, tag, etc.)	(+) 23130.00
GM CARD POINTS:		DO NOT INCLUDE
INCENTIVES (from BARS): (Do not include fuel fill credit, dealer incenti 1: 2:	ives or GM card credited back to customer)	
3:		
TOTAL INCENTIVES (Not included	in Purchase Price)	1000.00
		1000.00
OVERALLOWANCE: (From above)		(-) 0
NEGATIVE EQUITY: (If NOT shown	in contract))	(-)0
[
Actual price of Vehicle that should	be presented to BBB for ATA	(=) 22130.00

02/04/2008 14:14 FAX ☑ 001/002



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 02/04/2008 Case Number: PGM0831666

Customer:

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

REVISED 2/4/08

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : G6 Year : 2006

All parties named above submit to arbitration the following:

- engine/electrical engine light, rattling noise, lighter, acc jack, starter
- * steering/suspension traction control, cracking noise
- * hvac no cold air
- * water leak passenger side
- * body/trim left rear trim panel
- * brakes vibration
- * wheels & tires vibration

The parties have come to agreement on the following:

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

Consumer : Repurchase plus \$1,750.00 in Attorney Fees

Manufacturer : Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:

<u>Directions to Better Business Bureau</u>

ADDRESS: 2655 McCormick Drive, Clearwater, FL 33759 PHONE: (727) 535-5483 OR (800) 955-5100 Ext. 240

<u>Directions to Clearwater 888 coming from South Florida</u> (i.e. Bradenton, Sarasota, and further south)

- Take Interstate 75 North to 275 North across the Sunshine Skyway (toll = \$1.00).
- Continue on 275 North to 685 West follow sign to Clearwater on exit ramp.
- Follow 686 West to 688 West ~ when on 688 West stay in right or middle lane.
- Road will make a "Y" at which time you will go to your right (sign will indicate direction to St. Pete / Clearwater Airport). You will now be on 686 West - AKA Roosevelt Bivd.
- Remain on 686 West to US 19 (Second overpass you come to). Go North on US 19.
- After crossing over Sunset Point Road, you will pass "Countryside Ford" on your right. Just past Countryside Ford, make a right onto McCormick Drive.
 You will see a brick sign for "Prestige Place" at the corner of McCormick and US 19. Note: there is no stop light at this turn.
- Continue on McCormick Drive to last set of office buildings on your right hand side. Make right into driveway. BSB office is located at end of drive (2-story building).

Directions from East (i.e. Tampa, etc.)

- Take State Road 68 West to Clearwater across the Courtney Campbell Causeway.
- Once across the Causeway, continue to US 19 and go North on US 19 service road.
- While going north on US 19 service road you will cross the intersection of Drew Street and continue north where the service road will merge onto US 19.
- Continue North past Sunset Point Road. After crossing over Sunset Point Road, you will pass "Countryside Ford" on your right. Just past Countryside Ford, make a right onto McCormick Drive. You will see a brick sign for "Prestige Place" at the corner of McCormick and US 19. Note: there is no stop light at this turn.
- Continue on McCormick Drive to last set of office buildings on your right hand side. Make right into driveway. 888 office is located at end of drive (2-story building).

Directions from the North (i.e. New Port Richey, Holiday, etc.)

- Take US 19 South past Clearwater's Countryside Mall. Remain in right hand lane
- You will approach Sunset Point Road where you will need to make a "U" turn

 going back north on US 19 service road.
- Continue North on service road in your right hand lane. You will see
 "Countryside Ford" located on your right. You will see a brick sign for
 "Prestige Place" at the corner of McCormick and US 19. Make a right on
 McCormick Drive. Note: there is no stop light at this turn.
- Continue on McCormick Drive to last set of office buildings on your right hand side. Make right into driveway. BBB office is located at end of drive (2-story building).

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	use GM Division from any future claim or obligation for incentivo(s) on this unit.	,
	Is vehicle equipped with OnStar? Yes No	
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the OnStar servi	and Chindifions Acknowledgment. I acknowledge that I have received the Terms and Complete is provided (copies are available in the vehicle glovebox, from the deal. On Shir as described below)	nditions under which
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Purchaser/Loans		Date: 07/07/06
The undersigned person,	as Dealer representative, certifies that the information on this application is true and	Correct and that the
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General Motors or Saab C		been forwarded to
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TECHNICIAN'S FINDINGS AND REMARKS

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMI TRAIL - FORT MYERS, FLORIDA 33912, STATE OF FLORIDA REGISTRATION: MY-12598

(239) 489-0600







remanufactured battery sold in the state.

[s.403,7185].

WARRANTY EXPIRING? SEE BUSINESS MANAGER

INCIDE DATE 63244 YAQ YAQHTAA 878 01/15/08 PNC5300784 90.00 LICENST NO. P6101 29,570 GRAY/EBONY YEAR / MAKE / MODEL 07/07/06 D6/PONTTAC/G6/COUPE CAPE CORAL, FL HOURS THE PARTY DIXIE 01/10/08 COLUMN Mo: 29570 308 # 5 TOTAL PARTS 6.16 6.16 JOB # 5 TOTAL LABOR & PARTS 16.53 WARRANTY TOTAL - SUBLET 0.00 G.O.G. & SUPPLIES-JOB # 5 4.5 CASTROL HOTOR GIL @ 3-350 /UNIT 15.08 15.08 TOTAL - GOG 1.00 1.00 This charge represents costs and profits to the DAMAGE TO LEFT FRONT DOOR motor vehicle ropals facility for miscellaneous shop supplies or waste disposal. * * *F\$403.718 thandates a \$1.00 fee for each new tire sold in the State of Florida. * FS403.7135 mondates a \$1.50 fee for each new or removablement bettery sold in the State of Plorida. ANY USED, RESULT OR RECONDITIONED MRT WILLESTATED ASSUCH IN THE PARTS DESCRIPTION ABOVE. NOTE: DIXIE BUICK GMC IS A GOODWRENCH SERVICE PLUS DEALER. CERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARRY A LIFETIME WARRANTY, PARTS NOTED ABOVE WITH AN ASTERICK AND PURCHASED BY YOU HAY BE COVERED BY A LIFETIME WARRANTY THAT MUST BE PERFORMED BY DIXIE BUICK. GMC. TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET.... 6.16 0.00 PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING TOTAL G.O.G. TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX. 15.08 $\frac{1.00}{0.00}$ REPAIRS. 1.96 ALL PARTS ARE NEW OR! TOTAL INVOICE & 34.57 FACTORY AUTHORIZED REMANUFACTURED UNLESS CUSTOMER SIGNATURE OTHERWISE STATED, There may be an additional charge to the customer, This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [(a.559,904(4)]. The State of Florida requires a \$1,00 fee] to be collected for each new tire sold in the state (s.403.718) and a \$1.50 fee to be collected for each new or

PAGE 2 OF 2

CUSTOMER COPY AFF BAOK FOR ADDITIONAL OFFICE AND INC.

[END OF INVOICE) 09:09am

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14566 SOUTH TAMIAMITRAIL FORT MYERS, FLORIDA 33912, STATE OF FLORIDA REGISTRATION: MY-12589



(239) 489-0600

CEMERAL MOTORS CORPORATION







WARRANTY EXPIRING ? SEE BUSINESS MANAGER

CUSTOMER NO.	ADV/SOR	TORS CORPORATION	TAU NO.	INVOICE BATE	ANVOICE NO.
63244	ANTHONY DAT	Y LXDEHOU NO.	878	01/15/08	PNC\$300784
	90.00	LADEMOU NO.	29.570	GRAY/EBONY	P6101
	O6/PONTTAC	/66/COURE		07/07/06	DELIVERY MEDA
CAPE CORAL, FL	VMMICLE LD, NO.			SELLING DEALER NO.	PRODUCTION DATE
	RTE, NO.	1 5 8 5 6 4	D. W.S.	DIXIE	
RESIDENCE PHONE (WISHINGS PHONE	COMPLEMENT		<u>. </u>	01/10/08	<u> </u>
LADOR A BARTO				<u> </u>	MO: 29570
JABOR & PARTS	TECHICS	- do	i ilihomanime		
J# 1 41BUZ STARTING & CHARGING CUSTOMER STATES WHEN STARTIN ENGUAGED/HAPPENS EVERY 10 TO REMOTE START	G VEHICLE STARTER WILL	5TAY	HARRANTY		
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COULD NOT DUPLICATE AT THIS	TIME.	MER AND			Section 1
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PARTSOTYFP-NUMBER	DESCRIPTIONLIS WITCH 2,485	T PRICE-UNIT PRI	CE-	mandates A \$1,00 fee for the State of Floride, * * *	759401.7186 mandasa - I
	ac	# 2 TOTAL PAR	MARRANTY 0.00	\$1.50 fee for each new or sold in the Stop of Florida	responsible advanced to the con-
	JOB # 2 T	OTAL LABOR & PAR	TS 0.00		
3 33BUZ A/C & HEATING			*************	ANY USED, REBUILT (PARTWILL BOSTATED A	S SI V TU TU TUTO by the file
SOUNDS LIKE IN DASH	WIRRING NOISE WHEN US	ING/	. ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	DESCRIPTION ABOVE	
DAVE HAYES AND HAYDEN HAWES CO AND COULD NOT DUPLICATE CONCE	HECKED CAR WITH CUSTOM	ER .	!		
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		TAL LABOR & PART		repairs.	
J# 1 70BUZZRENT RENTAL				ALL PARTS A	RE NEW OR
REPAIR OF VEHICLE TRAN	TECH(S):9 SPORTATION REQUIRED DU	RING		FACTORY AUREMANUFACTU	THOBIZEN
YEHICLE DOWN DURING REPAIR(S) PROVIDED ALTERNATE TRANSPORTAT	_	-		OTHERWISE STAT	ED.
DAPTE	ION			There may be an ad-	alla:
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		# 4 TOTAL PART	ין סס.ס	costs and profits to (epair facility for mis	DO IDDIOS vebicial
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THANK YOU FOR SERVICING YOUR VE DIXIE BUICK PONTIAC GMC	OS & ADJUST TIRE PRESS	SURES	7.7	The State of Florida red	quires a \$1.00 fee
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PAGE 1 OF 2		7	·• []	emanufactured banery :.403.7185).	/sold in the state.
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SEE BACK FOR ADDITIONAL CUSTOMED INFORMATION DEGADDING DEBAIDS



Date: 03/13/08

ACCEPTANCE OR REJECTION OF DECISION

Case Number: PGM0831666

Customer:	State: FL
Business: Por	ntiac/GMC
Mfr-Info: 17	12 FL 1G2ZH158564
	e Arbitration decision in your case. We hope you have found the efforts of our staff and the trator(s) to be satisfactory. Please call us if you have any questions about the decision.
	COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY
letter, the dewart to return	form is not received at the CBBB office within 14 days from the date of the cover ecision will be considered rejected and the manufacturer will be notified. You may rn the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest case specialist to confirm receipt.
Please check o	one of the following.
I ACC	CEPT THE ARBITRATION DECISION. I understand this means:
* the	business will be legally bound to abide by this decision; and,
any	oo, will be legally bound, which means I give up any right to sue the business in court on claim that has been resolved at the arbitration hearing, unless the business fails to perform cording to the Arbitrator's decision or unless otherwise provided by state or federal law.
I REJ	ECT THE ARBITRATION DECISION. I understand this means:
* I m	ay pursue other legal remedies under state or federal law;
	pending on federal or state law, the decision may be introduced as evidence by me or the siness in any civil court action relating to any matter considered in this arbitration hearing;
* the	business will not be obligated to perform any part of the decision; and,
* this	s will end Better Business Bureau involvement in my case.
Signature(s) o	of Titled Owner(s):
	Date:

BBB AUTO LINE



March 13, 2008

Re:m04 PGM0831666:

vs Pontiac/GMC Division 1G2ZH158564

rs Pontiac/GMC Division 1G22H158564

LU'ANDREA DUDLEY PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Dear Madam/Sir:

Enclosed is the arbitrator's *Decision* and *Reasons for Decision* for your case.

The customer has been sent an *Acceptance/Rejection Form* and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if I may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

Cheryl Carey at Extension 397



Repurchase Decision (Owned Vehicle)

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Customer:

- Hearing Date: 02/11/08

Arbitrator: Edward J. Conrad

Question 1

Vehicle (Year, Make, Model):

2006, Pontiac, G6

Question 2

For the following amounts, the manufacturer shall repurchase the above ("vehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision:

a The actual price paid for the vehicle

\$22,130.00

b Reasonable use deduction, if any (explained in the Reasons for Decision)

\$5,532.50

c Deduction based on vehicle damage not attributable to normal use, if any

0

d Deduction based on negative equity, if any

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e SUBTOTAL

\$16,597.50

Question 3

Other eligible amounts:

Description/Amount

\$6.50 (tire & battery fee) + \$17.00 (electronic filing fee) + \$1,389.21 (sales tax) + \$179.85 (tag, title & fees) + \$91.00 (documentary stamps) + \$1,470.00 (service contract) + \$88.20 (sales tax on service contract) + \$599.00 (GAP)

c TOTAL AMOUNT (2e + 3)

\$20,438.26 + Earned finance charges from the date of purchase to the date of repurchase TBD

At the time of the repurchase, the customer will be responsible for turning except to such the

At the time of the repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. Vehicle shall be in a similar condition as it was at the time of the hearing, allowing for normal usage

Customer must also comply with all additional requirements in the section of the applicable manufacturer *Program Summary* that sets out customer responsibilities if a repurchase is awarded.

If there is a lienholder, payment of the amount set out above shall be made by the manufacturer to the customer and lienholder as their respective interests appear on the records of ownership. The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

CASE: PGM0831666

Arbitrator: Edward J. Conrad

Customer:

Date: 03/06/08



Lemon Law Reasons for Decision

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Customer: Hearing Date: 02/11/08

Arbitrator: Edward J. Conrad

- Fact Sheet Section -

Fact Sheet Queston 1

For each problem (current and past) listed on the Agreement to Arbitrate, indicate the following information. List briefly the relevant evidence in support of each of your conclusions (i.e., repair order numbers, dates, testimony, inspection and/or test drives, technical expert reports, etc.).

- a Problem (as listed on Agreement to Arbitrate):
- 1 HVAC
- 2 Body and Trime
- 3 Steering/suspension
- 4 Engine/electrical system
- 5 Interiror/Trim
- 6 Brake System
- 7 Wheels/Tires
- 8 Wheels/Tires
- b Exists Now? (Please Explain)
- 1 Yes, consumer testimony
- 2 Yes, customer testimony
- 3 Yes, customer testimony
- 4 Yes, customer testimony
- 5 Yes, customer testimony
- 6 Yes, customer testimony
- 7 Yes, customer testimony
- 8 Yes, customer testimony
- c Number of Repair Attempts
- 1 2
- 2 2
- 3 2
- 4 4
- 2 I
- 6 T
- /]
- 8 1
- d Number of Days Out of Service:
- 1 12
- 2 12
- 2 7
- 4 15
- 5 1
- 6 2 7 2
- 8 2

- Reasoning Section -

Question 1

For each problem listed on the Fact Sheet, please explain whether or not you believe the problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty. Please explain how you reached your conclusion.

HVAC: Consumer complained of no cold air. Invoices show that parts were replaced under warranty. I find that the issue with the air condition is a defect in materials or workmanship.

Body/Trim: Consumer complained of an issue with the left trim panel. Involces show that trim panel was reinstalled by dealer. Accordingly, I find that the trim panel was a defect in the materials or workmanship.

Steering/Suspension: Consumer complained of an issue with traction control and a cracking noise. Invoices show that parts were replaced. I find that the noise and traction control were due to the repairs made to the car. The noise and traction control issues were defects in the materials or workmanship.

Engine/electrical system: Consumer complained of an engine light issue, rattling noise, lighter problem, ac jack problem, and starter issue. The invoices show several repairs, including reprogramming of electronics and replacement of parts. In light of these repairs, I find that the issues requiring repair were defects in the materials or workmanship.

Water leak/interior trim: Consumer complained of a water leak on the passenger side. An invoice shows that a hose was repositioned and reattached. This leads me to believe that the problem was in the material or workmanship.

Brake system: Consumer complained of vibration. An invoice shows that a resurfacing of the front brake rotor was completed. As such, I find that the cause of the vibration was due to defects in the material or workmanship, which is covered under warranty.

Wheels/Tires: Consumer complained of vibration. It appears from the invoices that balancing was an option to correct the problem. The consumer failed to allow the repair; and therefore, I cannot judge from the invoice whether there was a defect covered under warranty. Therefore, I find that there was not a defect of material or workmanship for the wheels/tires issue.

Question 2

For each problem you decided was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty, please explain whether or not you believe this problem is a substantial impairment of the use, value or safety of the vehicle.

Of the problems submitted for arbitration that were defects in the material or workmanship, covered under the manufacturer's warranty, I find that the air conditioning problem, the engine/electrical system issues, the water leak, and the brake system problem were substantial impairments of at least the use and value of the vehicle. The brake system may have been a safety issue, but I do not have sufficient information to decide that it was in fact a safety issue. Therefore, I do not find that any of the defects were substantial impairments to safety. As I mentioned, above, the defects were at least substantial impairments to the use and value of the vehicle.

Question 3

Please address the following aspects of your state's lemon law below:

a During the applicable time period specified by this state's lemon law, the vehicle has been out of service by reason of repair to vehicle problems for a cumulative total of how many days?

15

b Has the standard for a reasonable number of repair attempts under this state's lemon law been met? (Yes or No)

Yes

c Please explain how you reached this conclusion.

The lemon law covers vehicle nonconformities. A nonconformity is defined as a defect or condition that substantially impairs the use, value, or safety of a vehicle. Based on my findings, above, the problems (nonconformities) with regards to the air conditioning, the engine/electrical system, the water leak, and the brake system substantially impaired the use and value of the vehicle.

To be eligible for repurchase, the vehicle must have undergone a reasonable number of repairs. After three attempts have been made to repair the same nonconformity, the consumer must give written notice to the manufacturer, by registered or express mall, of the need to repair the nonconformity. This gives the manufacturer a final repair attempt to fix the nonconformity. If the final repair attempt fails to remedy the problem, the vehicle is presumed to have had a reasonable number of repair attempts.

In this case, the consumer brought the vehicle in for engine/electrical system problems three times. The consumer gave the manufacturer notice of the issues and permitted a final repair attempt. Based on the consumer testimony, invoices, and other documentation, I find that the final repair attempt failed to remedy the nonconformity. As such, it is my conclusion that the vehicle has undergone a reasonable number of repair attempts to warrant a repurchase of the vehicle by the manufacturer.

d Is this consumer entitled to a repurchase or replacement under all other provisions of this state's lemon law [i.e., eligible consumer, eligible vehicle, applicable time frames (if any), notice provisions (if any), reasonable number of repair attempts, etc.]? Please explain how you reached this conclusion.

The consumer owns the vehicle for primary personal use, according to the consumer's testimony. The repair attempts were done within 24 months of the vehicle's purchase. As I determined, above, three repair attempts, plus a final repair attempt, were done to repair the nonconformity. Because the nonconformity was not repaired, and the nonconformity was substantially impaired the use and value of the vehicle, the vehicle has undergone a reasonable number of repair attempts to warrant a repurchase of the vehicle by the manufacturer.

Question 4

State your decision (i.e. Repurchase, Replacement, Interim Repair, Denial) and explain why it is appropriate.

Repurchase. The consumer is eligible under the lemon law for a repurchase or replacement. The consumer testified that a repurchase was desired. Under Florida lemon law, the consumer's choice is controlling. Therefore, I find that a repurchase should be granted.

Question 5

If awarding a repurchase or replacement:

Show the formula you used for making a reasonable use deduction and the amount

deducted, or explain why no reasonable use deduction was made.

30,000 miles / 120,000 miles X \$22,130.00

Purchase Price = \$23,130.00 retail price - \$1,000.00 rebate

b List any damage to the vehicle beyond normal wear and tear, and explain how you arrived at any amount deducted for the damage.

The consumer only mentioned slight damage due to a hit and run. I have no reason to believe that the damage is severe enough to warrant a deduction. Therefore, I will not find further reduction.

c If you've decided not to award all collateral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason for doing so.

Question 6

The following materials and documents were submitted by the parties as part of this arbitration. Those marked with an asterisk ("*") were relied upon by the arbitrator(s) in making a decision in the case

a Materials/Documents Submitted by Customer

*Agreement to Arbitrate

*Email from Cathy Bopp to Chery! Carey

*Customer Claim Form

*US Postal Service Address Label

*US Postal Service Domestic Return Receipt

*Motor Vehicle Defect Notification letter

b Materials/Documents Submitted by Manufacturer

*Summary History Display

*Invoice 7/18/07

*Invoice 11/5/07

*Invoice 11/6/07

*Invoice 1/10/08

Question 7

Please identify the mileage on the vehicle at the time of the hearing/inspection: $30000\,$

CASE: PGM0831666

Arbitrator: Edward J. Conrad

Customer:

Date: 03/06/08

BBB AUTO LINE



March 18, 2008

LU'ANDREA DUDLEY PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Re:M05 PGM0831666: vs Pontiac/GMC Division 1G2ZH158564

Dear Madam/Sir:

Enclosed is the customer's Acceptance/Rejection Form.

If the customer has accepted the decision, it is binding on both you and the customer. Please make sure you understand the time frames specified by the arbitrator, and take the necessary steps to comply with the decision.

If you are unable to reach the customer by telephone to arrange for performance of the decision, please send the customer a letter and send us a copy. Please note, we are required to report all instances of noncompliance with decisions. If it is impossible for you to perform a decision within the required time, you should immediately inform us in writing. Please include the reasons for your inability to comply on time.

