



BBB AUTO LINE

March 13, 2008

Re:m04 PGM0831666: Oney vs Pontiac/GMC Division 1G2ZH158564216176

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: 1G2ZH158564216176

Customer: Mrs Amber Oney - 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: Mrs Amber Oney
Date: 03/06/08



Lemon Law Reasons for Decision

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564216176

Customer: Mrs Amber Oney - 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: Mrs Amber Oney
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: Oney vs Pontiac/GMC Division 1G2ZH158564216176

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: Mrs Amber Oney COMPANY:



ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

Customer: Amber Oney

State: FL

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564216176

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:

Amber Oney
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, Amber Oney and Emma Burks, C/O Jeff Spiegel
VIN - 1G2ZH158564216176, 2006 Pontiac G6

SR # 71-595410065

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

Phone # 800-200-4622



BBB AUTO LINE

February 4, 2008

Re: W-C2 PGM0831666: Oney vs Pontiac/GMC Division 1G2ZH158564216176

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: Oney vs Pontiac/GMC Division 1G2ZH158564216176

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

Amber Oney and Emma Burke

4119 SW Santa Barbara Blvd, Unit A

Cape Coral, FL 33914

Customer Contact Info:

Day Phone: 312-578-9428 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: 1G2ZH158564216176

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

Selling Dealer/City/State: same

Insurance Carrier: AAA

Policy Number: ACF1041602-02875

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 feesSignature 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; Oney, Amber-1.pdf; Oney, Amber-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

GM 0831666 W8TBC

Request for Arbitration

Our Client:	Amber Oney
Client's Home State:	Florida
Vehicle:	2006 Pontiac G6
VIN#:	1G2ZH158564216176
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 in 4) 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		EMMA JEAN BURKE		SERIAL NO. 1G2ZM158564216176	
TOTAL R/O'S		4		MAKE PN PONTIAC	
TOTAL SERV. DAYS		45			
LN#	RO.NO.	RO. DATE..	MTLS.	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 57BUZ28B SEAT BELT(S)
				T	555 3 W 03BUZ STEERING&SUSPENS
				T	81 4 W 70BUZ2RENT 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 00BUZ202 LUBE OIL FILTER
				T	555 3 C 00BUZ203 ROTATE TIRES
				T	555 4 W 40BUZ27 LIGHTER/ACC JACK
				T	183 5 W 70BUZ2RENT 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) (L=LINE#) (S=SUMMARY PRINT) (TAB)

Amber Oney 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
~~was~~ went to
luck 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) 489-0600



BUICK



PONTIAC

WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISEE DESTREE REPINE	569	SALE NO. 257	INVOICE DATE 07/23/07	INVOICE NO. PNC5293683
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914	LABOR RATE 90.00	LEAD TIME NO.	RELEASE 21,742	COLOR GRAY/EBONY	STOCK NO. P6101
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE			DELIVERY DATE 07/07/06	DELIVERY MILE
	VEHICLE ID. NO. 1 G 2 Z H 1 5 8 5 6 4 2 1 6 1 7 6			SELLING DEALER NO. DIXIE	PRODUCTION DATE
	NTL NO.		RV NO.	R.O. DATE 07/18/07	
REFERENCE PHONE 239-540-0526	TECH(S) / (S) / (S) 606-471-9094				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 8.800			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	1	22687711	SHAFT KIT 6.526			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 6.526			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	1	22687711	SHAFT KIT 6.526			WARRANTY
JOB # 4 TOTAL PARTS					0.00	
JOB # 4 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].

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) 480-0600**BUICK****PONTIAC**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR DESIREE REPINE	TRG NO. 569	INVOICE DATE 07/23/07	INVOICE NO. PNC5293683
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914	LABOR RATE 90.00	LICENSE NO.	STOCK NO. P6101	
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE	SALES TAX 21,742	DELIVERY DATE 07/07/06	DELIVERY MILE
	VEHICLE ID. NO. 1G2Z2H158564216176	SELLING DEALER NO. DIXIE	PRODUCTION DATE	
	REG. NO.	REG. DATE 07/18/07		
REG. NO. 239-540-0526	BUSINESS PHONE 806-471-9094	COMMENTS		MILEAGE COST MO: 21742

JOB # 5 TOTAL LABOR & PARTS 0.00
 SUBLET PO# VEND INV# INV. DATE DESCRIPTION
 JOB # 4 7858 0270299 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.S.... 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. ** *P6403.718 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		TRD NO. 878	682	REVERSE DATE 11/07/07	INVOICE NO. PNC5298184
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914		LABOR RATE 90.00	LICENSOR NO.	MLT/AG 26,407	COLOR GRAY/EBONY	STOCK # P6101	
		YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE		DELIVERY DATE 07/07/06		DELIVERY MILE	
		VEHICLE ID, VIN 1G2ZH158564216176		DEALING DEALER NO. DIXIE		PRODUCTION DATE	
		PTS. NO.		NO. NO.		NO. NO.	
RESIDENCE PHONE 239-540-0526		BUSINESS PHONE 606-471-9094		COMMENTS		MILEAGE OUT MO: 26407	

LABOR & PARTS
J# 1 578UZ 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 418UZ 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 038UZ 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 198UACVALVE 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. *** *PS403,718 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. ((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	TAB NO. 878	INVOICE DATE 11/07/07	INVOICE NO. PNC5298184
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914	LABOR RATE 90.00	MESSAGE 26.407	COLOR GRAY/EBONY	STOCK NO. P6101
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE		DELIVERY DATE 07/07/06	DELIVERY MILES
	VEHICLE ID. NO. 1G2ZH158564216176		SELLING DEALER NO. DIXIE	PRODUCTION DATE
	P.C.E. NO.	P.O. NO.	S.O. DATE 11/05/07	
RESIDENCE PHONE 239-540-0526	WORKSHOP PHONE 506-471-9094	COMMENTS		
PROVIDED ALTERNATE TRANSPORTATION				RELEASE OUT MO: 26407

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-----
 81 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.
(a.650.004(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.

14685 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12598

(239) 489-0800

**BUICK****PONTIAC**

GENERAL MOTORS CORPORATION

**Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244		ADVISOR ANTHONY DAY		878	TAG NO. T682	INVOICE DATE 11/07/07	INVOICE NO. PNC5298264
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914		LABOR RATE 90.00	LICENSE NO.	26,407	COLOR GRAY/EBONY	STOCK NO. P6101	
		YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE			DELIVERY DATE 07/07/06	DELIVERY MILE	
		VEHICLE ID. NO. 1 G 2 Z H 1 5 8 5 6 4 2 1 6 1 7 6			DEALER DEALER NO. D I X I E	PRODUCTION DATE	
RESIDENCE PHONE 239-540-0526	BUSINESS PHONE 506-471-9094	COMMENTS			DATE 11/06/07	MO: 26407	

LABOR & PARTS

JP 1 1180Z

-ABS/BRAKE SYSTEM
CUSTOMER STATES
VIBRATION WHEN BRAKING
FRONT BRAKE ROTORS WARPED
ROAD TESTED FOR BRAKE VIBRATION. RESURFACED FRONT
BRAKE ROTORS.

