

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

Indianapolis, In.

DEC 24 2007



LOUIS COMFORT TIFFANY

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



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/12/0717-Digit Vehicle Identification Number (VIN): 1G1ZU54845F [REDACTED]Mileage at Time of Repair: 43703 Date of Repair: 12/12/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Indianapolis State: In. ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 265.30

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



Hubler Chevrolet

COPY

HUBLER CHEVROLET, Inc.
 8220 South U.S. 31 (317) 882-4389
 INDIANAPOLIS, INDIANA 46227-0973
 www.drivehubler.com

CUSTOMER NO. 98262	ADVISOR KEVIN APPLE	TAG NO. 61 7378	INVOICE DATE 12/12/07	INVOICE NO. CVCS379231
	LABOR RATE	LICENSE NO.	MILEAGE 43,703	COLOR BURGANDY/
INDIANAPOLIS, IN	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZU54845F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/12/07	
	COMMENTS E# 888-438-0100			MO: 43703

IN SERVICE DATE] 9-28-05
 LABOR & PARTS
 J# 1.37CVZNOISE STEERING NOISEY TECH(S):122 95.15

CUSTOMER STATES WHEN TURNING EITHER WAY - THERE IS A
 CRUNCHING NOISE FROM STEERING AREA - FELT IN STEERING
 WHEEL - PLEASE ADVISE
 REPLACE INTERMEDIATE STEERING SHAFT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		22687711	SHAFT KIT 6.526	149.00	149.00
					JOB # 1 TOTAL PARTS	149.00
					JOB # 1 TOTAL LABOR & PARTS	244.15

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A		SS SHOP SUPPLIES		12.21
				TOTAL - MISC 12.21

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$41.95 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$285.00 (+TAX) ON 12/12/07 AT 11:57am
 BY ELVA GASTILLO COMMENTS REPLACE INTERMEDIATE STEERING SHAFT
 CALL

TOTALS

 * NEXT RECOMMENDED SERVICE:
 * 02/13/2008 / 46703 MI 01CVZ USE 017 TO PICK OIL

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
 GUARANTEE. APPLIES TO REPAIRS PAID FOR BY CUSTOMER ONLY.
 LIFETIME WARRANTY REPAIRS MUST RETURN TO THIS FACILITY TO
 BE HONORED UNLESS FAILURE OCCURS OUT-OF TOWN.
 ORIGINAL RECEIPT MUST BE PROVIDED.
 ALL GM PARTS WHICH ARE DEALER INSTALLED ARE WARRANTED BY GM
 FOR 12 MONTHS OR 12,000 MILES; WHICHEVER OCCURS FIRST; FROM
 DATE OF INSTALLATION. (PARTS AND LABOR)

TOTAL LABOR....	95.15
TOTAL PARTS....	149.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	12.21
TOTAL MISC DISC	0.00
TOTAL TAX.....	8.94

TOTAL INVOICE \$ 265.30

CUSTOMER SIGNATURE

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

"The Factory Warranty Constitutes All Of The
 Warranties With Respect To The Sale Of this
 Item/Items. The Seller Hereby Expressly Disclaims All
 Warranties, Either Express Or Implied, Including Any
 Implied Warranty Of Merchantability Or Fitness For A
 Particular Purpose, And The Seller Neither Assumes
 Nor Authorizes Any Other Person To Assume For It
 Any Liability In Connection With The Sale Of This
 Item/Items."



Goodwrench

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

THANK YOU

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK No. [REDACTED]


50-937
213DATE
01/24/08

*****265 DOLLARS

***30 CENTS

AMOUNT
*****265.30PAY
TO THE
ORDER
OF

INDIANAPOLIS IN [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000339

1

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/24/08

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZU54845F [REDACTED]	01/23/08 71-594888	VM 1-9U6IRM 140.1-9U6IRM	00.0000	265.30	.00	265.30
TOTAL				265.30	.00	265.30

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

W3

February 7, 2011

[REDACTED]
[REDACTED]

Indianapolis, IN [REDACTED]

Service Request: 71-594888140

Customer Relationship Specialist: Lance Evans

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the 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

[REDACTED]
[REDACTED]
Lawrence, MS [REDACTED]

Service Request: 71-595077349
Customer Relationship Specialist: Jane West

Dear [REDACTED]

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

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

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

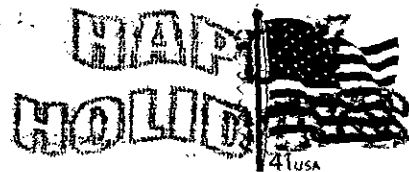
Chevrolet Customer Assistance Center

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.

LAWRENCE, MS

JACKSON MS 392

20 DEC 2007 PM 3 L



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

DEC 26 2007

48232-5170

48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 9-14-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT54875F [REDACTED]

Mileage at Time of Repair: 47821 Date of Repair: 9-5-07 9-14-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Lawrence State: MS ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 9200.

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





835 HIGHWAY 35 SOUTH • P. O. Box 209
FOREST, MS 39074

FOREST:
601-469-1561

JACKSON & RANKIN COUNTY:
601-825-3636

TOLL FREE:
1-800-898-0022

visit us online at www.davisgm.com

SERVICE INVOICE 51469
RO TYPE 12 WARRANTY GMPP

DATE IN 09-05-2007 DATE OUT 09-14-2007

CUSTOMER
1512

WRITER STEVE KING
TECH DAVID C JONES

LAWRENCE, MS

VEHICLE 2005 CV MALIBU
VIN 1G1ZT54875F
IS DATE 01-12-06 LICENSE #
MILES IN 47821 MILES OUT 47821

COPY

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

CUSTOMER HAS \$200.00 DED. / HAS CODE

TECH #	DATE	OPERATION	DESCRIPTION	HOURS	EXTENDED	T	WARRANTY INFO
1513	09-13-07	E7680	STEERING ASSEMBLY	1.40	71.62	--□--	

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

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

	TAXABLE	359.00
324	SALES 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



Front & Back

Invert

Flip



A

LAWRENCE, MS		11-71	3816
Date		9-14-07	05-212/553 01
Pay to the Order of	Ed Davis Motors	\$200.00	
Two hundred \$ + ^{xx} / ₁₀₀		Dollars	
COMMUNITY BANK		CHEXTRA	
For			

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

591862537 - 09-14-2007	Pay to the Order of Community Bank Forest, Mississippi For Deposit Only Ed Davis Motors, Inc. A/C # 520 447 5
------------------------	--

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

GM

CHECK

No.50-937
213DATE
01/25/08

*****200 DOLLARS

****00 CENTS

AMOUNT
*****200.00PAY
TO THE
ORDER
OF

LAWRENCE MS

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT
DATE

01/25/08

VENDOR
DUNS NO. BB 000000018

1

VENDOR NAME

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

161ZT54875F

01/24/08
71-595077VM 1-9UBA7Z
349.1-9UBA7Z

00.0000

200.00

.00

200.00

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

M3

TOTAL

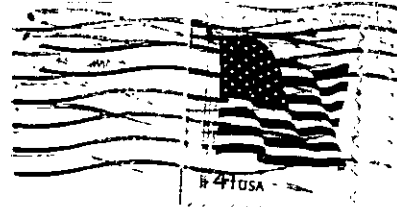
200.00

.00

200.00



120,000
Corinth, MS



DEC 26 2007

Reimbursement Department

P.O. Box 33170

Detroit, MI 48232-5170

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

4823235170 B050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 15 Dec 07 *Received This notice 14-Dec-07*

17-Digit Vehicle Identification Number (VIN): 1G2ZG528254 [REDACTED]

Mileage at Time of Repair: 52,644 Date of Repair: 8-13-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

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

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

Evening Telephone Number (include Area Code): SAME

Amount of Reimbursement Requested: \$ 100.00

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





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



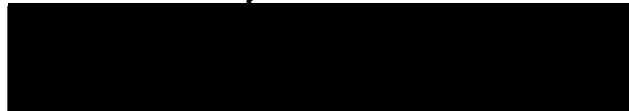
07126 1G2ZG528254 [REDACTED] 6 0006723

[REDACTED]
CORINTH, MS [REDACTED]



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

Thank You



19 Dec 07



December 2007

[REDACTED]
Corinth, MS [REDACTED]

Dear [REDACTED]

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

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

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

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

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

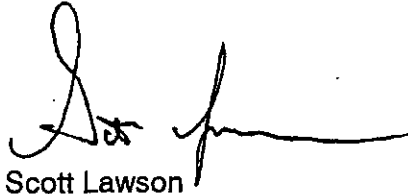
Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by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

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



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

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

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126



FRANKIE BLACKMUN

OF



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

ICSS5777

COPY

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

MO: 52645

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

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

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

COMMENTS
WAIT

TOTALS

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PAID
8-13-07

IMPORTANT

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

DISCLAIMER OF WARRANTIES

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

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

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

FRANKIE BLACKMON



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

WMS5777

COPY

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

MO: 52645

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

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

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

COMMENTS
WAIT

R/O TAX 0.00
R/O TOTALS 415.72

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL
415.72
CLAIM TOTALS 415.72

APPROVED BY SIGNATURE

DCS AUDIT SLIP

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

Closed
8-16-07

IMPORTANT

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

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.

got this from the dealer on 19 Dec 07

February 7, 2011

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

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

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$100.00.

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

Sincerely,

Pontiac Customer Assistance Center

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

North American Operations

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



CHECK No. [REDACTED]

50-837
213DATE
01/25/08

*****100 DOLLARS

****00 CENTS

AMOUNT
*****100.00PAY
TO THE
ORDER
OF

CORINTH MS [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO 8B 000000030
VENDOR NAME [REDACTED]

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE 01/25/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528254 [REDACTED]	01/24/08 71-595090	VM 1-9UAUHX 141.1-9UAUHX	00.0000	100.00	.00	100.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				100.00	.00	100.00

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

February 7, 2011

[REDACTED]

Longview, TX [REDACTED]

Service Request: 71-595118385

Customer Relationship Specialist: Reggie Militech

Dear [REDACTED]

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

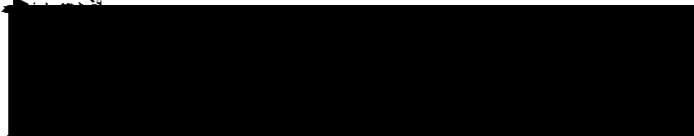
At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

We have reviewed your request for reimbursement on the steering 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.

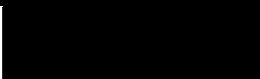
At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer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

Sincerely,

Pontiac Customer Assistance Center



LONGVIEW TX



DEC 26 2004

REIMBURSEMENT DEPARTMENT
PO BOX 33170
DETROIT, MI 48232-5170

482325170 B050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted:

12-19-07

17-Digit Vehicle Identification Number (VIN):

1G2ZG528X54

Mileage at Time of Repair:

45,491

Date of Repair:

6-14-07

Claimant Name (please print):

Street Address or PO Box Number:

City:

Low 9V102W

State:

TX

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).





December 2007

[REDACTED]
Longview, TX [REDACTED]

Dear [REDACTED]

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

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

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

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

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

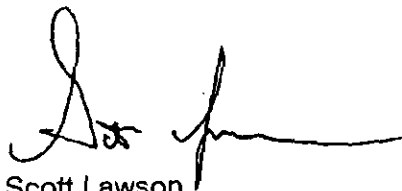
Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by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

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



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

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

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126





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



07126 1G27G528Y56 [REDACTED] 16 0000730

[REDACTED]
LONGVIEW, TX [REDACTED]





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1400 East End Blvd.

MARSHALL, TX 75670

903-935-5264

www.alfordautogroup.com

GMC**ORIGINAL**

CUSTOMER NO. 20890	SHIRLEY LINDSAY		109 TAG NO. 150	INVOICE DATE 06/14/07	INVOICE NO. BUC92702
LABOR RATE	LI	MILEAGE 45,491	CRP/	STOCK NO.	
05/PONTIAC/G6/			10/22/04	DELIVERY MILES	
VEHICLE I.D. NO. 1G2ZG528X54			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.			P.O. NO.	05/30/07	
BUS PHONE			COMMENTS		
			MO: 45491		

LABOR & PARTS

J# 1 51BUZ BODY ELECTRICAL TECH(S):134 192.00
 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
 REPLACED MULTIFUNCTION SWITCH
 REPLACED BCM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	1999388	SWITCH 2.895	58.28	58.28
JOB # 1	1	PKPF47	OIL & FILTER	14.61	14.61
JOB # 1	1	25010792	FILTER 1.836	****	****
JOB # 1	5	5W30	OIL	****	****

JOB # 1 TOTAL PARTS 72.89

JOB # 1 TOTAL LABOR & PARTS 264.89

J# 2 99BUZ GM ON A ROLL PROGRAM TECH(S):134 0.00
 DONE

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

J# 3 40BUZ BRAKES TECH(S):134 90.00
 PULSATION IN THE FRONT END. RESURFACE ROTORS AND BUFF PADS
 1.5 @60
 BRAKE PADS HAVE 1.5 MM LEFT ON DRIVER'S SIDE
 REPLACED PADS AND RESURFACED ROTORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	MKD102B	BRAKES PA	29.95	29.95
JOB # 3 TOTAL PARTS					29.95

JOB # 3 TOTAL LABOR & PARTS 119.95

J# 4 45BUZ STEERING/SUSPENSION TECH(S):134 184.00
 KNOCKING IN THE FRONT-END. CHECK AND REPORT
 0
 EXCESSIVE CLEARANCE IN STEERING GEAR
 REPLACED STEERING GEAR
 AND SET ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	15216791	GEAR 6.508	298.12	298.12
JOB # 4	1	15234845	BCM 2.560	167.48	167.48
JOB # 4 TOTAL PARTS					465.60

JOB # 4 TOTAL LABOR & PARTS 649.60

J# 5 60BUZ INTERIOR TRIM TECH(S):134 104.00
 RADIO IS INOP NO DISPLAY ON THE RADIO. CHECK AND REPORT
 INTERNAL POWER SHORT IN RADIO

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 were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE



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1400 East End Blvd.

MARSHALL, TX 75670

903-935-5264

www.alfordautogroup.com

GMC

CUSTOMER NO. 20890	SHERLEY LINDSAY	INVOICE NO. 109	TAG NO. 150	DATE 06/14/07	INVOICE NO. BUCS2702
LABOR RATE		MILEAGE 45,481	RED/	STOCK NO.	
VEHICLE MAKE 05/PONTIAC/G5/			DATE 10/22/04	DELIVERY MILES	
VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.			P.O. NO.	DATE 05/30/07	
COMMENTS			MO: 45491		

SENT RADIO OUT FOR REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	1	22714806	RADIO	270.25
JOB # 5 TOTAL PARTS				270.25
JOB # 5 TOTAL LABOR & PARTS				374.25

J# 6 00BUZ01	LUBE, OIL & FILTER	TECH(S):134	12.95
LUBE, OIL & FILTER CHANGE UP TO 6 QUARTS			
COUPON FOR . LOF 21.95			
MAINTENANCE			
CHANGED OIL AND FILTER, LUBED CHASSIS			

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 6 TOTAL PARTS				0.00
JOB # 6 TOTAL LABOR & PARTS				12.95

J# 7+708UZ	SUBLET	TECH(S):134	0.00
IN ALFORD RENTAL VEHICLE 30 PER DAY			
0			
0			

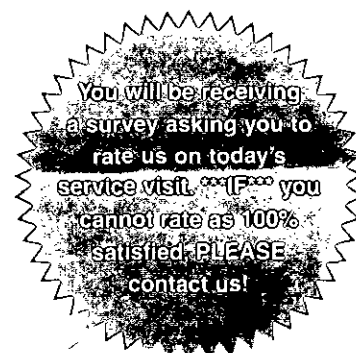
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 7 TOTAL PARTS				0.00
JOB # 7 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 6	SC	SERVICE COUPON	
TOTAL - MISC			-10.00
			-10.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
CLAIM # **00000000** FOR \$ 1217.35
P 523.88 / 480 LAOBR 6.0 HRS / TAG-43.22 / SUBLET 270.24
CUSTOMER OWES 241.19

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 were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

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CUSTOMER SIGNATURE



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

www.alfordautogroup.com

GMC

CUSTOMER NO. 20890	SHERLEY LINDSAY	109 TAG NO. 150	INVOICE DATE 06/14/07	INVOICE NO. BUCS2702
LABOR RATE		MILEAGE 45,491	CRED/	STOCK NO.
05/PONTIAC/G6/			DELIVERY DATE 10/22/04	DELIVERY MILES
VEHICLE I.D. NO. 1G2ZG528X54			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		P.O. NO.	05/30/07	
MOBILE PHONE	COMMENTS			MO: 45491
TOTALS				

TOTAL LABOR.... 582.95
 TOTAL PARTS.... 838.69
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC -10.00
 TOTAL TAX..... 46.90

TOTAL INVOICE \$ 1458.54

CUSTOMER SIGNATURE

Thank you for giving us the opportunity to serve you. We appreciate your business and the CONFIDENCE you have placed in us!

You will be receiving a survey asking you to rate us on today's service visit. ~~IF~~ you cannot rate as 100% satisfied, PLEASE contact us!

JUN 15 2007

CK 1030

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

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CUSTOMER SIGNATURE

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

February 7, 2011

R [REDACTED]
Mercer, MO [REDACTED]

Service Request: 71-595118642
Customer Relationship Specialist: Marv Henry

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu 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.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

KANSAS CITY 641-661

22 DEC 2007 PM 6 L

DEC 26 2007



Mercer Mo

Reimbursement Department
PO Box 33170
Detroit MI 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): 1G1ZT62875F 

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): S/A

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:

- 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)

see attached bill

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

MO

ORIGINAL

BARNES BAKER AUTOMOTIVE GROUP, INC.

1406 Oklahoma Ave. · Trenton, Missouri 64683

660-359-4461 · Toll Free 1-800-727-8124

www.barnesbakerautomotive.com



*** REPRINT ***

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
09/25/06	05	CHEVROLET	MALIBU	1G1ZT62875F		36983		
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	09/29/06	47	00:00			01	12/19/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
123170				SILVER 2				

===== REPAIR LINE 001 =====

C/S POWERSTEERING WORKING ONLY PART-TIME

FOUND CODE C0545.

Bill Code - C

SO1 DIAGNOSTICS

52 M A 58.95

Total Labor 58.95

TG 88967179 COLUMN 1 359.00

Total Parts 359.00

Total Line 417.95

===== REPAIR LINE 002 =====

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

PECTION INCLUDING CHECKING AND FILLING ALL FLUID LEVELS.

Bill Code - C

LOF LOF/LUBE DR/BATTER 70 M A 9.75

Total Labor 9.75

TG PF47 FILTER 1 5.00

YY GR GREASE 1 .20

YY 530 5W30 OIL 5 10.00

Total Parts 15.20

Total Line 24.95

===== REPAIR LINE 003 =====

QUALITY CARE REPORT CARD

Bill Code - QR

QCR QUAL CAR REPORT

70 M A

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 RETURNED CHECKS.

CUSTOMER SIGNATURE

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

101000048
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.

000300003003475
10/02/2006
[101903336]

PAID		60-376/1019 367588	12325
ELIG FREEMAN			
RT. 1 BOX 107			
MERCER, MO. 63661		29 Sep 06	
[REDACTED]		\$474 ⁰⁴ / ₁₀₀	
PUTNAM COUNTY		Four Hundred and seventy four & 04/100	
STATE BANK		[REDACTED]	
PUTNAM COUNTY STATE BANK		[REDACTED]	
Milan Branch		[REDACTED]	
P.O. Box 246		[REDACTED]	
Milan, MO 63666		[REDACTED]	

00000047404

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]

50-827
213DATE
01/25/08

*****445 DOLLARS

****84 CENTS

AMOUNT
*****445.84PAY
TO THE
ORDER
OF

MERCER MO [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

**North American Operations**

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/25/08

VENDOR
DUNS NO. BB 000000302

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT62875F [REDACTED]

01/24/08

71-595118642.1-9UFPEH

VM 1-9UFPEH

00.0000

445.84

.00

445.84

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

H3

TOTAL

445.84

.00

445.84

43120

Pull To Open

FLAT RATE ENVELOPE

FLAT RATE POSTAGE
REGARDLESS OF WEIGHT
DOMESTIC USE ONLY

EXTREMELY URGENT

Please Rush To Addressee

CALL 1-800-222-1811 FOR



0000

U.S. POSTAGE
WEST JORDAN, UT
84086
DEC 28 07
AMOUNT

\$16.25
00080105-10

PACKAGES



EXPRESS MAIL

UNITED STATES POSTAL SERVICE®

www.usps.com

EXPRESS MAIL
POSTAGE REQUIRED
DOMESTIC USE ONLY



EB877482102US

EB877482102US

ORIGIN (POSTAL SERVICE USE ONLY)	
PO ZIP Code	Day of Delivery
	<input type="checkbox"/> Next <input type="checkbox"/> 2nd <input type="checkbox"/> 2nd Del Day
Date Accepted	Scheduled Date of Delivery
Mo. Day Year	Month Day
Time Accepted <input type="checkbox"/> AM <input type="checkbox"/> PM	Scheduled Time of Delivery <input type="checkbox"/> Noon <input type="checkbox"/> 3 PM <input type="checkbox"/> Military
Flat Rate <input type="checkbox"/> or Weight	Initial Alpha Country Code
lbs. ozs.	
Postage	Return Receipt Fee
\$	\$
ODD Fee	Insurance Fee
\$	\$
Total Postage & Fees	
\$	
Acceptance Emp. Initials	

FROM: (PLEASE PRINT) PHONE ()

FOR PICKUP OR TRACKING

Visit www.usps.com

Call 1-800-222-1811



UNITED STATES POSTAL SERVICE®

Post Office To Addressee

DELIVERY (POSTAL USE ONLY)	
Delivery Attempt	Time
Mo. Day	<input type="checkbox"/> AM <input type="checkbox"/> PM
Employee Signature	
Delivery Attempt	Time
Mo. Day	<input type="checkbox"/> AM <input type="checkbox"/> PM
Employee Signature	
Delivery Date	Time
Mo. Day	<input type="checkbox"/> AM <input type="checkbox"/> PM
Employee Signature	

CUSTOMER USE ONLY

☐ **NO DELIVERY** (Weekend Holiday) ☐ Mailer Signature

☐ **WAVES OF SIGNATURE (Domestic Mail Only)**
Additional merchandise insurance is void if customer requests waiver of signature.
I wish delivery to be made without obtaining signature of addressee or addressee's agent (I delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery.

TO: (PLEASE PRINT) PHONE ()

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

FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW

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


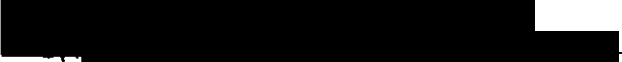


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Taylor, UT

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

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: December 20, 200717-Digit Vehicle Identification Number (VIN): 1G1ZS52F85F Mileage at Time of Repair: 49210 Date of Repair: Sept. 19, 2007Claimant Name (please print): Street Address or PO Box Number: City: Taylorville State: IL ZIP Code: Daytime Telephone Number (include Area Code): Evening Telephone Number (include Area Code): Amount of Reimbursement Requested: \$ 640.03

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).



373098

552316

INVOICE

Larry H. Miller Chevrolet

5650 SO. STATE STREET 264-3300
MURRAY, UTAH 84107-6192DUPLICATE 1
PAGE 1

W JORDAN, ITT

HOME BUS:

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	PROMISED	PO NO	RATE	PAYMENT	INV DATE
24JUN04	IS		17:00 15SEP07		0.00	CASH	15SEP07
R.O. OPENED		READY		OPTIONS: DLR:36-012 ENG:2.2 Liter MFI DOHC			

07:30 15SEP07 14:33 15SEP07

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A STRG HARD TO RIGHT, FLOPPY TO LEFT, LOOSE.....ADVISE ---SEE PRIOR, CUST

READY TO HAVE REPAIR DONE

800 STEERING SYSTEM DIAGNOSIS AND/OR REPAIR

307 CCR

240.00 240.00

1 15926870 COLUMN

359.00 359.00 359.00

PARTS: 359.00 LABOR: 240.00 OTHER: 0.00 TOTAL LINE A: 599.00

,,,49216 INTERNAL FAILURE IN STEERING COLUMN REPLACE STEERING COLUMN

,,,2.8 HRS LABOR

EST: 696.00 15SEP07 08:50 SA: 728

CONTACT: MR CHAVEZ

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

COPY

VISC
9.15.07

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

DESCRIPTION	TOTALS
LABOR AMOUNT	240.00
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
SUB TOTAL	599.00
LESS INSURANCE	0.00
SALES TAX	41.03
PLEASE PAY THIS AMOUNT	640.03

CUSTOMER COPY

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

SEP 15, 2007 03:30PM

TERM : 2
MERCH: 002200020703

REF #: 045

ACT #: [REDACTED]

CARD : VISA

SALE: \$ 640.03

RETR REF#: 725820502220

APPROVAL CODE: 073216

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

X-----
SIGNATURE

CUSTOMER COPY

February 7, 2011

[REDACTED]
[REDACTED]
Salt Lake City, UT [REDACTED]

Service Request: 71-595143883

Customer Relationship Specialist: Jason David

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the steering column 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.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]50-937
213DATE
01/25/08

*****640 DOLLARS

****03 CENTS

AMOUNT
*****640.03PAY
TO THE
ORDER
OF

SALT LAKE CITY UT [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000315

1

VENDOR NAME [REDACTED]

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/25/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52F85F [REDACTED]	01/24/08 71-595143883.1	VH 1-9UGFM0 1-9UGFM0	00.0000	640.03	.00	640.03
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
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

[REDACTED]
[REDACTED]
Lisle, IL [REDACTED]

Service Request: 71-595152599
Customer Relationship Specialist: Mark Smith

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$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.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North American Operations

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

GM

CHECK

No. [REDACTED]

50-937
213DATE
02/01/08

*****774 DOLLARS

****93 CENTS

AMOUNT
*****774.93PAY
TO THE
ORDER
OF

LISLE IL [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000394

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/01/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
-----------------------------	--------------	-----------------------	---------	----------------	--------------	------------

161ZT62835F [REDACTED]	01/31/08 71-595152599.1-9VI222	VH 1-9VI222	00.0000	774.93	.00	774.93
------------------------	-----------------------------------	-------------	---------	--------	-----	--------

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

W3

TOTAL

774.93

.00

774.93

DOWNERS GROVE, IL

FOX VALLEY IL 605

21 DEC 2007 PM 1 L



HAPPY
HOLIDAYS



DEC 26 2007

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/16/07

17-Digit Vehicle Identification Number (VIN): 1G1ZT62835F

Mileage at Time of Repair: 65,654 Date of Repair: 9/26/07

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: Lisle 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).



21

COPY

J M AUTOWORKS
682 PHELPS
ROMEIOVILLE IL 60446
815-372-9782

We are your neighborhood full service NAPA AutoCare Center

We Thank You for your business!

http://www.napaautocare.com/il/romeioville/j_m

10/1/2007 2:32 PM

page 1

Repair Order #8293

Vehicle : 2005 Chevrolet Malibu 3.5 L 216 CID V6
VIN : 1G1ZT62835F
Created : 9/26/2007 1:02:52 PM

Day Phone :
Tag/State : / IL
Last Mileage : 65654
Odometer In : 65654
Odometer Out : 65654

Labor/Notes

Code/Tech*	Description	Price
	DIAGNOSTIC FEE	\$80.00
	STEERING COLUMN - R&I M	\$224.00
	STEERING COLUMN REPROGRAM	\$80.00

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
1		COLUME		\$359.00	\$359.00

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

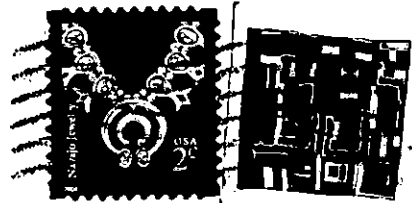
Labor	\$384.00
Parts	\$359.00
Sublet/Misc.	\$0.00
shop supplies	\$5.00
Charges	\$0.00
Sales Tax	Tax @ \$359.00 * 7.5000%	\$26.93
	Repair Total	\$774.93

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 _____

LEHIGH VALLEY PA 180

25 JAN 2008 PM 3 T



Catasauqua, PA

JAN 29 2008

Reimbursement Dept.

P.O. Box 33170

Detroit, MI. 48232-5170

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

48232+5170



Service Request #1-432402052

07126

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 2006

17-Digit Vehicle Identification Number (VIN): 1G7ZT52865F [REDACTED]

Mileage at Time of Repair: 12,757 Date of Repair: 7-25-06

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Catasauqua State: PA ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 270.83

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





1701 W. TILGHMAN ST. • ALLENTOWN, PA 18104
www.outtencars.com

Phone: 610-434-4201

Fax: 610-820-5774

ORIGINAL

CUSTOMER NO. 8242	NAME: RON PETERS	TAG NO. 03	DATE: 07/25/06	INVOICE NO. CVCS71554
ADDRESS: CATASAUQUA, PA	LABOR RATE	MILEAGE 42,757	COLOR: WHITE/	STOCK NO.
	YEAR/MAKE/MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE: 01/26/05	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZT52865F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	DATE: 07/24/06	
BUSINESS PHONE	COMMENTS			MO: 42757

JOB# 1 CHARGES

LABOR			TECH(S): 15	152.00
J# 1 45CVZ	STEERING/SUSPENSION			
	STEERING OCC GETS VERY LOOSE, THEN BINDS & WON'T TURN			
	DIAG & REPLACE STEERING COLUMN			
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	88967179	S/COL REM 6.518	459.00
	-1	88967179	CORE RETURN	100.00
			TOTAL - PARTS	359.00

JOB# 1 TOTALS

LABOR 152.00
PARTS 359.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 511.00

TOTALS

* NEXT RECOMMENDED SERVICE: *
* 10/16/2006 / 45757 MI 00CVZLOF LOF *

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

TOTAL LABOR.... 152.00
TOTAL PARTS.... 359.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC-DISC 0.00
TOTAL TAX..... 30.66

TOTAL INVOICE \$ 541.66

THANK YOU FOR USING OUTTENCARS SERVICE DEPARTMENT
RON, COLIN AND TOM
OUR GOAL IS YOUR COMPLETE SATISFACTION
AAA APPROVED REPAIR FACILITY
BOOK YOUR NEXT SERVICE APPOINTMENT ONLINE AT
www.outtencars.com

CUSTOMER SIGNATURE

DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

TIRE WEAR REMAINING			
LF	RF	LR	RR
BRAKE LINING/DISC. REMAINING			
LF	RF	LR	RR

February 8, 2011

[REDACTED]
[REDACTED]
Catasauqua, PA [REDACTED]

Service Request: 71-595184396
Customer Relationship Specialist: Paul Gambino

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the power steering column that you had repaired 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 OperationsGeneral Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530**GM**

CHECK

No. [REDACTED]

50-937
213DATE
02/25/08

*****541 DOLLARS

***66 CENTS

AMOUNT
*****541.66PAY
TO THE
ORDER
OF

CATASAUQUA PA [REDACTED]

North American Operations
General Motors Corporation
Disbursement AccountSIGNATURE
*Kihel Chumma*The Chase Manhattan Bank, N.A.
Syracuse, New YorkAUDIT
[REDACTED]VENDOR
DUNS NO. BB 000000438

1

VENDOR NAME [REDACTED]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900965554

PAYMENT
DATE 02/25/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52865F [REDACTED]	02/22/08 71-595184396.1-9ZMJKR	VH 1-9ZMJKR	00.0000	541.66	.00	541.66
TOTAL				541.66	.00	541.66

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

M3


North American Operations

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

GMCHECK No. [REDACTED] 50-937
213DATE
01/25/08

*****821 DOLLARS

****30 CENTS

AMOUNT
*****821.30PAY
TO THE
ORDER
OFGRANITE BAY CA [REDACTED]North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]PAYMENT
DATE

01/25/08

VENDOR
DUNS NO BB 000000497

1

VENDOR NAME [REDACTED]REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZS52F15F [REDACTED] 01/24/08 VM 1-9UK463
71-595189654.1-9UK463

00.0000

821.30

.00

821.30

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

M3

TOTAL

821.30

.00

821.30

February 8, 2011

[REDACTED]
Granite Bay, CA [REDACTED]

Service Request: 71-595189654
Customer Relationship Specialist: Joey Bravo

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the 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.



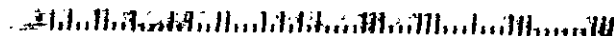
Granite Bay CA

JAN 02 2008



USA FIRST-CLASS PERMIT


Reimbursement Dept
PO 33170
Detroit, MI
48232-5170



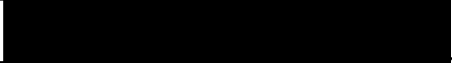
CUSTOMER REIMBURSEMENT CLAIM FORM

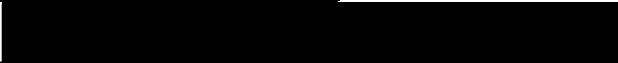
This section to be completed by Claimant


Date Claim Submitted: 12/26/07

17-Digit Vehicle Identification Number (VIN): 1G1Z552F15F 


Mileage at Time of Repair: 41073 Date of Repair: 7/25/07

Claimant Name (please print): 

Street Address or PO Box Number: 

City: Granite Bay State: CA ZIP Code: 0 

Daytime Telephone Number (include Area Code): 

Evening Telephone Number (include Area Code): 

Amount of Reimbursement Requested: \$ 821.03

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



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

BAR #AA-001851

CAD# 983671132

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

OUR MISSION STATEMENT: TO PROVIDE OUR CUSTOMERS WITH A SHOPPING, BUYING, SERVICE, AND OWNERSHIP 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 estimated price.	
AUTHORIZED ADD'L REPAIRS	\$	X		
TOTAL	\$	DATE	TIME	CUST INITIALS

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C89365

GRANITE BAY

CA

CELL:

WORK:

GRANITE BAY

CA

CELL:

WORK:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: ADV: 800 YETNER, INVOICE: PRELIM CUS C MZ
TAX RULES: YNNN INVOICED: 07/26/2007 15:22:08
ODOMETER IN: 41073 DIST: CHE
DATES BEGIN: 07/25/07 DONE: 07/26/07

VIN 1G1ZS52F15F LICENSE NUMBER: CA
05 CHEVROLET MALIBU 4DR STD BLACK
STOCK# 00093405
DATES INSERVICE: 091005 SOLD: 091005

CONCERN 51 CUSTOMER REPORTS POWER STEERING IS LOOSING ASSIST REPORT ON CAUSE AND NEEDED REPIARS
WAS OUT FOR ABOUT 5 MINUTES ON FREEWAY, CUSTOMER CYCLED KEY OFF AND ON AND ASSIST RETURNED, FELT LIKE SAMETHING WAS HAPPENING TODAY REPORT ON CAUSE 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 LEARN, CLEARED CODES AND ROAD TESATED OK
PART NUMBER PO# NOTE DESCRIPTION
SPO 015926870 COLUMN

OPERATION	TECH	AMOUNT
COLUMN	624	436.00

QTY	SELL	
1	359.00	359.00

SUBTOTAL

PARTS	359.00
LAB-MECHANICAL	436.00
TOTAL CHARGE FOR CONCERN	795.00

TYPE: C

CONCERN 52 CUSTOMER REPORTS WHEN CONDITION OCCURED SHE HEARD A DING AND WARNING LIGHT CME ON REPORT ON CAUSE

CAUSE COLUMN CONCERN
CORRECTION RELATED TO LINE 51

OPERATION	TECH	AMOUNT
NOTE	624	.00

SUBTOTAL

TOTAL CHARGE FOR CONCERN	.00
--------------------------	-----

TYPE: C

PAGE 1

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.

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

X

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

John L. SULLIVAN



"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

BAR #AA-001851

CAD# 983671132

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	\$ 712.03	X		
TOTAL	\$ 821.03	DATE	7-25-07	
		TIME	12:50	

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C89365

FOR OFFICE USE

VEHICLE INFORMATION

TAG: ADV: 800 YETTNER, INVOICED: 07/26/2007 15:22:08 MZ 05 MALIBU BLACK LICENSE NUMBER: CA

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C89365
PARTS 359.00
LAB-MECHANICAL 436.00
SUB-TOTAL 795.00
SALES TAX 26.03
TOTAL CHARGE 821.03

PAYMENT DISTRIBUTION FOR INVOICE C89365
TOTAL CHARGE 821.03
CASH DUE 821.03

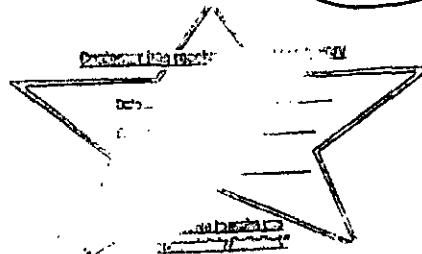
ESTIMATE

ESTIMATE \$109.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE LYNN C YETTNER

COPY

PAGE 2
LAST PAGE



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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND
LABOR LISTED ABOVE

SALES DRAFT

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

TID : 32215904820243010006
DATE : 07/26/07 05:41:34 PM THU
ACCT [REDACTED]
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.

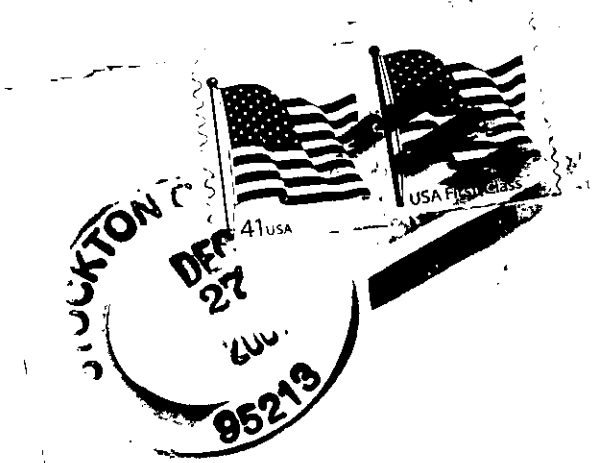
Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).





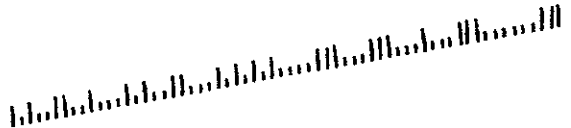
Salida LA.

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



JAN 02 2001

48232-5170 6050



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: 12-26-0717-Digit Vehicle Identification Number (VIN): 1G2ZH528754Mileage at Time of Repair: 95750 Date of Repair: 9-28-07Claimant Name (please print): [REDACTED]Street Address or PO Box Number: [REDACTED]City: Salida State: CA ZIP Code: [REDACTED]Daytime Telephone Number (include Area Code): [REDACTED]Evening Telephone Number (include Area Code): [REDACTED]Amount of Reimbursement Requested: \$ \$ 1,599.98

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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





December 2007

Salida, CA

Dear

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

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

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

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

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

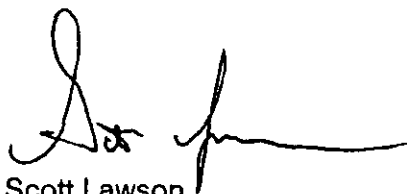
Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by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

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



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

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

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126



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

REGISTERED

Adv: RODNEY FOX		Tag:	License:	1G2ZH5287 54	Page: 1	Invoice: C05581	
Invoice to NAD# 001262				Driver/Owner Information			
 SALIDA, CA Home: Work:				 SALIDA, CA Cell: Work:			
For Office Use				Vehicle Information			
Odometer in: 95750 Out: 95750		Dist: DEF CUS C Final		05 PONTIAC G6 GT 4DR SDN GRAY			
				Stock#: 02052105			
				Invoiced: 09/28/07 19:31 RP			
Customer Concern							
Concern	51	CUST STATES THAT THE POWER STEERING MESSAGE IS DISPLAYIN AND WHEN TURNS IN A CIRCLE THE CK ENGINE LIGHT IS COMING ON CK ANDADV			Operation	Tech	Amount
Cause		SEE STORY			51	164	193.80
Correction		REPLACED STEERING COLUMN AND ELECTRIC STEERING GEAR				164	S 647.00
Parts		Part Number	PO#	Note	Description	Quantity	Sell
		000 025805894		NSTK	MOTOR	1	348.04 348.04
		000 015926870			COLUMN	1	359.00 359.00
Type: C					TOTAL CHARGE FOR CONCERN 1547.84		
Summary of Charges for Invoice C05581				Payment Distribution for Invoice C05581			
PARTS		707.04		TOTAL CHARGE		1599.98	
LAB-MECHANICAL		840.80		ACCOUNTS RECEIVABLE NAD 001262		1599.98	
SUB-TOTAL		1547.84		CORDOVA KRISTINE M			
SALES TAX		52.14					
TOTAL CHARGE		1599.98					
I HEREBY ACKNOWLEDGE THAT THE ESTIMATE STATED ON THIS REPAIR ORDER WAS APPROVED PRIOR TO THE WORK BEING DONE. I ALSO ACKNOWLEDGE THAT I WAS CONTACTED AND APPROVED ANY REVISED ESTIMATE SHOWN ON THIS INVOICE. Estimate 100.00 Revised Estimate 1579.10 CALLED ROBERT AT 2095450344 HE APPROVED 1579.10 FOR REPAIRS TO STEERING ASSEMBLY If you have any questions - please see RODNEY FOX FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT HOURS BEGINNING SEPTEMBER 1ST 2007 WILL BE:							

ORIGINAL ESTIMATE
\$
AUTHORIZED REVISED ESTIMATE
\$

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

X

ALFRED MATTHEWS

BUICK PONTIAC GMC


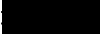


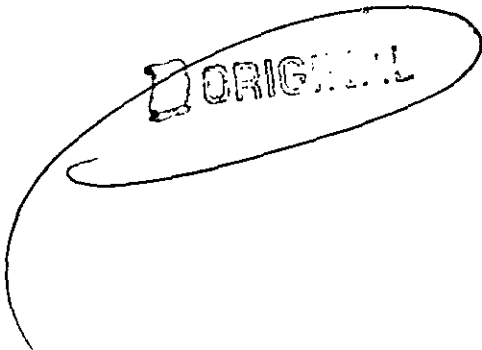
Cadillac

(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: TEMP	1G22H5287 54 	Page: 2	Invoice: C05581
Invoice to: 			Driver/Owner: 		
Invoiced: 09/28/07 19:31:23 RP			05 PONTIAC G6 GT 4DR SDN GRAY		
MONDAY THRU FRIDAY		SERVICE AND PARTS DEPT HRS 7:00AM - 7:00PM			
SATURDAY		PARTS DEPARTMENT ONLY 8:00AM - 12:00PM			
Last Page					
					

ORIGINAL ESTIMATE
\$
AUTHORIZED REVISED ESTIMATE
\$

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

X

BAR# AG240445
EPA# CAR 000164160

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary materials and sublet repairs and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged or the below vehicle to secure the amount of repairs thereto. I hereby appoint Alfred Matthews, Inc. as my attorney in fact and empower you to negotiate and cash any check or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer 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 undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on this vehicle. If the work performed is not accepted for warranty by manufacturer, then I, the customer, will be held responsible for balance. This agreement in no way limits your warranty coverage. If this situation does occur, then you will receive documentation of denied warranty for your records.

\$

Authorized By: X

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. TERMS: CASH OR APPROVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW FACTORY REMANUFACTURED UNLESS OTHERWISE SPECIFIED.

☐ SAVE PARTS x _____

PG 1 OF 1

TECH#	OPERATION	TIME	CONDITION
-------	-----------	------	-----------

TECH NO
ST 4 - SOC SEC

TECH #

TECH NO.
LAST 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
GT	4DR SDN	TRIM: 702

LICENSE: CA [REDACTED] GRAY CAR

MFG CODE: 67F001 SVC DLR: 67F001 SLM: 536

STOCK NUMBER: 02052105

IN--SVC: 040205 SOLD:040205

ODOMETER: LAST: 94433 CURRENT: 95750

AVG PER DAY: 106 PER MONTH: 3180

SALIDA
CA [REDACTED]
STANISLAUS

CELL:
WORK:

DIST CODE: DEF

MODEL# 2ZH69

09/20/07 11:20:38

****PROMISED DATE: 09/20/07 TIME: 1400 ****

TAG 4410 **RO 05581** SVC ADV: A17 RESV: 033 VIN: 1G2ZH5287 54

ROW	DATE	LAST SERVICE PERFORMED		PARTS	LABOR	OPER	RECOMMENDED SERVICE FOR YOUR CAR		DESCRIPTION
		MILEAGE	ADV				EST LABOR	EST PARTS	
W05112	090707	94433	719			LOF	9.95	0.00	L.O.F.
	TECH HRS	OP CODE	DESC			BRFL	131.23	18.72	BRAKE FLUID
	103	Z2096	INSTALLED	ONSTAR UPGRADE		TRFL	129.71	60.24	TRANSMISSION
C75376	091505	19174	238			FFLU	159.00	0.00	FUEL SYSTEM
	PREFERRED TREATMENT					PSFL	106.59	43.36	P STEER FLUID
	136	52	OIL LIFE	LIGHT ON		CLFL	139.04	50.91	COOLANT FLUID
W75376	091505	19174	238						
	PREFERRED TREATMENT								
	136	40	HARMONIC	BALANCER NOT S					
	118	L1020	CHECKED	FOR CODEP0442					
	999	Z7911	2 WAY	SHUTTLE					
W71800	062805	10548	203						

MANUFACTURER RECALL CAMPAIGNS APPLICABLE TO YOUR VEHICLE

CUSTOMER

February 8, 2011

[REDACTED]
[REDACTED]
Salida, CA [REDACTED]

Service Request: 71-595193620
Customer Relationship Specialist: Roxy King

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. 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



Webster, Mass.

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) CENTRAL NA 015

20 DEC 2007 PM 1 T

DEC 26 2007



Reimbursement Department
P.O. Box 33170
Detroit, MI
48232-6261

48232+3170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-15-07

17-Digit Vehicle Identification Number (VIN): 1G2Z4528854 [REDACTED]

Mileage at Time of Repair: 41,025 Date of Repair: 3/8/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Webster State: MA ZIP Code: [REDACTED]

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

Evening Telephone Number (include Area Code): 11 11

Amount of Reimbursement Requested: \$ 100⁰⁰

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





December 2007

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.

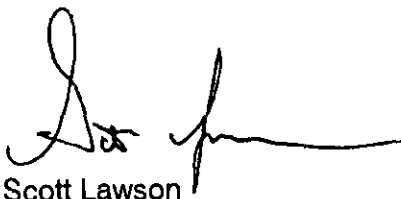
What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. 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.

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126





BAYER MOTORS

DARE TO COMPARE TO BAYER!

MAILING ADDRESS

P.O. BOX 638
WEBSTER, MA 01570-0638
(508) 943-0120 • 800-943-0120 • FAX (508) 949-1576
www.bayermotors.com

LOCATION

29 WEST MAIN ST.
DUDLEY, MA 01571



ORIGINAL

CUSTOMER NO.	4819	ADVISOR	ED	TAG NO.	110	INVOICE DATE	03/08/07	INVOICE NO.	PNCS38479
		LABOR RATE	89.00	LIQ		MILEAGE	41,625	COLOR	BLACK/
		YEAR / MAKE / MODEL	05/PONTIAC/G6/4 DR SEDAN			DELIVERY DATE	04/16/05	STOCK NO.	
		VEHICLE I.D. NO.	1 G 2 Z H 5 2 8 8 5 4			SELLING DEALER NO.		DELIVERY MILES	
		F.T.E. NO.		P.O. NO.		R.O. DATE	02/15/07	PRODUCTION DATE	
		BUSINESS PHONE				COMMENTS	REPRINT# 1		
						MO: 41628			

JOB# 1 CHARGES

LABOR.....
J# 1 45PNZ01 STEERING HOURS: 2.00 TECH(S):118 WARRANTY
CHECK STEERING BINDS
DIAGNOSE TO FAULTY STEERING COLUMN
REPLACE COLUMN ASSEMBLY

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

MISC.....CODE-----DESCRIPTION-----CONTROL NO-----
WD WARRANTY DEDUCTABLE 4819 100.00
TOTAL - MISC 100.00

JOB# 1 TOTALS-----
MISC 100.00

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 100.00

TOTALS

* [] CASH [X] CHECK CK NO. [275] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 100.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 100.00

ALL GM PARTS AND LABOR 12MTH/12000 MILE WARRANTY
THANK YOU FOR YOUR BUSINESS!!
THINK SPRING!!!

CUSTOMER SIGNATURE

PAID

03/12/07 E3649 T3563 P02 0230200598


53-7285/2113
401050301

275

WEBSTER, MA

Date 3/8/07

Pay to the order of Bayer Motors \$ 100
one hundred and 00/100 dollars

 **WEBSTER FIVE™**
WEBSTER FIVE CENTS SAVINGS BANK

Memo Store credit

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

ENDORSE HERE

For Deposit Only
Hometown Bank
BAYER MOTORS LLC
212339586

DO NOT WRITE IN THESE SPACES
211371926
MAR 09 2007
HOMETOWN BANK
TELLER 24

03122007
0111-0048-1
ENT=3649 TRC=3563 PK=02
0230200698

* FROM ALL INQUIRIES ABOUT OUR GOVERNANCE AND

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

North American Operations

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

GM

CHECK

No. [REDACTED]

50-837
213DATE
01/25/08

*****100 DOLLARS

***00 CENTS

AMOUNT
*****100.00PAY
TO THE
ORDER
OF

WEBSTER MA [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/25/08

VENDOR
DUNS NO. BB 000000114

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

162ZH528854 [REDACTED]

01/24/08
71-595204VM 1-9UDAHM
547.1-9UDAHM

00.0000

100.00

.00

100.00

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

M3

TOTAL

100.00

.00

100.00

February 8, 2011

[REDACTED]
[REDACTED]
Webster, MA [REDACTED]

Service Request: 71-595204547
Customer Relationship Specialist: Cherry Martin

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the 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

[REDACTED]

Winslow, ME [REDACTED]

Service Request: 71-594902906

Customer Relationship Specialist: Gavin Sanders

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the 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

WINDSLOLO, ME

EASTERN MAINE 044

19 DEC 2007 PM 2 T



DEC 27 2007

REIMBURSEMENT DEPARTMENT
P.O. BOX 33170
DETROIT, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-17-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT52885F5F [REDACTED]

Mileage at Time of Repair: 75,581 Date of Repair: 7-19-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Windsor State: ME ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 450.23

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





December 2007

Winslow, ME

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.

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

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

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

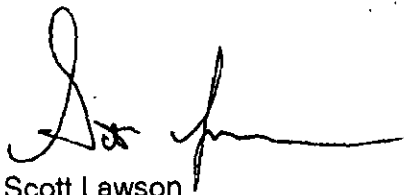
Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by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

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).



100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

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



Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126



December 17, 2007

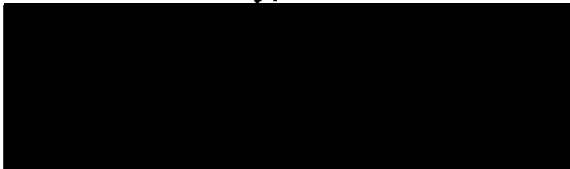
Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

RE: Reimbursement 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



ORIGINAL

CUSTOMER NO. 17363	DANA CAREY	248	TAG NO.	07/19/07	CVC5246299
LABOR RATE		LICENSE NO.	MILEAGE	75,581	SILVER/
WINSLOW, ME		05/CHEVROLET/MALIBU/4DR C/U		11/19/05	DELIVERED MILES 29,536
VEHICLE ID. NO.		1G12T52885F		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		P.O. NO.		07/19/07	
COMMENTS					MO: 75581

LABOR & PARTS

J# 1 45CVZ01 STEERING CONCERN TECH(S):213 170.20
CHECK FOR LOOSENESS IN STEERING
DIAGNOSE POWER STEERING SYSTEM--FOUND STEERING RACK
HAS EXCESSIVE PLAY INTERNALLY----REPLACED STEERING RACK
ASSEMBLY---

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	1		15858368	GEAR 6.508		380.52
JOB # 1	-1		15858368	CORE RETURN		-100.00
JOB # 1 TOTAL PARTS						280.52
JOB # 1 TOTAL LABOR & PARTS						450.72

J# 2 40CVZ04 CLEAN/SERVICE BRAKES TECH(S):213 29.95
CUSTOMER REQUESTS BRAKE SERVICE
(INCL. CLEAN AND ADJUST)
INSPECT AND CLEANED BRAKES--BRAKES ARE FINE FRONT & REAR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						29.95

J# 3+46CVZ07C MNT/BAL 4 TIRES TECH(S):213 40.00
Added Operation (2DANAC @ 07/19/2007 10:57)
MOUNT & BALANCE 4 NEW TIRES

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 3	4		TTIRE	TIRE WARE		115.00
JOB # 3	4		VALVE	STEM		1.00
JOB # 3	8		WEIGHT	WEIGHT		1.00
JOB # 3 TOTAL PARTS						472.00
JOB # 3 TOTAL LABOR & PARTS						512.00

J# 4+45CVZ06 4 WHEEL ALIGNMENT TECH(S):213 59.95
Added Operation (2DANAC @ 07/19/2007 14:36)
ALIGNED FRONT & REAR SUSPENSION

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						59.95

G.O.G. & SUPPLIES

JOB	#	QTY	DESCRIPTION	@	UNIT	PRICE
JOB # 3	4.0		MAINE TIRE SURCHARGE		/UNIT	4.00
JOB # 3	4.4		TIRE DISPOSAL FEE < 17.5"		/UNIT	8.80
TOTAL - GOG						12.80

MISC

JOB	#	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	100		SHOP SUPPLIES		8.20
JOB # 4	230		FREE TIRE-BUY 3 GET 1 FREE PROMO		-115.00
TOTAL - MISC					-106.80

The factory warranty constitutes all of the express warranties with respect to the sale of this item/items.

Thank You!

WE APPRECIATE
YOUR PATRONAGE

SIGNATURE



CENTRAL MAINE MOTORS, Inc.
420 Kennedy Mem. Dr.
WATERVILLE, MAINE 04901
Telephone (207) 872-5591
Service and Dependability Since 1933



ORIGINAL

CUSTOMER NO. 17363	ADVISOR DANA CAREY	248	TAG NO.	07/19/07	INVOICE NO. CVC5246299
LABOR RATE	LICENSE NO.	MILEAGE 75,581	COLOR SILVER/	VEHICLE NO. 5G0173A	
YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/4DR C/U			DELIVERY DATE 11/19/05	DELIVERY MILES 29,336	
VEHICLE ID. NO. 1G12T52885F			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.			P.O. NO.	07/19/07	
COMMENTS			MO: 75581		

COMMENTS
13777 DROP SHUTTLE TEST DRIVE
DELETED OPERATION(S)
45CVZ08 SUSPENSION INSPECT

TOTALS

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

TOTAL LABOR.... 300.10
TOTAL PARTS.... 752.52
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 12.80
TOTAL MISC CHG. 8.20
TOTAL MISC DISC -115.00
TOTAL TAX..... 37.93

TOTAL INVOICE \$ 996.55

THANK YOU FOR YOUR BUSINESS!!

SEE US ON THE WEB AT www.cmautogroup.com

The factory warranty constitutes all of the express warranties with respect to the sale of this item/items.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Thank You!