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

Sincerely,

Cheryl Carey at Extension 397

03/14/08 02:05PM PDT 8664315576 -> 2392759761

3/13/2008 11:05:23 AM

PAGE 003/008

Fax Server

3 · ·

TO:

COMPANY:



CBBB

ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

State: FL

Customer:

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us If you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

Note: If this form is not received at the CBBB office within14days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

I ACCEPT THE ARBITRATION DECISION, I understand this means:

- the business will be legally bound to abide by this decision; and,
- * 1, too, will be legally bound, which means I give up any right to sue the business in court on. any claim that has been resolved at the arbitration hearing, unless the business falls to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

I REJECT THE ARBITRATION DECISION. I understand this means:

- I may pursue other legal remedies under state or federal law;
- depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing:
- the business will not be obligated to perform any part of the decision; and,
- this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s):

Council of Better Business Bureaus, Inc. 4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800,955.5100 · Fax: 703.247,9700 Lien holder info, C/O Jeff Spiegel VIN - 1G2ZH158564 2006 Pontiac G6

SR # 71-595410065

Lien holder: GMAC, P O Box 8110 Cockeysville, MD 21030 Account #

Phone # 800-200-4622

02/04/2008 14:15 FAX ☑ 001/022



BBB AUTO LINE

February 4, 2008 Re:W-C2 PGM0831666

Re:W-C2 PGM0831666: vs Pontiac/GMC Division 1G2ZH158564

KROHN & MOSS 120 W MADISON 10TH FL CHICAGO IL 60602

Dear Jeff Spiegel:

We have received your request for a written arbitration hearing on behalf of the individual named above.

Enclosed please find the following information:

- * Program Summary This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * Agreement to Arbitrate The purpose of the Agreement to Arbitrate is to outline the positions of both parties to the dispute. The Agreement is not intended to explain your full position. Please read the Agreement carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.
- * Customer Claim Form (CCF) Information we have on file regarding your complaint is recorded on the CCF. Please verify the accuracy of the information and return the CCF to us with any necessary corrections or additions.
- * How BBB AUTO LINE Works This booklet explains the BBB AUTO LINE program, and contains the rules that will be followed in arbitration.
- * Oath of Participant Please complete this form and return it to us so that it is received within fourteen days from the date of this letter.

The information you submitted meets the minimum requirements to enable us to begin processing the claim. However, because the arbitrator will not have the benefit of oral testimony, it is critical that you submit a complete written position, including all arguments and documents that support the decision you would like the arbitrator to make.

Your written position should address all relevant issues, including answers to the following questions:

- * How many times has the vehicle been subject to repair for each problem you are alleging, and how many days has the vehicle been out of service because of these repairs?
- * Do the alleged problems currently exist? What arguments and facts support your conclusion?
- * What is the cause of each alleged problem? What arguments and facts support your conclusion?
- * Do the alleged problems substantially impair the use, value or safety of the vehicle? What arguments and facts support your conclusion?

- * Is the vehicle eligible for relief under the state lemon law? What arguments and facts support your conclusion?
- * What is the type and amount of relief that should be awarded? What arguments and facts support your conclusion? Please be sure to include the purchase/lease price of the vehicle, the amount of any reasonable use deduction that should be taken if a repurchase/replacement is awarded, and a specific description of any other remedies that you seek.

Your written position must include all supporting documents that you wish the arbitrator to consider. Please send us a *clear* copy of the following documents that were not included with your initial submission or were not legible when our office received them:

	No further documentation is required at this time	
	Repair orders relating to the complaints(s)	
_X	The vehicle's current registration	
_X	The purchase contract or lease agreement	
X	Other: Buyers order and Notice to manufacturer	

If the arbitrator decides a repurchase or replacement is the appropriate remedy, the arbitrator will need accurate information about the vehicle's purchase price as well as any collateral costs, incidental charges and other expenses that your client seeks. Please submit an itemization of those fees, along with supporting information/documentation, so we may include these amounts in the *Agreement to Arbitrate* to permit the arbitrator to appropriately evaluate your client's request for relief.

You will note that the General Motors' *Program Summary* permits the award of reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. If you are seeking an award of attorney's fees, please submit a statement of the fees requested as well as supporting information/documentation so that the arbitrator may determine the appropriate amount to be awarded.

BBB AUTO LINE must receive your written position and supporting documents no later than close of business <u>fourteen days</u> from the date of this letter. On the following day, we will send each written position to the other party for comments. If we have not received the requested information from you, the correspondence and documents you have provided us thus far will serve as your written position. Please reference the case number listed above at the top of each document you submit. You must also complete and return the enclosed *Oath of Participant* form.

If an inspection/test drive is requested or required, per the BBB AUTO LINE rules, we will provide you with three days advance notice of the inspection date.

You may either mail your position to our office at 4200 Wilson Blvd., Suite 800, Arlington, Virginia 22203 or fax it to 703.247.9700. If you have any questions, please contact me at 800.955.5100.

Sincerely,

Cheryl Carey at Extension 397



BBB AUTO LINE

February 4, 2008

LU'ANDREA DUDLEY PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Re:M41 PGM0831666: vs Pontiac/GMC Division 1G2ZH158564

Dear Madam/Sir:

Enclosed is the consumer's written position. You have the opportunity to comment on the written position before it is forwarded to the arbitrator. Please read the enclosed and forward your comments to us so that we receive them within four days from the date of this letter.

After this time period both partles' initial positions and any comments received will be forwarded to the arbitrator for a decision to be rendered in this case. Only those responses submitted on time will be forwarded to the arbitrator.

Please fax your comments to 703.247.9700. If you have any questions, please contact me 800.334.2406.

Sincerely,

Cheryl Carey at Extension 397

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Customer Claim Form

Contact Date:	Start Date:	Case Numba	T ; ,	
Have you previously filed	fr regarding your claim? Y a claim on this vehicle with t Date: Case Numb	he BBB or another discuss accelent	ол provider? 🗌 YES	NO
Titled Owner(s), N ame &	Address			
			No.	,i
Cape Coral, P.L.			1);
				,
·	•	,		
Customer Contact Info: Day Phone:	c/o Jeff Spiege)		9,	
Evening Phone: same Fax Number: 866-264-3755	;		·	.,
E-mall Address: Cell Phone:			1 7	
Vehicle Information				
Name(s) of individual(s) or Vehicle Use: Personal	business that appear on vehic	ile title:	į	à
Transmission Type: Make: Pontiac	Number of Model: G6	centage of time vehicle used for bu vehicles owned or leased by the b odel Year: 2006 Current M	usiness:	;
Vehicle Identification Numb Servicing Dealer/City/State:	er: 1G2ZH158564 Dixie Pontiec, Fort Muere, Fi		ii ii meake:	
Selling Dealer/City/State: se Insurance Carrier: AAA Policy Number:	<u>:</u>		:	i)
Has vehicle been in an accide Description of Damage:	envirad body damage? Yes	No. □Dute of accident: 8/3 Hin Left Door	30/0Ce	. 1
Purchase/Lease Information	(Complete left side if vehicle	th in Left Door (Hit and (کسر/
,	Lease D		nicle was	
Purchased As : 🔀 New 🦳 🔀	it purchase: Leased ,	As: New Used Demo	ı	
Lienholder's Name: GMA	ion? Leasing	Company's Name: Address:		t.' 5
Address: DO BOY	2450ille MD 21030	City/St/Zip Phone:	•	•,
Lienholder Accu#: 029	-9091 - 55047	Company's Acct #:	•	
<u> Customer's Desired Outcome craticle repurchase plus attorn</u>	(Describe what was a second	concern)		
Important of Titled Assessor			· 	larlas
um automitting this dispute for re orbitration Rules.	Solution in the Bob AUTO LIN	is program, and I agree to arbitmte the	C dispute under BBB At	a⇔/Uŏ ToʻLing

Customer Claim Form

Customer Name: Amber Oney

Case Number:

Vehicle Concerns

First Repair Attempt D
Last Repair Attempt D
Total Days out of Service: 15

Date: 7/18/07 Mileage: 21742 Date: 1/10/08 Mileage: 29570

Problems - Please list your <u>primary</u> concern first	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out
HVAC	Dixie	Y	2	7/18/2007- 7/23/07 1/10/08- 1/15/08	21742 - 29570	6
Body and Trim	SAA	- X	2	7/10/2004		
-	1	1 ^	2	7/18/2007- 7/23/07	21742	6
				1/10/08- 1/15/08	29570	6
Steering/suspension	SAA	Y	2	7/18/2007-	21742	6
T .	, -			7/23/07		10
	_			11/5/07	26407	1
Engine/electrical system	SAA	Y	4	7/18/2007- 7/23/07	21,742	6
•				11/5/07	26,407	1
ı				11/6/07- 11/7/07	26,407	2
·				1/10/08- 1/15/08	29,570	6
nteriror/Trim	SAA	Ÿ	1	11/5/07	26407	1
lectrical system	SAA	Y			<u> </u>	
		*	1	1/10/08- 1/15/08	29570	6
rake System	SAA	x +		11/6/07-	26407	2
	1	1		11/7/07	~~~	1
heels/Tires	SAA	y		11/6/07- 11/7/07	26407	2
		-	+			
						ĺ

Page 1 of 3

Carey, Cheryl

From:

Bopp, Cathy [cbopp@consumerlawcenter.com]

Sent:

Friday, February 01, 2008 3:10 PM

To:

Carey, Cheryl

Subject:

Oney v. GM

Attachments: statement re attorneys fees- GM.doc; signed cof from client.pdf; docs.pdf; purchase doc.pdf

Can you please add to the file. I tried faxing but it would not go through. Thanks.

Cathy Bopp Paralegal Krohn & Moss, Ltd. 5055 Wilshire Blvd, Stc. 300 Los Angeles, CA 90036 (323) 988-2400 x243 (866) 264-3755 fax

e-mail: cbopp@consumerlawcenter.com web: www.consumerlawcenter.com

From: Bopp, Cathy

Sent: Friday, February 01, 2008 12:18 PM

To: AZDept Fax

Subject: 7032479700

GM 0831666 WARC

Request for Arbitration

Our Client:

Client's Home State:

Vehicle:

VIN#:

Purchased As:

Date of Purchase: Date of Delivery:

Place of Purchase:

Last Servicing Dealer:

Current Mileage;

Date of First Repair: Mileage at First Repair:

Warranty Coverage:

Florida

2006 Pontiac G6

1G2ZH158564

New July 7, 2006

July 7, 2006

Dixic Pontiac

Ft. Myers, FL

Dixie Pontiac Ft. Myers, FL

Approximately 30000

July 18, 2007

21742 miles

3 years/36,000 miles

To Whom It May Concern:

Please be advised that this office represents the above individual regarding a claim against General Motors Corporation under the Florida Motor Vehicle Protection Act ("Lemon Law") and/or the Magnuson-Moss Warranty Act. Please direct all future contacts to this office. Having been formally notified of our representation, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES, AND TO DIRECT ALL INQUIRIES TO THIS OFFICE.

Page 2 of 3

Since delivery, our client's vehicle has undergone repeated repair attempts for defects and non-conformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

Pursuant to the Magnuson-Moss Warranty Act and/or the Florida Motor Vehicle Protection Act, this letter is being sent as a formal request for arbitration. The manufacturer has designated Auto Line as the entity to address this request. My client will arbitrate in writing based upon the repair information and this application. Please allow this letter to act as my client's "written position," which should be submitted to the arbitrator.

The vehicle's primary defects and non-conformities, for which relief includes, but are not limited to, the following:

- 1. Defective engine as evidenced by a failed engine light, and a rattling noise from engine while running;
- 2. Defective steering and suspension as evidenced by failed traction control, a clicking noise in the steering while turning on either direction, braking or upon acceleration:
- 3. Defective electrical system as evidenced by a nonfunctional lighter and ACC jack, starter stays engaged after vehicle starts when vehicle is started using the key or remote;
- 4. Defective HVAC system as evidenced by A/C not blowing cold air;
- 5. Defective passenger compartment seal as evidenced by a wet seat with seatbelt on, especially during and after rainfall;
- 6. Defective body and trim as evidenced by the left rear trim panel coming apart;
- 7. Defective brakes as evidenced by vibration in the vehicle when braking:
- 8. Defective wheels and tires as evidenced by vibration in the vehicle at highway speeds; and
- 9. Any additional complaints made by our clients, whether or not they are contained in your company's records or on any dealer repair orders.

All recall items affecting this vehicle and any and all technical service bulletins, as well as the contents of all repair orders and service invoices, are incorporated as complaints herein by reference.

These non-conformities substantially impair the use, value and safety of the subject vehicle as defined under the Florida Motor Vehicle Protection Act and the Magnuson-Moss Warranty Act. As a result of the manufacturer's inability to correct these substantial impairments within a reasonable number of repair attempts, our client is requesting a refund of the purchase price of the vehicle together with all collateral charges, attorneys' fees and all other relief to which our client might be entitled under any of the aforementioned laws.

ADDITIONALLY, PLEASE MAKE SURE THAT YOU FORWARD ALL OF THE DOCUMENTS THAT ARE SUBMITTED IN THIS APPLICATION TO YOUR LOCAL BETTER BUSINESS BUREAU OFFICE. IT HAS COME TO MY ATTENTION THAT THESE DOCUMENTS ARE OFTEN NOT SENT TO THE ARBITRATORS. THESE DOCUMENTS INCLUDE BUT ARE NOT LIMITED TO PURCHASE DOCUMENTS, REPAIR RECORDS AND NOTICE LETTERS TO THE MANUFACTURER!

If any additional information is needed, please respond to me at the address, phone or facsimile number below.

Cathy Bopp

Page 3 of 3

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Paralegal
Krohn & Moss, Ltd.
5055 Wilshire Blvd. Stc. 300
Los Angeles, CA 90036
(323) 988-2400 x243
(866) 264-3755 fax
e-mail: cbopp@consumerlawcenter.com
web: www.consumerlawcenter.com

Our clients general receive \$1750.00 in attorneys' fees from General Motors when a case settles for a repurchase or replacement pre-litigation. However, we will be happy to provide you with any documentation you need regarding our fees upon successful resolution of the case with our client and an agreement that the manufacturer will pay our attorneys' fees. We do not want to go through the painstaking process of providing these time entries unless we can reach a resolution with our clients first. If you have any questions regarding this matter, please do not hesitate to contact me. Thank you.

		'	
Late Charge. If a payment is not received in full charge of 5% of the part of the payment that is late			☐ Crodit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
 Prepayment if you pay off all your dobt early, you 	Wilthit he old have a foods	٧.	Credit Disability (Buyer Only)
Socurity interest. YOU are diving a security interest	st for the wall falls below		1 1
Additional information: See this contract for nonpayment default, any required recognized to	milit infilmation including	dinformation about	1 Premjum:
nonpayment, default, any required repayment in ful	Deligio the scheduled date, o	nd security interest.	I I Credit Life s
•			Credit Disability \$ N/S
ITEMIZATION OF AMOUNT FINANCED	AM OF STREET		(Insurance Company)
1 Cash price (Including any accessories, services,			H/A (Home Office Address)
ANG MAGS/		24722 RE(1)	
2 Total downpayment = '(If negative enter '0' and	set 1 + 4) pelow)	24772 SE(1)	Credit life insurence and credit disability insurance
Gross trade-in \$ M.7.0 — payoff1	by : 111 5 W/A	, '	buy or not buy craft the territory decision to
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		23722 55(3)	you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if
4 Other charges including amounts paid to others o	in) it befalf (Seller may	<u> </u>	A I JOY PRIV OILYOUT DAVIDENTS ON HOUSE PROVING ALECTIC.
vest batt or mese simblings):	-		neurance does not cover any increase in your payment or in the number of payments.
A Cost of optional credit Insurance paid to the company or companies	ic incinan e	**** '*!*- b '*****	Provide a full homoer or payments.
Life s			If the box above is checked to indicate that you
Oisability \$ 17	5		I I WOULL GIRCUIT HIS INCOME BLACKS ASSOCIATED IN THE
B Other insurance paid to the insurance company	7/1		following acknowledgements:
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(delicitie)			.1. You understand that you have the option of assigning any other policy or policies you own or may produce for the policy or policies.
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		,	insurance policy in order to obtain the credit
,		ŀ	X XXXX
D. Government license and/or registration facs	<u></u>		Buyer Signatura Date
(describe)	•	· .	<u>x</u>
	·		Co-Buyer-Signature Date:
			1'2- YOU understand that the conductor is because it.
et acceptate phase of the acceptance of			
			application, you are unable to engage in employment or unable to perform normal activities
		1	IVIOLUCIONI DI VOUL INCOMANA AAMBAY AV
Government documentary stemp taxes	=\$ =\$100		have to sign this acknowledgement if the proposed credit life insurance policy does not contain this
F Government taxes not included in each orice		ſ.	1,444 (AO(1))
(describe)	<u>.</u>		Buyer Signature Date
			Buyer Signature Date
41	5N/A_	ļ	<u> </u>
Government certificate of title fees		' ' · · · · · · · · · · · · · · · · · ·	Co-Buyer Signature Date
(including \$ u_/) security interest recording	2 (1) 1 \$		3. You understand that the benefits under this credit
Other charges (Schor must identify who is paid a describe purpose.)	ii.() '		
	nation to the	1	you reach a certain age and you verify that your age is accurately represented on the application or
P SELLER & GMP TOL. SERVICE ((() [1] 470_00] "	policy.
STATE OF EL for TAY ON SI			<u>× </u>
TO DIVIE BUILT FOR SAP PROTE	(): 10 <u>599 00</u>	1 1 1 1 1	Buyer Bignature Date
<u>M/A</u> for M/A	\$ N/A	1.1	X
to N/A for N/A	<u>\$</u> N/A	`` '\ !	Co-Buyer Signature
to N/A for M/A	\$N/A		Other Insurance.
Net trade- in payoff to	\$\$.		□ <u>N/A</u>
otal other charges and amounts paid to others on ;	the belief S	22.49. 20 (4)	Type of Insurance Tom
mount-financed (3 + 4)			Premium \$N/A
		75 (5)	
	-	14	(Insurance Company)
		} !	
		! !	(Home Office Address)
	• .	∐ -	want the insurance checked above,
	1	. 11:	<u>x</u>
		·] [Buyer Signature Date
	•	}.J.	<u>X</u>
	1	7 1	Co-Buyer Signature

Still is

fixed for

my car back

ruch and

MOV 5, 2007 SUMMARY HISTORY DISPLAY

Store 01	SERVCOL	PORT	5007	3651
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	etomer nad Tal R/O's	GE A	TOTA	1 8B	RV. DAI	PS	45		lg22H150S64 Pontiac
		RO. DATE 07/18/2007		AD A	V/TECR 969	J#	T	OPERATION CODE	DESCRIPTION
				Ŧ	655	1	W	33BUSAC	A/C BLOWS WARM
				T	655	2	W	5780226B	SEAT BELT(S)
				T	655	3	W	03BUZ	STEERINGESUSPEN
				T	81	4	W	70BUEERRYT	RENTAL
				T	655			41BUZ	STARTING & CHAR
2	389869	04/17/2007	14203	A	569	_	•••		DISEATED & CHAR
		••		T	655	1	W	11BUZEFLBREK	7723 778 778 778 778 778 778 778 778 778 77
				Ÿ	655		c		TRACKION CONTRO
				T	655		_	OOBUS03	LUBE OIL FILTER
				Ť	655			40BUEE7	ROTATE TIRES
				Ī	183	_		70BUZZRENT	LIGHTER/ACC JAC
				Ŧ	655			99B0Z	RENTAL
3	278888	09/12/2006	3970	_	569	q	PW.	77046	GM CAMPAIGN
		,,	23.0	Ŧ	555	1	W	19B U Z	LICHT ENGINE RE

(Beenter) (P-forward) (P-page) (Line#) (8-sumpary print) (Tab)

II/Le Tony Day Called .

Said car was ready still not fixed, Took service man with me fer a Drive and the hole front in was still Shaking (not fixed also over turning 1177 picked up ear wich was not Tony stated it was the rotoss that were turned the 3rd time. on paper work giveing to I have a witness me it states that it Ocy after recived was in fact a resurfacing of front brake rotors, went to I declined Balancing of tires Still overturning beccus I just had them rotated and balanced s

There is also a rood kit I was not told above

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14586 SOUTH TAMIAMITRAIL - FORT MYERS, FLORIDA 83912, STATE OF PLORIDA REGISTRATION: MV-12598











PNC\$293683

P6101

ROCKLOTTON ONTO

MO: 21742

WARRANTY EXPIRING ? SEE BUSINESS MANAGER

CONSTRUCT HO, 622/1/1	Toyotes curry
DESTREE REPINE 569	07/23/07
90.00 1200 NO. 121,74	12 GRAY/EBONY
Q6/PONTIAC/G6/CDUPE	87787706
CAPE CORAL, FL 1 G 2 Z H 1 5 8 5 6 4	DIXIE
ATAL NO. PATENCE	
COMPANY CONTRACTOR CON	07718/07
LABOR & PARTS	
CUSTONER STATES A/C IS NOT BLONING COLD COMPRESSOR INCH. BROKEN COMPRESSOR SHAFT. REPLACED COMPRESSOR	RY
PARTS	Ϋ́
900 E 4 99941 1 4994 0 9 9994	· [
D# 2 5/8UZZSL FULL-SCAT MEETICS FILE WARREN FRANCISCO OF TAXABLE PARTS 0.0	2
J# 2 578UZZSR SEAT BEET(S) TO THE TOTAL THE THE THE TOTAL THE TOTAL THE THE TOTA	
USE OF THE PART ACTION (GLUETTE WAR)	* * This charge represen
PARTSQTYFP-MMPBER	motor vehicle repair for shop supplies or waster thandacts a \$1.00 fee's
JOS # 2 TUTAL LABOR & PARTS 0.00	the State of Plonids. = = 31.30 fee for each man
# 3 03BUZ STEERINGSUSPENSION TO A HECRES TO A STEERING WHEN TURNING EITHER DIRECTION REPLACED I SHAFT	ANY USED, RESULT PART WILLEUSTKIED. DESCRIPTION ABOVE
PARTSTOTYFPTNUMBERDESCRIPTIONLIST PRICE-UNIT PRICE- JOB # 3 1 22587711 SHAFT KIT 6.526 MARRANTY	Table 1 (1) (1)
	PLEASE SEE
	ADDITIONAL
JOB # 3 TOTAL LABOR & PARTS 0.00	REPAIRS.
RENTAL ENTERPRISE VEHICLE DOWN DURING REPAIR(S)	ALL PARTS A
PROVIDED ALTERNATE TRANSPORTATION	FACTORY AL
ARTSCITYFP-NUMBER	OTHERWISE STA
0.00 # 4 101AL PARIS 0.00	There may be an ed
JOB # 4 TOTAL LABOR & PARTS 0.00 #################################	the customer. This costs and profile to repair facility for my supplies or w. [(6.559.904(4))].
ARTSQTYFP-MUMBER	The State of Florida ro to be collected for ear the state is 403.7181
IGE 1 OF 2	be collected for remanufactured before

This charge represents costs and profits to the tor which repair facility for prisoclinemer p supplies or waste disposet. * > #53/03,718 added a 51.00 feet for each new thre sold in State of Florida. * * * F5403,7185 reproducts a 50 fee for each new or services and the feet of Florida.

y USED. REBUILT OR RECONDITIONED T WILL BUSTATED ASSUCH IN THE PARTY CRIPTION ABOVE

EASE SEE BACK FOR FORMATION REGARDING PAIRS.