TECH(S):655

WARRANTY

JOB # 1 TOTAL LABOR & PARTS

0.00

JP 2 04BUZ

-WHEELS & TIRES
CUSTOMER STATES VIBRATION AT HIGHWAY SPEEDS.
WOULD NEED TO START WITH TIRE BALANCE TO CORRECT
PROBLEM.
CUSTOMER DECLINED REPAIR

TECH(S):655

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 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. * * *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.
(#559.004(4)).

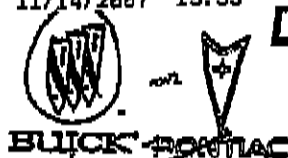
The State of Florida requires a \$1.00 fee
to be collected for each new tire sold in
the state [s.403.718] and a \$1.50 fee to
be collected for each new or
remanufactured battery sold in the state.
[s.403.7185].

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SAMUELS

PAGE 84/04



DIXIE BUICK PONTIAC GMC TRUCK, INC.

 14555 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	
02BUZHOS	COOLANT HOSE(S)	MI	
04BUZROT	ROTATE TIRES	MI	
25BUZTRANS	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

<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M/C <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE ID NO. 1G2ZH158564216176	YEAR/MODEL 06/PONTIAC/G6/COUPE	PRODUCTION DATE 06/10/07	STOCK NO. 298184
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914	CUSTOMER NO. 63244	FINANCE CONTRACT GMP	DELIVERY DATE 07/07/06	LICENSE NO. 298184
COLOR GRAY/EBONY IMPRES	CONTRACT NO. 26,407	EXPIRATION DATE 07/07/11	EXPIRATION MILE 75,000	EXPIRATION DATE 11/05/07
TURBO BUZZ	YEA Y	DOING A	MILEAGE 878	ADVISOR ANTHONY DAY
ADDRESS PHONE 239-540-0526	BUSINESS PHONE 606-471-9094	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 any damage to my vehicle or any other vehicle that may occur during the repair process. I understand that the repair work may be delayed due to the availability of parts and/or the availability of the technician. I understand that the repair work may be delayed due to the availability of parts and/or the availability of the technician. I understand that the repair work may be delayed due to the availability of parts and/or the availability of the technician.		
RETURN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 01:05pm	DATE RECEIVED 11/06/07	TIME COMPLETED 04:54pm	PRICE 90.00
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	CUSTOMER SIGNATURE [Signature]			

- 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)
still over turning
- 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
- 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)
still catching

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: *[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



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
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914		LABOR RATE 90.00	LICENSE NO.	STOCK NO. GRAY/EBONY	STOCK NO. P6101
		YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE	DELIVERY DATE 07/07/06	DELIVERY MILE	
		VEHICLE ID. NO. 1G22H158564216176	SELLING DEALER NO. DIXIE	PRODUCTION DATE	
		R/E. NO.	R.O. NO.	F.O. DATE 01/10/08	
RESIDENCE PHONE 239-540-0526	BUSINESS PHONE 606-471-9094	COMMENTS			
				MILEAGE OUT MO: 29570	

LABOR & PARTS

J# 1 41BUZ

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.

when I picked up car on 1/15/08
Cues turned

PARTS

QTY

FP-NUMBER

DESCRIPTION

LIST PRICE-UNIT PRICE

JOB # 1 TOTAL 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.

PARTS

QTY

FP-NUMBER

DESCRIPTION

LIST PRICE-UNIT PRICE

JOB # 2 TOTAL 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

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

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

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

**Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244		ADVISOR ANTHONY DAY		TAG NO. 878	INVOICE DATE 01/15/08	INVOICE NO. PNC3300784
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914		LABOR RATE 90.00	LICENSE NO.	MILEAGE 29,570	COLOR GRAY/EBONY	STOCK NO. P6101
		YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE			DELIVERY DATE 07/07/06	DELIVERY MILE
		VEHICLE I.D. NO. 1 G 2 Z H 1 5 8 5 6 4 2 1 6 1 7 6			SELLING DEALER NO. DIXIE	PRODUCTION DATE
		P.T.E. NO.			R.O. DATE 01/10/08	
RESIDENCE PHONE 239-540-0526	BUSINESS PHONE 506-471-9094	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	CASROL 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		
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	

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.

* * 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].

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.

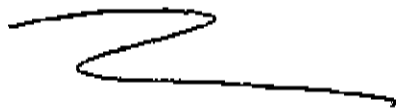
1/10/08

Amber Oney

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 Hayden 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.

Amber
Oney

A stylized handwritten signature, possibly reading 'Amber Oney', consisting of a series of connected loops and a long horizontal stroke at the bottom.

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.

Amber
Gney

ADR REPURCHASE CHECKLIST

SR # 71-595410065, Ms. Amber Oney and Ms. Emma Burke, VIN-1G2ZH158564216176

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: Oney vs Pontiac/GMC Division 1G2ZH158564216176

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: Mrs Amber Oney COMPANY:



ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

Customer: Amber Oney

State: FL

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564216175

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:

Amber Oney
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

Emma J Burke and Amber S Oney
4119 SW Santa Barbara Blvd. Unit A
Cape Coral, FL 33914

Subject: Repurchase of 2006 Pontiac G6
VIN: 1G2ZH158564216176
Ref SR:71-595410065 V-147769

Dear Emma J Burke and Amber S Oney:

We regret that you are dissatisfied with your 2006 Pontiac G6, VIN **1G2ZH158564216176** 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:** 1G2ZH158564216176

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:** Ms. Emma Jean Burke and Ms... *** Title State:** FL

*** Primary Owner:** Ms. Emma Jean Burke *** Secondary Owner:** Ms. Amber S, Oney

*** Address** 4119 SW Santa Barbara B..

*** City** Cape Coral

*** State** FL

*** ZIP Code:**

*** Day Phone:** (312) 578-9428

*** 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 #: 029909155242

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#: B620210587250
TAG#: U234FM DECAL#: 09362694 EXP: 06/26/07
VIN: 1G2ZH1S8564216176 TC: 96230680 YR/MAKE: 2006 PONT

EMMA JEAN BURKE, AMBER S ONEY
4119 SW SANTA BARBARA BLVD
CAPE CORAL, FL 33914

L#: T#: 463667736 B#: R#: 463667754

Do have 08" Tag
Just lost Registration
Card!

Thanks
Amber Oney

Mandatory Repurchase

XXX BBB Case

Mandatory Straight Repurchase

COMPLIANCE DATE _____ **4-18-08**

ADR REQUEST NUMBER _____ **71-595410065**

CUSTOMER NAME _____ **Ms. Amber Oney and Ms. Emma Burke**

LAST SIX OF VIN _____ **216176**

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, Ms. Amber Oney and Ms. Emma Burke, VIN-1G2ZH158564216176

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)
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- ☒ Invoice on original vehicle (from BARS)-old VIN & new VIN if a trade
- ☒ Incentive Acknowledgement Form
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- ☒ 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



Case Number: 147769

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

Created Date: 03/25/2008

Vehicle Info

***VIN:** 1G2ZH158564216176

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:** Ms. Emma Jean Burke and Ms...