WE APPRECIATE
YOUR PATRONAGE

SIGNATURE



Prepared for:



August 2007 Statement

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

Transactions Continued

Purchases and Adjustments	Posting Date	Transaction Date	Reference Number	Account 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	C	32.50
WAL-MART #2013 WATERVILLE ME	07/21	07/20	4639	4519	C	122.99
08515952013SC1YW076680122						
RADIO SHACK COR00111187 WATERVILLE ME	07/21	07/20	8019	4519	C	41.04
RADIO SHACK COR00111187 WATERVILLE ME	07/21	07/20	7897	4519	C	52.48
HANNAFORD #229 WATERVILLE ME	07/21	07/20	0265	4519	C	21.70
06192030229SC3Y6000063299						
SHAW'S MARKET #7551 WATERVILLE ME	07/21	07/20	4479	4519	C	142.69
AGWAY @ WINSLOW WATERVILLE ME	07/21	07/20	0021	4519	C	28.34
J'S CORNER RESTAURANT GORHAM NH	07/23	07/20	0105	4519	C	21.28
GULF 91800994 NORRIDGEWOCK ME	07/23	07/20	8905	4519	C	35.25
00012153						
KMART 3380 WATERVILLE ME	07/23	07/20	7338	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	C	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
RIVERS EDGE RESTAURANT MADISON ME	07/25	07/23	0692	4519	C	12.44
HANNAFORD #238 WATERVILLE ME	07/26	07/25	0266	4519	C	120.37
06192030238SC3Y6000060596						
PIZZA HUT #60980506090 GORHAM NH	07/27	07/25	6180	4519	C	25.05
LUKOIL GETTY 28227001 AUGUSTA ME	07/27	07/25	0910	4519	C	26.26
ROYALTY INN GORHAM NH	07/28	07/25	0490	4519	C	57.24
584						
ARRIVAL DATE 7/25/07						
THE WATER WHEEL JEFFERSON NH	07/28	07/26	4194	4519	C	12.53
HANNAFORD #229 WATERVILLE ME	07/28	07/27	1381	4519	C	60.82
06192030229SC3Y6000091493						
WM SUPERCENTER WATERVILLE ME	07/28	07/27	1956	4519	C	91.55
LUKOIL GETTY 28227001 AUGUSTA ME	07/30	07/27	0570	4519	C	31.00
J&S WINSLOW WINSLOW ME	07/30	07/27	3267	4519	C	20.00
WM SUPERCENTER WATERVILLE ME	07/30	07/29	0172	4519	C	35.37
STAPLES 00111328 WATERVILLE ME	08/01	07/30	0167	4519	C	36.74
SHAW'S 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	C	27.29
J&S WINSLOW WINSLOW ME	08/02	07/31	4709	4519	C	31.50
SUBWAY 00114983 MEXICO ME	08/03	08/01	1828	4519	C	6.20
GULF 91800994 NORRIDGEWOCK ME	08/03	08/01	6119	4519	C	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
SHAW'S MARKET #7551 WATERVILLE ME	08/04	08/03	2316	4519	C	192.67
GULF 91800994 NORRIDGEWOCK ME	08/06	08/03	0686	4519	C	14.50
00020478						
WAL-MART #2013 WATERVILLE ME	08/06	08/04	1214	4519	C	10.20
08515952013SC1YW034229350						
HANNAFORD #229 WATERVILLE ME	08/06	08/04	2990	4519	C	11.94
06192030229SC3Y6000064938						

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

[REDACTED]
Tucson, AZ [REDACTED]

Service Request: 71-595245025
Customer Relationship Specialist: CJ Parker

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering 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

GM

CHECK

No. [REDACTED]

50-827
213DATE
01/25/08

*****658 DOLLARS

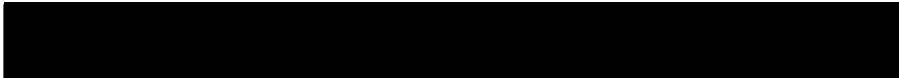
***36 CENTS

AMOUNT
*****658.36PAY
TO THE
ORDER
OF

TUCSON AZ [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

**North American Operations**

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/25/08

VENDOR
DUNS NO. BB 000000323

1

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1622G528254 [REDACTED]	01/24/08 71-595245	VM 1-9UF3MG 025.1-9UF3MG	00.0000	658.36	.00	658.36
TOTAL				658.36	.00	658.36

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

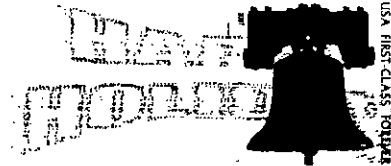
H3

FIRST SCRIPT®
NETWORK SERVICES

155 N. Rosemont Blvd., Tucson, Arizona 85711

PHOENIX AZ 850

23 DEC 2007 PM 2 L



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

JAN 02 2008

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 8/15/200717-Digit Vehicle Identification Number (VIN): 1G1ZG528254 [REDACTED]Mileage at Time of Repair: 55,097 Date of Repair: August 15, 2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: TUCSON State: AZ ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code) [REDACTED]

Evening Telephone Number (include Area Code) [REDACTED]

Amount of Reimbursement Requested: \$ 658.36

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



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



CUSTOMER NO	81117	ADAM G HENSLEY	1041	TAG NO	1205	INVOICE DATE	08/15/07	INVOICE NO	PNC5338422
TUCSON, AZ		LICENSE NO	MILEAGE		55,097	COLOR	BLACK/	STOCK NO	
		YEAR / MAKE / MODEL				DELIVERY DATE	DELIVERY MILES		
		05/PONTIAC/G6/4 DOOR SEDAN				SELLING DEALER NO		PRODUCTION DATE	
		VEHICLE I.D. NO.				R.O. DATE		08/14/07	
		F.T.E. NO.				P.O. NO.			
BUSINESS PHONE		COMMENTS							

LABOR & PARTS

J# 1 15PNZCKLIGHT CHECK ENG LIGHT TECH(S): 1143-930 335.17

CUSTOMER STATES CHECK ENGINE LIGHT IS COMING ON
RADIO WILL DISPLAY POWER STEERING SYSTEM, AND
VEHICLE WILL NOT HAVE ANY POWER ASSIST. THIS
WILL HAPPEN AT ANY TIME WHEN DRIVING IN TOWN
OR ON FREEWAY. SEAMS TO HAPPEN MORE SO IN
THE MORNINGS, BUT WILL STILL HAPPEN IN PM.
SEE HISTORY THIRD TIME IN
DTC C0545 C0460
REPLACED STEERING GEAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	88914568	FUSE 8.965	6.33
JOB # 1	1	15926870	COLUMN 6.518	359.00
JOB # 1 TOTAL PARTS				365.33
JOB # 1 TOTAL LABOR & PARTS				700.50

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SHOP SUPPLIES	19.67
JOB # 1	SVCWK	SERVICE WORK SAVINGS	-93.00
TOTAL - MISC			-73.33

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$700.00 (+TAX)

COMMENTS
BACK FLAG TECH 930 1.0 SEE RO 338422
INV AG. 08.15.07

TOTALS

CASH []	CHECK []	VISA []	MASTER CARD []	AMERICAN EXPRESS []	TOTAL LABOR	335.17
					TOTAL PARTS	365.33
					TOTAL SUBLET	0.00
					TOTAL G.O.G.	0.00
					TOTAL MISC CHG.	19.67
					TOTAL MISC DISC	-93.00
					TOTAL TAX	31.19

*****THANK YOU FOR CHOOSING QUEBEDEAUX PONTIAC-GMC*****
****GOODWRENCH SERVICE PLUS****
LIFETIME SERVICE GUARANTEE-LIMITED WARRANTY. ASK FOR DETAILS
YOUR GM PARTS WARRANTY IS 12 MONTHS OR 12,000 MILES.
*****WHICH EVER OCCURS FIRST *****

OUR STORE HOURS ARE MON-FRI 7:30-6:00 SAT 7:30-5:00PM

CUSTOMER SIGNATURE

TOTAL INVOICE \$ 658.36

Credit card
receipt

QUEBEDEAUX PONTIAC GMC
3566 EAST SPEEDWAY
TUCSON, AZ. 85780

Merchant ID: 1
Term ID: K704508089001

Sale

DEBIT Entry Method: Swiped

Total: \$ 658.36

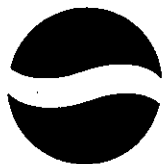
08/15/07 07:56:25

Trace#: 000001 Appr Code: 914536

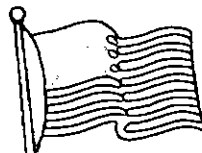
Approved: Online Batch#: 000713

Customer Copy
THANK YOU

COPI



Rock Island, IL



UNITED STATES POSTAGE
EAGLE
PITNEY BOWES
02 1M \$ 00.41⁰
0004225862 JAN 28 2008
MAILED FROM ZIP CODE 61201

JAN 31 2008

REIMBURSEMENT DEPARTMENT
PO BOX 33170
DETROIT MI 48232-5170

482325170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1-28-08

17-Digit Vehicle Identification Number (VIN): 1G1ZT62855F

Mileage at Time of Repair: 49364 Date of Repair: 5/30/07 - 6/1/08

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Rock Island State: IL ZIP Code: [REDACTED]

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

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

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: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





December 2007

Rock Island, IL

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.

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

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

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

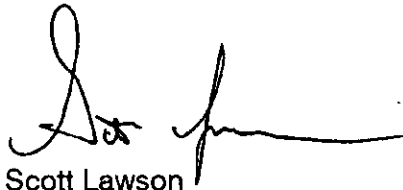
Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by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

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).



100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

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



Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126





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



#147

BILL DAVIS



07126 1G1ZT62855F [REDACTED] 13 0002465

ROCK ISLAND, IL [REDACTED]

Case No# 71-595-306-
438

H.T. / m Bush

Customer Number:
348763

VIN: 1G1ZT62855P

RO NUMBER: 249502 TAG NO:

PAYMENT:

TPC

PAGE 1

ADDRESS	OPEN DATE	CLOSED DATE	MILEAGE	COLOR	YEAR	MAKE AND MODEL
	30MAY07	31MAY07	49364	WHITE	05	CHEVROLET MALIBU
CITY / STATE / ZIP	DELIVERY DATE	STOCK NUMBER	WARR. EXP. DATE			
ROCK ISLAND, IL	01JAN07					
HOME PHONE	BUSINESS PHONE	SERVICE ADVISOR	P.O. NO.			
		151 JIM ZAWADA				
EMAIL ADDRESS	DLR47202 ENG3.5 Liter SPI					

SHOP HOURS:
MONDAY - FRIDAY 9:00 AM - 5:00 PM
SATURDAY 9:00 AM - 12:00 PM
SUNDAY 12:00 PM - 5:00 PM
CHEVROLET BUICK

PLEASE,
SET UP YOUR NEXT
APPOINTMENT NOW
WITH YOUR SERVICE
ADVISOR.

Thank You!

A A/C VENT OUT OF POSITION

F

D1446 DEFLECTOR, AIR (OUTLET VENT) - CENTER -
REPLACE

3011 WAS
1 15207563 PLATE

FC: 3A
PART#: 15207563
COUNT: 1
CLAIM TYPE: 0
AUTH CODE:
VP

(N/C)

(N/C)

49364 CENTER VENT ASSY BROKEN 1.3 REPLACED CENTER VENT TRIM PLATE
ASSY

B P/S QUITS AT TIMES-WARNING LIGHT ON

E7680 COLUMN ASSEMBLY, STEERING - REPLACE

3011 CP
1 15926870 COLUMN

	429.00	429.00
359.00	359.00	359.00

49364 FOUND STEERING COLUMN SENSOR BAD 5.2 FOUND CODE C0545-00
REPLACED STEERING COLUMN ASSY WHICH IS PART OF SENSOR TEST DROVE OK

CUSTOMER PAY MATERIAL CHARGE FOR REPAIR ORDER

10.00

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.

PARTS DESIGNATED WITH A 'W' INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

VISIT OUR WEBSITE: ERIKSENS.COM

APPOINTMENTS: 787-8680

DESCRIPTION	TOTALS
LABOR AMOUNT	429.00
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	798.00
LESS INSURANCE	0.00
SALES TAX	23.07
PLEASE PAY THIS AMOUNT	821.07



Customer Copy

Goodwrench Service offers: ASE Certified Technicians Courtesy Alternate Transportation Lifetime Service Guarantee Comprehensive Up-Front Pricing
A Lifetime Guarantee on Parts and Labor Quick Lube Plus Oil Change Convenient Service Hours

THANK YOU!

North American Operations

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

GM

CHECK

No. [REDACTED]50-937
213DATE
03/03/08

*****821 DOLLARS

****07 CENTS

AMOUNT
*****821.07

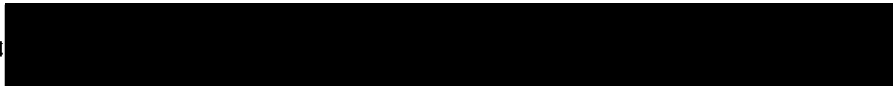
North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF[REDACTED]
ROCK ISLAND IL [REDACTED]

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. BB 000000201

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT
DATE

03/03/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT62855F [REDACTED]	02/29/08 71-595306438.1	VM 1-A11YY8 1-A11YY8	00.0000	821.07	00	821.07
TOTAL				821.07	.00	821.07

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

M3

February 8, 2011

Attention: [REDACTED]
[REDACTED]
Rock Island, IL [REDACTED]

Service Request: 71-595306438
Customer Relationship Specialist: Jane West

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$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.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]

50-837
213DATE
01/25/08

*****100 DOLLARS

****01 CENTS

AMOUNT
*****100.01PAY
TO THE
ORDER
OF

VINCENT AL [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. 88 000000383

1

VENDOR NAME [REDACTED]

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/25/08

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52F25F [REDACTED]	01/24/08 71-595332090.1	VM 1-9UHMNG 1-9UHMNG	00.0000	100.01	.00	100.01

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

H3

TOTAL

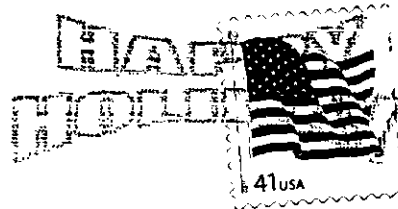
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100.01

1014

22 FEB 2007 PAGE 1

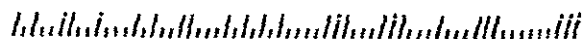


027237

P.O. Box 33170

Detroit MI 48232-5170

44932+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-20-07

17-Digit Vehicle Identification Number (VIN): 1G1ZS52F25F [REDACTED]

Mileage at Time of Repair: 50,293 Date of Repair: 8-28-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Vincent State: Alabama ZIP Code: [REDACTED]

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

Evening Telephone Number (include Area Code): Same

Amount of Reimbursement Requested: \$ 1072.24

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





SERRA CHEVROLET-OLDS-HONDA CVC9108527

40941 U.S. Hwy. 280

SYLACAUGA, ALABAMA 35150

256-245-5000

B'ham - 323-0134

1-800-323-0138

CHEVROLET

Oldsmobile



HONDA

ORIGINAL

CUSTOMER NO. 116244	ADVISED STEPHANIE 116870	TAG NO. 309	INVOICE DATE 08/20/07	INVOICE NO. CVC9108527
VINCENT, AL	LABOR RATE	LICENSE NO.	MILEAGE 50,293	COLOR GOLD/
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SEDAN			STOCK NO.
	VEHICLE I.D. NO. 1G1ZS52F25F			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
BUSINESS PHONE		P.O. NO.	08/13/07	PRODUCTION DATE
COMMENTS				

LABOR & PARTS

J# 1 03CVZ1 STEERING/SUSP/WHEELS TECH(S):81 304.00
CUSTOMER STATES, POWER STEERING LIGHT COMING ON AND OFF AND
GOT REAL HARD TO STEER.
CHECKED VEHICLE AND HAS CODES C0545 AND C0460, NEED MOTOR
ASSEMBLY AND COLUMN.
REPLACE COLUMN AND MOTOR ASSEMBLY, RECALIBRATE COLUMN AND
TEST DRIVE, CODES NOT RESET. VEHICLE OPERATING AS DESIGNED
AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	1		25805894	MOTOR 6.605		359.00
JOB # 1	1		15926870	COLUMN 6.518		352.33
JOB # 1 TOTAL PARTS						711.33
JOB # 1 TOTAL LABOR & PARTS						1015.33

ARBITRATION AGREEMENT

Customer and Dealership agree that any and all disputes or claims arising from or relating to this 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 Dealership agree that the parts involved in this purchase and/or these repairs traveled in interstate commerce. Customer and Dealership agree that arbitration proceedings shall be conducted in Birmingham, Alabama.

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

TOTALS

* 10/08/2007 / 53293 MI 00CVZLOF LUBE-OIL-FILTER *

CUSTOMER SATISFACTION IS OUR #1 GOAL. YOU MAY RECIEVE A
SURVEY FROM THE MANUFACTURER ASKING ABOUT OUR SERVICE.
THIS IS OUR REPORT CARD AND IF FOR ANY REASON YOU CAN NOT
ANSWER " COMPLETELY SATISFIED"
PLEASE FEEL FREE TO CONTACT OUR SERVICE MANAGER. TRACEY
HARBISON, WE VALUE YOUR BUSINESS.

TOTAL LABOR....	304.00
TOTAL PARTS....	711.33
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	56.91

TOTAL INVOICE \$ 1072.24

CASH () CK# () CARD () OTH ()

CUSTOMER SIGNATURE

DUPLICATE INVOICE

February 8, 2011

[REDACTED]
[REDACTED]
Vincent, AL [REDACTED]

Service Request: 71-595332090
Customer Relationship Specialist: Michelle Rivers

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column 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)

CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN ~~Vauxhall~~

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: [REDACTED]
VIN: 1G2ZH158564 [REDACTED]
Ref SR: 71-595410065 V-147769

Dear Robert Atkins:

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

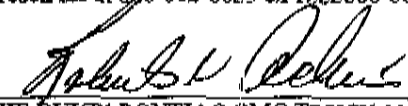
Thank you for your cooperation.

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 866-802-6625 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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**DOXIE BUICK PONTIAC GMC TRUCK, INC.**
 14588 South Tamiami Trail
 P.O. Box 60165
 Fort Myers, Florida 33912

 (239) 489-1387
 Parts

 (239) 489-0600
 Sales & Service

 (239) 489-0798
 Fax Line

DATE 07/07/06	SALESPERSON HAROLD E SILVERMAN
STOCK # P6101	
<input checked="" type="checkbox"/> NEW <input type="checkbox"/> DEMO	
<input type="checkbox"/> LEASE <input type="checkbox"/> USED	
07/07/06 DELIVERY DATE TIME	

AS THEY APPEAR ON DRIVER'S LICENSE

1. PURCHASER	
2. PURCHASER	
ADDRESS	
CITY CAPE CORAL	ST FL
COUNTY LEE	ZIP 33904
HOME PHONE #	PHONE #
Year 2006	Model G6
Vin # 1G2Z H158564	
Color STEALTH GRY MET	Deal # 54080

1. DESCRIPTION OF TRADE-IN & PAYOFF INFORMATION

Year	Make	Model
Vin #		
Tag #	Stock #	Expiry Date 07/07/06
Miles as shown on odometer		
Over 100,000 miles <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> TMU		
Payoff must be good for 10 days <input type="checkbox"/> NONE <input type="checkbox"/> Good TIM		
Acc. #	Given By:	
Pay Off to:	Phone #	
Address		
City	State	Zip

2. DESCRIPTION OF TRADE-IN & PAYOFF INFORMATION

Year	Make	Model
Vin #		
Tag #	Stock #	Expiry Date
Miles as shown on odometer		
Over 100,000 miles <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> TMU		
Payoff must be good for 10 days <input type="checkbox"/> NONE <input type="checkbox"/> Good TIM		
Acc. #	Given By:	
Pay Off to:	Phone #	
Address		
City	State	Zip

The only warranties applying to this vehicle are those offered by the manufacturer and the applicability of an existing manufacturer's warranty, if any, shall be determined solely by such manufacturer's records. The seller dealer hereby expressly disclaims all warranties either expressed or implied including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for a any liability in connection with the sale of this vehicle. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of time, loss of profits, or income, or any other incidental damages.

The Buyer hereby acknowledges that Dealer has made available "Warranty Pre-Paid Information" as disclosed in the Warranty Matters printed in the Integrated-Warranty Book.

Buyer's Signature

07/07/06

AN ODOMETER MILEAGE STATEMENT IS REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT. THIS SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Buyer by the execution of this Order certifies that he is at least 18 years of age and acknowledges that he has read and understands and agrees to the terms and conditions, and he understands the nature of this order upon delivery. ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS CONTRACT, OR THE BREACH THEREOF, SHALL BE SETTLED BY ARBITRATION IN SOUTHEAST FLORIDA IN ACCORDANCE WITH THE RULES OF THE AMERICAN ARBITRATION ASSOCIATION AND JUDGMENT UPON THE AWARD RENDERED BY THE ARBITRATOR(S) SHALL BE FINAL AND BINDING. DATE

Buyer's Signature

07/07/06

Buyer's Signature

07/07/06

On a separate document, Buyer shall sign and acknowledge the receipt of the vehicle. I acknowledge that Buick to investigate my credit and employment history, obtain credit reports, and release information about their credit experience with Buick. On a separate document, Buyer shall sign and acknowledge that the transaction is not completed until (a) approved in writing by Dealer and responsible Clerk or Finance Company and (b) all disclosures required by the Federal Consumer Credit Protection Act (Truth in Lending Act) have been given and (c) Buyer(s) and Dealer have signed an Installment Sales Contract. DATE

ref-1-000 3-0000

Accepted By

07/07/06

IF GMS LAST FOUR DIGITS OF BUYER'S SSN**GMS OR SUPPLIER AUTHORIZATION**

SEALANT	
STRIPES	
SALE PRICE INCLUDING ACCESSORIES	
LESS TRADE ALLOWANCE	23130.00
TRADE DIFFERENCE AMOUNT	NONE
New Battery & Tree Fee	23130.00
	6.50
FLORIDA Computerized Registration	NONE
TAXABLE AMOUNT	17.00
	23153.50
SALES TAX	
COUNTY SALES TAX	1389.21
TAG or TRANSFER TITLE FEES (Estimated)	NONE
	179.06
SUBTOTAL	
	24722.56
Rebate RAT BONUS	
	500.00
Rebate PDM CONQUEST	
	500.00
Rebate	
	NONE
Rebate	
	NONE
Rebate	
	NONE
BALANCE OWED ON TRADE IN	
	NONE
SUBTOTAL	
	23722.56
SERVICE CONTRACT	
	1470.00
TIRE & WHEEL PROTECTION	
	NONE
ANTI THEFT TATCH	
	NONE
TAX ON SERVICE PRODUCTS	
	88.20
GAP	
	599.00
SUB TOTAL	
	23879.76
DEPOSIT	
	NONE
CREDIT CARD	
	NONE
TOTAL AMOUNT DUE	
	25879.76

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RETAIL INSTALMENT SALE CONTRACT GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)

Creditor (Seller name and address)

KARL CORAL S

LEE

 DIXIE BUICK PONTIAC GMC TRUCK, INC.
 14665 SOUTH TAMIAMI TRAIL
 FT. MYERS, FL 33912

TRUCK, INC.

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

New or Used	Year	Weight (lbs.)	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	3362	PONTIAC	1627H159564	<input checked="" type="checkbox"/> Personal, family or household <input type="checkbox"/> business

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment.
5.50%	\$ 3831.20	\$ 25970.75	\$ 29832.00	\$ 30832.01

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	\$ 497.20	Monthly beginning 08/22/2006	

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

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

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes):

2 Total downpayment - (If negative enter "0" and sign line 4 below)

Gross trade-in \$	N/A	payoff by seller \$	N/A
+ net trade-in \$	N/A	+ cash \$	0.01
+ other (describe)	BAT BOWIE/PDN CONQUE	\$	1000.00

3 Unpaid balance of cash price (1 minus 2) \$ 23722.65(9)

4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):

A Cost of optional credit insurance paid to the insurance company or companies

Life	\$ N/A
Disability	\$ N/A

B Other insurance paid to the insurance company

C Official fees paid to government agencies (describe)

D Government license and registration fees (describe)

E Other fees (describe)

F Other fees (describe)

G Other fees (describe)

H Other fees (describe)

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

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both Term N/A

☐ Credit Disability (Buyer Only) Term N/A

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

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

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

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

Buyer Signature Date

Creditor Signature Date

Witness Signature Date

Witness Signature Date

Witness Signature Date

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E Government documentary stamp taxes	\$	91.00
F Government taxes not included in cash price (describe)	\$	N/A
G Government certificate of title fees (including \$ N/A security interest recording fee)	\$	N/A
H Other charges (Seller must identify who is paid and describe purpose.)		
to SELLER & GMP for SERVICE CONTR		1470.00
to STATE OF FL for TAX ON SVC CH		88.20
to DIXIE BUICK for GAP PROTECTION		599.00
to N/A	\$	N/A
to N/A	\$	N/A
to N/A	\$	N/A
I Net trade-in payoff to	\$	N/A
Total other charges and amounts paid to others on your behalf	\$	2248.20 (4)
6 Amount financed (3 + 4)	\$	25970.75 (5)

credit life insurance policy does not contain this restriction.)	
X	Buyer Signature
	Date
X	Co-Buyer Signature
	Date
9. You understand that the benefits under this credit life insurance policy will <input type="checkbox"/> will not <input type="checkbox"/> terminate when you reach a certain age and you verify that your age is accurately represented on the application or policy.	
X	Buyer Signature
	Date
X	Co-Buyer Signature
	Date
Other Insurance	
<input type="checkbox"/> N/A	N/A
	Type of Insurance
	Premium \$
	Term
	(Insurance Company)
	(Home Office Address)
I want the insurance checked above.	
X	Buyer Signature
	Date
X	Co-Buyer Signature
	Date
ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.	

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding.

Buyer Signs X

Co-Buyer Signs X

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

See back for other important agreements.

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

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

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

Buyer Signs X

Date 07/07/2006

Co-Buyer Signs X

Date 07/07/2006

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

Other owner signs here X

Date

Address

GIVEN UNDER THE FOLLOWING CONDITIONS

Date 07/07/2006

By X

Title

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

Assigned with recourse		Assigned without recourse or with limited recourse	
Seller	By	Seller	By
	Title		Title

Z109 FR-FL 5/2005 (For use in the State of Florida) (1 of 4) Notice See Other Side
Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

TRIPPLICATE ORIGINAL - DEALER'S COPY

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GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1 6 2 2 H 1 5 8 5 6 4 [REDACTED]

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
BAT BONUS	\$ 500.00	BAT BONUS
PDM CONQUEST	\$ 500.00	PDM CONQUEST
	\$ NONE	
	\$ NONE	
	\$ NONE	
Total Incentive Amount Received \$ 1000.00		

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)

a. I elect to receive in lieu of

and/or

b. I elect to receive

-CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE-

- a. **Vehicle Incentive Acknowledgment.** I am the ultimate retail purchaser or lessee of the vehicle bearing the vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 07/07/06. I acknowledge receipt of incentive(s) as described in Item 1&2 and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? Yes No

- b. **OnStar Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2090 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 07/07/06

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and that the incentive(s) described in Item 1&2 and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this Dealership and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: [Signature]

Date: 07/07/06

DDTE BUICK PONTIAC GMC TRUCK, INC.

BUICK 39-320

GMC 53-484

PONTIAC 17-059

GMC 3795 905

Dealer Note: This is a required document and must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of this completed form should be provided to the customer.

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GMC
TRUCKS



BULICK BONTIAC



② 2004 年 12 月 1 日

STATE OF FLORIDA REGISTRATION : MV-125BR

SERVICE HISTORY

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-T2598

[illegible]

TECHNIBOND

- 1 W 1980Z EMISSION CONTROL
CUST ST: WHEN STEERING EITHER DIRECTION
RADIO DISPLAY READS "POWER STEERING"

EMISSION CONTROL

SUBLET

W 70BUZ8UBLT
CUST ST: RENTAL HERTZ

Rental ¹²
Date Out ⁹ ¹⁹ ⁶⁸

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____, THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
SIGNED: _____ DATE _____

ORIGINAL ESTIMATE	CASH	TIME
----------------------	------	------

OTHER PERSON WHO MAY AUTHORIZE RELEASE	ADDITIONAL
--	------------

EXPLANATION OF THE CHARGE		AMOUNT
EXPENSES AUTHORIZED BY	REASON FOR ADDITIONAL WORK AUTHORIZED	

BYRD AUTOMATIC RECORDING

[illegible]

100-443887-100

to the same effect.

PREDETERMINED THE CHARGE WILL BE BASED ON.

SEE BACK FOR ADDITIONAL

INFORMATION REGARDING REPAIRS 8888

200-012

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CUSTOMER COPY

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The steering wheel position sensor is the valid signal of the steering system's center position.

Circuit Description
DTC C0460 (Symptom 00)

WARRANTY

parts are those which may be the selling dealer hereby, either express or implied, merchantability or fitness for assumes nor authorizes any liability in connection with the Buyer shall not be entitled to any consequential damages, or loss of use, loss of time, loss or incidental damages.

\$30.00 PER DAY WILL BE AYS AFTER YOU HAVE BEEN E COMPLETED.

work for 12 months or 12,000 miles, repair or replacement fails in normal use'll be free of charge. Parts and

ADVICE: A SMALL CHARGE WILL BE OUR INVOICE FOR THE MANAGEMENT OF WASTE (USED OILS, ANTIFREEZE, JOINT PARTS CLEANERS, SOLVENTS, ETC.) OR USED DURING THE PERFORMANCE OF OUR SERVICE CENTER. IN IS AVAILABLE FROM OUR CASHIER.

for charges which represent costs or profits to shop supplies or waste disposal. These charges (parts and labor) will not exceed a maximum of \$10.00.

time a \$1.00 fee to be collected for each new tire 718, and a \$1.50 fee to be collected for each new battery sold in the state (a. 403.7185).

NOTES: a small charge is included for supplies like. These items are nuts, bolts, screws, tape, solvents, cleaning cloths, sealers, silicone. A complete list from Cashier is available.

ADDITIONAL INSTRUCTIONS OR ESTIMATES

D CONDITIONS

WARRANTY

TECHNICIAN'S FINDINGS AND REMARKS

279888

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TOTAL PARTS

TOTAL LABOR

GOS

TAX

TOTAL



- 1. Clutch
- 2. In clutch
- 3. Drive
- 4. Steering
- 5. Brakes
- 6. Front Suspension

Hours: _____ From: _____

Date: _____

JOB 01

JOB 02

WE, 13 PM 4:15

WE, 13 PM 3:05

JOB 03

FR, 15 PM 1:15

FR, 15 PM 1:15

JOB 04

TU, 19 PM 2:10

JOB 06

JOB 08

Dec-14-07 03:57P

P.02

2



BUICK PONTIAC



DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0800

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : MV-12598

RECOMMENDED	DESCRIPTION	ESTIMATE	TOTAL	ESTIMATE	DESCRIPTION	ESTIMATE	TOTAL
01BUZLOF 00BUZ02	LUBE, OIL, & FILTER LUBE OIL FILTER	MI		04BUZROTATE	ROTATE TIRES	MI	

SERVICE HISTORY

DATE	TIME	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	DESCRIPTION
09/12/06	2:58PM	3970	569	655	W	19BUZ 70BUZSUBLET
12/20/05	2:59PM	5	339	183	W	94BUZ
				416		LIGHT SALES - NEW VEH INSP

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG#

VEHICLE ID NO. 1G2ZH15554	YEAR/MAKE/MODEL 05/PONTIAC/G6/2DR CPE GT	PRODUCTION DATE 07/07/06	STOCK NO. P6101	LICENSE NO. 289869
CUSTOMER NO. 63244	SERVICE CONTRACT CMPP	DELIVERY DATE 07/07/06	DELIVERY MILES 75,000	R.O. DATE 04/17/07
COLOR STEALTH GRAY MET/E	CONTRACT NO. 14,203	ADVISOR NO. 569	ADVISOR DESIREE REPINE	TAG NO. 492
TURNED IN BUZZ	RELEASE 14,203	ADVISOR NO. 569	ADVISOR DESIREE REPINE	

CAPE CORAL, FL 33914

TIME RECEIVED: 02:41pm DATE: 04/17/07 TIME: 05:00pm

APPOINTMENT: YES

LABOR: 90.00

- W 03BUZ**
CUST ST: WHEN TURNING EITHER DIRECTION THE RADIO WILL
DISPLAY A "POWER STEERING MESSAGE". SEE HISTORY
July 4-9-07
- C 00BUZ02**
LUBE OIL FILTER 3080
PERFORM OIL CHANGE PER CUSTOMER'S REQUEST
INSTALL NEW FACTORY OIL FILTER, TOP FLUIDS, LUBE CHASSIS AS
REQUIRED. RESET OIL LIFE SYSTEM IF APPLICABLE.
- C 00BUZ03**
ROTATE TIRES
ROTATE TIRES & ADJUST TIRE PRESSURES PER CUSTOMER REQUEST
11720
- W 40BUZ**
CUST ST: CIG OUTLET INOP
BODY ELECTRICAL

PLEASE READ CAREFULLY, CHECK ONE OF
THE STATEMENTS BELOW, AND SIGN: I
UNDERSTAND THAT UNDER STATE LAW, I
AM ENTITLED TO A WRITTEN ESTIMATE, IF
MY FINAL BILL WILL EXCEED \$100.

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

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
SIGNED: _____ DATE _____

TECHNICIAN Signature	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZED REPAIRS	ADDITIONAL AUTHORIZED AMOUNT	
ADDITIONAL REPAIRS AUTHORIZED BY	DESCRIPTION OF ADDITIONAL WORK & (TYPED)	
REVISED AUTHORIZED AMOUNT	AUTHORIZATION RECEIVED BY	

3-1 Day Rental due
3-1 Day Rental due
3-1 Day Rental due

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
38		289869	4:15	

PAGE 1 OF 2

CUSTOMER COPY

(CONTINUED ON NEXT PAGE) 289869

Dec-14-07 03:58P

P.03

1

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 486-0800



Goodwrench



RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : MV-12598

RECOMMENDED SERVICES		STATE OF FLORIDA REGISTRATION : MY-12898					TOTAL	
DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT	TAX	REGISTRATION FEE	SALES TAX	TOTAL	TOTAL
01BUZLOF 00BUZ02	LUBE, OIL, & FILTER LUBE OIL FILTER	MI MI			04BUZROTATE	ROTATE TIRES	MI	

SERVICE HISTORY

SERVICE HISTORY		DATE	TIME	DESCRIPTION	BY	REMARKS	REPAIR WORKS DESCRIPTION
09/12/06	278588	3970	569	655	W	19BUZ	LIGHT ENGINE REPAIR
				183	W	70BUZSUBLET	SUBLET
12/20/05	265960	3	339	416	I	94BUZ	SALES - NEW VEH INSP

SALESPERSON NO. 564	HAROLD E SILVERMAN	S E R V I C E	STATE REG# MV-12598
---------------------	--------------------	---------------	---------------------

SALESPERSON NO. 564		HAROLD E SILVERMAN		SERVICE		4/7/77		SALESPERSON NO. 564	
METHOD OF PAYMENT		YEAR/MONTH/QUARTER		STOCK NO.		LICENSER NO.		R.O. NO.	
1G22H158544		08/PONTIAC/G6/2DR CPE GT		PE101		289869			
CASH CHECK M.S. VISA AMEX		CUSTOMER NO.		SERVICE CONTRACT		DELIVERY DATE		DELIVERY MILE	
		63234 GMPP		07/07/06		07/07/06		04/17/07	
BASED FOR CHARGE FLY AIR		COLOR		CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILE	
CAPE CORAL, FL		STEALTH GRY MET/E				07/07/11		75,000	
TAXES		TURBO		MMS		AIR COND		P.S.	
		BUZZ				14,203		569	
ADDITIONAL PHONE		TAXES		ADDITIONAL PHONE		ADDITIONAL PHONE		ADDITIONAL PHONE	
								DESIREE REPINE	
REMAINING PARTS		TIME RECEIVED		DATE/TIME		PRIORITY			
VISA M		02:41pm		04/17/07		05:00pm		3	
APPOINTMENT		YES No		LEASER RATE		90.00			

6	W 70BUZZRENT CUSTOMER STATES REPAIR OF VEHICLE	RENTAL ALTERNATE TRANSPORTATION REQUIRED DURING
---	--	--

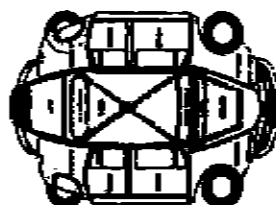
PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

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

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
SIGNED: _____ DATE _____

ORIGINAL ESTIMATE#	DATE	TIME
OTHER PERSON WHO SAW AUTHORIZED WORK	ADDITIONAL AUTHORIZED \$ AMOUNT	
ADDITIONAL WORK AUTHORIZED BY:	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED	
REPAIRS AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY:	
IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON: <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH		
SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS		

TERMS AND CONDITIONS		TECHNICIAN'S FINDINGS AND REMARKS	
<p>1. The following terms and conditions apply to this party are those which may be printed on the back of the manufacturer's warranty. The selling dealer hereby assumes all warranties, either express or implied, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, including property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.</p> <p>2. STORAGE CHARGES OF \$30.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.</p> <p>3. We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.</p> <p>4. WASTE DISPOSAL CHARGE: A SMALL CHARGE WILL BE INCLUDED ON YOUR REPAIR INVOICE FOR THE MANAGEMENT, STORAGE, AND DISPOSAL OF WASTE (USED OILS, ANTIFREEZE, CAUSTICS, LEAD, ASBESTOS, PARTS CLEANERS, SOLVENTS, ETC.) REMOVED FROM YOUR VEHICLE OR USED DURING THE PERFORMANCE OF SERVICE ON YOUR VEHICLE IN OUR SERVICE CENTER. A COMPLETE EXPLANATION IS AVAILABLE FROM OUR CASHIER.</p> <p>5. I understand that I may incur charges which represent costs or profits to the motor repair facility for shop supplies or waste disposal. These charges will relate directly to my repairs and will not exceed a maximum of 12% of the total labor charge, up to a maximum of \$35.00.</p> <p>6. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (§403.118), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (§403.1165).</p> <p>Customer Initials _____</p> <p>* SHOP SUPPLIES: a small charge is included for supplies used on your vehicle. These items are nuts, bolts, screws, washers, seal sprays, solvents, cleaning cloths, sealers, silicone treatment, etc. A complete list from Cashier is available.</p>		<p>655</p> <p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p> <p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p> <p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p> <p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p> <p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p> <p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p>	
<p>ADDITIONAL INSTRUCTIONS OR ESTIMATES</p>		<p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p>	
<p>TOTAL PARTS</p> <p>TOTAL LABOR</p> <p>GOG</p> <p>TAX</p> <p>TOTAL</p>		<p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p>	



C - Chassis
 B - Body
 D - Door
 M - Motor
 T - Tire
 S - Spare Tire

Spare Tire _____
 Fuel _____
 Filler _____
 Filler _____

289869

JOB 01

JOB 02

JOB 03

JOB 04

JOB 05

JOB 06

Dec-14-07 03:58P

P.05

5



BUICK PONTIAC

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600

Goodwrench



RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : MV-12598

OPERATION	DESCRIPTION	MI	TOTAL	OPERATION	DESCRIPTION	MI	TOTAL
01BUZLOF 00BUZ02	LUBE, OIL, & FILTER OIL FILTER	MI		04BUZROTATE	ROTATE TIRES	MI	
	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 293683		TIME	OFF	

SERVICE HISTORY

DATE	DESCRIPTION	MI	TOTAL	DESCRIPTION	MI	TOTAL	OPERATION DESCRIPTION
04/17/07	249869	14203	569	655	W	11BUZRPBRKH	TRACTION CONTROL
				655	C	00BUZ02	LUBE OIL FILTER
				655	C	00BUZ03	ROTATE TIRES
				655	W	40BUZZ7	LIGHTER/ACC JACK
				183	W	70BUZZRENT	RENTAL
				655	W	99BUZ	GM CAMPAIGN

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12598

VEHICLE ID NO. 1G22H158034	YEAR/MAKE/MODEL 06/PONTIAC/G8/COUPE	PRODUCTION DATE P6101	STOCK NO. P6101	LICENSE NO. 293683	R.O. NO. 293683
CASH CHECK M.C. VISA AMC	CUSTOMER NO. 63244	SERVICE CONTRACT GMPP	DELIVERY DATE 07/07/06	DELIVERY MILE 75,000	R.O. DATE 07/18/07
BASED FOR CHANGE FLAT RATE HLY RATE BOTH	COLOR GRAY/EBONY IMPRES	CONTRACT NO.	EXPIRATION DATE 07/07/11	EXPIRATION MILE 75,000	TAG NO. 257
REPAIR PARTS YES NO	TURNED BUZZ	AIR COND. Y	TRAW A	MESSAGE 21,742	ADVISOR NO. 569
APPOINTMENT YES NO	TIME 08:31am	DATE 07/18/07	TIME 05:18pm	DATE 07/18/07	DATE 07/18/07

COMMENTS : DROP OFF.

1 W 33BUZAC

CUSTOMER STATES A/C IS NOT BLOWING COLD

A/C BLOWS WARM

2 W 57BUZZ38

CUST ST: WHEN IT WAS RAINING CUST PUT SEAT BELT ON AND SEAT WAS WET.

SEAT BELT(S)

3 W 03BUZ

CUST ST: CLICKING IN STEERING WHEN TURNING EITHER DIRECTION

STEERING & SUSPENSION

4 W 70BUZZRENT

RENTAL ENTERPRISE

RENTAL

Rental

Date Out 7/18/07

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
SIGNED: _____ DATE _____

OTHER PERSON WHO MAY APPROVE REPAIRS

ADVISOR AUTHORIZED BY: _____

REPAIR AUTHORIZED BY: _____

REPAIR AUTHORIZED BY: _____

REPAIR AUTHORIZED BY: _____

REPAIR AUTHORIZED BY: _____

REPAIR AUTHORIZED BY: _____

REPAIR AUTHORIZED BY: _____

REPAIR AUTHORIZED BY: _____

REPAIR AUTHORIZED BY: _____

REPAIR AUTHORIZED BY: _____

REPAIR AUTHORIZED BY: _____

REPAIR AUTHORIZED BY: _____

REPAIR AUTHORIZED BY: _____

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REPAIR AUTHORIZED BY: _____

REPAIR AUTHORIZED BY: _____

REPAIR AUTHORIZED BY: _____

PAGE 1 OF 1

PAGE 1 OF 1

CUSTOMER COPY

293683

ADDITIONS - SUBJECT

298683

TERMS AND CONDITIONS

TERMS OF WARRANTY

Nothing in this part(s) are those which may be covered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied, of merchantability or fitness for use, and neither assumes nor authorizes any person to make any statement in connection with the sale and/or service. Buyer shall not be entitled to the selling dealer any consequential damages, property damages for loss of use, loss of time, loss of income, or any other incidental damages.

WE CHARGE OF \$30.00 PER DAY WILL BE ADDED 3 WORKING DAYS AFTER YOU HAVE BEEN ADVISED THE REPAIRS ARE COMPLETED.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

WASTE DISPOSAL CHARGE: A SMALL CHARGE WILL BE INCLUDED ON YOUR REPAIR INVOICE FOR THE MANAGEMENT, STORAGE, AND DISPOSAL OF WASTE (USED OILS, ANTIFREEZE, CAUSTICS, LEAD, ABRASIVES, PARTS CLEANERS, SOLVENTS, ETC.) REMOVED FROM YOUR VEHICLE OR USED DURING THE PERFORMANCE OF SERVICE ON YOUR VEHICLE IN OUR SERVICE CENTER. A COMPLETE EXPLANATION IS AVAILABLE FROM OUR CASHIER.

I understand that many other charges which represent costs or profits to the motor repair facility for shop supplies or waste disposal. These charges will be added directly to my repair and will not exceed a maximum of 12% of the total labor charge, up to a maximum of \$35.00.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in this state (s. 403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in this state (s. 403.7185).

Costs

* St
used
washed
treated

CHARGE SUMMARY

JULY 19, 2007
1:00 PM

AMBIENT DATA

BAROMETRIC PRESSURE: 30.1
TEMPERATURE: 70 F

VEHICLE DATA

VEHICLE IDENTIFICATION: 1997
VIN: 1G1YB1271000000000000
YEAR: 1997
MAKE: GM
MODEL: CORVETTE
COLOR: RED
EQUIPMENT: 1.8L V6

CODE:

0090H6U00.13K3H89NB

TECHNICIAN'S FINDINGS AND REMARKS

655

TECHNICIAN'S NAME & NUMBER

Check A/C - Compressor inop.

JOB 01

CAUSE

System Charge ok. Found

CORRECTION

Broken compressor shaft - clutch off.

TECHNICIAN'S NAME & NUMBER

Replace Compressor D4400 1.0

JOB 02

CAUSE

Diag Add 1.3

CORRECTION

Recover/Recharge Add 1.5

TECHNICIAN'S NAME & NUMBER

② Check for water leak.

JOB 03

CAUSE

Found drain hose off at L.R.

CORRECTION

Corner of sunroof. Hose too short to reach. Reposition hose & reattach (glue & tie-wrap)

TECHNICIAN'S NAME & NUMBER

Re-test for leak - ok

JOB 04

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

③ Noise from I-shaft

JOB 05

CAUSE

Replace Shaft E7700 .5

CORRECTION

TECHNICIAN'S NAME & NUMBER

④ TSB 050604076 B

JOB 06

CAUSE

Re-program PCM 56354 .4

CORRECTION

Diag Add 1.3

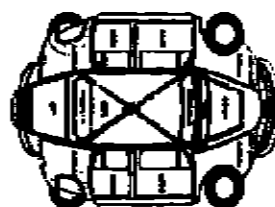
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



C - Cages
B - Brakes
O - Oil
M - Muffler
T - Tire
G - Glass Damage

Space for _____ Panel/Box _____

Notes _____

Dec-14-07 03:59P

P.07

7



BUICK PONTIAC

DIXIE BUICK PONTIAC GMC TRUCK INC

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 298184	TIME	OFF
145	6	IMP. NO. 878		ON
STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 298184	TIME	OFF
1.1		IMP. NO. 878		ON



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	QTY	UNIT	DATA	OPERATION	OPERATION DESCRIPTION	QTY	UNIT	TOTAL
01BUZLOF	LUBE OIL & FILTER	MI			32BUZRHOSE	COOLANT HOSE(S)	MI		
32BUZHHOSE	COOLANT HOSE(S)	MI			32BUZFLUSH	SVC COOLING SYSTEM	MI		
04BUZROTATE	ROTATE TIRES	MI			00BUZ02	LUBE OIL FILTER	MI		
25BUZTRANSERV	HARSH SHIFT	MI							

SERVICE HISTORY

DATE	PISTON	VEHICLE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	293683	21742	569	655	W	33BUZAC	A/C BLOWS WARM
				655	W	57BUZZSB	SEAT BELT(S)
				655	W	03BUZ	STEERING & SUSPENSION
				81	W	70BUZZRENT	RENTAL
04/17/07	299869	14203	569	655	W	41BUZ	STARTING & CHARGING
				655	W	11BUZPLBRKH	TRACTION CONTROL

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12598

METHOD OF PAYMENT	VEHICLE ID. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.O. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	1G2ZH158664	06/PONTIAC/G6/COUPE		P6101		298184
BASIS FOR CHARGE	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY NO.	SELLING DEALER NO.	R.O. DATE
<input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	63244	GMPP	07/07/06		DIXIE	11/05/07
REPAIRS FOR CHARGE	DEALER	CONTRACT NO.	SEPARATION DATE	SEPARATION MILES	TAXI NO.	
<input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	GRAY/EBONY IMPRES		07/07/11	75,000	682	
REPAIRS FOR CHARGE	TURBO	MAKE	AC COND.	R/L	THANE	RELEASE
<input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	BUZZ			Y	A	26,407
REPAIRS FOR CHARGE	ADVISOR NO.	ADVISOR	ADVISOR	ADVISOR	ADVISOR	ADVISOR
<input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	878	ANTHONY DAY				

1 W 57BUZ CUSTOMER STATES LEFT REAR TRIM PANEL HANGING DOWN C4041.3	INTERIOR TRIM	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 298184	TIME	OFF
		6		IMP. NO. 655		ON
2 W 41BUZ CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START STARTER WILL STAY ENGAGED. HAPPENS ABOUT EVERY 4 STARTS. 2nd Time	STARTING & CHARGING	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 298184	TIME	OFF
		1.1		IMP. NO. 655		ON
3 W 03BUZ 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.	STEERING & SUSPENSION	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 298184	TIME	OFF
		1.1		IMP. NO. 655		ON
4 W 19BUVACVALVE CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST REPAIR.	LIGHT ENGINE REPA	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 298184	TIME	OFF
		1.1		IMP. NO. 655		ON

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I

2. I AGREE TO AN ESTIMATE, IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:

☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

298184

PAGE 1 OF 1

CUSTOMER COPY

DEC-14-07 04:00P

P.08

013/017

29844

TERMS AND CONDITIONS

TECHNICIAN'S FINDINGS AND REMARKS

AMER OF WARRANTY

Applying to this part(s) are those which may manufacturer. The selling dealer hereby s all warranties, either express or implied ad warranties of merchantability or fitness for use, and neither assumes nor authorizes any sale for it any liability in connection with the and/or service. Buyer shall not be entitled to selling dealer any consequential damages, by damages, loss of use, loss of time, loss of wages, or any other incidental damages.

REGES OF \$30.00 PER DAY WILL BE CHARGED DURING THE TIME YOU HAVE BEEN IN REPAIRS ARE COMPLETED.

service work for 12 months or 12,000 miles. 1st. If our repair or replacement fails in normal t period, we'll fix it free of charge. Parts and

ADDITIONAL CHARGE: A SMALL CHARGE WILL BE OUR REPAIR INVOICE FOR THE MANAGEMENT, DISPOSAL OF WASTE (USED OILS, ANTIFREEZE, ASBESTOS, PARTS CLEANERS, SOLVENTS, ETC.) YOUR VEHICLE OR USED DURING THE PERFORMANCE OF YOUR VEHICLE IN OUR SERVICE CENTER. ANIMATION IS AVAILABLE FROM OUR CASHIER.

may incur charges which represent costs or profits to us for shop supplies or waste disposal. These charges for repairs and will not exceed a maximum of 12% of the repair cost, up to a maximum of \$35.00.

requires a \$1.00 fee to be collected for each new tire (403.718), and a \$1.50 fee to be collected for each new battery sold in the state (403.7185).

JES: a small charge is included for supplies like. These items are nuts, bolts, screws, rags, solvents, cleaning cloths, sealers, silicone & complete list from Cashier is available.

ADDITIONAL INSTRUCTIONS OR ESTIMATES

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

665

① Re attach Rear corner
Upper Garnish Molding.
(1/4 panel Trim)
(404)?

JOB 01

JOB 02

② Check starter operation
NPF at this time

JOB 03

③ Road Test for clunk -
Inspect steering & suspension -
Found loose/worn rt. outer tie rod.
Replace Rt tie rod end.

JOB 04

Adj. Toe

JOB 05

④ Check for noise -
Could not duplicate - NPF

JOB 06

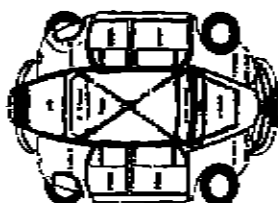
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



C - Chassis
S - Suspension
D - Drive
M - Mating
T - Top
O - Other Damage

Spec. Dr. _____
Rate _____

Fuel



Home - Summary - Claim History - Vehicle Build

Service Contract - Warranty Block - Detailed Title

Vehicle Component - Delivery Information

Vehicle Information

Vehicle Information

Vehicle Information

Dec-14-07 04:01P

P.09

9



BUICK PONTIAC

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600

RECOMMENDED SERVICES

 STRAIGHT TIME (HRS.) 4.3
 FLAT RATE PRICE
 R.O. NO. 298264
 EMP. NO. 655
 TIME OFF
 ON

STATE OF FLORIDA REGISTRATION : MV-12598

OPERATION	OPERATION DESCRIPTION	QTY	UNIT	TOTAL	OPERATION	OPERATION DESCRIPTION	QTY	UNIT	TOTAL
01BUZLOF	LUBE OIL & FILTER	MI			32BUZRHOSE	COOLANT HOSE(S)	MI		
32BUZRHOSE	COOLANT HOSE(S)	MI			32BUZFLUSH	SVC COOLING SYSTEM	MI		
04BUZROTATE	ROTATE TIRES	MI			00BUZ02	LUBE OIL FILTER	MI		
25BUZTRANSERV	HARSH SHIFT	MI							

SERVICE HISTORY

DATE	REPAIR ORDER NO.	SALE PRICE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	298683	21742	569	655	W	33BUZAC	A/C BLOWS WARM
				655	W	57BUZZSB	SEAT BELT(S)
				81	W	03BUZ	STEERING & SUSPENSION
				655	W	70BUZZRENT	RENTAL
04/17/07	289869	14203	569	655	W	41BUZ	STARTING & CHARGING
				655	W	11BUZPLBRKH	TRACON CONTROL

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12598

VEHICLE NO. 1G22H158564	YEAR/MAKE/MODEL 06/PONTIAC/G6/COUPE	PRODUCTION DATE 07/07/06	STOCK NO. P6101	LICENSE NO. 298264
CUSTOMER NO. 63244	SERVICE CONTRACT CMPP	DELIVERY DATE 07/07/06	DELIVERY MILES 75,000	DATE OF SALE 11/06/07
COLOR GRAY/EBONY IMPRES	CONTRACT NO.	EXPIRATION DATE 07/07/11	EXPIRATION MILES 75,000	TAX NO. T682
TURNING BUZZ	SALE PRICE 26,407	ADVISOR NO. 878	ADVISOR ANTHONY DAY	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereunder set forth to be done along with the necessary materials and labor for any damage caused by unavailability of parts or delays in delivery by the supplier or transporter. I hereby grant you access to my vehicle and authorize you to operate the vehicle within the scope of the repair work hereunder. I hereby acknowledge on above vehicle to be the owner of the vehicle.

IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COSTS IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.

CUSTOMER SIGNATURE

 1 W 11BUZ
 CUSTOMER STATES
 VIBRATION WHEN BRAKING

ABS/BRAKE SYSTEM

 STRAIGHT TIME (HRS.) 4.3
 FLAT RATE PRICE
 R.O. NO. 298264
 EMP. NO. 655
 TIME OFF
 ON

 2 C 04BUZ
 CUSTOMER STATES VIBRATION AT HIGHWAY SPEEDS.

WHEELS & TIRES

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I

 UNDER STATE LAW, I
 WRITTEN ESTIMATE, IF
 EXCEED \$100.
☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: DATE

ORIGINAL ESTIMATE	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS	ADDITIONAL AUTHORIZED \$ AMOUNT	
ADDITIONAL AUTHORIZED BY	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED	
REPAIRS AUTHORIZED \$ AMOUNT	AUTHORIZED PERSON RECEIVED BY	

 IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE
 PREDETERMINED THE CHARGE WILL BE BASED ON:
☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

 SEE BACK FOR ADDITIONAL
 INFORMATION REGARDING REPAIRS

298264

DB-002

PAGE 1 OF 1

CUSTOMER COPY

customer declining

655

 L m 01:00am
 12:46pm Damage Lt chss

Dec-14-07 04:01P

P.10 10

298264

TERMS AND CONDITIONS

TECHNICIAN'S FINDINGS AND REMARKS

LIMIT OF WARRANTY

Warranty is limited to those parts which may be defective. The selling dealer hereby disclaims, either express or implied, any liability for consequential damages, or for any other incidental damages.

WARRANTY IS LIMITED TO THE FOLLOWING: (1) PARTS ARE COMPLETED.

Warranty is limited to 12 months or 12,000 miles. If a repair or replacement fails in normal use, we'll fix it free of charge. Parts and

LABOR: A SMALL CHARGE WILL BE CHARGED FOR THE MANAGEMENT OF THE VEHICLE (USED OILS, ANTIFREEZE, FLUIDS, WAXES, LUBRICANTS, SOLVENTS, ETC.) WHICH IS INCLUDED DURING THE PERFORMANCE OF THE SERVICE CENTER. (A SMALL CHARGE WILL BE CHARGED FOR EACH HOUR OF LABOR.)

WARRANTY IS LIMITED TO THE FOLLOWING: (1) PARTS ARE COMPLETED.

WARRANTY IS LIMITED TO THE FOLLOWING: (1) PARTS ARE COMPLETED.

WARRANTY IS LIMITED TO THE FOLLOWING: (1) PARTS ARE COMPLETED.

LIMIT INSTRUCTIONS OR ESTIMATES

TECHNICIAN'S NAME & NUMBER

JOB #1

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #2

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #3

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #4

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #5

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #6

CAUSE

CORRECTION

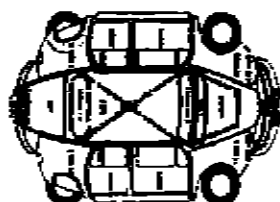
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



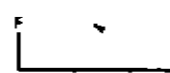
C - Chassis
M - Motor
D - Drive
M - Motor
T - Tire
G - Other Damage

Space for _____

Date _____

P

Fuel



Space for _____

Date _____

P

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Service Contact - Warranty Block - Branded Title - Dealer Information - Help

VIN:

Help

Dealer Information

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12598

(239) 489-0600

**BUICK****PONTIAC**

GENERAL MOTORS CORPORATION

**Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TPO NO. 878	INVOICE DATE 01/15/08	INVOICE NO. PNC5300784
[REDACTED] CAPE CORAL, FL [REDACTED]	LABOR RATE 90.00	LICENSE NO.	SALES TAX 29,570	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE		DELIVERY DATE 07/07/06	STOCK NO. P6101
	VEHICLE I.D. NO. 1G2ZH158564		SELLING DEALER NO. DIXIE	DELIVERY MILES
	RTE. NO.	REG. NO.	R.O. DATE 01/10/08	PRODUCTION DATE
COMMENTS			MILEAGE OUT MO: 29570	

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5	1	25010792	FILTER 1.836	6.16	6.16	6.16
JOB # 5 TOTAL PARTS						6.16
JOB # 5 TOTAL LABOR & PARTS						16.53
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION		
JOB # 4	9651	H74752112	01/15/08	RENTAL		
TOTAL - SUBLET						0.00
WARRANTY						
G.O.G. & SUPPLIES						
JOB # 5	4.5	CASTROL MOTOR OIL	@	3.350	/UNIT	15.08
TOTAL - GOG						15.08
MISC	CODE	DESCRIPTION		CONTROL NO.		
JOB # 5		OIL OIL FILTER DISPOSAL CHARGE				1.00
TOTAL - MISC						1.00
COMMENTS						
DAMAGE TO LEFT FRONT DOOR						
RECOMMENDATIONS						
DAMAGE TO LEFT FRONT DOOR						
TECHNICIAN CERTIFICATION						
90		JAMES R GABRIELE			ASE & GM CERTIF	
TOTALS						
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				10.37		
TOTAL PARTS				6.16		
TOTAL SUBLET				0.00		
TOTAL G.O.G.				15.08		
TOTAL MISC CHG.				1.00		
TOTAL MISC DISC				0.00		
TOTAL TAX				1.95		

TOTAL INVOICE \$ 34.57

CUSTOMER SIGNATURE

PAID

** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ** *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ** *FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 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 remanufactured battery sold in the state. [(s.403.7185)].

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14566 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12589

(239) 489-0600

**BUICK****PONTIAC****Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

GENERAL MOTORS CORPORATION

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	878	INVOICE DATE 01/15/08	INVOICE NO. PNC5300784
	LABOR RATE 90.00	LOCKING NO.	MILEAGE 29,570	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE		DELIVERY DATE 07/07/06	STOCK NO. P6101
CAPE CORAL, FL	VEHICLE I.D. NO. 1 G 2 Z M 1 5 8 5 6 4		SELLING DEALER NO. DIXIE	DELIVERY MILEAGE
	R.T.E. NO.	P.O. NO.	PRODUCTION DATE	
	COMMENTS		R.O. DATE 01/10/08	
			MILEAGE OUT MO: 29570	

LABOR & PARTS

J# 1 40BUZ

STARTING & CHARGING TECH(S):90
 CUSTOMER STATES WHEN STARTING VEHICLE STARTER WILL STAY
 ENGAGED/HAPPENS EVERY 10 TO 15 STARTS/HAPPENS WITH KEY OR
 REMOTE START
 DAVE HAYES AND HAYDEN HAWES CHECKED CAR WITH CUSTOMER AND
 COULD NOT DUPLICATE AT THIS TIME.

WARRANTY

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

J# 2 40BUZZ3

LAMPS & LIGHTS TECH(S):90
 CUSTOMER STATES
 FOGLIGHT SWITCH LIGHT INOP/FOGLIGHTS WORK SWITCH DOES NOT
 LIGHT UP
 INDICATOR LIGHT IN SWITCH FLICKERS ON AND OFF/INTERNAL
 SHORT.
 REPLACED FOGLIGHT SWITCH AND CHECKED OPERATION.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1	15850573	SWITCH 2.485		
JOB # 2 TOTAL PARTS 0.00					
JOB # 2 TOTAL LABOR & PARTS 0.00					

J# 3 33BUZ

A/C & HEATING TECH(S):90
 CUSTOMER STATES HEATER MAKING WIRING NOISE WHEN USING/
 SOUNDS LIKE IN DASH
 DAVE HAYES AND HAYDEN HAWES CHECKED CAR WITH CUSTOMER
 AND COULD NOT DUPLICATE CONCERN

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 3 TOTAL PARTS 0.00					
JOB # 3 TOTAL LABOR & PARTS 0.00					

J# 4 70BUZZRENT

RENTAL TECH(S):90
 CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING
 REPAIR OF VEHICLE
 VEHICLE DOWN DURING REPAIR(S)
 PROVIDED ALTERNATE TRANSPORTATION

WARRANTY

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

J# 5 01BUZZ0102

3000 INTERVALS SER TECH(S):810
 PERFORM 3,000 MILE SERVICE PER MAINTENANCE GUIDE
 LUBE OIL & OIL FILTER, TOP FLUIDS & ADJUST TIRE PRESSURES
 THANK YOU FOR SERVICING YOUR VEHICLE AT
 DIXIE BUICK PONTIAC GMC

10.37

* * This charge represents costs and profits in the
 motor vehicle repair facility for miscellaneous
 shop supplies or waste disposal. * * *FS403.718
 mandates a \$1.00 fee for each new tire sold in
 the State of Florida. * * *FS403.7185 mandates a
 \$1.50 fee for each new or remanufactured battery
 sold in the State 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
 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
 supplies or waste disposal.
 [(0.558,904(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
 remanufactured battery sold in the state.
 [s.403.7185].

2006 G6 - GT COUPE
46U STEALTH GRAY METALLIC /V6G
19C EBONY
ORDER NO. JRBZXT/TRE STOCK NO.
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
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 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.