L PARTS ARE NEW OR LCTORY AUTHORIZED EMANUFACTURED UNLESS HERWISE STATED

ere may be an additional charge to customer. This charge represent its and profile to the motor vehicle air tecility for miscellaneous shor plies or weste disposal 59.904(4)).

State of Florida requires a \$1.00 fer e collected for each new tire sold is state [s.403,718] and a \$1,50 fee b collected for each new o anulactured battery sold in the state [8.403.7185].

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 08:579m

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING CERTIFIC

41

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14566 SOUTH TAMIAMI TRAIL FORT MYERS, FLORIDA 33912, INC. STATE OF FLORIDA REQUISTRATION: MY-12598



(239) 489-0600



GW GHYLLA





WARRANTY EXPIRING ? SEE BUSINESS MANAGER

63244	ADVIOR DESTREE REPINE	_ 569	Ng ug,	07/23/07	PNC\$2936	
	90.00	E NEL	21,742	GRAY/EBONY	76101	105
	06/PONTIAC/G6/C	06/PONTIAC/G6/COUPE		07/07/06 4R1440 DE-LEN HO. D I X I E	DELIVERY MILES	
CAPE CORAL, FL	12 G 2 Z H 1 5					
	RTIS NO.	EQT 6427		87/18/07	 	⊣
_	COMMENTS		***		MO 217	42
SUBLETPO#VEND INV#-INV.DATE-DE	JOB # 5 TOTAL	LABOR & PARTS	0.00	· · ·	1	끅
SUBLET PO#		OTAL - SUBLET	WARRANTY 0.00			
TOTALS	************************		"		tu e	
NUTE: DIXIE BUICK. GAC IS A GOODWRENCH SER CERTAIN REPAIRS PURCHASED BY OUR CUSTONERS WARRANTY. PARTS NOTED ABOVE WITH AN ASTERIC BY YOU MAY BE COVERED BY ALLIFETINE WARRANT VERFORMED BY DIXIE BUICK. GMC.	VICE PLUS DEALER, 101 CARRY A LIFETIME 101 K AND PURCHASED 101 K THAT HUST BE 101 TOT	IAL LABOR IAL PARTS AL SUBLET AL G.O.G. AL MISC CHG.	0.00 0.00 0.00 0.00 0.00			
2	וטו	AL HISC DISC AL TAX	0.00	• • Title charge annuar		

TOTAL INVOICE \$

CUSTOMER SIGNATURE

 This charge represents costs and profits to the mount vehicle repair facility for miscollamous shop supplies or waste disposal. * * *73403.718 mondatus a \$1.00 fee for cash new tire sold in the State of Picnics. * * *76403.7185 resentation a \$1,50 the fay each dow or remarkatheared bettery sold in the State of Ptotion.

any used, rebuilt or reconditioned Partwillbestated as such in the paris Description above.

PLEASE SEE BACK FOR ADDITIONAL CUSTOMER REPAIRS.

ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS OTHERWISE STATED.

There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop SUPPINE OF [(0.559.904(4)). wasie disposal.

The State of Florida requires a \$1,00 fee to be collected for each new tire sold in the state [s. 403,718] and a \$1,50 fee to be collected for each new or remanufactured battery sold in the state. [8.403.7185].

PAGE 2 OF 2

CUSTOMER COPY

I END OF INVOICE 108:57am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

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A COMPLETE OF A MARKET HAVE

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14588 SOUTH TAMIAMI TRAIL FORT MYERS, FLORIDA 33912, STATE OF FLORIDA REGISTRATION: MY 18588

(239) 489-0800



WARRANTY EXPIRING ? SEE BUSINESS MANAGER







CHINOLOGIA NO 63244 11/07/07 YAC YNOHTHA 878 PNCS298184 LICENSE NO. 90.00 **7610**1 26,407 GRÂY/EBONY YEAR / MARTINGED.

06/PONTTAC/G6/COUPE
VEHICLE LD, NE. 07707706 CLASSIC MARK CAPE CORAL, FL DIXIE 1 G 2 Z H 1 5 B 5 G 4 11705/07 MO: 26407 CUSTOMER STATES
CUSTOMER STATES
LEFT REAR TRIM PANEL HANGING DOWN.
QUARTER TRIM PANEL ON LEFT REAR LOOSE
REINSTALLED TRIM PANEL. М, PARTS------QTY---FP-MUMBER....--DESCRIPTION.-----LIST PRICE-UNIT PRICE-JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00 STARTING & CHARGING TECH(\$):81
CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START
STARTER WILL STAY ENGAGED. HAPPENS ABOUT EVERY 5 STARTS.
CHECKED OPERATION OF STARTING SYSTEM AND TRIED SEVERAL J# 2 41BUZ YIMASIRANIY () TIMES. OPERATING AS DESIGNED a * This charge represents cans and profits to the major vehicle repair facility for miscellameous shop supplies or waste disposel. * * vir3401,718 remainess a \$1.00 fee for each new rice sold in the State of Florita. * * FIS403,7183 manufaces a \$1.50 fte for cach new or remainimpend bettery 0.00 · JOS # 2 TOTAL LABOR & PARTS CUSTOMER STATES
WHEN TURNING WHEEL LEFT OR RIGHT OR ON BRAKING OR ACCEL.
THERE IS A CLUNKING IN STEERING THAT CAN BE FELT AND
HEARD, ALSO WHEN BACKING UP.
WORN/LOOSE RIGHT OTHER TIE ROD END
ROAD TESTED FOR CLUNK, INSPECTED STEERING AND
SUSPENSION, REPLACED RIGHT TIE ROD END AND SET TOE. J# 3 038UZ· sold by the Sieus of Florida. Any used, rebuilt or reconditioned part will be stated as such in the parts DESCRIPTION ABOVE PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION HEGARDING DESCRIPTION LIST PRICE-UNIT PRICE-JOB # 3 TOTAL PARTS REPAIRS. 0.00 JOB # 3 TOTAL LABOR & PARTS ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS J# 4 19BUVACVALVE LIGHT ENGINE REPAIR TECH(S):655

CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM
ENGINE WHILE RUNNING, HAS BEEN HAPPENING SINCE LAST
REPAIR ROADIESTED AND CHECKED OVER. COULD NOT DUPLICATE CONCERN
OPERATING AS DESIGNED. D.OD OTHERWISE STATED. There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ((5-759,804(4)) 0.00 JOB # 4 TOTAL LABOR & PARTS J# 5+70BUZZRENT. RENTAL: DECEMBER A PARTS 0.60
CLSTONER STATES ALTERNATE TRANSPORTATION REQUIRED DURING
REPAIR OF VEHICLE
VEHICLE DOWN DURING REPAIR(S) The State of Florida requires a \$1,00 fee to be collected for each new tire sold in the state [s.403.718] and a \$1.50 [ce to be collected for each new or remanufactured bettery sold in the state. [a.403,7185],

PAGE 1 OF 2

CLISTOMER COPY

ICONTINUED ON NEXT PAGE 02:53:pm

2392759761

SAMUELS

PAGE 81/84

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMI THAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MV-12598 (239) 489-0800











WARRANTY EXPIRING ? OEE BURNERS WANAGER	A SEEV	CHAUTY 6//	Goodwr	ench	,
63244	ANTHONY DAY	87	B TANINO.	11/07/07	PNC\$298184
	96.00		25,40		P6101
	06/PONTIAC/	G6/COURE	40, 10.	07/07/06	DELVERY NEED
CAPE CORAL, FL	ABSECT S (TO' MO'	158564	······································	MOLINO COLULISI NO.	MODUTER DATE
	ALE NO.	MO, NO	•	DIXIE 11/05/07	
Property actions	CONTRACTOR OF THE PARTY OF THE] 11/05/07	ML8499 207
PROVIDED ALTERNATE TRANSPORTATION	·			,	MO: 26407
PARTSDESCRI	PTIONKIS	ST PRICE-UNIT PRICE 08 # 5 TOTAL PARTS	5 0.aa		
		TOTAL LABOR & PARTS	0.00		
SUBLETPO#VEND INV# INV.DATE DESCRIP JOB # 5 8997 271188 11/07/07 CAR REJ	TION ITAL	TOTAL - SUBLET	HARRANTY		
TECHNICIAN CERTIFICATION	LESICKO	ASE STG			
TOTALS					
NOTE: DIXIE BUICK GMC IS A GOODWRENCH SERVICE CERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARRY WARRANTY. PARTS NOTED ABOVE WITH AN ASTERICK AND BY YOU MAY BE COVERED BY A LIFETIME WARRANTY THA PERFORMED BY DIXIE BUICK. GMC.	PLUS DEALER. A LIFETINE PURCHASED T MUST BE	TOTAL LABOR. TUTAL PARTS. TOTAL SUBLET. TOTAL G.O.G. TOTAL HISC CHG. TOTAL HISC DISC	0.00 0.00 0.00 0.00 0.00 0.00	This shape represent motor website reputs for along supplies or waste supplies as \$1.00 (on for the Same of Florida. * * * \$1.50 (for for each now or supplies of the for each now or supplies in the supplies of the for each now or supplies in the supplies of the for each now or supplies in the supplies of the for each now or supplies in the supplies of the for each now or supplies in the supplies of the supplies	ispessi, * * *FS403,718 * noch new tite sold in TS403.7189 mandam a
CUSTOMER SIGNATURE		TOTAL INVOICE	\$ 0.00	ANY USED, REBUILT PARTWILLER STATES	
				PLEASE BEE ADDITIONAL INFORMATION REPAIRS. ALL PARTS A FACTORY AUREMANUFACTURY AUREMANUFACTURY OTHERWISE STATE There may be an action of the customer. This costs and profits to the customer facility for missipplies or was (a.656.004(4)]	REGARDING RE NEW OR ITHORIZED RED UNLESS ED. Citional charge to targe represents from motor vohicle

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 02-50pm

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [a.403.718] and a \$1.50 fee to be collected for each new or famouractured battery sold in the state.

[0.403.7185].

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11/14/2007 13:35

2392789761

SAMUELS

PAGE 02/04

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14585 SOUTH TAMIAMITHAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-12898 (239) 489-0800











WARRANTY EXPIRING ? SEE BUSINESS MANAGER

		General y	OTORE CORPORA	LECK		
CURTOWER NO.	63244	ANTHONY D	4Y	878 PA	11/07/07	PNC5298264
		90.00	LICENSE SC.	26,407	GRAY/EBONY	P6101
		TENR / PHOTO / HOSE 05/PONTIA	C/G6/COUPE		07/07/06	DELMENANCE
CAPE CORAL, FL	I VENIOLE LD, NO.	15856	4	DIXIE	PRODUCTION DATE	
****		RICE, NO.		NO. PO.	YY /06/07]
		COMMUNITY STATE OF THE PARTY OF			12/00/0/	MO: 26407
ALS	S-ABS/BRAKE SYSTEM CUSTOMER STATES VIBRATION WHEN BRAKING FRONT BRAKE ROTURS WARPED ROAD TESTED FOR BRAKE VIBRATION. BRAKE ROTORS. WHEELS & TIRES CUSTOMER STATES VIBRATION AT HIGH WOULD NEED TO START WITH TIRE BA PROBLEM. CLISTOMER DECLINED REPAIR UICK GMC IS A GOODWRENCH SERVIC RS PURCHASED BY DUR CLISTOMERS CAP IS NOTED ABOVE WITH AN ASTERICK A COVERED BOY ALTHER WARRANTY TO DIXIE BUICK, GMC.	RESURFACED FRONT JOB # 1 TECH(S HMAY SPEEDS LANCE TO CORRECT JOB # 2	TOTAL LABOR & TOTAL LABOR & TOTAL LABOR & TOTAL PAR TOTAL SUBI TOTAL S.O. TOTAL HISC TOTAL HISC TOTAL TAX.	PARTS 0.00 DR. 0.00 S. 0.00 S. 0.00 G. 0.00 G. 0.00	"This charge representation relative repair factions applies or waste distribution of \$1.00 fm; in the state of Florida." \$1.50 for far each one or sold in the State of Florida. ANY USED, RESULTION APPLICATION.	i copis and profits to the fility for ediscalles again sporal, " " "PR403.71B reach new tire sold in PS443.71B3 mandalon a managementations of bettery
CLISTONE	R SIGNATURE	·	TOTAL INV	7.00CE & 0.000	PLEASE SEE ADDITIONAL NFORMATION APPAIRS. ALL PARTS AF ACTORY AU EMANUFACTUR THERWISE STATE BE CUSTOMER. This ci- costs and profits to the pair facility for miss applies or wa LECONOM(4).	BACK FOR CUSTOMER REGARDING REGARDING RED UNLESS ED. Sidonal charge to motor vehicle collaneous chop ate disposal.
				100	e State of Florida red be collected for each ≅ state [9,403,718] at	To article of the second second second

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE 101:09pm

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

PB-023 (R≥-03-07)

the state [9.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state.

[6:403.7185].

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47

DIXIE BUICK PONTIAC GMC TRUCK, INC. PAGE 84/84 11/14/2007 19:35 14565 SOUTH TAMIAMI TRAIL + FORT MYERS, FLORIDA 33912 (239) 488-0600 RECOMMENDED SERVICES STATE OF FLORIS OPERATION: " OPERATION DES MO/MI* (be t TION DESCRIPTIONS. MOIMI - TOTAL LUBE, ORL & FILTER COOLANT HOSE(S) ROTATE TIRES NARSH SHIFT O I BUZLOF 32BUZHHOSE 049UZROTATE 25BUZTRANSERV NT HOSE(S) JOLING SYSTEM. JIL FILTER MI SERVICE HISTORY DATE KEPAIR GROED! | MILIFAGE | ADVISOR | TECHNICIAN | TYPE! OPERATION F OPERATION DESCRIPTION: 07/18/07 293683 21742 569 655 655 655 338UZAC 57BUZZSB A/C BLOWS WARM SEAT BELT(S) STEERINGGSUSPENSION OBBUZ 708LIZZRENT RENTAL STARTING & CHARGING TRACTION CONTROL ã55 04/17/07 289869 14203 569 **Ĩ İBÜZRPLBRKH 655** SALESPERSON NO. 564 HAROLD E SILVERMAN R STATE REG# MV-12598 1G2ZH158564 STOCK MA COLOTON DOD D VIEW CI WEY CI WEY CI WEY CI WEY D6/PONTIAC/C6/COUPE ILO, NO <u> 2981.84</u> 07/07/0 63244 GMEP PALIFIC DESCRIPTION 11/05/07 DIXIE GRAY/EBONY IMPRES PASTE FOR CHARGE 07/07/1 Z5.000 CAPE CORAL, FL 26.407 DINEY RUT 878 01:05pm | 11/06/07 57BUZ INTERIOR TRIM CUSTOMER STATES PLEASE READ CAREFULLY, CHECK ONE OF EFT REAR TRIM PANEL HANGING DOWN. THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100. W 41BUZ STARTING & CHARGING CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START 🗀 i request a written estimate. 🗖 I DO NOT REQUEST A WRITTEN STARTER WILL STAY ENGAGED, HAPPENS ABOUT EVERY SOTARTS. ESTIMATE AS LONG AS THE REPAIR COSTS and T. DO NOT EXCEED \$-THE SHOP NO FIRECULO MAY NOT EXCEED THIS AMOUNT WITHOUT MY W osièuž STEERING&SUSPENSION · n estimate CUSTOMER STATES WHEN TURNING WHEEL LEFT OR RIGHT OR ON BRAKING OR ACCEL THERE IS A CLUNKING IN STEERING THAT CAN BE FELT AND HEARD. ALSO WHEN BACKING UP. 2~0 Fixedac Cont. Market All The John Cont. Long. 18BUVACVALVE W 19BUVACVALVE LIGHT ENGINE REPAIR CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING HAS BEEN HAPPENING SINCE LAST First Charge for Premaing an estimate cannot be Predetermined the Charge Wal de Babed Chi Charge thouse the Buth SEE BACK FOR ADDITIONAL SEE BACK FOR ADMINISTRAÇÃO INFORMATION REGARDING REPAIRS 298184 PALE I OF 1

CUSTOMER COPY

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the state [s.403.718] and a \$1,50 fee to be collected for each new or remanufactured battery sold in the state.

[5.403.7185].

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14585 SOUTH TAMIAMITHAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-12598



(239) 489-0600









Warranty Expiring ? SEE Business Manager	SERVICE/PARTS GENERAL MOTORS CORPO	GAT GOODWA	ranen		
сизтания но. 63244	ANTHONY DAY	878 TAGNO,	INVOICE DATE	PAYOTOE NO.	
	90.00 LICENSE NO.	MEGADE	01/15/08 CADA D GRAY/EBONY	PNC\$300784 P6101	
CAPE CORAL, FL	_G6/PONTTAC/G6/COUP		05/VERY BATE 07/07/06 \$91LING DEALER NO.	PRODUCTION DATE	
SCHOOL STATE	1 G 2 Z H 1 5 8 5	6 4	DIXIE		
	COMMENTE		<u> </u>	MO: 29570	
FOGLIGHT SWITCH LIGHT INOP/FOGLIG LIGHT UP INDICATOR LIGHT IN SWITCH FLICKER SHORT. REPLACED FOGLIGHT SWITCH AND CHEC	STARTS/HAPPENS WITH KEY OR KED CAR WITH CUSTOMER AND RIPTION	R & PARTS 0.00	* This charge inpresent motor vehicle repair for show number or waste of	costs and profits so the	
PARTSQTYFP-NUMBER	AIPTIONLIST PRICE-UN PR 2.486 JOS # 2 TOT	AL PARTS WARRANTY	mandates a \$1,00 fee fo the State of Florida, * * * \$1.50 fee for each new or sold in the State of Florida	FS403.7185 mandates a	
J# 3 33BUZ A/C & HEATING CUSTOMER STATES HEATER MAKING WIRL SOUNDS LIKE IN DASH. DAVE HAYES AND HAYDEN HAWES CHECK!	RING NOISE WHEN USING/	Still not	ANY USED, REBUILT OF TAKE WILLERS TATED A DESCRIPTION ABOVE.	5 SUCH IN THE PARTS	
DAVE HAYES AND HAYDEN HAWES CHECKI AND COULD NOT DUPLICATE CONCERN PARTSQTYFP-NUMBER	IPTIONLIST PRICE-UN		PLEASE SEE ADDITIONAL INFORMATION REPAIRS.	BACK FOR CUSTOMER REGARDING	
J# 4 708UZZRENT RENTAL CUSTOMER STATES ALTERNATE TRANSPOR REPAIR OF VEHICLE VEHICLE DOWN DURING REPAIR(S) PROVIDED ALTERNATE TRANSPORTATION	JOB # 3 TOTAL LABOR TECH(S):90 RTATION REQUIRED DURING	WARRANTY	ALL PARTS AI FACTORY AU REMANUFACTUI OTHERWISE STAT	THORIZED	
PARTSQTYFP-NUMBERDESCRI # 5+018UZZ0102 3000 INTERVALS SER PERFORM 3.000 MILE SERVICE PER MAIN LUBE OIL & OIL FILTER, TOP FLUIDS & THANK YOU FOR SERVICING YOUR VEHICL DIXIE BUICK PONTIAC GMC	JOB # 4 TOTAL LABOR !	PARTS 0.00 PARTS 0.00	There may be an addite customer. This closes and profits to trepair fecility for mis supplies or war (a.558.804(4)). The State of Florida recollected for each the state [s.403.718] a	narge represente he motor vehicle cellaneous shop ste disposal.	