*** Title State:** FL

*** Primary Owner:** Ms. Emma Jean Burke

*** Secondary Owner:** Ms. Amber S, Oney

*** Address** 4119 SW Santa Barbara B..

*** City** Cape Coral

*** State** FL

*** ZIP Code:**

*** Day Phone:** (312) 578-9428

*** Home Phone:**

*** Cell Phone:**

*** E-mail:** jspegel@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 #: 029909155242

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		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 64216176		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 1G2ZH158564216176
	\$ 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#: B620210587250
TAG#: U234FM DECAL#: 09362694 EXP: 06/26/07
VIN: 1G2ZH1S8564216176 TC: 96230680 YR/MAKE: 2006 PONT

EMMA JEAN BURKE, AMBER S ONEY
4119 SW SANTA BARBARA BLVD
CAPE CORAL, FL 33914

L#: T#: 463667736 B#: R#: 463667754

Do have 08" Tag
Just lost Registration
Card!

Thanks
Amber Oney

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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)
EMMA JEAN BURKE 4115 SO SANTA BARBARA BLVD CAGE CORAL FL 33061 CO. LEE	DIXIE QUICK PONTIAC GMC TRUCK, INC. 14565 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 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	1G2ZH150564215176	<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 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	\$ 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 repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

- Cash price (including any associated services and taxes):
- 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 \$	0.01
+ other (describe)	BAT BOMBS/POD CONQUE	\$	1000.00
- Unpaid balance of cash price (1 minus 2)
- Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):

A Cost of optional credit insurance paid to 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)

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, you agree that you have read the insurance policy and sign the following acknowledgment:

1. You understand that you have the option of accepting 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 this credit life insurance policy in order to obtain the credit.

Buyer Signature _____ **Date** _____
Seller Signature _____ **Date** _____
I, the undersigned, hereby certify that the above is a true and correct copy of the original contract and that the same has been signed by the Buyer and the Seller.

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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 (5)

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) _____

I accept 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.

Buyer Signs _____ Co-Buyer Signs _____

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.

Noting to the Buyer.

(a) Do not sign this contract unless you read it or it is containing any blank spaces.

(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 completely filled-in copy when you signed it.

Buyer Signs _____ Date 02/07/2006 Co-Buyer Signs _____ Date 07/07/2006

Co-Buyers and Other Owners: If 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 _____

WHEN INTEREST IN THIS CONTRACT IS ASSIGNED TO: By X _____ Title _____

Seller assigns its interest in this contract to: ☒ General Motors Acceptance Corporation (GMAC) ☐ GMACAS ☐ Nuvel 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



(includes Saturn)

CUSTOMER NAME: EMMA JEAN BURKE AMBER S ONEY
 VIN: 1 6 2 2 H 1 6 8 5 6 4 2 1 6 1 7 6

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 lieu 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 1.877.248.2000 and request that my Services be cancelled.

Purchaser/Lessee Signature: Amber Oney

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 162 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

DIXIE BUICK PONTIAC GMC TRUCK, INC.

BUICK 39-320

GMC 53-484

PONTIAC 17-059

CRM3795 9/05

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 **Ms. Amber Oney and**
Emma Jean Burke

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: Amber Oney

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564216176

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) EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD CAPE CORAL FL 33914 (Maid of Honor of registered owner)	Creditor (Seller name and address) 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	1627H159564216176	<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.
<u>5.50%</u>	<u>\$ 3831.20</u>	<u>25970.75</u>	<u>\$ 29832.00</u>	<u>\$ 30832.01</u>

Your Payment Schedule Will Be:

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

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)	<u>23722.55(9)</u>
2 Total downpayment - (If negative enter "0" and sign line 4 below)	
Gross trade-in \$	<u>N/A</u>
+ net trade-in \$	<u>N/A</u>
+ other (describe)	<u>BAT BOWTIE/PDN CONQUE \$ 1000.00</u>
3 Unpaid balance of cash price (1 minus 2)	<u>\$ 23722.55(9)</u>
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	<u>N/A</u>
Disability	<u>N/A</u>
B Other insurance paid to the insurance company	<u>N/A</u>
C Official fees paid to government agencies (describe)	<u>N/A</u>
D Government license and registration fees (describe)	<u>N/A</u>

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 insuring 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 _____

Dec-14-07 04:04P

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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 GMC GAP PROTECTIO		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)
J 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
3. 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	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 *[Signature]* Co-Buyer Signs X *[Signature]*

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 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 *[Signature]* Date 07/07/2006 Co-Buyer Signs X *[Signature]* 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 *[Signature]* Date 07/07/2006 Address DIXIE BUICK GMC

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

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

Dec-14-07 04:04P

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15

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



(excludes Saturn)

CUSTOMER NAME: EMMA JEAN BURKE AMBER S ONEY

VIN: 1 6 2 2 H 1 5 8 5 6 4 2 1 6 1 7 6

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 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: Emma BurkeDate: 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: [Signature]Date: 07/07/06

DDTE BUICK PONTIAC GMC TRUCK, INC.

BUICK 39-320

GMC 53-484

PONTIAC 17-059

GMC3795 9/05

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
01BUZLOF	LUBE, OIL, & FILTER	MI		00BUZ02	LUB OIL, FILTER	MI

SERVICE HISTORY

DATE	TIME	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TECHNICIAN	TYPE	OPERATION	DESCRIPTION
12/20/05				561	419	94BUZ		NEW VEHICLE INSPECT

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12588

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMEX	VIN: 1G2ZH15864215176 YEAR/MAKE/MODEL: 06/PONTIAC/G6/2DR CPE GT CUSTOMER: EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD CAPE CORAL FL 33914 PHONE: 606-471-9094 ADDRESS: 239-540-0526 DATE: 02/22pm 09/13/06 04:48pm SIGNATURE: [Signature]	PRODUCTION DATE: 06/07/06 STOCK NO.: P6101 LICENSE NO.: 278888 CUSTOMER NO.: 63244 SERVICE CONTRACT: GMPP DELIVERY DATE: 07/07/06 DELIVERY MILE: 75,000 BILLING DEALER NO.: 09/12/06 CONTRACT NO.: 07/07/06 ESTIMATED MILEAGE: 782 TURNED IN: 00ZZ AIR COND.: AS PA: 3,970 RELEASE: 569 DESIREE REPINE
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

COMMENTS: DROP

1. W 10BUZ
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 REPAIRS		
ADDITIONAL AUTHORIZED AMOUNT		

EST. MADE/AUTHORIZED BY	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED
EST. UTTERED BY	AUTHORIZATION RECEIVED BY

FR & DOOR DAMAGED
 H. ROOT TO AVN - due to delay in parts & work.

8 Day Rental

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

DB-002

Dec-14-07 04:02P

The steering wheel position sensor turned the valid signal of the voltage range of the steering system's center sensor.