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

GM Vehicle Inquiry System

Claim History

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G2ZH158564 [REDACTED]
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CLAIM HISTORY

Repair Order Date :		01/10/2008		Repair Order Number :		300784		Odometer Reading :		29570 miles	
Serviced By :		DIXIE BUICK PONTIAC GMC TRUCK PO BOX 60165 FORT MYERS, FL 33906-6165 (239) 489-0600				Selling Source :			16 - PONTIAC		
						Site Code :			17059		
						Business Associate Code :			118301		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	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 Order Date :		11/05/2007		Repair Order Number :		298184		Odometer Reading :		26407 miles	
Serviced By :		DIXIE BUICK PONTIAC GMC TRUCK PO BOX 60165 FORT MYERS, FL 33906-6165 (239) 489-0600				Selling Source :			16 - PONTIAC		
						Site Code :			17059		
						Business Associate Code :			118301		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		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 KIT		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 Order Date :		07/18/2007		Repair Order Number :		293683		Odometer Reading :		21742 miles	
Serviced By :	DIXIE BUICK PONTIAC GMC TRUCK PO BOX 60165 FORT MYERS, FL 33906-6165 (239) 489-0600					Selling Source :			16 - PONTIAC		
						Site Code :			17059		
						Business Associate Code :			118301		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
07/27/2007	816	01	#	D4440 - COMPRESSOR ASSEMBLY - REPLACE		15795249 - COMPRESSO	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		22687711 - SHAFT KIT	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 Number :		289869		Odometer Reading :		14203 miles	
Serviced By :	DIXIE BUICK PONTIAC GMC TRUCK PO BOX 60165 FORT MYERS, FL 33906-6165 (239) 489-0600					Selling Source :		16 - PONTIAC			
						Site Code :		17059			
						Business Associate Code :		118301			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
04/27/2007	790	01	#	N1720 - FUSE - REPLACE		88909755 - FUSE KIT		N/A	N/A	\$ 19.43	N
04/24/2007	789	01	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -		15775370 - MOTOR		B	N/A	\$ 355.93	N
04/24/2007	789	02	#	Z7903 - 3-DAY COURTESY TRANSPORTATION		N/A		G	N/A	\$ 111.00	<u>Y</u>

04/24/2007	789	03	#	Y0139 - CUSTOMER SATISFACTION PROGRAM - INSPECT, REROUTE, & SECURE	N/A	N/A	N/A	\$ 59.37	N
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Repair Order Date :		09/12/2006		Repair Order Number :		278888		Odometer Reading :		3970 miles	
Serviced By :		DIXIE BUICK PONTIAC GMC TRUCK PO BOX 60165 FORT MYERS, FL 33906-6165 (239) 489-0600				Selling Source :			16 - PONTIAC		
						Site Code :			17059		
						Business Associate Code :			118301		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	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

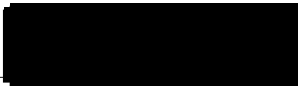
Repair Order Date :		12/02/2005		Repair Order Number :		A16176		Odometer Reading :		0 miles	
Serviced By :	DIXIE BUICK PONTIAC GMC TRUCK PO BOX 60165 FORT MYERS, FL 33906-6165 (239) 489-0600					Selling Source :			16 - PONTIAC		
						Site Code :			17059		
						Business Associate Code :			118301		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
12/06/2005	645	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		N/A		N/A	N/A	\$ 89.58	N

CHECK HISTORY

Vehicle Has No Associated Check History.
--

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

Customer



Request # **71-595410065**

BBB # **PGM0831666**

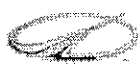
PURCHASE PRICE: <i>(From dealer Bill of Sale) -- (Selling Price)</i>	(+) 23130.00
MSRP: <i>(From BARS Invoice)</i>	(-) 24295.00
DIFFERENCE:	(=) -1165.00

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

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

PURCHASE PRICE <i>(From dealer Bill of Sale) – (before tax, tag, etc.)</i>	(+) 23130.00
GM CARD POINTS:	DO NOT INCLUDE
INCENTIVES (from BARS): <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i> 1: 2: 3:	
TOTAL INCENTIVES <i>(Not included in Purchase Price)</i>	(-) 1000.00
OVERALLOWANCE: <i>(From above)</i>	(-) 0
NEGATIVE EQUITY: <i>(If NOT shown in contract))</i>	(-) 0

Actual price of Vehicle that should be presented to BBB for ATA	(=) 22130.00
--	---------------------



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 7, 2008

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

RE: [REDACTED] c/o Jeff Spiegel Krohn & Moss, Ltd.
Service Request: 71-595410065
BBB Case Number: PGM0831666
2006 Pontiac G6
Vehicle Identification Number: 1G2ZH158564 [REDACTED]
Customer Relationship Specialist: Marion Lindsey

Manufacturers Voluntary Replacement Settlement Offer in Writing

We are sorry [REDACTED] is dissatisfied with her 2006 Pontiac G6. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We apologize for any inconvenience [REDACTED] may have experienced.

At this time, General Motors would like to voluntary offer [REDACTED] a replacement 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 [REDACTED] 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



GMC

HUMMER

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:

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

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- lindseym@gmexpert.com



BBB AUTO LINE

February 4, 2008

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

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.

4200 Wilson Boulevard, Suite 800 • Arlington, VA • 22203-1838 • Phone 800.955.5100 • Fax: 703.247.9700

- * 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)
<u> X </u>	The vehicle's current registration
<u> X </u>	The purchase contract or lease agreement
<u> X </u>	Other: <u>Buyers order and Notice to manufacturer</u>

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 fourteen days 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: [REDACTED] vs Pontiac/GMC Division 1G2ZH158564 [REDACTED]

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 parties' 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

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

Customer Claim Form

Contact Date:

Start Date:

Case Number:

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

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s), Name & Address

Cape Coral, FL

Customer Contact Info:

Day Phone: _____ c/o _____

Evening Phone: same

Fax Number: 866-264-3755

E-mail Address:

Cell Phone:

Vehicle Information

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

Vehicle Use: ☒ Personal ☐ Business ☐ Both

Percentage of time vehicle used for business purposes:

Transmission Type:

Number of vehicles owned or leased by the business:

Make: Pontiac

Model: G6

Model Year: 2006

Current Mileage:

Vehicle Identification Number: 1G2ZH158564

Servicing Dealer/City/State: Dixie Pontiac, Fort Myers, FL

Selling Dealer/City/State: same

Insurance Carrier: AAA

Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ☒ No ☐ Date of accident: 8/30/06

Description of Damage: Small Dent in Left Door (Hit and Run)

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

Purchase Date: _____ Mileage at purchase: _____

Purchased As: ☒ New ☐ Used ☐ Demo

Is the vehicle in your possession?

Lienholder's Name: GMAC

Address: PO Box 8110

City/State/Zip: Cockeysville, MD 21030

Phone: ?

Lienholder Acct #: 029-9091-55242

Lease Date: _____

Mileage at lease: _____

Leased As: ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession?

Leasing Company's Name: _____

Address: _____

City/State/Zip: _____

Phone: _____

Leasing Company's Acct #: _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)
vehicle repurchase plus attorneys fees

Signature of Titled Owner(s): _____

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

Date: 1/25/08

Customer Claim Form

Customer Name: [REDACTED]

Case Number:

Vehicle ConcernsFirst Repair Attempt Date: 7/18/07 Mileage: 21742Last Repair Attempt Date: 1/10/08 Mileage: 29570Total Days out of Service: 15

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 of Service
HVAC	Dixie	Y	2	7/18/2007- 7/23/07 1/10/08- 1/15/08	21742 29570	6 6
Body and Trim	SAA	Y	2	7/18/2007- 7/23/07 1/10/08- 1/15/08	21742 29570	6 6
Steering/suspension	SAA	Y	2	7/18/2007- 7/23/07 11/5/07	21742 26407	6 1
Engine/electrical system	SAA	Y	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
Interior/Trim	SAA	Y	1	11/5/07	26407	1
electrical system	SAA	Y	1	1/10/08- 1/15/08	29570	6
Brake System	SAA	Y	1	11/6/07- 11/7/07	26407	2
Wheels/Tires	SAA	Y	1	11/6/07- 11/7/07	26407	2

Carey, Cheryl

From: Bopp, Cathy [cbopp@consumerlawcenter.com]
Sent: Friday, February 01, 2008 3:10 PM
To: Carey, Cheryl
Subject: [REDACTED] v. GM

Attachments: statement re attorneys fees- GM.doc; signed ccf from client.pdf; [REDACTED] 1.pdf; [REDACTED] 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. Ste. 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

PGM 0831666 W87BC

Request for Arbitration

Our Client:	[REDACTED]
Client's Home State:	Florida
Vehicle:	2006 Pontiac G6
VIN#:	1G2ZH158564 [REDACTED]
Purchased As:	New
Date of Purchase:	July 7, 2006
Date of Delivery:	July 7, 2006
Place of Purchase:	Dixie Pontiac Ft. Myers, FL
Last Servicing Dealer:	Dixie Pontiac Ft. Myers, FL
Current Mileage:	Approximately 30000
Date of First Repair:	July 18, 2007
Mileage at First Repair:	21742 miles
Warranty Coverage:	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.

2/1/2008

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

2/1/2008

Paralegal
Krohn & Moss, Ltd.
5055 Wilshire Blvd. Ste. 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 within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you will still have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)	\$ 24722.55(1)
2 Total downpayment = (if negative enter "0" and set below)	
Gross trade-in \$ N/A - payoff by \$ 5 N/A	
= net trade-in \$ N/A + title \$ 0.01	
+ other (describe) <u>SALE BONUS/ROD CONT.</u> \$ 1000.00	\$ 1000.01(2)
3 Unpaid balance of cash price (1 minus 2)	\$ 23722.55(3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$ N/A	
Disability \$ N/A	
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies (describe)	\$ N/A
D Government license and/or registration fees (describe)	\$ N/A
E Government documentary stamp taxes	\$ 91.00
F Government taxes not included in cash price (describe)	\$ N/A
G Government certificate of title fees (including \$ N/A security interest recording fee)	\$ N/A
H Other charges (Seller must identify who is paid and describe purpose):	
to SELLER & GMP for SERVICE CHARGE	\$ 1470.00
to STATE OF FL for TAX ON SALE	\$ 88.20
to DIVE QUICK for GAP PROTECTION	\$ 599.00
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
I Net trade-in payoff to	\$ N/A
Total other charges and amounts paid to others on your behalf	\$ 2249.20(4)
5 Amount financed (3 + 4)	\$ 25970.75(5)

☐ Credit Life; ☐ Buyer ☐ Co-Buyer ☐ Both
Term N/A

☐ Credit Disability (Buyer Only)
Term N/A

Premium:
Credit Life \$ N/A
Credit Disability \$ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

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

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

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

X
Buyer Signature _____ Date _____

X
Co-Buyer Signature _____ Date _____

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

X
Buyer Signature _____ Date _____

X
Co-Buyer Signature _____ Date _____

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

X
Buyer Signature _____ Date _____

X
Co-Buyer Signature _____ Date _____

Other Insurance:

☐ N/A Type of Insurance N/A Term N/A

Premium \$ N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X
Buyer Signature _____ Date _____

X
Co-Buyer Signature _____ Date _____

11/14/2007 13:35 2392769761

SAMUELS

PAGE 03/04

NOV 5, 2007 SUMMARY HISTORY DISPLAY

Store 01 SERVC01 PORT 5007 3651

CUSTOMER NAME		SERIAL NO. 1G2ZK158564	
TOTAL R/O'S 4		MAKE PN PONTIAC	
LN#	RO.NO.	RO. DATE..	MT.MS. ADV/TECH J# T OPERATION CODE. DESCRIPTION.....
1	293683	07/18/2007	21742 A 569
			T 555 1 W 33BUZAC A/C BLOWS WARM
			T 555 2 W 37BUZ38B SEAT BELT(S)
			T 555 3 W 03BUZ STEERING&SUSPENS
			T 81 4 W 70BUZ2R2NT RENTAL
			T 555 5 W 41BUZ STARTING & CHARG
2	289869	04/17/2007	14203 A 569
			T 555 1 W 11BUZFLBRKH TRACTION CONTROL
			T 555 2 C 00BUZ2Q3 LUBE OIL FILTER
			T 555 3 C 00BUZ303 ROTATE TIRES
			T 555 4 W 40BUZ27 LIGHTER/ACC JACK
			T 183 5 W 70BUZ2R2NT RENTAL
			T 555 6 W 99BUZ GM CAMPAIGN
3	278888	09/12/2006	3970 A 569
			T 555 1 W 19BUZ LIGHT ENGINE REP

(B=ENTER) (F=FORWARD) (P=PAGE) (LN#) (S=SUMMARY PRINT) (TAB)

11/6 Tony Day Called

Said car was ready still not fixed, Took service man with me for a Drive and the hole front in was still shaking (not fixed)

11/7 picked up car

Tony Stated it was the rotors that were turned on Paper work giving to me it states that it was in fact a resurfacing of front brake rotors,

I declined Balancing of tires because I just had them rotated and balanced!

There is also a rod kit I was not told about

Still is also over turning wich was not fixed for the 3rd time, I have a witness Day after received my car back ~~we~~ went to luck and

Still over turning

11/14/2007 13:30 2392759751

SAMUELS

PAGE 82/83

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12598

(239) 489-0600



BUICK



PONTIAC



Goodwrench

WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISE DESTREE REPINE	569	SALE NO. 257	INVOICE DATE 07/23/07	INVOICE NO. PNC5293683
	LABOR RATE 90.00	LEADERS NO.	RELEASE 21,742	COLOR GRAY/EBONY	STOCK NO. P6101
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE			DELIVERY DATE 07/07/06	DELIVERY MILE
CAPE CORAL, FL	VEHICLE ID. NO. 1 G 2 Z H 1 5 8 5 6 4			SELLING DEALER NO. DIXIE	PRODUCTION DATE
	NTL NO.		RV NO.	R.O. DATE 07/18/07	
	COMMENTS				RELEASE CUT MO: 21742

LABOR & PARTS
CUST ST: WHEN IT WAS RAINING CUST PUT SEAT BELT ON AND SEAT WAS WET.
FOUND DRAIN HOSE OFF AT L.R. CORNER OF SUNROOF.
REPOSITIONED HOSE AND REATTACHED (BLUE/TIE WRAP)

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	15795249	*COMPRESSO 9.170			WARRANTY
JOB # 1	2	12378526-1	LUBRICANT 8.600			WARRANTY
JOB # 1	2	R134	12356150 FRESH			WARRANTY
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

JOB # 2 57BUZZER
CUST ST: WHEN IT WAS RAINING CUST PUT SEAT BELT ON AND SEAT WAS WET.
FOUND DRAIN HOSE OFF AT L.R. CORNER OF SUNROOF.
REPOSITIONED HOSE AND REATTACHED (BLUE/TIE WRAP)

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

JOB # 3 03BUZ
CUST ST: CLICKING IN STEERING WHEN TURNING EITHER DIRECTION
NOISE IN I-SHAFT
REPLACED I-SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	1	22687711	SHAFT KIT 6.525			WARRANTY
JOB # 3 TOTAL PARTS					0.00	
JOB # 3 TOTAL LABOR & PARTS					0.00	

JOB # 4 20BUZZER
RENTAL ENTERPRISE
VEHICLE DOWN DURING REPAIR(S)
PROVIDED ALTERNATE TRANSPORTATION

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

JOB # 5 4180Z
CUST ST: SOMETIMES STARTER STAYS ENGAGED AFTER STARTED
T38 0606040768
REPROGRAM PCM

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

** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ** *PS403,718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ** *PS403,718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal [(6.558.904(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 remanufactured battery sold in the state [(s.403,718)].

DB-003

PAGE 1 OF 2

CUSTOMER COPY

(CONTINUED ON NEXT PAGE) 08:57am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

11/14/2007 13:30 2392759761

SAMUELS

PAGE 03/03

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12528

(239) 488-0600

**BUICK****PONTIAC****Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR DESIREE REPINE	569	TRG NO. 257	INVOICE DATE 07/23/07	INVOICE NO. PNC5293683
	LABOR RATE 90.00		STOCK NO. P6101		
			YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE	DELIVERY DATE 07/07/06	DELIVERY MILE 21,742
CAPE CORAL, FL			VEHICLE ID. NO. 1G2ZH158564	SELLING DEALER NO. DIXIE	PRODUCTION DATE
	PTS. NO.		RD. NO.	AC. DATE 07/18/07	
COMMENTS					MILEAGE COST MO: 21742

JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INVT	INV. DATE	DESCRIPTION		
JOB # 4	7858	D270299	07/23/07	RENTAL		
TOTAL - SUBLET					WARRANTY	0.00

COMMENTS
DROP OFF.

TOTALS

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....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ** *\$3403.718 represents a \$1.00 fee for each new tire sold in the State of Florida. ** *\$6403.718 represents a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal. [(6.550.904(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 remanufactured battery sold in the state. [(s.403.7185)].

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SAMUELS

PAGE 01/01

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION: MY-12588

(239) 489-0800

**BUICK****PONTIAC****Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	878	TRUCK	REVERSE DATE 11/07/07	INVOICE NO. PNC5298184
	LABOR RATE 90.00	LICENSER NO.	26,407	COLOR GRAY/EBONY	STOCK # P6101
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE			DELIVERY DATE 07/07/06	DELIVERY MILE
CAPE CORAL, FL	VEHICLE ID, VIN 1G2ZH158564			DEALING DEALER NO. DIXIE	PRODUCTION DATE
	PTS. NO.	PO. NO.		NO. OF 11/05/07	
COMMENTS					MILEAGE OUT MO: 26407

LABOR & PARTS
J# 1 5780Z INTERIOR TRIM TECH(S):655 WARRANTY
CUSTOMER STATES
LEFT REAR TRIM PANEL HANGING DOWN.
QUARTER TRIM PANEL ON LEFT REAR LOOSE
REINSTALLED TRIM PANEL.

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

J# 2 4180Z STARTING & CHARGING TECH(S):81 WARRANTY
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
TIMES.
OPERATING AS DESIGNED

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

J# 3 0380Z STEERING & SUSPENSION TECH(S):655 WARRANTY
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 OUTER TIE ROD END
ROAD TESTED FOR CLUNK. INSPECTED STEERING AND
SUSPENSION. REPLACED RIGHT TIE ROD END AND SET TOE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 1980VAC VALVE LIGHT ENGINE REPAIR TECH(S):655 WARRANTY
CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM
ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST
REPAIR.
ROADTESTED AND CHECKED OVER. COULD NOT DUPLICATE CONCERN
OPERATING AS DESIGNED.

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

J# 5 70BUZZERENT RENTAL TECH(S):81 WARRANTY
CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING
REPAIR OF VEHICLE
VEHICLE DOWN DURING REPAIR(S)

*** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. *** *PS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. *** *PS403.7183 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

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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. ((3.559.904(4)).

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 remanufactured battery sold in the state. [a.403.7185].

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SAMUELS

PAGE 01/04

DIXIE BUICK PONTIAC GMC TRUCK, INC.14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
STATE OF FLORIDA REGISTRATION : MV12598
(239) 489-0600**BUICK**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	878	INVOICE DATE 11/07/07	INVOICE NO. PNC5298184
	LABOR RATE 90.00	LEASE NO. 26.407	COLOR GRAY/EBONY	STOCK NO. P6101
YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE	VEHICLE ID. NO. 1G2ZH158564		DELIVERY DATE 07/07/06	DELIVERY MILES
CAPE CORAL, FL	P.C.E. NO.		SELLING DEALER NO. DIXIE	PRODUCTION DATE
	P.C. NO.		S.O. DATE 11/05/07	
COMMENTS			MILEAGE OUT MO: 26407	

PROVIDED ALTERNATE TRANSPORTATION

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----	LIST PRICE-UNIT PRICE-
JOB # 5 TOTAL PARTS	0.00
JOB # 5 TOTAL LABOR & PARTS	0.00
SUBLET-----PO#-----VEND INVR-INV.DATE-DESCRIPTION-----	
JOB # 5 8997 271188 11/07/07 CAR RENTAL	
TOTAL - SUBLET	WARRANTY 0.00

TECHNICIAN CERTIFICATION-----
BI FRANK J. LESTICKO ASE ST6

TOTALS-----	
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.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ** FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ** FS403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

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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. ((6550044)).

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 remanufactured battery sold in the state. (a.403.7185).

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SAMUELS

PAGE 02/04

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MW-12398

(239) 489-0800

**BUICK****PONTIAC**

GENERAL MOTORS CORPORATION

**Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	THRU NO. 878	INVOICE DATE 11/07/07	INVOICE NO. PNC5298264
[REDACTED] CAPE CORAL, FL	LABOR RATE 90.00	LICENSE NO.	26,407	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE	DELIVERY DATE 07/07/06	STOCK NO. P6101	DELIVERY MILE
	VEHICLE ID. NO. 1G2ZH158564	DEALER NO. DIXIE	PRODUCTION DATE	
	REG. NO.	REG. NO.	DATE 11/06/07	
COMMENTS			MILEAGE OUT MO: 26407	

LABOR & PARTS

JP 1 1180Z

-ABS/BRAKE SYSTEM

TECH(S):655

WARRANTY

CUSTOMER STATES

VIBRATION WHEN BRAKING

FRONT BRAKE ROTORS WARPED

ROAD TESTED FOR BRAKE VIBRATION. RESURFACED FRONT

BRAKE ROTORS.

JOB # 1 TOTAL LABOR & PARTS

0.00

JP 2 04BUZ

-WHEELS & TIRES

TECH(S):655

CUSTOMER STATES VIBRATION AT HIGHWAY SPEEDS.

WOULD NEED TO START WITH TIRE BALANCE TO CORRECT

PROBLEM.

CUSTOMER DECLINED REPAIR

JOB # 2 TOTAL LABOR & PARTS

0.00

TOTALS

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TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL S.O.G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

* * This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. * * *P#403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. * * *P#403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

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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. (P#500.004(4)).

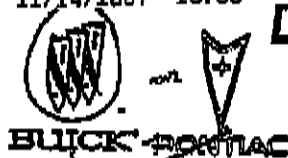
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [s.403.7185].

11/14/2007 13:35

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SAMUELS

PAGE 84/04



DIXIE BUICK PONTIAC GMC TRUCK, INC.

 14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
 (239) 488-0600


RECOMMENDED SERVICES

STATE OF FLORIDA

OPERATION	OPERATION DESCRIPTION	MO/MI	LT
01BUZLOF	LUBE, OIL & FILTER	MI	
32BUZHOSE	COOLANT HOSE(S)	MI	
04BUZROTATE	ROTATE TIRES	MI	
25BUZTRANSERV	HARSH SHIFT	MI	

OPERATION DESCRIPTION	MO/MI	TOTAL
NT HOSE(S)	MI	
JOLING SYSTEM	MI	
XL FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MI PAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	293683	21742	569	655	W	338BUZAC	A/C BLOWS WARM
				655	W	57BUZS8	SEAT BELT(S)
				655	W	03BUZ	STEERING&SUSPENSION
				81	W	70BUZZRENT	RENTAL
04/17/07	289889	14203	589	655	W	47BUZ	STARTING & CHARGING
				655	W	11BUZRPLERKH	TRACTION CONTROL

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12598

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M/C <input type="checkbox"/> VISA <input type="checkbox"/> AMEX	VEHICLE NO. 1G2ZH158564	YEAR/MODEL 06/PONTIAC/G6/COUPE	PRODUCTION DATE 06/10/07	STOCK NO. 298184
FACTOR FOR CHANGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	CREDIT CARD NO. 63244 GMP	FINANCE CONTRACT 63244 GMP	DELIVERY DATE 07/07/06	LICENSE NO. 298184
RETURN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	COLOR GRAY/EBONY IMPRES	CONTRACT NO. 26,407	EXPIRATION DATE 07/07/11	EXPIRATION MILEAGE 75,000
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	LOCATION CAPE CORAL, FL	MAKE BUZZ	ADVISOR NO. 878	ADVISOR ANTHONY DAY

I hereby authorize the repair work described on this bill to be performed with the necessary materials and labor that you are not responsible for any damage to the vehicle or any other property of the customer. I understand that under state law, I am entitled to a written estimate, if my final bill will exceed \$100. I request a written estimate. I do not request a written estimate as long as the repair costs do not exceed \$100. The shop may not exceed this amount without my written or oral approval. I request a written estimate. SIGN: [Signature] DATE: 11/5/07

- W 57BUZ INTERIOR TRIM
 CUSTOMER STATES LEFT REAR TRIM PANEL HANGING DOWN.
- W 41BUZ STARTING & CHARGING
 CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START STARTER WILL STAY ENGAGED. HAPPENS ABOUT EVERY 5 STARTS. 2nd Time. (No Fixed) NPF
- W 03BUZ STEERING & SUSPENSION
 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. 2nd Time. (Not Fixed) still catching NPF
- W 18BUVACVALVE LIGHT ENGINE REPAIR
 CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST REPAIR. (Not Fixed) NPF

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I REQUEST A WRITTEN ESTIMATE.
 SIGN: [Signature] DATE: 11/5/07

ORIGINAL ESTIMATE	DATE
OTHER PERSON WHO MAY AUTHORIZE REPAIR	
ADDITIONAL AUTHORIZED PERSON	
REVIEW AUTHORIZED PERSON	

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

298184

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL - FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12588

(239) 489-0600



BUICK



PONTIAC

GM QUALITY
SERVICE/PARTS

GENERAL MOTORS CORPORATION



Goodwrench

WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TAG NO. 878	INVOICE DATE 01/15/08	INVOICE NO. PNC5300784
	LABOR RATE 90.00	LICENSE NO.	ODOMETER 29,570	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE		DELIVERY DATE 07/07/06	STOCK NO. P6101
CAPE CORAL, FL	VEHICLE ID. NO. 1G22H158564		SELLING DEALER NO. DIXIE	DELIVERY MILE
	R/E NO.	P.O. NO.	PRODUCTION DATE	
	COMMENTS		FL. DATE 01/10/08	
			MILEAGE OUT MO: 29570	

LABOR & PARTS

J# 1 41BUZ

STARTING & CHARGING

TECH(S):90

WARRANTY

CUSTOMER STATES WHEN STARTING VEHICLE STARTER WILL STAY ENGAGED/HAPPENS EVERY 10 TO 15 STARTS/HAPPENS WITH KEY OR REMOTE START.
DAVE HAYES AND HAYDEN HAWES CHECKED CAR WITH CUSTOMER AND COULD NOT DUPLICATE AT THIS TIME.

When I picked up car on 1/15/08 Dave turned it!

PARTS

QTY--FP-NUMBER--

DESCRIPTION--

LIST PRICE-UNIT PRICE-

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 40BUZZ3

LAMPS & LIGHTS

TECH(S):90

WARRANTY

CUSTOMER STATES FOGLIGHT SWITCH LIGHT INOP/FOGLIGHTS WORK SWITCH DOES NOT LIGHT UP
INDICATOR LIGHT IN SWITCH FLICKERS ON AND OFF/INTERNAL SHORT
REPLACED FOGLIGHT SWITCH AND CHECKED OPERATION.

PARTS

QTY--FP-NUMBER--

DESCRIPTION--

LIST PRICE-UNIT PRICE-

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 33BUZ

A/C & HEATING

TECH(S):90

WARRANTY

CUSTOMER STATES HEATER MAKING WIRING NOISE WHEN USING/ SOUNDS LIKE IN DASH.
DAVE HAYES AND HAYDEN HAWES CHECKED CAR WITH CUSTOMER AND COULD NOT DUPLICATE CONCERN

Still not fixed and there's problem still there!

PARTS

QTY--FP-NUMBER--

DESCRIPTION--

LIST PRICE-UNIT PRICE-

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 70BUZZRENT

RENTAL

TECH(S):90

WARRANTY

CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING REPAIR OF VEHICLE
VEHICLE DOWN DURING REPAIR(S)
PROVIDED ALTERNATE TRANSPORTATION

PARTS

QTY--FP-NUMBER--

DESCRIPTION--

LIST PRICE-UNIT PRICE-

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 01BUZZ0102

3000 INTERVALS SER

TECH(S):810

WARRANTY

PERFORM 3,000 MILE SERVICE PER MAINTENANCE GUIDE
LUBE OIL & OIL FILTER, TOP FLUIDS & ADJUST TIRE PRESSURES
THANK YOU FOR SERVICING YOUR VEHICLE AT
DIXIE BUICK PONTIAC GMC

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DIXIE BUICK PONTIAC GMC TRUCK, INC.

14665 SOUTH TAMiami TRAIL - FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12598

(239) 489-0800

**BUICK****PONTIAC**

GENERAL MOTORS CORPORATION

WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TAG NO. 878	INVOICE DATE 01/15/08	INVOICE NO. PNC3300784
LABOR RATE 90.00	LICENSE NO.	MILEAGE 29,570	COLOR GRAY/EBONY	STOCK NO. P6101
YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE	VEHICLE I.D. NO. 1G2ZH158564	DELIVERY DATE 07/07/06	DELIVERY MILE	PRODUCTION DATE
CAPE CORAL, FL	SELLING DEALER NO. DIXIE	R.O. DATE 01/10/08		
COMMENTS	MILEAGE ONLY MO: 29570			

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5	1	25010792	FILTER 1.836	6.16	6.16	6.16
JOB # 5 TOTAL PARTS				6.16		6.16
JOB # 5 TOTAL LABOR & PARTS				16.53		

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 4	9651	H74752112	01/15/08	RENTAL	0.00
TOTAL - SUBLET					0.00

G.O.G. & SUPPLIES	QTY	DESCRIPTION	UNIT PRICE	PRICE
JOB # 5	4.5	CASTROL MOTOR OIL	3.350 /UNIT	15.08
TOTAL - GOG				15.08

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 5		OIL OIL FILTER DISPOSAL CHARGE		1.00
TOTAL - MISC				1.00

COMMENTS
DAMAGE TO LEFT FRONT DOOR

RECOMMENDATIONS
DAMAGE TO LEFT FRONT DOOR

TECHNICIAN CERTIFICATION
90 JAMES R GABRIELE ASE & GM CERTIF

TOTALS

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	10.37
TOTAL PARTS	6.16
TOTAL SUBLET	0.00
TOTAL G.O.G.	15.08
TOTAL MISC CHG.	1.00
TOTAL MISC DISC	0.00
TOTAL TAX	1.96
TOTAL INVOICE \$	34.57

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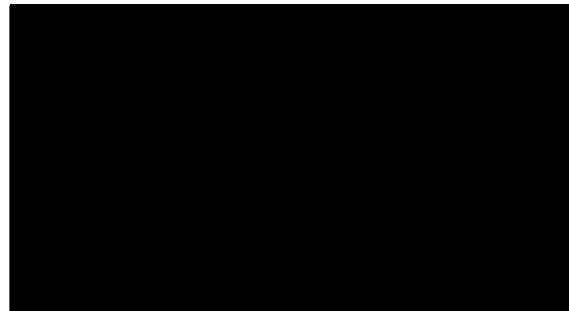
CUSTOMER SIGNATURE

PAID

In regards to the vehicle staying engaged, when I was with Dave Hayes and Hayden Hawes they tried to explain to me that maybe I was holding the keys 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 keys it over turned there for not correcting the problem again for what I believe to be the 4th time if you look at my records.

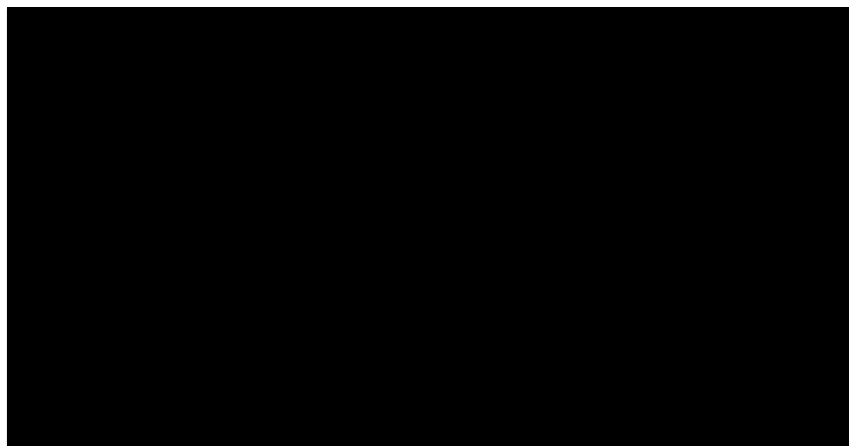
Also Dave Hayes and Hayden Hawes as well as myself only started the car approximately 3 times.

1/10/08




Also in regards to the wurring noise that has also been a problem since they repaired the a/c when it went out, I had also explained to Dave Hayes and Haylen Hawes that this was not a constant problem but when the car has been running for a while and stopped at a red light which is when this occurred 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 only 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 did not change as I documented how many there was on the car when I took it in for repair, which to me is not standing by their product or trying to satisfy 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 replacement of a tie rod to list only a couple of problems I do not even feel safe in this car.



Lien holder info, [REDACTED] C/O [REDACTED]
VIN - 1G2ZH158564 [REDACTED] 2006 Pontiac G6

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: [REDACTED]

Service Request: 71-
595410065BBB Case No.:
PGM0831666Vehicle ID No.:
1G2ZH158564 [REDACTED]In Service
Date:
7/7/2006

Vehicle is: New

BAC Code:
118301Year, Make & Model: 2006 Pontiac G6
Mileage at Time of BBB Filing: 29,570

Vehicle Purchased used: N/A

Lien holder: GMAC ☒ Other ☐: GMAC p o Box
8110 Cockeysville, MD 21030, account # 029-
9091-55242Sale Type: Purchase ☒ Lease ☐ Other ☐ :
{Type}

DVM Name: Hayden Hawes

CAM Name: Aubrey Washington

Phone/Cell Number: 813 541-5615,
node and mailbox 404082 8057

Phone Number: 678-240-9832

VEHICLE REPAIR HISTORY

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

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

☒ Starter

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

\

☒ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/17/07	289869	*****	14,203	Dixie Buick, Pontiac GMC, Fort Myers, FL. Dealer replaced a fuse kit.
1/10/08	300784	6 days	29,570	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.

☒ Steering , Suspension

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

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/17/07	289869	*****	14,203	<u>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</u>
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.

☐ Brakes

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

☐ Wheels and tires

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

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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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
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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. Customer 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 appear 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 1-23-08 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 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 absence

arb spec advised:

-cust info

-involved 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 applicable): \$ 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 14:21:17
PAGE: 1
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:
TRADE: DLVY TO: CAPE CORAL FL
TRD DOE:
SRVC IN:
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BAT	01	16 17059	00030581793	07/12/06	500.00	OA		0.00	9

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	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BDK	01	16 17059	00030627213	07/19/06	1,000.00	OA		0.00	9

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

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
DXP	01	16 17059	00030581793	07/12/06	602.00	OA		0.00	9

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	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	16 17059	00030581793	07/12/06	35.30	OA		0.00	9

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

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

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
PDN	01	16 17059	00030581793	07/12/06	500.00	OA		0.00	9

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	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XMC	01	16 17059	109140	07/26/06	2,849.01	OP		0.00	9

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED] C/O [REDACTED]		
Mailing address: [REDACTED]		
City: Chicago	State: IL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax: [REDACTED]	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model: G6	Year: 2006	Current mileage: 29570
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Dixie Pontiac, Fort Myers, FL			
Primary Servicing dealer/city/state: Dixie Pontiac,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 07/07/06		Mileage at purchase/lease:	
First repair attempt date: 07/18/07		First repair attempt mileage: 21742	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

vehicle repurchase plus attorneys fees

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

VEHICLE IDENTIFICATION NUMBER 1G2ZH158564 [REDACTED]

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

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: PGM0831666

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

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

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



BBB AUTO LINE PROGRAM SUMMARY

General Motors

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

LEMON LAW CLAIMS

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

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

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

Please note:

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

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

CLAIMS THAT WILL NOT BE ARBITRATED

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

OTHER IMPORTANT INFORMATION

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

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

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

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

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

Eligible Vehicles

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

The customer's vehicle must be:

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

Remedies for Warranty Claims

The arbitrator may award the following remedies:

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

Repairs/Reimbursement for Repairs

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

Repurchase or Replacement

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

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

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

Deductions/Exclusions from a Repurchase or Replacement Award

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

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

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

STANDARDS OF THE FLORIDA LEMON LAW

Motor Vehicle Warranty Enforcement Act

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

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

VEHICLES COVERED

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

CONSUMERS COVERED

The lemon law covers any of the following:

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

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

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED THE FLORIDA LEMON LAW

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

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

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

LEMON LAW RIGHTS PERIOD

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

MANUFACTURER'S DUTY TO REPAIR

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

FINAL REPAIR ATTEMPT

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

After three repair attempts:

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

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

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

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

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

After 15 days out of service:

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

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

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

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Florida

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

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

REASONABLE NUMBER OF REPAIR ATTEMPTS

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

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

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

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

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

DISPUTE RESOLUTION

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

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

TIME PERIOD FOR FILING CLAIMS

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

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

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

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

REMEDIES UNDER THE FLORIDA LEMON LAW

REPURCHASE OF OWNED VEHICLE

Basic Repurchase Amount

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

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

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

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

Deductions From Amount Paid to Purchaser

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

$$\begin{array}{rcl} \text{use} & & \text{vehicle} \\ \text{deduction} & = & \text{purchase} \\ & & \text{price} \\ & & \text{X} \\ & & \text{-----} \\ & & 120,000* \end{array}$$

*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:

$$\text{use deduction} = \frac{\text{number of miles attributable to a consumer up to the date of the arbitration hearing}}{120,000*} \times \text{vehicle purchase price}$$

*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.

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

Customer



Request # **71-595410065**

BBB # **PGM0831666**

PURCHASE PRICE: <i>(From dealer Bill of Sale) -- (Selling Price)</i>	(+) 23130.00
MSRP: <i>(From BARS Invoice)</i>	(-) 24295.00
DIFFERENCE:	(=) -1165.00

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

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

PURCHASE PRICE <i>(From dealer Bill of Sale) – (before tax, tag, etc.)</i>	(+) 23130.00
GM CARD POINTS:	DO NOT INCLUDE
INCENTIVES (from BARS): <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i> 1: 2: 3: TOTAL INCENTIVES <i>(Not included in Purchase Price)</i>	(-) 1000.00
OVERALLOWANCE: <i>(From above)</i>	(-) 0
NEGATIVE EQUITY: <i>(If NOT shown in contract))</i>	(-) 0

Actual price of Vehicle that should be presented to BBB for ATA	(=) 22130.00
--	---------------------

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
71-595410065

Customer Name

Worksheet Filled Out By:
Eloisa Keahey

☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:
1G2ZH158564

Date:
April 7, 2008

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE				
1	To calculate usage:	1	Base Price	\$23,130.00	1	Down Pmt / Cap Cost Reduction	\$0.00	
2	Use ONLY one of the 4 methods in this column or follow applicable lemon law formula for your state	2	Conversion / Upfit cost	\$0.00	2	Pmts (includes 1st month if lease)	\$0.00	
3		3	Reg./Lic./Title Fees	\$179.85	3	Reg/Lic/Title Fees (leases only)	\$0.00	
4		4	Tire & battery & elect filing fee	\$23.50	4	Tax (leases only)	\$0.00	
5		5	Aftermarket Items	\$0.00	5	Aftermarket Items	\$0.00	
6	A. USAGE USING L.L. FORMULA	6	Sales Tax	\$1,389.21	6	Other-Explain	\$0.00	
7	Base Price/Total Repurch Price	\$22,130.00	7	Finance Charges/Accured Int/Per	\$2,192.28	7	Other-Explain	\$0.00
8	Mileage	30,000	8	GMPP & GAP ins pro-rated amts	\$930.25	8	Other-Explain	\$0.00
9	Denominator	120,000	9	Document Stamps	\$91.00	9	Other-Explain	\$0.00
10	Usage	\$5,532.50	10	Total Purchase Price	\$27,936.09	10	Total Additions	\$0.00
11	B. USAGE - NEGOTIATED	\$0.00	11			11		
12			12	* Usage/Depreciation	\$5,532.50	12	* Usage/Depreciation	\$5,532.50
13			13	Damage	\$0.00	13	Damage	\$0.00
14	C. USAGE USING CENTS/MILE		14	Late charges	\$0.00	14	Late charges	\$0.00
15	Mileage	0	15	Over-Allowance	\$0.00	15	Over-Allowance	\$0.00
16	Cents per mile	\$0.000	16	Negative Equity	\$0.00	16	Negative Equity	\$0.00
17	Usage	\$0.00	17	Incentives	\$1,000.00	17	Incentives	\$0.00
18			18	Other-Explain	\$0.00	18	Sec. Dep. (leases) if reimbursing above	\$0.00
19			19	Other-Explain	\$0.00	19	Extended Service Contract	\$0.00
20	D. USAGE-CALIFORNIA ONLY		20	Other-Explain	\$0.00	20	Gap Insurance	\$0.00
21	Base price section-Used when NOT financed.		21	Other-Explain	\$0.00	21	Over Mileage Penalty	\$0.00
22	"Actual Price Paid" (Base)	\$26,005.84	22	Total Deductions	\$6,532.50	22	Total Deductions	\$5,532.50
23	Mileage	0	23			23		
24	Usage	\$0.00	24	Repurchase Subtotal	\$21,403.59	24	Total Refund to Customer	-\$5,532.50
25	OR		25	payoff good thru 4-18-08	\$18,215.63	25	Dlr Buyout (lease) or Loan Payoff	\$0.00
26	Payment/Lease-Used when financed.		26	Total Refund to Customer	\$3,187.96	26	(GMAC=DL quote) good thru xx/xx/xx	
27	"Actual Price Paid" (Pmt/Lease)	\$0.00	27	Attorney's Fees	\$0.00	27	Attorney's Fees	\$0.00
28	Mileage	0	28	Total Repurchase	\$21,403.59	28	Total Repurchase	-\$5,532.50
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	\$0.00	29	NADA (Legal Only)	\$0.00
30	Usage	\$0.00	30	Estimated Auction Value	\$0.00	30	Estimated Auction Value	\$0.00
31			31	Projected Loss	\$21,403.59	31	Projected Loss	-\$5,532.50
	PURCHASE PRICE (before t/t/t)	\$ 23,130.00		TRADE ALLOWANCE	n/a		PURCHASE PRICE	\$ 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	
	Authorized Signature	Date		DIFFERENCE	#VALUE!		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 accrued interest on lien payoff confirmation \$10.91						
	added GMPP \$720.30 and the GAP \$209.95 pro-rated amounts together on line 8						

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**DOXIE BUICK PONTIAC GMC TRUCK, INC.**

14500 South Tamiami Trail

P.O. Box 60165

Fort Myers, Florida 33912

(239) 489-1387

Parts

(239) 489-0600

Sales & Service

(239) 489-0798

Fax Line



DATE 07/07/06		SALESPERSON HAROLD E SILVERMAN	
STOCK # P6101			
<input checked="" type="checkbox"/> NEW	<input type="checkbox"/> DEMO	07/07/06 DELIVERY DATE	
<input type="checkbox"/> LEASE	<input type="checkbox"/> USED		
		TIME	

AS THEY APPEAR ON DRIVER'S LICENSE

1. PURCHASER	
2. PURCHASER	
ADDRESS	
City CAPE CORAL	ST FL
County LEE	
HOME PHONE #	PHONE #
Year 2006	Model PONTIAC G6
Vin # 1G2Z H158564	
Color STEALTH GRY MET	Deal # 54080

1. DESCRIPTION OF TRADE-IN & PAYOFF INFORMATION

Year	Make	Model
Vin #		
Tag #	Stock #	Expiry 07/07/06
Miles as shown on odometer		
Over 100,000 miles <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> TMU		
Payoff must be good for 10 days <input type="checkbox"/> NONE <input type="checkbox"/> Good TIM		
Acc. #	Given By:	
Pay Off to:	Phone #	
Address		
City	State	Zip

2. DESCRIPTION OF TRADE-IN & PAYOFF INFORMATION

Year	Make	Model
Vin #		
Tag #	Stock #	Expiry
Miles as shown on odometer		
Over 100,000 miles <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> TMU		
Payoff must be good for 10 days <input type="checkbox"/> NONE <input type="checkbox"/> Good TIM		
Acc. #	Given By:	
Pay Off to:	Phone #	
Address		
City	State	Zip

The only warranties applying to this vehicle are those offered by the manufacturer and the applicability of an existing manufacturer's warranty, if any, shall be determined solely by such manufacturer's records. The seller dealer hereby expressly disclaims all warranties either expressed or implied including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for a long period in connection with the sale of this vehicle. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of time, loss of profits, or income, or any other incidental damages.

The Buyer hereby acknowledges that Dealer has made available "Warranty Pre-Sale Information" as disclosed in the Warranty literature provided to the Buyer prior to the sale of this vehicle.

Buyer's Signature

07/07/06

AN ODOMETER MILEAGE STATEMENT IS REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT. THIS SHALL NOT BECOME BINDING UNLESS ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Buyer by the execution of this Order certifies that he is 18 years of age and acknowledges that he has read and understands and agrees to the terms and conditions, and he understands the nature of this order upon delivery. ANY CONTRACT OR CLAIM ARISING OUT OF OR RELATING TO THIS CONTRACT, OR THE BREACH THEREOF, SHALL BE SETTLED BY ARBITRATION IN SOUTHEAST FLORIDA IN ACCORDANCE WITH THE RULES OF THE ARBITRATION BOARD OF THE NATIONAL ASSOCIATION OF DEALERS. THE ARBITRATION BOARD SHALL BE THE FINAL ARBITRATOR OF ALL DISPUTES.

Buyer's Signature

07/07/06

Buyer's Signature

07/07/06

On a separate document, Buyer shall sign and acknowledge that he has read and understands and agrees to the terms and conditions, and he understands the nature of this order upon delivery. ANY CONTRACT OR CLAIM ARISING OUT OF OR RELATING TO THIS CONTRACT, OR THE BREACH THEREOF, SHALL BE SETTLED BY ARBITRATION IN SOUTHEAST FLORIDA IN ACCORDANCE WITH THE RULES OF THE ARBITRATION BOARD OF THE NATIONAL ASSOCIATION OF DEALERS. THE ARBITRATION BOARD SHALL BE THE FINAL ARBITRATOR OF ALL DISPUTES.

ref-1-000 3-0000

Accepted By

07/07/06

IF GMS LAST FOUR DIGITS OF BUYER'S SSN**GMS OR SUPPLIER AUTHORIZATION**

SEALANT	
STRIPES	
SALE PRICE INCLUDING ACCESSORIES	
LESS TRADE ALLOWANCE	23130.00
TRADE DIFFERENCE AMOUNT	NONE
New Battery & Tree Fee	23130.00
	6.50
FLORIDA Computerized Registration	NONE
TAXABLE AMOUNT	17.00
SALES TAX	
COUNTY SALES TAX	1389.21
TAG or TRANSFER TITLE FEES (Estimated)	NONE
	179.06
SUBTOTAL	
	24722.56
Rebate RAT BONUS	
	500.00
Rebate PDM CONQUEST	
	500.00
Rebate	
	NONE
Rebate	
	NONE
Rebate	
	NONE
BALANCE OWED ON TRADE IN	
	NONE
SUBTOTAL	
	23722.56
SERVICE CONTRACT	
TIRE & WHEEL PROTECTION	1470.00
ANTI THEFT ETCH	NONE
TAX ON SERVICE PRODUCTS	NONE
GAP	88.20
SUB TOTAL	599.00
23879.76	
DEPOSIT	
CREDIT CARD	NONE
	NONE
TOTAL AMOUNT DUE	
	25879.76

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RETAIL INSTALMENT SALE CONTRACT GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)

Creditor (Seller name and address)

KABE CORAL FL 33061 LEE

DIXIE BUICK PONTIAC GMC TRUCK, INC.
14665 SOUTH TAMIAMI TRAIL
FT. MYERS FL 33912

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

New or Used	Year	Weight (lbs.)	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	3362	PONTIAC G6	1627H15956	<input checked="" type="checkbox"/> Personal, family or household <input type="checkbox"/> business

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment.
5.50%	\$ 3831.20	\$ 25970.75	\$ 29832.00	\$ 30832.01

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	\$ 497.20	Monthly beginning 08/22/2006	

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

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

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes): \$ 23722.55

2 Total downpayment - (If negative enter "0" and sign line 4 below)

Gross trade-in \$	N/A	payoff by seller \$	N/A
+ net trade-in \$	N/A	+ cash \$	0.01
+ other (describe)	BAT BOWIE/PDN CONQUE	\$	1000.00

3 Unpaid balance of cash price (1 minus 2) \$ 23722.55(9)

4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):

A Cost of optional credit insurance paid to the insurance company or companies

Life	\$ N/A
Disability	\$ N/A

B Other insurance paid to the insurance company \$ N/A

C Official fees paid to government agencies (describe) \$ N/A

D Government license and registration fees (describe) \$ N/A

E Other charges (describe) \$ N/A

F Other charges (describe) \$ N/A

G Other charges (describe) \$ N/A

H Other charges (describe) \$ N/A

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

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
Term: N/A

☐ Credit Disability (Buyer Only)
Term: N/A

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

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

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

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

Buyer Signature Date

Creditor Signature Date

Witness Signature Date

Witness Signature Date

Witness Signature Date

Witness Signature Date

Dec-14-07 04:04P

P. 14

14

E Government documentary stamp taxes	\$	91.00
F Government taxes not included in cash price (describe)		
G Government certificate of title fees (including \$ N/A security interest recording fee)	\$	N/A
H Other charges (Seller must identify who is paid and describe purpose.)		
to SELLER & GMP for SERVICE CONTR		1470.00
to STATE OF FL for TAX ON SVC CH		88.20
to DIXIE BUICK for GAP PROTECTION		599.00
to N/A	\$	N/A
to N/A	\$	N/A
to N/A	\$	N/A
I Net trade-in payoff to	\$	N/A
Total other charges and amounts paid to others on your behalf	\$	2248.20 (4)
6 Amount financed (3 + 4)	\$	25970.75 (5)

credit life insurance policy does not contain this restriction.)	
<input checked="" type="checkbox"/> Buyer Signature	Date
<input checked="" type="checkbox"/> Co-Buyer Signature	Date
9. You understand that the benefits under this credit life insurance policy will <input type="checkbox"/> will not <input type="checkbox"/> terminate when you reach a certain age and you verify that your age is accurately represented on the application or policy.	
<input checked="" type="checkbox"/> Buyer Signature	Date
<input checked="" type="checkbox"/> Co-Buyer Signature	Date
Other Insurance	
<input type="checkbox"/> N/A	N/A
Type of Insurance	Term
Premium \$	N/A
(Insurance Company)	
(Home Office Address)	
I want the insurance checked above.	
<input checked="" type="checkbox"/> Buyer Signature	Date
<input checked="" type="checkbox"/> Co-Buyer Signature	Date
ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.	

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing. No oral changes are binding.

Buyer Signs X _____ Co-Buyer Signs X _____

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

See back for other important agreements.

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

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

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

Buyer Signs X _____ Date 07/07/2006 Co-Buyer Signs X _____ Date 07/07/2006

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

Other owner signs here X _____ Date _____ Address _____

CREDITORS: DIXIE BUICK PONTIAC GM, INC. Date 07/07/2006 By X _____ Title _____

Seller assigns its interest in this contract to: <input checked="" type="checkbox"/> General Motors Acceptance Corporation (GMAC) <input type="checkbox"/> GMACAB <input type="checkbox"/> Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.	
Assigned with recourse	
Assigned without recourse or with limited recourse	
Seller	By _____ Title _____
Seller	By _____ Title _____

Dec-14-07 04:04P

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15

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1 6 2 2 H 1 5 8 5 6 4 [REDACTED]

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
BAT BONUS	\$ 500.00	BAT BONUS
PDM CONQUEST	\$ 500.00	PDM CONQUEST
	\$ NONE	
	\$ NONE	
	\$ NONE	
Total Incentive Amount Received \$ 1000.00		

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)

a. I elect to receive in lieu of

and/or

b. I elect to receive

-CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE-

- a. **Vehicle Incentive Acknowledgment.** I am the ultimate retail purchaser or lessee of the vehicle bearing the vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 07/07/06. I acknowledge receipt of incentive(s) as described in Item 1&2 and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? Yes No

- b. **OnStar Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2090 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 07/07/06

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and that the incentive(s) described in Item 1&2 and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this Dealership and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: [Signature]

Date: 07/07/06

DDTE BUICK PONTIAC GMC TRUCK, INC.

BUICK 39-320

GMC 53-484

PONTIAC 17-059

GMC 3795 905

Dealer Note: This is a required document and must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of this completed form should be provided to the customer.

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GMC
TRUCKS



② 2004-2005 年

STATE OF FLORIDA REGISTRATION : MV-125BR

SERVICE HISTORY

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE#REG# MV#12090

TECHNIBOND

- 1 W 1980Z EMISSION CONTROL
CUST ST: WHEN STEERING EITHER DIRECTION
RADIO DISPLAY READS "POWER STEERING"

EMISSION CONTROL

SUBLET

W 70BUZ8UBLT
CUST ST: RENTAL HERTZ

Rental ¹²
Date Out ⁹ ¹⁹ ⁶⁸

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____, THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
SIGNED: _____ DATE _____

ORIGINAL ESTIMATE	CURR	TIME
----------------------	------	------

OTHER PERSON WHO MAY AUTHORIZE RELEASE	ADDITIONAL
--	------------

EXPLANATION AUTHORIZED BY		AMOUNT
SUBSCRIPTION OF ADDITIONAL WORK AUTHORIZED		

ORDER AUTHORIZATION RECEIVED BY

AMOUNT					

FLA. DEPT. OF CAMPGOOD

[illegible]

to get up on 12-11

DATE CANNOT BE

☐ FLUCTUATING ☐ MINORLY RATE ☐ BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING RESEARCHERS

1

200-012

PAGE 1 OF 1

CUSTOMER COPY

12

Dec-14-07 04:02P

12
P.12
P

The steering wheel position sensor is the valid signal of the steering system's center position.

Circuit Description
DTC C0460 (Symptom 00)

WARRANTY

parts are those which may be the selling dealer hereby, either express or implied, merchantability or fitness for assumes nor authorizes any liability in connection with the Buyer shall not be entitled to any consequential damages, or loss of use, loss of time, loss or incidental damages.

\$30.00 PER DAY WILL BE AYS AFTER YOU HAVE BEEN E COMPLETED.

work for 12 months or 12,000 miles, repair or replacement fails in normal use'll be free of charge. Parts and

ADVICE: A SMALL CHARGE WILL BE OUR INVOICE FOR THE MANAGEMENT OF WASTE (USED OILS, ANTIFREEZE, JOINT PARTS CLEANERS, SOLVENTS, ETC.) OR USED DURING THE PERFORMANCE OF OUR SERVICE CENTER. IN IS AVAILABLE FROM OUR CASHIER.

for charges which represent costs or profits to shop supplies or waste disposal. These charges (parts and labor) will not exceed a maximum of \$10.00.

time a \$1.00 fee to be collected for each new tire 718, and a \$1.50 fee to be collected for each new battery sold in the state (a. 403.7185).

NOTES: a small charge is included for supplies like. These items are nuts, bolts, screws, tape, solvents, cleaning cloths, sealers, silicone. A complete list from Cashier is available.

ADDITIONAL INSTRUCTIONS OR ESTIMATES

D CONDITIONS

WARRANTY

TECHNICIAN'S FINDINGS AND REMARKS

279888

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TOTAL PARTS

TOTAL LABOR

GOS

TAX

TOTAL



- 1. Clutch
- 2. In clutch
- 3. Drive
- 4. Steering
- 5. Brakes
- 6. Front Suspension

Hours: _____ From: _____

Date: _____

JOB 01

JOB 02

WE, 13 PM 4:15

WE, 13 PM 3:05

JOB 03

FR, 15 PM 1:15

FR, 15 PM 1:15

JOB 04

TU, 19 PM 2:10

JOB 06

JOB 08

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P.02

2



BUICK PONTIAC



DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0800

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : MV-12598

RECOMMENDED	DESCRIPTION	ESTIMATE	TOTAL	ESTIMATE	DESCRIPTION	ESTIMATE	TOTAL
01BUZLOF 00BUZ02	LUBE, OIL, & FILTER LUBE OIL FILTER	MI MI		04BUZROTATE	ROTATE TIRES	MI	

SERVICE HISTORY

DATE	TIME	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	DESCRIPTION
09/12/06	2:58PM	3	3970	569	W	19BUZ 70BUZSUBLET 94BUZ
12/20/05	2:59PM	5	339	416	W	LIGHT SUBLE SALES

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12598

VEHICLE ID NO. 1G2ZH15554	YEAR/MAKE/MODEL 05/PONTIAC/G6/2DR CPE GT	PRODUCTION DATE 07/07/06	STOCK NO. P6101	LICENSE NO. 289869
CUSTOMER NO. 63244	SERVICE CONTRACT GMPP	DELIVERY DATE 07/07/06	DELIVERY MILES 75,000	SELLING DEALER NO. 04/7/07
COLOR STEALTH GRY MET/E	CONTRACT NO. 14,203	ADVISOR NO. 569	ADVISOR DESIREE REPINE	TAG NO. 492
CAPE CORAL, FL	TURNED IN BUZZ	RELEASE 14,203	ADVISOR 569	ADVISOR DESIREE REPINE

TERMS: STRAIGHTLY CASH UNLESS OTHERWISE NOTED. I HEREBY AUTHORIZE THE REPAIR WORK DESCRIBED AND TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND TO BE DONE BY THE REPAIR SHOP. I HEREBY AGREE TO PAY THE REPAIR COSTS AS SHOWN ON THE REPAIR ORDER. I HEREBY AGREE TO PAY THE REPAIR COSTS AS SHOWN ON THE REPAIR ORDER. I HEREBY AGREE TO PAY THE REPAIR COSTS AS SHOWN ON THE REPAIR ORDER.

- W 03BUZ**
CUST ST: WHEN TURNING EITHER DIRECTION THE RADIO WILL
DISPLAY A "POWER STEERING MESSAGE". SEE HISTORY
July 11 4-9-07
- C 00BUZ02**
LUBE OIL FILTER 3080
PERFORM OIL CHANGE PER CUSTOMER'S REQUEST
INSTALL NEW FACTORY OIL FILTER, TOP FLUIDS, LUBE CHASSIS AS
REQUIRED. RESET OIL LIFE SYSTEM IF APPLICABLE.
- C 00BUZ03**
ROTATE TIRES
ROTATE TIRES & ADJUST TIRE PRESSURES PER CUSTOMER REQUEST
11/7/07
- W 40BUZ**
CUST ST: CIG OUTLET INOP
BODY ELECTRICAL
4-9-07

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
SIGNED: _____ DATE _____

TECHNICIAN Signature	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS	ADDITIONAL AUTHORIZED \$ AMOUNT	
ADDITIONAL AUTHORIZED \$ AMOUNT	DESCRIPTION OF ADDITIONAL WORK & (TAXES/FEE)	
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY	

3-1 Day Rental due
3-1 Day Rental due
3-1 Day Rental due

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS.
(CONTINUED ON NEXT PAGE) 289869

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
3	3970	569	W	
5	339	416	W	

PAGE 1 OF 2

CUSTOMER COPY

Dec-14-07 03:58P

DIXIE BUICK PONTIAC GMC TRUCK, INC.14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 486-0800**RECOMMENDED SERVICES****STATE OF FLORIDA REGISTRATION : MV-12598**

ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL	ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
01BUZLOF 00BUZ02	LUBE, OIL, & FILTER LUBE OIL FILTER	MI MI			04BUZROTATE	ROTATE TIRES	MI		

SERVICE HISTORY

SERVICE HISTORY		DATE	MILEAGE	DESCRIPTION	TYPE	OPERATION	REPAIR/REPLACEMENT
09/12/06	278888	3970	569	655	W	19BUZ	LIGHT ENGINE REPAIR
				183	W	70BUZSUBLET	SUBLET
12/20/05	265960	3	339	416	I	94BUZ	SALES - NEW VEH INSP

SALESPERSON NO. 564 HAROLD E SILVERMAN **S E R V I C E** STATE REG# MV-12598

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMEX		VEHICLE NO. 1G22H158564		YEAR/MANUFACTURE 08/PONTIAC/G6/2DR CPE GT		PRODUCTION DATE		STOCK NO. P6101		LICENSE NO. 289869	
BANK FOR CHARGE		TIME RECEIVED 02:41pm		DATE TIME PROGRAM 04/17/07		PRIORITY 3		CUSTOMER NO. 63244		SERVICE CONTRACT 07/07/06	
SALES ADDRESS CAPE CORAL, FL		COLOR STEALTH GR MET/E		TURBO BUZZ		CONTRACT NO.		SIGNATURE DATE 07/07/07		EXPIRATION DATE 07/07/07	
MILEAGE 14,203		ADVISED NO. 569		ADVISED NO. 569		ADVISED NO. 569		ADVISED NO. 569		ADVISED NO. 569	
MILEAGE 14,203		ADVISED NO. 569		ADVISED NO. 569		ADVISED NO. 569		ADVISED NO. 569		ADVISED NO. 569	

6 W 70BUZZRENT CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING REPAIR OF VEHICLE

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.