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 09:08am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION DECADDING DECADE

DIXIE, BUICK PONTIAC GMC TRUCK, INC. 14666 SOUTH TAMIAMITRAIL - FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12598

(239) 489-0600







WARRANTY EXPIRING ? see Business Manager

CUSTOMOS NO. 63244 MYCHCE DATE VOICE NO. ANTHONY DAY 878 01/15/08 PNC\$300784 90.00 LICENSE NO. 29.570 GRAY/EBONY P6101 YEAR / MAKE / MERCEL 07/07/06 D6/PONTTAC/G6/COUPE VEHICLE LD. NO. CAPE CORAL, FL HODUC TON DATE DIXIE 01/10/08 REBICENCE PHONE MO: 29570 PARTS-----QTY---FP-NUMBER------JOB # 5 1 25010792 -DESCRIPTION-----LIST PRICE-UNIT PRICE-FILTER 1.836 5.16 6.16 JOB # 5 TOTAL PARTS 6.16 6.16 JOB # 5 TOTAL LABOR & PARTS 16.53 WARRANTY 1114 G.O.G. & SUPPLIES JOB # 5 4.5 CASTROL MOTOR DIL @ 3.350 /UNIT TOTAL - GOG 1.00 Section of the section of the section of COMMENTS. DAMAGE TO LEFT FRONT DOOR This charge represents costs and profits to the motor volicie repair facility for misocillancous shop supplies or waste disposal. * * *F\$403,718 RECOMMENDATIONS

DAMAGE TO LEFT FRONT DOOR mandates a \$1.00 fee for each new tire sold in the State of Florida. " " "FS403.7185 mandates a \$1.50 for for each new or remonufactured battery TECHNICIAN CERTIFICATION.....90 sold in the Sum of Florida. JAMES R GABRIELE ASE 8 GM CERTIF ANY USED, REBUILT OR RECONDITIONED PART WILL BE STATED AS SUCH IN THE PARTS DESCRIPTION ABOVE NOTE: DIXIE BUICK . GMC IS A GOODWRENCH SERVICE PLUS DEALER. CERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARRY A LIFETIME WARRANTY. PARTS NOTED ABOVE WITH AN ASTERICK AND PURCHASED BY YOU MAY BE COVERED BY A LIFETIME WARRANTY THAT MUST BE PERFORMED BY DIXIE BUICK. GMC. TOTAL LABOR...
TOTAL PARTS...
TOTAL SUBLET...
TOTAL G.O.O...
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX... 10.37 6.16 0.00 15.08 1.00 0.00 1.96 PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS. ALL PARTS ARE NEW OR FACTORY AUTHORIZED **TOTAL INVOICE \$** 34.57 REMANUFACTURED UNLESS CUSTOMER SIGNATURE OTHERWISE STATED. There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair (acility for miscellaneous shop supplies or waste disposal. ((a.559.904(4)). The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the slate [s.403.718] and a \$1.60 fee to be collected for each new or remanufactured battery sold in the state.

PAGE 2 OF 2

CUSTOMER COPY SEE DAOK COR

[END OF INVOICE] 08:09am ADDITIONAL CHOTOSED MICORS STICK CARRIED CHRIST

[4403.7185].

IIn regards to the vehicle staging enguaged, when I was with Dave Hayes and Hayden Hawes they tried to explain to me that may be I was holding the key's over to long and I only needed to turn it quickly and let go, all though when I picked the car up on 1/15/08 and Started it with the key and my hand was off the key's it over turned there for not correcting the problem again for what I believe to be the Lith time if you look at my records. Also Dave Haiges and Hayden Hawes as well as myself only sterted the car approximately 3 times.

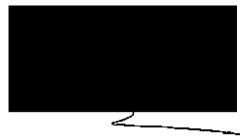
10/08



Also in regards to the wirring noise that has also been a problem since they repaired the alc when it went out, I had also explained to Dave Hayes and Hayden Hawes that this was not a constent problem but when the car has been running for a while and stepped at a real light which is when this accuract to me with the A/C or heat on you can here this noise. Not air blowing through the vents wich was stated by Dave Hayes when the car was any running for a couple of minutes.



I do not believe they have done any further testing to try and correct these problems, or driving because the miles alich not change as I documented how many there was on the car when I took it in fer repair, which to me is not standing by their product or trying to schisty their customer which was also stated by Dave Hayes and Hayden Hawes. I am clearly. not happy with their customer services, being in the sales industry myself, and with problems such as the power steering going out twice and the replacment of a tie rod to list only a couple of problems I do not even feel safe in



BBB AUTO LINE



AGREEMENT TO ARBITRATE

Date: 01/23/2008 Case Number: PGM0831666

Customer:

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model: G6 Year: 2006

All parties named above submit to arbitration the following:

- * starter/electrical
- * steering/suspension

The parties have come to agreement on the following:

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

Consumer : Repurchase Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are: Purchase price: (reflects the deduction of a rebate, if applicable)

*

*

*

*

J.

(* Indicates additional remedies that can only be included if a lemon law repurchase is awarded)

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. 213 DATE AMOUNT 01/25/08 XXXXOO CENTS XXXXXXXXXXXXXIOO.OO North American Operations General Motors Corporation Disbursement Account CHIPPEWA FALLS WI TO THE ORDER OF The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. BB 000000408 PAYMENT DATE VENDOR NAME 01/25/08 REGISTER NO. DOC, REFERENCE NUMBER INVOICE DATE % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/24/08 VM 1-9UHQ01 71-595410814.1-9UHQ01 00.0000 100.00 .00 100.00 1G1ZT62805F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT OR QUESTIONS CALL 800-462-8782 H3 TOTAL 100.00 100.00 .00

Chippewa Falls, Wi

21 DEC 2007 PM 1 T

So sy Mi

Reimbursement Department PO Box 33170 Detroit, MI 48232-5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: Bugio to 800 000 12-20-2007
17-Digit Vehicle Identification Number (VIN): 16/27 62-805 F
Mileage at Time of Repair: 51,094 Date of Repair: August 8, 2006
Claimant Name (please print):
Street Address or PO Box Number:
City: Chippewa Fulb State: WI ZIP Code
Daytime Telephone Number (include Area Code): _
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





1000 12™ STREET S.W.

ROCHESTER, MINNESOTA 5590

PHONE (507) 289-0491

www.clementsauto.com

MAIN (507) 289-0491 SERVICE DIRECT (507) 285-4772 SERVICE MGR.- (507) 285-4770 SUBARU

CVCS616389

CUSTOMER NO. 103111	ADVISOR MICHELLE SC	HUMACHE	164 531	5 08/08/06	UNVOICE NO. CVCS616389
	LABOR RATE	LICENSE NO.	MILEAGE 51	094 GREEN/GREEN	STOCK NO.
ROCHESTER,	YEAR/MAKE/MODEL 05/CHEVROLE	T/MALIBU/M	IAXX 55	DELIVERY DATE	DELIVERY MILES
ROCHESTER,	VEHICLE 1.D. NO. 1 G 1 Z T (6 2 8 0 5	F	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.	08/07/06	
BUSINESS PHONE	COMMENTS	<u> </u>			мо: 51095

TOTAL - MISC

-1046.84

COMMENTS - - -COMMENTS: X-WARRANTY 800-538-4181 CONTRACT # EG5237675 08/07/06 9:53AM CALLED X WARRANTY 800-538-4181 PARTS = 526.48 LABOR = 446.00

RENTAL = 60.00

TAX = 36.85 --CUSTOMER 100.00 DED = 969.83 AUTH# 2729121

TOTALS----

- IMPORTANT - IMPORTANT - IMPORTANT - -

You may receive a survey from your manufacturer, This is our report card. If for any reason you cannot grade us "COMPLETELY SATISFIED" on your recent service visit, please contact our Service Director Dave Nelson @ (507)-285-4770

Thank you SERVICE DEPARTMENT DIRECT LINE (507)-285-4772

CLEMENTS SERVICE DEPARTMENT NOW SELLS TIRES, PLEASE SEE YOUR SERVICE ADVISOR FOR ALL YOUR TIRE NEEDS

COZIOMEK ZIGNATORE

TOTAL LABOR.... 446.50 TOTAL PARTS....
TOTAL SUBLET... 668.08 30.00 TOTAL G.O.G....
TOTAL MISC CHG.
TOTAL MISC DISC 0.00 100.00 -1146.84 TOTAL TAX..... 48.87

TOTAL INVOICE \$ 146.61

9006 g

NOT RESPONSIBLE FOR ANY RADIOS. ANTENNAS. TAPE DECKS, CD PLAYERS, CD'S. TAPES OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE.

> TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

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

PAID

AUG - 8 2006

CLEMENTS CHEVROLET

[END OF INVOICE] 03:42pm

Copyright © 1996 The Heynolds and Reynolds Company EHAINTINVE 8F619324 Q (10/04)



CVCS616389

1000 12™ STREET S.W.

ROCHESTER, MINNESOTA 55902

PHONE (507) 289-0491

MAIN (507) 289-0491 SERVICE DIRECT (507) 285-4772 SERVICE MGR.- (507) 285-4770

www.ciementsauto.com

							, and				
CUSTOMER NO.	103111		ADVISOR MICH	ELLE SC			164	5315	08/08/06	CVCS616389	
				KE / MODEL	UCENSE	<u> </u>	MILEAC	51,094	GREEN/GREEN DELUCERY DATE	STOCK NO. DELIVERY MILES	
ROCHEST	ER,		VEHICLE 1 G	1 Z T		8 0 5	F		SELLING DEALER NO.	PRODUCTION DATE	
			F. T. E. NO				P. O. NO.		08/07/06		
PER SUPER SUPER		BUSINESS PHONE	COMMEN	TS						MO: 51095	
LABOR & PAR J#-1"02CVZ	CUSOTMER STA SCAN DIAGNOS STEFRING COL	ENSION STEERING TES THE POWER ST TICS CODE C0545 UMN GOOD EPLACE STEERING	EERING IS OUT STORED INSPEC	T-ADVISE- T WIRING	TO			266.00	NOT RESPONSIBLE FOR RADIOS, ANTENNAS, DECKS, CD PLAYERS, C TAPES OR ANY PERSO ITEMS LEFT IN THIS VEHIC		
PARTS······	QTYFP-NUMBE 1 88967	R 179	DESCRIPTION- S/COL REM 6.5	518			459.00	459.00	OR APPROVED	CREDIT CASH	
				Ü		1 TOTAL		459.00	Translate sale basels	Any warranties on the are those made b	
				. .					the manufacturer. Th	ie Seller, CLEMENT	
J# 2 66CVZ	CUSTOMER STA INSPECT AND	TRICAL TES THE KEY FOB TEST BODY CONTRO EPLACE BCM PERFO	IS NOT WORKII L MODULE,CODE	NG·ADVISE: E U2107 FC			e de la companya de la companya de la companya de la companya de la companya de la companya de la companya de La companya de la co	180.50	expressly disclaims express or implied, warranty of merchan particular purpose	all warranties, eith including any implie tability or fitness for , and CLEMEN1	
PARTS JOB # 2	QTY FP-NUMB E 1 15234	R 845			KIR #	2 IUIAL	PARIS	167.48	CHEVROLET-CADIL assumes nor author to assume for it any with the sale of said	izes any other perso Liability in connection	
							PARTS	347.98			
	CUSTOMER STA	I INTERIOR TES MAKE AN ADDI	TIONAL KEY					. 0.00	4		
PARTS JOB # 3	QTYFP-NUMBE 1 88957	'992	DESCRIPTION- KEY 2.187		JOB #	UNIT 3 TOTAL	PRICE- 41.60 PARTS	41.60 41.60			
				JOB # 3	TOTAL	LABOR &	PARTS	41.60			
J# 4 03CVZ	CUSOTMER STA	EABLE, EMISSION TES THE CHECK G TO BCM FAILURE FORMED	UNITS: AS CAP LIGHT	TECH(S) KEEPS FLAS):515 SH1 N G	¥ **.	· · · · · · · · · · · · · · · · · · ·	0.00			
PARTS	QTYFP-NUMBE	[R	-DESCRIPT10N-		JOB #	UNIT 4 TOTAL	PRICE- PARTS	0.00			
				JOB # 4	TOTAL	LABOR 8	PARTS	0.00			
JOB # 1	222472		RENTAL MS		•	TOTAL -	SUBLET	30.00 30.00			
JOB # 1	ODEDES GMPP GMF MPPDEDUCT GMF GMPP GMF	PP DEDUCT			CONTI	ć	516389 516389 516389	-787.13 100.00 -359.71			

Chippewa Falls, WI

Service Request: 71-595410814

Customer Relationship Specialist: Wine Summers

Dear

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. 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 \$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.

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

February 14, 2011



Service Request: 71-595451738

Customer Relationship Specialist: Anne Parks

Dear

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 \$873.22.

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.

DENVER CO SOZ 20 BEC 2867 PM 4.4.

Denver, CO

thellaladdelladddaalladlaalladladladllaadll

Reimbusement Department P.O. Box 33170 DETROIT MI 48232-5170

JAN 0 2 2008

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 13 38 8007
17-Digit Vehicle Identification Number (VIN): 16(ZT 62805F
Mileage at Time of Repair: 68,310 Date of Repair: 9.15-2007
Claimant Name (please print):
Street Address or PO Box Number:
City: DENVEC State: WORDO ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 873.22
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





14500 East Colfax Avenue, Aurora, Colorado 80011 Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

INVOICE ORIGINAL Work Order

September 15, 2007 Svc.Adv Rochau, Al (303) 375-1138

Cust.Ph.

Tag#

Page 1 of 1 09/17/2007 14:20:10

Τо CO Denver

Year: 2005 Veh Id: 18034 Unit #: G3667 Make: Chevrolet

Model: Malibu Ls Maxx

Color: White

V.I.N.#: 1G1ZT62805F

Date In: 09/15/2007 Out: 09/17/2007 13:54

Ext. War:

Promised Time:09/15/2007 11:30

Origin:

License #:

Odo. In: 68,270 Odo. Out:

Next Service:

In Service Date: 07/30/2004

Cases: 1

Call When Ready: No

Case: 1 Customer states the vehicle has no power steering-may have power steering first thing in am but will not have after approx one mile-advise

Cause:

Quantity Description/Correction

1.00 15926870 - Column

Customer states the vehicle has no power steering--may have power steering first thing in am but will not have after approx one mile-advise - Tech Cause: eps dign time has bent ft end parts LF - Tech Comments: replace steering column for code c0545 c4.0a NOTE: customer declined bent ft end parts causing wheel to be off center and LF wheel to lean in

- - Parts \$419.26

Completed by: Uhl, Kelly A (0011)

Hazzard (Extra Item) Coupon (Extra Item)

Miscellaneous (Extra Item)

Prepaid Parts Amt: \$0.00

Retail \$419.26

Price Total \$419.26 \$419.26

\$420.00 \$420.00

PICINA

\$1.00 \$1.00 (\$28.10)(\$28.10)

\$25.00 \$25.00 \$837.16 Case Total:

\$0.00

\$420.00

\$419.26

DISCLAIMER OF WARRANTIES Any warranties of the products sold hereby are those made by the manufacturer. The seller, LEN LYALL CHEVROLET INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LEN LYALL CHEVROLET INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products shown on this repair order. Buyer shall not be entitled to recover from LEN LYALL CHEVROLET INC, any consequential damages, damages to property, damage to loss of use, loss of time, loss of profit or income, or any other incidental damages as a result of this sale of products and/or service. PARTS & LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

Misc (\$2.10) Labor \$420.00

09/17/200**7** Date

Signature

Currency: USD

Payment Ref: **Expiry Date:**

P/O#:

Misc:

Sub Total:

Labor:

Parts:

(\$2.10)\$837.16

Tax:

\$36.06

Estimate: DECLINED

Payment Type

Total:

\$873.22

14588 E COLFAX AVE 24588 E COLFAX AVE 2007 CO. 88811-6983

TERMINAL I.D.: - 0017340080950471774601

HERCHAHT #:

9504717746

NGANG ÁSTIL

SALE RECORD W: 14 DATE: SEP 17, 87

IKV; AUTH:

088814 TIME: 16:00 248078

TOTAL

\$873.22

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

CUSTOMER COPY

CONGINAL)

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



CHECK NO.

213

DATE 01/28/08

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

BB 000000397

XXXX22 CENTS

THUOMA **XXXXXXXXXXXXXX**873.22

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER OF

VENDOR DUNS NO

DENAFK CO

1

AUDIT

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

CHECK NO.

PAYMENT DATE

01/28/08

DETACH BEFORE DEPOSITING CHECK

VENDOR NAME REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC, AMOUNT NET AMOUNT VM 1-9US7VO -9US7VO 01/25/08 71-595451738.1-.00 00.0000 873.22 873.22 1G1ZT62805F

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

873.22

Ħ3

TOTAL

.00

873,22

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. DATE 02/01/08 ************115 DOLLARS 1 1000 North American Operations General Motors Corporation Disbursement Account FAIRBURY ORDER The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. BB 000000324 PAYMENT VENDOR NAME Phoenix, 02/01/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/31/08 71-59548d017.1-9VGNV9 .00 00.0000 115.50 115.50 1G1ZT54805F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 115.50 TOTAL .00 115.50 February 14, 2011



Service Request: 71-595480017

Customer Relationship Specialist: Alex Page

Dear

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

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

We have reviewed your request for reimbursement on the 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 \$115.50.

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.



BLOOMINGTON

IL 617 21 DEC 2007 PM 2 L

Reimburgment Deportment P.O. Box 33170 REC 2 7 2001

Detroit, M1 48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant					
Date Claim Submitted:					
17-Digit Vehicle Identification Number (VIN): 16/2754805F,					
Mileage at Time of Repair: 54475 Date of Repair: 8/31/07					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: Fairbury State: IL ZIP Code:					
Daytime Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$					
The following documentation must accompany this claim form.					
Original or clear copy of all receipts, invoices, and/or repair orders that show:					
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 					
My signature to this document attests that all attached documents are genuine and the request reimbursement for the expense this incurred for the repair covered by this letter.					
Claimant's Signature:					

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

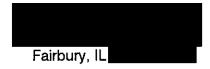
If your claim is:

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

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







Dear

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.

December 2007

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).



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



ETERSEN MOTORS, INC. Chrysler-Dodge-Jeep · Chevrolet-Buick



1006 West Oak St. • Fairbury, IL 61739 Phone (815) 692-2341 • Fax (815) 692-3168

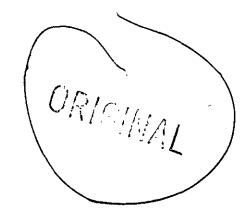


26146	FAIRBURY IL 08	9:35 /31/07
SO		RRY
SYSTEM FAILUREREPLACED AS COLUMN ASSEMB ONLYORDERED PART CUSTOMER GOODWILL POLICY ADJUST PARTS ONLY	SOR Total Labor 1	110.50 110.50
GB (Tech:20) A	Total Repair (Customer)	110.50
2) STEERING HAS VERY POOR ASSIST STEERING WHEEL SENSOR IS OPEN REPLACED STEERING COLUMN ASSEMBLY PARTS ONLY POLICY ADJUSTMENTGB	E7680 6F OG T20 0 (F)15926870 (COLUMN) 1	
AUTH A (Tech:20) A	(Warranty)	

Paid for Parts labor

Cash:

115.50



DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The setter hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	W C INT.	Labor Parts Sublet Shop Supplie Oil/Grease Sub Total	.00 115.50
Page 1 of 1 Job 26146 Reprint (1) 26146 Customer Copy Labor Rate 65.00	.00	Tax Potal (Cash)	115.50

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



CHECK NO.

213

DATE 01/25/08

XXXXXXXXXXXXXIII DOLLARS

******84 CENTS**

AMOUNT ***************101.84**

North American Operations General Motors Corporation Disbursement Account

TO THE ORDER OF

BLOOMFIELD NM

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

AUDIT

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. BB 000000512 PAYMENT DATE VENDOR NAME 01/25/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT **NET AMOUNT** 01/24/08 | VM 1-9UKIB4 71-595540894.1-9UKIB4 00.0000 101.84 .00 101.84 1G1ZT54825F

TOTAL

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

101.84

H3

.00

101.84

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

4<u>6232</u>÷5170-70 8050 Idallaladdaldaldaldalladlladllaadl

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12-28-2007
17-Digit Vehicle Identification Number (VIN): 1617754825F.
Mileage at Time of Repair: 47276 Date of Repair: 7-17-07
Claimant Name (please print):
Street Address or PO Box Number:
City: Bloomfield State: New Mexico ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 134.66
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:

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

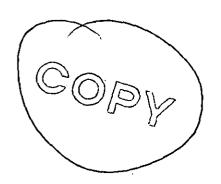
PERFORMANCE

BUICK & PONTIAC & GMC & ISUZU

1700 East San Juan Blvd. • Farmington, New Mexico 87401 TELEPHONE (505) 327-4851 TOLL FREE 1-800-222-1308

SERVICE HOURS MONDAY-FRIDAY 7:00 AM TO 6:00 PM SATURDAY 8:00 AM TO 4:00 PM

USTOMER NO. A1C1E	ADVISOR			*A(*, 1)		HIVOIGE DATE.	INVOICE NO
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BLOOMFIELD, NM	VEHICLE LD. NO.		7F350_F3	/.1.25	SCOMIA	02/04/06 SELLING DEALER NO	PRODUCTION DATE
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,	F. I E NO		n c	í sc		07/11/07	
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	-L						MO: 47276
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:						ISUZU, hereby e	•
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.O.G. & SUPPLIES							
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ISCCODEDESCRIPTION		CONT)38	1.00; - 0.84; 100.00;		
			TOTAL - M		101.84		





1700 East San Juan Blvd. • Farmington, New Mexico 87401 TELEPHONE (505) 327-4851 TOLL FREE 1-800-222-1308

SERVICE HOURS MONDAY-FRIDAY 7:00 AM TO 6:00 PM SATURDAY 8:00 AM TO 4:00 PM

AUSTOMER NO.	ADVISOR		TTA	g NO.	INVOICE DATE	INVOICE NO.
41615	ALEXIS N	MOLINA LUCENSE NO.	2082	4945	07/17/07	GCCS24903
	77.00		MILEX		DK BLUE/	20813
BLOOMFIELD, NM	05/CHEV	ROLET/MALIE	BU LS/4 D	R_SEDAN	DELIVERY DATE 02/04/06 SELLING DEALER NO.	DELIVERY MILES 19.325 PRODUCTION DATE
BEOOM TEED, MA	VEHICLE I.D. NO.	Z T 5 4 8 2			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	-	P. O. NO.		07/11/07	
The state of the s	COMMENTS					MO: 4727
ŢOTALS					WARRANTY (DISCLAIMER, An
* CASH	#ER* ************* MITED LIFETIM PLEASE.	* TOTAL * TOTAL * TOTAL * TOTAL * TOTAL * TOTAL * TOTAL * TOTAL	LABOR PARTS SUBLET G.O.G MISC CHG. MISC DISC TAX INVOICE \$	8.35 9.01 0.00 13.25 101.84 0.00 2.21 134.66	hereby are the manufacturer. The MANCE BUICK ISUZU, hereby all warranties, implied, include warranty of mere for a particular performance of the p	the products solose made by the Seller, PERFOR PONTIAC • GMC expressly disclaim either expressed ding any implies chantability or fitness ourpose or delay are BUICK • PONTIA neither assumes not other person to any liability in the sale of sale
3 3 	• • •	. ساد				-

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 03:06pm

February 14, 2011



Service Request: 71-595540894

Customer Relationship Specialist: Michelle Rivers



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

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

We have reviewed your request for reimbursement on the steering column kit that you had repaired. 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 \$101.84.