(Circuit Description)

DTC C0460 (Symptom 00)

D CONDITIONS

WARRANTY

24hrs are these which may be the selling dealer hereby, either separate or knitted merchandise or losses for services not authorized any liability in connection with the. Buyer shall not be entitled to any consequential damages, or loss of use, loss of time, loss a included damages.

\$30.00 PER DAY WILL BE AT AFTER YOU HAVE BEEN COMPLETED

for 12 months or 12,000 miles, repair or replacement fails in normal use for 12 months of change. Parts and

NOTE: A SMALL CHARGE WILL BE INVOICE FOR THE MANAGEMENT, OF PARTS (USED OIL, ANTIFREEZE, JOINTS, CLEANERS, SOLVENTS, ETC.) TO BE USED DURING THE PERIOD. DRIVEN IN OUR SERVICE CENTER. IS AVAILABLE FROM OUR CASHIER.

as change which required parts or parts to shop supplies or waste disposal. These charges jobs and will not exceed a maximum of \$10.00.

Time a \$1.00 fee to be collected for each new battery note is the state fee. \$03.71 (69).

NOTE: a small charge is included for supplies oil. These items are: oil, belts, screens, etc. solvent, cleaning cloth, etc. above a complete list from Center is available.

WAL INSTRUCTIONS OR ESTIMATES

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	

TECHNICIAN'S FINDINGS AND REMARKS

655

Sean Test - DTC C0460

Test P/S position sensor ckts.

Internal motor/module fault -

Pepper

E7631

add

13

279888

JOB 01

WE 13 PM 4:13

WE 13 PM 3:08

JOB 02

FR 15 PM 1:15

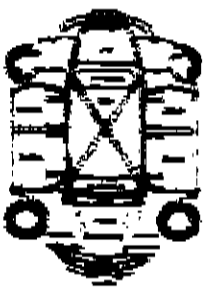
FR 15 PM 1:10

JOB 04

TH 13 PM 2:10

JOB 05

JOB 06



Print

Job No. _____

Technician _____

Date _____

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) 469-0600



Geodwinen



RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : MV-12599

[illegible]

SERVICE HISTORY

SERVICE HISTORY		STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. DATE NO. BILL NO.	TIME	DATE	DESCRIPTION
08/12/08	21888		3970	569	655	W	198UZ
12/20/05	25960		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 | 3680 |
| 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** _____

DATE OF BIRTH	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE CHANGE	ADDITIONAL AUTHORIZED \$ AMOUNT	
ADOL. RELEASE AUTHORIZED BY	DESCRIPTION OF ADDITIONAL WORK ACTIVITIES (S)	
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION REVISIONS (S)	

DATE 3-10-84 TIME 10:00
 T. OF 3-10-84
 3-10-84 Rental due
 SOME CHARGE FOR PREP WORK AN ESTIMATE CANNOT BE
 GIVEN. PREP WORK IS NOT NECESSARY FOR ALL
 COASTERS. HIRE RATE ☐ BOTH

SEE BACK FOR ADDITIONAL
INFORMATION REGARDING REPAIRS
(CONTINUED ON NEXT PAGE) 289869

PAGE 1 OF 2

CUSTOMER COPY

AIRB
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. 1G22H15854216178		YEAR/MONTH/MAKE 08/PONTIAC/G6/2DR CPE GT		PRODUCTION DATE 07/07/06	STOCK NO. 66101	LICENSE NO.	R.O. NO. 289869
CUSTOMER NO. 63244		SERVICE CONTRACT GMPP		DELIVERY DATE 07/07/06		DELIVERY MILE 75,000		SELLING DEALER NO. 04/17/07	R.O. DATE 04/17/07
COLOR STEALTH GRY MET/E		CONTRACT NO.		SIGNATURE DATE 07/07/06		EXPIRATION MILE 75,000		TAX NO. 492	
TURBO BUZZ		MMS 14,203		AIR COND. 569		ADVANCE DESIREE REPINE			
SALES FOR CHANGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH		REPAIR NO. 239-540-0826		ESTIMATE NO. 606-471-9094		TIME RECEIVED 02:41pm		DATE/TIME PROGRAM 04/17/07 05:00pm	PRIORITY 3
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO		DATE/TIME OF REPAIR 04/17/07 05:00pm		LABOR RATE 90.00		IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COSTS IF COLLECTION IS REQUIRED. I HEREBY AGREE TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. COPY HEREOF.		THE HIGHEST LEGAL RATE APPLICABLE, CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF SALES TAX AND APPROVES RECEIPT OF	
CUSTOMER SIGNATURE									

6 W 70BUZZRENT RENTAL
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 _____

ESTIMATE NO.	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIR		ADDITIONAL AUTHORIZED \$ AMOUNT
APPROVED 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: <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH		
SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS		

289869

TECHNICIAN'S FINDINGS AND REMARKS

655

supplying to the parties are the so-called "major" manufacturers. The selling dealer may be a wholesaler or either a direct or indirect

applying to the party use the so-called "materiality" standard. The selling dealer hereby warrants that the goods are free from all warranties, either express or implied, known or unknown, of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of the goods. The dealer also warrants that the goods are free from all defects, whether latent or patent, and/or service. Buyer shall not be entitled to return the goods for any reason other than a defect in the goods. The selling dealer shall be responsible for all damages, other than the selling damages, by reason of loss, loss of time, loss of profits or income, or any other incidental damages.

STORAGE CHARGES OF \$20.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.

We guarantee our service waits for 12 months or 12,000 miles, whichever comes first. If our regular 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 on all antifreeze, coolant, lead additives, parts cleaners, solvents, etc.) removed from your vehicle or used during the repair. (An invoice for the waste disposal charge will be included on your repair invoice.)

and most capital spending for drug supplies is waste disposed. These changes will relate directly to my requests and will not exceed a maximum of 12% of the total labor charges, up to a maximum of \$30,000.

The State of Florida requires a \$7.00 fee to be collected for each new tire sold in the state §§ 403.71(8), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (i.e. 403.71(5)).

Customer Inquiry

* **SHOP SUPPLIES:** A small charge is included for supplies needed on your Vehicle. These items are: fuel, oil, grease, wheel balancers, spray, solvents, cleaning cloth, washers, rollers, tire iron, etc. A complete list from Customer is available.