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

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE _____

OTHER PERSON WHO MAY AUTHORIZE REPAIRS	ADDITIONAL AUTHORIZED \$ AMOUNT
APPROVED AUTHORIZED BY	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED
REVIEWED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY
IF THE CHARGE FOR PROVIDING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON: <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	
SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS	

[illegible]

Dec-14-07 03:58P

P.05

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BUICK PONTIAC

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600

Goodwrench



RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : MV-12598

OPERATION	DESCRIPTION	MI	TOTAL	OPERATION	DESCRIPTION	MI	TOTAL
01BUZLOF 00BUZ02	LUBE, OIL, & FILTER OIL FILTER	MI		04BUZROTATE	ROTATE TIRES	MI	
STRAIGHT TIME (HRS)		FLAT RATE PRICE	R.O. NO.	TIME		OFF	
5.0			293683	7.15			

SERVICE HISTORY

DATE	DESCRIPTION	MI	DATE	DESCRIPTION	MI	DATE	DESCRIPTION	MI
04/17/07	249869	14203	569	655	W	11BUZRLBRKH	TRACTION CONTROL	
				655	C	00BUZ02	LUBE OIL FILTER	
				655	W	00BUZ03	ROTATE TIRES	
				655	W	40BUZZ7	LIGHTER/ACC JACK	
				183	W	70BUZZRENT	RENTAL	
				99BUZ			GM CAMPAIGN	

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12598

VEHICLE ID NO. 1G2ZH158034	YEAR/MAKE/MODEL 06/PONTIAC/G8/COUPE	PRODUCTION DATE 07/07/06	STOCK NO. P6101	LICENSE NO. 293683
CASH CHECK M.C. VISA AMC	CUSTOMER NO. 63244	SERVICE CONTRACT GMPP	DELIVERY DATE 07/07/06	DELIVERY MILE 75,000
BASED FOR CHANGE FLAT RATE HLY RATE BOTH	COLOR GRAY/EBONY IMPRES	CONTRACT NO.	EXPIRATION DATE 07/07/11	EXPIRATION MILE 75,000
RETURN PARTS YES NO	TURNED IN BUZZ	Y	TRAVEL A	REPAIR NO. 569
APPOINTMENT YES NO	DATE RECEIVED 08:31am	DATE COMPLETED 07/18/07	TIME 05:18pm	REPAIR NO. 569
				REPAIR NO. 569

COMMENTS : DROP OFF.

1 W 33BUZAC

CUSTOMER STATES A/C IS NOT BLOWING COLD.

A/C BLOWS WARM

2 W 57BUZZ38

CUST ST: WHEN IT WAS RAINING CUST PUT SEAT BELT ON AND SEAT WAS WET.

SEAT BELT(S)

3 W 03BUZ

CUST ST: CLICKING IN STEERING WHEN TURNING EITHER DIRECTION

STEERING & SUSPENSION

4 W 70BUZZRENT

RENTAL ENTERPRISE

RENTAL

Rental

Date Out 7/18/07

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

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

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
SIGNED: _____ DATE _____

ORIGINAL ESTIMATE	DATE
OTHER PERSON WHO MAY APPROVE REPAIR	
ADDITIONAL PERSONS AUTHORIZED BY	
REPAIR AUTHORIZED BY	

QUALITY CHECKED

IF THE CHARGE FOR REPAIRS IS DETERMINED BY ANOTHER FORM OF IF PREDETERMINED THE CHARGE WILL BE BASED ON
☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

293683

PAGE 1 OF 1

CUSTOMER COPY

ADDITIONS - 2007

298683

TERMS AND CONDITIONS

TERMS OF WARRANTY

Nothing in this part(s) are those which may be covered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied, of merchantability or fitness for use, and neither assumes nor authorizes any person to make any statement in connection with the sale and/or service. Buyer shall not be entitled to the selling dealer any consequential damages, property damages for loss of use, loss of time, loss of income, or any other incidental damages.

WE CHARGE OF \$30.00 PER DAY WILL BE ADDED 3 WORKING DAYS AFTER YOU HAVE BEEN ADVISED THE REPAIRS ARE COMPLETED.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

WASTE DISPOSAL CHARGE: A SMALL CHARGE WILL BE INCLUDED ON YOUR REPAIR INVOICE FOR THE MANAGEMENT, STORAGE, AND DISPOSAL OF WASTE (USED OILS, ANTIFREEZE, CAUSTICS, LEAD, ABRASIVES, PARTS CLEANERS, SOLVENTS, ETC.) REMOVED FROM YOUR VEHICLE OR USED DURING THE PERFORMANCE OF SERVICE ON YOUR VEHICLE IN OUR SERVICE CENTER. A COMPLETE EXPLANATION IS AVAILABLE FROM OUR CASHIER.

I understand that many other charges which represent costs or profits to the motor repair facility for shop supplies or waste disposal. These charges will be added directly to my repair and will not exceed a maximum of 12% of the total labor charge, up to a maximum of \$35.00.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in this state (s. 403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in this state (s. 403.7185).

Costs

* St
used
washed
treated

CHARGE SUMMARY

JULY 19, 2007
1:00 PM

AMBIENT DATA

BAROMETRIC PRESSURE: 30.1
TEMPERATURE: 70.1

VEHICLE DATA

NEW YORK STATEMENT: 15.1
NEW YORK STATEMENT: 15.1
NEW YORK STATEMENT: 15.1
NEW YORK STATEMENT: 15.1
NEW YORK STATEMENT: 15.1
NEW YORK STATEMENT: 15.1

CODE:

0090H6U00.13K3H89NB

TECHNICIAN'S FINDINGS AND REMARKS

655

TECHNICIAN'S NAME & NUMBER

Check A/C - Compressor inop.

JOB 01

CAUSE

System Charge ok. Found

CORRECTION

Broken compressor shaft - clutch off.

TECHNICIAN'S NAME & NUMBER

Replace Compressor D4400 1.0

JOB 02

CAUSE

Diag Add 1.3

CORRECTION

Recover/Recharge Add 1.5

TECHNICIAN'S NAME & NUMBER

② Check for water leak.

JOB 03

CAUSE

Found drain hose off at L.R.

CORRECTION

Corner of sunroof. Hose too short to reach. Reposition hose & reattach (glue & tie-wrap)

TECHNICIAN'S NAME & NUMBER

Re-test for leak - ok

JOB 04

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

③ Noise from I-shaft

JOB 05

CAUSE

Replace Shaft E7700 .5

CORRECTION

TECHNICIAN'S NAME & NUMBER

④ TSB 050604076B

JOB 06

CAUSE

Re-program PCM 56354 .4

CORRECTION

Diag Add 1.3

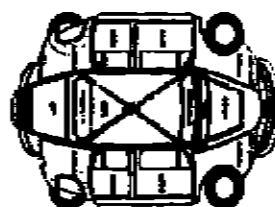
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



C - Cages
S - Struts
B - Bushes
M - Mounting
T - Tires
O - Other Damage

Space Use

Notes

1

DEC-14-07 03:59P

P.07



BUICK-DOUGLASS

DIXIE BUICK PONTIAC GMC TRUCK INC

145	STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 298184	TIME	OFF
	.6		EST. NO. 878		ON
	STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 298184	TIME	OFF
	1.1		EST. NO. 878		ON



RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION - MY-12586									
OPERATION	OPERATION DESCRIPTION	DR	DI	TOTAL	OPERATION	OPERATION DESCRIPTION	DR	DI	TOTAL
01BUZLOF	LUBE OIL & FILTER	MI			32BUZRHOSE	COOLANT HOSE(S)	MI		
32BUZHOSE	COOLANT HOSE(S)	MI			32BUZFLUSH	5VC COOLING SYSTEM	MI		
04BUZROTATE	ROTATE TIRES	MI			00BUZ02	LUBE OIL FILTER	MI		
25BUZTRANSRV	HARSH SHIFT	MI							

SERVICE HISTORY

DATE	PLANT ID	FA	VEHICLE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	293683		21742	569	655	W	33BUZAC	A/C BLOWS WARM
					655	W	57BUZZSB	SEAT BELT(S)
					655	W	03BUZ	STEERING&SUSPENSION
					81	W	70BUZZRENT	RENTAL
					655	W	41BUZ	STARTING & CHARGING
04/17/07	299869		14203	569	655	W	11BUZRPLRKH	TRACON CONTROL

SALESPERSON NO. 564

HAROLD E SILVERMAN

S E R V I C E

STATE REG# MV-12588

[illegible]

<p>1 W 57BUZ CUSTOMER STATES LEFT REAR TRIM PANEL HANGING DOWN</p> <p>C4041 13</p>	<p style="text-align: center;">INTERIOR TRIM</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">STRAIGHT TIME (HRS.)</td> <td style="width: 25%;">FLAT RATE PRICE</td> <td style="width: 25%;">R.O. NO. 298184</td> <td style="width: 25%;">TIME</td> </tr> <tr> <td>6</td> <td></td> <td>655</td> <td></td> </tr> </table>	STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 298184	TIME	6		655		<p>PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: UNDERSTAND THAT UNDER STATE LAW, I</p> <p>2 <input type="checkbox"/> N ESTIMATE, IF ED \$100. ESTIMATE.</p> <p><input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.</p> <p><input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE SIGNED <u>[Signature]</u> DATE <u>11/5/07</u></p>
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 298184	TIME							
6		655								
<p>2 W 41BUZ CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START STARTER WILL STAY ENGAGED. HAPPENS ABOUT EVERY 4 STARTS.</p> <p>2nd Time</p> <p>Fig 5 3</p>	<p style="text-align: center;">STARTING & CHARGING</p> <p style="text-align: center;">NPF</p>	<p><input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.</p> <p><input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE SIGNED <u>[Signature]</u> DATE <u>11/5/07</u></p>								
<p>3 W 03BUZ 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</p> <p>Fig 60</p> <p>14</p> <p>17</p>	<p style="text-align: center;">STEERING & SUSPENSION</p> <p style="text-align: center;">1.1</p> <p style="text-align: center;">NPF</p>	<p><input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.</p> <p><input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE SIGNED <u>[Signature]</u> DATE <u>11/5/07</u></p>								
<p>4 W 19BUVACVALVE CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST REPAIR.</p> <p>Fig 60</p> <p>14</p> <p>17</p>	<p style="text-align: center;">LIGHT ENGINE REPAIR</p> <p style="text-align: center;">NPF</p>	<p><input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.</p> <p><input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE SIGNED <u>[Signature]</u> DATE <u>11/5/07</u></p>								

RENTAL 8997 ✓ Recheck 655 FOR THE

PAGE 1 OF 1 11/5/07 298184 G CUSTOMER COPY

PAGE 1 OF 1

CUSTOMER COPY

AIRS
298184

29844

TERMS AND CONDITIONS

AMER OF WARRANTY

Applying to this part(s) are those which may manufacturer. The selling dealer hereby s all warranties, either express or implied ad warranties of merchantability or fitness for use, and neither assumes nor authorizes any sale for it any liability in connection with the and/or service. Buyer shall not be entitled to selling dealer any consequential damages, by damages, loss of use, loss of time, loss of wages, or any other incidental damages.

REGES OF \$30.00 PER DAY WILL BE CHARGED DURING THE PERIOD YOU HAVE BEEN IN REPAIRS ARE COMPLETED.

service work for 12 months or 12,000 miles. 1st. If our repair or replacement fails in normal t period, we'll fix it free of charge. Parts and

ADDITIONAL CHARGE: A SMALL CHARGE WILL BE OUR REPAIR INVOICE FOR THE MANAGEMENT, DISPOSAL OF WASTE (USED OILS, ANTIFREEZE, ASBESTOS, PARTS CLEANERS, SOLVENTS, ETC.) YOUR VEHICLE OR USED DURING THE PERFORMANCE OF YOUR VEHICLE IN OUR SERVICE CENTER. ANIMATION IS AVAILABLE FROM OUR CASHIER.

may incur charges which represent costs or profits to us for shop supplies or waste disposal. These charges for repairs and will not exceed a maximum of 12% of the repair cost, up to a maximum of \$35.00.

requires a \$1.00 fee to be collected for each new tire (403.718), and a \$1.50 fee to be collected for each new battery sold in the state (403.7185).

JES: a small charge is included for supplies like. These items are nuts, bolts, screws, rags, solvents, cleaning cloths, sealers, silicone & complete list from Cashier is available.

ADDITIONAL INSTRUCTIONS OR ESTIMATES

TECHNICIAN'S FINDINGS AND REMARKS

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

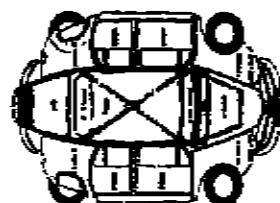
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



C-Clips
S-Struts
D-Discs
M-Mounting
T-Tie Rod
O-Other Damage

Spec. Dr. _____
Rate _____

Fuel



Home - Summary - Claim History - Vehicle Build

Service Contract - Warranty Block - Detailed Title

Vehicle Component - Delivery Information - Dealer Information

Service Contract - Warranty Block - Detailed Title

Vehicle Component - Delivery Information - Dealer Information

Dec-14-07 04:01P

P.09

9



BUICK PONTIAC

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : MV-12598

OPERATION	OPERATION DESCRIPTION	QTY	MI	TOTAL	OPERATION	OPERATION DESCRIPTION	QTY	MI	TOTAL
01BUZLOF	LUBE OIL & FILTER		MI		32BUZRHOSE	COOLANT HOSE(S)		MI	
32BUZRHOSE	COOLANT HOSE(S)		MI		32BUZFLUSH	SVC COOLING SYSTEM		MI	
04BUZROTATE	ROTATE TIRES		MI		00BUZ02	LUBE OIL FILTER		MI	
25BUZTRANSERV	HARSH SHIFT		MI						

SERVICE HISTORY

DATE	REPAIR ORDER NO.	SALE PRICE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	293683	21742	569	655	W	33BUZAC	A/C BLOWS WARM
				655	W	57BUZZSB	SEAT BELT(S)
				655	W	03BUZ	STEERING & SUSPENSION
				81	W	70BUZZRENT	RENTAL
04/17/07	289869	14203	569	655	W	41BUZ	STARTING & CHARGING
				655	W	11BUZPLBRKH	TRACON CONTROL

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12598

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.O. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE NO. 1G22H158564	YEAR/MAKE/MODEL 06/PONTIAC/G6/COUPE	PRODUCTION DATE 07/07/06	STOCK NO. P6101	LICENSE NO. 298264
	CUSTOMER NO. 63244	SERVICE CONTRACT CMPP	DELIVERY DATE 07/07/06	DELIVERY MILES 75,000	DATE OF SALE 11/06/07
SALES FOR <input type="checkbox"/> CASH <input type="checkbox"/> PAY RATE <input type="checkbox"/> BOTH	COLOR GRAY/EBONY IMPRES	CONTRACT NO.	EXPIRATION DATE 07/07/11	EXPIRATION MILES 75,000	TAX NO. T682
	TURN BUZZ	FIN Y	FINANCE A	ADVISOR NO. 878	ADVISOR ANTHONY DAY
REPAIR PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 03:07pm	DATE RECEIVED 11/07/07	TIME COMPLETED 01:42pm	DATE COMPLETED 11/07/07	AMOUNT 90.00

I hereby authorize the repair work hereunder set forth to be done along with the necessary materials and labor for any damage caused by unavailability of parts or delays in delivery by the supplier or transporter. I hereby grant you access to your vehicle and authorize you to operate the vehicle within the scope of the repair work. I hereby acknowledge on above vehicle to be the owner of the vehicle.

IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COSTS IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.

CUSTOMER SIGNATURE _____

1 W 11BUZ
CUSTOMER STATES
VIBRATION WHEN BRAKING

ABS/BRAKE SYSTEM

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME
4.3		298264	
		655	

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: 1

I REQUEST A WRITTEN ESTIMATE, IF IT EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.

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

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE _____

ORIGINAL ESTIMATE	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS		
ADDITIONAL AUTHORIZED \$ AMOUNT		
ADDITIONAL AUTHORIZED \$ AMOUNT		
ADDITIONAL AUTHORIZED \$ AMOUNT		

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

298264

customer declining

655

Lm 01:00am
12:46pm Damage Lt chas

DB-002

PAGE 1 OF 1

CUSTOMER COPY

Dec-14-07 04:01P

P.10 10

298264

TERMS AND CONDITIONS

TECHNICIAN'S FINDINGS AND REMARKS

TERMS OF WARRANTY

ing to this party are those which may otherwise. The selling dealer hereby warrants, either express or implied, that the merchandise or fitness for use and neither assumes nor authorizes any other person to make any statement for or on behalf of the dealer. Buyer shall not be entitled to any refund or consequential damages, including for loss of use, loss of time, loss of profit or any other incidental damages.

IN THE \$30.00 PER DAY WILL BE PAID TO YOU AFTER YOU HAVE BEEN ADVISED THAT THE WORK IS COMPLETED.

work for 12 months or 12,000 miles. If any repair or replacement fails in normal use, we'll fix it free of charge. Parts and

DIAGNOSIS A SMALL CHARGE WILL BE CHARGED FOR THE MANAGEMENT OF THE VEHICLE (USED OILS, ANTIFREEZE, FLUIDS, WAXES, LUBRICANTS, SOLVENTS, ETC.) WHICH IS REQUIRED DURING THE PERFORMANCE OF THE WORK IN OUR SERVICE CENTER. PLEASE ADVISE OUR CASHIER.

IN THE EVENT OF A MAJOR REPAIR OR REPLACEMENT OF PARTS, THE CHARGE WILL BE \$50.00 PER DAY. THESE CHARGES ARE IN ADDITION TO THE \$30.00 PER DAY CHARGE. THE CHARGE WILL BE \$100.00 PER DAY FOR EACH DAY OF THE VEHICLE BEING REPAIRED.

IN THE EVENT OF A MAJOR REPAIR OR REPLACEMENT OF PARTS, THE CHARGE WILL BE \$100.00 PER DAY. THESE CHARGES ARE IN ADDITION TO THE \$30.00 PER DAY CHARGE. THE CHARGE WILL BE \$100.00 PER DAY FOR EACH DAY OF THE VEHICLE BEING REPAIRED.

All small charges are included for supplies such as: floor mats, mats, bolts, screws, nuts, washers, cleaning cloths, sealers, silicone, etc. Complete list from Cashier is available.

XII. INSTRUCTIONS OR ESTIMATES

TECHNICIAN'S NAME & NUMBER

① Road Test For Brake vibration

JOB #1

CAUSE

Ft brake rotors warped - uneven.

CORRECTION

Resurface Ft Rotors H0122 1.3
Both Add .8

TECHNICIAN'S NAME & NUMBER

JOB #2

CAUSE

Rear brake rotors uneven

CORRECTION

Resurface rear rotors H0122 1.3
Both Add .9

TECHNICIAN'S NAME & NUMBER

JOB #3

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

② Road Test for vibration

JOB #4

CAUSE

Needs wheel balance

CORRECTION

Cnst. Declined

TECHNICIAN'S NAME & NUMBER

JOB #5

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #6

CAUSE

CORRECTION

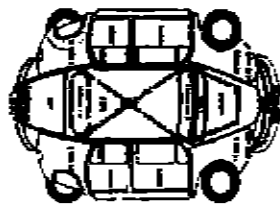
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



C - Chassis
M - Motor
D - Drive
M - Motor
T - Tire
G - Other Damage

Space for _____

Date _____

P

Fuel



Space for _____

Date _____

P

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Service Contact - Warranty Block - Branded Title - Dealer Information -

VIN:

Help

Dealer Information -

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12598

(239) 489-0600

**BUICK****PONTIAC**

GENERAL MOTORS CORPORATION

**Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TRUCK NO. 878	INVOICE DATE 01/15/08	INVOICE NO. PNC5300784
[REDACTED] CAPE CORAL, FL [REDACTED]	LABOR RATE 90.00	LICENSE NO.	COLOR GRAY/EBONY	STOCK NO. P6101
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE	DELIVERY DATE 07/07/06	DELIVERY MILE	
	VEHICLE I.D. NO. 1G2ZH158564	SELLING DEALER NO. DIXIE	PRODUCTION DATE	
	RTE. NO.	R.O. NO.	R.O. DATE 01/10/08	
RESIDENCE PHONE	COMMENTS			MILEAGE OUT MO: 29570

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5	1	25010792	FILTER 1.836	6.16	6.16	6.16
					JOB # 5 TOTAL PARTS	6.16
					JOB # 5 TOTAL LABOR & PARTS	16.53
SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION		
JOB # 4	9651	H74752112	01/15/08	RENTAL		
					TOTAL - SUBLET	0.00
WARRANTY						
0.00						
G.O.G. & SUPPLIES						
JOB # 5	4.5	CASTROL MOTOR OIL	@	3.350	/UNIT	15.08
					TOTAL - GOG	15.08
MISC	CODE	DESCRIPTION		CONTROL NO.		
JOB # 5		OIL OIL FILTER DISPOSAL CHARGE				1.00
					TOTAL - MISC	1.00
COMMENTS						
DAMAGE TO LEFT FRONT DOOR						
RECOMMENDATIONS						
DAMAGE TO LEFT FRONT DOOR						
TECHNICIAN CERTIFICATION						
90		JAMES R GABRIELE			ASE & GM CERTIF	
TOTALS						
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	10.37
					TOTAL PARTS	6.16
					TOTAL SUBLET	0.00
					TOTAL G.O.G.	15.08
					TOTAL MISC CHG.	1.00
					TOTAL MISC DISC	0.00
					TOTAL TAX	1.95

TOTAL INVOICE \$ 34.57

CUSTOMER SIGNATURE

PAID

** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ** *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ** *FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 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 remanufactured battery sold in the state. [(s.403.7185)].

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14566 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12589

(239) 489-0600

**BUICK****PONTIAC****Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

GENERAL MOTORS CORPORATION

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TAG NO. 878	INVOICE DATE 01/15/08	INVOICE NO. PNC5300784
	LABOR RATE 90.00	MILEAGE 29,570	COLOR GRAY/EBONY	STOCK NO. P6101
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE		DELIVERY DATE 07/07/06	DELIVERY MILE
CAPE CORAL, FL	VEHICLE I.D. NO. 1G2ZM158564		SELLING DEALER NO. DIXIE	PRODUCTION DATE
	R.T.E. NO. 	P.O. NO. 	R.O. DATE 01/10/08	
RESIDENCE PHONE 	COMMENTS 			MILEAGE OUT MO: 29570

LABOR & PARTS

#1 40BUZ

STARTING & CHARGING TECH(S):90
 CUSTOMER STATES WHEN STARTING VEHICLE STARTER WILL STAY
 ENGAGED/HAPPENS EVERY 10 TO 15 STARTS/HAPPENS WITH KEY OR
 REMOTE START
 DAVE HAYES AND HAYDEN HAWES CHECKED CAR WITH CUSTOMER AND
 COULD NOT DUPLICATE AT THIS TIME.

WARRANTY

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

#2 40BUZZ3

LAMPS & LIGHTS TECH(S):90
 CUSTOMER STATES
 FOGLIGHT SWITCH LIGHT INOP/FOGLIGHTS WORK SWITCH DOES NOT
 LIGHT UP
 INDICATOR LIGHT IN SWITCH FLICKERS ON AND OFF/INTERNAL
 SHORT.
 REPLACED FOGLIGHT SWITCH AND CHECKED OPERATION.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1	15850573	SWITCH 2.485		
				JOB # 2 TOTAL PARTS	
				0.00	
				JOB # 2 TOTAL LABOR & PARTS	
				0.00	

WARRANTY

#3 33BUZ

A/C & HEATING TECH(S):90
 CUSTOMER STATES HEATER MAKING WIRING NOISE WHEN USING/
 SOUNDS LIKE IN DASH
 DAVE HAYES AND HAYDEN HAWES CHECKED CAR WITH CUSTOMER
 AND COULD NOT DUPLICATE CONCERN

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 3 TOTAL PARTS	
				0.00	
				JOB # 3 TOTAL LABOR & PARTS	
				0.00	

WARRANTY

#4 70BUZZRENT

RENTAL TECH(S):90
 CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING
 REPAIR OF VEHICLE
 VEHICLE DOWN DURING REPAIR(S)
 PROVIDED ALTERNATE TRANSPORTATION

WARRANTY

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

WARRANTY

#5 01BUZZ0102

3000 INTERVALS SER TECH(S):810
 PERFORM 3,000 MILE SERVICE PER MAINTENANCE GUIDE
 LUBE OIL & OIL FILTER, TOP FLUIDS & ADJUST TIRE PRESSURES
 THANK YOU FOR SERVICING YOUR VEHICLE AT
 DIXIE BUICK PONTIAC GMC

WARRANTY

* * This charge represents costs and profits in the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. * * *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. * * *FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal. [(0.558,904(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 remanufactured battery sold in the state. [s.403.7185].

Mandatory Repurchase

XXX BBB Case

Mandatory Straight Repurchase

COMPLIANCE DATE ____ **4-18-08**

ADR REQUEST NUMBER ____ **71-595410065**

CUSTOMER NAME ____

LAST SIX OF VIN _____

ADR CRS ____ **Marion Lindsey 1-866-7905700** **EXT.** ____ **21259**

DVM _ **Hayden Hawes** **PHONE** ____ **813-541-5615**

DATE ACCEPTANCE RECEIVED ____ **3-18-08**

NUMBER OF DAYS FOR COMPLIANCE _____ **30**

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		PONTIAC/GMC DIVISION
46U STEALTH GRAY METALLIC	/V6G	GENERAL MOTORS CORPORATION
19C EBONY		100 RENAISSANCE CENTER
ORDER NO. JRBZXT/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G2 ZH15 85 64		VEHICLE INVOICE 2AD53518989
*****		*****16*17059S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
2ZH37 G6 - GT COUPE	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		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.

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



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 7, 2008

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

RE: [REDACTED] /o Jeff Spiegel Krohn & Moss, Ltd.
Service Request: 71-595410065
BBB Case Number: PGM0831666
2006 Pontiac G6
Vehicle Identification Number: 1G2ZH158564 [REDACTED]
Customer Relationship Specialist: Marion Lindsey

Manufacturers Voluntary Replacement Settlement Offer in Writing

We are sorry [REDACTED] is dissatisfied with her 2006 Pontiac G6. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We apologize for any inconvenience [REDACTED] may have experienced.

At this time, General Motors would like to voluntary offer [REDACTED] a replacement 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.

February 8, 2011

Page 2

General Motors will look forward to hearing [REDACTED] 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 AUTO LINE

January 23, 2008

Re:w-c2 PGM0831666: [REDACTED] vs Pontiac/GMC Division 1G2ZH158564 [REDACTED]

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.

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- * 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 fourteen days 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: [REDACTED] vs Pontiac/GMC Division 1G2ZH158564 [REDACTED]

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.

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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 fourteen days 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



ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

Customer: [REDACTED]

State: FL

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564 [REDACTED]

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: _____

Council of Better Business Bureaus, Inc.

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BBB AUTO LINE

March 13, 2008

Re:m04 PGM0831666: [REDACTED] vs Pontiac/GMC Division 1G2ZH158564 [REDACTED]

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

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



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 Question 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 Interior/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:

- a 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: [REDACTED]
Date: 03/06/08

**BBB AUTO LINE****AGREEMENT TO ARBITRATE**

Date: 02/04/2008

Case Number: PGM0831666

Customer: [REDACTED]

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564 [REDACTED]

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:

Directions to Better Business Bureau**ADDRESS:** 2655 McCormick Drive, Clearwater, FL 33759**PHONE:** (727) 535-5483 OR (800) 955-5100 Ext. 240**Directions to Clearwater BBB coming from South Florida
(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 686 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 Blvd.
- 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. BBB office is located at end of drive (2-story building).

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

- Take State Road 60 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. BBB 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 Repurchase

COMPLIANCE DATE ____ **4-18-08**

ADR REQUEST NUMBER ____ **71-595410065**

CUSTOMER NAME ____

LAST SIX OF VIN _____

ADR CRS ____ **Marion Lindsey 1-866-7905700** **EXT.** ____ **21259**

DVM _ **Hayden Hawes** **PHONE** ____ **813-541-5615**

DATE ACCEPTANCE RECEIVED ____ **3-18-08**

NUMBER OF DAYS FOR COMPLIANCE _____ **30**

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.

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)
- ☒ 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
- ☒ 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
120 W. Madison, 10th Fl.
Chicago, FL 60602
Phone # 312-578-9428
Fax # 866-264-3755

jspiegel@consumerlawcenter.com



Reacquired Vehicle Disclosure Center

Case Number: 147769

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

Created Date: 03/25/2008

Vehicle Info

***VIN:** 1G2ZH158564 [REDACTED]

Year: 2006

MSRP: 24295.0

Make: Pontiac

***TAC #:** N/A

Model: G6

Vehicle Comments & TAC Explanation:

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

***Date Reviewed with Customer:** 03/24/2008

***Repurchase Mileage:** 30000

Original Purchase Date: 07/07/2006

***Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type

Joint Owners

*** Names(s) on Title:** [REDACTED]

*** Title State:** FL

*** Primary Owner:** [REDACTED]

*** Secondary Owner:** [REDACTED]

*** Address**

*** City**

Cape Coral

*** State** FL

*** ZIP Code:**

*** Day Phone:**

*** Home Phone:**

*** Cell Phone:**

*** E-mail:** jsiegel@consumerlawcen..

*** Fax Phone:** (866) 264-3755

*** Reason Repurchase**

Engine noise , electrical hard start, steering noise , suspension alignment , HVAC

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

*** Company:** GMAC

Account #: [REDACTED]

Contact or Attention:

Address

P O Box 8110

City

Cockeysville

State

MD

ZIP Code: 21030

Day Phone:

(800) 200-4622

Fax:

E-mail:

Original Selling Dealer

*** Dealer #:** 118301

Region: 30

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

*** Contact Name:** Robert Atkins

Dealer Name: DIXIE BUICK PONTIAC GMC TRUCK

District: 1252

Fax: (239) 489-0798

*** Contact Title:** GNL MGR

E-Mail:

Repurchasing Dealer: -

Repair

*** Contact Name:** David Hayes

*** Contact Title:** SVC MGR

Vehicle Location: -



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:	FL	* Type:	Straight Repurchase
Source:	ADR BBB Mandated		
Replacement VIN:			-
Compliance Date:	2008-04-18	Compliance Type:	State Mandate
MSRP:	0.0	Order #:	

Repurchase:

*** Processing Instructions:**

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

Disposition:

GM auction

*** Processing Instructions:**

Transaction Details

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
Usage	Use Lemon Law	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

2006 G6 - GT COUPE
46U STEALTH GRAY METALLIC /V6G
19C EBONY
ORDER NO. JRBZXT/TRE STOCK NO.
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
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 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.

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

03/24/2008 11:47 2392759761

SAMUELS

PAGE 02/02

REG. TAX	INIT REG.	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$43.10	\$100	\$7.75	\$	\$0.00	\$
PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL	
X	07/07/06	\$0.00	\$	\$179.85	

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 07/07/06
DL#: [REDACTED]
TAG#: [REDACTED] DECAL#: 09362694 EXP: 06/26/07
VIN: 1G2ZHS6564 [REDACTED] TC: 96230880 YR/MAKE: 2006 PONT

[REDACTED]
CAPE CORAL, FL [REDACTED]

L#: T#: 463667736 B#: R#: 463667754

Do have 08" Tag
Just lost Registration
Card!

Thanks

[REDACTED]

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RETAIL INSTALLMENT SALE CONTRACT GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Buyer (and Co-buyer) - Name and address (include county and zip code)	Creditor (Seller name and address)
CARL CORAL, JR. 14565 SOUTH TARRANT TRAIL FT. MYERS, FL 33912	DIXIE QUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TARRANT TRAIL FT. MYERS, FL 33912

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

New or Used	Year	Weight (lbs.)	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	3300	PONTIAC	1G2ZH150564	<input checked="" type="checkbox"/> Personal, family, or household <input type="checkbox"/> Agricultural <input type="checkbox"/> Business

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$ 1000.00.
5.50%	\$ 3851.25	\$ 25920.75	\$ 29832.00	\$ 29832.00

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	\$ 497.20	Monthly beginning 08/22/2006	

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

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

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

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

ITEMIZATION OF AMOUNT FINANCED

- Cash price (including any associated services and taxes): 29832.00
- Total downpayment - (If negative, enter 0 and see line 4 below):

Gross trade-in \$	N/A	Cash by seller \$	N/A
Net trade-in \$	N/A	Cash \$	0.00
+ other (describe)	BAT BOMBS/POD CONQUE	\$	1000.00
- Unpaid balance of cash price (1 minus 2): 28832.00
- Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):

A Cost of optional credit insurance paid to the insurance company or companies	Life	\$	N/A
B Other insurance paid to the insurance company	Life	\$	N/A
C Other fees paid to government or other	(describe)	\$	N/A
- Downpayment (Sum of lines 2 and 3): 1000.00

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

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

Check the insurance you want and sign below:

Optional Credit Insurance:

☐ Credit Life: ☐ Buyer ☐ Co-buyer ☐ Both
Term: N/A

☐ Credit Disability (Buyer Only)
Term: N/A

Premium:
Credit Life \$ N/A
Credit Disability \$ N/A
(Insurance Company)

N/A
(Home/Office Address)

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

If the box above is checked, you agree that you will keep the vehicle, make the payments, and sign the following acknowledgment:

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

Buyer's Signature Date
Seller's Signature Date
I, the undersigned, hereby certify that the above information is true and correct to the best of my knowledge and belief.

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G	Government documentary stamp taxes	\$	91.00
F	Government taxes not included in cash price (describe)		
		\$	N/A
G	Government certificate of title fees (including \$ N/A security interest recording fee)	\$	N/A
H	Other charges (Seller must identify who is paid and describe purpose.)		
	to SELLER & GMP for SERVICE CENTER	\$	1870.00
	to STATE OF FL for TAX ON SVC CH	\$	88.20
	to DIXIE BULK for GAP PROTECTION	\$	599.00
	to N/A	\$	N/A
	to N/A	\$	N/A
	to N/A	\$	N/A
	to N/A	\$	N/A
I	Net trade-in payoff to	\$	N/A
	Total other charges and amounts paid to others on your behalf	\$	2248.20 (4)
	Amount financed (3 + 4)	\$	25970.25 (6)

credit life insurance policy does not contain this restriction.)

Buyer Signature _____ Date _____

Co-Buyer Signature _____ Date _____

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

Buyer Signature _____ Date _____

Co-Buyer Signature _____ Date _____

Other Insurance:

☐ N/A

Type of Insurance _____ Term _____

Premium \$ _____

(Insurance Company) _____

(Home Office Address) _____

Insert the insurance checked above.

Buyer Signature _____ Date _____

Co-Buyer Signature _____ Date _____

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and must be signed by both parties. No oral changes are binding.

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

See back for other important agreements.

(a) Do not sign this contract unless you read it or it is explained to you in plain language.
(b) You are entitled to an exact copy of this contract you sign. Keep it to protect your legal rights.

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

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

Buyer Signs X _____ Date 02/07/2006 Co-Buyer Signs X _____ Date 07/07/2006

Co-Buyers and Other Owners: If a Co-Buyer is a person who is responsible for paying the entire debt on the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X _____ Date _____ Address _____

When in use, this contract is to be used by the Seller. By X _____ Title _____

Seller assigns its interest in this contract to: ☒ General Motors Acceptance Corporation (GMAC) ☐ GMACAS ☐ Nuwell Credit Corporation.

Assigned with recourse _____ Assigned without recourse or with limited recourse _____

Seller _____ By _____ Title _____

Seller _____ By _____ Title _____

2109 FR-FL 80005 (For use in the State of Florida) (1 of 4) Notice See Other Side
Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

TRIPPLICATE ORIGINAL - DEALER'S COPY

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GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



CUSTOMER NAME: [REDACTED]

VIN: 1 6 2 2 H 1 6 8 5 6 4 [REDACTED]

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
BAT BONUS	\$ 500.00	BAT BONUS
PDM CONQUEST	\$ 500.00	PDM CONQUEST
	\$ NONE	
	\$ NONE	
	\$ NONE	
Total Incentive Amount Received \$ 1000.00		

2. Other Program Selection (Which may or may not be in line of customer incentive programs, for example, Division supported financing/leasing, etc.)

a. I elect to receive

in lieu of

and/or

b. I elect to receive

- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

- a. **Vehicle Incentive Acknowledgment.** I am the ultimate retail purchaser or lessee of the vehicle bearing the vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 07/07/06. I acknowledge receipt of incentive(s) as described in Item 162 and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? Yes No

- b. **Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service is my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.800.4ONStar (1.800.466.7827) or TTY 1.877.248.2000 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 07/07/06

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and that the incentive(s) described in Item 1 and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this Dealership and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: [REDACTED]

Date: 07/07/06

BUICK BUICK PONTIAC GMC TRUCK, INC.

BUICK 39-320

GMC 53-484

PONTIAC 17-059

CRM37959/05

Dealer Note: This is a required document and must be completed, signed, and retained in EVERY DEAL FILE for new retail accounts even if there are no incentives or rate support available. Copies of the completed form should be provided to the customer.

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

Customer

Request # **71-595410065**BBB # **PGM0831666**

PURCHASE PRICE: <i>(From dealer Bill of Sale) -- (Selling Price)</i>	(+) 23130.00
MSRP: <i>(From BARS Invoice)</i>	(-) 24295.00
DIFFERENCE:	(=) -1165.00

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

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

PURCHASE PRICE <i>(From dealer Bill of Sale) – (before tax, tag, etc.)</i>	(+) 23130.00
GM CARD POINTS:	DO NOT INCLUDE
INCENTIVES (from BARS): <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i> 1: 2: 3: TOTAL INCENTIVES <i>(Not included in Purchase Price)</i>	(-) 1000.00
OVERALLOWANCE: <i>(From above)</i>	(-) 0
NEGATIVE EQUITY: <i>(If NOT shown in contract)</i>	(-) 0

Actual price of Vehicle that should be presented to BBB for ATA	(=) 22130.00
--	---------------------

**BBB AUTO LINE****AGREEMENT TO ARBITRATE**

Date: 02/04/2008

Case Number: PGM0831666

Customer: [REDACTED]

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564 [REDACTED]

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:

Directions to Better Business Bureau**ADDRESS:** 2655 McCormick Drive, Clearwater, FL 33759**PHONE:** (727) 535-5483 OR (800) 955-5100 Ext. 240**Directions to Clearwater BBB coming from South Florida
(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 686 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 Blvd.
- 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. BBB office is located at end of drive (2-story building).

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

- Take State Road 60 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. BBB 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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RETAIL INSTALMENT SALE CONTRACT **GMAC FLEXIBLE FINANCE PLAN**

Dealer Number

Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)

Creditor (Seller name and address)

CABE CORAL FL CO-LEE

PIXIE BUICK PONTIAC GMC TRUCK, INC.
 14665 SOUTH TAMIAMI TRAIL
 FT. MYERS FL 33912

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

New or Used	Year	Weight (lbs.)	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	3362	PONTIAC G6	1627H159564	<input checked="" type="checkbox"/> Personal, family or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment.
5.50%	\$ 3831.20	25970.75	\$ 29832.00	\$ 1000.00
				\$ 30832.01

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	\$ 497.20	Monthly beginning 08/22/2006	

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

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

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes):

2 Total downpayment - (If negative enter "0" and see line 4 below)

Gross trade-in \$	N/A	payoff by seller \$	N/A
+ net trade-in \$	N/A	+ cash \$	0.01
+ other (describe)	BAT BOWIE/PDN CONQUE	\$	1000.00

3 Unpaid balance of cash price (1 minus 2) \$ 23722.65(9)

4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):

A Cost of optional credit insurance paid to the insurance company or companies

Life \$ N/A

Disability \$ N/A

B Other insurance paid to the insurance company \$ N/A

C Official fees paid to government agencies \$ N/A

(describe)

D Government license and registration fees \$ N/A

(describe)

E Other charges \$ N/A

(describe)

F Other charges \$ N/A

(describe)

G Other charges \$ N/A

(describe)

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

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
Term N/A

☐ Credit Disability (Buyer Only)

Term N/A

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

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

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

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

Buyer Signature Date

Co-Buyer Signature Date

Creditor Signature Date

Creditor Signature Date

Creditor Signature Date

Creditor Signature Date

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E Government documentary stamp taxes	\$	91.00
F Government taxes not included in cash price (describe)	\$	N/A
G Government certificate of title fees (including \$ N/A security interest recording fee)	\$	N/A
H Other charges (Seller must identify who is paid and describe purpose.)		
to SELLER & GMP for SERVICE CONTR		1470.00
to STATE OF FL for TAX ON SVC CH		88.20
to DIXIE BUICK for GAP PROTECTION		599.00
to N/A		N/A
to N/A		N/A
to N/A		N/A
I Net trade-in payoff to	\$	N/A
Total other charges and amounts paid to others on your behalf	\$	2248.20 (4)
6 Amount financed (3 + 4)	\$	25970.75 (5)

credit life insurance policy does not contain this restriction.)	
X	Buyer Signature
	Date
X	Co-Buyer Signature
	Date
9. You understand that the benefits under this credit life insurance policy will <input type="checkbox"/> will not <input type="checkbox"/> terminate when you reach a certain age and you verify that your age is accurately represented on the application or policy.	
X	Buyer Signature
	Date
X	Co-Buyer Signature
	Date
Other Insurance	
<input type="checkbox"/> N/A	N/A
	Term
Premium \$	N/A
(Insurance Company)	
(Home Office Address)	
I want the insurance checked above.	
X	Buyer Signature
	Date
X	Co-Buyer Signature
	Date
ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.	

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between Buyer and Seller. Any change to the contract must be in writing. All changes are binding. Buyer Signs X Co-Buyer Signs X

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

See back for other important agreements.

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

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

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

Buyer Signs X Date 07/07/2006 Co-Buyer Signs X Date 07/07/2006

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

Other owner signs here X Date Address

CREDITORS: DIXIE BUICK FORD TRUCK INC. 07/07/2006 By X Title

Seller assigns its interest in this contract to: <input checked="" type="checkbox"/> General Motors Acceptance Corporation (GMAC) <input type="checkbox"/> GMACAB <input type="checkbox"/> Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.	
Assigned with recourse	
Assigned without recourse or with limited recourse	
Seller	By Title
DIXIE BUICK FORD TRUCK INC.	By Title

Dec-14-07 04:04P

P.15

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GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1 6 2 Z H 1 5 8 5 6 4 [REDACTED]

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
BAT BONUS	\$ 500.00	BAT BONUS
PDM CONQUEST	\$ 500.00	PDM CONQUEST
	\$ NONE	
	\$ NONE	
	\$ NONE	
Total Incentive Amount Received \$ 1000.00		

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)

a. I elect to receive in lieu of

and/or

b. I elect to receive

-CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE-

- a. **Vehicle Incentive Acknowledgment.** I am the ultimate retail purchaser or lessee of the vehicle bearing the vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 07/07/06. I acknowledge receipt of incentive(s) as described in Item 1&2 and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? Yes No

- b. **OnStar Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TOLL FREE 1.877.646.6888 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 07/07/06

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

Authorized Dealer Signature: [REDACTED]

Date: 07/07/06

DDTE BUICK PONTIAC GMC TRUCK, INC.

BUICK 39-320

GMC 53-484

PONTIAC 17-059

GMC 3795 905

Dealer Note: This is a required document and must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of this completed form should be provided to the customer.

Dec-14-07 04:02P

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DIXIE-BUICK PONTIAC GMC TRUCK, INC.14585 SOUTH TAMiami TRAIL - FORT MYERS, FLORIDA 33912
(239) 489-0600

BUICK PONTIAC

**RECOMMENDED SERVICES****STATE OF FLORIDA REGISTRATION : MV-12588**

ITEM	DESCRIPTION	QUANTITY	UNIT	OPERATION	QUANTITY	UNIT	INCOME	TOTAL
01BUZLOF	LUBE, OIL, & FILTER	MI		00BUZ02	LUB OIL, FILTER	MI		

SERVICE HISTORY

DATE	TIME	STRAIGHT TIME (HRS)	FLAT RATE PRICE	TECHNICIAN	OPERATION	DESCRIPTION
12/20/05	2			415	94802	NEW VEHICLE INSPECT

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12588

VEHICLE NO. 1G2ZH158664	YEAR/MODEL/CO. 06/PONTIAC/G6/2DR CPE GT	PRODUCTION DATE	STOCK NO. P6101	LICENSE NO.	278888
CUSTOMER NO. 63244	SERVICE CONTRACT	DELIVERY DATE 07/07/06	DELIVERY TIME	SELLING DEALER NO.	09/12/06
COLOR STEALTH GRAY MET/E	CONTRACT NO.	07/07/06	07/07/06	STANDARD PRICE	75,000
TURNED 80ZZ	AR COND.	PS.	TEAMS	RELEASE	3,970
ADDITIONAL NO.	569	ADDITIONAL NO.	ADDITIONAL NO.	ADDITIONAL NO.	ADDITIONAL NO.
DESIREE REPINE					

DATE: 02/22pm 09/13/06 04:48pm

APPOINTMENT: YES NO

REPAIRS FOR CHARGE: YES NO

FLAT RATE: YES NO

STRAIGHT TIME: YES NO

STRAIGHT TIME (HRS): 14

FLAT RATE PRICE: 80.00

R.O. NO. 278888

TIME: 7:15

OFF: ON

COMMENTS: DROP

1. W 18BUZ
CUST ST: WHEN STEERING EITHER DIRECTION
RADIO DISPLAY READS "POWER STEERING"

EMISSION CONTROL

2. W 70BUZ8UBLET
CUST ST: RENTAL HERTZ

SUBLET

Rental 12
Date Out 2/20/06

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
- ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE: _____ DATE: _____ TIME: _____

OTHER PERSON WHO MAY AUTHORIZE REPAIR: _____

DO NOT SIGN AUTHORIZED BY: _____

DESCRIPTION OF ADDITIONAL WORK AUTHORIZED: _____

ADDITIONAL AUTHORIZED AMOUNT: _____

ADDITIONAL AUTHORIZED AMOUNT: _____

ADDITIONAL AUTHORIZED AMOUNT: _____

ADDITIONAL AUTHORIZED AMOUNT: _____

ADDITIONAL AUTHORIZED AMOUNT: _____

ADDITIONAL AUTHORIZED AMOUNT: _____

ADDITIONAL AUTHORIZED AMOUNT: _____

ADDITIONAL AUTHORIZED AMOUNT: _____

ADDITIONAL AUTHORIZED AMOUNT: _____

ADDITIONAL AUTHORIZED AMOUNT: _____

ADDITIONAL AUTHORIZED AMOUNT: _____

ADDITIONAL AUTHORIZED AMOUNT: _____

DB-002

PAGE 1 OF 1

CUSTOMER COPY

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

12

Dec-14-07 04:02P

12
P.12
P

The steering wheel position sensor is the valid signal of the steering system's center position.

Circuit Description
DTC C0460 (Symptom 00)

WARRANTY

parts are those which may be the selling dealer hereby, either express or implied, merchantability or fitness for assumes nor authorizes any liability in connection with the Buyer shall not be entitled to any consequential damages, or loss of use, loss of time, loss or incidental damages.

\$30.00 PER DAY WILL BE PAID AFTER YOU HAVE BEEN SERVED.

work for 12 months or 12,000 miles, repair or replacement fails in normal use it'll be free of charge. Parts and labor.

NOTE: A SMALL CHARGE WILL BE INVOICE FOR THE MANAGEMENT OF WASTE (USED OILS, ANTIFREEZE, JOINT PARTS CLEANERS, SOLVENTS, ETC.) OR USED DURING THE PERFORMANCE OF OUR SERVICE CENTER. AIN IS AVAILABLE FROM OUR CASHIER.

for charges which represent costs or profits to shop supplies or waste disposal. These charges apply and will not exceed a maximum of \$10.00.

time a \$1.00 fee to be collected for each new tire, and a \$1.50 fee to be collected for each new battery sold in the state (a. 403.71.05).

NOTE: A small charge is included for supplies like. These items are nuts, bolts, screws, tape, solvents, cleaning cloths, sealers, silicone. A complete list from Cashier is available.

ADDITIONAL INSTRUCTIONS OR ESTIMATES

D CONDITIONS

WARRANTY

TECHNICIAN'S FINDINGS AND REMARKS

279888

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TOTAL PARTS

TOTAL LABOR

GOS

TAX

TOTAL



- 1. Check
- 2. In with
- 3. Test
- 4. Adjust
- 5. Test
- 6. Road Damage

Hours: _____ From: _____

Date: _____

JOB 01

JOB 02

WE, 13 PM 4:15

WE, 13 PM 3:05

JOB 03

FR, 15 PM 1:15

FR, 15 PM 1:15

JOB 04

TU, 19 PM 2:10

JOB 06

JOB 08

Dec-14-07 03:57P

P.02

2



BUICK PONTIAC



DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600



Goodwin



RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : MV-12588

DATE		DESCRIPTION		UNIT	TOTAL	OPERATION - 04BUZROTATE		UNIT	TOTAL
01BUZLO	LUBE	OIL, & FILTER	MI		04BUZROTATE	ROTATE TIRES		MI	
00BUZ02	LUBE	OIL FILTER	MI						

SERVICE HISTORY

DATE		TIME		MILE NO.		OIL NO.		MILE ON		VEHICLE DESCRIPTION	
08/12/08	21	888		3970	369	655		W	198UZ	LIGHT	ENGINE REPAIR
12/20/05	24	5960		5	339	183		W	708UZ	SUBLET	
						416		I	948UZ	SALES	NEW VEH INSP

SALESPERSON NO. 564

HAROLD E SILVERMAN

S E R V I C E

STATE REG# MV-12598

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> B.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMEX		VEHICLE I.D. NO. 1G22H158524		YEAR/MAKE/MODEL 06/PONTIAC/G6/2DR CPE GT		PRODUCTION DATE		STOCK NO. P6101		LICENSE NO.		R.D. NO. 289865	
BASIC FROM <input type="checkbox"/> CHANGE <input type="checkbox"/> RENT RATE <input type="checkbox"/> RENT RATE <input type="checkbox"/> BOTH		CUSTOMER NO. 63244 SERVICE CONTRACT CMPP		DELIVERY DATE 07/07/06		DELIVERY MILE		SELLING DEALER NO. BADADDRESS		R.D. DATE 04/7/07			
				COLOR STEALTH GRY MET/E		CONTRACT NO.		EXPIRATION DATE 07/07/11		EXPIRATION MILES 75,000		TAG NO. 492	
				TURNIN BUZZ		AIR COND.		P.B.		THANKS		RELEASE 14.203	
CAPE CORAL, FL [Redacted] [Redacted]		DESIREE REPINE [Redacted]		TERMS: STRICTLY CASH OR LINE AGREEMENTS ONLY Having authorized the repair work hereunder and to have it done along with the necessary electrical and repair that you are not responsible for them or damage to vehicle or contents lost in vehicle in case of fire, theft, or any other cause beyond your control or for any damage caused by unavailability of parts in country or elsewhere by the supplier of the equipment. I hereby agree to have my personal property stored in the vehicle for the purpose of having repair work done. I agree to have the vehicle have a detailed use before the return of repair items. IN THE EVENT MY ACCOUNT IS RECALCULATED MORE THAN 15 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE. BY COLLECTING FROM CUSTOMER, CUSTOMER AGREES TO PAY THE ABOVE SAID CUSTOMER ACKNOWLEDGE RECEIPT OF									
TIME RECEIVED 02:41pm		SERVICE PROCESSED 04/17/07		PREPARED 05:00pm		PRIORITY 3		LABORATORY 90.00					

- | | | | |
|---|---|-----------------------|-------|
| 1 | W 03BUZ
CUST ST: WHEN TURNING EITHER DIRECTION THE RADIO WILL
DISPLAY A "POWER STEERING MESSAGE". SEE HISTORY | STEERING & SUSPENSION | C0460 |
| 2 | C 00BUZ02
PERFORM OIL CHANGE PER CUSTOMER'S REQUEST
INSTALL NEW FACTORY OIL FILTER, TOP FLUIDS, LUBE CHASSIS AS
REQUIRED. RESET OIL LIFE SYSTEM IF APPLICABLE. | LUBE OIL FILTER | 3080 |
| 3 | C 00BUZ03
ROTATE TIRES & ADJUST TIRE PRESSURES PER CUSTOMER REQUEST | ROTATE TIRES | 1800 |
| 4 | W 40BUZ
CUST ST: CIG OUTLET INOP | BODY ELECTRICAL | |

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

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

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
SIGNED: _____ DATE _____

ORDERED BY/NAME(S)	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZED REPAIRS	ADDITIONAL AUTHORIZED \$ AMOUNT	
ADOL REPAIRS AUTHORIZED BY	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED BY	
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY	
<p>DATE: 12-15-80</p> <p>TIME: 3:10 PM</p> <p>REPAIRS: 3. Day Rental due</p> <p>CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREPARED BY THE REPAIRMAN. CHARGE WILL BE \$10.00 IF CHARGE IS ONLY RATE IF BOTH</p> <p>SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS.</p>		
(CONTINUED ON NEXT PAGE)		289869

STATION (SEE PAGE)	PLAT RATE PRICE	W.D. NO.	TIME	OFF
28		282867	7:00	6
				ON 4/5

PAGE 1 OF 2

CUSTOMER COPY

INFORMATION REGARDING REPAIRS
(CONTINUED ON NEXT PAGE) 289869

Dec-14-07 03:58P

DIXIE BUICK PONTIAC GMC TRUCK, INC.14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 486-0800**RECOMMENDED SERVICES****STATE OF FLORIDA REGISTRATION : MV-12598**

ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL	ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
01BUZLOF 00BUZ02	LUBE, OIL, & FILTER LUBE OIL FILTER	MI MI			04BUZROTATE	ROTATE TIRES	MI		

SERVICE HISTORY

SERVICE HISTORY		DATE	MILEAGE	DESCRIPTION	TYPE	OPERATION	REPAIR/RECOMMENDATION
09/12/06	278888	3970	569	655	W	19BUZ	LIGHT ENGINE REPAIR
				183	W	70BUZSUBLET	SUBLET
12/20/05	265960	3	339	416	I	94BUZ	SALES - NEW VEH INSP

SALESPERSON NO. 564 HAROLD E SILVERMAN **S E R V I C E** STATE REG# MV-12598

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.O. <input type="checkbox"/> VISA <input type="checkbox"/> AMEX		VEHICLE ID NO. 1G2ZH158564		YEAR/MANUFACTURER 08/PONTIAC/G6/2DR CPE GT		PRODUCTION DATE 07/07/06		STOCK NO. 66101		LICENSE NO. 289869	
SALES FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH		TIME RECEIVED 02:41pm		DATE/TIME PROGRAM 04/17/07 05:00pm		PRIORITY 3		CUSTOMER NO. 63244		SERVICE CONTRACT GMPP	
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO		DATE/TIME OF SERVICE 04/17/07 05:00pm		LABOR RATE 90.00		COLOR STEALTH GR MET/E		CONTRACT NO. 07/07/06		SIGNATURE DATE 07/07/06	
APPROVAL <input type="checkbox"/> YES <input type="checkbox"/> NO		SALESPERSON SIGNATURE 04/17/07		CUSTOMER SIGNATURE 04/17/07		TURBO BUZZ		MILEAGE 14,203		ADVISOR NO. 569	
REPAIRS <input type="checkbox"/> YES <input type="checkbox"/> NO		SALESPERSON SIGNATURE 04/17/07		CUSTOMER SIGNATURE 04/17/07		SALES ADDRESS CAPE CORAL, FL		SALES ADDRESS CAPE CORAL, FL		SALES ADDRESS CAPE CORAL, FL	

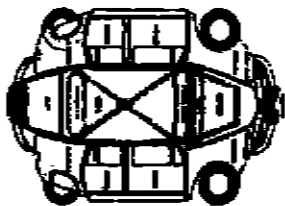
6 W 70BUZZRENT
CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING
REPAIR OF VEHICLEPLEASE READ CAREFULLY, CHECK ONE OF
THE STATEMENTS BELOW, AND SIGN: I
UNDERSTAND THAT UNDER STATE LAW, I
AM ENTITLED TO A WRITTEN ESTIMATE, IF
MY FINAL BILL WILL EXCEED \$100.
☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE
 AS LONG AS THE REPAIR COSTS
 DO NOT EXCEED \$_____. THE SHOP
 MAY NOT EXCEED THIS AMOUNT WITHOUT MY
 WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
 SIGNED: _____ DATE _____

OTHER PERSON WHO MAY AUTHORIZE REPAIRS	ADDITIONAL AUTHORIZED \$ AMOUNT
APPROVAL AUTHORIZED BY	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED
REVIEWED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY

 IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE
 PREDETERMINED THE CHARGE WILL BE BASED ON:
☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH
SEE BACK FOR ADDITIONAL
INFORMATION REGARDING REPAIRS

289869

TERMS AND CONDITIONS		TECHNICIAN'S FINDINGS AND REMARKS	
<p>NUMBER OF WARRANTY</p> <p>Applying to this part are those which may be manufactured. The selling dealer hereby disclaims all warranties, either express or implied, including warranties of merchantability or fitness for purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this product and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, injuries to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.</p> <p>STORAGE CHARGES OF \$30.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.</p> <p>We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.</p> <p>WASTE DISPOSAL CHARGE: A SMALL CHARGE WILL BE INCLUDED ON YOUR REPAIR INVOICE FOR THE MANAGEMENT, STORAGE, AND DISPOSAL OF WASTE (USED OILS, ANTIFREEZE, CAUSTICS, LEAD, ASBESTOS, PARTS CLEANERS, SOLVENTS, ETC.) REMOVED FROM YOUR VEHICLE OR USED DURING THE PERFORMANCE OF SERVICE ON YOUR VEHICLE IN OUR SERVICE CENTER. A COMPLETE EXPLANATION IS AVAILABLE FROM OUR CASHIER.</p> <p>I understand that I may incur charges which represent costs or profits to the motor repair facility for shop supplies or waste disposal. These charges will relate directly to my repairs and will not exceed a maximum of 12% of the total labor charge, up to a maximum of \$36.00.</p> <p>The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (§ 403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (§ 403.716).</p> <p>Customer Initials _____</p> <p>* SHOP SUPPLIES: a small charge is included for supplies used on your vehicle. These items are nuts, bolts, screws, washers, wire sprays, solvents, cleaning cloths, sealants, silicone treatment, etc. A complete list from Cashier is available.</p>		<p style="font-size: 1.5em; margin-left: 20px;">655</p> <p>TECHNICIAN'S NAME & NUMBER ① Scan Test - DTC C0460</p> <p>CAUSE Test steering wheel position</p> <p>CORRECTION Sensor circuitry. Internal controller fault. Replace Assembly</p> <p>TECHNICIAN'S NAME & NUMBER E7631 .8</p> <p>CAUSE Diag Add .3</p> <p>CORRECTION</p>	
		<p>TECHNICIAN'S NAME & NUMBER ② LOF 4 1/2 et .2</p> <p>CAUSE</p> <p>CORRECTION ③ Rotate .5</p> <p>TECHNICIAN'S NAME & NUMBER ④ Cig. Fuel Blown -</p> <p>CAUSE Replace Fuse N1720 .2</p> <p>CORRECTION</p>	
		<p>TECHNICIAN'S NAME & NUMBER ⑥ 07015 Recall Y0139 .8</p> <p>CAUSE</p> <p>CORRECTION</p>	
<p>ADDITIONAL INSTRUCTIONS OR ESTIMATES</p>		<p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p>	
<p>TOTAL PARTS _____</p> <p>TOTAL LABOR _____</p> <p>GOG _____</p> <p>TAX _____</p> <p>TOTAL _____</p>			
		<p>Legend:</p> <ul style="list-style-type: none"> C - Drive B - Brake D - Clutch M - Steering T - Tire S - Other Systems <p>Spoke To _____ From _____</p> <p>Date _____</p>	

Dec-14-07 03:58P

P.06

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BUICK ~~PONTIAC~~

**DIXIE BUICK PONTIAC GMC TRUCK, INC.**

14585 SOUTH TAMiami TRAIL - FORT MYERS, FLORIDA 33912
(239) 489-0600



◎◎◎◎◎◎◎◎◎◎



GMC
TRUCKS

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: MV-12599

STATE OF FLORIDA REGISTRATION UNIT-12098									
OPERATION	VEHICLE INFORMATION	REGISTRATION	TOTAL	OPERATION	VEHICLE INFORMATION	TOTAL			
01BUZLOF 00BUZ02	LUBE, LUBE	OIL & FILTER OIL FILTER	MI MI	04BUZROTATE	ROTATE TIRES	MI			
	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 29363	TIME	OFF	S			

SERVICE HISTORY

DATE	DESCRIPTION	QTY	UNIT	AMOUNT	TOTAL	REMARKS
04/17/07	209859	14203	589	655	W	11BUZRLPRKH TRACTION CONTROL
				655	C	00BUZ02 LUBE OIL FILTER
				655	C	00BUZ03 ROTATE TIRES
				655	C	40BUZ27 LIGHTER/ACC JACK
				183	W	70BUZRENT RENTAL
				655	W	99BUZ GM CAMPAIGN

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12598

[illegible]

COMMENTS : DROP OFF

- 1 W 33BUZAC A/C BLOWS WARM
CUSTOMER STATES A/C IS NOT BLOWING COLD
- 2 W 57BUZ38 SEAT BELT(S)
CUST ST: WHEN IT WAS RAINING CUST PUT SEAT BELT ON AND SEAT
WAS WET.
- 3 W 05BUZ STEERING & SUSPENSION
CUST ST: CLICKING IN STEERING WHEN TURNING EITHER DIRECTION

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
 SIGNED: _____ DATE _____

ORIGINATING ESTIMATOR	DATE
OTHER PERSON WHO MAY APPROVE REQUEST	APPROVED BY DATE
ADMT. REQUEST APPROVED BY:	REASON FOR APPROVAL
REQUEST APPROVED & AMOUNT	APPROVAL REQUIRED BY

QUALITY
CHECKED

IF THE CHARGE FOR PREP WORK AN ENTRY FORM OR 25
 PREDETERMINED THE CHARGE WILL BE BASED ON
☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

**SEE BACK FOR ADDITIONAL
FORMATION REGARDING REP**

2536R3

PAGE 1 OF 1

CUSTOMER COPY

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ADDITIONS - SUBJECT

298683

TERMS AND CONDITIONS

TERMS OF WARRANTY

Nothing in this part(s) are those which may be covered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied, of merchantability or fitness for use, and neither assumes nor authorizes any person to make any statement in connection with the sale and/or service. Buyer shall not be entitled to the selling dealer any consequential damages, property damages for loss of use, loss of time, loss of income, or any other incidental damages.