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.

HAZARD, KY

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



DEG 2 7 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: 12/13/07
17-Digit Vehicle Identification Number (VIN): G ZS52F55F
Mileage at Time of Repair: 89,191 Date of Repair: 7/(0/07
Claimant Name (please print):
Street Address or PO Box Number:
City: Ha7ard State: Ku ZIP Code:
Daytime Telephone Number (include Area Code)
Evening Telephone Number (include Area Code)
Amount of Reimbursement Requested: \$ 541.86
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

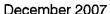
Your claim will be acted upon within 60 days of receipt.

If your claim is:

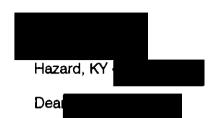
- · Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing documentation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

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









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).



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

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



HAZARD, KY





CHEVROLETICS 1272 70
101 CARDINAL DRIVE • HAZARD, KENTUCKY 4170

PHONE: (606) 436-2154

Chevrolet



DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the partitiacturer. The Selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Selling Dealer parties assumes nor authorizes any other person to assume for it any liability in connection with the sale of this parties and/or service.

Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

CUSTOMER NO. 42295 07710/07 CVCS127270 069 4070 SMITH STOCK NO. SILVER/ 89.191 DELIVERY DATE DELIVERY MILES YEAR/MAKE/MODEL

05/CHEVROLET/MALIBU HAZARD, KY SELLING DEALER NO. PRODUCTION DATE VEHICLE I.D NO. IGIZSS2F55F F. T. E. NO P.O. NO. TYMMENICS BUSINESS PHONE MO: 89191 148.00 CUSTOMER STATES STEERING HAS NO POWER ASSIST AT SLOW SPEEDS. CURRENT CODE C0545 TORGUE SENSOR INPUT MALFUNCTION INTERNAL COLUMN FAILURE REPLACED COLUMN KIT PARTS-----QTY---FP-NUMBER-------DESCRIPTION------LIST PRICE-UNIT PRICE-**COLUMN 6.518** 359.00 359.00 359.00 JOB # 1 TOTAL PARTS 359.00 507.00 JOB # 1 TOTAL LABOR & PARTS MISC-----CODE------DESCRIPTION-----····-CONTROL NO···-SSWD ENVIRONMENTAL CHGS 13,32 TOTAL' - MISC COMMENTS----WAIT CHECK #..... CHARGE () NO CHARGE [] TOTAL LABOR.... TOTAL PARTS....
TOTAL SUBLET... DISCOVER [] DATE . 7.-10.-67. 359.00 MASTERCARD [] VISA [] 0.00 TOTAL G.O.G....
TOTAL MISC CHG.
TOTAL MISC DISC 0.00 MIKE () DONNIE () BRAD 0.00 TOTAL TAX.... 21.54 HERE AT CARDINAL, CUSTOMER SATISFACTION IS OUR "TOP PRIORITY". OUR CUSTOMERS ARE #1 WHEN IT COMES TO SERVICE. IF YOUR VEHICLE REQUIRED REPAIRS COVERED BY THE GM FACTORY BUMPER TO BUMPER WARRANTY, YOU MAY RECEIVE A SURVEY IN THE NEXT FEW WEEKS. THIS SURVEY IS A "REPORT CARD" ASKING YOU TO GRADE US ON OUR SERVICE. IF YOU CANNOT MARK COMPLETELY **TOTAL INVOICE \$** 541.86 SATISFIED, PLEASE CALL US IMMEDIATELY AT 606-436-2154. CUSTOMER SIGNATURE

PAGE 1 OF 1

ACCOUNTING COPY

[END OF INVOICE] 01:53pm



101 CARDINAL DRIVE • HAZARD, KENTUCKY 41701 PHONE: (606) 436-2154







DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the manufacturer. The Selling Dealer hereby expressly disclaims all warranties, either express or impried, including any implied warranty of merchantability or fitness for a particular purpose, and the Selling Dealer neither assumes nor authorized any other berson to assume for it any liability in connection with the sale of this particular action as and or service.

Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of time, loss of profit or income, or any other incidental damages.

HOMER NO. 42295		SCOTT SMITH	$\overline{}$	40 <i>7</i> 0 TAG NO.)69	07/10/07	CVCS12727
	<u> </u>	LABOR RATE	LICENSE NO.	MILEAGE		SILVER/	STOCK NO.
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IAZARD, KI		T G 1 Z S	5 2 F 5 5	F		ELLING DEALER NO.	PRODUCTION DATE
		KT, E, NO.		P. O. NO.		⁶ 07706/07	
	SS PHONE	COMMENTS	l.	· <u> </u>			MO: 8919
BOR & PARTS T 31CVZZ STEERING/S	SUSPENSION (Sec. 14)	TECH(S)	4019		148.00		-
CUSTOMER STATES ST	reering has no po	MER ASSIST.AT SL	OW SPEEDS".	•			·
CURRENT CODE C054! Internal Column F	5 TORGUE SENSOR : AILURE REPLACED (INPUT MALFUNCTION COLUMN KIT					
RTSQTYFP-NUMBER	DESCR	[PŢIONLI	ST_PRICE_UNIT	PRICE-			
CURRENT CODE C054! INTERNAL COLUMN FA RTSQTYFP-NUMBER B # 1 1 15926870	COLUM	N 5.518	359.00 OB # 1 TOTAL	359.00 PARTS	359.00 359.00		
. •		JOB # 1	TOTAL: LABOR &	PARTS -			
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MIKE () DONNIE () BRAD			TOTAL G.O	.G C.CHG.	0.00 13.32 0.00		
MIKE () DONNIE () BRAD			TOTAL TAX	L DISC	21.54		
RE AT CARDINAL, CUSTONER SAT LIORITY". OUR CUSTONERS ARE YOUR VEHICLE REQUIRED REPAI MPER TO BUMPER WARRANTY, YOU EXT FEW WEEKS. THIS SURVEY I O GRADE US ON OUR SERVICE. I NISFIED, PLEASE CALL US IMME	ISFACTION IS OUR	"TOP	TOTAL INV	OICE \$	541.86		
YOUR VEHICLE REQUIRED REPAI	RS COVERED BY TH	E GM FACTORY					
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TISFIED, PLEASE CALL US IMME	DIATELY AT 606-4	36-2154	· · · · · · · · · · · · · · · · · · ·	•			
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COSTUMER STUNKTURE							·
COSTOMER STURITURE							·



Service Request: 71-595627796

Customer Relationship Specialist: Alex Page

Dear

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

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired. We regret that we are unable to reimburse you the amount you requested because the vehicle has exceeded the mileage parameter stated in the 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,

alton de

ROANOKE VA 240

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

Removement Department
P.O. Box 33170
Detroit, Mi 48232.5170

hlallahahlallahlahlanlllahlahlanll

DEC 2 7 2007

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: /2/גא /פּיך
17-Digit Vehicle Identification Number (VIN): 18-12734 875 F
Mileage at Time of Repair: 7/545 Date of Repair: 10/35/57
Claimant Name (please print):
Street Address or PO Box Number:
City:State:VA ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



WYATT CHEVROLET BUICK PONTIAC, INC

1000 WILBORN AVE SOUTH BOSTON, VA. 24592 434-572 2080 WYATTS@GCRONLINE.COM

Cash Sale

INVOICE NO. CUST. NO. DATE

10/24/2007 68004

SOLD BY P.O. NO. PAY TYPE

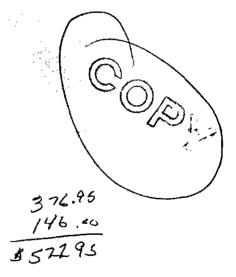
062 CASH

> Counter Sale 1 RETAIL

***** NO RETURNS ON ELECTRICAL PARTS ***** THANKS FOR BUSINESS

have this invoice, *** NO EXECPTIONS *** **** ALL SPCECIAL ORDERS MUST BE PRE-PAID *****

QTY.	PART NUMBE	R/DESCRIPTION	BIN	LIST	NET	TNUOMA
1	88967179	s/col REM	****	359.00	359.00	359.00
			TAX			359.00 17.95 376.95



Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby Thank You expressly disclaims all warranties, either expressed 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 sale of said products.

Received By

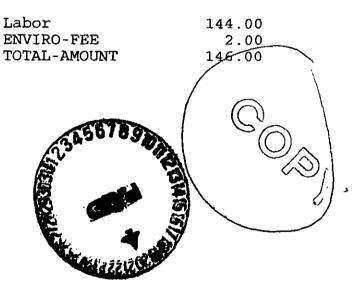
CUSTOMER COPY

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MONDAY-FRIDAY 8:00-5:30

THANK YOU FOR YOUR BUSINESS

INE	OP.	CODE FA	IL-CD	TECH.	#75325		HOUR	S/QTY	TYPE	AMOUNT	
J.	CUSTOMER REPLACE S	STATES	POWER								
				AJD	9194				C	144.00	
						Line	e 10	otal		144.00	



CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

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.

CUSTOMER SIGNATURE

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



Service Request: 71-595639751

Customer Relationship Specialist: Joey Bravo

Dear

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

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

We have reviewed your request for reimbursement on the vehicle that you had repaired. We regret that we are unable to reimburse you the amount you requested because the mileage at the time of repair was beyond the mileage parameter set in the 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,

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

February 7, 2011



Service Request: 71-594946325

Customer Relationship Specialist: Reggie Militech

Dear :

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

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

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

SALT TAKE CITY UT 841 27 DEC 2007 PM 2 L MANUIT Familiation, UT DEC 3 1 2007 Reimbursement Department P.O. Box 33170 Jetroit, MI 4832-6170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12.21.07
17-Digit Vehicle Identification Number (VIN):/O12T62886F
Mileage at Time of Repair: 1015 Date of Repair: 10 · 29 · 07
Claimant Name (please print):
Street Address or PO Box Number:
City: Tomington State: T ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$/\(\int\text{OO} \cdot\text{OO}\)
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter. Claimant's Signature:

Please mail this claim form and the required documents to:

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

Reimbursement questions should be directed to the following number:

or aright or an

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.

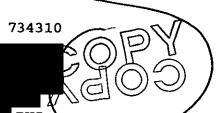
Your claim will be acted upon within 60 days of receipt.

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).





222800

INVOICE





645 North Main * P.O. Box 684 Layton, Utah 84041 Service: 801-544-0404 *Fax: 801-546-7087 Fast Track Service: 801-927-1900 * Fax: 801-927-1919 Body Shop: 801-544-7092 * Fax: 801-544-8621 web: www.youngchev.com

FARMINGTON HOME:	I, UT		BUS:			PAGE 1	•	Shop: 801-544-7092 web: www.you e-mail: eppointment(ngchev.com	
					SER	VICE ADVISO	DR: 83 BRAI	NDON C ALLI	RED	
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The Customer agrees: subcontract any work regu	I will pay	Young Ch	evrolet (Dealership) for	the part(s) and service	e described abo	eve; I suthorize the Deale	rship to DEC	CRIPTION	TOTAL	2 0810888888

prediction over the matter. Any constraint and sets of the contract of 5,000 to or sets shall be submitted to a brail Claims Court having diministrated by the American Arbitration street of 5,000 to arising out of this contract shall be resolved by brinding arbitration diministrated by the American Arbitration street of 5,000 to or or or or or or or or or or or or or	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX	
	PLEASE PAY THIS AMOUNT	

734310 22800 */INVOICE*

PERFORMANCE GM



645 North Main * P.O. Box 684

Layton, Utah 84041
Service: 801-544-0404 *Fax: 801-546-7087
Fast Track Service: 801-927-1900 * Fax: 801-927-1919
Body Shop: 801-544-7092 * Fax: 801-544-8621

web: www.youngchev.com e-mail: appointment@youngchev.com

PAGE 2

BUS: HOME: SERVICE ADVISOR: 83 BRANDON C ALLRED MAKE/MODEL VIN LICENSE MILEAGE IN/ OUT COLOR TAG YEAR 40115/40115 CHEVROLET MALIBU 1G1ZT52885F1 GOLD RATE PAYMENT INV. DATE PROD. DATE WARR EXP. PROMISED PO NO. DEL DATE 240CT07 26JAN05 IS 17:00 24OCT07 0.00 CASH READY STK: P7487A DLR: 36500 1) PFA 202678 2) COMP R.O. OPENED OPTIONS: 3)72/75000 4)100 DED 5)20119 MILES 6)VHF 09:08 23OCT07 16:28 24OCT07 LIST NET LINE OPCODE TECH TYPE HOURS CUSTOMER HAS CENTENNIAL TO ASSURE YOUR "COMPLETE SATISFACTION" WARRANTY CONTRACT #PFA2 02678, WE WARRANTY ALL REPAIRS, PLEASE \$100 DEDUCTIBLE: WARRANTY TO CONTACT YOUR SERVICE CONSULTANT FOR DETAILS PAY \$1042.2 9 USING ANTERO THANK YOU FOR CHOOSING YOUNG CHEVROLET #79407508 PER BRECKEN, FOR YOUR SERVICE NEEDS. CUSTOMER T PAY \$100 FOR DEDUCTIBLE ONLY. *DENOTES PARTS OTHER THAN GENUINE GM WERE USED TO COMPLETE REPAIRS.

Young Chevrolet's Essi Tasck 73 10 J4 - 67 Paid Cast Check AS

The Customer agrees: I will pay Young Chevrolet (Dealership) for the partial and service described above; I authorize the Dealership to subcontract any work required for the vehicle described above; I grant the Dealership a power of attorney to endorse any payment to me from any insurance company or such other person(s); Title to the partial described above and any additions or substitutions shall remain in the Dealership's and for the partial paid in full. (Customer grants a security interest in the partial) and for the service described above unit paid; The Dealership's retains all rights to pursue all liers for the partial and service described above; and A service described above unit paid; The Dealership's retains all rights to pursue all liers for the partial and for the service described above and a service of the service of th DESCRIPTION

of the Deserting any Consequence Continues and Secretary Continues and Control deserting and Control deserting and Control deserting is not responsible for any personal property left in the vehicle. responsible for all risk of loss or damage from whatever cause. Absent gross negligence or willful misconduct by the Dealership, all risk of loss amage from whatever cause is mine.

		1 430.70
er	PARTS AMOUNT	711.33
35	GAS, OIL, LUBE	0.00
84	SUBLET AMOUNT	0.00
er V	MISC. CHARGES	0.00
¥	TOTAL CHARGES	1142.29
y	LESS INSURANCE	0.00
ı S	SALES TAX	0.00
ı	PLEASE PAY	
	THIS AMOUNT	1142 29

TOTALS

Customer

FARMINGTON, UT

Young fast track 645 N. Main Street Layton ut 84841 881-544-1234

Sale

ID: 3333 Merchant: 420181594 10/24/87

VISA

Appr Code: 024448

Invoice#:

Total:

\$ 199.99

18:05:49

Customer Copy THANK YOU

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



213

DATE 01/28/08

*************100 DOLLARS

XXXX00 CENTS

TRUOMA ***************100.00

North American Operations General Motors Corporation Disbursement Account

TO THE

FARMINGTON UT

1

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

AUDIT

DETACH BEFORE DEPOSITING CHECK

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

PAYMENT DATE

VENDOR NAME

VENDOR DUNS NO

BB 000000060

01/28/08

CHECK NO.

REGISTER NO. DESCRIPTION INVOICE DATE DOC, REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/25/08 VH 1-9ULCAN 71-594946325.1-9ULCAN 00.0000 100.00 .00 100.00 1G1ZT52885F N3

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

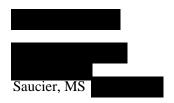
TOTAL

100.00

.00

100.00

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



Service Request: 71-595648218

Customer Relationship Specialist: Anne Parks

Dear

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

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

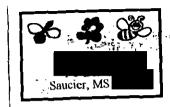
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$100.00.

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.

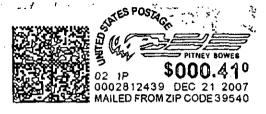
Sincerely,

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.



UEC 2 7 29071



Reinbursmint Department PO BOX 33170 Detroit, LU 48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 1012+52805F
17-Digit Vehicle Identification Number (VIN): 1012+52805+
Mileage at Time of Repair: 50,052 Date of Repair: 00+. 12.2004
Claimant Name (please print)
Street Address or PO Box Number:
City: State: ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 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 Matrice Identification Number (VIN) of the period that was required.
 The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it.
 The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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- Incomplete, you will receive a letter identifying the documentation that is needed to complete
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 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).



CHRYSLER

Durhje







6015289607

STAR CHEVROLET-CHRYSLES, INC. 1626 SOUTH AZALEA DR.- P.O. BOX 36 WIGGINS (801) 928-4405 • 1-600-782-728 WIGGINS, MISSISSIPPI 38677

We cannot bill an insurance company for any type of neuronce loss.

ALL EXPRESSED WARDANTES, IF ANY, BY A MANUFACTURES ON SUPPLIES AND THERS, NOT THE BUTCHES, UNLESS OTHERWISE PROVIDED IN WRITING AND PURNISHED TO THE BUTCH BY THE DEALER, MISSESSEPPT'S IMPLED WARRANTY LAW MAY ONCE THE BUTCH ADDITIONAL RIGHTS.

WE GURRANTEE OUR SERVICE WORK FOR SO DAY'S ON 4000 MILES, WHICHEVER COMBS FIRST.

	/			
SUBTOMER NO. 31492	BRIAN CHAMBLESS 32638		10/12/06	CVCS84758
	LABOR RATE LICENSE NO. NEACH	50,052	WHITE/	C2366
	OF (CHENDOL CT (MA) TOU LE (AG		12/12/05	24,788
SAUCIER, MS	05/CHEVROLET/MALIBU LS/40		SELLING DEALER NO.	PRODUCTION DATE
	1 G 1 Z T 5 2 8 6 5 F		PL O. DATE	
	COMMENTS		10/03/06	REPRINT# 1
ABOR & PARTS				MO: 50059
CUSTOMER STATES THAT THE STEERING TURN AND SERVICE POWER STEERING FAULTY STEERING COLUME STEERING CALIBRATION REPLACED STAARING COLUME	POSITION SENSOR LOST			
PARTSQTYFP-NUMBERDES 108 # 1 1 15926870 COL	CRIPTIONLIST PRICE-UNIT PRICE UNN 6.518 287.20 287.20 JOB # 1 TOTAL PARTS	287.20 287.20		
CONNECTS	JOB # 1 TOTAL LABOR & PARTS	416.00		
	RT O TOUCHSTONE 7043			
TOTALS	·····			
TAR CHEVROLET-CHRYSLER	TOTAL LABOR	128.80		
PPRECIATES YOUR BUSINESS !! If you have any questions or comments. all your service advisor at 601-928-4405:—	TOTAL PARTS TOTAL SUBLET	287.20 0.00		
OU WILL SOON RECEIVE A SURVEY FROM CHEVROLE	TOTAL MISC CHG. T. TOTAL MISC DISC	0.00 0.00 0.00	· ~ -	-
F YOU CANNOT HARK YOUR SCORES "COMPLETELY S	ATISFIED"	29.12	. ^	
LEASE ASK TO SPEAK WITH THE SERVICE MANAGER	TOTAL INVOICE S	445.12	- 12	
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CUSTOMER SIGNATURE	Custom	nao-	1000	3
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			-	

PAGE 1 OF 1

SERVICE FILE COPY

(END OF INVOICE | 04:09pm

Finance Charges

New Balance

PAYMENT ADDRESS P.O. Box 94014

VISIT US AT:

www.chase.com/creditcards

Palatine, IL 60094-4014

Your next AutoPayment for \$44.00 will be deducted from your account and credited on your due date. If your statement balance exceeds your credit limit, you should make a payment that includes the amount referenced plus the total overlimit amount prior to the due date. Please do not rely on your AutoPayment service to address an overlimit situation.

CHASE PERFECTCARD REWARDS SUMMARY

For questions about your account please call Cardmember Services at 1-600-945-2000.

\$29.63 Previous batance \$7.56 Rebates earned from gas purchases \$7.56 Bonus rebates earned from gas purchases \$20.74 Rebates earned from purchases \$29.63 Rebates redeemed this period \$35.86 Total remaining rebates

\$0.00 rebates to expire on statement date in

With PerfectCard, earn a 3% rebate on eligible gas purchases and a 1% rebate on all other purchases. Rebetes are automatically credited to your account. See Program terms for details.