ADDITIONAL INSTRUCTIONS OR ESTIMATES

CORRECTION

TECHNICIAN'S NAME & NUMBER

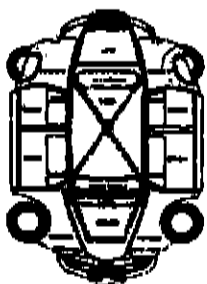
CAUSE

CORRECTION

TOTAL PLANTS

TOTAL LABOR

6009

TOTAL

一、
 二、
 三、
 四、
 五、
 六、
 七、
 八、
 九、
 十、

State ID _____ **Amount** _____
Total _____

$\left[\begin{array}{c} \text{---} \end{array} \right]$

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.		TIME	OFF	
	5.0	565	293683		7-15		

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

<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMEX	1G2ZH158034216176 EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914	YEAR/MAKE/MODEL 06/PONTIAC/G8/COUPE	PRODUCTION DATE 07/07/06	STOCK NO. P6101	LICENSE NO. 293683	R.O. NO. 293683
<input type="checkbox"/> BASE FOR CHANGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	239-540-0526 08:31am 07/18/07 05:18pm	CUSTOMER NO. 63244	SERVICE CONTRACT GMPP	DELIVERY DATE 07/07/06	DELIVERY MILE 75,000	R.O. DATE 07/18/07
<input type="checkbox"/> YES <input type="checkbox"/> NO	08:31am 07/18/07 05:18pm	COLOR GRAY/EBONY IMPRES	CONTRACT NO. 21,742	EXPIRATION DATE 07/07/11	EXPIRATION MILE 75,000	TAG NO. 257
<input type="checkbox"/> YES <input type="checkbox"/> NO	239-540-0526 08:31am 07/18/07 05:18pm	TUNING BUZZ	AIR COND. Y	TRAW A	ADVISOR NO. 569	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	
ADDITIONAL PERSONS AUTHORIZED BY:	REASON FOR ADDITIONAL PERSONS:
REPAIR AUTHORIZED BY:	DATE:

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

50354

STANDARD - 10/01

AS AND CONDITIONS

655

TECHNICIAN'S FINDINGS AND REMARKS

292623

OF WARRANTY

WARRANTY: This vehicle is warranted 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.

AGE CHARGES OF \$30.00 PER DAY WILL BE APPLIED 3 WORKING DAYS AFTER YOU HAVE BEEN ADVISED THE REPAIRS ARE COMPLETED.

WASTE DISPOSAL CHARGE: A SMALL CHARGE WILL BE INCLUDED ON YOUR REPAIR INVOICE FOR THE MANAGEMENT, STORAGE, AND DISPOSAL OF WASTE USED OILS, ANTIFREEZE, CATALYSTS, LEAD, ABRASIVES, PARTS CLEANERS, SOLVENTS, ETC.) REMOVED FROM YOUR VEHICLE OR USED DURING THE REPAIRS. CHARGE ON STRONG-CONSTRUCTION'S FRONT SERVICE CENTER. A COMPLETE MAINTENANCE IS AVAILABLE FROM OUR CUSTOMER.

1. Under no circumstances shall any repair charge which represents credit or profits to this dealer be applied to any repair charge or credit. These charges will not be applied to any repairs and will not exceed a maximum of 5% of the total repair charge, up to a maximum of \$25.00.

1. The 7-day off-hour service charge of \$1.00 per hour to be collected for each hour the vehicle is not in the shop (6:00-7:00), and a \$1.50 fee to be collected for each hour of non-manufactured battery used in the shop (6:00-7:00).

CHANGE SUMMARY

DATE: 12/13/2007

AMBIENT DATA

DATE: 12/13/2007

VEHICLE DATA

MAKE: VOLVO
MODEL: XC90
YEAR: 2007
COLOR: SILVER
VIN: 1C3K3H182MB
MILEAGE: 113,000
ENGINE: 3.0L I-6
TRANSMISSION: A6

CODE:

009016100013K3H182MB

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

JOB 01

JOB 01

JOB 02

JOB 02

JOB 03

JOB 03

JOB 04

JOB 04

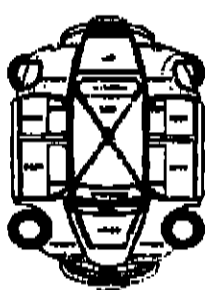
JOB 05

JOB 05

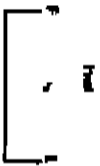
JOB 06

JOB 06

0506040768
PCM 56354
Add .3



- 1. Engine
- 2. Transmission
- 3. Drive Shaft
- 4. Axle
- 5. Wheel
- 6. Tire
- 7. Brake
- 8. Suspension
- 9. Steering
- 10. Chassis



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			00BUZFLUSH	5VC COOLING SYSTEM	MI		
04BUZROTATE	ROTATE TIRES	MI			00BUZ202	LUBE OIL FILTER	MI		
25BUZTRANSERV	HARSH SHIFT	MI							

SERVICE HISTORY

DATE	PERSON	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)
				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 <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.O. <input type="checkbox"/> VISA <input type="checkbox"/> AMEX	VEHICLE ID. NO. 1G2ZH15864216176	YEAR/MAKE/MODEL 06/PONTIAC/G6/COUPE	PRODUCTION DATE	STOCK NO. P6101	LICENSE NO. 298184	R.O. NO. 298184
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914	CUSTOMER NO. 63244	SERVICE CONTRACT GMPP	DELIVERY DATE 07/07/06	DELIVERY NO.	SELLING DEALER NO. DIXIE	DATE 11/05/07
RESIDENCE PHONE 239-540-0526	BUSINESS PHONE 606-471-9094	DEALER GRAY/EBONY IMPRES	CONTRACT NO.	SEPARATION DATE 07/07/11	SEPARATION MILES 75,000	TAXI NO. 682
TIME RECEIVED 01:05pm	DATE/TIME 11/06/07 04:54pm	TURBO BUZZ	RELEASE 26,407	ADVISOR 878	ADVISOR ANTHONY DAY	

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 655	OFF
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					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					ON
4 W 19BUVACVALVE CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST REPAIR.	LIGHT ENGINE REPAIR					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 IS LESS THAN \$100.

3. 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.

4. I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: [Signature] DATE: 11/5/07

ORIGINAL ESTIMATE: [Signature] 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

PAGE 1 OF 1

CUSTOMER COPY

298184

Dec-14-07 04:00P

P. 08

— E —

298144

TECHNICIAN'S FINDINGS AND REMARKS

TERMS AND CONDITIONS

NUMBER OF WARRANTY

applying to this party's assets which may be used to satisfy the claims of any manufacturer. The selling dealer hereby warrants that the goods are free of all liens, mortgages, other claims or implied warranties of merchantability or fitness for a particular purpose. The dealer also warrants that it has no knowledge of any claims or suits against its products or services. Buyer shall not be entitled to recover damages for consequential damages, including those for loss of use, loss of time, loss of profits, or any other incidental damages.

CHARGES OF \$30.00 PER DAY WILL BE
IMPOSED DURING DAYS WHEN YOU HAVE BEEN
REPAIRS ARE COMPLETED.

service work for 12 months or 12,000 miles. If our repair or replacement fails in normal period, we'll fix it free of charge. Parts and

AL CHARGE; A SMALL CHARGE WILL BE FOR REPAIR INVOICE FOR THE MANAGEMENT, POOL OF WELTS USED OILS, ANTIFREEZE, GREASES, PARTS CLEANERS, SOLVENTS, ETC) VIA VEHICLE OR USED DURING THE PERFORMANCE OF YOUR SERVICE CENTER. A CHARGE IS AVAILABLE FROM OUR CASHIER.

if fees charged which represent costs or profits to the ship supplier or waste disposer. These charges if repaid and will not exceed a maximum of 12% of up to a maximum of \$35,000.

requires a \$1,000 fee to be collected for each new law, and a \$1,500 fee to be collected for each copy sold in the state (see 42B.71.63).