WE CHARGE OF \$30.00 PER DAY WILL BE ADDED 3 WORKING DAYS AFTER YOU HAVE BEEN ADVISED THE REPAIRS ARE COMPLETED.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

WASTE DISPOSAL CHARGE: A SMALL CHARGE WILL BE INCLUDED ON YOUR REPAIR INVOICE FOR THE MANAGEMENT, STORAGE, AND DISPOSAL OF WASTE (USED OILS, ANTIFREEZE, CAUSTICS, LEAD, ABRASIVES, PARTS CLEANERS, SOLVENTS, ETC.) REMOVED FROM YOUR VEHICLE OR USED DURING THE PERFORMANCE OF SERVICE ON YOUR VEHICLE IN OUR SERVICE CENTER. A COMPLETE EXPLANATION IS AVAILABLE FROM OUR CASHIER.

I understand that many other charges which represent costs or profits to the motor repair facility for shop supplies or waste disposal. These charges will be added directly to my repairs and will not exceed a maximum of 12% of the total labor charge, up to a maximum of \$35.00.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in this state (s. 403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in this state (s. 403.7185).

Costs

* St
used
washed
treated

CHARGE SUMMARY

JULY 19, 2007
1:00 PM

AMBIENT DATA

BAROMETRIC PRESSURE: 30.1
WIND DIRECTION: 101
WIND SPEED: 11 MPH
RELATIVE HUMIDITY: 70%

VEHICLE DATA

VEHICLE IDENTIFICATION: 101
VEHICLE MAKE: 101
VEHICLE MODEL: 101
VEHICLE YEAR: 101
VEHICLE COLOR: 101
VEHICLE TYPE: 101

CODE:

0090H6U00.13K3H89NB

TECHNICIAN'S FINDINGS AND REMARKS

655

TECHNICIAN'S NAME & NUMBER

Check A/C - Compressor inop.

JOB 01

CAUSE

System Charge ok. Found

CORRECTION

Broken compressor shaft - clutch off.

Replace Compressor D4400 1.0

TECHNICIAN'S NAME & NUMBER

Diag Add

JOB 02

CAUSE

Recover/Recharge Add

CORRECTION

1.8

TECHNICIAN'S NAME & NUMBER

② Check for water leak.

JOB 03

CAUSE

Found drain hose off at L.R.

CORRECTION

Corner of sunroof. Hose too short to reach. Reposition hose & reattach (glue & tie-wrap)

TECHNICIAN'S NAME & NUMBER

Re-test for leak - ok

JOB 04

CAUSE

CORRECTION

COLH

TECHNICIAN'S NAME & NUMBER

③ Noise from I-shaft

JOB 05

CAUSE

Replace Shaft E7700 .5

CORRECTION

TECHNICIAN'S NAME & NUMBER

④ TSB 050604076B

JOB 06

CAUSE

Re-program PCM 56354 .4

CORRECTION

Diag Add .3

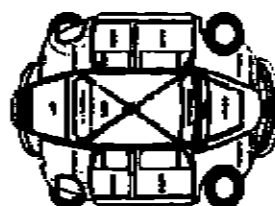
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



C - Cops
B - Bumps
O - Oil
M - Mud
T - Tires
G - Glass Damage

Space for

Notes

Date

Time

Dec-14-07 03:59P

P.07

7



BUICK PONTIAC

DIXIE BUICK PONTIAC GMC TRUCK INC

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 298184	TIME	OFF
1.1	655	IMP. NO. 878		ON



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	QTY	UNIT	DATA	OPERATION	OPERATION DESCRIPTION	QTY	UNIT	TOTAL
01BUZLOF	LUBE OIL & FILTER	MI			32BUZRHOSE	COOLANT HOSE(S)	MI		
32BUZHHOSE	COOLANT HOSE(S)	MI			32BUZFLUSH	SVC COOLING SYSTEM	MI		
04BUZROTATE	ROTATE TIRES	MI			00BUZ02	LUBE OIL FILTER	MI		
25BUZTRANSERV	HARSH SHIFT	MI							

SERVICE HISTORY

DATE	PERSON	MI	VEHICLE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	293683		21742	569	655	W	33BUZAC	A/C BLOWS WARM
					655	W	57BUZZSB	SEAT BELT(S)
					81	W	03BUZ	STEERING & SUSPENSION
					655	W	70BUZZRENT	RENTAL
04/17/07	299869		14203	569	655	W	41BUZ	STARTING & CHARGING
					655	W	11BUZPLBRKH	TRACTION CONTROL

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12598

METHOD OF PAYMENT	VEHICLE ID. NO. 1G22H15864	YEAR/MAKE/MODEL 06/PONTIAC/G6/COUPE	PRODUCTION DATE	STOCK NO. P6101	LICENSE NO. 298184
<input type="checkbox"/> CASH			DELIVERY DATE 07/07/06	DELIVERY NO.	SELLING DEALER NO. 11/05/07
<input type="checkbox"/> CHECK					DATE 11/05/07
<input type="checkbox"/> M.O.					
<input type="checkbox"/> VISA					
<input type="checkbox"/> AMEX					
BASIS FOR CHARGE	CAPE CORAL, FL				
<input type="checkbox"/> FLAT RATE					
<input type="checkbox"/> HOURLY RATE					
<input type="checkbox"/> BOTH					
REPAIRS					
<input type="checkbox"/> YES					
<input type="checkbox"/> NO					
APPOINTMENT					
<input type="checkbox"/> YES					
<input type="checkbox"/> NO					

1 W 57BUZ	INTERIOR TRIM	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 298184	TIME	OFF
CUSTOMER STATES LEFT REAR TRIM PANEL HANGING DOWN		1.1	655	IMP. NO. 878		ON
2 W 41BUZ	STARTING & CHARGING					
CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START STARTER WILL STAY ENGAGED. HAPPENS ABOUT EVERY 4 STARTS.						
3 W 03BUZ	STEERING & SUSPENSION					
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.						
4 W 19BUVACVALVE	LIGHT ENGINE REPA					
CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST REPAIR.						

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I

2. I REQUEST A WRITTEN ESTIMATE, IF I DO NOT REQUEST A WRITTEN ESTIMATE, IF I DO NOT REQUEST A WRITTEN ESTIMATE, IF I DO NOT REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED: DATE 11/5/07

ORIGINAL ESTIMATE DATE 11/5/07

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON: ☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

298184

PAGE 1 OF 1

CUSTOMER COPY

29844

TERMS AND CONDITIONS

TECHNICIAN'S FINDINGS AND REMARKS

AMBER OF WARRANTY

Applying to this part(s) are those which may manufacturer. The selling dealer hereby s all warranties, either express or implied and warranties of merchantability or fitness for use, and neither assumes nor authorizes any sale for it any liability in connection with the and/or service. Buyer shall not be entitled to selling dealer any consequential damages, or damages for loss of use, loss of time, loss of wages, or any other incidental damages.

REGES OF \$30.00 PER DAY WILL BE CHARGED DURING THE TIME YOU HAVE BEEN IN REPAIRS ARE COMPLETED.

service work for 12 months or 12,000 miles. 1st. If our repair or replacement fails in normal t period, we'll fix it free of charge. Parts and

ADDITIONAL CHARGE: A SMALL CHARGE WILL BE OUR REPAIR INVOICE FOR THE MANAGEMENT, DISPOSAL OF WASTE (USED OILS, ANTIFREEZE, ASBESTOS, PARTS CLEANERS, SOLVENTS, ETC.) YOUR VEHICLE OR USED DURING THE PERFORMANCE OF YOUR VEHICLE IN OUR SERVICE CENTER. ANIMATION IS AVAILABLE FROM OUR CASHIER.

may incur charges which represent costs or profits to us for shop supplies or waste disposal. These charges for repairs and will not exceed a maximum of 12% of the repair cost, up to a maximum of \$35.00.

requires a \$1.00 fee to be collected for each new tire (403.718), and a \$1.50 fee to be collected for each new battery sold in the state (403.7185).

JES: a small charge is included for supplies like. These items are nuts, bolts, screws, rags, solvents, cleaning cloths, sealers, silicone & complete list from Cashier is available.

ADDITIONAL INSTRUCTIONS OR ESTIMATES

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

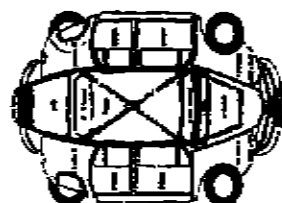
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



C-Clips
S-Struts
D-Discs
M-Mounting
T-Tie Rod
O-Other Damage

Spec. Dr. _____
Rate _____

Fuel



Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Vehicle Information

Service Contract - Warranty Block - Detailed Title

Dec-14-07 04:01P

P.09

9



BUICK PONTIAC

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0800

RECOMMENDED SERVICES

 STRAIGHT TIME (HRS.) 4.3
 FLAT RATE PRICE
 R.O. NO. 298264
 EMP. NO. 478
 TIME OFF
 ON

STATE OF FLORIDA REGISTRATION : MV-12598

OPERATION	OPERATION DESCRIPTION	QTY	MI	TOTAL	OPERATION	OPERATION DESCRIPTION	QTY	MI	TOTAL
01BUZLOF	LUBE OIL & FILTER	MI			32BUZRHOSE	COOLANT HOSE(S)	MI		
32BUZRHOSE	COOLANT HOSE(S)	MI			32BUZFLUSH	SVC COOLING SYSTEM	MI		
04BUZROTATE	ROTATE TIRES	MI			00BUZ02	LUBE OIL FILTER	MI		
25BUZTRANSERV	HARSH SHIFT	MI							

SERVICE HISTORY

DATE	REPAIR ORDER NO.	SALESMAN	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	298883	21742	569	655	W	33BUZAC	A/C BLOWS WARM
				655	W	57BUZZSB	SEAT BELT(S)
				655	W	03BUZ	STEERING & SUSPENSION
				81	W	70BUZZRENT	RENTAL
04/17/07	289869	14203	569	655	W	41BUZ	STARTING & CHARGING
				655	W	11BUZPLBRKH	TRACON CONTROL

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12598

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.O. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE ID NO. 1G22H158564	YEAR/MAKE/MODEL 06/PONTIAC/G6/COUPE	PRODUCTION DATE 07/07/06	STOCK NO. P6101	LICENSE NO. 298264
SALES FOR <input type="checkbox"/> CASH <input type="checkbox"/> PAY RATE <input type="checkbox"/> BOTH	CUSTOMER NO. 63244	SERVICE CONTRACT CMPP	DELIVERY DATE 07/07/06	DELIVERY MILES 75,000	BILLING DEALER NO. DIXIE
COLOR GRAY/EBONY IMPRES	CONTRACT NO. 07/07/11	EXPIRATION DATE 07/07/11	EXPIRATION MILES 75,000	TAX NO. T682	
TURBO BUZZ	AIR COND. Y	TRANS A	MILEAGE 26,407	ADVISOR NO. 878	ADVISOR ANTHONY DAY

I hereby authorize the repair work hereunder set forth to be done along with the necessary materials and labor for any damage caused by unavailability of parts or delays in delivery by the supplier or transporter. I hereby grant you access to your vehicle and permission to operate the vehicle within the shop or on public highways at all times by the purchase of repair order inspection. An explicit acknowledgment on above vehicle to the effect of repair order.

IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COSTS IN CONNECTION WITH COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.

CUSTOMER SIGNATURE: _____

 1 W 11BUZ
 CUSTOMER STATES
 VIBRATION WHEN BRAKING

ABS/BRAKE SYSTEM

 STRAIGHT TIME (HRS.) 4.3
 FLAT RATE PRICE
 R.O. NO. 298264
 EMP. NO. 655
 TIME OFF
 ON

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I

 UNDER STATE LAW, I
 WRITTEN ESTIMATE, IF
 EXCEED \$100.

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

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS	REPAIRS	ADDITIONAL AUTHORIZED \$ AMOUNT
ADDITIONAL AUTHORIZED BY	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED	
REPAIRS AUTHORIZED \$ AMOUNT	ADDITIONAL WORK AUTHORIZED \$ AMOUNT	

 IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE
 PREDETERMINED THE CHARGE WILL BE BASED ON:
☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

 SEE BACK FOR ADDITIONAL
 INFORMATION REGARDING REPAIRS

298264

customer declining

655

 L m 0:00am
 12:46pm Damage Lt chn

DB-002

PAGE 1 OF 1

CUSTOMER COPY

Dec-14-07 04:01P

P.10 10

298264

TERMS AND CONDITIONS

TECHNICIAN'S FINDINGS AND REMARKS

LIMIT OF WARRANTY

Warranty is limited to those parts which may be defective. The selling dealer hereby disclaims, either express or implied, any liability in connection with the work. Buyer shall not be entitled to any refund or consequential damages, except for loss of use, loss of time, loss of any other incidental damages.

WARRANTY \$30.00 PER DAY WILL BE PAID TO YOU AFTER YOU HAVE BEEN ADVISED THAT THE WORK IS COMPLETED.

Warranty for 12 months or 12,000 miles. If any repair or replacement fails in normal use, we'll fix it free of charge. Parts and labor.

WARRANTY A SMALL CHARGE WILL BE CHARGED FOR THE MANAGEMENT OF THE VEHICLE (USED OILS, ANTIFREEZE, FLUIDS, WAXES, LUBRICANTS, SOLVENTS, ETC.) WHICH IS INCLUDED DURING THE PERFORMANCE OF THE WORK IN OUR SERVICE CENTER. A SMALL CHARGE WILL BE CHARGED FOR OUR CASHIER.

WARRANTY A SMALL CHARGE WILL BE CHARGED FOR THE MANAGEMENT OF THE VEHICLE (USED OILS, ANTIFREEZE, FLUIDS, WAXES, LUBRICANTS, SOLVENTS, ETC.) WHICH IS INCLUDED DURING THE PERFORMANCE OF THE WORK IN OUR SERVICE CENTER. A SMALL CHARGE WILL BE CHARGED FOR OUR CASHIER.

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WARRANTY INSTRUCTIONS OR ESTIMATES

TECHNICIAN'S NAME & NUMBER

JOB #1

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #2

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #3

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #4

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #5

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #6

CAUSE

CORRECTION

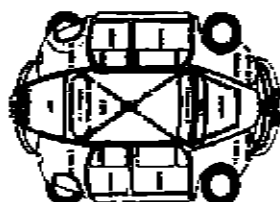
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



C - Chassis
M - Motor
D - Drive
L - Lifting
T - Tire
G - Other Damage

Space for _____

Date _____

P

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Service Contact - Warranty Block - Branded Title - Dealer Information -

VIN:

Help

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12598

(239) 489-0600

**BUICK****PONTIAC**

GENERAL MOTORS CORPORATION

**Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TRD NO. 878	INVOICE DATE 01/15/08	INVOICE NO. PNC5300784
[REDACTED] CAPE CORAL, FL	LABOR RATE 90.00	LICENSE NO.	SALES TAX 29,570	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE		DELIVERY DATE 07/07/06	STOCK NO. P6101
	VEHICLE I.D. NO. 1G2ZH158564		SELLING DEALER NO. DIXIE	DELIVERY MILES
	RTE. NO.	R.O. NO.	R.O. DATE 01/10/08	PRODUCTION DATE
COMMENTS			MILEAGE OUT MO: 29570	

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5	1	25010792	FILTER 1.836	6.16	6.16	6.16
					JOB # 5 TOTAL PARTS	6.16
					JOB # 5 TOTAL LABOR & PARTS	16.53
SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION		
JOB # 4	9651	H74752112	01/15/08	RENTAL		
					TOTAL - SUBLET	0.00
WARRANTY						
0.00						
G.O.G. & SUPPLIES						
JOB # 5	4.5	CASTROL MOTOR OIL	@	3.350	/UNIT	15.08
					TOTAL - GOG	15.08
MISC	CODE	DESCRIPTION		CONTROL NO.		
JOB # 5		OIL OIL FILTER DISPOSAL CHARGE				1.00
					TOTAL - MISC	1.00
COMMENTS						
DAMAGE TO LEFT FRONT DOOR						
RECOMMENDATIONS						
DAMAGE TO LEFT FRONT DOOR						
TECHNICIAN CERTIFICATION						
90		JAMES R GABRIELE			ASE & GM CERTIF	
TOTALS						
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	10.37	
				TOTAL PARTS	6.16	
				TOTAL SUBLET	0.00	
				TOTAL G.O.G.	15.08	
				TOTAL MISC CHG.	1.00	
				TOTAL MISC DISC	0.00	
				TOTAL TAX	1.95	

TOTAL INVOICE \$ 34.57

CUSTOMER SIGNATURE

PAID

** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ** *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ** *FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 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 remanufactured battery sold in the state. [(s.403.7185)].

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14566 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12589

(239) 489-0600

**BUICK****PONTIAC****Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

GENERAL MOTORS CORPORATION

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TAG NO. 878	INVOICE DATE 01/15/08	INVOICE NO. PNC5300784
	LABOR RATE 90.00	LOCKER NO.	MILEAGE 29,570	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE		DELIVERY DATE 07/07/06	STOCK NO. P6101
CAPE CORAL, FL	VEHICLE I.D. NO. 1G2ZM158564		SELLING DEALER NO. DIXIE	DELIVERY MILEAGE
	R.T.E. NO.	P.O. NO.	PRODUCTION DATE	
RESIDENCE PHONE	COMMMENTS		R.O. DATE 01/10/08	
				MILEAGE OUT MO: 29570

LABOR & PARTS

J# 1 40BUZ

STARTING & CHARGING TECH(S):90
 CUSTOMER STATES WHEN STARTING VEHICLE STARTER WILL STAY
 ENGAGED/HAPPENS EVERY 10 TO 15 STARTS/HAPPENS WITH KEY OR
 REMOTE START
 DAVE HAYES AND HAYDEN HAWES CHECKED CAR WITH CUSTOMER AND
 COULD NOT DUPLICATE AT THIS TIME.

WARRANTY

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

J# 2 40BUZZ3

LAMPS & LIGHTS TECH(S):90
 CUSTOMER STATES
 FOGLIGHT SWITCH LIGHT INOP/FOGLIGHTS WORK SWITCH DOES NOT
 LIGHT UP
 INDICATOR LIGHT IN SWITCH FLICKERS ON AND OFF/INTERNAL
 SHORT.
 REPLACED FOGLIGHT SWITCH AND CHECKED OPERATION.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1	15850573	SWITCH 2.485		
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

WARRANTY

J# 3 33BUZ

A/C & HEATING TECH(S):90
 CUSTOMER STATES HEATER MAKING WIRING NOISE WHEN USING/
 SOUNDS LIKE IN DASH.
 DAVE HAYES AND HAYDEN HAWES CHECKED CAR WITH CUSTOMER
 AND COULD NOT DUPLICATE CONCERN

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4 70BUZZRENT

RENTAL TECH(S):90
 CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING
 REPAIR OF VEHICLE
 VEHICLE DOWN DURING REPAIR(S)
 PROVIDED ALTERNATE TRANSPORTATION

WARRANTY

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

J# 5 01BUZZ0102

3000 INTERVALS SER TECH(S):810
 PERFORM 3,000 MILE SERVICE PER MAINTENANCE GUIDE
 LUBE OIL & OIL FILTER, TOP FLUIDS & ADJUST TIRE PRESSURES
 THANK YOU FOR SERVICING YOUR VEHICLE AT
 DIXIE BUICK PONTIAC GMC

10.37

* * This charge represents costs and profits in the
 motor vehicle repair facility for miscellaneous
 shop supplies or waste disposal. * * *FS403.718
 mandates a \$1.00 fee for each new tire sold in
 the State of Florida. * * *FS403.7185 mandates a
 \$1.50 fee for each new or remanufactured battery
 sold in the State 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
 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
 supplies or waste disposal.
 [(0.558,904(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
 remanufactured battery sold in the state.
 [s.403.7185].



ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

Customer: [REDACTED]

State: FL

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564 [REDACTED]

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: _____

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 • Arlington, VA • 22203-1838 • Phone 800.955.5100 • Fax: 703.247.9700



BBB AUTO LINE

March 13, 2008

Re:m04 PGM0831666: [REDACTED] vs Pontiac/GMC Division 1G2ZH158564 [REDACTED]

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

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



Repurchase Decision (Owned Vehicle)

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Customer: [REDACTED] - 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: [REDACTED]
Date: 03/06/08



Lemon Law Reasons for Decision

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Customer: [REDACTED] - Hearing Date: 02/11/08

Arbitrator: Edward J. Conrad

- Fact Sheet Section -

Fact Sheet Question 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 Trim
- 3 Steering/suspension
- 4 Engine/electrical system
- 5 Interior/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:

- a 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: [REDACTED]
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: [REDACTED] vs Pontiac/GMC Division 1G2ZH158564 [REDACTED]

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

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

CBBB

3/13/2008 11:05:23 AM

PAGE 003/008

Fax Server

TO: [REDACTED] COMPANY:



ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

Customer: [REDACTED]

State: FL

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564 [REDACTED]

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): [REDACTED]

Date:

3/17/08

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, [REDACTED] C/O Jeff Spiegel
VIN - 1G2ZH158564 [REDACTED] 2006 Pontiac G6

SR # 71-595410065

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

Phone # 800-200-4622



BBB AUTO LINE

February 4, 2008

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

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.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

- * 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 fourteen days 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: [REDACTED] vs Pontiac/GMC Division 1G2ZH158564 [REDACTED]

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 parties' 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

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

Customer Claim Form

Contact Date:

Start Date:

Case Number:

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

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s), Name & Address

Cape Coral, FL

Customer Contact Info:

Day Phone: _____ /o Jeff Spiegel

Evening Phone: same

Fax Number: 866-264-3755

E-mail Address:

Cell Phone:

Vehicle Information

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

Vehicle Use: ☒ Personal ☐ Business ☐ Both

Percentage of time vehicle used for business purposes:

Transmission Type:

Number of vehicles owned or leased by the business:

Make: Pontiac

Model: G6

Model Year: 2006

Current Mileage:

Vehicle Identification Number: 1G2ZH158564

Servicing Dealer/City/State: Dixie Pontiac, Fort Myers, FL

Selling Dealer/City/State: same

Insurance Carrier: AAA

Policy Number:

Has vehicle been in an accident/had body damage? Yes ☒ No ☐ Date of accident: 8/30/06

Description of Damage: Small Dent in Left Door (Hit and Run)

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

Purchase Date: _____ Mileage at purchase:

Purchased As: ☒ New ☐ Used ☐ Demo

Is the vehicle in your possession?

Lienholder's Name: GMAC

Address: PO Box 8110

City/State/Zip: Cockeysville, MD 21030

Phone: ?

Lienholder Acct #: 029-9091-55242

Lease Date:

Mileage at lease:

Leased As: ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession?

Leasing Company's Name:

Address:

City/State/Zip

Phone:

Leasing Company's Acct #:

Customer's Desired Outcome (Describe what you want done with vehicle - concern)
vehicle repurchase plus attorneys fees

Signature of Titled Owner(s): _____

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

Date: 1/25/08

Customer Claim Form

Customer Name: Amber Oney

Case Number:

Vehicle ConcernsFirst Repair Attempt Date: 7/18/07 Mileage: 21742Last Repair Attempt Date: 1/10/08 Mileage: 29570Total Days out of Service: 15

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 of Service
HVAC	Dixie	Y	2	7/18/2007- 7/23/07 1/10/08- 1/15/08	21742 29570	6 6
Body and Trim	SAA	Y	2	7/18/2007- 7/23/07 1/10/08- 1/15/08	21742 29570	6 6
Steering/suspension	SAA	Y	2	7/18/2007- 7/23/07 11/5/07	21742 26407	6 1
Engine/electrical system	SAA	Y	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
Interior/Trim	SAA	Y	1	11/5/07	26407	1
electrical system	SAA	Y	1	1/10/08- 1/15/08	29570	6
Brake System	SAA	Y	1	11/6/07- 11/7/07	26407	2
Wheels/Tires	SAA	Y	1	11/6/07- 11/7/07	26407	2

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 ccf from client.pdf; [REDACTED]-1.pdf; [REDACTED].docx.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. Ste. 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 W8TBC

Request for Arbitration

Our Client:	[REDACTED]
Client's Home State:	Florida
Vehicle:	2006 Pontiac G6
VIN#:	1G2ZH158564 [REDACTED]
Purchased As:	New
Date of Purchase:	July 7, 2006
Date of Delivery:	July 7, 2006
Place of Purchase:	Dixie Pontiac Ft. Myers, FL
Last Servicing Dealer:	Dixie Pontiac Ft. Myers, FL
Current Mileage:	Approximately 30000
Date of First Repair:	July 18, 2007
Mileage at First Repair:	21742 miles
Warranty Coverage:	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.

2/1/2008

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

2/1/2008

Paralegal
Krohn & Moss, Ltd.
5055 Wilshire Blvd. Ste. 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 within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you will still have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)	\$ 24722.55(1)
2 Total downpayment = (if negative enter "0" and set below)	
Gross trade-in \$ N/A - payoff by \$ N/A	
= net trade-in \$ N/A + title \$ 0.01	
+ other (describe) <u>CAT BONUS/ROD CONT.</u> \$ 1000.00	\$ 1000.01(2)
3 Unpaid balance of cash price (1 minus 2)	\$ 23722.55(3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$ N/A	
Disability \$ N/A	
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies (describe)	\$ N/A
D Government license and/or registration fees (describe)	\$ N/A
E Government documentary stamp taxes	\$ 91.00
F Government taxes not included in cash price (describe)	\$ N/A
G Government certificate of title fees (including \$ N/A security interest recording fee)	\$ N/A
H Other charges (Seller must identify who is paid and describe purpose):	
to SELLER & GMP for SERVICE CHARGE	\$ 1470.00
to STATE OF FL for TAX ON SALE	\$ 88.20
to DIVE QUICK for GAP PROTECTION	\$ 599.00
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
I Net trade-in payoff to	\$ N/A
Total other charges and amounts paid to others on your behalf	\$ 2249.20(4)
5 Amount financed (3 + 4)	\$ 25970.75(5)

☐ Credit Life; ☐ Buyer ☐ Co-Buyer ☐ Both
Term N/A

☐ Credit Disability (Buyer Only)
Term N/A

Premium:
Credit Life \$ N/A
Credit Disability \$ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

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

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

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

X
Buyer Signature Date

X
Co-Buyer Signature Date

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

X
Buyer Signature Date

X
Co-Buyer Signature Date

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

X
Buyer Signature Date

X
Co-Buyer Signature Date

Other Insurance

☐ N/A Type of Insurance N/A Term N/A

Premium \$ N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

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SAMUELS

PAGE 03/04

NOV 5, 2007 SUMMARY HISTORY DISPLAY

Store 01 SERVC01 PORT 5007 3651

CUSTOMER NAME		[REDACTED]		SERIAL NO. 1G3ZK158564		[REDACTED]	
TOTAL R/O'S		4		TOTAL SERV. DAYS		45	
				MAKE PN		PONTIAC	

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE. DESCRIPTION.....
1	293683	07/18/2007	21742	A			
				T	569		
				T	555	1 W	33BUZAC A/C BLOWS WARM
				T	555	2 W	37BUZ38B SEAT BELT(S)
				T	555	3 W	03BUZ STEERING&SUSPENS
				T	81	4 W	70BUZ2R2NT RENTAL
				T	555	5 W	41BUZ STARTING & CHARG
2	289869	04/17/2007	14203	A			
				T	569		
				T	555	1 W	11BUZFLBKKH TRACTION CONTROL
				T	555	2 C	00BUZ2Q3 LUBE OIL FILTER
				T	555	3 C	00BUZ303 ROTATE TIRES
				T	555	4 W	40BUZ27 LIGHTER/ACC JACK
				T	183	5 W	70BUZ2R2NT RENTAL
				T	555	6 W	99BUZ GM CAMPAIGN
3	278888	09/12/2006	3970	A			
				T	569		
				T	555	1 W	19BUZ LIGHT ENGINE REP

(B=ENTER) (F=FORWARD) (P=PAGE) (LN#) (S=SUMMARY PRINT) (TAB)

11/6 Tony Day Called

Said car was ready still not fixed, Took service man with me for a Drive and the hole front in was still shaking (not fixed)

11/7 picked up car

Tony stated it was the rotors that were turned on Paper work giving to me it states that it was in fact a resurfacing of front brake rotors,

I declined Balancing of tires because I just had them rotated and balanced!

There is also a rod kit I was not told about

Still is also over turning wich was not fixed for the 3rd time, I have a witness Day after received my car back ~~car~~ went to luch and

Still over turning

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SAMUELS

PAGE 82/83

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12598

(239) 485-0600



BUICK



PONTIAC



Goodwrench

WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISE DESTREE REPINE	569	DATE 07/23/07	INVOICE NO. PNC5293683
	LABOR RATE 90.00	LEASE NO.	RELEASE 21,742	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE		DELIVERY DATE 07/07/06	STOCK NO. P6101
CAPE CORAL, FL	VEHICLE ID. NO. 1 G 2 Z H 1 5 8 5 6 4		SELLING DEALER NO. D I X I E	DELIVERY MILE
	NTA NO.	ROUTING	R.O. DATE 07/18/07	PRODUCTION DATE
COMMENTS				RELEASE CUT MO: 21742

LABOR & PARTS
CUST ST: WHEN IT WAS RAINING CUST PUT SEAT BELT ON AND SEAT WAS WET.
FOUND DRAIN HOSE OFF AT L.R. CORNER OF SUNROOF.
REPOSITIONED HOSE AND REATTACHED (BLUE/TIE WRAP)

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	15795249	*COMPRESSO 9.170			WARRANTY
JOB # 1	2	12378526-1	LUBRICANT 8.600			WARRANTY
JOB # 1	2	R134	12356150 FREDN			WARRANTY
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

JOB # 2 57BUZZER
CUST ST: WHEN IT WAS RAINING CUST PUT SEAT BELT ON AND SEAT WAS WET.
FOUND DRAIN HOSE OFF AT L.R. CORNER OF SUNROOF.
REPOSITIONED HOSE AND REATTACHED (BLUE/TIE WRAP)

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

JOB # 3 03BUZ
CUST ST: CLICKING IN STEERING WHEN TURNING EITHER DIRECTION
NOISE IN I-SHAFT
REPLACED I-SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	1	22687711	SHAFT KIT 6.525			WARRANTY
JOB # 3 TOTAL PARTS					0.00	
JOB # 3 TOTAL LABOR & PARTS					0.00	

JOB # 4 20BUZZER
RENTAL ENTERPRISE
VEHICLE DOWN DURING REPAIR(S)
PROVIDED ALTERNATE TRANSPORTATION

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

JOB # 5 4180Z
CUST ST: SOMETIMES STARTER STAYS ENGAGED AFTER STARTED
T38 0606040768
REPROGRAM PCM

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

** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ** *PS403,718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ** *PS403,718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal [(6.558.904(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 remanufactured battery sold in the state [s.403,718].

DB-003

PAGE 1 OF 2

CUSTOMER COPY

(CONTINUED ON NEXT PAGE) 08:57am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

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SAMUELS

PAGE 03/03

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12528

(239) 488-0600

**BUICK****PONTIAC****Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR DESIREE REPINE	569	TIN NO.	INVOICE DATE 07/23/07	INVOICE NO. PNC5293683
	LABOR RATE 90.00	LICENSE NO.	21,742	COLOR GRAY/EBONY	STOCK NO. P6101
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE			DELIVERY DATE 07/07/06	DELIVERY MILE
CAPE CORAL, FL	VEHICLE ID. NO. 1G2ZH158564			SELLING DEALER NO. DIXIE	PRODUCTION DATE
	RTS NO.	RD. NO.		AC DATE 07/18/07	
	COMMENTS				MILEAGE COST MO: 21742

JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INVT	INV. DATE	DESCRIPTION	WARRANTY
JOB # 4	7858	D270299	07/23/07	RENTAL	0.00
TOTAL - SUBLET					0.00

COMMENTS:
DROP OFF.

TOTALS

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....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ** *\$3403.718 represents a \$1.00 fee for each new tire sold in the State of Florida. ** *\$6403.718 represents a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal. [(6.550.904(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 remanufactured battery sold in the state. [(s.403.7185)].

11/14/2007 13:32 2392759761

SAMUELS

PAGE 01/01

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION: MY-12588

(239) 489-0800

**BUICK****PONTIAC****Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	878	TRUCK NO.	REVERSE DATE 11/07/07	INVOICE NO. PNC5298184
	LABOR RATE 90.00	LICENSER NO.	26,407	COLOR GRAY/EBONY	STOCK # P6101
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE			DELIVERY DATE 07/07/06	DELIVERY MILE
CAPE CORAL, FL	VEHICLE ID, VIN 1G2ZH158564			DEALING DEALER NO. DIXIE	PRODUCTION DATE
	PTS. NO.	PO. NO.		DEL. DATE 11/05/07	
COMMENTS					MILEAGE OUT MO: 26407

LABOR & PARTS
JOB # 1 5780Z INTERIOR TRIM TECH(S): 655 WARRANTY
CUSTOMER STATES
LEFT REAR TRIM PANEL HANGING DOWN.
QUARTER TRIM PANEL ON LEFT REAR LOOSE
REINSTALLED TRIM PANEL.

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

JOB # 2 4180Z STARTING & CHARGING TECH(S): 81 WARRANTY
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
TIMES.
OPERATING AS DESIGNED

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

JOB # 3 0380Z STEERING & SUSPENSION TECH(S): 655 WARRANTY
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 OUTER TIE ROD END
ROAD TESTED FOR CLUNK. INSPECTED STEERING AND
SUSPENSION. REPLACED RIGHT TIE ROD END AND SET TDE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
JOB # 3 1 15944090 ROD KIT 6.230
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

JOB # 4 1980VAC VALVE LIGHT ENGINE REPAIR TECH(S): 655 WARRANTY
CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM
ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST
REPAIR.
ROADTESTED AND CHECKED OVER. COULD NOT DUPLICATE CONCERN
OPERATING AS DESIGNED.

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

JOB # 5 70BUZZERENT RENTAL TECH(S): 81 WARRANTY
CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING
REPAIR OF VEHICLE
VEHICLE DOWN DURING REPAIR(S)

*** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. *** *PS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. *** *PS403.7183 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal. ((3.559.904(4)).

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 remanufactured battery sold in the state. [a.403.7185].

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SAMUELS

PAGE 01/04

DIXIE BUICK PONTIAC GMC TRUCK, INC.14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
STATE OF FLORIDA REGISTRATION : MV-12598
(239) 489-0600**BUICK**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TAX NO. 878	INVOICE DATE 11/07/07	INVOICE NO. PNC5298184
LABOR RATE 90.00	LESSOR NO.	MESSAGE 26.407	COLOR GRAY/EBONY	STOCK NO. P6101
YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE	VEHICLE ID. NO. 1G2ZH158564		DELIVERY DATE 07/07/06	DELIVERY MILES
CAPE CORAL, FL	P.C.E. NO.		SELLING DEALER NO. DIXIE	PRODUCTION DATE
COMMENTS			S.O. DATE 11/05/07	
RELEASED OUT MO: 26407				

PROVIDED ALTERNATE TRANSPORTATION

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

TECHNICIAN CERTIFICATION-----
 BI FRANK J. LESTICKO ASE STG

TOTALS-----	
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.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

* * This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. * * *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. * * *FS403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal. ((6550.004(4))

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 remanufactured battery sold in the state. (a.403.7185).

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SAMUELS

PAGE 02/04

DIXIE BUICK PONTIAC GMC TRUCK, INC.14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
STATE OF FLORIDA REGISTRATION : MW-12398
(239) 489-0800**BUICK****PONTIAC**

GENERAL MOTORS CORPORATION

**Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TRG NO. 878	INVOICE DATE 11/07/07	INVOICE NO. PNC5298264
[REDACTED] CAPE CORAL, FL	LABOR RATE 90.00	LICENSE NO.	VEHICLE 26,407	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE		DELIVERY DATE 07/07/06	STOCK NO. P6101
	VEHICLE ID. NO. 1G2ZH158564		DELIVERY MILE	PRODUCTION DATE
	REG. NO.	REG. NO.	SALES TAX 11/06/07	
COMMENTS				
				SALES TAX OUT MO: 26407

LABOR & PARTS

JP 1 1180Z

-ABS/BRAKE SYSTEM

TECH(S):655

WARRANTY

CUSTOMER STATES

VIBRATION WHEN BRAKING

FRONT BRAKE ROTORS WARPED

ROAD TESTED FOR BRAKE VIBRATION. RESURFACED FRONT
BRAKE ROTORS.

JOB # 1 TOTAL LABOR & PARTS

0.00

JP 2 04BUZ

-WHEELS & TIRES

TECH(S):655

CUSTOMER STATES VIBRATION AT HIGHWAY SPEEDS.

WOULD NEED TO START WITH TIRE BALANCE TO CORRECT

PROBLEM.

CUSTOMER DECLINED REPAIR

JOB # 2 TOTAL LABOR & PARTS

0.00

TOTALSNOTE: 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.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL S.O.G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

* * This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. * * *P#403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. * * *P#403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 REPAIRS.

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

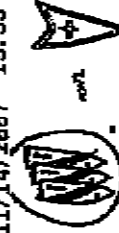
There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. (P#500.004(4)).

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 remanufactured battery sold in the state. [s.403.7185].

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SAMPLES

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DIXIE BUICK PONTIAC GMC TRUCK, INC.

 14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
 (239) 488-0500

BUICK PONTIAC



RECOMMENDED SERVICES STATE OF FLORIDA

OPERATION	OPERATION DESCRIPTION	POINT	MI
01BUZLOF	LUBE OIL & FILTER	MI	MI
32BUZHNHSE	COOLANT HOSES	MI	MI
04BUZGOTATE	ROTATE TIRES	MI	MI
23BUZTRANSNV	HANDSHIF	MI	MI




ITEM DESCRIPTION	QTY	MI	TOTAL
MT HOSES		MI	
COOLING SYSTEM		MI	
ML FILTER		MI	

SERVICE HISTORY

DATE	IS/PAIR ORDER	MI	PAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	293683		21742	569	655	W	39BUZAC	A/C BLOWS WARM
					655	W	57BUZ258	SEAT BELTS
					655	W	03BUZ	STEERING & SUSPENSION
					81	W	70BUZ22RENT	RENTAL
					655	W	47BUZ	STARTING & CHARGING
					655	W	11BUZ2RPLERKH	TRACTION CONTROL

SALESPERSON NO. 564 HAROLD E SILVERMAN \$ E R V I C E STATE REG# MV-12698

VEHICLE NO.	YEAR/MAKE/MODEL	VEHICLE NO.	YEAR/MAKE/MODEL	VEHICLE NO.	YEAR/MAKE/MODEL
1G22H158564	06/PONTIAC G6 COUPE	07/07/06	07/07/06	07/07/06	07/07/06
GRAY/EBONY IMPRES	GRAY/EBONY IMPRES	GRAY/EBONY IMPRES	GRAY/EBONY IMPRES	GRAY/EBONY IMPRES	GRAY/EBONY IMPRES
BUZZ	BUZZ	BUZZ	BUZZ	BUZZ	BUZZ
26.407	26.407	26.407	26.407	26.407	26.407
ANTHONY DAY	ANTHONY DAY	ANTHONY DAY	ANTHONY DAY	ANTHONY DAY	ANTHONY DAY

DATE	TIME	LOCATION	REPAIR	REPAIR	REPAIR
01/05/07	11/06/07	84:54 PM	5	90.00	90.00
01/05/07	11/06/07	84:54 PM	5	90.00	90.00
01/05/07	11/06/07	84:54 PM	5	90.00	90.00

 1 W 57BUZ INTERIOR TRIM
 CUSTOMER STATES
 LEFT REAR TRIM PANEL HANGING DOWN.

 2 W 41BUZ STARTING & CHARGING
 CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START
 STARTER WILL STAY ENGAGED, HAPPENS ABOUT EVERY \$ STARTS.

 3 W 03BUZ STEERING & SUSPENSION
 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.

 4 W 18BUZACVALVE LIGHT ENGINE REPAIR
 CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM
 ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST
 REPAIR.

 PLEASE READ CAREFULLY, CHECK ONE OF
 THE STATEMENTS BELOW, AND SIGN: I
 UNDERSTAND THAT UNDER STATE LAW, I
 AM ENTITLED TO A WRITTEN ESTIMATE, IF
 MY FINAL BILL WILL EXCEED \$100.

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

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

ESTIMATE.

57 Rental 8997

655

PAGE 1 OF 1

CUSTOMER COPY

 SEE BACK FOR ADDITIONAL
 INFORMATION REGARDING REPAIRS

298184

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMAMI TRAIL - FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12588

(239) 489-0600

**BUICK****PONTIAC**

GENERAL MOTORS CORPORATION

**Goodwrench****WARRANTY EXPIRING ?
SEE BUSINESS MANAGER**

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TAG NO. 878	INVOICE DATE 01/15/08	INVOICE NO. PNC5300784
	LABOR RATE 90.00	LICENSE NO.	ODR GRAY/EBONY	STOCK NO. P6101
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE	MI/AGE 29,570	DELIVERY DATE 07/07/06	DELIVERY MILE
CAPE CORAL, FL	VEHICLE ID. NO. 1G22H158564		SELLING DEALER NO. DIXIE	PRODUCTION DATE
	R/E. NO.	PO. NO.	FLD. DATE 01/10/08	
COMMENTS				MILEAGE OUT MO: 29570

LABOR & PARTS**J# 1 41BUZ****STARTING & CHARGING****TECH(S):90****WARRANTY**

CUSTOMER STATES WHEN STARTING VEHICLE STARTER WILL STAY ENGAGED/HAPPENS EVERY 10 TO 15 STARTS/HAPPENS WITH KEY OR REMOTE START.
DAVE HAYES AND HAYDEN HAWES CHECKED CAR WITH CUSTOMER AND COULD NOT DUPLICATE AT THIS TIME.

When I picked up car on 1/15/08 Dave turned it!

PARTS**QTY--FP-NUMBER****DESCRIPTION****LIST PRICE-UNIT PRICE****JOB # 1 TOTAL PARTS****0.00****J# 2:40BUZZ3****LAMPS & LIGHTS****TECH(S):90****WARRANTY**

CUSTOMER STATES FOGLIGHT SWITCH LIGHT INOP/FOGLIGHTS WORK SWITCH DOES NOT LIGHT UP
INDICATOR LIGHT IN SWITCH FLICKERS ON AND OFF/INTERNAL SHORT
REPLACED FOGLIGHT SWITCH AND CHECKED OPERATION.

PARTS**QTY--FP-NUMBER****DESCRIPTION****LIST PRICE-UNIT PRICE****JOB # 2 TOTAL PARTS****0.00****JOB # 2****1 15850573****SWITCH 2.485****JOB # 2 TOTAL LABOR & PARTS****0.00****J# 3 33BUZ****A/C & HEATING****TECH(S):90****WARRANTY**

CUSTOMER STATES HEATER MAKING WIRING NOISE WHEN USING/ SOUNDS LIKE IN DASH.
DAVE HAYES AND HAYDEN HAWES CHECKED CAR WITH CUSTOMER AND COULD NOT DUPLICATE CONCERN

Still not fixed and there's problem still there!

PARTS**QTY--FP-NUMBER****DESCRIPTION****LIST PRICE-UNIT PRICE****JOB # 3 TOTAL PARTS****0.00****J# 4 70BUZZRENT****RENTAL****TECH(S):90****WARRANTY**

CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING REPAIR OF VEHICLE
VEHICLE DOWN DURING REPAIR(S)
PROVIDED ALTERNATE TRANSPORTATION

PARTS**QTY--FP-NUMBER****DESCRIPTION****LIST PRICE-UNIT PRICE****JOB # 4 TOTAL PARTS****0.00****J# 5+01BUZZ0102****3000 INTERVALS SER****TECH(S):810****10.37**

PERFORM 3,000 MILE SERVICE PER MAINTENANCE GUIDE
LUBE OIL & OIL FILTER, TOP FLUIDS & ADJUST TIRE PRESSURES
THANK YOU FOR SERVICING YOUR VEHICLE AT
DIXIE BUICK PONTIAC GMC

* * This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. * * *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. * * *FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal. ((a.559.804(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 remanufactured battery sold in the state. [s.403.7185].

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14665 SOUTH TAMiami TRAIL - FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12598

(239) 489-0800

**BUICK****PONTIAC**

GENERAL MOTORS CORPORATION

GoodwrenchWARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	878	INVOICE DATE 01/15/08	INVOICE NO. PNC3300784
	LABOR RATE 90.00	LICENSE NO.	MILEAGE 29,570	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE		DELIVERY DATE 07/07/06	STOCK NO. P6101
CAPE CORAL, FL	VEHICLE I.D. NO. 1G2ZH158564		SELLING DEALER NO. DIXIE	DELIVERY MILE
	P.T.E. NO.	P.O. NO.	R.O. DATE 01/10/08	PRODUCTION DATE
RESIDENCE PHONE	WORK PHONE	COMMENTS		MILEAGE ONLY MO: 29570

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5	1	25010792	FILTER 1.836	6.16	6.16	6.16
					JOB # 5 TOTAL PARTS	6.16
					JOB # 5 TOTAL LABOR & PARTS	16.53
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION		
JOB # 4	9651	H74752112	01/15/08	RENTAL		
					TOTAL - SUBLET	WARRANTY 0.00
G.O.G. & SUPPLIES						
JOB # 5	4.5	CARTRIDGE MOTOR OIL	@	3.350	/UNIT	15.08
					TOTAL - GOG	15.08
MISC	CODE	DESCRIPTION		CONTROL NO		
JOB # 5		OIL OIL FILTER DISPOSAL CHARGE				1.00
					TOTAL - MISC	1.00
COMMENTS						
DAMAGE TO LEFT FRONT DOOR						
RECOMMENDATIONS						
DAMAGE TO LEFT FRONT DOOR						
TECHNICIAN CERTIFICATION						
90		JAMES R GABRIELE			ASE & GM CERTIF	
TOTALS						

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	10.37
TOTAL PARTS	6.16
TOTAL SUBLET	0.00
TOTAL G.O.G.	15.08
TOTAL MISC CHG.	1.00
TOTAL MISC DISC	0.00
TOTAL TAX	1.96

TOTAL INVOICE \$ 34.57

CUSTOMER SIGNATURE

** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ** *PS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ** *PS403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 REPAIRS.

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

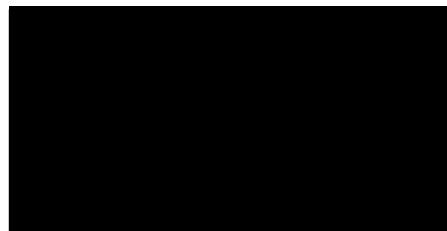
There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [(a.559.804(4))].

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 remanufactured battery sold in the state. [(s.403.718)].

In regards to the vehicle staying engaged, when I was with Dave Hayes and Hayden Hawes they tried to explain to me that maybe I was holding the keys 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 keys it over turned there for not correcting the problem again for what I believe to be the 4th time if you look at my records.


Also Dave Hayes and Hayden Hawes as well as myself only started the car approximately 3 times.

1/10/08

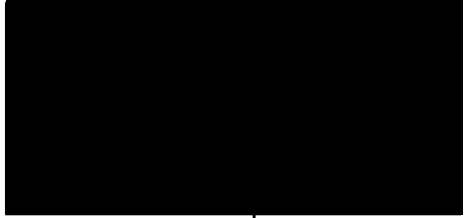


Also in regards to the whirring noise that has also been a problem since they repaired the a/c when it went out, I had also explained to Dave Hayes and Haylen Hawes that this was not a constant problem but when the car has been running for a while and stopped at a red light which is when this occurred to me with the A/C or heat on you can hear this noise.

Hot air blowing through the vents which was stated by Dave Hayes when the car was only 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 did not change as I documented how many there was on the car when I took it in for repair, which to me is not standing by their product or trying to satisfy 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 replacement of a tie rod to list only a couple of problems I do not even feel safe in this car.



→

03/31/2008 10:00 2392759761

SAMUELS

PAGE 01/01

Ph. 606471-7094

SEND TO:

ESTIMATICS UNIT -

Fax Phone:

Office Phone: 1-866-775-3691

REQUESTING SHOP INFORMATION

Shop Name: Dean's Auto Body

Shop Address/Location: 5th Ave
Lehigh Acres FL

Phone #: (239) 895-1659

Fax #: _____

Contact Person: Dean Patterson

VEHICLE INFORMATION

Address: [REDACTED] Cape Coral, FL

Owner Name: [REDACTED] VIN# 1G2ZH15854

Vehicle year: 2006 Make: Buick Model: G-6

Original Estimator: [Signature]

Date of Original Estimate: 12-14-07

Is vehicle ready for inspection? ☐ Yes ☐ No

SUPPLEMENT INFORMATION

[illegible]

Comments / Approval:

60⁰⁰ mat.
500⁰⁰

NOTICE: PRIVATE AND CONFIDENTIAL

The information contained in this facsimile 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 reliance on the contents of this transmission, without the express written consent 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.

ADR REPURCHASE CHECKLIST

SR # 71-595410065, 1G2ZH158564 VIN-

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

- ☒ Cover sheet denoting a **Request #** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- ☒ PRA FORM (Voluntary Repurchase only)
- ☐ Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates
- ☒ Invoice on original vehicle (from BARS)-old VIN & new VIN if a trade
- ☒ Incentive Acknowledgement Form
- ☒ Signed Bill of Sale on original vehicle
- ☒ Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA
- ☒ Agreement to Arbitrate (**For CA cases, attach the CCF**)
- ☒ Repair Orders (**KY and FL only**)
- ☐ Invoice for any conversion package (**if applicable**)*** 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
120 W. Madison, 10th 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: [REDACTED] vs Pontiac/GMC Division 1G2ZH158564 [REDACTED]

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

CBBB

3/13/2008 11:05:23 AM

PAGE 003/008

Fax Server

TO: [REDACTED] COMPANY:



ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

Customer: [REDACTED]

State: FL

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564 [REDACTED]

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): [REDACTED]

Date: 3/17/08

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

[REDACTED]
Cape Coral, FL [REDACTED]

Subject: Repurchase of 2006 Pontiac G6
VIN: 1G2ZH158564 [REDACTED]
Ref SR:71-595410065 V-147769

Dear [REDACTED]

We regret that you are dissatisfied with your 2006 Pontiac G6, VIN **1G2ZH158564** [REDACTED] and that our attempts to resolve your concerns have not met your expectations. Pontiac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, Pontiac will repurchase your vehicle for **\$21,403.59**. Your responsibilities are outlined below. This was calculated by using the following figures.

Total Repurchase Amount	\$21,403.59
Base Price	\$23,130.00
Reg/Lic/Title Fees	\$179.85
State Fees	\$23.50
Sales Tax	\$1,389.21
Finance Charges	\$2,192.28
Plus GMPP prorated amt	\$720.30
Plus GAP insurance prorated amt	\$209.95
Plus Document Stamps	\$91.00
Less Usage	\$5,532.50
Less Incentives	\$1,000.00
Less Payoff of Original Vehicle-Good until 4-22-08	\$18,215.63
Total Amount to Customer	\$3,187.96

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

147769



Case Number: 147769

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

Created Date: 03/25/2008

Vehicle Info

***VIN:** 1G2ZH158564 [REDACTED]

Year: 2006

MSRP: 24295.0

Make: Pontiac

***TAC #:** N/A

Model: G6

Vehicle Comments & TAC Explanation:

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

***Date Reviewed with Customer:** 03/24/2008

***Repurchase Mileage:** 30000

Original Purchase Date: 07/07/2006

***Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type Joint Owners

*** Names(s) on Title:** [REDACTED]

*** Title State:** FL

*** Primary Owner:** [REDACTED]

*** Secondary Owner:** [REDACTED]

*** Address** [REDACTED]

*** City** Cape Coral

*** State** FL

*** ZIP Code:**

*** Day Phone:** [REDACTED]

*** Home Phone:**

*** Cell Phone:**

*** E-mail:** jspiegel@consumerlawcen..

*** Fax Phone:** (866) 264-3755

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

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

*** Company:** GMAC

Account #: [REDACTED]

Contact or Attention:

Address P O Box 8110

City Cockeysville

State MD

ZIP Code: 21030

Day Phone: (800) 200-4622

Fax:

E-mail:

Original Selling Dealer

*** Dealer #:** 118301

Dealer Name: DIXIE BUICK PONTIAC GMC TRUCK

Region: 30

District: 1252

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

Fax: (239) 489-0798

*** Contact Name:** Robert Atkins

*** Contact Title:** GNL MGR

E-Mail:

Repurchasing Dealer: -

Repair

*** Contact Name:** David Hayes

*** Contact Title:** SVC MGR

Vehicle Location: -



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:	FL	* Type:	Straight Repurchase
Source:	ADR BBB Mandated		
Replacement VIN:			-
Compliance Date:	2008-04-18	Compliance Type:	State Mandate
MSRP:	0.0	Order #:	

Repurchase:

*** Processing Instructions:**

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

Disposition:

GM auction

*** Processing Instructions:**

Transaction Details

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
Usage	Use Lemon Law	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

03/24/2008 11:47 2392759761

SAMUELS

PAGE 02/02

REG. TAX	INIT REG.	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$43.10	\$100	\$7.75	\$	\$0.00	\$
PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL	
X	07/07/06	\$0.00	\$	\$179.85	

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 07/07/06
DL #: [REDACTED]
TAG #: U234FM DECAL #: 09362694 EXP: 06/26/07
VIN: 1G2ZH1S8564 [REDACTED] TC: 96230880 YR/MAKE: 2006 PONT

[REDACTED]

CAPE CORAL, FL [REDACTED]

L#: T#: 463667736 B#: R#: 463667754

Do have 08" Tag
Just lost Registration
Card!

Thanks

[REDACTED]

Mandatory Repurchase

XXX BBB Case

Mandatory Straight Repurchase

COMPLIANCE DATE ____ **4-18-08**

ADR REQUEST NUMBER ____ **71-595410065**

CUSTOMER NAME ____

LAST SIX OF VIN _____

ADR CRS ____ **Marion Lindsey 1-866-7905700** **EXT.** ____ **21259**

DVM _ **Hayden Hawes** **PHONE** ____ **813-541-5615**

DATE ACCEPTANCE RECEIVED ____ **3-18-08**

NUMBER OF DAYS FOR COMPLIANCE _____ **30**

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.

ADR REPURCHASE CHECKLIST

SR # 71-595410065,

VIN-

1G2ZH158564

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

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- ☒ 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
120 W. Madison, 10th Fl.
Chicago, FL 60602
Phone # 312-578-9428
Fax # 866-264-3755

jspiegel@consumerlawcenter.com



Reacquired Vehicle Disclosure Center

Case Number: 147769

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

Created Date: 03/25/2008

Vehicle Info

***VIN:** 1G2ZH158564 [REDACTED] **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

***Date Reviewed with Customer:** 03/24/2008

***Repurchase Mileage:** 30000

Original Purchase Date: 07/07/2006

***Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type

Joint Owners

*** Names(s) on Title:** [REDACTED]

*** Title State:** FL

*** Primary Owner:** [REDACTED]

*** Secondary Owner:** [REDACTED]

*** Address**

*** City**

Cape Coral

*** State** FL

*** ZIP Code:**

*** Day Phone:**

*** Home Phone:**

*** Cell Phone:**

*** E-mail:** jsiegel@consumerlawcen..

*** Fax Phone:** (866) 264-3755

*** Reason Repurchase**

Engine noise , electrical hard start, steering noise , suspension alignment , HVAC

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

*** Company:** GMAC

Account #: [REDACTED]

Contact or Attention:

Address

P O Box 8110

City

Cockeysville

State

MD

ZIP Code: 21030

Day Phone:

(800) 200-4622

Fax:

E-mail:

Original Selling Dealer

*** Dealer #:** 118301

Dealer Name: DIXIE BUICK PONTIAC GMC TRUCK

Region: 30

District: 1252

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

Fax: (239) 489-0798

*** Contact Name:** Robert Atkins

*** Contact Title:** GNL MGR

E-Mail:

Repurchasing Dealer: -

Repair

*** Contact Name:** David Hayes

*** Contact Title:** SVC MGR

Vehicle Location: -



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:	FL	* Type:	Straight Repurchase
Source:	ADR BBB Mandated		
Replacement VIN:	-		
Compliance Date:	2008-04-18	Compliance Type:	State Mandate
MSRP:	0.0	Order #:	

Repurchase:

*** Processing Instructions:**

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

Disposition:

GM auction

*** Processing Instructions:**

Transaction Details

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
Usage	Use Lemon Law	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

2006 G6 - GT COUPE
46U STEALTH GRAY METALLIC /V6G
19C EBONY
ORDER NO. JRBZXT/TRE STOCK NO.
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
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 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.