TRANSACTIONS

rans	*			ount
Date	Reference Number	Merchant Name or Transaction Description	Credit	Debi
6/05	-2416407627949182734	1263 APPLEBEE'S GUL11701067 GULFPORT MS		S16.4
0/06-	242555/628020819900	1742 CHOUNG'S GARDEN SULFPORT MS		25_1
9/06-		3B/ HUDSONS GULFPORT TH GULFPORT MS		17.9
V06	**************************************	130 MURPHYSSOO WAL MARTORS CULFPORT MS.		23.5
v09	240/105628398718859	9694 ROYAL SUPER BUFFET GULFPORT MS		24.6
7/10		5705 WM SUPERCENTER GULFPORT MS		83.2
V11-	244470620560003160	3912 WINN DIXIE - \$1511 SSI GULFPORT MG		18.5
V10	2479262628474907223	2849 RITE AID STORE 7223 GULFPORT MS		
776	2476197628427606101	9331 BARNHILL'S BUEFET 134 GULFPORT M3		4
$\frac{1}{\sqrt{1}}$	742669505025000019	7332 Finance Charge Revensal DE	69.88	
ÿ 11	-2422638828530022184	4325 WM SUPERCENTER GULFPORT MS		25.5
0712	2400475620504200000	6368 SUN HERALD NEWSPAPER 800-346-2472 MS		24
0/11	2476197828527686201	0544 BARNHILL'S BLIFFET #34 GULFPORT M3		16:1
3/12	2411030628520658800	9932 SPRABERRY DENTAL CL GULFPORT MS		48
0/12	2476107620097485301	D584 BARNHILL'S BUFFET #34 GULFPORT MS		
0/15	0442722620604006176	9279 CHOICE SUPERMARKET LONG BEACH MS		37.
0/12	2432301628625028501	0080 STAR CHEVROLET CHRYSLE WIGGINS MS		100
0/12	246221662860009954	1896 SHELL OIL 57640721306 GULFPORT MS		- 16
0/16	400216628000024024	6839 CABLE ONE 888-622-2535 AZ		46
0/10	-040CCE7C2D00070M11	DOTT SETH'S LAWINMOWER LONG BEACH MS		14
0/17	0423169620000001566	0974 HARBOR PREIGHT GATALOG 800 444-3353 CA		42
7 E	- 241040762303003196	945A KFC - CO100005 GULFPORT MC		- 6.
B/ 16	244226262006095164	8451 KANGAROU EXPRESS 8389 GULFPORT MS		15:
	214256562013642310	3061 MEDGO HEALTH SPOKANE 000 626 6080 WA		9
0/17		0829 CHOUNG'S GARCEN GULFPORT MO		24
U 10	242007122012642316	18079 MEDGO HEALTH GPOKANE 800-626-6080 WA		69.
0110	24400000E01004E010	0546 OLE PINETREE STORE SAUCIER MS		10.
	2445016302303174000	8298 WAL-MART 10969 GULFPORT MS		- 57 .
W17	727210752012788000	10104 BAPNHILL'S BUFFET 434 GULFPORT MS		14.
0/17	24/0309E30100333181	28054 CINGULAR: 3411498500194 000-931-0500 TN		105
0/18	AANDERSON (SEALAGE)	9881 WM SUPERCENTER GULFPORT MS		15.
0/17	Z4ZZ0300Z3130U4Z3U	PSOO CHEVRON 00200355 OULFPORT MS		

MYOICE !

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



DATE 01/28/08

XXXXXXXXXXXXXX100 DOLLARS

****OO CENTS

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

PAY TO THE ORDER

SAUCIER MS

North American Operations General Motors Corporation Disbursement Account

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

AUDIT

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

DETACH BEFORE DEPOSITING CHECK CHECK NO.

PAYMENT DATE

01/28/08

VENDOR NAME

VENDOR DUNS NO. BB 000000112

DOC. REFERENCE NUMBER

1

REGISTER NO. DESCRIPTION INVOICE DATE % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/25/08 | VM 1-9UNDHK 71-595648218.1-9UNDHK 00.0000 100.00 .00 100.00 161ZT52865F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT OR QUESTIONS CALL 800-462-8782 H3

TOTAL

100.00

.00

100.00

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

February 14, 2011



Service Request: 71-595674096

Customer Relationship Specialist: Dean Winchester

Dear

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

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

We have reviewed your request for reimbursement on the power steering assist 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,

HINESVILLE, GA

! loec 2 '1 2007



Reimbursement Department POBOX 33170 Detroit, MI 48232-5170

lb170-70, B080

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant				
Date Claim Submitted: 210cc07				
17-Digit Vehicle Identification Number (VIN): 1612754895F				
Mileage at Time of Repair: 744/4 Date of Repair: 5/8/6007 / 7 Nov 06				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: HINESUILLE State: GA ZIP Code:				
Daytime Telephone Number (include Area Code):				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$ 1.183.77				
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.				

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).



NeSmith Chevrolet Oldsmobile of Hinesville, Inc. 167039 3696342 1009 E. Oglethorpe Hwy. P.O. Box 409 *INVOICE* HINESVILLE, GA 31310 (912) 876-2121 (800) 287-4138 JPLICATE 1 PAGE 1 nesville, GA BUS: ME: SERVICE ADVISOR: 714 TERESA GUEST VIN LICENSE MILEAGE IN / OUT / TAG COLOR MAKE/MODEL 45408/45408 1G1ZT54895F 05 CHEVROLET MALIBU PAYMENT NV. DATE RATE DEL. DATE PROD. DATE: WARR EXP. PROMISED PO NO ĩ 107NOV06 0.00 CASH MAR06 IS 18:00 03NOV06 R.O. OPENED READY OPTIONS: STK:3564P DLR:08134 ENG:3.5 Liter SFI 1:53 03NOV06 08:18 07NOV06 TOTAL LIST NET NE OPCODE TECH TYPE HOURS CUST STATES THAT THERE IS A THUMPING NOISE IN THE STEERING WHEEL CP INSPECETED VEHICLE AND FOUND THAT IT NEEDED
THE STEERING RACK AND TIE ROD END. REPLACED STEERING RACK AND TIE ROD END AND ALIGNED. 713 CHARLES MASON LIC#: Technician 262.33 262.33 CPC 3.50 285.97 285.97 285.97 1 15858368 GEAR 53.85 53.85 107.70 2 22687089 ROD KIT ****** 25.00 ISTOMER PAY SHOP CHARGE FOR REPAIR ORDER

DISCLAIMER OF WARRANTIES

Any warranties on the products 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 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. Any limitations contained herein does not snotly water prohibited by least not apply where prohibited by law.

 DESCRIPTION	TOTALS
LABOR AMOUNT	262.33
PARTS AMOUNT	393.67
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	25.00
TOTAL CHARGES	681.00
LESS INSURANCE	0.00
SALES TAX	29.31
PLEASE PAY THIS AMOUNT	710 31

179414 3696342 N**V**OICE* PAGE 1

NeSmith

Chevrolet of Hinesville, Inc.

1559 E. Oglethorpe Hwy. P.O. Box 409 HINESVILLE, GA 31310 (912) 876-2121 (800) 287-4138

HINESVILLE, GA HOME ! BUS: SERVICE ADVISOR: CELL 714 TERESA MAKE/MODEL COLOR. LICENSE & YEAR MILEAGE IN / OUT 🌣 TAG 🧷 CHEVROLET MALIBU 1G1ZT54895F <u>74414/74414</u> DEL DATE PROD. DATE WARR. EXP. **PROMISED** RATE PAYMENT INV. DATE PO NO. 28MAR06 DI 8:00 04DEC07 0.00 CASH 05DEC07 R.O. OPENED READY OPTIONS: STK:3564P DLR:08134 ENG:3.5 Liter SFI 08:36 04DEC07 10:57 05DEC07 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A CLICKING NOISE WHEN TURNING LEFT CAUSE: E9740 GEAR ASSEMBLY, POWER STEERING - REPLACE 754 PHILLIP OWENS LIC#: Technician WC94 1.40 (N/C)1 25902150 GEAR (N/C)***** 3 1 REMOTE INOP CP NEED TO REPLACE \$148.08+TAX 754 PHILLIP OWENS LIC#: Technician CPC 0.00 0.00 0.00 CP REPLACE LEFT AND RIGHT FRT STRUTS AND UPPER RINGS
754 PHILLIP OWENS-LIC# Technician BEARINGS CPC 2.50 187.38 187.38 2 22712116 BEARING 61.28 61.28 122.56 1 15836873 MOUNT 69.37 69.37 69.37 1 15836874 MOUNT 66.04 66.04, 66.04 ****** CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 18.74

DISCLAIMER OF WARRANTIES

Any warranties on the products 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 or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any ilability in connection with the sale of said products. Any limitations contained herein does not apply where prohibited by law.

SE DESCRIPTION ASSO	TOTALS
LABOR AMOUNT	187.38
PARTS AMOUNT	257.97
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	18.74
TOTAL CHARGES	464.09
LESS INSURANCE	0.00
SALES TAX	19.37
PLEASE PAY THIS AMOUNT	483.46

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

February 14, 2011



Service Request Number: 71-595675045

Dear

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

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

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

Sincerely,



Service Request Number: 71-595675045

Dear

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

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

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

Sincerely,



Service Request: 71-595675045

Customer Relationship Specialist: Blair Farrell



We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu MAXX, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,



Service Request: 71-595675045

Customer Relationship Specialist: Kevin Whitehead



We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu MAXX, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,



Service Request: 71-595675045

Customer Relationship Specialist: Brian Lewis

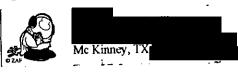


We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu MAXX, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,



NORTH TEXAS, P&DC TX 750 22 DEC 2007 PM 7 L 3 TYV

Madadadadaddaddaaddaaddaaddaadd



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

DEC 2 7 2001



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12/22/07
17-Digit Vehicle Identification Number (VIN): 1 G2ZH528854
Mileage at Time of Repair: 65252 Date of Repair: 8/29/07
Claimant Name (please print):
Street Address or PO Box Number:
City: Mc Kinney State: TX ZIP Code:
Daytime Telephone Number (include Area Code)
Evening Telephone Number (include Area Code)
Amount of Reimbursement Requested: \$ 799.47
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 Linguistic description of the expense Linguistic description o

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

11392 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, 2

- · 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).



54129611

85093

LONESTAR

INVOICE~



3950 S. Central Expwy · McKinney, TX 75089 Phone: (972) 562-0290 · Metro: (469) 952-5200 Fax: (972) 562-6680

GMC

MCKINNEY, TX

PAGE 1

HOME			BUS:			LVOT T			•		
					SE	RVICE ADVI	SOR:	762 ROB	ERT NORTH	TTU	
COLOR	YEAR		MAKE/MODEL			VIN		LICENSE		AGE	TAG
BLUE	05	PON	TIAC G6		1G2Z	H528854			65252	65252	
DEL. DATE	PROD.	DATE	WARR EXP	PRO		PO NO:		RATE	PAYMENT		DATE
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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.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	285.00
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	28.50
TOTAL CHARGES	672.50
LESS INSURANCE	0.00
SALES TAX	31.97
PLEASE PAY THIS AMOUNT	704.47

(SIGNED)

54129611

76208



INVOICE



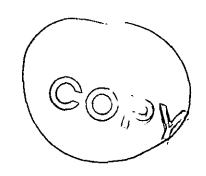
3950 S. Central Expwy · McKinney, TX 75089 Phone: (972) 562-0290 · Metro: (469) 952-5200 Fax: (972) 562-6680

GMC

PAGE 1

· ·	PAGE I						
	SERVICE ADVISOR: 7	32 LEE NEWBAU	JER				
COLOR YEAR MAKE/MODEL		LICENSE	MILEAGE TAG				
	2ZH528854		89/52389				
DEL: DATE PROD DATE WARR EXP. PROMISED	PO NO.	RATE PAYME	INV. DATE				
05NOV04 IS 17:30 09FEB	OV04_IS						
R.O. OPENED READY OPTIONS:	ENG:3.5 Liter SFI	- · · · · · · · · · · · · · · · · · · ·					
10:23 08FEB07 17:41 09FEB07							
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52389 STEERING MOTOR/ MODULE AND TORQUE	SENSOR 1 0-698		33.00				
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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION					
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	95.00				
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE the sale of this item/timens. The sale of this item/timens.							
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY Implied including any implied curing any implied cur							
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	fitness for a particular purpose.	MISC. CHARGES	0.00				
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	Seller neither assumes nor suthorizes any other person to assume for it any liability in	TOTAL CHARGES	95.00				
	connection with the sale of this item/items.	LESS INSURANCE	0.00				
(CONTR) PEACE CENTRAL MANUEL CONTRACTOR		SALES TAX	0.00				
(SIGNED) DEALER, GENERAL MANAGER OR ÄÜTHÖRIZED PERSÖN (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	QE 00				
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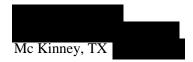
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TO GA - AS-THAL BILLIU TOUR-COLLOWIL .

February 14, 2011



Service Request: 71-595680233

Customer Relationship Specialist: Anne Parks



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 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 \$799.47.

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.

AMOUNT

DATE: × 01/29/08

XXXXXXXXXXXXX799 DOLLARS

XXXX47 CENTS

North American Operations General Motors Corporation Disbursement Account

SIGNATURE 11.1

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

VENDOR DUNS NO.

VENDOR NAME

AUDIT

INVOICE DATE

BB 000000401

1

DOC. REFERENCE NUMBER

INVOICE AMOUNT

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT DATE

DISC. AMOUNT

01/29/08 NET AMOUNT

REGISTER NO. 01/28/08 VH 1-9UM2BU .71-595680233.1-9UM2BU 799.47 799.47 00.0000 :.00 1G2ZH528854

% DISC.

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

TOTAL

799.47

H3

.00

799.47

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. DATE 02/01/08 3 3 **AMOUNT** XXXXXXXXXXXXXX522 DOLLARS North American Operations General Motors Corporation Disbursement Account SIGNATURE The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. BB 000000147 PAYMENT DATE VENDOR NAME 02/01/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/31/08 WH 1-9UXOZJ 71-595722197.1-9UXOZJ 00.0000 522.67 .00 522.67 1G1ZT54895F ¥. 3. Total ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT\OR QUESTIONS CALL 800-462-8782 **W3** TOTAL 522.67 .00 522.67

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the three than I have been a few and the

Reinbursement Department PO BOX 33170 Detroit, MT 48232-5170

Idalladaddadddadllaallaadaallaadl

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: Dec. 22, 2007
17-Digit Vehicle Identification Number (VIN): 1617754895F
Mileage at Time of Repair: 55,270 Date of Repair: 01/05/07
Claimant Name (please print):
Street Address or PO Box Number: _
City: Rurke State: VA ZIP Code
Daytime Telephone Number (include Area Code)
Evening Telephone Number (include Area Code)
Amount of Reimbursement Requested: \$ 1358.98 - 579.51 = \$ 779.47 + texes
Evening Telephone Number (include Area Code). Amount of Reimbursement Requested: \$ 13\$8.98 - 579.51 = \$779.47 + teles 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.
request reamoursement for the expense i inquired for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

CHEVROLET

AA

Customer Assistance Center

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

March 16, 2007

-Credit Card Receipt

LINGSAY CHEVORLET 15885 JEFF DAVIS HAY HOODBRIDGE VA 22191 TU3-676-8181 <

Sale

10: 72097785 -01/65/87

Ref #: 0040 - 17:59:44

Batch #: 150

VISA

Appr Code: 921680

Inv#: 267294

Total:

\$ 1493.78

Customer Comy THANK YOU!!

Burke, VA

Service Request: 71-477298055

Customer Relationship Specialist: Debbie Elliott-

Dear

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$597.51. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Chevrolet Customer Assistance Center

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

CHEVROLET

CHEVROLET
15605 Jelferson Davis Highway
Woodbridge, Virginia 22191
Phone: 703 670 8181
Fax: 703 690 3074
www.elindsay.com



Goodwiench Service

11-460208679

CUSTOMER NO	ADVIS	DR RO		// ma	INVOICE DATE	INVOICE NO.
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		/ MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
BURKE, VA		CHEVROLET/MA		OR SEDAN	SELLING DEALER NO.	PRODUCTION DATE
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PAGE 1 OF 1	CUSTOMER COPY		[END OF IM	/OICE] 03:45pm	WE AP	PRECIATE BUSINESS

February 14, 2011



Service Request: 71-595722197

Customer Relationship Specialist: Jane West



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 \$522.67.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

February 14, 2011



Service Request: 71-595723786

Customer Relationship Specialist: Gavin Sanders

Dear

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

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

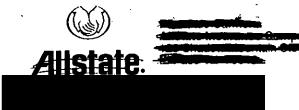
We have reviewed your request for reimbursement on the power steering assist that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$628.62.

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.



ECPASU

22 DEC 2007 PM 2 L

DEC 2 2007



REIMBURSEMENT DEPARTMENT.
P.O.BOX 33170
DET POIT, MI. 48232-5170

48232+5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: DECEMBER - 22 - 2007
17-Digit Vehicle Identification Number (VIN): 1927H548454
Mileage at Time of Repair: 48071 Date of Repair: AUGUST-7-2007
Claimant Name (please print):
Street Address or PO Box Number:
City: EL PISO State: TX ZIP Code:
Daytime Telephone Number (include Area Code)
Evening Telephone Number (include Area Code)
Amount of Reimbursement Requested: \$ 628,62
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:

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).



UDOL 60777 450605 CHEVROLE1 UNIT# 70433A *INVOICE* "WE WANT TO MAKE YOU HAPPY" 6625 SOUTH DESERT BLVD. El Paso, TX 79932 EL PASO, ΤX PAGE 1 915-544-4321 HOME: BUS www.rudolphchevrolet.com SERVICE ADVISOR: 3801 MICHAEL DINDINGER YEAR MAKE/MODEL LICENSE COLOR MILEAGE IN / OUT TAG BLACK 05 PONTIAC G6 1G2ZH54845 48071/48071 PROD. DATE WARR, EXP. PROMISED RATE PAYMENT INV. DATE DEL. DATE 24NOV06 IS 17:00 07AUG07 80.00 CASH 07AUG07 R.O OPENED READY OPTIONS: STK: 70433A 08:20 07AUG07 17:48 07AUG07 LINE OPCODE TECH TYPE HOURS LIST TOTAL A CUST STATES STERRING GRTS VERY HARD TO STEER SUDDENLY CUST HAS TO TURN KEY OFF AND ON TOM RESET THAN A FEW MILES STERRING GETS. HARD AGAIN 300 A/C AND ELECTRICAL 4062 CC 1 15926870 COLUMN 359.00 359.00 359.00 PARTS REC JC MM 48071 DIAGNOSED CODE CO545 AS A BAD TORQUE SENSOR. REMOVED OLD COLUMN & TRANSPER PARTS TO NEW STEERING COLUMN. INSTALLED NEW COLUMN. PERFORMED TO SENSOR & STEERING POSITION SEBNSOR RELEARNS. CLEARED CODE & TEST DROVE. 3.0 HOURS B PERFORM MULTI-POINT INSPECTION 0.00 0.00 099 PERFORM MULTI-POINT INSPECTION
4062 CC 48071 E7680--1.5 + .30 DIAG COMPLETE CUSTOMER SATISFACTION IS NOT A GOAL-ITS A REQUIREMENT L

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR

WORK, TE YOU DON'T UNDERSTAND YOUR BILL, OR IF YOU HAVE ANY CONCERNS CALL JEAN MEEKS AT 534-9922 OR JEAN@RUDOLPHCHEVROLET, COM

I AM THE FERSON OR AGENT ACTUG ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT I UNBERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 18 900 THUMS BURNESS and CHAMBERS FOR THE PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY OHDER, OR CREDIT CARD TRANSACTION IS STOPPED, DISNORRO RECAUSE, OF INSUFFICIENT FUNDS, MO PERSON ON RECAUSE THE MAKER OR NORWORD OF THE OPEN OF ARTHUR CARD TOLDER HAS NO ACCOUNT ON THE ACCOUNT WHICH IT IS DRAWN HAS ON THE CHEDIT CARD ALCOUNT MAS BEEN CLOSED.

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SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONDING FOR PAYMENT.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREUN IS ACCURATE JNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE MERORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE ON OTHERWISE. THAT ANY PART HERAIRED OF REPLACED UNDER THIS CHAIM AND BEEN CONNECTED IN ANY WAY WITH ANY ACCURENT, NEGLIGIBLE OF REPLACED SERVICING THIS CLAIM ARE AVAILABLE FOR THE FORM THE DATE OF PAYMENT NOTIFICATION AT THE BERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER The factory westernty constitutes all of the warranties with respect to the arte of this itemitients. The Selar neterby expressly disculates all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Selier niother assumes nor authorizes any other person to assume for it any flability in contraction with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	240.00
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
DEDUCT./ENVIRONMENTAL	0.00
TOTAL CHARGES	599.00
LESS INSURANCE	0.00
SALES TAX	29.62
PLEASE PAY THIS AMOUNT	628.62

CUSTOMER COPY

RUDDEPH CHEVRULET S625 S DESERT BLVD EL PASO, TX 79932

TERMINAL I.D.:

62503951

MERCHANT MI

888889984716

MARTERCARN

SALE BATCH: 808897 DATE: RUG 87, 87 RRH: 721923768128

TOTAL

\$628.62

CUSTOMER COPY

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DATE 01/29/08 ***********628 DOLLARS

CHECK NO.

213

****62 CENTS

AMOUNT

North American Operations General Motors Corporation Disbursement Account

SIGNATURE

The Chase Manhatten Bank, H.A. Syracuse, New York

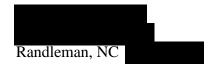
PAY: **
TO THE
ORDER

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. BB 000000270 PAYMENT DATE VENDOR NAME 01/29/08 REGISTER NO. DESCRIPTION INVOICE AMOUNT INVOICE DATE DOC. REFERENCE NUMBER % DISC. DISC. AMOUNT NET AMOUNT 01/28/08 VM 1-9UVMJ4 71-595723786.1-9UVMJ4 00.0000 628.62 .00 628.62 1G2ZH548454 . ; ; 74 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REINBURSEMENT OR QUESTIONS CALL 800-462-8782 **H3 TOTAL** 628.62 .00 628.62 APS SEX

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

February 16, 2011



Service Request: 71-595737917

Customer Relationship Specialist: Roxy King

Dear

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 gear 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 and the conditions exhibited by the vehicle did not reflect the symptoms specified in the special coverage letter.

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

Randleman, NC

DEC 2 7 2007



Remember Department P.O. Boy 33 170

Detroit, Mi 48232-5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12-20-01
17-Digit Vehicle Identification Number (VIN): IC-IZ-464825 F
Mileage at Time of Repair: 60,032 Date of Repair: 11-30-01
Claimant Name (please print):
Street Address or PO Box Number:
City: Randlem An State: 1,C ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
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:

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).