9. A small charge is included for supplies. 10. These items are not, nails, screws, a solvent, cleaning cloth, acetone, silicone sealant and from Cadillac is available.

ALL INSTRUCTIONS OR ESTIMATES

② Be attach Rear corner
upper Garnish Molding.
(1/4 panel Trim)
C404) ?

- i) Check starter operation NFE at the time

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

Adj. Tee

NUMBER (4) Check for noise -
Can't not duplicate - NLF

TOTAL PARTS	100
TOTAL LABOR	100
GOG	100
TAX	100
TOTAL	100

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded 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			32BUZRH0SE	COOLANT HOSE(S)	MI		
32BUZRH0SE	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.	MI L24	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	293883	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

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. 1G22H15864216176	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"/> PLAY RATE <input type="checkbox"/> BOTH	CUSTOMER NO. 63244	SERVICE CONTRACT CMPP	DELIVERY DATE 07/07/06	DELIVERY MILES 75,000	BILLING DEALER NO. DIXIE
RETAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	COLOR GRAY/EBONY IMPRES	CONTRACT NO. 07/07/11	EXPIRATION DATE 07/07/11	EXPIRATION MILES 75,000	TAX NO. T682
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 03:07pm	DAY RECEIVED 11/07/07	TIME INVOICE 01:42pm	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 speed limit of 55 mph or as otherwise directed by the purchase of repair order. An explicit acknowledgment of the vehicle's condition at the time of repair is required.

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

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: 1

 2 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

 Lm 01:00am
 12:46pm Damage Lt chas

DS-002

PAGE 1 OF 1

CUSTOMER COPY

Dec-14-07 04:01P

P.10

10

298264

TECHNICIAN'S FINDINGS AND REMARKS

TERMS AND CONDITIONS

OF WARRANTY

Any in this parts) are those which may be required for the repair of the vehicle. The selling dealer hereby warrants, either express or implied, that the parts and labor are of good quality and that the work is done in accordance with the manufacturer's specifications. The dealer's liability is limited to the repair of the vehicle and does not extend to any consequential damages. Buyer shall not be entitled to any refund or compensation for any consequential damages. The dealer's liability is limited to the repair of the vehicle and does not extend to any consequential damages.

IS IN \$30.00 PER DAY WILL BE CHARGED FOR EACH DAY THAT THE VEHICLE IS OUT OF SERVICE. THIS CHARGE IS IN ADDITION TO THE CHARGE FOR THE REPAIR OF THE VEHICLE.

IN WORK FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. IN THE EVENT OF A DEFECTIVE PART, THE PART WILL BE REPLACED AT NO CHARGE TO THE BUYER. THE BUYER AGREES TO PAY FOR THE LABOR AND MATERIALS REQUIRED TO REPAIR THE VEHICLE.

CHARGE A SMALL CHARGE WILL BE CHARGED FOR THE MANAGEMENT OF THE VEHICLE. THE CHARGE IS IN ADDITION TO THE CHARGE FOR THE REPAIR OF THE VEHICLE. THE CHARGE IS IN ADDITION TO THE CHARGE FOR THE REPAIR OF THE VEHICLE.

IN THE EVENT OF A DEFECTIVE PART, THE PART WILL BE REPLACED AT NO CHARGE TO THE BUYER. THE BUYER AGREES TO PAY FOR THE LABOR AND MATERIALS REQUIRED TO REPAIR THE VEHICLE.

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TECHNICAL INSTRUCTIONS OR ESTIMATES

VIN:

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

655
TECHNICIAN'S NAME & NUMBER
Road Test for Brake vibration, JOB #1
Cause
ft brake rotors warped uneven.
CORRECTION
Resurface ft Rotors H0122 1.3
Both Add 1.8

TECHNICIAN'S NAME & NUMBER
JOB #2
Cause
Rear brake rotors warped H0122 1.3
CORRECTION
Resurface rear rotors H0122 1.3
Both Add 1.9

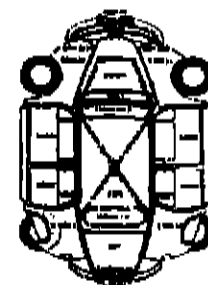
TECHNICIAN'S NAME & NUMBER
JOB #3
Cause
CORRECTION

TECHNICIAN'S NAME & NUMBER
JOB #4
Cause
Road Test for vibration -
Needs wheel balance -
CORRECTION
Inst. Declined

TECHNICIAN'S NAME & NUMBER
JOB #5
Cause
CORRECTION

TECHNICIAN'S NAME & NUMBER
JOB #6
Cause
CORRECTION

TECHNICIAN'S NAME & NUMBER
TOTAL PARTS
TOTAL LABOR
GOG
TAX
TOTAL



TECHNICIAN'S NAME & NUMBER
TOTAL PARTS
TOTAL LABOR
GOG
TAX
TOTAL

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
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914		LABOR RATE 90.00	LICENSE NO.	29,570	COLOR GRAY/EBONY	STOCK NO. P6101
		YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE			DELIVERY DATE 07/07/06	DELIVERY MILES
		VEHICLE I.D. NO. 1G22H158564216176			SELLING DEALER NO. DIXIE	PRODUCTION DATE
		RTE. NO.			R.O. DATE 01/10/08	
RESIDENCE PHONE 239-540-0526	BUSINESS PHONE 506-471-9094	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

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**

GENERAL MOTORS CORPORATION

**Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244		ADVISOR ANTHONY DAY	TAG NO. 878 T593	INVOICE DATE 01/15/08	INVOICE NO. PNC5300784
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914		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
		VEHICLE I.D. NO. 1 G 2 Z H 1 5 8 5 6 4 2 1 6 1 7 6	SELLING DEALER NO. DIXIE		PRODUCTION DATE
		R.T.E. NO. 	R.O. DATE 01/10/08		
RESIDENCE PHONE 239-540-0526	BUSINESS PHONE 606-471-9094	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					

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					

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					

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. * * *FS403.718 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. [(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: Amber Oney

State: FL

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564216176

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: Oney vs Pontiac/GMC Division 1G2ZH158564216176

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: 1G2ZH158564216176

Customer: Mrs Amber Oney - 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: Mrs Amber Oney
Date: 03/06/08



Lemon Law Reasons for Decision

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564216176

Customer: Mrs Amber Oney - 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: Mrs Amber Oney
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: Oney vs Pontiac/GMC Division 1G2ZH158564216176

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: Mrs Amber Oney COMPANY:



ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

Customer: Amber Oney

State: FL

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564216176

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:


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, Amber Oney and Emma Burks, C/O Jeff Spiegel
VIN - 1G2ZH158564216176, 2006 Pontiac G6

SR # 71-595410065

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

Phone # 800-200-4622

**BBB AUTO LINE**

February 4, 2008

Re: W-C2 PGM0831666: Oney vs Pontiac/GMC Division 1G2ZH158564216176

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: Oney vs Pontiac/GMC Division 1G2ZH158564216176

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

Amber Oney and Emma Burke

4119 SW Santa Barbara Blvd, Unit A

Cape Coral, FL 33914

Customer Contact Info:

Day Phone: 312-578-9428 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: 1G2ZH158564216176

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

Selling Dealer/City/State: same

Insurance Carrier: AAA

Policy Number: ACF1041602-02875

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):

Date: 1/25/08

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.