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

03/24/2008 11:47 2392759761

SAMUELS

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REG. TAX	INIT REG.	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$43.10	\$100	\$7.75	\$	\$0.00	\$
PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL	
X	07/07/06	\$0.00	\$	\$179.85	

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 07/07/06
DL#: [REDACTED]
TAG#: [REDACTED] DECAL#: 09362694 EXP: 06/26/07
VIN: 1G2ZHS6564 [REDACTED] TC: 96230880 YR/MAKE: 2006 PONT

[REDACTED]
CAPE CORAL, FL [REDACTED]

L#: T#: 463667736 B#: R#: 463667754

Do have 08" Tag
Just lost Registration
Card!

Thanks

[REDACTED]

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RETAIL INSTALLMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Buyer (and Co-buyer) - Name and address (include county and zip code)	Creditor (Seller name and address)
CARL CORAL, JR. & LEE 14565 SOUTH TARRANT TRAIL FT. MYERS, FL 33912	DIXIE QUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TARRANT TRAIL FT. MYERS, FL 33912

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

New or Used	Year	Weight (lbs.)	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	3300	PONTIAC	1G2ZH150564	<input checked="" type="checkbox"/> Personal, family, or household <input type="checkbox"/> Agricultural <input type="checkbox"/> Business

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$ 1000.00.
5.50%	\$ 3851.25	\$ 25920.75	\$ 29832.00	\$ 29832.00

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	\$ 497.20	Monthly beginning 08/22/2006	

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

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

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

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

ITEMIZATION OF AMOUNT FINANCED

- Cash price (including any accessories, services, and taxes): 29832.00
- Total downpayment - (If negative, enter 0 and see line 4 below): 1000.00
 - Gross trade-in \$ N/A - Cash \$ 0.00
 - Net trade-in \$ N/A - Cash \$ 0.00
 - + other (describe) BAT BOMBS/POD CONQUE \$ 1000.00
- Unpaid balance of cash price (1 minus 2): 28832.00
- Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):
 - Cost of optional credit insurance paid to the insurance company or companies:
 - Life N/A
 - Disability N/A
 - Other insurance paid to the insurance company: N/A
 - Other fees paid to government or other: N/A

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

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

Check the insurance you want and sign below:

Optional Credit Insurance:

☐ Credit Life: ☐ Buyer ☐ Co-buyer ☐ Both
Term N/A

☐ Credit Disability (Buyer Only)
Term N/A

Premium:

Credit Life \$ N/ACredit Disability \$ N/AN/A

(Insurance Company)

N/A

(Home/Office Address)

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

If the box above is checked, you agree that you will keep the insurance policy and sign the following acknowledgment:

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

Buyer Signature _____ **Date** _____
Seller Signature _____ **Date** _____

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G	Government documentary stamp taxes	\$	91.00
F	Government taxes not included in cash price (describe)		
		\$	N/A
G	Government certificate of title fees (including \$ N/A security interest recording fee)	\$	N/A
H	Other charges (Seller must identify who is paid and describe purpose.)		
	to SELLER & GMP for SERVICE CENTER	\$	1,870.00
	to STATE OF FL for TAX ON SVC CH	\$	88.20
	to DIXIE BULK for GAP PROTECTION	\$	599.00
	to N/A	\$	N/A
	to N/A	\$	N/A
	to N/A	\$	N/A
	to N/A	\$	N/A
I	Net trade-in payoff to	\$	N/A
	Total other charges and amounts paid to others on your behalf	\$	2,247.20 (4)
	Amount financed (3 + 4)	\$	25,970.75 (6)

credit life insurance policy does not contain this restriction.)

Buyer Signature _____ Date _____

Co-Buyer Signature _____ Date _____

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

Buyer Signature _____ Date _____

Co-Buyer Signature _____ Date _____

Other Insurance

☐ N/A Type of Insurance _____ Term _____

Premium \$ _____

(Insurance Company)

(Home Office Address)

Insert the insurance checked above.

Buyer Signature _____ Date _____

Co-Buyer Signature _____ Date _____

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding.

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

See back for other important agreements.

(a) Do not sign this contract unless you read it or it is explained to you in plain language.

(b) You are entitled to an exact copy of this contract you sign. Keep it to protect your legal rights.

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

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

Buyer Signs X _____ Date 02/07/2006 Co-Buyer Signs X _____ Date 07/07/2006

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

Other owner signs here X _____ Date _____ Address _____

When in the State of Florida, the Seller assigns its interest in this contract to: ☒ General Motors Acceptance Corporation (GMAC) ☐ GMACAS ☐ Nuvel Credit Corporation.

under the terms of Seller's agreement with assignee.

Assigned with recourse Assigned without recourse or with limited recourse

Seller By _____ Title _____

Seller By _____ Title _____

2109 FR-FL 80005 (For use in the State of Florida) (1 of 4) Notice See Other Side

Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

TRIPPLICATE ORIGINAL - DEALER'S COPY

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GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



(includes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1 6 2 2 H 1 6 8 5 6 4 [REDACTED]

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
BAT BONUS	\$ 500.00	BAT BONUS
PDM CONQUEST	\$ 500.00	PDM CONQUEST
	\$ NONE	
	\$ NONE	
	\$ NONE	
Total Incentive Amount Received \$ 1000.00		

2. Other Program Selection (Which may or may not be in line of customer incentive programs, for example, Division supported financing/leasing, etc.)

a. I elect to receive in lieu of b. I elect to receive and/or

- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

- a. **Vehicle Incentive Acknowledgment.** I am the ultimate retail purchaser or lessee of the vehicle bearing the vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 07/07/06. I acknowledge receipt of incentive(s) as described in Item 162 and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? Yes No

- b. **Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service is my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.800.4ONStar (1.800.466.7827) or TTY 1.877.248.2688 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 07/07/06

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

Authorized Dealer Signature: [REDACTED]

Date: 07/07/06

BUICK BUICK PONTIAC GMC TRUCK, INC.

BUICK 39-320

GMC 53-484

PONTIAC 17-059

CRM37959/05

Dealer Note: This is a required document and must be completed, signed, and retained in EVERY DEAL FILE for new retail accounts even if there are no incentives or rate support available. Copies of the completed form should be provided to the customer.

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

Customer



Request #

71-595410065

BBB #

PGM0831666

PURCHASE PRICE: <i>(From dealer Bill of Sale) -- (Selling Price)</i>	(+) 23130.00
MSRP: <i>(From BARS Invoice)</i>	(-) 24295.00
DIFFERENCE:	(=) -1165.00

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

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

PURCHASE PRICE <i>(From dealer Bill of Sale) – (before tax, tag, etc.)</i>	(+) 23130.00
GM CARD POINTS:	DO NOT INCLUDE
INCENTIVES (from BARS): <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i> 1: 2: 3: TOTAL INCENTIVES <i>(Not included in Purchase Price)</i>	(-) 1000.00
OVERALLOWANCE: <i>(From above)</i>	(-) 0
NEGATIVE EQUITY: <i>(If NOT shown in contract)</i>	(-) 0

Actual price of Vehicle that should be presented to BBB for ATA	(=) 22130.00
--	---------------------

**BBB AUTO LINE****AGREEMENT TO ARBITRATE**

Date: 02/04/2008

Case Number: PGM0831666

Customer: [REDACTED]

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564 [REDACTED]

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:

Directions to Better Business Bureau**ADDRESS:** 2655 McCormick Drive, Clearwater, FL 33759**PHONE:** (727) 535-5483 OR (800) 955-5100 Ext. 240**Directions to Clearwater BBB coming from South Florida
(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 686 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 Blvd.
- 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. BBB office is located at end of drive (2-story building).

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

- Take State Road 60 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. BBB 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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RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)

Creditor (Seller name and address)

CABE CORAL FL

CO-LEE

DIXIE BUICK PONTIAC GMC TRUCK, INC.
14665 SOUTH TAMIAMI TRAIL
FT. MYERS FL 33912

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

New or Used	Year	Weight (lbs.)	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	3362	PONTIAC G6	1627H159564	<input checked="" type="checkbox"/> Personal, family or household <input type="checkbox"/> agricultural <input type="checkbox"/> business

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment.
5.50%	\$ 3831.20	\$ 25970.75	\$ 29832.00	\$ 30832.01

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	\$ 497.20	Monthly beginning 08/22/2006	

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

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

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes):

2 Total downpayment - (If negative enter "0" and sign line 4 below)

Gross trade-in \$	N/A	payoff by seller \$	N/A
+ net trade-in \$	N/A	+ cash \$	0.01
+ other (describe)	BAT BOWTIE/PDN CONQUE	\$	1000.00

3 Unpaid balance of cash price (1 minus 2) \$ 23722.65(9)

4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):

A Cost of optional credit insurance paid to the insurance company or companies

Life \$ N/A

Disability \$ N/A

B Other insurance paid to the insurance company \$ N/A

C Official fees paid to government agencies \$ N/A

(describe)

D Government license and registration fees \$ N/A

(describe)

E Other charges \$ N/A

(describe)

F Other charges \$ N/A

(describe)

G Other charges \$ N/A

(describe)

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

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both Term N/A

☐ Credit Disability (Buyer Only)

Term N/A

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

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

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

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

Buyer Signature Date

Creditor Signature Date

Witness Signature Date

Witness Signature Date

Witness Signature Date

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E Government documentary stamp taxes	\$	91.00
F Government taxes not included in cash price (describe)		
G Government certificate of title fees (including \$ N/A security interest recording fee)	\$	N/A
H Other charges (Seller must identify who is paid and describe purpose.)		
to SELLER & GMP for SERVICE CONTR		1470.00
to STATE OF FL for TAX ON SVC CH		88.20
to DIXIE BUICK for GAP PROTECTION		599.00
to N/A	\$	N/A
to N/A	\$	N/A
to N/A	\$	N/A
I Net trade-in payoff to	\$	N/A
Total other charges and amounts paid to others on your behalf	\$	2248.20 (4)
6 Amount financed (3 + 4)	\$	25970.75 (5)

credit life insurance policy does not contain this restriction.)	
X	Buyer Signature
	Date
X	Co-Buyer Signature
	Date
9. You understand that the benefits under this credit life insurance policy will <input type="checkbox"/> will not <input type="checkbox"/> terminate when you reach a certain age and you verify that your age is accurately represented on the application or policy.	
X	Buyer Signature
	Date
X	Co-Buyer Signature
	Date
Other Insurance	
<input type="checkbox"/> N/A	N/A
Type of Insurance	Term
Premium \$	N/A
(Insurance Company)	
(Home Office Address)	
I want the insurance checked above.	
X	Buyer Signature
	Date
X	Co-Buyer Signature
	Date
ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.	

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between Buyer and Seller. Any change to the contract must be in writing. All changes are binding.

Buyer Signs X _____ Co-Buyer Signs X _____

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

See back for other important agreements.

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

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

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

Buyer Signs X _____ Date 07/07/2006 Co-Buyer Signs X _____ Date 07/07/2006

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

Other owner signs here X _____ Date _____ Address _____

CREDITORS: DIXIE BUICK PONTIAC GM. Date 07/07/2006 By X _____ Title _____

Seller assigns its interest in this contract to: <input checked="" type="checkbox"/> General Motors Acceptance Corporation (GMAC) <input type="checkbox"/> GMACAB <input type="checkbox"/> Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.	
Assigned with recourse	
Assigned without recourse or with limited recourse	
Seller	By _____ Title _____
Seller	By _____ Title _____

Dec-14-07 04:04P

P.15

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GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



(excludes Saturn)

CUSTOMER NAME: _____

VIN: _____

1 6 2 2 H 1 5 8 5 6 4 _____

1. Customer Incentive

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

Incentive Program Reference

BAT BONUS

PDM CONQUEST

Amount

\$ 500.00

\$ 500.00

\$ NONE

\$ NONE

\$ NONE

GM Incentive Code

BAT BONUS

PDM CONQUEST

Total Incentive Amount Received \$ 1000.00

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)

a. I elect to receive _____ in lieu of _____

and/or

b. I elect to receive _____

-CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE-

- a. **Vehicle Incentive Acknowledgment.** I am the ultimate retail purchaser or lessee of the vehicle bearing the vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 07/07/06. I acknowledge receipt of incentive(s) as described in Item 1&2 and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? Yes No

- b. **OnStar Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.348.3000 and request that my Services be cancelled.

Purchaser/Lessee Signature: _____

Date: 07/07/06

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and that the incentive(s) described in Item 1 and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this Dealership and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: _____

Date: 07/07/06

DDTE BUICK PONTIAC GMC TRUCK, INC.

BUICK 39-320

GMC 53-484

PONTIAC 17-059

GMC 3795 905

Dealer Note: This is a required document and must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of this completed form should be provided to the customer.

Dec-14-07 04:02P

P.11

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DIXIE-BUICK PONTIAC GMC TRUCK, INC.14585 SOUTH TAMiami TRAIL - FORT MYERS, FLORIDA 33912
(239) 489-0600

BUICK PONTIAC

**RECOMMENDED SERVICES****STATE OF FLORIDA REGISTRATION : MV-12588**

ITEM NO.	DESCRIPTION	QUANTITY	UNIT	OPERATION	QUANTITY	UNIT	ITEM NO.	DESCRIPTION	QUANTITY	UNIT
01BUZLOF	LUBE, OIL, & FILTER		MI	00BUZ02	LUB OIL, FILTER					

SERVICE HISTORY

DATE	TIME	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TECHNICIAN	TYPE	OPERATION	DESCRIPTION
12/20/05				561	8888	NEW VEHICLE INSPECT		

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12588

VEHICLE NO. 1G2ZH158664	YEAR/MODEL 06/PONTIAC/G6/2DR CPE GT	PRODUCTION DATE	STOCK NO. P6101	LICENSE NO. 278888
CUSTOMER NO. 63244	SERVICE CONTRACT GMFF	DELIVERY DATE 07/07/06	DELIVERY TIME	SELLING DEALER NO. 09/12/06
COLOR STEALTH GRAY MET/E	CONTRACT NO.	ESTIMATED PRICE 75,000	TAXES 782	
TURNED IN 80ZZ	ARR. COND. AS	RELEASE 3,970	ADDITIONAL NO. 569	DESIREE REPINE

VEHICLE HISTORY: 02:22pm 09/13/06 04:48pm 3

VEHICLE HISTORY: 02:22pm 09/13/06 04:48pm 3

VEHICLE HISTORY: 02:22pm 09/13/06 04:48pm 3

COMMENTS : DROP

1. W 18BUZ
CUST ST: WHEN STEERING EITHER DIRECTION
RADIO DISPLAY READS "POWER STEERING"

EMISSION CONTROL

2. W 70BUZ8UBLET
CUST ST: RENTAL HERTZ

SUBLETRental 12
Date Out 2/20/06

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
- SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS		
ADDITIONAL AUTHORIZED AMOUNT		

EST. REPAIRS AUTHORIZED BY	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED
EST. REPAIRS AUTHORIZED BY	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED

FR & DOOR DAMAGED
H. ROOT & T. AVN - due to delay in parts & work.

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

DB-002

PAGE 1 OF 1

CUSTOMER COPY

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Dec-14-07 04:02 PM

12
P.12
The steering wheel position sensor is the valid signal of the steering system's center position.

Circuit Description
The steering wheel position sensor is the valid signal of the steering system's center position.

DTC C0460 (Symptom 00)
Part(s) are those which may be the selling dealer hereby, either express or implied merchantability or fitness for assumes nor authorizes any liability in connection with the Buyer shall not be entitled to any consequential damages, or loss of use, loss of time, loss or incidental damages.

\$30.00 PER DAY WILL BE AYS AFTER YOU HAVE BEEN E COMPLETED.

ask for 12 months or 12,000 miles, repair or replacement fails in normal use'll be free of charge. Parts and

ARGE: A SMALL CHARGE WILL BE OUR INVOICE FOR THE MANAGEMENT OF WASTE (USED OILS, ANTIFREEZE, JOINT PARTS CLEANERS, SOLVENTS, ETC.) OR USED DURING THE PERFORMANCE OF OUR SERVICE CENTER. IN IS AVAILABLE FROM OUR CASHIER.

for charges which represent costs or profits to shop supplies or waste disposal. These charges apply and will not exceed a maximum of \$10.00.

time a \$1.00 fee to be collected for each new tire, and a \$1.50 fee to be collected for each new battery sold in the state (a. 403.71(93).

ES: a small charge is included for supplies like. These items are nuts, bolts, screws, tape, solvents, cleaning cloths, sealers, silicone. A complete list from Cashier is available.

INAL INSTRUCTIONS OR ESTIMATES

D CONDITIONS

WARRANTY

TECHNICIAN'S FINDINGS AND REMARKS

279888

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TOTAL PARTS

TOTAL LABOR

GOS

TAX

TOTAL



- 1. Clutch
- 2. In clutch
- 3. Drive
- 4. Shifting
- 5. Idle
- 6. 1st Gear

Hours

From/End

Notes

Fuel

F N E

JOB 01

JOB 02

WE, 13 PM 4:15

WE, 13 PM 3:05

JOB 03

FR, 15 PM 1:15

FR, 15 PM 1:15

JOB 04

TU, 19 PM 2:10

JOB 05

JOB 06

Dec-14-07 03:57P

P.02

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BUICK PONTIAC



DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600



Goodwin



RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : MV-12589

[illegible]

SERVICE HISTORY

SERVICE HISTORY		STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. DATE NO. BILL NO.	TIME	OFF	VEHICLE DESCRIPTION
08/12/08	21888	58	5970	569	655	W	198UZ
12/20/05	25960	5	339	183	416	W	708UZSUBLET
						I	948UZ
							LIGHT SUBLE SALES
							ENGINE REPAIR NEW VEH INSP

SALESPERSON NO. 564

HAROLD E SILVERMAN

S E R V I C E

STATE REG# MV-12598

[illegible]

- | | | | |
|---|---|-----------------------|-------|
| 1 | W 03BUZ
CUST ST: WHEN TURNING EITHER DIRECTION THE RADIO WILL
DISPLAY A "POWER STEERING MESSAGE". SEE HISTORY | STEERING & SUSPENSION | C0460 |
| 2 | C 00BUZ02
PERFORM OIL CHANGE PER CUSTOMER'S REQUEST
INSTALL NEW FACTORY OIL FILTER, TOP FLUIDS, LUBE CHASSIS AS
REQUIRED. RESET OIL LIFE SYSTEM IF APPLICABLE. | LUBE OIL FILTER | 3080 |
| 3 | C 00BUZ03
ROTATE TIRES & ADJUST TIRE PRESSURES PER CUSTOMER REQUEST | ROTATE TIRES | 1800 |
| 4 | W 40BUZ
CUST ST: CIG OUTLET INOP | BODY ELECTRICAL | |

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ **DATE** _____

ORDERED BY/NAME	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZED REPAIRS	ADDITIONAL AUTHORIZED \$ AMOUNT	
ADOL REPAIRS AUTHORIZED BY	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED BY	
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY	
<p>DATE: 12-15-80</p> <p>TIME: 3:10 PM</p> <p>REPAIRS: 3. Day Rental due</p> <p>NOTE: CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREPARED BY THE REPAIRMAN. CHARGE WILL BE \$10.00 IF BOTH <input type="checkbox"/> MATERIALS <input type="checkbox"/> LABOR <input type="checkbox"/> RATE <input type="checkbox"/> BOTH</p> <p>SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS.</p>		
(CONTINUED ON NEXT PAGE)		289869

STATION (SEE PAGE)	PLAT RATE PRICE	W.D. NO.	TIME	OFF
28		282867	7:00	4:15

PAGE 1 OF 2

CUSTOMER COPY

INFORMATION REGARDING REPAIRS
(CONTINUED ON NEXT PAGE) 289869

Dec-14-07 03:58P

DIXIE BUICK PONTIAC GMC TRUCK, INC.14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 486-0800

Goodwrench

**RECOMMENDED SERVICES****STATE OF FLORIDA REGISTRATION : MV-12598**

ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL	ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
01BUZLOF 00BUZ02	LUBE, OIL, & FILTER LUBE OIL FILTER	MI	MI		04BUZROTATE	ROTATE TIRES	MI		

SERVICE HISTORY

DATE	MILEAGE	DESCRIPTION	TECHNICIAN	WARRANTY	WARRANTY	WARRANTY	WARRANTY	WARRANTY	WARRANTY
09/12/06	278888	3970	569	655	W	19BUZ	LIGHT ENGINE REPAIR		
12/20/05	265960	3	339	183	W	70BUZSUBLET	SUBLET		
				416	I	94BUZ	SALES - NEW VEH INSP		

SALESPERSON NO. 564 HAROLD E SILVERMAN **S E R V I C E** STATE REG# MV-12598

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMEX		VEHICLE ID NO. 1G2ZH158564		YEAR/MANUFACTURER 08/PONTIAC/G6/2DR CPE GT		PRODUCTION DATE 07/07/06		STOCK NO. 66101		LICENSE NO. 289869	
SALES FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH		TIME RECEIVED 02:41pm		DATE/TIME PROGRAM 04/17/07 05:00pm		PRIORITY 3		CUSTOMER NO. 63244 GMPP		SERVICE CONTRACT 07/07/06	
RETURN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO		APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO		DATE/TIME OF REPAIR 04/17/07 05:00pm		LABOR RATE 90.00		COLOR STEALTH GR MET/E		CONTRACT NO. 07/07/06	
APPROVAL <input type="checkbox"/> YES <input type="checkbox"/> NO		APPROVAL <input type="checkbox"/> YES <input type="checkbox"/> NO		APPROVAL <input type="checkbox"/> YES <input type="checkbox"/> NO		APPROVAL <input type="checkbox"/> YES <input type="checkbox"/> NO		APPROVAL <input type="checkbox"/> YES <input type="checkbox"/> NO		APPROVAL <input type="checkbox"/> YES <input type="checkbox"/> NO	

6 W 70BUZZRENT **RENTAL**
CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING
REPAIR OF VEHICLEPLEASE READ CAREFULLY, CHECK ONE OF
THE STATEMENTS BELOW, AND SIGN: I
UNDERSTAND THAT UNDER STATE LAW, I
AM ENTITLED TO A WRITTEN ESTIMATE, IF
MY FINAL BILL WILL EXCEED \$100.
☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE
 AS LONG AS THE REPAIR COSTS
 DO NOT EXCEED \$_____. THE SHOP
 MAY NOT EXCEED THIS AMOUNT WITHOUT MY
 WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
 SIGNED: _____ DATE _____

OTHER PERSON WHO MAY AUTHORIZE REPAIRS

ADDITIONAL AUTHORIZED \$

ADDITIONAL AUTHORIZED \$

ADDITIONAL AUTHORIZED \$

ADDITIONAL AUTHORIZED \$

ADDITIONAL AUTHORIZED \$

ADDITIONAL AUTHORIZED \$

ADDITIONAL AUTHORIZED \$

ADDITIONAL AUTHORIZED \$

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ADDITIONAL AUTHORIZED \$

ADDITIONAL AUTHORIZED \$

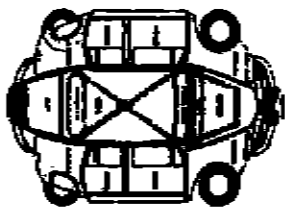
ADDITIONAL AUTHORIZED \$

ADDITIONAL AUTHORIZED \$

ADDITIONAL AUTHORIZED \$

ADDITIONAL AUTHORIZED \$

ADDITIONAL AUTHORIZED \$

TERMS AND CONDITIONS		TECHNICIAN'S FINDINGS AND REMARKS	
<p>1. The following terms and conditions apply to this party are those which may be printed on the back of the manufacturer's warranty. The selling dealer hereby assumes all warranties, either express or implied, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, including property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.</p> <p>2. STORAGE CHARGES OF \$30.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.</p> <p>3. We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.</p> <p>4. WASTE DISPOSAL CHARGE: A SMALL CHARGE WILL BE INCLUDED ON YOUR REPAIR INVOICE FOR THE MANAGEMENT, STORAGE, AND DISPOSAL OF WASTE (USED OILS, ANTIFREEZE, CAUSTICS, LEAD, ASBESTOS, PARTS CLEANERS, SOLVENTS, ETC.) REMOVED FROM YOUR VEHICLE OR USED DURING THE PERFORMANCE OF SERVICE ON YOUR VEHICLE IN OUR SERVICE CENTER. A COMPLETE EXPLANATION IS AVAILABLE FROM OUR CASHIER.</p> <p>5. I understand that I may incur charges which represent costs or profits to the motor repair facility for shop supplies or waste disposal. These charges will relate directly to my repairs and will not exceed a maximum of 12% of the total labor charge, up to a maximum of \$35.00.</p> <p>6. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (§403.118), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (§403.1165).</p> <p>Customer Initials _____</p> <p>* SHOP SUPPLIES: a small charge is included for supplies used on your vehicle. These items are nuts, bolts, screws, washers, sealants, solvents, cleaning cloths, sealers, silicone treatment, etc. A complete list from Cashier is available.</p>		<p>655</p> <p>1 Scan Test - DTC C0460 Test steering wheel position Sensor circuitry. Internal controller Fault. Replace Assembly</p> <p>2 Lof 4 1/2 et</p> <p>3 Rotate</p> <p>4 Cig. Fuel Blower - Replace Fuse</p> <p>6 07015 Recall Y0139</p>	
<p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p>		<p>JOB 01</p> <p>E7631 .8</p> <p>Diag Add .3</p> <p>JOB 02</p> <p>4 1/2 et .2</p> <p>.5</p> <p>JOB 04</p> <p>N1720 .2</p> <p>JOB 05</p> <p>.8</p> <p>JOB 06</p>	
<p>ADDITIONAL INSTRUCTIONS OR ESTIMATES</p>		<p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p>	
<p>TOTAL PARTS</p> <p>TOTAL LABOR</p> <p>GOG</p> <p>TAX</p> <p>TOTAL</p>		 <p> C - Cops B - Brakes D - Clutch M - Mating T - Tires S - Steering </p> <p> F - Fuel E - Exhaust S - Spark P - Power </p>	

289869

Dec-14-07 03:58P

P.05

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BUICK PONTIAC

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0800

Goodwrench



RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : MV-12598

OPERATION	DESCRIPTION	MI	TOTAL	OPERATION	DESCRIPTION	MI	TOTAL
01BUZLOF 00BUZ02	LUBE, OIL, & FILTER OIL FILTER	MI		04BUZROTATE	ROTATE TIRES	MI	
	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 293683		TIME	OFF	

SERVICE HISTORY

DATE	DESCRIPTION	MI	TOTAL	DESCRIPTION	MI	TOTAL	DESCRIPTION
04/17/07	249869	14203	569	655	W	11BUZRLBRKH	TRACTION CONTROL
				655	C	00BUZ02	LUBE OIL FILTER
				655	C	00BUZ03	ROTATE TIRES
				655	W	40BUZZ7	LIGHTER/ACC JACK
				183	W	70BUZZRENT	RENTAL
				655	W	99BUZ	GM CAMPAIGN

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12598

VEHICLE ID NO. 1G2ZH158034	YEAR/MAKE/MODEL 06/PONTIAC/G8/COUPE	PRODUCTION DATE P6101	STOCK NO. 63244	LICENSE NO. 293683
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMEX	CUSTOMER NO. 63244	SERVICE CONTRACT GMPP	DELIVERY DATE 07/07/06	DELIVERY MILE 75,000
BASED FOR <input type="checkbox"/> CHANGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HLY RATE <input type="checkbox"/> BOTH	COLOR GRAY/EBONY IMPRES	CONTRACT NO.	EXPIRATION DATE 07/07/11	EXPIRATION MILE 75,000
REPAIR PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	TURNED IN BUZZ	Y	TRAVEL A	ADVISOR NO. 569
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	RECEIVED 08:31am 07/18/07	LABOR RATE 90.00	ADVISOR DESIREE REPINE	

COMMENTS : DROP OFF.

1 W 33BUZAC

CUSTOMER STATES A/C IS NOT BLOWING COLD

A/C BLOWS WARM

2 W 57BUZZ38

CUST ST: WHEN IT WAS RAINING CUST PUT SEAT BELT ON AND SEAT WAS WET.

SEAT BELT(S)

3 W 03BUZ

CUST ST: CLICKING IN STEERING WHEN TURNING EITHER DIRECTION

STEERING & SUSPENSION

4 W 70BUZZRENT

RENTAL ENTERPRISE

RENTAL

Rental
Date Out 7/18/07

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

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

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
SIGNED: _____ DATE _____

ORIGINAL ESTIMATE	DATE
OTHER PERSON WHO MAY APPROVE REPAIR	
ADVISOR AUTHORIZED BY	REASON FOR ADVICE
REVISED AUTHORIZED BY	ADVISOR TESTED BY

QUALITY CHECKED

IF THE CHARGE FOR REPAIRS EXCEEDS \$100, THE CHARGE WILL BE BASED ON:
☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

293683

PAGE 1 OF 1

CUSTOMER COPY

50357

Dec-14-07 03:59P

P.07

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BUICK-PONTIAC

DIXIE BUICK PONTIAC GMC TRUCK INC

1454

 STRAIGHT TIME (HRS) 1.1
 FLAT RATE PRICE 655
 R.O. NO. 298184
 TIME OFF
 ON

 STRAIGHT TIME (HRS) 1.1
 FLAT RATE PRICE 655
 R.O. NO. 298184
 TIME OFF
 ON

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	QTY	UNIT	DATA	OPERATION	OPERATION DESCRIPTION	QTY	UNIT	TOTAL
01BUZLOF	LUBE OIL & FILTER	MI			32BUZRHOSE	COOLANT HOSE(S)	MI		
32BUZHHOSE	COOLANT HOSE(S)	MI			32BUZFLUSH	SVC COOLING SYSTEM	MI		
04BUZROTATE	ROTATE TIRES	MI			00BUZ02	LUBE OIL FILTER	MI		
25BUZTRANSERV	HARSH SHIFT	MI							

SERVICE HISTORY

DATE	PISTON	VEHICLE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	293683	21742	569	655	W	33BUZAC	A/C BLOWS WARM
				655	W	57BUZZ58	SEAT BELT(S)
				655	W	03BUZ	STEERING & SUSPENSION
				81	W	70BUZZRENT	RENTAL
				655	W	41BUZ	STARTING & CHARGING
04/17/07	299869	14203	569	655	W	11BUZPLBRKH	TRACTION CONTROL

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12598

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.O. <input type="checkbox"/> VISA <input type="checkbox"/> AMEX	VEHICLE ID NO. 1G2ZH158664	YEAR/MAKE/MODEL 06/PONTIAC/G6/COUPE	PRODUCTION DATE 07/07/06	STOCK NO. 66101	LICENSE NO. 298184
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	CUSTOMER NO. 63244	SERVICE CONTRACT GMPP	DELIVERY DATE 07/07/06	DELIVERY NO. 01X18	DATE 11/05/07
REPAIRS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	DEALER GRAY/EBONY IMPRES	CONTRACT NO. 26.407	REPAIR DATE 07/07/11	REPAIR MILES 75,000	TAX NO. 682
REPAIRS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	VEHICLE BUZZ	MAKE Y	MODEL A	ADVISOR NO. 878	ADVISOR ANTHONY DAY

VEHICLE RECEIVED: 01:05pm 11/06/07 04:54pm 5

APPOINTMENT: YES NO

DATE: 11/06/07

TIME: 04:54pm

AMOUNT: 5

90.00

CUSTOMER SIGNATURE: _____

1 W 57BUZ CUSTOMER STATES LEFT REAR TRIM PANEL HANGING DOWN C4041.3	INTERIOR TRIM	STRAIGHT TIME (HRS) 1.1 FLAT RATE PRICE 655 R.O. NO. 298184 TIME OFF ON	PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I
2 W 41BUZ CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START STARTER WILL STAY ENGAGED. HAPPENS ABOUT EVERY 4 STARTS. 2nd Time	STARTING & CHARGING	STRAIGHT TIME (HRS) 1.1 FLAT RATE PRICE 655 R.O. NO. 298184 TIME OFF ON	2. IN ESTIMATE, IF ED \$100. ESTIMATE.
3 W 03BUZ 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.	STEERING & SUSPENSION	STRAIGHT TIME (HRS) 1.1 FLAT RATE PRICE 655 R.O. NO. 298184 TIME OFF ON	<input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. <input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED: _____ DATE: 11/5/07
4 W 19BUVACVALVE CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST REPAIR.	LIGHT ENGINE REPA	STRAIGHT TIME (HRS) 1.1 FLAT RATE PRICE 655 R.O. NO. 298184 TIME OFF ON	ORIGINAL ESTIMATE: _____ DATE: _____ IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON: <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

RENTAL 8997 ✓ Recheck 655 For Thaddeus

PAGE 1 OF 1 11/5/07 29902 G CUSTOMER COPY 298184

DEC-14-07 04:00P

P.08

013/017

29844

TERMS AND CONDITIONS

TECHNICIAN'S FINDINGS AND REMARKS

AMER OF WARRANTY

Applying to this part(s) are those which may manufacturer. The selling dealer hereby s all warranties, either express or implied ad warranties of merchantability or fitness for use, and neither assumes nor authorizes any sale for it any liability in connection with the and/or service. Buyer shall not be entitled to selling dealer any consequential damages, by damages, loss of use, loss of time, loss of wages, or any other incidental damages.

REGES OF \$30.00 PER DAY WILL BE CHARGED DAYS AFTER YOU HAVE BEEN E REPAIRS ARE COMPLETED.

service work for 12 months or 12,000 miles. 1st. If our repair or replacement fails in normal t period, we'll fix it free of charge. Parts and

IAL CHARGE: A SMALL CHARGE WILL BE UR REPAIR INVOICE FOR THE MANAGEMENT, SPOIL OF WASTE (USED OILS, ANTIFREEZE, ASBESTOS, PARTS CLEANERS, SOLVENTS, ETC.) OUR VEHICLE OR USED DURING THE PERFOR- CE ON YOUR VEHICLE IN OUR SERVICE CENTER. ANATION IS AVAILABLE FROM OUR CASHIER.

may incur charges which represent costs or profits to ty for shop supplies or waste disposal. These charges rry repairs and will not exceed a maximum of 12% of up, up to a maximum of \$35.00.

requires a \$1.00 fee to be collected for each new tire (403.718), and a \$1.50 fee to be collected for each new battery sold in the state (403.7185).

JES: a small charge is included for supplies like. These items are nuts, bolts, screws, oys, solvents, cleaning cloths, sealers, silicone & complete list from Cashier is available.

IAL INSTRUCTIONS OR ESTIMATES

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

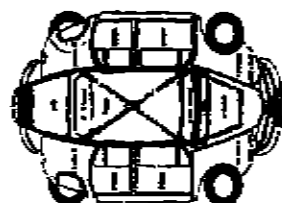
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



C-Clips
S-Struts
D-Discs
M-Mounting
T-Tie Rod
O-Other Damage

Spec. Dr. _____
Rate _____

Fuel



Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Vehicle Information

Service Contract - Warranty Block - Detailed Title

Dec-14-07 04:01P

P.09

9



BUICK PONTIAC

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : MV-12598

OPERATION	OPERATION DESCRIPTION	QTY	MI	TOTAL	OPERATION	OPERATION DESCRIPTION	QTY	MI	TOTAL
01BUZLOF	LUBE OIL & FILTER		MI		32BUZRHOSE	COOLANT HOSE(S)		MI	
32BUZRHOSE	COOLANT HOSE(S)		MI		32BUZFLUSH	SVC COOLING SYSTEM		MI	
04BUZROTATE	ROTATE TIRES		MI		00BUZ02	LUBE OIL FILTER		MI	
25BUZTRANSERV	HARSH SHIFT		MI						

SERVICE HISTORY

DATE	REPAIR NO.	MI	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	298683	21742	569	655	W	33BUZAC	A/C BLOWS WARM
				655	W	57BUZZSB	SEAT BELT(S)
				655	W	03BUZ	STEERING & SUSPENSION
				81	W	70BUZZRENT	RENTAL
04/17/07	289869	14203	569	655	W	41BUZ	STARTING & CHARGING
				655	W	11BUZPLBRKH	TRACON CONTROL

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12598

VEHICLE NO. 1G22H15864	YEAR/MAKE/MODEL 06/PONTIAC/G6/COUPE	PRODUCTION DATE 07/07/06	STOCK NO. P6101	LICENSE NO. 298264
CUSTOMER NO. 63244	SERVICE CONTRACT CMPP	DELIVERY DATE 07/07/06	DELIVERY MILES 75,000	SALES DEALER NO. DIXIE
COLOR GRAY/EBONY IMPRES	CONTRACT NO.	EXPIRATION DATE 07/07/11	EXPIRATION MILES 75,000	SALES DATE 11/06/07
TURN NO. BUZZ	SALE PRICE 26,407	ADVISOR NO. 878	ADVISOR ANTHONY DAY	TAX NO. T682

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereunder set forth to be done along with the necessary materials and labor for any damage caused by unavailability of parts or delays in delivery by the supplier or transporter. I hereby grant you access to my vehicle and permission to operate the vehicle within the scope of the repair work authorized by the purchase of parts and/or inspection. An explicit acknowledgment of the above is hereby acknowledged on above vehicle to the service of repair work.

IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COSTS IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.

CUSTOMER SIGNATURE

1 W 11BUZ
CUSTOMER STATES
VIBRATION WHEN BRAKING

ABS/BRAKE SYSTEM

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME
4.3		298264	
		655	

PLEASE READ CAREFULLY, CHECK ONE OF
THE STATEMENTS BELOW, AND SIGN: 1UNDER STATE LAW, I
WRITTEN ESTIMATE, IF
EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.

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

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE _____

ORIGINAL ESTIMATE	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS	ADDITIONAL AUTHORIZED \$ AMOUNT	
ADDITIONAL AUTHORIZED BY	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED	
RECEIVED AUTHORIZED \$ AMOUNT	AUTHORIZED PERSON RECEIVED BY	

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE
PREDETERMINED THE CHARGE WILL BE BASED ON:
☐ FLAT RATE ☐ HOURLY RATE ☐ BOTHSEE BACK FOR ADDITIONAL
INFORMATION REGARDING REPAIRS

298264

customer declining

655

Lm 01:00am
12:46pm Damage Lt chas

DB-002

PAGE 1 OF 1

CUSTOMER COPY

Dec-14-07 04:01P

P.10 10

298264

TERMS AND CONDITIONS

TECHNICIAN'S FINDINGS AND REMARKS

LIMIT OF WARRANTY

Warranty is limited to those items which are the responsibility of the manufacturer. The selling dealer hereby disclaims, either express or implied, any liability for consequential damages, or for any other incidental damages.

WARRANTY PERIOD: 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

WARRANTY COVERAGE: All parts and labor for 12 months or 12,000 miles, whichever comes first, in normal use.

EXCLUSIONS: A SMALL CHARGE WILL BE CHARGED FOR THE MANAGEMENT OF THE VEHICLE (USED OILS, ANTIFREEZE, FLUIDS, WAXES, LUBRICANTS, ETC.) WHICH IS REQUIRED DURING THE PERFORMANCE OF THE WORK IN OUR SERVICE CENTER. THIS CHARGE IS NOT INCLUDED IN OUR CASHIER.

SALES TAX: A SALES TAX WILL BE CHARGED ON THE TOTAL OF THE WORK AND PARTS. THE SALES TAX WILL BE CHARGED ON THE TOTAL OF THE WORK AND PARTS.

SALES TAX: A SALES TAX WILL BE CHARGED ON THE TOTAL OF THE WORK AND PARTS. THE SALES TAX WILL BE CHARGED ON THE TOTAL OF THE WORK AND PARTS.

SALES TAX: A SALES TAX WILL BE CHARGED ON THE TOTAL OF THE WORK AND PARTS. THE SALES TAX WILL BE CHARGED ON THE TOTAL OF THE WORK AND PARTS.

SALES INSTRUCTIONS OR ESTIMATES

TECHNICIAN'S NAME & NUMBER

JOB #1

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #2

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #3

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #4

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #5

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB #6

CAUSE

CORRECTION

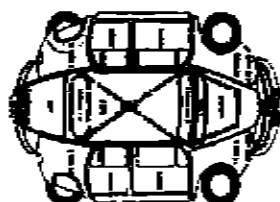
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



C - Chassis
M - Motor
D - Drive
M - Motor
T - Tire
G - Other Damage

Space for _____

Date _____

P

Home - Summary - Claim History

Vehicle Build

Vehicle Component

Warranty Block

Delivery Information

Dealer Information

VIN:

Help

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12598

(239) 489-0600

**BUICK****PONTIAC**

GENERAL MOTORS CORPORATION

**Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TPO NO. 878	INVOICE DATE 01/15/08	INVOICE NO. PNC5300784
[REDACTED] CAPE CORAL, FL	LABOR RATE 90.00	LICENSE NO.	SALES TAX 29,570	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE		DELIVERY DATE 07/07/06	STOCK NO. P6101
	VEHICLE I.D. NO. 1G2ZH158564		SELLING DEALER NO. DIXIE	DELIVERY MILE
	RTE. NO.	R.O. NO.	R.O. DATE 01/10/08	PRODUCTION DATE
COMMENTS			MILEAGE OUT MO: 29570	

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5	1	25010792	FILTER 1.836	6.16	6.16	6.16
					JOB # 5 TOTAL PARTS	6.16
					JOB # 5 TOTAL LABOR & PARTS	16.53

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 4	9651	H74752112	01/15/08	RENTAL	0.00
TOTAL - SUBLET					0.00

G.O.G. & SUPPLIES	QTY	DESCRIPTION	UNIT PRICE	PRICE
JOB # 5	4.5	CASTROL MOTOR OIL	3.350 /UNIT	15.08
TOTAL - GOG				15.08

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # 5		OIL OIL FILTER DISPOSAL CHARGE		1.00
TOTAL - MISC				1.00

COMMENTS
DAMAGE TO LEFT FRONT DOOR

RECOMMENDATIONS
DAMAGE TO LEFT FRONT DOOR

TECHNICIAN CERTIFICATION
90 JAMES R GABRIELE ASE & GM CERTIF

TOTALS	PRICE
TOTAL LABOR	10.37
TOTAL PARTS	6.16
TOTAL SUBLET	0.00
TOTAL G.O.G.	15.08
TOTAL MISC CHG.	1.00
TOTAL MISC DISC	0.00
TOTAL TAX	1.95
TOTAL INVOICE \$	34.57

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.

CUSTOMER SIGNATURE

PAID

** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ** *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ** *FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 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 remanufactured battery sold in the state. [(s.403.7185)].

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14566 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12589

(239) 489-0600

**BUICK****PONTIAC****Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

GENERAL MOTORS CORPORATION

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TAG NO. 878	INVOICE DATE 01/15/08	INVOICE NO. PNC5300784
	LABOR RATE 90.00	MILEAGE 29,570	COLOR GRAY/EBONY	STOCK NO. P6101
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE		DELIVERY DATE 07/07/06	DELIVERY MILE
CAPE CORAL, FL	VEHICLE I.D. NO. 1G2ZM158564		SELLING DEALER NO. DIXIE	PRODUCTION DATE
	R.T.E. NO. 	P.O. NO. 	R.O. DATE 01/10/08	
RESIDENCE PHONE 	BUSINESS PHONE 	COMMENTS 		MILEAGE OUT MO: 29570

LABOR & PARTS

#1 40BUZ

STARTING & CHARGING TECH(S):90
CUSTOMER STATES WHEN STARTING VEHICLE STARTER WILL STAY
ENGAGED/HAPPENS EVERY 10 TO 15 STARTS/HAPPENS WITH KEY OR
REMOTE START
DAVE HAYES AND HAYDEN HAWES CHECKED CAR WITH CUSTOMER AND
COULD NOT DUPLICATE AT THIS TIME.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1 TOTAL PARTS					
JOB # 1 TOTAL LABOR & PARTS					

00.00

#2 40BUZZ3

LAMPS & LIGHTS TECH(S):90
CUSTOMER STATES
FOGLIGHT SWITCH LIGHT INOP/FOGLIGHTS WORK SWITCH DOES NOT
LIGHT UP
INDICATOR LIGHT IN SWITCH FLICKERS ON AND OFF/INTERNAL
SHORT.
REPLACED FOGLIGHT SWITCH AND CHECKED OPERATION.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1	15850573	SWITCH 2.485		
JOB # 2 TOTAL PARTS					
JOB # 2 TOTAL LABOR & PARTS					

WARRANTY
0.00

#3 33BUZ

A/C & HEATING TECH(S):90
CUSTOMER STATES HEATER MAKING WIRING NOISE WHEN USING/
SOUNDS LIKE IN DASH.
DAVE HAYES AND HAYDEN HAWES CHECKED CAR WITH CUSTOMER
AND COULD NOT DUPLICATE CONCERN

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 3 TOTAL PARTS					
JOB # 3 TOTAL LABOR & PARTS					

0.00

#4 70BUZZRENT

RENTAL TECH(S):90
CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING
REPAIR OF VEHICLE
VEHICLE DOWN DURING REPAIR(S)
PROVIDED ALTERNATE TRANSPORTATION

WARRANTY

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

0.00

#5 01BUZZ0102

3000 INTERVALS SER TECH(S):810
PERFORM 3,000 MILE SERVICE PER MAINTENANCE GUIDE
LUBE OIL & OIL FILTER, TOP FLUIDS & ADJUST TIRE PRESSURES
THANK YOU FOR SERVICING YOUR VEHICLE AT
DIXIE BUICK PONTIAC GMC

10.37

* * This charge represents costs and profits in the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. * * *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. * * *FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal. [(0.558,904(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 remanufactured battery sold in the state. [s.403.7185].



ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

Customer: [REDACTED]

State: FL

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564 [REDACTED]

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: _____

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 • Arlington, VA • 22203-1838 • Phone 800.955.5100 • Fax: 703.247.9700



BBB AUTO LINE

March 13, 2008

Re:m04 PGM0831666: [REDACTED] vs Pontiac/GMC Division 1G2ZH158564 [REDACTED]

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

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



Repurchase Decision (Owned Vehicle)

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Customer: [REDACTED] - 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: [REDACTED]
Date: 03/06/08



Lemon Law Reasons for Decision

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Customer: [REDACTED] Hearing Date: 02/11/08

Arbitrator: Edward J. Conrad

- Fact Sheet Section -

Fact Sheet Question 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 Trim
- 3 Steering/suspension
- 4 Engine/electrical system
- 5 Interior/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:

- a 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: [REDACTED]
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: [REDACTED] vs Pontiac/GMC Division 1G2ZH158564 [REDACTED]

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

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

CBBB

3/13/2008 11:05:23 AM

PAGE 003/008

Fax Server

TO: [REDACTED] COMPANY:



ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

Customer: [REDACTED]

State: FL

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564 [REDACTED]

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): [REDACTED]

Date: 3/17/08

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, [REDACTED] C/O Jeff Spiegel
VIN - 1G2ZH158564 [REDACTED] 2006 Pontiac G6

SR # 71-595410065

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

Phone # 800-200-4622



BBB AUTO LINE

February 4, 2008

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

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.

4200 Wilson Boulevard, Suite 800 • Arlington, VA • 22203-1838 • Phone 800.955.5100 • Fax: 703.247.9700

- * 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 fourteen days 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: [REDACTED] vs Pontiac/GMC Division 1G2ZH158564 [REDACTED]

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 parties' 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

Customer Claim Form

Contact Date:

Start Date:

Case Number:

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

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s), Name & Address

Cape Coral, FL

Customer Contact Info:

Day Phone: _____ c/o Jeff Spiegel

Evening Phone: same

Fax Number: 866-264-3755

E-mail Address:

Cell Phone:

Vehicle Information

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

Vehicle Use: ☒ Personal ☐ Business ☐ Both

Percentage of time vehicle used for business purposes:

Transmission Type:

Number of vehicles owned or leased by the business:

Make: Pontiac

Model: G6

Model Year: 2006

Current Mileage:

Vehicle Identification Number: 1G2ZH158564

Servicing Dealer/City/State: Dixie Pontiac, Fort Myers, FL

Selling Dealer/City/State: same

Insurance Carrier: AAA

Policy Number:

Has vehicle been in an accident/had body damage? Yes ☒ No ☐ Date of accident: 8/30/06

Description of Damage: Small Dent in Left Door (Hit and Run)

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

Purchase Date: _____ Mileage at purchase:

Purchased As: ☒ New ☐ Used ☐ Demo

Is the vehicle in your possession?

Lienholder's Name: GMAC

Address: PO Box 8110

City/State/Zip: Cockeysville, MD 21030

Phone: ?

Lienholder Acct #: 029-9091-55242

Lease Date:

Mileage at lease:

Leased As: ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession?

Leasing Company's Name:

Address:

City/State/Zip

Phone:

Leasing Company's Acct #:

Customer's Desired Outcome (Describe what you want to happen with the vehicle repurchase plus attorneys fees) _____ (concern)

Signature of Titled Owner(s): _____

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

Date: 1/25/08

Customer Claim Form

Customer Name: Amber Oney

Case Number:

Vehicle ConcernsFirst Repair Attempt Date: 7/18/07 Mileage: 21742Last Repair Attempt Date: 1/10/08 Mileage: 29570Total Days out of Service: 15

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 of Service
HVAC	Dixie	Y	2	7/18/2007- 7/23/07 1/10/08- 1/15/08	21742 29570	6 6
Body and Trim	SAA	Y	2	7/18/2007- 7/23/07 1/10/08- 1/15/08	21742 29570	6 6
Steering/suspension	SAA	Y	2	7/18/2007- 7/23/07 11/5/07	21742 26407	6 1
Engine/electrical system	SAA	Y	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
Interior/Trim	SAA	Y	1	11/5/07	26407	1
electrical system	SAA	Y	1	1/10/08- 1/15/08	29570	6
Brake System	SAA	Y	1	11/6/07- 11/7/07	26407	2
Wheels/Tires	SAA	Y	1	11/6/07- 11/7/07	26407	2

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 ccf from client.pdf; [REDACTED]-1.pdf; [REDACTED].docx.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. Ste. 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 W8TBC

Request for Arbitration

Our Client:	[REDACTED]
Client's Home State:	Florida
Vehicle:	2006 Pontiac G6
VIN#:	1G2ZH158564 [REDACTED]
Purchased As:	New
Date of Purchase:	July 7, 2006
Date of Delivery:	July 7, 2006
Place of Purchase:	Dixie Pontiac Ft. Myers, FL
Last Servicing Dealer:	Dixie Pontiac Ft. Myers, FL
Current Mileage:	Approximately 30000
Date of First Repair:	July 18, 2007
Mileage at First Repair:	21742 miles
Warranty Coverage:	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.

2/1/2008

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

2/1/2008

Paralegal
Krohn & Moss, Ltd.
5055 Wilshire Blvd. Ste. 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 within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you will still have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)	\$ 24722.55(1)
2 Total downpayment = (if negative enter "0" and set below)	
Gross trade-in \$ N/A - payoff by \$ 0 N/A	
= net trade-in \$ N/A + title \$ 0.01	
+ other (describe) <u>CAT BONUS/ROD CONT.</u> \$ 1000.00	\$ 1000.01(2)
3 Unpaid balance of cash price (1 minus 2)	\$ 23722.55(3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$ N/A	
Disability \$ N/A	
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies (describe)	\$ N/A
D Government license and/or registration fees (describe)	\$ N/A
E Government documentary stamp taxes	\$ 91.00
F Government taxes not included in cash price (describe)	\$ N/A
G Government certificate of title fees (including \$ N/A security interest recording fee)	\$ N/A
H Other charges (Seller must identify who is paid and describe purpose)	
to SELLER & GMP for SERVICE CHARGE	\$ 1470.00
to STATE OF FL for TAX ON SALE	\$ 88.20
to DIVE QUICK for GAP PROTECTION	\$ 599.00
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
I Net trade-in payoff to	\$ N/A
Total other charges and amounts paid to others on your behalf	\$ 2249.20(4)
5 Amount financed (3 + 4)	\$ 25970.75(5)

☐ Credit Life; ☐ Buyer ☐ Co-Buyer ☐ Both
Term N/A

☐ Credit Disability (Buyer Only)
Term N/A

Premium:
Credit Life \$ N/A
Credit Disability \$ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

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

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

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

X
Buyer Signature Date

X
Co-Buyer Signature Date

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

X
Buyer Signature Date

X
Co-Buyer Signature Date

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

X
Buyer Signature Date

X
Co-Buyer Signature Date

Other Insurance

☐ N/A Type of Insurance N/A Term N/A

Premium \$ N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

11/14/2007 13:35 2392769761

SAMUELS

PAGE 03/04

NOV 5, 2007 SUMMARY HISTORY DISPLAY

Store 01 SERVC01 PORT 5007 3652

CUSTOMER NAME		[REDACTED]		SERIAL NO. 1G3ZK158564		[REDACTED]	
TOTAL R/O'S		4		TOTAL SERV. DAYS		45	
				MAKE		PN PONTIAC	

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE. DESCRIPTION.....
1	293683	07/18/2007	21742	A			
				T	569		
				T	555	1 W	33BUZAC A/C BLOWS WARM
				T	555	2 W	37BUZ38B SEAT BELT(S)
				T	555	3 W	03BUZ STEERING&SUSPENS
				T	81	4 W	70BUZ2RRT RENTAL
				T	555	5 W	41BUZ STARTING & CHARG
2	289869	04/17/2007	14203	A			
				T	569		
				T	555	1 W	11BUZFLBRKH TRACTION CONTROL
				T	555	2 C	00BUZ2Q3 LUBE OIL FILTER
				T	555	3 C	00BUZ3Q3 ROTATE TIRES
				T	555	4 W	40BUZ27 LIGHTER/ACC JACK
				T	183	5 W	70BUZ2RRT RENTAL
				T	555	6 W	99BUZ GM CAMPAIGN
3	278888	09/12/2006	3970	A			
				T	569		
				T	555	1 W	19BUZ LIGHT ENGINE REP

(B=ENTER) (F=FORWARD) (P=PAGE) (LN#) (S=SUMMARY PRINT) (TAB)

11/6 Tony Day Called

Said car was ready still
not fixed, Took service man
with me for a Drive and
the hole front in was still
shaking (not fixed)

11/7 picked up car

Tony stated it was the
rotors that were turned
on Paper work giving to
me it states that it
was in fact a resurfacing
of front brake rotors,

I declined Balancing of tires
because I just had them
rotated and balanced!

There is also a rod kit I was not told about

Still is
also over turning
wich was not
fixed for
the 3rd time,
I have a witness
Day after received
my car back
went to
luck and

Still over turning

11/14/2007 13:30 2392759751

SAMUELS

PAGE 82/83

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12598

(239) 489-0600

**BUICK****PONTIAC****Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISE DESTREE REPINE	569	INVOICE DATE 07/23/07	INVOICE NO. PNC5293683
	LABOR RATE 90.00	LEASE NO.	LEASE 21,742	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE		DELIVERY DATE 07/07/06	DELIVERY MILE P6101
CAPE CORAL, FL	VEHICLE ID. NO. 1 G 2 Z H 1 5 8 5 6 4		SELLING DEALER NO. D I X I E	PRODUCTION DATE
	NTL NO.	ROUTING	R.O. DATE 07/18/07	
COMMENTS				RELEASE CUT MO: 21742

LABOR & PARTS
CUST ST: WHEN IT WAS RAINING CUST PUT SEAT BELT ON AND SEAT WAS WET.
FOUND DRAIN HOSE OFF AT L.R. CORNER OF SUNROOF.
REPOSITIONED HOSE AND REATTACHED (BLUE/TIE WRAP)

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	15795249	*COMPRESSOR 9.170			WARRANTY
JOB # 1	2	12378526-1	LUBRICANT 8.600			WARRANTY
JOB # 1	2	R134	12356150 FRESH			WARRANTY
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

JOB # 2 57BUZZER
CUST ST: WHEN IT WAS RAINING CUST PUT SEAT BELT ON AND SEAT WAS WET.
FOUND DRAIN HOSE OFF AT L.R. CORNER OF SUNROOF.
REPOSITIONED HOSE AND REATTACHED (BLUE/TIE WRAP)

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

*** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. *** *PS403,718 mandates a \$1.00 fee for each new tire sold in the State of Florida. *** *PS403,718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal [(6.559.904(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 remanufactured battery sold in the state [(s.403,718)].

JOB # 3 03BUZ
CUST ST: CLICKING IN STEERING WHEN TURNING EITHER DIRECTION
NOISE IN I-SHAFT
REPLACED I-SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	1	22687711	SHAFT KIT 6.525			WARRANTY
JOB # 3 TOTAL PARTS					0.00	
JOB # 3 TOTAL LABOR & PARTS					0.00	

JOB # 4 20BUZZER
RENTAL ENTERPRISE
VEHICLE DOWN DURING REPAIR(S)
PROVIDED ALTERNATE TRANSPORTATION

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

JOB # 5 4180Z
CUST ST: SOMETIMES STARTER STAYS ENGAGED AFTER STARTED
T38 0606040768
REPROGRAM PCM

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

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

PAGE 1 OF 2

CUSTOMER COPY

(CONTINUED ON NEXT PAGE) 08:57am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

11/14/2007 13:30 2392759761

SAMUELS

PAGE 03/03

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12528

(239) 480-0600

**BUICK****PONTIAC****Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR DESIREE REPINE	569	TRG NO.	INVOICE DATE 07/23/07	INVOICE NO. PNC5293683
	LABOR RATE 90.00	LICENSE NO.	21,742	COLOR GRAY/EBONY	STOCK NO. P6101
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE			DELIVERY DATE 07/07/06	DELIVERY MILE
CAPE CORAL, FL	VEHICLE ID. NO. 1G2ZH158564			SELLING DEALER NO. DIXIE	PRODUCTION DATE
	RTS NO.			AC DATE 07/18/07	
	COMMENTS				MILEAGE COST MO: 21742

JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INVT	INV. DATE	DESCRIPTION		WARRANTY
JOB # 4	7858	D270299	07/23/07	RENTAL		0.00
TOTAL - SUBLET						0.00

COMMENTS
DROP OFF.

TOTALS

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....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ** *P6403.718 represents a \$1.00 fee for each new tire sold in the State of Florida. ** *P6403.7185 represents a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal. [(6.550.904(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 remanufactured battery sold in the state. [(s.403.7185)].

11/14/2007 13:32 2392759761

SAMUELS

PAGE 01/01

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION: MY-12588

(239) 489-0800

**BUICK****PONTIAC****Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TRD NO. 878	REVERSE DATE 11/07/07	INVOICE NO. PNC5298184
	LABOR RATE 90.00	LICENSER NO.	COLOR GRAY/EBONY	STOCK # P6101
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE	VEHICLE NO. 1 G 2 Z H 1 5 8 5 6 4	DELIVERY DATE 07/07/06	DELIVERY MILE
CAPE CORAL, FL	VEHICLE ID, AC	DEALING DEALER NO. D I X I E	PRODUCTION DATE	
	PTS. NO.	NO. 104	NO. 001 11/05/07	
COMMENTS				MILEAGE OUT MO: 26407

LABOR & PARTS
JOB # 1 5780Z INTERIOR TRIM TECH(S): 655 WARRANTY
CUSTOMER STATES
LEFT REAR TRIM PANEL HANGING DOWN.
QUARTER TRIM PANEL ON LEFT REAR LOOSE
REINSTALLED TRIM PANEL.