WAYNE THOMAS CHEVROLET CADILLAC

1400 E. Dixie Dr. P.O. Box 937 • Asheboro, NC 27203-0937 Ph: 336-625-2107 www.waynethomaschevrolet.com



DORIGINAL

WE SELL MAJOR BRAND TIRES AT COMPETITIVE PRICES!

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0.450/205			L LABOR & PARTS		S OUR SERVICE	E MANAGER.
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RTSQTYFP-NUMBE	RDESCRIPTI(UNIT PRICE 2 TOTAL_PARTS	0.00	TERMS: STRICTLY CASH UN	
	•	JOB # 2 TOTA	L LABOR & PARTS		I hereby authorize the repai	F WARRANTIES r work hereinafter set for
SC······CODE······DESI B # A SHSUP ENV B # 1 SPGMISCACT WAR	CRIPTION LRONMENTAL COMPLIANCE FEE RANTY DEDUCTIBLE TOMER TO PAY SET	CON	TROL NO	•	you are not responsible for articles left in vehicle in cause beyond your control	seary material and agree loss or damage to which see of fire, theft or any or or for any delays cause lays in parts shipments by ereby grant you and/or ; operate the vehicle he rays or elsewhere for the ction. An express mechail d on above vehicle to see
	E OF \$150.00 (+TAX)			•	The only warranties applying may be offered by the man hereby expressly discialins or implied, including any im-	to this part(s) are those would chiral the selling disall warranties, either explicit warranties of more
MMENTS STOMER TO PAY 100.00 DE DDWILL	D			••	ability or fitness for a par assumes nor authorizes any any liability in connection wi service. Buyer shall not be selling dealer any consequ	other person to assume th the sale of this part(s) as entitled to recover from sential damages, damage
	• • • • • • • • • • • • • • • • • • • •				property, damages for loss profits, or income, or any ot	her incidental damages.
RTS DESIGNATED WITH AND ETIME SERVICE GUARANTE	ASTERISK (*) INDICATES L E APPLIES FOR CUSTOMER PA	Y REPAIRS.	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	49.95 0.00 0.00 0.00 104.25 -4.25 0.00	To service your vehicle a meach repair order. THIS IS A PARTIAL LIST O	FMATERIALS NOT ITEM/Z pa, Festeriors, Shirns, Wire, ners, Sealers, Grease, Lubric Saw Blades, Bits, Polish, Masking Tape, Cement, S

FOR REORDER: CARDINAL BUSINESS FORMS - 1-800-213-4992

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 11:41am

Thank You!

FOR YOUR BUSINESS



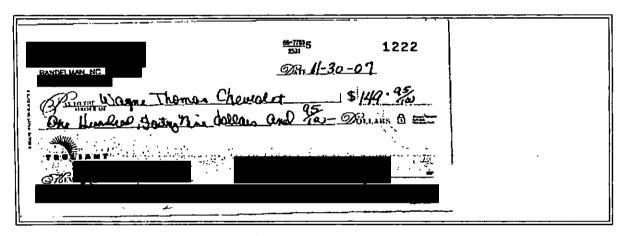
12/17/07

Account:	
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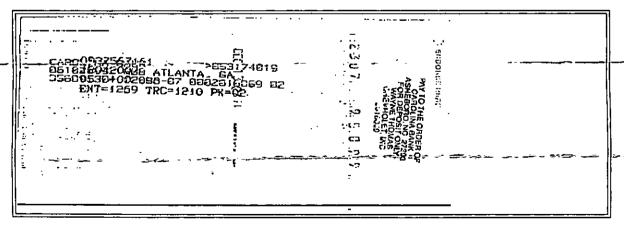
Name:

Address:

The image shown below represents an official copy of the original document as processed by our institution



1222 12/04/07 11112000 149.95



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

February 16, 2011



Service Request: 71-595753771

Customer Relationship Specialist: Pinkie Smith

Dear

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

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

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

18 DEC 2007 PN 6 L TIM Reinbursenest Japartment P. S. Asy 33170 1 Roit M. J. Zilly 11 15/70

DALLAS TX 752

PROBLEM EUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12/5/57
17-Digit Vehicle Identification Number (VIN): 16/125524357
Mileage at Time of Repair 68346 Date of Repair:
Claimant Name (please print):
Street Address or PO Box Number:
City: State: ZIP Code
Daytime Telephone Number (include Area Code): _
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

Reimbursement questions should be directed to the following number:

1-800-204-0261 (

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



RELIABLE CHEVROLET 83775 225613 800 NORTH CENTRAL EXPRESSWAY P.O. BOX 831240 *INVOICE* RICHARDSON, TEXAS 75080-1240 CHEVROLET CHEVROLE SERVICE (972) 952-8133 COLLISION REPAIR (972) 952-1530 DALLAS, TX PAGE 1 HOME BUS: SERVICE ADVISOR: 90 BRENT CELL LEWELLYN MAKE/MODEL COLOR YEAR O VINS LICENSE MILEAGE TAG BLUE CHEVROLET MALIBU 1G1ZS52F35F1 68346/68346 PROD. DATE WARR EXP DEL DATE PROMISED PAYMENT INV. DATE PO NO. HATE 31JAN05 IS WAIT 150CT07 R.O. OPENED READY OPTIONS: DLR:OTHER ENG: 2.2 Liter MFI DOHC 1) CELL #214-316-1731 2) MPP 60/75K 4100 DEDUCTIBLE 11:04 15OCT07 15:21 75K OR 01-31-2010 150CT07 LINE OPCODE TECH TYPE HOURS LIST TOTAL A CUSTOMER STATES THE POWER STEERING WARNING IS DISPLAYED ON THE DRIVERS SIDE INFORMATION CENTER -- REPORT -- MPP EXT. --E7680 COLUMN ASSEMBLY, STEERING - REPLACE CM 22 132.54 132.54 1 15926870 COLUMN 359.00 286.49 286.49 SCAN THE COMPUTER, C0460 IS STORED, RUN DIAGNOSI S, TRACE TO FAILED STEERING WHEEL POSITION SENSO R. REPLACE THE STEERING COLUMN ASSEMBLY. CLEAR CODE ************ B CUSTOMER STATES THE A/C LIGHT DOES NOT ILLUMINATE ON THE A/C CONTROL PANEL--THE A/C ALSO DOES NOT BLOW COLD AIR--REPORT--MPP EXT.--D0362 CONTROL, HEATER AND AIR CONDITIONING -REPLACE 30 CM 82.84 82.84 1 15207612 CONTROL 230.36 161.25 161.25 RUN DIAGNOSIS, THE HVAC CONTROL HEAD IS NOT RESP SONDING TO COMMANDS, INTERNAL FAILURE. REPLACE THE CONTROL HEAD ASSEMBLY. DISPOSAL FEES & SHOP SUPPLY CHARGES MPP 804054609 *** THANK YOU FOR CHOOSING RELIABLE *** STATEMENT OF DISCLAIMER 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 DESCRIPTION TOTALS The factory warranty constitutes all The factory warranty constitutes all of the warranties with respect to the sale of this itemlitems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or itness 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. LABOR AMOUNT 215.38 PARTS AMOUNT 447.74 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 8.62 NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY TOTAL CHARGES 671.74 MANUFACTURER'S REPRESENTATIVE. LESS INSURANCE 609.39 item/items. SALES TAX 37.65

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

100.00

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

. 190001001538 RELIABLE CHEVROLET 800 N CENTRAL EXP RICHARDSON, TX 75080 972-952-1500

Merchant ID: 100000017023

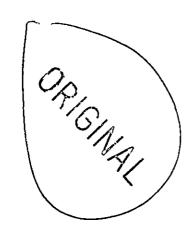
Term ID: 001

Ref #: 016

Sale

VISA Entry Method: Spiped 15:24:06 10/15/07 Appr Code: 027316 Inv #: 225613 Batch#: 000526 Approd: Online AVS Code: Total: 100.09

Customer Copy THANK YOU!



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



снеск No.

DATE 01/28/08

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

XXXXXXXXXXXXXX100 DOLLARS

****00 CENTS

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER OF DALLAS TX

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

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO 1 CHECK NO. BB 000000244 PAYMENT DATE **VENDOR NAME** 01/28/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC, AMOUNT NET AMOUNT 01/25/08 YM 1-9UP2K3 71-595753771.1-9UP2K3 00.0000 .00 100.00 100.00 1G1ZS52F35F

H3

TOTAL

100.00

.00

100.00

5

Garl, Ms.

JACKSON MS 392

21 DEC 2007 PM 2 L



DEC 2 6 2007

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

Reinbursement xepartment 9.0. Boy 33170 Detroit, Me 48232-5170

亚英华共争十年十岁的

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12 21 2007
17-Digit Vehicle Identification Number (VIN): 162763805 F
Mileage at Time of Repair: 43,671 Date of Repair: 3/2/6/2007
Claimant Name (please print):
Street Address or PO Box Number:
City: YEAV State: MS ZIP Code
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ \\ \psi \lambda \
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

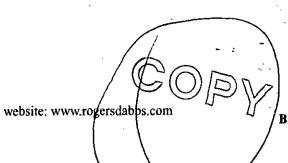
Your claim will be acted upon within 60 days of receipt.

If your claim is:

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

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







1501 West Government St. 825-2277 • 1-800-489-2070 BRANDON, MISSISSIPPI 39042

CUSTOMER NO.	68948	ADVISOR MIKE HATLE	Y 2	3 5581	03/26/07	CVCS285948
		LABOR RATE	LICENSE NO.	MILEAGE 43,671	GREY/	STOCK NO.
PEARL, MS		YEAR / MAKE / MODEL 05/CHEVROL	_ET/MALIBU		DELIVERY DATE	DELIVERY MILES
FLAKE, PL	3	VEHICLE LO NO Z T	62805F		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	P. O. NO	ВЭЭ	°03°/26/07	
		соммента	·····		<u></u>	MO: 43673
	MISC. STEERING CUSTOMER STATES HEARS K TURNING STEERING RACK AND PINIC REPLACED RACK AND PINIC	N STEERING GEAR	DRIVING AND	130.66	MANUFACTURER OR S NOT THE DEALERS, PROVIDED IN WRITING THE BUYER BY THE	RANTIES, IF ANY, BY A SUPPLIER ARE THEIRS, UNLESS OTHERWISE AND FURNISHED TO DEALER, MISSISSIPPI'S LAW MAY GIVE THE GHTS.
JOB # 1	1 15858368 -1 15858368	DESCRIPTION GEAR 6.508 CORE RETURN	UNIT PRIO 372 100 JOB # 1 TOTAL PAR	.35 372.35 .00 -100.00		,
			1 TOTAL LABOR & PAR	TS 403.01	1	
COMMENTS FWS AUTH# 708 CUSTOMER HAS	50183A PAYS \$331.22 \$100.00 DED	140	~			
PAY METHODS:		TY OF	TOTAL LABOR TOTAL PARTS	130.66		
VISA/MC	AMEX/DISC	GMCC	TOTAL SUBLET. TOTAL G.O.G	0.00) [
GMPP	DEDUCTIBLE	CUST PAY	TOTAL MISC CH TOTAL MISC DI	G. 0.00	1	
JMA)	DEDUCTIBLE	CUST PAY	TOTAL TAX	28.21		
UNIVERSAL	DEDUCTIBLE	CUST PAY	TOTAL INVOIC	E\$ 431.22		
CASHIER D	DATE	OTHER				
APPLIES TO RE	TS WITH LIFETIME SERVICE TAIL PURCHASE ONLY. "W	CE GUARANTEE ARRANTY" REPAIRS EXCLUDED			-	
CUSTOR	ER SIGNATURE				WE GUARANTEE GM I	PARTS AND LABOR FOR
		P	AID MAR 86	2007	12 MONTHS OR 12,0	00 MILES, WHICHEVER M PARTS ARE WARRAN

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 02:03pm

WE GDARANTEE GM PARTS AND LABOR FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST, NON GM PARTS ARE WARRANTEED BY THEIR MANUFACTURER. LABOR IS NOT INCLUDED, UNLESS SPECIFIED BY ROGERS-DABBS CHEVROLET. ADJUSTMENTS ARE WARRANTEED FOR 30 DAYS ONLY, "LIFE TIME" WARRANTIES WILL BE SO NOTED ON EACH JOB.

WE CANNOT BILL AN INSURANCE COMPANY FOR ANY TYPE OF INSURANCE LOSS.

February 7, 2011



Service Request: 71-594953676

Customer Relationship Specialist: Pinkie Smith

Dear

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 rack and pinion steering gear 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

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



CHECK NO. 213

DATE 01/25/08

XXXXXXXXXXXXX644 DOLLARS

XXXX64 CENTS

644.64

.00

AMOUNT ****************

644.64

North American Operations General Motors Corporation Disbursement Account

TO THE ORDER

NORTH VERNON IN

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

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000527 PAYMENT DATE VENDOR NAME 01/25/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC, AMOUNT NET AMOUNT 01/24/08 VM 1-9UL9PH .71-59497q278.1-9UL9PH 00.0000 644.64 .00 644.64 1G1ZT62835F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 M3

TOTAL

NORTH VERNON IN

INDIANAPOLIS IN 462 UMP

REIMBURSEMENT DEPARTMENT
P.O. 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: 12-22-2007				
17-Digit Vehicle Identification Number (VIN): 1612762835 F				
Mileage at Time of Repair: 53,540 Date of Repair: 5/3/2007				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: North Vernon State: IN ZIP Code:				
Daytime Telephone Number (include Area Code)				
Evening Telephone Number (include Area Code)				
Amount of Reimbursement Requested: \$ 744.64 (Missed WORK)				
The following documentation must accompany this claim form.				
Original or clear copy of all receipts, invoices, and/or repair orders that show:				
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 				
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter. Claimant's Signature:				

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



Bob Poynter GM Cars & Trucks

Chevrolet → Pontiac → Buick → Cadillac → GMC

Seymour, IN 47274 1209 E. Tipton

"We Really Do Sell For Less, And Provide Prompt, Dependable Service After The Sale."

LICENSE NO.

LABOR BATE

COMMENTS

ERIC SIMMONS

YEAR / MAKE / MODEL

CELL: 05/07/07 CVCS200544 STOCK NO. DELIVERY MILES 08/03/04 PRODUCTION DATE

05/CHEVROLET/MALIBU MAXX/LS MAXX SED SELLING DEALER NO. 1 G 1 Z T 6 2 8 3 5 F

903

F. T. E. NO. P. O. NO **105763/07**

TAG NO

0268

53,540

BUSINESS PHONE

CK POWER STEERING TECH(S):960

CUSTOMER STATES THAT SERVICE POWER STEERING LIGHT COMES ON AT TIMES, ALSO WHILE SITTING AT STOPLIGHTS THE STEERING 264.10

WILL TURN BY ITSELF CODE CO545 STEERING WHEEL TORQUE INPUT SENSOR FAILURE FOUND FAULTY TORQUE INPUT SENSOR REPLACED STEERING COLUMN & TEST DROVE

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

JOB# 1 TOTALS-----264.10 359.00 **PARTS**

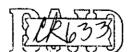
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 623.10

THANK YOU FOR CHOOSING BOB POYNTER'S SERVICE DEPARTMENT FOR ALL OF YOUR AUTOMOTIVE NEEDS. PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED LIFETIME SERVICE. GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY. PLEASE CONTACT YOUR SERVICE ADVISOR IF YOU HAVE ANY QUESTIONS OR CONCERNS ABOUT TOTAL LABOR.... 264.10 359.00 0.00 TOTAL PARTS.... TOTAL SUBLET... 0.00 TOTAL G.O.G....

TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX.... 0.00 0.00 21.54

TOTAL INVOICE \$ 644.64

CUSTOMER SIGNATURE



POYNTER

CHEVROLET-PONTIAC-BUICK-CADILLAC-GMC, Inc.

JOSEPHERIPHON Seymour, IN 47274 [END OF INVOICE] 10:53am (812) 522-4187



MO: 53540











DISCLAIMER OF WARRANTIES Any warranties on products sold are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and this company neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products or services.

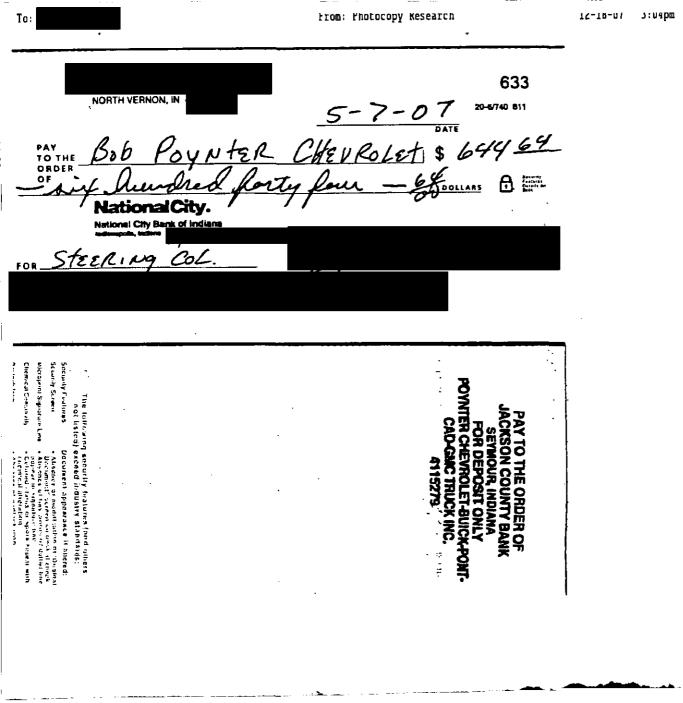
Thank You

CUSTOMER NO.

29005

NORTH VERNON, IN

YOUR REPAIRS.



p. 2

OT 5

February 7, 2011



Service Request: 71-594970278

Customer Relationship Specialist: Aris Wyler

Dear

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 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 \$644.64.

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.

7006 3450 0002 2008 7381 073 2 7 FON INFORMATION Redacted PURSUANT TO THE FREEDOW OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) Cembusement Department. 0. Box 33170 etroit mI 48232-5170 - Malladaddallaalddaallaallaallaallaaall 48232\$5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant				
Date Claim Submitted: 12.2007				
17-Digit Vehicle Identification Number (VIN): 162Z6528854				
Mileage at Time of Repair: 4438 Date of Repair: VIDIO 1000000000000000000000000000000000000				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: Fort Mohaul State: AVEIZONIA. ZIP Code:				
Daytime Telephone Number (include Area Code): _				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$				
The following documentation must accompany this claim form.				
Original or clear copy of all receipts, invoices, and/or repair orders that show:				
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 				
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense incurred for the repair covered by this letter.				
Claimant's Signature:				

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





December 2007

Bullhead City, AZ

Dear

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

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

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

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

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

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

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

Susan 4200 155 11 1-800 638 4600

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 : 08

ACCOUNTING COPY **

SO# 1006093 DATE/TIME IN: 12/04/2007 6:54 DATE/TIME OUT: 12/06/2007 16:18

TAG# 5663 SA: MARK ARBUCKLE DOC COUNT:

FORT MOHAVE

AZ

1G2ZG528854

G6 SE1 2005 PONTIAC

WHITE

ENGINE: 1.8L

STK#: 55034

MILES IN/OUT 46438 _/_-

SVC DATE: 12/16/2004

TRAVIS E. SALESPERSON: EDWARDS,

LINE

CUSTOMER STATES THERE IS A CLUNKING NOISE FROM

THE FRONT END WHILE DRIVING, CHECK AND ADVISE

TECH COMM:

TECHNICIAN FOUND INTERMIDIATE SHAFT AND STEERING

COLUMN MAKING NOISE AND REPLACED SHAFT AND

STEERING COLUMN ASSEMBLY.

WARRANTY AMERICA CTR# WAL 282533

AMNT \$688.38 DED \$100.00 AUTH# 279419AGRL

FAX# 303-456-1039

REPAIR

MAINTENCE 1

OPCODE: 0000

SALE RATE: A

COST RATE: A

COST: 52.00 TYPE: CX

\$240.50

HRS: 2.60

PRIMARY TECH: 228

PARTS

DESC

EΡ YTO PRICE

SALE

COS ST

\$149.00

GM GM

22687711 SHAFT KIT N 15926870 COLUMN

1

1

N

149.000 359.000

CXCX204.63

\$359.00

LINE TOTAL

\$341.56

\$748.50

CUSTOMER PAY DIFFERENCE OF PARTS AND LABOR

REPAIR 1

MAINTENCE

OPCODE: 0000

SALE RATE: A

COST RATE: A

COST: SALE TYPE: CGM

\$10.40

HRS:

PRIMARY TECH: 228

NET ITEM: R

PARTS DIFF.

PO#: L#:

1

1

COST:

SALE TYPE

CGM

\$29.80

UNIT QTY:

29.80

NET ITEM: R

PARTS COST DIFF.