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; Oney, Amber-1.pdf; Oney, Amber-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

GM 0831666 W8TBC

Request for Arbitration

Our Client:	Amber Oney
Client's Home State:	Florida
Vehicle:	2006 Pontiac G6
VIN#:	1G2ZH158564216176
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 in 4) 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		EMMA JEAN BURKE		SERIAL NO. 1G2ZM158564216176	
TOTAL R/O'S		4		MAKE PN PONTIAC	
TOTAL SERV. DAYS		45			
LN#	RO.NO.	RO. DATE..	MTLS.	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 57BUZ28B SEAT BELT(S)
				T	555 3 W 03BUZ STEERING&SUSPENS
				T	81 4 W 70BUZ2RENT 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 00BUZ202 LUBE OIL FILTER
				T	555 3 C 00BUZ203 ROTATE TIRES
				T	555 4 W 40BUZ27 LIGHTER/ACC JACK
				T	183 5 W 70BUZ2RENT 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) (L=LINE#) (S=SUMMARY PRINT) (TAB)

Amber Oney 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
luck 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) 489-0600



BUICK



PONTIAC

WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISEE DESTREE REPINE	569	SALE NO. 257	INVOICE DATE 07/23/07	INVOICE NO. PNC5293683
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914	LABOR RATE 90.00	LEAD TIME NO.	RELEASE 21,742	COLOR GRAY/EBONY	STOCK NO. P6101
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE			DELIVERY DATE 07/07/06	DELIVERY MILE
	VEHICLE ID. NO. 1 G 2 Z H 1 5 8 5 6 4 2 1 6 1 7 6			SELLING DEALER NO. DIXIE	PRODUCTION DATE
	NTL NO.		RV NO.	R.O. DATE 07/18/07	
REFERENCE PHONE 239-540-0526	TECH(S) 606-471-9094				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 8.800			WARRANTY
JOB # 1	2	R134	12356150 FREDN			WARRANTY
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

SEAT BELT
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	1	22687711	SHAFT KIT 6.526			WARRANTY
JOB # 2 TOTAL PARTS					0.00	
JOB # 2 TOTAL LABOR & PARTS					0.00	

STEERING & SUSPENSION
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 6.526			WARRANTY
JOB # 3 TOTAL PARTS					0.00	
JOB # 3 TOTAL LABOR & PARTS					0.00	

RENTAL ENTERPRISE
VEHICLE DOWN DURING REPAIR(S)
PROVIDED ALTERNATE TRANSPORTATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4	1	22687711	SHAFT KIT 6.526			WARRANTY
JOB # 4 TOTAL PARTS					0.00	
JOB # 4 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].

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**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR DESIREE REPINE	TRG NO. 569	INVOICE DATE 07/23/07	INVOICE NO. PNC5293683
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914	LABOR RATE 90.00	LICENSE NO.	STOCK NO. P6101	
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE	SALES TAX 21,742	COLOR GRAY/EBONY	DELIVERY DATE 07/07/06
	VEHICLE ID. NO. 1G2Z2H158564216176		DELIVERY DATE 07/07/06	DELIVERY MILE 0
	REG. NO.	SALES TAX 07/18/07	SELLING DEALER NO. DIXIE	PRODUCTION DATE
REG. NO. 239-540-0526	SALES TAX 606-471-9094	COMMENTS		SALES TAX MO: 21742

JOB # 5 TOTAL LABOR & PARTS 0.00
 SUBLET PO# VEND INV# INV. DATE DESCRIPTION
 JOB # 4 7858 0270299 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.S.... 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. ** *P6403.718 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.403.718)].

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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		TRD NO. 878	682	REVERSE DATE 11/07/07	INVOICE NO. PNC5298184
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914		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	
		VEHICLE ID, VIN. 1G2ZH158564216176		DEALING DEALER NO. DIXIE		PRODUCTION DATE	
		P.T.S. NO.		P.O. NO.		11/05/07	
RESIDENCE PHONE 239-540-0526	BUSINESS PHONE 606-471-9094	COMMENTS				MILEAGE OUT MO: 26407	

LABOR & PARTS
J# 1 578UZ 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 418UZ 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 038UZ 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 19BUVACVALVE 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. *** *PS403,718 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. ((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	TAB NO. 878	INVOICE DATE 11/07/07	INVOICE NO. PNC5298184
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914	LABOR RATE 90.00	MESSAGE 26.407	COLOR GRAY/EBONY	STOCK NO. P6101
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE		DELIVERY DATE 07/07/06	DELIVERY MILES
	VEHICLE ID. NO. 1G2ZH158564216176		SELLING DEALER NO. DIXIE	PRODUCTION DATE
	P.C.E. NO.	P.O. NO.	S.O. DATE 11/05/07	
RESIDENCE PHONE 239-540-0526	WORKSHOP PHONE 506-471-9094	COMMENTS		
PROVIDED ALTERNATE TRANSPORTATION				RELEASE OUT MO: 26407

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-----
 81 FRANK J. LESTICKO ASE ST6

TOTALS-----	
NOTE: DIXIE BUICK, GMC IS A GOODWRENCH SERVICE PLUS DEALER.	TOTAL LABOR..... 0.00
CERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARRY A LIFETIME	TOTAL PARTS..... 0.00
WARRANTY. PARTS NOTED ABOVE WITH AN ASTERICK AND PURCHASED	TOTAL SUBLET..... 0.00
BY YOU MAY BE COVERED BY A LIFETIME WARRANTY THAT MUST BE	TOTAL G.O.G..... 0.00
PERFORMED BY DIXIE BUICK, GMC.	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.

14685 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12598

(239) 489-0800

**BUICK****PONTIAC**

GENERAL MOTORS CORPORATION

**Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244		ADVISED ANTHONY DAY		878	TAG NO. T682	INVOICE DATE 11/07/07	INVOICE NO. PNC5298264
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914		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	
		VIN/VEHICLE ID. NO. 1G2ZH158564216176		DELIVERY MAKE		PRODUCTION DATE	
RESIDENCE PHONE 239-540-0526		BUSINESS PHONE 506-471-9094		COMMENTS		11/06/07	MO: 26407

LABOR & PARTS
JP 1 1180Z

-ABS/BRAKE SYSTEM
CUSTOMER STATES
VIBRATION WHEN BRAKING
FRONT BRAKE ROTORS WARPED
ROAD TESTED FOR BRAKE VIBRATION. RESURFACED FRONT
BRAKE ROTORS.