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

JOB # 2 4180Z STARTING & CHARGING TECH(S): 81 WARRANTY
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
TIMES.
OPERATING AS DESIGNED

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

JOB # 3 0380Z STEERING & SUSPENSION TECH(S): 655 WARRANTY
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 OUTER TIE ROD END
ROAD TESTED FOR CLUNK. INSPECTED STEERING AND
SUSPENSION. REPLACED RIGHT TIE ROD END AND SET TOE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

JOB # 4 1980VACVALVE LIGHT ENGINE REPAIR TECH(S): 655 WARRANTY
CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM
ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST
REPAIR.
ROADTESTED AND CHECKED OVER. COULD NOT DUPLICATE CONCERN
OPERATING AS DESIGNED.

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

JOB # 5 70BUZZERENT RENTAL TECH(S): 81 WARRANTY
CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING
REPAIR OF VEHICLE
VEHICLE DOWN DURING REPAIR(S)

*** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. *** *PS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. *** *PS403.7183 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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
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 supplies or waste disposal. ((3.559.904(4)).

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 remanufactured battery sold in the state. [a.403.7185].

11/14/2007 13:35 2392759751

SAMUELS

PAGE 01/04

DIXIE BUICK PONTIAC GMC TRUCK, INC.14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
STATE OF FLORIDA REGISTRATION : MV-12598
(239) 489-0600**BUICK**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TAG NO. 878	INVOICE DATE 11/07/07	INVOICE NO. PNC5298184
LABOR RATE 90.00	LESSOR NO.	RELEASE 26.407	COLOR GRAY/EBONY	STOCK NO. P6101
YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE	VEHICLE ID. NO. 1G2ZH158564		DELIVERY DATE 07/07/06	DELIVERY MILES
VEHICLE ID. NO.	BILLING DEALER NO. DIXIE		PRODUCTION DATE	
P.C.E. NO.	P.C.E. NO.		S.O. DATE 11/05/07	
COMMENTS			RELEASE CUT MO: 26407	

PROVIDED ALTERNATE TRANSPORTATION

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-		
JOB # 5 TOTAL PARTS	0.00	
JOB # 5 TOTAL LABOR & PARTS	0.00	
SUBLET-----PO#-----VEND INVR-INV.DATE-DESCRIPTION-----		
JOB # 5 8997 271188 11/07/07 CAR RENTAL		
TOTAL - SUBLET	0.00	WARRANTY

TECHNICIAN CERTIFICATION
BI FRANK J. LESTICKO ASE ST6

TOTALS-----		
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....	0.00	
TOTAL PARTS....	0.00	
TOTAL SUBLET....	0.00	
TOTAL G.O.G....	0.00	
TOTAL MISC CHG....	0.00	
TOTAL MISC DISC....	0.00	
TOTAL TAX.....	0.00	
TOTAL INVOICE \$	0.00	

CUSTOMER SIGNATURE

* * This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. * * *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. * * *FS403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal. ((6550044)).

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 remanufactured battery sold in the state. (a.403.7185).

11/14/2007 13:35 2392799761

SAMUELS

PAGE 02/04

DIXIE BUICK PONTIAC GMC TRUCK, INC.14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
STATE OF FLORIDA REGISTRATION : MW-12398
(239) 489-0800**BUICK****PONTIAC**

GENERAL MOTORS CORPORATION

**Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TRG NO. 878	INVOICE DATE 11/07/07	INVOICE NO. PNC5298264
	LABOR RATE 90.00	LICENSE NO.	VEHICLE 26,407	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE		DELIVERY DATE 07/07/06	STOCK NO. P6101
CAPE CORAL, FL	VEHICLE ID. NO. 1G2ZH158564		DELIVERY MILE	PRODUCTION DATE
	REG. NO.	REG. NO.	DEALER NAME DIXIE	
	COMMENTS		DATE 11/06/07	
			AMOUNT OUT MO: 26407	

LABOR & PARTS

JP 1 1180Z

-ABS/BRAKE SYSTEM

TECH(S):655

WARRANTY

CUSTOMER STATES

VIBRATION WHEN BRAKING

FRONT BRAKE ROTORS WARPED

ROAD TESTED FOR BRAKE VIBRATION. RESURFACED FRONT

BRAKE ROTORS.

JOB # 1 TOTAL LABOR & PARTS

0.00

JP 2 04BUZ

-WHEELS & TIRES

TECH(S):655

CUSTOMER STATES VIBRATION AT HIGHWAY SPEEDS.

WOULD NEED TO START WITH TIRE BALANCE TO CORRECT

PROBLEM.

CUSTOMER DECLINED REPAIR

JOB # 2 TOTAL LABOR & PARTS

0.00

TOTALS

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.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL S.O.G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

* * This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. * * *P#403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. * * *P#403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal. (P#500.004(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 remanufactured battery sold in the state. [s.403.7185].

11/14/2007 13:35

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SAMUELS

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DIXIE BUICK PONTIAC GMC TRUCK, INC.

 14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
 (239) 488-0600


RECOMMENDED SERVICES

STATE OF FLORIDA

OPERATION	OPERATION DESCRIPTION	MO/MI	LT
01BUZLOF	LUBE, OIL & FILTER	MI	
32BUZHOS	COOLANT HOSE(S)	MI	
04BUZROTATE	ROTATE TIRES	MI	
25BUZTRANSERV	HARSH SHIFT	MI	

OPERATION DESCRIPTION	MO/MI	TOTAL
NT HOSE(S)	MI	
JOLING SYSTEM	MI	
XL FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MI PAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	293683	21742	569	655	W	338BUZAC	A/C BLOWS WARM
				655	W	57BUZS8	SEAT BELT(S)
				655	W	03BUZ	STEERING&SUSPENSION
				81	W	708BUZRENT	RENTAL
04/17/07	289889	14203	589	655	W	47BUZ	STARTING & CHARGING
				655	W	118BUZPLERKH	TRACTION CONTROL

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12598

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M/C <input type="checkbox"/> VISA <input type="checkbox"/> AMEX	VEHICLE NO. 1G2ZH158564	YEAR/MODEL 06/PONTIAC/G6/COUPE	PRODUCTION DATE 06/10/07	STOCK NO. 298184
FACTOR FOR CHANGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	CREDIT CARD NO. 63244 GMPP	FINANCE CONTRACT 63244 GMPP	DELIVERY DATE 07/07/06	LICENSE NO. 298184
RETURN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	COLOR GRAY/EBONY IMPRES	CONTRACT NO. 26,407	EXPIRATION DATE 07/07/11	EXPIRATION MILEAGE 75,000
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	LOCATION CAPE CORAL, FL	MAKE BUZZ	ADVISOR NO. 878	ADVISOR ANTHONY DAY

I hereby authorize the repair work described on this bill to be performed with the following materials and labor that you are not responsible for loss or damage to vehicle or property to be repaired or replaced. I hereby agree that you shall not be responsible for any damage to vehicle or property to be repaired or replaced. I hereby agree that you shall not be responsible for any damage to vehicle or property to be repaired or replaced. I hereby agree that you shall not be responsible for any damage to vehicle or property to be repaired or replaced.

I have received a copy of this bill and I agree to pay the amount of \$90.00 for the repair work described on this bill. I agree to pay the amount of \$90.00 for the repair work described on this bill. I agree to pay the amount of \$90.00 for the repair work described on this bill.

- W 57BUZ INTERIOR TRIM**
 CUSTOMER STATES
 LEFT REAR TRIM PANEL HANGING DOWN.
- W 41BUZ STARTING & CHARGING**
 CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START STARTER WILL STAY ENGAGED. HAPPENS ABOUT EVERY 5 STARTS.
 2nd Time (No Fixed) NPF
- W 03BUZ STEERING&SUSPENSION**
 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.
 2nd Time (Not Fixed) still catching NPF
- W 18BUVACVALVE LIGHT ENGINE REPAIR**
 CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST REPAIR.
 (Not Fixed) NPF

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

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

OTHER PERSON WHO MAY AUTHORIZE REPAIR NAME ADDRESS CITY/STATE/ZIP	DATE SIGNATURE
REVIEW AUTHORIZED BY NAME ADDRESS CITY/STATE/ZIP	DATE SIGNATURE

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMAMI TRAIL - FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12588

(239) 489-0600



BUICK



PONTIAC

GM QUALITY
SERVICE/PARTS

GENERAL MOTORS CORPORATION



Goodwrench

WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TAG NO. 878	INVOICE DATE 01/15/08	INVOICE NO. PNC5300784
	LABOR RATE 90.00	LICENSE NO.	ODOMETER 29,570	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE		DELIVERY DATE 07/07/06	STOCK NO. P6101
CAPE CORAL, FL	VEHICLE ID. NO. 1G22H158564		SELLING DEALER NO. DIXIE	DELIVERY MILE
	R/E NO.	PO NO.	FLD DATE 01/10/08	PRODUCTION DATE
	COMMENTS			
			MILEAGE OUT MO: 29570	

LABOR & PARTS

JOB # 1 41BUZ

STARTING & CHARGING

TECH(S):90

WARRANTY

CUSTOMER STATES WHEN STARTING VEHICLE STARTER WILL STAY ENGAGED/HAPPENS EVERY 10 TO 15 STARTS/HAPPENS WITH KEY OR REMOTE START.
DAVE HAYES AND HAYDEN HAWES CHECKED CAR WITH CUSTOMER AND COULD NOT DUPLICATE AT THIS TIME.

When I picked up car on 1/15/08 Dave turned over turned it!

PARTS

QTY--FP-NUMBER

DESCRIPTION

LIST PRICE-UNIT PRICE

JOB # 1 TOTAL PARTS

0.00

JOB # 2 40BUZZ3

LAMPS & LIGHTS

TECH(S):90

WARRANTY

CUSTOMER STATES FOGLIGHT SWITCH LIGHT INOP/FOGLIGHTS WORK SWITCH DOES NOT LIGHT UP
INDICATOR LIGHT IN SWITCH FLICKERS ON AND OFF/INTERNAL SHORT
REPLACED FOGLIGHT SWITCH AND CHECKED OPERATION.

PARTS

QTY--FP-NUMBER

DESCRIPTION

LIST PRICE-UNIT PRICE

JOB # 2 TOTAL PARTS

0.00

JOB # 2

1 15850573

SWITCH 2.485

JOB # 2 TOTAL LABOR & PARTS

0.00

JOB # 3 33BUZ

A/C & HEATING

TECH(S):90

WARRANTY

CUSTOMER STATES HEATER MAKING WIRING NOISE WHEN USING/ SOUNDS LIKE IN DASH.
DAVE HAYES AND HAYDEN HAWES CHECKED CAR WITH CUSTOMER AND COULD NOT DUPLICATE CONCERN

Still not fixed and there's problem still there!

PARTS

QTY--FP-NUMBER

DESCRIPTION

LIST PRICE-UNIT PRICE

JOB # 3 TOTAL PARTS

0.00

JOB # 4 70BUZZRENT

RENTAL

TECH(S):90

WARRANTY

CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING REPAIR OF VEHICLE
VEHICLE DOWN DURING REPAIR(S)
PROVIDED ALTERNATE TRANSPORTATION

PARTS

QTY--FP-NUMBER

DESCRIPTION

LIST PRICE-UNIT PRICE

JOB # 4 TOTAL PARTS

0.00

JOB # 5 01BUZZ0102

3000 INTERVALS SER

TECH(S):810

10.37

PERFORM 3,000 MILE SERVICE PER MAINTENANCE GUIDE
LUBE OIL & OIL FILTER, TOP FLUIDS & ADJUST TIRE PRESSURES
THANK YOU FOR SERVICING YOUR VEHICLE AT
DIXIE BUICK PONTIAC GMC

* This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. * * *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. * * *FS403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal. ((a.559.804(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 remanufactured battery sold in the state. [s.403.7185].

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14665 SOUTH TAMiami TRAIL - FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12598

(239) 489-0800



BUICK



PONTIAC



GENERAL MOTORS CORPORATION

WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR ANTHONY DAY	TAG NO. 878	INVOICE DATE 01/15/08	INVOICE NO. PNC3300784
	LABOR RATE 90.00	LICENSE NO.	MILEAGE 29,570	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE		DELIVERY DATE 07/07/06	STOCK NO. P6101
CAPE CORAL, FL	VEHICLE I.D. NO. 1G2ZH158564		SELLING DEALER NO. DIXIE	DELIVERY MILE
	P.T.E. NO.	P.O. NO.	P.O. DATE 01/10/08	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MILEAGE ONLY MO: 29570

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5	1	25010792	FILTER 1.836	6.16	6.16	6.16
				JOB # 5 TOTAL PARTS		6.16
				JOB # 5 TOTAL LABOR & PARTS		16.53

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION		
JOB # 4	9651	H74752112	01/15/08	RENTAL		
				TOTAL - SUBLET		0.00

G.O.G. & SUPPLIES						
JOB # 5	4.5	CARTRIDGE MOTOR OIL	@	3.350	/UNIT	15.08
				TOTAL - GOG		15.08

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 5		OIL OIL FILTER DISPOSAL CHARGE			1.00
				TOTAL - MISC	1.00

COMMENTS
DAMAGE TO LEFT FRONT DOOR

RECOMMENDATIONS
DAMAGE TO LEFT FRONT DOOR

TECHNICIAN CERTIFICATION
90 JAMES R GABRIELE ASE & GM CERTIF

TOTALS

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	10.37
TOTAL PARTS	6.16
TOTAL SUBLET	0.00
TOTAL G.O.G.	15.08
TOTAL MISC CHG.	1.00
TOTAL MISC DISC	0.00
TOTAL TAX	1.96
TOTAL INVOICE \$	34.57

** This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ** *PS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ** *PS403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State 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 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 supplies or waste disposal. [(a.559.804(4))].

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 remanufactured battery sold in the state. [(a.403.718)].

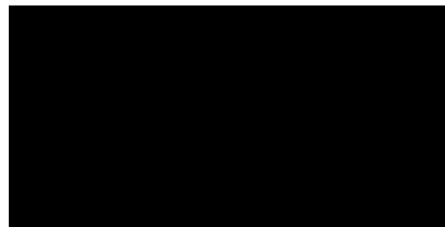
CUSTOMER SIGNATURE

PAID

In regards to the vehicle staying engaged, when I was with Dave Hayes and Hayden Hawes they tried to explain to me that maybe I was holding the keys 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 keys it over turned there for not correcting the problem again for what I believe to be the 4th time if you look at my records.


Also Dave Hayes and Hayden Hawes as well as myself only started the car approximately 3 times.

1/10/08




Also in regards to the wurring noise that has also been a problem since they repaired the a/c when it went out, I had also explained to Dave Hayes and Haylen Hawes that this was not a constant problem but when the car has been running for a while and stopped at a red light which is when this occurred 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 only 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 did not change as I documented how many there was on the car when I took it in for repair, which to me is not standing by their product or trying to satisfy 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 replacement of a tie rod to list only a couple of problems I do not even feel safe in this car.



→



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 01/23/2008

Case Number: PGM0831666

Customer: [REDACTED]

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564 [REDACTED]

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

Model : 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)

*
*
*
*
*
*

(* 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

GM

CHECK No. [REDACTED]

50-937
213

DATE
01/25/08

*****100 DOLLARS

****00 CENTS

AMOUNT
*****100.00

PAY
TO THE
ORDER
OF

CHIPPEWA FALLS WI [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

Kihel Chumma
SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000408

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/25/08

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT62805F [REDACTED]	01/24/08 71-595410814.1	VM 1-9UHQ01 1-9UHQ01	00.0000	100.00	.00	100.00
				TOTAL	100.00	100.00

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

M3

TOTAL

100.00

.00

100.00

Chippewa Falls, WI

EAU CLAIRE WI 547

21 DEC 2007 PM 1 T



Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: August 8, 2006 12-20-2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT62805F [REDACTED]

Mileage at Time of Repair: 51,094 Date of Repair: August 8, 2006

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Chippewa Falls State: WI ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 1,146.84

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





Clements

CVCS616389

Cadillac
SUBARU1000 12TH STREET S.W. • ROCHESTER, MINNESOTA 55902
PHONE (507) 289-0491 www.clementsauto.comMAIN (507) 289-0491
SERVICE DIRECT (507) 285-4772
SERVICE MGR. (507) 285-4770

COPY

CUSTOMER NO. 103111	ADVISOR MICHELLE SCHUMACHE	TAG NO. 164 5315	INVOICE DATE 08/08/06	INVOICE NO. CVCS616389
[REDACTED] ROCHESTER, [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 51,094	COLOR GREEN/GREEN
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/MAXX SS			STOCK NO.
	VEHICLE I.D. NO. 1 G 1 Z T 6 2 8 0 5 F [REDACTED]			DELIVERY DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/07/06	DELIVERY MILES
BUSINESS PHONE	COMMENTS			MO: 51095

TOTAL - MISC -1046.84

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 *

TOTAL LABOR.... 446.50
TOTAL PARTS.... 668.08
TOTAL SUBLET... 30.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 100.00
TOTAL MISC DISC -1146.84
TOTAL TAX..... 48.87

TOTAL INVOICE \$ 146.61

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

check
[REDACTED]



Clements

1000 12TH STREET S.W. • ROCHESTER, MINNESOTA 55902
PHONE (507) 289-0491 www.clementsauto.com

MAIN (507) 289-0491
SERVICE DIRECT (507) 285-4772
SERVICE MGR. (507) 285-4770

CVCS616389



Cadillac
SUBARU

CVCS616389

COPY

CUSTOMER NO. 103111	ADVISOR MICHELLE SCHUMACHE	TAX NO. 164	INVOICE DATE 08/08/06	INVOICE NO. CVCS616389
ROCHESTER,	LABOR RATE	LICENSE NO.	MILEAGE 51,094	COLOR GREEN/GREEN
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/MAXX SS			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 1 Z T 6 2 8 0 5 F			SELLING DEALER NO.
	F.T.E. NO.			P.O. NO.
BUSINESS PHONE		COMMENTS		
MO: 51095				

LABOR & PARTS	DESCRIPTION	UNIT PRICE	PRICE
J# 1 02CVZ	SUSPENSION-STEERING UNITS: 2.80 TECH(S):515 CUSTOMER STATES THE POWER STEERING IS OUT--ADVISE-- SCAN DIAGNOSTICS CODE C0545 STORED INSPECT WIRING TO STEERING COLUMN.GOOD REMOVE AND REPLACE STEERING COLUMN AND SET UP PROCEDURES PERFORMED	266.00	
PARTS-----QTY-----FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 1 1 88967179	S/COL REM 6.518	459.00	459.00
JOB # 1 TOTAL PARTS			459.00
JOB # 1 TOTAL LABOR & PARTS			725.00
J# 2 66CVZ	ELECTRICAL UNITS: 1.90 TECH(S):515 CUSTOMER STATES THE KEY FOB IS NOT WORKING-ADVISE-- INSPECT AND TEST BODY CONTROL MODULE.CODE U2107 FOUND REMOVE AND REPLACE BCM PERFORM SET UP PROCEDURES	180.50	
PARTS-----QTY-----FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 2 1 15234845	BCM 2.560	167.48	167.48
JOB # 2 TOTAL PARTS			167.48
JOB # 2 TOTAL LABOR & PARTS			347.98
J# 3 06CVZ	TRIM INTERIOR UNITS: 0.00 TECH(S):515 CUSTOMER STATES MAKE AN ADDITIONAL KEY E	0.00	
PARTS-----QTY-----FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 3 1 88957992	KEY 2.187	41.60	41.60
JOB # 3 TOTAL PARTS			41.60
JOB # 3 TOTAL LABOR & PARTS			41.60
J# 4 03CVZ	DRIVEABLE. EMISSION UNITS: TECH(S):515 CUSTOMER STATES THE CHECK GAS CAP LIGHT KEEPS FLASHING --ADVISE-- POSSIBLE DUE TO BCM FAILURE NO WORK PERFORMED	0.00	
PARTS-----QTY-----FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 4 TOTAL PARTS			0.00
JOB # 4 TOTAL LABOR & PARTS			0.00
SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----			
JOB # 1 222472	08/08/06 RENTAL MS	30.00	
TOTAL - SUBLET			30.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----			
JOB # 1 GMPP GMPP	616389	-787.13	
JOB # 1 GMPPDEDUCT GMPP DEDUCT	616389	100.00	
JOB # 2 GMPP GMPP	616389	-359.71	

February 14, 2011

[REDACTED]
Chippewa Falls, WI [REDACTED]

Service Request: 71-595410814
Customer Relationship Specialist: Wine Summers

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. 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.mygmilink.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

[REDACTED]
[REDACTED]
Denver, CO [REDACTED]

Service Request: 71-595451738
Customer Relationship Specialist: Anne Parks

Dear [REDACTED]

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

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

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

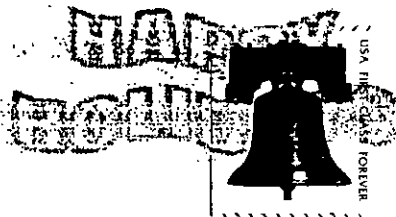
Chevrolet Customer Assistance Center

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

Denver, CO

DENVER CO 802

22 DEC 2007 PM 4:4



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

JAN 02 2008

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-28-200717-Digit Vehicle Identification Number (VIN): 1G1ZT62805F [REDACTED]Mileage at Time of Repair: 68,270 Date of Repair: 9-15-2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: DENVER State: Colorado ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 875.22

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: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



LEN LYALL

LEN LYALL CHEVROLET, INC.

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

Cust. Ph. (303) 375-1138

Tag#

Page 1 of 1

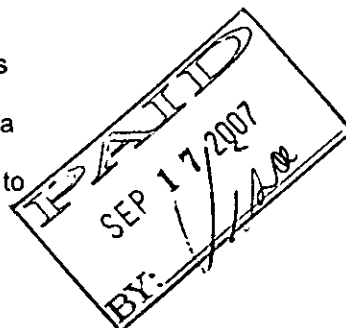
09/17/2007 14:20:10

To: [Redacted]	Year: 2005 Veh Id: 18034 Unit #: G3667
Denver CO	Make: Chevrolet License #:
	Model: Malibu Ls Maxx Odo. In: 68,270
	Color: White Odo. Out:
	V.I.N.#: 1G1ZT62805F [Redacted] Next Service:
	Date In: 09/15/2007 In Service Date: 07/30/2004
	Out: 09/17/2007 13:54 Cases: 1
	Ext. War:
	Promised Time: 09/15/2007 11:30 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	Origin:	Retail	Price	Total
1.00	15926870 - Column		\$419.26	\$419.26	\$419.26
	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			\$420.00	\$420.00
	Completed by: Uhl, Kelly A (0011)				
	Hazzard (Extra Item)			\$1.00	\$1.00
	Coupon (Extra Item)			(\$28.10)	(\$28.10)
	Miscellaneous (Extra Item)			\$25.00	\$25.00



Misc (\$2.10) Labor \$420.00 Parts \$419.26 Prepaid Parts Amt: \$0.00 Case Total: \$837.16
\$0.00

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.		Currency: USD Payment Ref: Expiry Date: P/O#: Estimate: DECLINED	Labor: \$420.00 Parts: \$419.26 Misc: (\$2.10) Sub Total: \$837.16 Tax: \$36.06
09/17/2007 Date	Signature	Payment Type	Total: \$873.22

Thank You For Choosing Len Lyall Chevrolet. We Appreciate Your Business !!

LEN LYALL CHEVROLET, IN
4588 E COLFAX AVE
ROSA, CO. 88011-6983

TERMINAL I.D.: 0017340008958471774601

MERCHANT #: 9584717746

UTSA CARD

SALE

RECORD #: 14

DATE: SEP 17, 87

INV:

TIME: 080014

AUTH:

248070

TOTAL \$873.22

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

CUSTOMER COPY

ORIGINAL

North American Operations

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


GMCHECK **No.** [REDACTED]50-937
213DATE
01/28/08

*****873 DOLLARS

****22 CENTS

AMOUNT
*****873.22PAY
TO THE
ORDER
OF

DENVER CO [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000397

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/28/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1612T62805F [REDACTED]	01/25/08 71-595451	VH 1-9US7V0 738.1-9US7V0	00.0000	873.22	.00	873.22
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				873.22	.00	873.22

North American Operations

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



CHECK No. [REDACTED]

50-937
213DATE
02/01/08

*****115 DOLLARS

****50 CENTS

AMOUNT
*****115.50PAY
TO THE
ORDER
OF

FAIRBURY IL [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000324

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/01/08

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

161ZT54805F [REDACTED] 01/31/08 VM 1-9VGNV9
71-595480017.1-9VGNV9

00.0000

115.50

.00

115.50

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

M3

TOTAL

115.50

.00

115.50

February 14, 2011

[REDACTED]

Fairbury, IL [REDACTED]

Service Request: 71-595480017

Customer Relationship Specialist: Alex Page

Dear [REDACTED]

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

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

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



STINE®
Has Yield

Fairbury, IL

BLOOMINGTON
IL 617
21 DEC 2007 PM 2 L

HAVE
HOLIDAY

Reimbursement Department

P.O. Box 33170

DEC 27 2007

Detroit, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): 1612T54805F [REDACTED]Mileage at Time of Repair: 54475 Date of Repair: 8/31/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Fairbury State: IL ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 115.50

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





26146

December 2007

[REDACTED]
Fairbury, IL [REDACTED]

Dear [REDACTED]

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

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

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

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

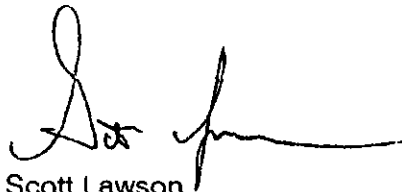
What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you.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

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

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).



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

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126



PETERSEN MOTORS, INC.

Chrysler-Dodge-Jeep • Chevrolet-Buick

1006 West Oak St. • Fairbury, IL 61739
Phone (815) 692-2341 • Fax (815) 692-3168



R/O 26146	VIN 1G1ZT54805F	YEAR 2005	MAKE CHEVROLET	MODEL MALIBU	COLOR BLACK	DATE IN 08/31/07
MILES IN 54475	MILES OUT 54475	FIRST USE 09/09/05	USE FAIRBURY IL	TIME IN 09:35	CLOSED 08/31/07	WRITER 7569 GERRY
SEE ALSO	H [REDACTED] W: (815) -					

- (1) POWER STEERING HAS NO ASSIST
SCAN TESTED AND CHECKED ELECTRIC ASSIST
STEERING SYSTEM...HAS STEERING COLUMN/SENSOR
SYSTEM FAILURE...REPLACED AS COLUMN ASSEMBLY
ONLY...ORDERED PART
CUSTOMER GOODWILL POLICY ADJUST PARTS ONLY..
GB
(Tech:20) A
- Labor T20 110.50
Total Labor 110.50
- Total Repair (Customer) 110.50
- (2) STEERING HAS VERY POOR ASSIST...
STEERING WHEEL SENSOR IS OPEN
REPLACED STEERING COLUMN ASSEMBLY
PARTS ONLY POLICY ADJUSTMENT..GB
AUTH A
(Tech:20) A
- E7680 6F OG T20 0
(F)15926870 (COLUMN) 1
- (Warranty)

Cash: 115.50

*Paid for Parts
but not labor* ↓

ORIGINAL

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

X CUSTOMER SIGNATURE

Page 1 of 1 Job 26146 Reprint (1)

26146 Customer Copy Labor Rate 65.00

W C	INT.	CUSTOMER
		Labor 110.50
		Parts .00
		Sublet .00
		Shop Supplie 5.00
		Oil/Grease .00
		Sub Total 115.50
		Tax .00
		Total (Cash) 115.50

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]50-937
213**DATE**
01/25/08

*****101 DOLLARS

****84 CENTS

AMOUNT
*****101.84**PAY
TO THE
ORDER
OF**

BLOOMFIELD NM [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

[REDACTED]

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/25/08

**VENDOR
DUNS NO.** BB 000000512

1

VENDOR NAME [REDACTED]**REGISTER NO.
DESCRIPTION****INVOICE DATE****DOC. REFERENCE NUMBER****% DISC.****INVOICE AMOUNT****DISC. AMOUNT****NET AMOUNT**

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT54825F [REDACTED]	01/24/08 71-595540894.1	VM 1-9UKIB4 1-9UKIB4	00.0000	101.84	.00	101.84
TOTAL				101.84	.00	101.84

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

H3

TOTAL

101.84

.00

101.84

50154

[REDACTED]
Bloomfield, NM
[REDACTED]



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

JAN 02 2008

48232+5170-70 B050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-28-200717-Digit Vehicle Identification Number (VIN): 1G1ZT54825EMileage 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

CUSTOMER NO. 41615		ADVISOR ALEXIS MOLINA	FACTOR 2082 4945	INVOICE DATE 07/17/07	INVOICE NO. GCCS249038
[REDACTED]		LABOR RATE 77.00	FACTOR 47,276	COLOR DK BLUE/	STOCK NO. 20813
BLOOMFIELD, NM		YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU LS/4 DR SEDAN	DELIVERY DATE 02/04/06	DELIVERY MILES 19,325	PRODUCTION DATE
		VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 2 5 F	SELLING DEALER NO.		
		DATE NO.	DATE	07/11/07	
[REDACTED]		MO: 47276			

LABOR & PARTS		WARRANTY	
J# 1 24BUZ	STEERING/SUSP/SHOCKS HOURS: TECH(S):1008	WARRANTY DISCLAIMER. Any warranties on the products sold hereby are those made by the manufacturer. The Seller, PERFORMANCE BUICK • PONTIAC • GMC • ISUZU, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay and PERFORMANCE BUICK • PONTIAC • GMC • ISUZU, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	
CS STEERING LOCKS WHEN DRIVING. CAN TURN OFF VEHICLE AND RESTART AND STEERING WILL BE OK			
TEST DROVE & INSPECTED FOUND C0545 STEERING TORQUE SENSOR REPLACED STEERING COLUMN PER DOC. 1241508. CLEARED CODE & RECHECKED OK AT THIS TIME			
REPROGRAMED STEERING MODULE.			
PARTS	QTY	FP-NUMBER	DESCRIPTION
JOB # 1	1	15926870	COLUMN 6.518 0Y CP
J# 1 TOTAL PARTS		0.00	
J# 1 TOTAL LABOR & PARTS		0.00	
J# 2 01BUZINSP	GM GOODWRENCH LOF	HOURS: TECH(S):3436	8.35
GM GOODWRENCH LUBE, OIL, FILTER AND MULTI-POINT INSPECTION			
PARTS	QTY	FP-NUMBER	DESCRIPTION
JOB # 2	1	25010792	FILTER 1.836 2Y CPO
J# 2 TOTAL PARTS		9.01	
J# 2 TOTAL LABOR & PARTS		17.36	
G.O.G. & SUPPLIES			
JOB # 1	5.0	C1030 10W30 OIL	2.650 /UNIT
TOTAL - GOG		13.25	
TOTAL - GOG		13.25	
MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A	HW	HAZARDOUS WASTE	1.00
JOB # A	SS	SHOP SUPPLIES	0.84
JOB # 1	42	PONTIAC WARRANTY DEDUCT.	100.00
TOTAL - MISC		101.84	

COPY

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

CUSTOMER NO. 41615	ADVISOR ALEXIS MOLINA	TAG NO. 2082 4945	INVOICE DATE 07/17/07	INVOICE NO. GCCS249038
[REDACTED] BLOOMFIELD, NM	LABOR RATE 77.00	LICENSE NO.	MILEAGE 47,276	COLOR DK BLUE/
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU LS/4 DR SEDAN		DELIVERY DATE 02/04/06	STOCK NO. 20813
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 2 5 F		DELIVERY MILES 19,325	
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			07/11/07	
COMMENTS				

MO: 47276

TOTALS

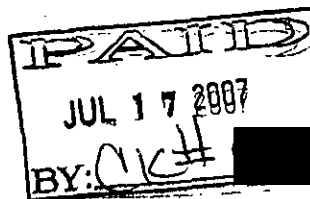
 * CASH..... CHECK..... CHECK #..... *
 * CHARGE..... CHARGE #..... AMEXCO..... *
 * MASTERCARD..... VISA..... DISCOVER..... *
 * NOVUS..... CASHIER INITIALS..... *

TOTAL LABOR.... 8.35
 TOTAL PARTS.... 9.01
 TOTAL SUBLET.... 0.00
 TOTAL G.O.G.... 13.25
 TOTAL MISC CHG. 101.84
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 2.21

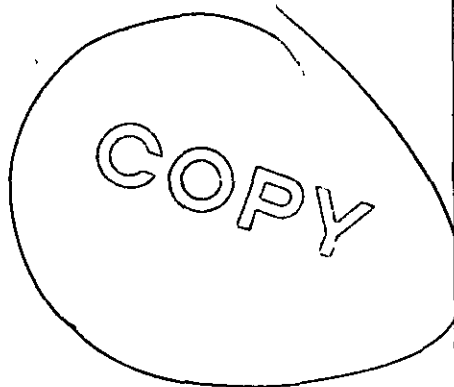
TOTAL INVOICE \$ 134.66

ALL ITEMS MARKED WITH [*] ARE SERVICE PLUS LIMITED LIFETIME WARRANTY PARTS. SEE ADVISOR FOR QUESTIONS PLEASE.
 WE GREATLY APPRECIATE YOUR BUSINESS
 ALL PARTS PREFIXED WITH 242- ARE AFTERMARKET NON-GM PARTS

CUSTOMER SIGNATURE



WARRANTY DISCLAIMER. Any warranties on the products sold hereby are those made by the manufacturer. The Seller, PERFORMANCE BUICK • PONTIAC • GMC • ISUZU, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay and PERFORMANCE BUICK • PONTIAC • GMC • ISUZU, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



February 14, 2011

[REDACTED]

Bloomfield, NM [REDACTED]

Service Request: 71-595540894

Customer Relationship Specialist: Michelle Rivers

Dear [REDACTED]:

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

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

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

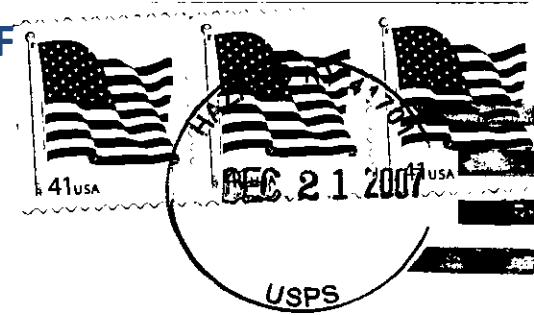
Sincerely,

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.

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

HAZARD, KY



DEC 27 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): 1G1ZS52E55E
Mileage at Time of Repair: 89,191 Date of Repair: 7/16/07
Claimant Name (please print): [REDACTED]
Street Address or PO Box Number: [REDACTED]
City: Hazard State: Ky ZIP Code: [REDACTED]
Daytime Telephone Number (include Area Code) [REDACTED]
Evening Telephone Number (include Area Code) [REDACTED]
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 [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





December 2007

Hazard, KY

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.

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

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

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

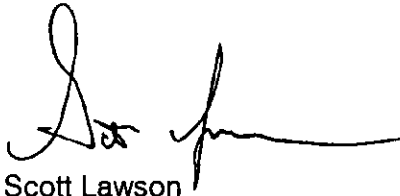
Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by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

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).



100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

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

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126



BY AIRMAIL TO THE UNITED STATES OF AMERICA FROM THE UNITED STATES OF AMERICA

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



|||||

07126 1G1ZS52E55E 13 0015332

HAZARD, KY



Cardinal
AUTOMOTIVE, INC.

CHEVROLET
101 CARDINAL DRIVE • HAZARD, KENTUCKY 41701
PHONE: (606) 436-2154



Cadillac

CVCS127270

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 implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Selling Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service.
Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

CUSTOMER NO. 42295	ADVISOR SCOTT SMITH	4070	TAG NO. 069	INVOICE DATE 07/10/07	INVOICE NO. CVCS127270
HAZARD, KY	LABOR RATE	LICENSE NO.	MILEAGE 89,191	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZS52F55F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 07/06/07
BUSINESS PHONE		COMMENTS			
MO: 89191					

LABOR & PARTS
J# 131CVZZ STEERING/SUSPENSION TECH(S):4019 148.00
CUSTOMER STATES STEERING HAS NO POWER ASSIST AT SLOW SPEEDS.
ADVISE
CURRENT CODE C0545 TORQUE SENSOR INPUT MALFUNCTION
INTERNAL COLUMN FAILURE REPLACED COLUMN KIT

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	15926870	COLUMN 6.518	359.00	359.00
JOB # 1 TOTAL PARTS				359.00	359.00
JOB # 1 TOTAL LABOR & PARTS				507.00	507.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SSWD	ENVIRONMENTAL CHGS	
TOTAL - MISC			13.32

COMMENTS
WAIT

TOTALS

CASH ☐ CHECK #..... CHARGE **42295** NO CHARGE ☐
MASTERCARD ☐ VISA ☐ DISCOVER ☐ DATE **7-10-07**
(X) MIKE () DONNIE () BRAD
TOTAL LABOR.... 148.00
TOTAL PARTS.... 359.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 13.32
TOTAL MISC DISC 0.00
TOTAL TAX..... 21.54

TOTAL INVOICE \$ 541.86

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 SATISFIED, PLEASE CALL US IMMEDIATELY AT 606-436-2154.

CUSTOMER SIGNATURE



Cardinal

AUTOMOTIVE, INC.

101 CARDINAL DRIVE • HAZARD, KENTUCKY 41701
PHONE: (606) 436-2154

GMC



Cadillac

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 implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Selling Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this parts) and/or service.
Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

COPY

CUSTOMER NO. 42295	ADVISOR SCOTT SMITH	4070	TAG NO. 069	INVOICE DATE 07/10/07	INVOICE NO. CVCS127270
HAZARD, KY	LABOR RATE	LICENSE NO.	MILEAGE 89,191	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZS52F55F			SELLING DEALER NO.	PRODUCTION DATE
	K.T.C. NO.			P.C. NO.	R.D. DATE 07/06/07
BUSINESS PHONE	COMMENTS			MO: 89191	

LABOR & PARTS
 JOB # 1 31CVZZ STEERING/SUSPENSION TECH(S) 4019 148.00
 CUSTOMER STATES STEERING HAS NO POWER ASSIST AT SLOW SPEEDS.
 ADVISE
 CURRENT CODE C0545 TORQUE SENSOR INPUT MALFUNCTION
 INTERNAL COLUMN FAILURE REPLACED COLUMN KIT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	15926870	COLUMN 6.518	359.00	359.00	359.00
JOB # 1 TOTAL PARTS						359.00
JOB # 1 TOTAL LABOR & PARTS						507.00

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	SSWD	ENVIRONMENTAL CHGS		13.32
TOTAL - MISC				13.32

COMMENTS
 WAIT

TOTALS

CASH <input type="checkbox"/>	CHECK #	CHARGE	NO CHARGE <input type="checkbox"/>	TOTAL LABOR	148.00
MASTERCARD <input type="checkbox"/>	VISA <input type="checkbox"/>	DISCOVER <input type="checkbox"/>	DATE	TOTAL PARTS	359.00
() MIKE () DONNIE () BRAD				TOTAL SUBLET	0.00
				TOTAL G.O.G.	0.00
				TOTAL MISC CHG.	13.32
				TOTAL MISC DISC	0.00
				TOTAL TAX	21.54

TOTAL INVOICE \$ 541.86

 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 SATISFIED, PLEASE CALL US IMMEDIATELY AT 606-436-2154.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

February 14, 2011

[REDACTED]

Hazard, KY [REDACTED]

Service Request: 71-595627796

Customer Relationship Specialist: Alex Page

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired. 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.

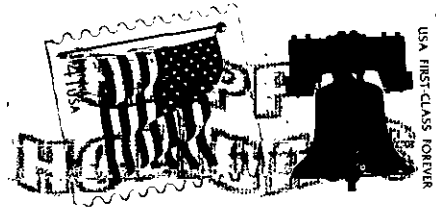
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please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

Sincerely,

Chevrolet Customer Assistance Center

ROANOKE VA 240

22 DEC 2007 PM 1 L



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

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

DEC 27 2007

482325170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/22/07

17-Digit Vehicle Identification Number (VIN): 1B1ZT54875F [REDACTED]

Mileage at Time of Repair: 71595 Date of Repair: 10/30/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Alton State: VA ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 522.95

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



WYATT CHEVROLET BUICK PONTIAC, INC

1000 WILBORN AVE
SOUTH BOSTON, VA. 24592
434-572 2080
WYATTS@GCRONLINE.COM

Cash Sale

DATE | INVOICE NO. | CUST. NO.

10/24/2007 68004

SOLD BY | PAY TYPE | P.O. NO.

062 CASH

Counter Sale
1 RETAIL

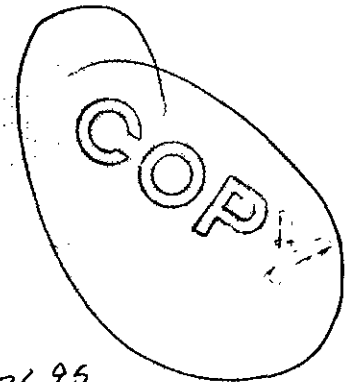
No returns on Special Order. 20% stocking on others
***** NO RETURNS ON ELECTRICAL PARTS *****
THANKS FOR BUSINESS

No Refunds or Credits after 30 days. All Returns must
have this invoice, *** NO EXECPTIONS ***
***** ALL SPCECIAL ORDERS MUST BE PRE-PAID *****

QTY.	PART NUMBER/DESCRIPTION	BIN	LIST	NET	AMOUNT
------	-------------------------	-----	------	-----	--------

1	88967179	S/COL REM	*****	359.00	359.00
---	----------	-----------	-------	--------	--------

SUB TOTAL	359.00
TAX	17.95
PAY THIS AMOUNT	376.95



376.95
146.00
522.95

Thank You

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 neither assumes nor authorizes any other person to assume for it any liability in connection with sale of said products.

Received By _____

CUSTOMER COPY

IMEE

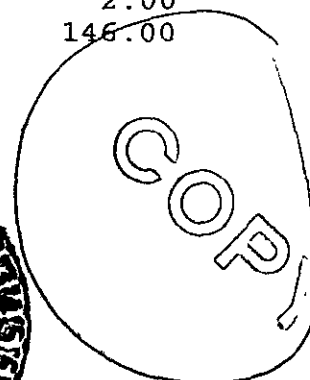
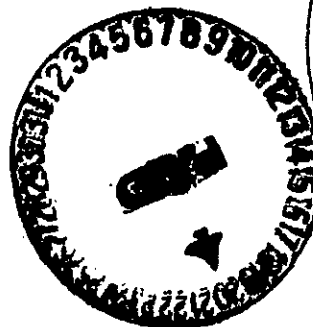
ALTON VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G1ZT54875F		71595	10/30/07	
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		05	CHEVROLET	MALIBU	GRAY	00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
3643			- -	4389C	00/00/00	AMS 3131
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
48.00	02/23/06	27527	71595	10/24/07	11/25/04	

MONDAY-FRIDAY 8:00-5:30

THANK YOU FOR YOUR BUSINESS

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
A	CUSTOMER STATES POWER STEERING DISPLAYING ON THE DASH REPLACE STEERING GEAR					
			AJD 9194		C	144.00
Line Total.....						144.00

Labor 144.00
 ENVIRO-FEE 2.00
 TOTAL-AMOUNT 146.00



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.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained
 hereon is accurate unless otherwise shown. Warranty services described were
 performed at no charge to owner. There was no indication from the appearance of
 the vehicle or otherwise, that any part repaired or replaced under this claim
 had been connected in any way with any accident, negligence or misuse. Records
 supporting this claim are available for (1) year from the date of payment notifi-
 cation at the servicing dealer for inspection by manufacturer's representative.

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

February 14, 2011

[REDACTED]
[REDACTED]
Alton, VA [REDACTED]

Service Request: 71-595639751
Customer Relationship Specialist: Joey Bravo

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the vehicle that you had repaired. We regret that we are unable to reimburse you the amount you requested because the 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,

Chevrolet Customer Assistance Center

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

February 7, 2011

[REDACTED]
[REDACTED]

Farmington, UT [REDACTED]

Service Request: 71-594946325

Customer Relationship Specialist: Reggie Militech

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$100.00.

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

Sincerely,

Chevrolet Customer Assistance Center

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

Farmington, UT

SALT LAKE CITY UT 841

DEC 31 2007

27 DEC 2007 PM 2 L

HAPPY
HOLIDAYS



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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-21-0717-Digit Vehicle Identification Number (VIN): 1G1ZT52885F [REDACTED]Mileage at Time of Repair: 40115 Date of Repair: 10-29-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Farmington State: VT ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 100.00

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

Reimbursement questions should be directed to the following number:

1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



734310

2 2 2 8 0 0

WHEN
PERFORMANCE
COUNTS

Young

CHEVROLET

 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

FARMINGTON, UT

HOME: [REDACTED] BUS: [REDACTED]

INVOICE

PAGE 1

SERVICE ADVISOR: 83 BRANDON C ALLRED

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GOLD	05	CHEVROLET MALIBU	1G1ZT52885F		40115/40115		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
26JAN05	IS		17:00 24OCT07		0.00	CASH	24OCT07
R.O. OPENED		READY		OPTIONS: STK:P7487A DLR:36500 1) PFA 202678 2) COMP			
09:08 23OCT07		16:28 24OCT07		3) 72/75000 4) 100 DED 5) 20119 MILES 6) VHF			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE STEERING WHEEL INT: IS ALMOST IMPOSSIBLE TO TURN. PLEASE CHECK AND ADVISE.							

400	SUSPENSION DIAGNOSIS/REPAIR						
	99 CENF				189.63	189.63	
1	15775370 F-MOTOR				352.33	352.33	352.33
PARTS:	352.33	LABOR:	189.63	OTHER:	0.00	TOTAL LINE A:	541.96

40115 2.2 DIAG AND REPLACED POWER STEERING MOTOR AND REPROGRAMME ECU

B CUSTOMER STATES THE POWER STEERING LIGHT HAS BEEN COMING ON, PLEASE CHECK AND ADVISE.

300 GENERAL DRIVEABILITY AND DIAGNOSIS

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

40115 0 SCANED AND FOUND THESE CODES C0460-00 C04694B C0550. THSES ARE ALL POWER STEERING MOTOR CODES AND STEERING PISITION SENSOR CODES.

C** AFTER REPLACING THE STEERING MOTOR BASED ON CODE C0460 (SYMPTOM 00), THE BEARING HAS FAILED IN THE STEERING COLUMN AND CAUSED A SECONDARY CODE OF C0460 (SYMPTOM 4B), WHICH WAS TRACED TO FAULTY BEARING IN THE COLUMN ASSEMBLY. PLEASE REPLACE COLUMN ASSEMBLY PER BRECKEN AT WARRANTY COMPANY.

400 SUSPENSION DIAGNOSIS/REPAIR

	99 CENF				241.33	241.33	
1	15926870 COLUMN				359.00	359.00	359.00
PARTS:	359.00	LABOR:	241.33	OTHER:	0.00	TOTAL LINE C:	600.33

40115 2.8 DIAG AND REPLACED STEERING COLUMN AND CLEARED ALL CODES AND TEST DROVE AND ALL IS GOOD AT THIS TIME

The Customer agrees: I will pay Young Chevrolet (Dealership) for the parts 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 part(s) described above and any additions or substitutions shall remain in the Dealership's name until paid in full; Customer grants a security interest in the part(s) and for the service described above until paid; The Dealership retains all rights to pursue all liens for the part(s) and service described above; and A service charge of 18% per annum will be charged until paid in full.

I will pay all reasonable attorneys' fees, costs and collection expenses should the Dealership take any action to collect on this contract, whether in Court or Arbitration. Any controversy arising out of this contract of \$5,000.00 or less shall be submitted to a Small Claims Court having jurisdiction over the matter. Any controversy in excess of \$5,000.00 arising out of this contract shall be resolved by binding arbitration administered by the American Arbitration Association, its Commercial Arbitration Rules, the Utah Arbitration Act, and an Arbitrator residing in Utah. Arbitration shall be conducted in Salt Lake City, Utah. Any judgment on the arbitration award, including attorneys' fees and cost, may be entered in a court having jurisdiction thereof. This arbitration agreement is enforceable, and irrevocable, except upon grounds existing at law or equity to set aside this Agreement, or when fraud is alleged.

All warranties on the product(s) sold are those made by the manufacturer. The Dealership expressly disclaims all product(s) warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any part(s) and/or service. The Dealership extends a limited labor warranty for its labor on new part(s) only for 90 days or 4,000 miles from the date of service, whichever comes first. Buyer shall not be entitled to recover from the Dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income or any incidental damages.

When I leave the vehicle as described above with the Dealership, the Dealership is not responsible for any personal property left in the vehicle. I am responsible for all risk of loss or damage from whatever cause. Absent gross negligence or willful misconduct by the Dealership, all risk of loss or damage from whatever cause is mine.

Dated: _____ Customer: _____

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

734310

COPY

222800

WHEN
PERFORMANCE
COUNTS
Young
CHEVROLET

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

FARMINGTON, UT

HOME: BUS:

PAGE 2

SERVICE ADVISOR: 83 BRANDON C ALLRED

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GOLD	05	CHEVROLET MALIBU	1G1ZT52885F		40115/40115		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
26JAN05 IS			17:00 24OCT07		0.00	CASH	24OCT07

 R.O. OPENED: 09:08 23OCT07 16:28 24OCT07
 OPTIONS: STK:P7487A DLR:36500 1) PFA 202678 2) COMP
 3) 72/75000 4) 100 DED 5) 20119 MILES 6) VHF

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
					CUSTOMER HAS CENTENNIAL WARRANTY CONTRACT #PFA2 02678, - \$100 DEDUCTIBLE. WARRANTY TO PAY \$1042.29 USING AUTH #79407508 PER BRECKEN, CUSTOMER TO PAY \$100 FOR DEDUCTIBLE ONLY.		
					TO ASSURE YOUR "COMPLETE SATISFACTION" WE WARRANTY ALL REPAIRS, PLEASE CONTACT YOUR SERVICE CONSULTANT FOR DETAILS. THANK YOU FOR CHOOSING YOUNG CHEVROLET FOR YOUR SERVICE NEEDS. *DENOTES PARTS OTHER THAN GENUINE GM WERE USED TO COMPLETE REPAIRS.		

Young Chevrolet's Fast Track

Paid Cash

Check

VISA

Date 10-14-07

AS

The Customer agrees: I will pay Young Chevrolet (Dealership) for the parts 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 other person(s); Title to the part(s) described above and any additions or substitutions shall remain in the Dealership's name until paid in full; Customer grants a security interest in the part(s) and for the service described above until paid; The Dealership retains all rights to pursue all liens for the part(s) and service described above; and A service charge of 18% per annum will be charged until paid in full. I will pay all reasonable attorneys' fees, costs and collection expenses should the Dealership take any action to collect on this contract, whether in Court or Arbitration. Any controversy arising out of this contract of \$5,000.00 or less shall be submitted to a Small Claims Court having jurisdiction over the matter. Any controversy in excess of \$5,000.00 arising out of this contract shall be resolved by binding arbitration administered by the American Arbitration Association, its Commercial Arbitration Rules, the Utah Arbitration Act, and an Arbitrator residing in Utah. Arbitration shall be conducted in Salt Lake City, Utah. Any judgment on the arbitration award, including attorneys' fees and cost, may be entered in a court having jurisdiction thereof. This arbitration agreement is enforceable, and irrevocable, except upon grounds existing at law or equity to set aside this Agreement, or when fraud is alleged.

All warranties on the product(s) sold are those made by the manufacturer. The Dealership expressly disclaims all product(s) warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any part(s) and/or service. The Dealership extends a limited labor warranty for its labor on new part(s) only for 90 days or 4,000 miles from the date of service, whichever comes first. Buyer shall not be entitled to recover from the Dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income or any incidental damages.

When I leave the vehicle as described above with the Dealership, the Dealership is not responsible for any personal property left in the vehicle. I am responsible for all risk of loss or damage from whatever cause. Absent gross negligence or willful misconduct by the Dealership, all risk of loss or damage from whatever cause is mine.

Dated:

Customer:

DESCRIPTION	TOTALS
LABOR AMOUNT	430.96
PARTS AMOUNT	711.33
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1142.29
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1142.29

YOUNG FAST TRACK
645 N. MAIN STREET
LAYTON UT 84041
801-544-1234

Sale

ID: 3333

Merchant: 420101594

10/24/07

18:05:40

VISA

Appr Code: 024448

Invoice#:

5

Total:

\$ 100.00

Customer Copy
THANK YOU

North American Operations

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

GM

CHECK

No. [REDACTED]

50-937
213DATE
01/28/08

*****100 DOLLARS

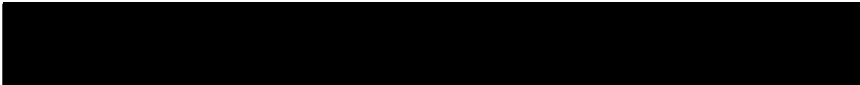
****00 CENTS

AMOUNT
*****100.00PAY
TO THE
ORDER
OF

FARMINGTON UT [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000060
VENDOR NAME [REDACTED]

1

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/28/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52885F [REDACTED]	01/25/08 71-594946	VH 1-9ULCAN 325.1-9ULCAN	00.0000	100.00	.00	100.00
TOTAL				100.00	.00	100.00

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

W3

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

[REDACTED]

[REDACTED]

Saucier, MS [REDACTED]

Service Request: 71-595648218

Customer Relationship Specialist: Anne Parks

Dear [REDACTED]

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

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

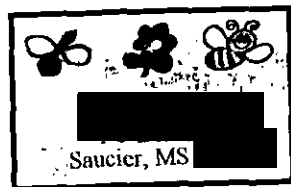
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$100.00.

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.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



DEC 27 2007



Reimbursement Department
PO BOX 33170
Detroit, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted:

10/27/52805F

17-Digit Vehicle Identification Number (VIN):

10/27/52805F

Mileage at Time of Repair:

50,052

Date of Repair:

Oct. 12, 2006

Claimant Name (please print)

Street Address or PO Box Number:

City:

Sauville

State:

MS

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).





STAR CHEVROLET-CHRYSLER, INC.

1828 SOUTH AZALEA DR. - P.O. BOX 36
WIGGINS (601) 928-4405 • 1-800-782-7289
WIGGINS, MISSISSIPPI 38677

We cannot bill an insurance company for any type of insurance loss.

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS. NOT THE DEALER'S. UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

WE GUARANTEE OUR SERVICE WORK FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST.

CVCS84758



CVCS84758

CUSTOMER NO. 31492	ADVISOR BRIAN CHAMBLESS	TAG NO. 32638	INVOICE DATE 10/12/06	INVOICE NO. CVCS84758
SAUCIER, MS	LABOR RATE	LICENSE NO.	MILEAGE 50,052	STOCK NO. C2366
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU LS/40		COLOR WHITE/	DELIVERY MILES 24,788
	VEHICLE I.D. NO. 1G1ZT52865F		DELIVERY DATE 12/12/05	PRODUCTION DATE
	F.T.E. NO.		SELLING DEALER NO.	REPRINT# 1
COMMENTS		R.O. DATE 10/03/06		
MO: 50059				

LABOR & PARTS
TOTAL LABOR 128.80 TOTAL PARTS 287.20 TOTAL 416.00

CUSTOMER STATES THAT THE STEERING GETS TIGHT AND HARD TO
TURN AND SERVICE POWER STEERING COMES ACROSS DRIVERS INFO
FAULTY STEERING COLUMN STEERING POSITION SENSOR LOST
CALIBRATION
REPLACED STAARING COLUMN

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	15926870	COLUMN 6.518	287.20	287.20	287.20
JOB # 1 TOTAL PARTS						287.20
JOB # 1 TOTAL LABOR & PARTS						416.00

COMMENTS
UNIVERSAL UNDERWRITERS COMMITS FOR PAYMENT AMOUNT OF 345.12
PER DAVID DODSON
CUSTOMER OWES \$100.00 DEDUCTIBLE

TECHNICIAN CERTIFICATION
26196 ROBERT O TOUCHSTONE 7043

TOTALS

STAR CHEVROLET-CHRYSLER
APPRECIATES YOUR BUSINESS !!

If you have any questions or comments,
call your service advisor at 601-928-4405.

YOU WILL SOON RECEIVE A SURVEY FROM CHEVROLET,
OR CHRYSLER ABOUT YOUR WARRANTY REPAIRS.
IF YOU CANNOT MARK YOUR SCORES "COMPLETELY SATISFIED"
PLEASE ASK TO SPEAK WITH THE SERVICE MANAGER.

TOTAL LABOR	128.80
TOTAL PARTS	287.20
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	29.12

TOTAL INVOICE \$ 445.12

CUSTOMER SIGNATURE

Universal
Customer

345.12
100.00
Vase

Purchases, Cash, Debit
Finance Charges
New Balance

Available for Cash

PAYMENT ADDRESS
P.O. Box 94014
Palatine, IL 60094-4014

VISIT US AT:
www.chase.com/creditcards

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

Previous balance	\$29.63
Rebates earned from gas purchases	\$7.56
Bonus rebates earned from gas purchases	\$7.56
Rebates earned from purchases	\$20.74
Rebates redeemed this period	\$29.63
Total remaining rebates	\$35.86

For questions about your account please call
Cardmember Services at 1-800-945-2000.

\$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. Rebates are automatically credited to your account. See Program terms for details.

TRANSACTIONS

Trans Date	Reference Number	Merchant Name or Transaction Description	Amount Credit	Debit
10/06	24164076273491827310263	APPLEBEE'S GULFPORT MS		\$16.43
10/06	24266576280208193001142	CHONG'S GARDEN GULFPORT MS		25.11
10/06	24735426280132807243387	HULSON'S GULFPORT TH GULFPORT MS		17.90
10/06	24423636280598745292130	MURPHY5508@WAL-MART089 GULFPORT MS		23.56
10/06	24071056283987188398694	ROYAL SUPER BUFFET GULFPORT MS		24.89
10/10	24226386283360179986705	WM SUPERCENTER GULFPORT MS		83.26
10/11	24445006285688891688912	WINN-DIXIE #1511 GULFPORT MS		18.54
10/10	24792626284749072232843	RITE AID STORE 7223 GULFPORT MS		6.17
10/10	24761976284276864018381	BARNHILL'S BUFFET #34 GULFPORT MS		14.32
10/11	24266856862650000197332	Finance Charge Reversal DE	69.68	
10/11	24226386283360221244325	WM SUPERCENTER GULFPORT MS		26.99
10/12	24081756285042000000008	SUN HERALD NEWSPAPER 800-346-2472 MS		24.00
10/11	24761976285276862010644	BARNHILL'S BUFFET #34 GULFPORT MS		16.89
10/12	24110396285206588000002	SPRABERRY DENTAL CL GULFPORT MS		48.00
10/12	24761976286276863010584	BARNHILL'S BUFFET #34 GULFPORT MS		14.88
10/13	24427336286848894768270	CHOICE SUPERMARKET LONG BEACH MS		37.81
10/12	24323016286250285010080	STAR CHEVROLET CHRYSLER WIGGINS MS		100.00
10/12	246921652860000000541896	SHELL OIL 57640721305 GULFPORT MS		16.38
10/16	24693166280000249316833	CABLE ONE 888-622-2535 AZ		46.52
10/16	24266576296267000130011	SETH'S LAWNMOWER LONG BEACH MS		11.77
10/17	242316862900088016688974	HARBOR FREIGHT CATALOG 800-444-3353 CA		42.94
10/16	241040762930388918643458	KFC 80188889 GULFPORT MS		6.41
10/16	24423636290608816468451	KANGAROO EXPRESS 8380 GULFPORT MS		15.13
10/17	24135666291364231943061	MEDGO HEALTH SPOKANE 888-626-6080 WA		9.74
10/18	24288576296206190000829	CHONG'S GARDEN GULFPORT MS		24.61
10/17	24495666291364231943061	MEDGO HEALTH SPOKANE 800-626-6080 WA		69.99
10/16	24207830290917480000545	OLE PINETREE STORE SAUCIER MS		10.90
10/17	24455016291140002308258	WAL-MART #0969 GULFPORT MS		67.18
10/17	24761976291276868040194	BARNHILL'S BUFFET #34 GULFPORT MS		14.92
10/18	24403088291002231888054	CINGULAR 3411498500194 888-331-0500 TN		105.43
10/17	24226386291360429059881	WM SUPERCENTER GULFPORT MS		19.95
10/17	24825128291402233979300	CHEVRON 80268355 GULFPORT MS		2.55

invoice

50059

North American Operations

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



CHECK No. [REDACTED] 50-937
213

DATE
01/28/08

*****100 DOLLARS

****00 CENTS

AMOUNT
*****100.00

PAY
TO THE
ORDER
OF

SAUCIER MS [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

Kihel C. [Signature]
SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000112
VENDOR NAME [REDACTED]

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/28/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT52865F [REDACTED]	01/25/08 71-595648218.1	VH 1-9UNOMK 1-9UNOMK	00.0000	100.00	.00	100.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				100.00	.00	100.00

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

February 14, 2011

[REDACTED]

Hinesville, GA [REDACTED]

Service Request: 71-595674096

Customer Relationship Specialist: Dean Winchester

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired. 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

DEC 21 2007



123243470-70. B030



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 21 Dec 07

17-Digit Vehicle Identification Number (VIN): 1G1ZT54895F

Mileage at Time of Repair: 45408 74414 Date of Repair: 5 Dec 07 / 7 Nov 06

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: HINESVILLE State: GA ZIP Code: [REDACTED]

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

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

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: [REDACTED]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



NeSmith

Chevrolet Oldsmobile of Hinesville, Inc.