UNIT AMT:

SALE TYPE CGM

\$12.37

PO#: UNIT QTY: **上#:** UNIT AMT: COST: 12.37

LINE

\$52.57

"*" Following the line number denotes added operation Customer Signature X

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









FINDLAY MOTOR COMPANY 2565 Laughlin View Dr. Builhead City, AZ 85429 (928) 754-5400

SERVICE INVOICE

** ACCOUNTING COPY **

SO# 1006093 DATE/TIME IN: 12/04/2007 6:54

DATE/TIME OUT: 12/06/2007 16:18

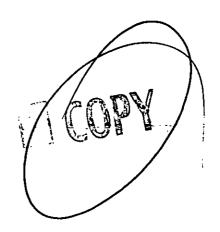
TAG# 5663 SA: MARK ARBUCKLE

DOC COUNT: 1 PAGE

0.8

1G2ZG528854

SALE AMT	COST AMT	CNTL NO	· .	
41.81-			LABOR	\$250.9C
10.40-			PARTS	\$508.0C
240.50-	52.00		NET ITEMS	\$42.17
508.00-	289.56		TAX (BULLHEAD CITY T)	\$11.00
42.17-		1006093	TAX (ARIZONA STATE S)	\$30.81
687.11	:		CUSTOMER TOTAL	\$842.88
155.77			EXTENDED DEDUCTIBLE .	(100.00
	1		PAYMENT (EXTENDED WA)	\$687.11
			PAYMENT (CASH)	\$155.77
	41.81- 10.40- 240.50- 508.00- 42.17- 687.11	41.81- 10.40- 240.50- 508.00- 42.17- 687.11	41.81- 10.40- 240.50- 508.00- 42.17- 687.11	41.81- 10.40- 240.50- 508.00- 42.17- 687.11 155.77 LABOR PARTS NET ITEMS TAX (BULLHEAD CITY T) TAX (ARIZONA STATE S) CUSTOMER TOTAL EXTENDED DEDUCTIBLE . PAYMENT (EXTENDED WA)



Customer Signature X

Disclaimer of Warranties

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







FINDLAY HOTOR COMPANY 2565 LAUSHLIM VIEW OR BULLHEAD CITY, AZ 86479

TERRITHAL ID: Herchart Ni

695698637 187217747997

SALE BAICH: 000675 OAIE: DEC 07, 07 SQ: 065 AV: YY

THUOICE: 1875364 DINE: 18117 BUTH HO! 898975

TOTAL

\$688.39

CUSTOMER COPY

Inst: 003

Branch: 006

Window Machine: 013

Teller: 00043

Time: Thu Dec 20 10:24:16 2007

MORE ACCT BAL 2,139,89

Account Number

Account Type

02 Collected Bal

Lockout Flag

00

Cycle Code

20

Balance Last Stmt 1,284.27 Teller Override Flag

00

Product Type

03 Date Last Stmt 11/20/07

Warning Flag

00

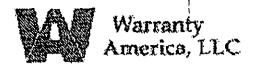
Service Package 03 Officer Code

Select	Date	Tran Codes	Source	T/C	Tran Amt/Prev Value	Ending Bal/New Value	Description
- Select	120707	00 MH I	700061148	60 60	423.71	2,452.42	TELLER DEPOSIT
	120707	30 LC OS	700001290	80	90.00	2,362,42	14198 ACH CK
Γ.	120707	00 CS O	903349861	90	464.00	1,898.42	4182 CK
Γ	120807	1 HM 00	700061343	60	60.00	1,958.42	TELLER DEPOSIT
Γ	120807	00 CS OR	700000087	17	10.02	1,948.40	*DBT POS SG WD
Γ.	121007	00 CS OR	700000087	17	352,00	1,596.40	*DBT POS PN WD
\Box	121107	00 MH 1	700021154	60	215.00	1,811.40	TELLER DEPOSIT
[Z	121107	30 LC OS	704523590	80	155.77	1,655.63	*AUTO WITHDRAWAL
۲	121207	00 CS OR	700000087	17	25.00	1,630.63	'DBT POS PN WD
	121207	00 CS OR	_700000087	17_	16.18-	- 1;614;45-	-*DBT-POS-SG-WD
Γ.	121207	00 CS Q	903607901	90	40.00	1,574,45	4196 CK
آ .	121207	00 CS O	903617735	90	20.00	1,554.45	4199 CK
Γ	121307	00 CS OR	700000087	17	71.12	1,483.33	*DBT POS PN WD
Г	121307	oo cs o	903672327	90	70.00	1,413.33	4257 CK
	121307	00 CS O	903672323	90	6.34	1,406.99	4264 CK

Next Date mmddyy

Next Account Number

006-2513362



CLAIMS PROCESSING DEPARTMENT

Date:

12/07/2007

Time:

09:22 AM

Attention:

Re: CREDIT CARD AUTHORIZATION

Preferred Administrators has authorized FINDLAY MOTOR COMPANY** to charge the amount shown below, using the credit card number that has been provided.

MasterCard Number:

Expiration Date:

Cardholder:

Cardholder Zip Code:

02/2008

WARRANTY AMERICA

80002

Authorized Charge Amount!

\$688.38

Customer:

R.O. Number:

Claim Number: Claim Date:

Contract Number:

VIN:

Claim Notes:

12/04/2007

282533

1G2ZG528854

This is a one-time use stored value card. It can not be overcharged and will not allow additional charges. All transactions will be tracked and audited.

Notice: Final payment of any charges associated with this repair may be corrected to match the amount listed on your invoice in the event those charges are less than originally authorized.

Rental car, sublet repairs and towing invoices must be provided along with your repair invoice for payment of authorized charges.

Thank you for helping our mutual customer.

Sincercly.

Claims Processing Department Credit Card Payments North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



50-937 CHECK NO. 213

DATE AMQUNT 01/24/08 **XXXXXXXXXXXXXX**100 DOLLARS ***XOU CENTS ****************100.00 North American Operations General Motors Corporation Disbursement Account FORT MOHAVE AZ The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR 1 CHECK NO. BB 000000462 PAYMENT DATE VENDOR NAME 01/24/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC, AMOUNT NET AMOUNT 01/23/08 VM 1-9U80Q8 71-594988894.1-9U80Q8 00.0000 100.00 .00 100.00 1G2ZG528854

H3

TOTAL

100.00

.00

100.00

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

February 7, 2011



Service Request: 71-594988894

Customer Relationship Specialist: Lance Evans

Dear

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

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

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

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.

Monticello, MN

MINNEAPOLIS MN 554

21 DEC 2007 FM 5 L PMW

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

DEC 2 6 2007

Keimbrusement Center P.O. Box 33170 Detroit, MII. 48232-5170

Idelladaddadhaddadhadhadhadhadhadhaadh

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: Dec. 18-2007
17-Digit Vehicle Identification Number (VIN): 16/27.548X5F
Mileage at Time of Repair: 64,478 Date of Repair: Aug. 20th & 2151 2001
Claimant Name (please print):
Street Address or PO Box Number:
City: Montice//o State: MN. ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ # Kathan # 1 m. Deductible
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



CHEVROLET Phone: (763) 428-4500 Fax: (763) 428-8390	21150 John Milless Dr. P.O. Box 130 Rogers, MN 55374	manufacturer. The seller either express or implied chantability or fitness for nor authorizes any other connection with the sale of (See reverse side for war	hereby assly di d, inclus ny imp a partis pose r person us assume of said products."	, and neither assume
CUSTOMER NO. 42639	ADVISOR ERYAM SKUCHENSKI LABOR RATE VEAR (MAKE / MODEL OS/CHEVROLET/MALIBL VEHICLE ID. NO. 1 6 1 Z 7 5 4 9 X 5	498 CARD NO. 585 MILEAGE 64478	INVOICE DATE 03/21/07 COLOR SILVER/ DELIVERY DATE 03/07/06 SELLING DEALER NO.	SNOICE NO. CVES310571 STOCK NO. 035.25 DELIVERY MILES 27.9.02 PRODUCTION DATE
MONSTCCLLO, THE RESIDENCE PHONE BUSINESS PHONE		PO. NO.	8.0. DATE 08/20/07	REFRINT# 1 MO: 644/6
	ISPECTION ISPECTION IDS REAR BRAKES AND FRONT BR	TECH(S):373	. And the state of the same of the same	238.00
PARTS	.,	JOB # 1 TOTAL LAB	JIAL PAKIS	67.99 - 67.99 135.89
UM 2 15CVZ-3 STEERING CUSTOMER STATES		TECH(S)+093 TURNING	IC & PHRIS	89.2
PARTSQTYFP-NUMBER JUB # 2 1 22697711		JÜB # 2 T(DTAL PARTS	164.9 164.9
JA 3+40CVZ-3 ENGINE F A S INSPECT FOR A OIL FOUND OIL PAN OA	واليا المحاطف للساملة والموافقة فيو ومود منجد حما يوم مؤهوا مؤه خان دامة ميشة خمد طوي يمؤم يوه عظم دومي يرطف بالأست فهم مؤسدات	IB # 2 TOTAL LABO TECH(S):393 PAN DASKET	DR & PARTS	254.20 615.60
PARTO	DESCRIPTION DASKET 1.429 SCALANT 8.800		UNIT PRICE- 20.47 11.80 1.93 4:01 4:48 27.82 UTAL PARTS	20,41 11,80 7,61 6,8 4,40 27,81 01,01
misc code Descrip Jos # 2 21ST 21ST CE	TION- HTURY WARRANTY PAYS THIS	CUNTROL : TOT:	NO 310573 AL - MISC	-867.2 -867.2
COMMENTS— 2101 CENTURY COVERS LINES 2 A ADJUSTER IS MIKE SHAFI 44794241 AND GASKET 484 COSTOMER HAS A 100.00 DEDUCT) BELETED OPERATION(S) 040VZ-6 FOWER STEERIN	AND 3	and the second s	•	

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

21150 John Milless Dr. manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of mer chantability or fitness for a particular pose, and neither assume P.O. Box 130 Phone: (763) 428-4500 nor authorizes any other person to assume for it any liability in Rogers, MN 55374 connection with the sale of said products." Fax: (763) 428-8390 (See reverse side for warranty details.) CUSTOMER NO. INVOICE DATE ADVISOR₄ CARD NO. INVOICE NO. 42639 BRYAN SKOCHENSKI 08/21/07 CVCS310573 LABOR RATE MILEAGE COLÓR STOCK NO. 64478 83525 SILVERA DELIVERY DATE 03/07/06 YEAR / MAKE / MODEL DELIVERY MILES OSZCHEVROLETYMAL IBU LS/SEDN 27982 SELLING DEALER NO. PRODUCTION DATE P.O. NO. R.O. DATE MORLICCLIO, MN 08/20/07 REPRINT# 1 MO: 64478 TOTAL LABUR.... 942.84 381.31 TOTAL SUBLET... 0.00 TOTAL MISC CHG. 0.00 867.21 25.40 TOTAL MISC DISC THANK YOU FOR CHOOSING MILLER CHEVROLET FOR YOUR VEHICLE'S SERVICE NEEDS. TX INDICATES LYMIXED LIFE TIME SERVICE PARTS GUARANTEE. TOTAL TAX..... TOTAL INVOICE * 482.84 E J CRD CARD COSTONER SIBMATURE

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIÉD.

END OF INVOICE J GU:460m

Account Category: Primary Checking Secondary Checking Money Market Checking	Track Your Expenses ☐ Housing & Utilities ☐ Food ☐ Transportation	☐ Educational & Recreational ☐ Contributions & Gifts ☐ Credit Payments	Augzi	2007 2128
Line of Credit	☐ Medical & Dentel ☐ Clothing & Personal	Savings & Investments Dott or Expenses	FOR'D ITEM AMOUNT	482.8
Joan the	un died	Eightsy two	PALANCE AMEDITA	Jun -
Memo Brakes	Mon Ded sty			
For added security, per no longer appears on	rsonal information	holy	575B	NON NEGOTIABL

12-21-07

February 7, 2011



Service Request: 71-594989617

Customer Relationship Specialist: Katrina Blake

Dear

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

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

We have reviewed your request for reimbursement on the steering shaft 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

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 CHECK NO. DATE **AMOUNT** 02/05/08 XXXX99 CENTS ************** XXXXXXXXXXXXXXXXA74 DOLLARS and the same of th North American Operations General Motors Corporation Disbursement Account POPLAR BLUFF The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000540 PAYMENT DATE VENDOR NAME 02/05/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC, AMOUNT NET AMOUNT 02/04/08 VH 1-9W3HOH 1-595024334.1-9W3HOM 00.0000 474.99 474.99 1G1ZT52845F 善 表 r Karasa 3. ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 474.99 **TOTAL** .00 474.99 Altn: Gavin Sanders

Ref# 71-595024334



Customer Assistance Center

Chevrolet DivisionGeneral Motors Corporation

PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORMUL, MI 48232-5170

THIS SECTION TO BE COMPLETED BY CLAIMANT					
Date Claim Submitted:					
Vehicle Identification Number (VIN): IGIZ T52845 F					
Mileage at Time of Repair: Date of Repair:					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: Poplar Bluff State: MO ZIP Code					
Daytime Telephone Number (include Area Code):_					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$					
THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM					
Original or clear copy of all receipts, invoices and/or repair orders that show:					
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 					
My signature to this document attests that all attached documents are genuine and I request reimbursement for the					
Claimant's Signature					

Please mail this claim form and the required documents to:

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

All recall reimbursement questions should be directed to the following number: 1-800-204-0261

GM General Motors Corporation

February 7, 2011



Service Request: 71-595024334

Customer Relationship Specialist: Gavin Sanders

Dear

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

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

We have reviewed your request for reimbursement on the 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 \$474.99.

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.

Poplar Bluff, mo

MO 637 20 DEC 2007 PM 11

CAPE GIRARDEAU

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): 1612752845F
Mileage at Time of Repair: 20,936 Date of Repair: 9/11/07
Claimant Name (please print):
Street Address or PO Box Number:
city: Poplar Bluff State: MO ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 474.99
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



BLACKWELL-BALDWIN CHEVROLET - CADILLAC

621 S. Westwood

POPLAR BLUFF, MO. 63901

573 - 785-0893

CUSTOMER NO. 21402	SHELLY		40 TAG NO.		**09 5/11/ 07	™ CV CS148352
	₩ 6 45.00	LICENSE NO.	1	52,563	°WAITE/	ST2538A
POPLAR BLUFF, MO	*05/CHEVRO	LET/MALIBU/4 [DOOR		°10724705	DELIVERY 205, 936
	VETICLE I.D. 10. Z	Г 5 2 8 4 5 F		_	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O.	NO.		^P 09 /06/07	REPRINT# 2
	COMMENTS	<u> </u>			<u> </u>	
J# 1 32GCZ15	LIGHT COMES ON OLUMN OPEN UMN ASSEMBLY;SE IPTION N 6.518 JOB #	T UP JOB # 1 TOTAL PA 1 TOTAL LABOR & PA CONTROL NO	ARTS ARTS 	7.38 7.38	THE SELLER, H LY DISCLAIMS A EITHER EXPRES INCLUDING ANY RANTY OF MER FITNESS FOR A POSE, AND NE NOR AUTHORIZ PERSON TO ASS LIABILITY IN CI THE SALE OF THE	LY CASH UNLESS
TOTALS) arrangen	MENTS MADE
CASH MY CHECK [] CHARGE [] CREDIT CARD [] THANK YOU FOR ALLOWING US TO MEET YOUR SERVICE YOUR SATISFACTION AND OPINION ARE IMPORTANT TO IN A FEW WEEKS, YOU MAY RECEIVE A SURVEY FROM MANUFACTURER. PLEASE DO TAKE THE TIME TO COMP SURVEY AND RETURN IT. NATURALLY, GOOD SCORES, TO US, BUT FOREMOSTWE WANT YOU "COMPLETELY S.	US. YOUR VEHICLE LETE THE ARE IMPORTANT	TOTAL LABOR TOTAL PARTS TOTAL SUBLETOTAL G.O.G TOTAL MISC (TOTAL M	T CHG. DISC	150.00 295.00 0.00 0.00 7.38 0.00 22.61	ANY DISSATISF. REPORTED TO S WITHIN 30 DAY AFTER JOB RELI	ACTION MUST BE ERVICE MANAGER S OR 1000 MILES EASE, WHICHEVER RS FIRST.
IF, FOR ANY REASON, YOU ARE NOT "COMPLETELY SA" PLEASE CONTACT SHELLY OR BRITTANY FOR SERVICE BODY SHOP MANAGER LEROY CANNON OR SERVICE MANA CUSTOMER SIGNATURE ************************************	TISFIED". QUESTIONS GER MARK SEAL	C E *********				
PAGE 1 OF 1 CUSTOMER COPY		[END OF II			7hank	k You!

February 7, 2011

Poplar Bluff, MC

Service Request: 71-595024334

Customer Relationship Specialist: Gavin Sanders

Dear

Enclosed is the GM Product special coverage Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement on the power steering assist that you had repaired once we have received this completed form.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-204-0261 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this special coverage condition corrected before December 2007 you may be eligible to receive reimbursement.

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GMICT	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

^{*} Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT		
Date Claim Submitted:		
Vehicle Identification Number (VIN):		
Mileage at Time of Repair:Date of Repair:		
Claimant Name (please print):		
Street Address or PO Box Number:		
City: State: ZIP Code		
Daytime Telephone Number (include Area Code):		
Evening Telephone Number (include Area Code):		
Amount of Reimbursement Requested: \$		
THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM		
Original or clear copy of all receipts, invoices and/or repair orders that show:		
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 		
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.		
Claimant's Signature:		

Please mail this claim form and the required documents to:

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

All recall reimbursement questions should be directed to the following number: 1-800-204-0261

OUBENS NY 113, WILLIAM 200-0000 DATE OF THE RELIEF Reimbursement Department P.O.Box 33170 Detroit, M1 48232-5170

DEC 2 6 2007

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant		
Date Claim Submitted: 12/19/07		
17-Digit Vehicle Identification Number (VIN): 1612T54825F		
Mileage at Time of Repairs 28,075 Date of Repair: 12/5/07		
Claimant Name (please print):		
Street Address or PO Box Number:		
City: OROOKIVN State: N ZIP Code.		
Daytime Telephone Number (include Area Code): _		
Evening Telephone Number (include Area Code):		
Amount of Reimbursement Requested: \$ #/66.22		
The following documentation must accompany this claim form.		
Original or clear copy of all receipts, invoices, and/or repair orders that show:		
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 		
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.		
Claimant's Signature:		

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



To whom it may concern:

This is to attest that my 2005 Chevrolet Malibu has had power steering problems (knocking noise in the steering wheel) starting back in January, 2007. My car was repaired (complete power steering replaced) by Kristal Service Department at that time while still under the warranty at no additional charge.

On 12/5/07 I brought my car in again for the same knocking noise in the steering wheel and my check engine light. I took care of the check engine light because I was told it was no longer under warranty. After the service department checked my car I was told the knocking noise was not the power steering but loose front end and lack of lubrication with a charge of \$166.22. Considering it was under 1 year since the power steering was replaced I felt there should not have been a charge. Please see attached invoice.

If this is a problem or recall I would appreciate being notified since I am truly satisfied with my vehicle and this has been the only ongoing problem since my purchase.

Very truly yours,

16097

113036

INVOICE



Kristal auto mall

5200 KINGS HIGHWAY BROOKLYN, NY 11234 (718) 253-7575



FAX (718) 692-2150 BROOKLYN, NY PAGE 1 www.kristalautomall.com 6WC HOME: BUS SERVICE ADVISOR: 131 BOVAIN COLOR YEAR MAKE/MODEL LICENSE VIN MILEAGE IN/OUT TAG WHITE CHEVROLET MALIBU 1G1ZT54825F 28075/28075 PROD. DATE WARR. EXP. DEL DATE PROMISED PO NO. RATE PAYMENT INV. DATE 210CT04 05DEC07 <u>CASH</u> 100 05DEC07 R.O. OPENED READY OPTIONS: STK:8451 05DEC07 05DEC07 LINE OPCODE TECH TYPE HOURS TOTAI A C.S KNOCKING NOISE IN STEERING COLUMN CAUSE: FRONT END LOOSE AND LACK OF LUBRICATION 9996 STANDARD CPC 1.50 38 151,37 151.37 28075 FRONT END LOOSE AND LACK OF LUBRICATION LUBRICATED FRONT END SUSPENSION TIGHTENED FRONT END SUSPENSION TO TORQUE SPECIFICATIONS ROAD TEST VEHILCE NO LONGER HAVE KNOCKING NOISE IN STEERING COLUMN B CUSTOMER RESPONSIBLE FOR DIAGNOSTIC CHARGE OF \$195.00 PLUS TAX IF ANY NEEDED REPAIRS NOT COVERED UNDER WARRANTY, EXTENDED WARRANTY OR IF CUSTOMER DECLINES NEEDED REPAIRS CUSTOMER WILL BE ADVISED IF ADDITIONAL TIME REQUIRED FOR DIAGNOSIS 76 NO REPAIR PERFORMED AT THIS TIME 38 CPC 0.00 0.00 0.00 ******************* CUSTOMER PAY HAZARDOUS WASTE REMOVAL FOR REPAIR ORDER 2.00 KRISTAL EXTENDS OUR SINCERE APPRECIATION FOR YOUR PATRONAGE. WE STRIVE TO PROVIDE QUALITY SERVICE AND COMPLETE SATISFACTION. YOUR COMME NTS WILL HELP US TO ACHIEVE OUR GOAL. YOU MAY BE RECIEVING A SURVEY IN THE MAIL AND WE WOUL D APPRECIATE YOU RETURNING IT PROMPTLY WITH A RATING OF COMPLETE SATISFACTION. WE THANK YOU

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO 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 CAUSED 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 VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST, INSTRUMENT CLUSTERS REPAIR AND RADIO, WATER LEAKS, RATTLE AND SOUBAKS, GUARANTEED 90 DAYS OR 3000 MILES, WHICHEVER OCCURS FIRST. NO GUARANTEED ON WHEEL ALIGNMENTS. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLED WARRANTIES TO THE PERIOD STATED. WARRANTY CETAILS AVAILABLE. STORAGE CHARGES \$25.00 PER DAY 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

AUTHORIZATION

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/tems. 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	151.37
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	153.37
LESS INSURANCE	0.00
SALES TAX	12.85
PLEASE PAY	

THIS AMOUNT

KRISTAL AUTO MALL 5280 KINGS HIGHWAY BROOKLYN, NY 11234

TERMINAL I.D.:

_\$67600

MERCHANT #:

27488888217382

ntscouer

SALE BATCH: 000051 DATE: DEC 05, 87 RRN: 00518087

IHUDICE: 523479 TIME: 13:13 AUTH HOI 885898

TOTAL

\$166.22

CUSTOMER COPY

February 7, 2011



Service Request: 71-595026232

Customer Relationship Specialist: Dean Winchester

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. 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