3696342

167039

COPY

INVOICE



1009 E. Oglethorpe Hwy. P.O. Box 409

HINESVILLE, GA 31310

(912) 876-2121 (800) 287-4138



DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 714 TERESA GUEST

Hinesville, GA

ME: [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ID	05	CHEVROLET MALIBU	1G1ZT54895F		45408/45408		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
MAR06 IS			18:00 03NOV06		0.00	CASH	07NOV06

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:3564P DLR:08134 ENG:3.5 Liter_SFI

1:53 03NOV06 08:18 07NOV06

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

CUST STATES THAT THERE IS A THUMPING NOISE IN THE STEERING WHEEL

CP INSPECTED 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

CPC 3.50

1	15858368	GEAR	285.97	285.97	285.97
2	22687089	ROD KIT	53.85	53.85	107.70

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 25.00

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 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

3696342

179414

COPY

INVOICE*

NeSmith

Chevrolet of Hinesville, Inc.

1559 E. Oglethorpe Hwy. P.O. Box 409

HINESVILLE, GA 31310

(912) 876-2121 (800) 287-4138

HINESVILLE, GA

PAGE 1

HOME

BUS:

CELL

SERVICE ADVISOR: 714 TERESA GUEST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Red	05	CHEVROLET MALIBU	1G1ZT54895F		74414/74414		
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR06 DD			18:00 04DEC07		0.00	CASH	05DEC07
R.O. OPENED		READY	OPTIONS: STK:3564P DLR:08134 ENG:3.5 Liter SFI				

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 BEARINGS

754 PHILLIP OWENS LIC#: Technician

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 liability in connection with the sale of said products. Any limitations contained herein does not apply where prohibited by law.

DESCRIPTION	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

[REDACTED]
Morse, LA [REDACTED]

Service Request Number: 71-595675045

Dear [REDACTED]

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

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

Chevrolet Customer Assistance Center

February 14, 2011

[REDACTED]
Morse, LA [REDACTED]

Service Request Number: 71-595675045

Dear [REDACTED]

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

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

Chevrolet Customer Assistance Center

February 14, 2011

[REDACTED]

Morse, LA [REDACTED]

Service Request: 71-595675045

Customer Relationship Specialist: Blair Farrell

Dear [REDACTED]:

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu MAXX, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

February 14, 2011

[REDACTED]

Morse, LA [REDACTED]

Service Request: 71-595675045

Customer Relationship Specialist: Kevin Whitehead

Dear [REDACTED]:

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu MAXX, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

February 14, 2011

[REDACTED]
[REDACTED]

Morse, LA [REDACTED]

Service Request: 71-595675045

Customer Relationship Specialist: Brian Lewis

Dear [REDACTED]:

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu MAXX, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center



McKinney, TX

NORTH TEXAS P&DC

TX 750

22 DEC 2007 PM 7 L



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

DEC 27 2007

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/22/0717-Digit Vehicle Identification Number (VIN): 1G2ZH528854Mileage at Time of Repair: 65252 Date of Repair: 8/29/07

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: McKinney 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 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).



54129611

85093

LONE STAR

INVOICE

3950 S. Central Expwy · McKinney, TX 75089
Phone: (972) 562-0290 · Metro: (469) 952-5200
Fax: (972) 562-6680**GMC**

MCKINNEY, TX

HOME

BUS:

PAGE 1

SERVICE ADVISOR: 762 ROBERT NORTH CUTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
BLUE	05	PONTIAC G6	1G2ZH528854		65252/65252		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV04	IS		17:30 29AUG07		0.00	CASH	30AUG07
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter SFI					

13:05 25AUG07 12:08 29AUG07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A C/S THAT THE CAR WILL LOSE POWER STEERING WHILE DRIVING, HAVING TO
TURN KEY OFF AND BACK ON TO GET TO WORK AGAIN

100 Maintenance

812 CP

1 15926870 F-S/COL REM

285.00 285.00
359.00 359.00

CORE CHARGE C

100.00 100.00

-1 15926870 CORE RETURN

359.00 100.00 -100.00

65252 FOUND DTC C0460 SET FOR TORQUE SENSOR FAILURE 3.0 REPLACED
STEERING COLUMN AND CLEARED CODES... TEST DROVE VEHICLE NO CODES SET
AND STEERING IS RESPONDING AT THIS TIME...

B PERFORM 27PT INSPECTION

27PT PERFORM 27PT INSPECTION

812 ISP

(N/C)

65252

C WASH AND VAC

WV WASH AND VAC

812 ISP

(N/C)

65252

PAID
AUG 30 2007
BY:

*****THANK YOU FOR YOUR BUSINESS*****

OUR GOAL IS TO MAKE SURE YOU'RE "COMPLETELY

*SATISFIED" WITH THE SERVICE WE'VE PROVIDED *

*IF FOR ANY REASON WE HAVE NOT DONE SO, DO *

*NOT HESITATE TO CALL ME @ 469-952-5267. *

*THANK YOU JUSTIN NICHOL, SERVICE MANAGER *

*****JNICHOL@VTAIG.COM*****

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

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	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) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

54129611

76208

LONE STAR

INVOICE


 3950 S. Central Expwy · McKinney, TX 75089
 Phone: (972) 562-0290 · Metro: (469) 952-5200
 Fax: (972) 562-6680
GMC

PAGE 1

SERVICE ADVISOR: 732 LEE NEWBAUER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
BLUE	05	PONTIAC G6	1G2ZH528854		52389/52389	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
05NOV04 IS			17:30 09FEB07		0.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter_SFI				
10:23 08FEB07	17:41 09FEB07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES	POWER STEERING GOES OUT AT TIMES					
	C0545	NECESSARY TO REPLACE STEERING COLUMN DUE TO					
		TORQUE SENSOR BEING INSIDE STEERING COLUMN					
		ALSO NECESSARY TO REPLACE STEERING MOTOR.					
	726	CP					
	698	CP					
					95.00		95.00

52389 STEERING MOTOR/ MODULE AND TORQUE SENSOR. 1.0-698 VERIFIED
 CUSTOMER CONCERN FOUND DTC C0545 TORQUE SENSOR MALFUNCTIONING IN STEERING COLUMN. POWER STEERING MOTOR NOT OPERATING AS DESIGNED DUE TO INTERNAL MALFUNCTION CAUSED BY BAD TORQUE SENSOR. NECESSARY TO REPLACE STEERING COLUMN DUE TO TORQUE SENSOR BEING INSIDE STEERING COLUMN ALSO NECESSARY TO REPLACE STEERING MOTOR. CUSTOMER IS TAKING VEHICLE AND IS TO RETURN TO PERFORM REPAIRS.

B WASH AND VAC

WV WASH AND VAC	
726	ISP (N/C)
999	ISP (N/C)

 *OUR GOAL IS TO MAKE SURE YOU'RE "COMPLETELY"
 *SATISFIED" WITH OUR SERVICE WE'VE PROVIDED *
 *IF FOR ANY REASON WE HAVE NOT DONE SO, DO *
 *NOT HESITATE TO CALL ME @ 469-952-5267. *
 *NICK NICHOLSON - SERVICE MANAGER *
 *****THANK YOU FOR YOUR BUSINESS*****

COPY

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

STATEMENT OF DISCLAIMER

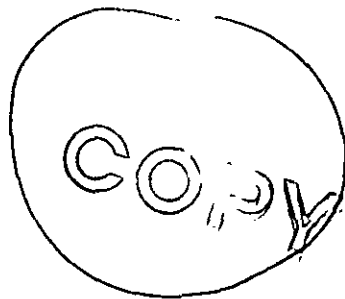
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes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

DESCRIPTION	TOTALS
LABOR AMOUNT	95.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	95.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	95.00

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

CUSTOMER SIGNATURE

CUSTOMER COPY



1890186227700010804
DATE: 279

LOVE STAR BUTYX GNC
1800 W. HIGHWAY 39C
MCINNEY TX 75069

DATE: 02-27/97
TIME: 17:00:00

3-A-L-E-2 1-A-A-F-7

REF: 4474
CD TYPE: MC
TR TYPE: PR

AMOUNT: \$95.20

CD: 1890186227700010804
EXP: 02/27/97

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



1890186227700010804

1890186227700010804
DATE: 279

LOVE STAR BUTYX GNC
1800 W. HIGHWAY 39C
MCINNEY TX 75069

DATE: 02-27/97
TIME: 11:14:49

3-A-L-E-2 1-A-A-F-7

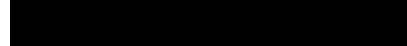
REF: 7047
CD TYPE: VISA
TR TYPE: PR

AMOUNT: \$704.47

CD: 1890186227700010804
EXP: 02/27/97

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUED AGREEMENT
ACCORDING AGREEMENT TO CREDIT VOUCHER

1890186227700010804



1890186227700010804

February 14, 2011

[REDACTED]
[REDACTED]
Mc Kinney, TX [REDACTED]

Service Request: 71-595680233
Customer Relationship Specialist: Anne Parks

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the instrument panel cluster that you had repaired 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

GM

CHECK

No. [REDACTED]50-937
213

DATE

01/29/08

*****799 DOLLARS

****47 CENTS

AMOUNT

*****799.47

North American Operations
General Motors Corporation
Disbursement AccountPAY
TO THE
ORDER
OF

MC KINNEY TX [REDACTED]

SIGNATURE

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

AUDIT

VENDOR
DUNS NO.

BB 000000401

1

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/29/08

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G2ZH528854 [REDACTED]

01/28/08

71-595680

VM 1-9UM2BU

233.1-9UM2BU

00.0000

799.47

.00

799.47

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

H3

TOTAL

799.47

.00

799.47

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]

50-937
213

DATE

02/01/08

*****522 DOLLARS

****67 CENTS

AMOUNT

*****522.67

PAY
TO THE
ORDER
OF

BURKE VA [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000147

1

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/01/08

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

161ZT54895F [REDACTED]

01/31/08
71-595722197.1VM 1-9UX0ZJ
1-9UX0ZJ

00.0000

522.67

.00

522.67

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

W3

TOTAL

522.67

.00

522.67

10764



Burke VA

NO VA 220

24 DEC 2007 PM 7 T



DEC 27 2007

Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: Dec. 22, 2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT54895F [REDACTED]

Mileage at Time of Repair: 55,270 Date of Repair: 01/05/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Burke State: VA ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code) [REDACTED]

Evening Telephone Number (include Area Code) [REDACTED]

Amount of Reimbursement Requested: \$ 1358.98 - 579.51 = \$779.47 + tapes

The following documentation must accompany this claim form. ** case # 71-460208679 see letter from Chevrolet*

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. ** see invoice from Lindsay Chev.*
- ✓ The total cost of the repair expense that is being claimed.
- ✓ Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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

0013043/GMR2V071128110



Customer Assistance Center

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

Credit Card Receipt

LINGSAV CHEVROLET
15805 JEFF DAVIS HWY
HOODSBRIDGE VA 22191
703-670-8141

Sale

March 16, 2007

ID: 72093785 Ref #: 0040
01/05/07 17:59:44
Batch #: 150

VISA

Burke, VA

Appr Code: 921680 Inv#: 267294

Total: \$ 1493.78

Service Request: 71-477298055

Customer Relationship Specialist: Debbie Elliott

Customer Copy
THANK YOU!!

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

15605 Jefferson Davis Highway
Woodbridge, Virginia 22191
Phone: 703 670 8181
Fax : 703 690 3074
www.elindsay.com



COPY

Case # 11-460208679

CUSTOMER NO 44489	ADVISOR DAVID SHENKLE	TAG NO 42421	INVOICE DATE 01/05/07	INVOICE NO. CVC5267294
	LICENSE NO.	MILEAGE 55,270	COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
BURKE, VA	VEHICLE I.D. NO. 1G1ZT54895E		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/26/06	
BUSINESS PHONE	COMMENTS			

MO: 55270

LABOR & PARTS
J# 1 05CVZ FUEL/DRIVEABILITY TECH(S):40165 262.08

CUST STATES STEERING FEELS LOOSE AND MAKES A GRINDING NOISE
WHEN TURNING
CASE# 71-460208679
REPLACED THE STEERING COLUMN, RACK AND PINION, AND STEERING
MOTOR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		15926870	COLUMN 6.518	409.26	409.26
JOB # 1	1		15775370	MOTOR 6.605	377.16	377.16
JOB # 1	1		15858368	GEAR 6.508	410.48	410.48
JOB # 1	-1		15858368	CORE RETURN	100.00	-100.00

JOB # 1 TOTAL PARTS 1096.90

JOB # 1 TOTAL LABOR & PARTS 1358.98

J# 2 01CVZHA2 2ND ALIGNMENT TECH(S):55 79.95
CUST STATES HEARS CLUNKING NOISE FROM FRONT WHEN GOING
OVER BUMPS
PERFORMED WHEEL ALIGNMENT

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2					0.00	

JOB # 2 TOTAL LABOR & PARTS 79.95

COMMENTS
DROP
DELETED OPERATION(S)
12CVZ SUSPENSION REPAIRS

TOTALS

[] CASH [] CHECK CK NO. [] DISCOVER
[] VISA [] MASTERCARD [] CHARGE
[] AMER XPRESS [] OTHER []
SHORTLY YOU WILL BE RECEIVING A SURVEY FROM
CHEVROLET MOTOR DIVISION. THIS IS OUR REPORT
CARD. IF FOR ANY REASON YOU CAN NOT ANSWER
COMPLETELY SATISFIED. PLEASE CONTACT SHAWNA DAY OR
RAFFI KIRKORIAN AT 703-670-8181. PLEASE COMPLETE
YOUR SURVEY AND RETURN IT. ANY LESS THAN
COMPLETELY SATISFIED IS A FAILING GRADE FOR US.
THANK YOU FOR YOUR BUSINESS!!

NEW SERVICE HOURS
7:00AM-7:00PM
SATURDAY 8:00AM-2:00PM

TOTAL LABOR	342.03
TOTAL PARTS	1096.90
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	54.85

TOTAL INVOICE \$ 1493.78

LIMITED WARRANTY

All GM Parts and Associated Labor
Guaranteed 12 Months or 12,000 Miles
Whichever Comes First.

All Other Parts & Labor Guaranteed For
90 Days Or 4,000 Miles Whichever
Comes First.

All Body Shop Parts And Associated
Labor Guaranteed 12 Months.

THIS INVOICE MUST ACCOMPANY
ANY AND ALL ADJUSTMENTS OR
CLAIMS.

LIMITED WARRANTY

PARTS AND LABOR WARRANTED 12
MONTHS OR 12,000 MILES WHICH-
EVER OCCURS FIRST. THIS COPY
MUST BE RETURNED FOR ALL
ADJUSTMENTS.

SALES TAX REG. # 176-002337-1

CUSTOMER SIGNATURE

THANK YOU!
WE APPRECIATE
YOUR BUSINESS

February 14, 2011

[REDACTED]
[REDACTED]
Burke, VA [REDACTED]

Service Request: 71-595722197
Customer Relationship Specialist: Jane West

Dear [REDACTED]

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

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

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

[REDACTED]
[REDACTED]
El Paso, TX [REDACTED]

Service Request: 71-595723786
Customer Relationship Specialist: Gavin Sanders

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired 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.

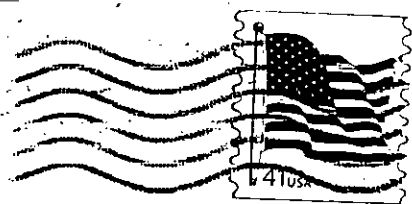


Allstate.

EL PASO, [REDACTED]

EL PASO TX 799

22 DEC 2007 PM 2 L



DEC 21 2007

DEC 21 2007

REIMBURSEMENT DEPARTMENT.
P.O. BOX 33170
DETROIT, MI. 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: DECEMBER - 22 - 2007

17-Digit Vehicle Identification Number (VIN): 1G2ZH548454 [REDACTED]

Mileage at Time of Repair: 48071 Date of Repair: AUGUST - 7 - 2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: EL PASO

State: TX

ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code) [REDACTED]

Evening Telephone Number (include Area Code) [REDACTED]

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: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



UNIT# 70433A

60777

450605

RUDOLPH

CHEVROLET

EL PASO, TX

HOME:

BUS:

COPY

INVOICE

PAGE 1

"WE WANT TO MAKE YOU HAPPY"

6625 SOUTH DESERT BLVD.

El Paso, TX 79932

915-544-4321

www.rudolphchevrolet.com

SERVICE ADVISOR: 3801 MICHAEL DINDINGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	PONTIAC G6	1G2ZH54845		48071/48071		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. 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 NET TOTAL

A CUST STATES STERRING GETS 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

PARTS REC JC MM

48071 DIAGNOSED CODE C0545 AS A BAD TORQUE SENSOR. REMOVED OLD COLUMN &
TRANSFER PARTS TO NEW STEERING COLUMN. INSTALLED NEW COLUMN. PERFORMED
TQ SENSOR & STEERING POSITION SEBNSOR RELEARNS. CLEARED CODE & TEST
DROVE. 3.0 HOURS

B PERFORM MULTI-POINT INSPECTION

099 PERFORM MULTI-POINT INSPECTION

4062 CC

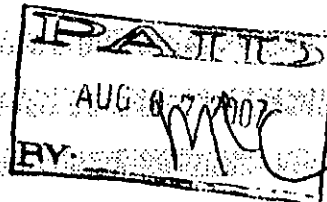
0.00 0.00

48071

E7680--1.5 + .30 DIAG

COMPLETE CUSTOMER SATISFACTION IS NOT A GOAL-
ITS A REQUIREMENT!!!

IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR
WORK, IF 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 PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF
THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO
REPOSSESSION IN ACCORDANCE WITH IS 5011-1-01 Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF
THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR CREDIT CARD TRANSACTION IS STOPPED, DISHONORED
BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OF THE CREDIT
CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN HAS OR THE CREDIT CARD ACCOUNT
HAS BEEN CLOSED.

SIGNED X

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT.

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	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

RUDOLPH CHEVROLET
3625 S DESERT BLVD
EL PASO, TX 79932

TERMINAL I.D.: 62583951

MERCHANT #: 888889984716

MASTERCARD

SALE

BATCH: 888887 INVOICE: 458685
DATE: AUG 87, 87 TIME: 18:49
RRN: 721923760120 AUTH NO: 887361

TOTAL \$628.62

CUSTOMER COPY

North American Operations

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



CHECK

No. [REDACTED]

10-937
213

DATE

01/29/08

*****628 DOLLARS

****62 CENTS

AMOUNT

*****628.62

PAY
TO THE
ORDER
OF

EL PASO TX

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000270
VENDOR NAME [REDACTED]

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/29/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
162ZH548454 [REDACTED]	01/28/08 71-595723	786.1-9UVHJ4 VM 1-9UVHJ4	00.0000	628.62	.00	628.62
TOTAL				628.62	.00	628.62

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

M3

February 16, 2011

[REDACTED]
[REDACTED]
Randleman, NC [REDACTED]

Service Request: 71-595737917
Customer Relationship Specialist: Roxy King

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu 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.

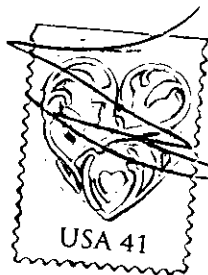
Sincerely,

Chevrolet Customer Assistance Center



[REDACTED]
Randleman, NC [REDACTED]

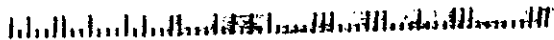
DEC 27 2007



Reimbursement Department

P.O. Box 33170

Detroit, Mi 48232-5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-20-0717-Digit Vehicle Identification Number (VIN): 1G1Z464825F [REDACTED]Mileage at Time of Repair: 60,032 Date of Repair: 11-30-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Randleman State: N.C. ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 100.00

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

Reimbursement questions should be directed to the following number:

1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





WAYNE THOMAS CHEVROLET CADILLAC

1400 E. Dixie Dr. • P.O. Box 937 • Asheboro, NC 27203-0937

Ph: 336-625-2107 www.waynethomaschevrolet.com



**WE SELL MAJOR BRAND
TIRES AT COMPETITIVE PRICES!**

**ON A
ROLL!**

ORIGINAL

CUSTOMER NO. 16785	JERRY L ATWOOD	100 TAG NO.	DATE 10/30/07	INVOICE # 81082
	LABOR RATE	MILEAGE 60,032	WHITE/GRAY	STOCK NO.
	YES/CHEVROLET/MALIBU/MAXX WAGON		DATE 10/13/04	DELIVERY MILES 59
RANDLEMAN, NC	VEHICLE ID NO. 1G1ZU64825F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	DATE 11/30/07	REPRINT # 1
COMMENTS				

LABOR & PARTS

J# 1 45CVZ01 STEERING CONCERN UNITS: 1.00 TECH(S):284
CUSTOMER STATES NOISE IN STEERING
FOUND STEERING GEAR BUMPING
REPLACE STEERING GEAR PER BULLETIN (GOODWILL FOR CUSTOMER
SATISFACTION AND GOOD CUSTOMER)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15858368	GEAR 6.508	
JOB # 1	-1	15858368	CORE RETURN	

JOB # 1 TOTAL PARTS

WARRANTY 0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2+45CVZ05 2 WHEEL ALIGNMENT UNITS: 0.80 TECH(S):232
CUSTOMER REQUESTS 2 WHEEL ALIGNMENT
MISALIGNED/PULLS TO ONE SIDE
ALIGN TO SPECS

49.95

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

49.95

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SHSUP	ENVIRONMENTAL COMPLIANCE FEE	
JOB # 1	SPGMISCACCT	WARRANTY DEDUCTIBLE	81082
JOB # 1	GT	CUSTOMER TO PAY	81082
JOB # 2	SHSUPC	OFFSET	

TOTAL - MISC

WARRANTY -4.25

100.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$150.00 (+TAX)

COMMENTS
CUSTOMER TO PAY 100.00 DED
GOODWILL

TOTALS

PARTS DESIGNATED WITH AND ASTERISK (*) INDICATES LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

TOTAL LABOR....	49.95
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	104.25
TOTAL MISC DISC	-4.25
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 149.95

CUSTOMER SIGNATURE

DUPLICATE INVOICE

IMPORTANT

YOU MAY RECEIVE A
QUESTIONNAIRE FROM THE
MANUFACTURER OF YOUR VEHICLE
IN THE NEXT FEW DAYS. IF FOR
ANY REASON YOU CANNOT GRADE US
"COMPLETELY SATISFIED,"

PLEASE CONTACT
OUR SERVICE MANAGER.
THANK YOU,
WAYNE THOMAS
CHEVROLET
CADILLAC INC.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

DISCLAIMER OF WARRANTIES

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

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

** SHOP SUPPLIES CHARGE

To service your vehicle a minimal charge will be added to each repair order.

THIS IS A PARTIAL LIST OF MATERIALS NOT ITEMIZED

Bolts, Nuts, Washers, Metal Clips, Fasteners, Shims, Wire, Adhesives, Solvents, Thinners, Primers, Sealers, Grease, Lubricants, Silicone, Caulk, Lead, Filler, Saw Blades, Bits, Polish, Shop Towels, Detergents, Glazing, Masking Tape, Cement, Solder, Flux, Sandpaper, Tape, Brushes, Acetylene, Oxygen, Welding Rods, Glass-Fabric-Vinyl Cleaners, Sponges, Chamols, Seat-Fender-Rubber Protectors, Compounds, Etc.

Thank You!
FOR YOUR BUSINESS



12/17/07

Account:

Name:

Address:

The image shown below represents an official copy of the original document as processed by our institution

[REDACTED]		1222
[REDACTED]		11-30-07
Wagne Thomas Chevrolet		\$149.95
One Hundred Forty Nine dollars and 95¢		
[REDACTED]		

1222 12/04/07 11112000 149.95

CARD 0032563161		12307
06182160320008 ATLANTA, GA		
056005301002088-07 0002016069 02		
ENT=1259 TRC=1210 PK=02		
[REDACTED]		

12/17/2007

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

February 16, 2011

[REDACTED]
[REDACTED]
Dallas, TX [REDACTED]

Service Request: 71-595753771
Customer Relationship Specialist: Pinkie Smith

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired 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.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

DALLAS TX 752

18 DEC 2007 PM 6 L



Reimbursement Department

P.O. Box 33170

DEC 27 2007

Detroit

48232+5170

MI 48232-5170

Letter is late had a
Problem

07126

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted:

12/15/07

17-Digit Vehicle Identification Number (VIN):

1G125524357

Mileage at Time of Repair:

68346

Date of Repair:

10/15/07

Claimant Name (please print):

Street Address or PO Box Number:

City:

Dallas

State:

Tx

ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$

1050.00

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).



83775

2 2 5 6 1 3

RELIABLE CHEVROLET

INVOICE



800 NORTH CENTRAL EXPRESSWAY
P.O. BOX 831240
RICHARDSON, TEXAS 75080-1240
SERVICE (972) 952-8133
COLLISION REPAIR (972) 952-1530



DALLAS, TX

HOME:

BUS:

CELL:

PAGE 1

SERVICE ADVISOR: 90 BRENT LEWELLYN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
BLUE	05	CHEVROLET MALIBU	1G1ZS52F35F		68346/68346	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT
31JAN05 IS			WAIT 15OCT07		CL	15OCT07

R.O. OPENED	READY	OPTIONS:
11:04 15OCT07	15:21 15OCT07	DLR:OTHER ENG:2.2 Liter MFI DOHC 1) CELL #214-316-1731 2)MPP 60/75K 4100 DEDUCTIBLE EXPIRES 75K OR 01-31-2010

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A CUSTOMER STATES THE POWER STEERING WARNING IS DISPLAYED ON THE DRIVERS SIDE INFORMATION CENTER--REPORT--MPP EXT.--							
E7680 COLUMN ASSEMBLY, STEERING - REPLACE							

22	CM				132.54	132.54
1	15926870	COLUMN			359.00	286.49
SCAN THE COMPUTER, C0460 IS STORED, RUN DIAGNOSIS, TRACE TO FAILED STEERING WHEEL POSITION SENSOR. REPLACE THE STEERING COLUMN ASSEMBLY. CLEAR CODE						

B						
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
RUN DIAGNOSIS, THE HVAC CONTROL HEAD IS NOT RESPONDING TO COMMANDS, INTERNAL FAILURE. REPLACE THE CONTROL HEAD ASSEMBLY.						

DISPOSAL FEES & SHOP SUPPLY CHARGES						8.62

MPP 804054609

*** THANK YOU FOR CHOOSING RELIABLE ***

PAID
OCT 15 2007

COPY

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

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	215.38
PARTS AMOUNT	447.74
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.62
TOTAL CHARGES	671.74
LESS INSURANCE	609.39
SALES TAX	37.65
PLEASE PAY THIS AMOUNT	100.00

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

CUSTOMER SIGNATURE

CUSTOMER COPY

190001004528
RELIABLE CHEVROLET
800 N CENTRAL EXP
RICHARDSON, TX 75080
972-952-1500

Merchant ID: 100000017023
Term ID: 001

Ref #: 016

Sale

VISA

Entry Method: Swiped

10/15/07

15:24:06

Inv #: 225613

Appr Code: 027316

Apprvd: Online

Batch#: 000526

AVS Code:

Total:

\$ 100.00

Customer Copy
THANK YOU!

ORIGINAL

North American Operations

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

GM

CHECK

No. [REDACTED]


50-937
213DATE
01/28/08

*****100 DOLLARS

****00 CENTS

AMOUNT
*****100.00PAY
TO THE
ORDER
OF

DALLAS TX [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000244

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/28/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1612S52F35F [REDACTED]	01/25/08 71-595753	VM 1-9UP2K3 771.1-9UP2K3	00.0000	100.00	.00	100.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				H3		
TOTAL				100.00	.00	100.00

JACKSON MS 392

21 DEC 2007 PM 2 L



DEC 26 2007

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

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

48232-5170

48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted:

12/21/2007

17-Digit Vehicle Identification Number (VIN):

1G1ZT62805F

Mileage at Time of Repair:

43,671

Date of Repair:

3/26/2007

Claimant Name (please print):

Street Address or PO Box Number:

City:

Pearl

State:

MS

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).



ROGERS DABBS CHEVROLET HUMMER

"THE BEST IS GETTING BETTER"

1501 West Government St.
825-2277 • 1-800-489-2070

BRANDON, MISSISSIPPI 39042

website: www.rogersdabbs.com

COPY

CUSTOMER NO. 68948	ADVISOR MIKE HATLEY	TAG NO. 23 5581	INVOICE DATE 03/26/07	INVOICE NO. CVCS285948
PEARL, MS	LABOR RATE	LICENSE NO.	MILEAGE 43,671	COLOR GREY/
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZT62805F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO. BJJ	R.O. DATE 03/26/07	
	COMMENTS			MO: 43673

LABOR & PARTS
1 15CVZ MISC. STEERING TECH(S):20 130.66
CUSTOMER STATES HEARS KNOCKING IN STEERING WHILE DRIVING AND
TURNING
STEERING RACK AND PINION MAKING NOISE
REPLACED RACK AND PINION STEERING GEAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15858368	GEAR 6.508	372.35
JOB # 1	-1	15858368	CORE RETURN	100.00
JOB # 1 TOTAL PARTS				272.35
JOB # 1 TOTAL LABOR & PARTS				403.01

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.

COMMENTS
FWS AUTH# 70850183A PAYS \$331.22
CUSTOMER HAS \$100.00 DED

TOTALS

PAY METHODS: CASH	CHECK #1511 100.00	CHARGE	TOTAL LABOR...	130.66
VISA/MC	AMEX/DISC	GMCC	TOTAL PARTS...	272.35
GMPP	DEDUCTIBLE	CUST PAY	TOTAL SUBLET...	0.00
JMA	DEDUCTIBLE	CUST PAY	TOTAL G.O.G...	0.00
UNIVERSAL	DEDUCTIBLE	CUST PAY	TOTAL MISC CHG.	0.00
CASHIER	DATE	OTHER	TOTAL MISC DISC	0.00
			TOTAL TAX.....	28.21
			TOTAL INVOICE \$	431.22

* DENOTES PARTS WITH LIFETIME SERVICE GUARANTEE
APPLIES TO RETAIL PURCHASE ONLY. "WARRANTY" REPAIRS EXCLUDED

CUSTOMER SIGNATURE

PAID MAR 26 2007

WE GUARANTEE GM PARTS AND LABOR FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. NON GM PARTS ARE WARRANTED BY THEIR MANUFACTURER. LABOR IS NOT INCLUDED, UNLESS SPECIFIED BY ROGERS-DABBS CHEVROLET. ADJUSTMENTS ARE WARRANTED 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

[REDACTED]

Pearl, MS [REDACTED]

Service Request: 71-594953676

Customer Relationship Specialist: Pinkie Smith

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the 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

GMCHECK No. [REDACTED] 50-837
213DATE
01/25/08

*****644 DOLLARS

****64 CENTS

AMOUNT
*****644.64PAY
TO THE
ORDER
OF

NORTH VERNON IN [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000527

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/25/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT62835F [REDACTED]	01/24/08 71-594970	VM 1-9UL9PH 278.1-9UL9PH	00.0000	644.64	.00	644.64
TOTAL				644.64	.00	644.64

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

M3

North VERNON IN

INDIANAPOLIS IN 462

22 DEC 2007 PM 4



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: 12-22-200717-Digit Vehicle Identification Number (VIN): 1G1ZT62835FMileage at Time of Repair: 53,540 Date of Repair: 5/3/2007Claimant Name (please print): [REDACTED]Street Address or PO Box Number: [REDACTED]City: NORTH VERNON State: IN ZIP Code: [REDACTED]Daytime Telephone Number (include Area Code) [REDACTED]Evening Telephone Number (include Area Code) [REDACTED]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: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



Bob Poynter Cars & Trucks

Chevrolet ♦ Pontiac ♦ Buick ♦ Cadillac ♦ GMC

1209 E. Tipton Seymour, IN 47274 812-522-4187

"We Really Do Sell For Less, And Provide Prompt, Dependable Service After The Sale."

COPY

CELL: 

CUSTOMER NO. 29005	ADVISOR ERIC SIMMONS	903	TAG NO. 0268	INVOICE DATE 05/07/07	INVOICE NO. CVCS200544
NORTH VERNON, IN	LABOR RATE	LICENSE NO.	MILEAGE 53,540	COLOR 7	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU MAXX/LS MAXX SED			DELIVERY DATE 08/03/04	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z T 6 2 8 3 5 F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 05/03/07
BUSINESS PHONE	COMMENTS				MO: 53540

JOB# 1 CHARGES

LABOR
 J# 1 19CVZ CK POWER STEERING TECH(S):960 264.10
 CUSTOMER STATES THAT SERVICE POWER STEERING LIGHT COMES ON
 AT TIMES, ALSO WHILE SITTING AT STOPLIGHTS THE STEERING
 WILL TURN BY ITSELF
 CODE C0545 STEERING WHEEL TORQUE INPUT SENSOR FAILURE
 FOUND FAULTY TORQUE INPUT SENSOR
 REPLACED STEERING COLUMN & TEST DROVE

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

JOB# 1 TOTALS

LABOR	264.10
PARTS	359.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 623.10

TOTALS

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 YOUR REPAIRS.

TOTAL LABOR....	264.10
TOTAL PARTS....	359.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	21.54

TOTAL INVOICE \$ 644.64

CUSTOMER SIGNATURE

PAID 633



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

POYNTER
 CHEVROLET-PONTIAC-BUICK-CADILLAC-GMC, Inc.

1209 E. Tipton Seymour, IN 47274
 (812) 522-4187

[END OF INVOICE] 10:53am

To: [REDACTED]

From: Photocopy Research

12-18-07 3:04pm p. 2 of 2

[REDACTED]
NORTH VERNON, IN [REDACTED]

633

5-7-07

20-6/740 811

DATE

PAY
TO THE
ORDER
OF

Bob Poynter Chevrolet \$ 644.64

— six hundred forty four — ⁶⁴/₁₀₀ — DOLLARS



Security
Features
Details on
Back

National City.

National City Bank of Indiana
Indianapolis, Indiana

FOR STEERING COL.

The following security features found others
not listed) exceed industry standards:
Security Features
Security Slips
Microprint Signature Line
Chemical Security
• Absence of metal surface or thermal
• Absence of any visible marks or
• Absence of any visible marks or
• Colored fibers or spots appear with
technical inspection

PAY TO THE ORDER OF
JACKSON COUNTY BANK
SEYMOUR, INDIANA
FOR DEPOSIT ONLY
POYNTER CHEVROLET-BUICK-PONT-
CAD-GMC TRUCK INC.
415279

February 7, 2011

[REDACTED]
[REDACTED]
North Vernon, IN [REDACTED]

Service Request: 71-594970278
Customer Relationship Specialist: Aris Wyler

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the 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.

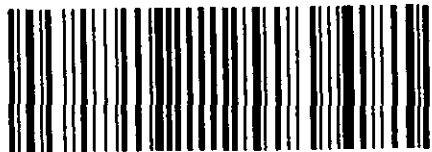
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer 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.

CERTIFIED MAIL™



UNITED STATES
POSTAL SERVICE



U.S. POSTAGE
PAID
BULLHEAD CITY, AZ
86442
DEC 20, 07
RMOUNT

\$5.77

00013466-05

7006 3450 0002 2008 7381

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

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

RETURN
REQUEST

482325170 BO50



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-20-07
 17-Digit Vehicle Identification Number (VIN): 1G2ZG528854
 Mileage at Time of Repair: 46438 Date of Repair: 12-4-07
 Claimant Name (please print): [REDACTED]
 Street Address or PO Box Number: [REDACTED]
 City: Fort Mohave State: Arizona ZIP Code: [REDACTED]
 Daytime Telephone Number (include Area Code): [REDACTED]
 Evening Telephone Number (include Area Code): [REDACTED]
 Amount of Reimbursement Requested: \$ 155.77

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 incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





(LINE1) 12-2007

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

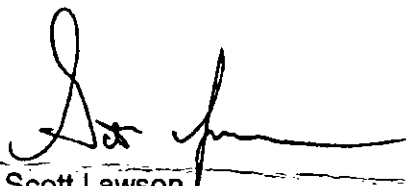
4200 155 77

1-800 638 4600

407



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

A handwritten signature in black ink, appearing to read 'Scott Lawson', is written over a horizontal line.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126





FINDLAY MOTOR COMPANY
2565 Laughlin View Dr.
Bullhead City, AZ 86429
(928) 754-3400

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: 1

08 1G2ZG528854
2005 PONTIAC G6 SE1 WHITE
ENGINE: 1.8L
STK#: 55034
MILES IN/OUT 46438 /-
SVC DATE: 12/16/2004
SALESPERSON: EDWARDS, TRAVIS E.
RATE: 96.50

LINE 1 CUSTOMER STATES THERE IS A CLUNKING NOISE FROM
THE FRONT END WHILE DRIVING, CHECK AND ADVISE
TECH COMM: TECHNICIAN FOUND INTERMEDIATE SHAFT AND STEERING
COLUMN MAKING NOISE AND REPLACED SHAFT AND
STEERING COLUMN ASSEMBLY.

WARRANTY AMERICA CTR# WAL 282533
AUTH# 279419AGRL AMNT \$688.38 DED \$100.00
FAX# 303-456-1039

REPAIR 1 MAINTENANCE
OPCODE: 0000 SALE RATE: A COST RATE: A COST: 52.00
HRS: 2.60 SALE TYPE: CX \$240.50
PRIMARY TECH: 228

PARTS	DESC	FP	QTY	PRICE	COST	ST
GM	22687711 SHAFT KIT	N	1	149.000	84.93	CX
GM	15926870 COLUMN	N	1	359.000	204.63	CX
LINE TOTAL				\$341.56		\$748.50

LINE 2* CUSTOMER PAY DIFFERENCE OF PARTS AND LABOR

REPAIR 1 MAINTENANCE
OPCODE: 0000 SALE RATE: A COST RATE: A COST:
HRS: SALE TYPE: CGM \$10.40
PRIMARY TECH: 228

NET ITEM: R PARTS DIFF. SALE TYPE
PO#: L#: COST: CGM \$29.80
UNIT QTY: 1 UNIT AMT: 29.80

NET ITEM: R PARTS COST DIFF. SALE TYPE
PO#: L#: COST: CGM \$12.37
UNIT QTY: 1 UNIT AMT: 12.37

LINE TOTAL \$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.
Bullhead City, AZ 86429
(928) 754-3400

SERVICE INVOICE

** ACCOUNTING COPY **

SO# 1006093 DATE/TIME IN: 12/04/2007 6:54
TAG# 5663 SA: MARK ARBUCKLE

DATE/TIME OUT: 12/06/2007 16:18
DOC COUNT: 1 PAGE: 2

08 1G2ZG528854

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO
324	41.81-		
460	10.40-		
460B	240.50-	52.00	
467	508.00-	289.56	
687	42.17-		
220W	687.11		1006093
225	155.77		

LABOR	\$250.90
PARTS	\$508.00
NET ITEMS	\$42.17
TAX (BULLHEAD CITY T)	\$11.00
TAX (ARIZONA STATE S)	\$30.81
CUSTOMER TOTAL	\$842.88
EXTENDED DEDUCTIBLE .	(100.00
PAYMENT (EXTENDED WA)	\$687.11
PAYMENT (CASH)	\$155.77

1 COPY

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.



22012
10.06093

FINDLAY MOTOR COMPANY
2565 LAUGHLIN VIEW DR
BULLHEAD CITY, AZ 86429

TERMINAL ID: 005090637
MERCHANT ID: 187212242997

MC [REDACTED]

SALE
BATCH: 000675 INVOICE: 025364
DATE: DEC 07, 07 TIME: 18:12
SQ: 005 BU: 00

TOTAL \$688.38

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	0	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
<input type="checkbox"/>	120707	00 MH I	700061148	60	423.71	2,452.42	TELLER DEPOSIT
<input type="checkbox"/>	120707	30 LC OS	700001290	80	90.00	2,362.42	* 4198 ACH CK
<input type="checkbox"/>	120707	00 CS O	903349861	90	464.00	1,898.42	4182 CK
<input type="checkbox"/>	120807	00 MH I	700061343	60	60.00	1,958.42	TELLER DEPOSIT
<input type="checkbox"/>	120807	00 CS OR	700000087	17	10.02	1,948.40	*DBT POS SG WD
<input type="checkbox"/>	121007	00 CS OR	700000087	17	352.00	1,596.40	*DBT POS PN WD
<input type="checkbox"/>	121107	00 MH I	700021154	60	215.00	1,811.40	TELLER DEPOSIT
<input checked="" type="checkbox"/>	121107	30 LC OS	704523590	80	155.77	1,655.63	*AUTO WITHDRAWAL
<input type="checkbox"/>	121207	00 CS OR	700000087	17	25.00	1,630.63	*DBT POS PN WD
<input type="checkbox"/>	121207	00 CS OR	700000087	17	16.18	1,614.45	*DBT POS SG WD
<input type="checkbox"/>	121207	00 CS O	903607901	90	40.00	1,574.45	4196 CK
<input type="checkbox"/>	121207	00 CS O	903617735	90	20.00	1,554.45	4199 CK
<input type="checkbox"/>	121307	00 CS OR	700000087	17	71.12	1,483.33	*DBT POS PN WD
<input type="checkbox"/>	121307	00 CS O	903672327	90	70.00	1,413.33	4257 CK
<input type="checkbox"/>	121307	00 CS O	903672323	90	6.34	1,406.99	4264 CK

Next Date mmdyy

Next Account Number

006-2513362



Warranty
America, LLC

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: [REDACTED]
Expiration Date: 02/2008
Cardholder: WARRANTY AMERICA
Cardholder Zip Code: 80002

Authorized Charge Amount: \$688.38

Customer: [REDACTED]
R.O. Number: [REDACTED]
Claim Number: [REDACTED]
Claim Date: 12/04/2007
Contract Number: 282533
VIN: 1G2ZG528854 [REDACTED]
Claim Notes:

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.

Sincerely,

Claims Processing Department
Credit Card Payments

North American OperationsGeneral Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530**GM**

CHECK

No. [REDACTED]

50-837
213DATE
01/24/08

*****100 DOLLARS

****00 CENTS

AMOUNT
*****100.00PAY
TO THE
ORDER
OF

FORT MOHAVE AZ [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO BB 000000462
VENDOR NAME [REDACTED]

1

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/24/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1622G528854 [REDACTED]	01/23/08 71-594988894.1-9U80Q8	VM 1-9U80Q8	00.0000	100.00	.00	100.00
TOTAL				100.00	.00	100.00

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

H3

February 7, 2011

[REDACTED]
Fort Mohave, AZ [REDACTED]

Service Request: 71-594988894
Customer Relationship Specialist: Lance Evans

Dear [REDACTED]

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

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

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

MINNEAPOLIS MN 554

21 DEC 2007 PM 5 L



Monticello, MN

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

DEC 26 2007

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted:

Dec. 18-2007

17-Digit Vehicle Identification Number (VIN):

1G1ZT548X5F

Mileage at Time of Repair:

64,478

Date of Repair:

Aug. 20th & 21st 2007

Claimant Name (please print):

Street Address or PO Box Number:

City:

Monticello

State:

MN.

ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Cell Phone

Amount of Reimbursement Requested: \$

~~\$1,000.00~~ \$100.00 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).





21150 John Milless Dr.

P.O. Box 130

Rogers, MN 55374

Phone: (763) 428-4500

Fax: (763) 428-8390

manufacturer. The seller hereby 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 connection with the sale of said products." (See reverse side for warranty details.)

CUSTOMER NO. 42689	ADVISOR BRYAN SKOCHENSKI	CARD NO. 498	INVOICE DATE 08/21/07	INVOICE NO. CWS31057
<div style="background-color: black; width: 150px; height: 80px; display: flex; align-items: center; justify-content: center;"> <div style="font-size: 40px; transform: rotate(-15deg); opacity: 0.5;">COPY</div> </div>	LABOR RATE	LICENSE NO.	MILEAGE 64478	COLOR SILVER/
	YEAR / MAKE / MODEL 05 / CHEVROLET / MALIBU LB / SEDN	DELIVERY DATE 03/07/06	DELIVERY MILES 27902	STOCK NO. 83525
	VEHICLE ID. NO. 10121548X5F	SELLING DEALER NO.	PRODUCTION DATE	
	P.O. NO.	R.O. DATE 08/20/07	REPRINT# 1	
MONTICELLO, MN		MO: 644/6		
RESIDENCE PHONE	BUSINESS PHONE			

LABOR & PARTS
 JW 1 35CVZ 4 BRAKE INSPECTION TECH(S):373 233.00
 PERFORM BRAKE INSPECTION
 CHECK BRAKES NEEDS REAR BRAKES AND FRONT BRAKES. REPLACED
 FRONT AND REAR BREAKS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15243254	PAD KIT 5.017	67.90	67.90
JOB # 1	1	15808204	PAD KIT 5.017	67.90	67.90
JOB # 1 TOTAL PARTS					135.80
JOB # 1 TOTAL LABOR & PARTS					373.00

JW 2 15CVZ-3 STEERING/SUSP.DIAG.. TECH(S):373 89.22
 21ST CUSTOMER STATES THERE IS A CLUNK FELT WHEN TURNING
 FOUND STEERING SHAFT RATTLE. REPLACED STEERING SHAFT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	22687711	SHAFT KIT 8.526	164.98	164.98
JOB # 2 TOTAL PARTS					164.98
JOB # 2 TOTAL LABOR & PARTS					254.20

JW 3 40CVZ-3 ENGINE MECH.DIAG. TECH(S):373 615.62
 21ST INSPECT FOR A OIL LEAK FROM ENGINE AREA
 FOUND OIL PAN GASKET LEAKING. REPLACED OIL PAN GASKET

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	12568547	GASKET 1.427	20.47	20.47
JOB # 3	2	88861417	SEALANT 8.800	11.80	11.80
JOB # 3	1		OIL	1.93	7.65
JOB # 3	1	12578895	GASKET 1.840	6.01	6.01
JOB # 3	1	22687711	GASKET 3.813	4.48	4.48
JOB # 3	1	15794201	GASKET	27.82	27.82
JOB # 3 TOTAL PARTS					61.03
JOB # 3 TOTAL LABOR & PARTS					676.65

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 3	21ST	21ST CENTURY WARRANTY PAYS THIS	310573	867.21
TOTAL - MISC				867.21

COMMENTS
 21ST CENTURY COVERS LINES 2 AND 3
 ADJUSTER IS MILE
 SHAFT 44726241 AND GASKET 48697986
 CUSTOMER HAS A 100.00 DEDUCTIBLE
 DELETED OPERATION(S)
 04CVZ-6 POWER STEERING FLUSH

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.



21150 John Milless Dr.

P.O. Box 130


Rogers, MN 55374

Phone: (763) 428-4500

Fax: (763) 428-8390

manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular use, and neither assume nor authorizes any other person to assume for it any liability in connection with the sale of said products."

(See reverse side for warranty details.)

CUSTOMER NO. 42639	ADVISOR BRYAN SKOCHENSKI	CARD NO. 585	INVOICE DATE 08/21/07	INVOICE NO. CVCS310573
 COPY	LABOR RATE	LICENSE NO.	COLOR SILVER/	STOCK NO. 83525
	YEAR / MAKE / MODEL 05 / CHEVROLET / MALIBU LS / SEDN		DELIVERY DATE 03/07/06	DELIVERY MILES 27982
	VEHICLE ID. NO. 1G1Z1548X5E		SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.		R.O. DATE 08/20/07	REFRINT# 1
MONTICELLO, MN RESIDENCE PHONE		MO: 64478		

TOTALS

COMPLETE CUSTOMER SATISFACTION IS OUR GOAL!
IF YOU ARE NOT COMPLETELY SATISFIED,
PLEASE LET US KNOW.

THANK YOU FOR CHOOSING MILLER CHEVROLET
FOR YOUR VEHICLE'S SERVICE NEEDS.

* INDICATES LIMITED LIFE TIME SERVICE PARTS GUARANTEE.

☐ CASH ☒ CHECK CK NO. [2128] ☐ CRD CARD

TOTAL LABOR....	942.84
TOTAL PARTS....	381.31
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	867.21
TOTAL TAX.....	25.40
TOTAL INVOICE *	482.84

CUSTOMER SIGNATURE

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Account Category:

- ☐ Primary Checking
- ☐ Secondary Checking
- ☐ Money Market Checking
- ☐ Line of Credit
- ☐ Other

Track Your Expenses...

- ☐ Housing & Utilities
- ☐ Food
- ☐ Transportation
- ☐ Medical & Dental
- ☐ Clothing & Personal
- ☐ Educational & Recreational
- ☐ Contributions & Gifts
- ☐ Credit Payments
- ☐ Savings & Investments
- ☐ Other Expenses

Aug 21 - 2007 2128

Miller Chev
 Four thousand Eighty two dollars

BAL.	
FORD	
ITEM	
AMOUNT	482.84
BALANCE	
DEBIT	
CREDIT	
FORD	

Memo

Brakes \$100.00 Deduction
 Steering shaft

For added security, personal information
 no longer appears on this copy.

2128

NON NEGOTIABLE

20% post-consumer material

12-21-07

February 7, 2011

[REDACTED]

Monticello, MN [REDACTED]

Service Request: 71-594989617

Customer Relationship Specialist: Katrina Blake

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the 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

GM

CHECK No. [REDACTED]

50-937
213DATE
02/05/08

*****474 DOLLARS

*****99 CENTS

AMOUNT
*****474.99

North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF

POPLAR BLUFF MO [REDACTED]

SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000540

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/05/08

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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1G1ZT52845F [REDACTED]	02/04/08 1-595024334.1	VH 1-9M3H0M 1-9M3H0M	00.0000	474.99	.00	474.99
------------------------	---------------------------	-------------------------	---------	--------	-----	--------

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

M3

TOTAL

474.99

.00

474.99

Attn: Gavin Sanders

Ref# 71-595024334

**CHEVROLET**

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170**PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORM****THIS SECTION TO BE COMPLETED BY CLAIMANT**

Date Claim Submitted: _____

Vehicle Identification Number (VIN): 1G1Z T52845F [REDACTED]

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Poplar Bluff State: MO ZIP Code: [REDACTED]

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

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

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 repair covered by this recall.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

**General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170**All recall reimbursement questions should be directed to the following number:
1-800-204-0261

February 7, 2011

[REDACTED]
[REDACTED]
Poplar Bluff, MO [REDACTED]

Service Request: 71-595024334
Customer Relationship Specialist: Gavin Sanders

Dear [REDACTED]

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

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

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

CAPE GIRARDEAU
MO 637
20 DEC 2007 PM 1 L



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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/14/07

17-Digit Vehicle Identification Number (VIN): 1G1ZT52845F

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	NAME SHELLY	TAG NO. 540	INVOICE DATE 09/11/07	INVOICE NO. CVCS148352
POPLAR BLUFF, MO	LAST FIRST MI 64 00	LICENSE NO.	MILEAGE 52,563	COLOR WHITE/
	YEAR MAKE MODEL 05/CHEVROLET/MALIBU/4 DOOR		DELIVERY DATE 10/24/05	DELIVERY MILES 20,936
	VEHICLE I.D. NO. 1 S 1 Z T 5 2 8 4 5 F		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. NO. 09/06/07	REPRINT# 2
COMMENTS				

LABOR & PARTS
 J# 1 32GCZ15 I/P WARNING LAMPS HOURS: 3.00 TECH(S):370 150.00
 CUST STATES CHECK POWER STEERING LIGHT COMES ON
 PARTS IN
 POWER STEERING LAMP ON;STEERING COLUMN OPEN
 REMOVED AND REPLACED STEERING COLUMN ASSEMBLY;SET UP

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 1 1 15926870 COLUMN 6.518	295.00
JOB # 1 TOTAL PARTS	295.00
JOB # 1 TOTAL LABOR & PARTS	445.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # A EF ENVIRONMENTAL FEES	7.38
TOTAL - MISC	7.38

TOTALS-----

CASH ☒ CHECK ☐ CHARGE ☐ CREDIT CARD ☐

TOTAL LABOR....	150.00
TOTAL PARTS....	295.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	7.38
TOTAL MISC DISC	0.00
TOTAL TAX.....	22.61
TOTAL INVOICE \$	474.99

THANK YOU FOR ALLOWING US TO MEET YOUR SERVICE NEEDS.
 YOUR SATISFACTION AND OPINION ARE IMPORTANT TO US.

IN A FEW WEEKS, YOU MAY RECEIVE A SURVEY FROM YOUR VEHICLE MANUFACTURER. PLEASE DO TAKE THE TIME TO COMPLETE THE SURVEY AND RETURN IT. NATURALLY, GOOD SCORES ARE IMPORTANT TO US, BUT FOREMOST--WE WANT YOU "COMPLETELY SATISFIED".

IF, FOR ANY REASON, YOU ARE NOT "COMPLETELY SATISFIED", PLEASE CONTACT SHELLY OR BRITTANY FOR SERVICE QUESTIONS BODY SHOP MANAGER LEROY CANNON OR SERVICE MANAGER MARK SEAL

DISCLAIMER OF WARRANTIES
 THE SELLER, HEREBY EXPRESS-
 LY DISCLAIMS ALL WARRANTIES,
 EITHER EXPRESS OR IMPLIED,
 INCLUDING ANY IMPLIED WAR-
 RANTY OF MERCHANTABILITY OR
 FITNESS FOR A PARTICULAR PUR-
 POSE, AND NEITHER ASSUMES
 NOR AUTHORIZES ANY OTHER
 PERSON TO ASSUME FOR IT ANY
 LIABILITY IN CONNECTION WITH
 THE SALE OF THE VEHICLE.

**TERMS: STRICTLY CASH UNLESS
 ARRANGEMENTS MADE**

PLEASE READ REVERSE SIDE.

ANY DISSATISFACTION MUST BE
 REPORTED TO SERVICE MANAGER
 WITHIN 30 DAYS OR 1000 MILES
 AFTER JOB RELEASE, WHICHEVER
 OCCURS FIRST.

Signature

Paid cash

Thank You!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

February 7, 2011

[REDACTED]
[REDACTED]
Poplar Bluff, MO [REDACTED]

Service Request: 71-595024334
Customer Relationship Specialist: Gavin Sanders

Dear [REDACTED]

Enclosed is the GM Product special coverage Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement on the 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

BROOKLYN, NY

QUEENS NY 113

26 DEC 2007 PM 5 T

HAP
HOLL

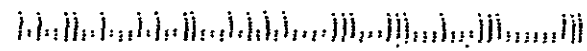


LOUIS COMFORT TIFFANY

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

DEC 26 2007


48232+5170



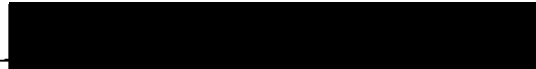
CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/19/07

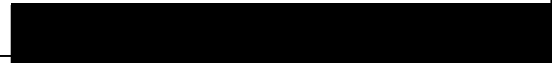
17-Digit Vehicle Identification Number (VIN): 1G1ZT54825F 

Mileage at Time of Repair: 28,075 Date of Repair: 12/5/07

Claimant Name (please print): 

Street Address or PO Box Number: 

City: BROOKLYN State: NY ZIP Code: 

Daytime Telephone Number (include Area Code): 

Evening Telephone Number (include Area Code): SAME

Amount of Reimbursement Requested: \$ \$166.22

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).



December 18, 2007

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

PAGE 1

SERVICE ADVISOR: 131 KENNETH BOVAIN

BROOKLYN, NY

HOME: [REDACTED] BUS

EXPERT BODY SHOP ON PREMISES



Cadillac



CHEVROLET

KRISTAL AUTO MALL

5200 KINGS HIGHWAY

BROOKLYN, NY 11234

(718) 253-7575

FAX (718) 692-2150

www.kristalautomall.com

PONTIAC



BUICK



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	05	CHEVROLET MALIBU	1G1ZT54825F		28075/28075		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21OCT04 DD			05DEC07		100.91	CASH	05DEC07
R.O. OPENED		READY	OPTIONS: STK:8451				
05DEC07		05DEC07					

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

A C.S KNOCKING NOISE IN STEERING COLUMN

CAUSE: FRONT END LOOSE AND LACK OF LUBRICATION

9996 STANDARD

38 CPC 1.50

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 VEHICLE 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 WOULD
 APPRECIATE YOU RETURNING IT PROMPTLY WITH A
 RATING OF COMPLETE SATISFACTION. WE THANK YOU

PAID
 COPY

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
 OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU
 AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON
 STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN
 EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON 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 SQUEAKS, GUARANTEED 90 DAYS OR 3000
 MILES, WHICHEVER OCCURS FIRST. NO GUARANTEE ON WHEEL ALIGNMENTS. WARRANTY
 REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED
 WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE. STORAGE CHARGES
 \$25.00 PER DAY 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM
 DATE OF RECEIPT.

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	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	166.22

NYS DMV # 7059799

CUSTOMER COPY

KRISTAL AUTO MALL
5200 KINGS HIGHWAY
BROOKLYN, NY 11234

TERMINAL I.D.:

567600

MERCHANT #:

2748888217382

DISCOVER

SALE

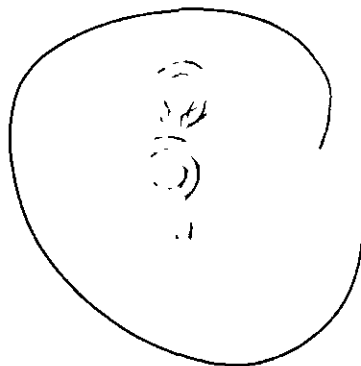
BATCH: 000051
DATE: DEC 85, 07
RRN: 00510007

INVOICE: 523479
TIME: 13:13
AUTH NO: 003898

TOTAL

\$166.22

CUSTOMER COPY



February 7, 2011

[REDACTED]

Brooklyn, NY [REDACTED]

Service Request: 71-595026232

Customer Relationship Specialist: Dean Winchester

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. We regret that we are unable to reimburse you the amount you requested because the 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