TECH(S):655

WARRANTY

JOB # 1 TOTAL LABOR & PARTS

0.00

JP 2 04BUZ

-WHEELS & TIRES
CUSTOMER STATES VIBRATION AT HIGHWAY SPEEDS.
WOULD NEED TO START WITH TIRE BALANCE TO CORRECT
PROBLEM.
CUSTOMER DECLINED REPAIR

TECH(S):655

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 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. * * * * *
mandates a \$1.00 fee for each new tire sold in
the State of Florida. * * * * *
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.
(#1599.004(4)).

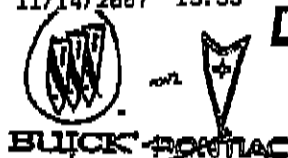
The State of Florida requires a \$1.00 fee
to be collected for each new tire sold in
the state [s.403.718] and a \$1.50 fee to
be collected for each new or
remanufactured battery sold in the state.
[s.403.7185].

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SAMUELS

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DIXIE BUICK PONTIAC GMC TRUCK, INC.

 14555 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	
02BUZHOS	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	MILEAGE	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

<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M/C <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE ID NO. 1G2ZH158564216176	YEAR/MAKE/MODEL 06/PONTIAC/G6/COUPE	PRODUCTION DATE 06/10/07	STOCK NO. 298184
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914	CUSTOMER NO. 63244	FINANCE CONTRACT GMP	DELIVERY DATE 07/07/06	LICENSE NO. 298184
COLOR GRAY/EBONY IMPRES	CONTRACT NO. 26,407	EXPIRATION DATE 07/07/11	EXPIRATION MILE 75,000	TAG NO. 682
PHONE 239-540-0526	ADDRESS 606-471-9094	ADVISOR NO. 878	ADVISOR ANTHONY DAY	

- 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.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
 SIGNED: *[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



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
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914		LABOR RATE 90.00	LICENSE NO.	STOCK NO. GRAY/EBONY	STOCK NO. P6101
		YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE	DELIVERY DATE 07/07/06	DELIVERY MILE	
		VEHICLE ID. NO. 1G22H158564216176	SELLING DEALER NO. DIXIE	PRODUCTION DATE	
		R/E. NO.	R.O. NO.	F.O. DATE 01/10/08	
RESIDENCE PHONE 239-540-0526	BUSINESS PHONE 606-471-9094	COMMENTS			
				MILEAGE OUT MO: 29570	

LABOR & PARTS

J# 1 41BUZ

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.

when I picked up car on 1/15/08
Cues turned

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.

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

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

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

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

**Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244		ADVISOR ANTHONY DAY		TAG NO. T593	INVOICE DATE 01/15/08	INVOICE NO. PNC3300784
EMMA JEAN BURKE 4119 SW SANTA BARBARA BLVD APT A CAPE CORAL, FL 33914		LABOR RATE 90.00	LICENSE NO.	MILEAGE 29,570	COLOR GRAY/EBONY	STOCK NO. P6101
		YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE		DELIVERY DATE 07/07/06	DELIVERY MILE	
		VEHICLE I.D. NO. 1G2ZH158564216176		SELLING DEALER NO. DIXIE	PRODUCTION DATE	
		P.T.E. NO.		R.O. DATE 01/10/08		
RESIDENCE PHONE 239-540-0526	BUSINESS PHONE 506-471-9094	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		
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	

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. ** *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)].

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.

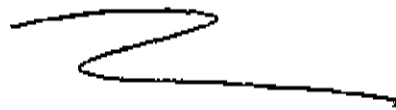
1/10/08

Amber Oney

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 Hayden 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.

Amber
Oney

A stylized handwritten signature, possibly reading 'Amber Oney', consisting of a series of connected loops and a long horizontal stroke at the bottom.

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.

Amber
Gney



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 01/23/2008

Case Number: PGM0831666

Customer: Amber Oney

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564216176

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:



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.

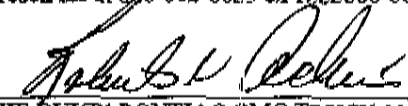
Thank you for your cooperation.

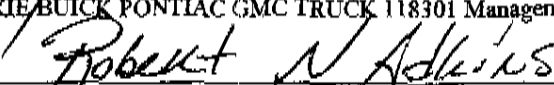
Sincerely,

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

Dec-14-07 04:03P

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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

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"/> 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	\$ 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 \$ N/A

C Official fees paid to government agencies \$ 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

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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 GMC GAP PROTECTIO		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 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	Title	Seller	By	Title
			DIXIE BUICK GMC		

Dec-14-07 04:04P

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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 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.

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 NO.	DESCRIPTION	QUANTITY	UNIT	OPERATION	QUANTITY	UNIT	PRICE	TOTAL
01BUZLOF	LUBE, OIL, & FILTER	MI		00BUZ02	LUB OIL, FILTER	MI		

SERVICE HISTORY

DATE	TIME	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TECHNICIAN	TYPE	OPERATION	DESCRIPTION
12/20/05				561	8888	94802		NEW VEHICLE INSPECT

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12588

VEHICLE NO. 1G2ZH158864	YEAR/MODEL 06/PONTIAC/G6/2DR CPE GT	PRODUCTION DATE	STOCK NO. P6101	LICENSE NO. 278888
CUSTOMER NO. 63244	SALES CONTRACT 07/07/06	DELIVERY DATE	DELIVERY NO.	SELLING DEALER NO. 09/12/06
COLOR STEALTH GRAY MET/E	CONTRACT NO.	7/7/06	75,000	TAXES 782
TURNED IN 800Z	AR COND.	3,970	569	DESIREE REPINE
<p>I hereby authorize the repair work described and hereby to be done along with the necessary material and labor for any delays caused by unavailability of parts or damage to vehicles or equipment. I hereby grant you and/or your employees permission to operate the vehicle being described in order to complete the repairs. I agree to pay the amount of repairs shown.</p> <p>IN THE EVENT MY ACCOUNT IS BALANCED MORE THAN 15 DAYS I AGREE TO PAY INTEREST ON THE HIGHEST LEGAL RATE IN FLORIDA. SECTION IS REQUIRED. CUSTOMER MEMBER AGREEMENT 1/05/06 THE REPAIRS ARE CUSTOMER APPROVED AND RECEIVED IN</p>				
REPAIRS FOR CHARGE	YES	NO	02:22pm	09/13/06
FLAT RATE	YES	NO	04:48pm	3
APPOINTMENT	YES	NO	80.00	

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 12/20/06

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 REPAIRS: _____ ADDITIONAL AMOUNT: _____

DOT REPAIRS AUTHORIZED BY: _____ DESCRIPTION OF ADDITIONAL WORK AUTHORIZED: _____

VEHICLE UTILIZED: _____ AUTHORIZATION RECEIVED BY: _____

FR & DOOR DAMAGED

H ROOF TO AVN - due to delay in parts &

8 Day Rental

SEE BACK FOR ADDITIONAL

INFORMATION REGARDING REPAIRS

278888

12

Dec-14-07 04:02P

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 IN OUR 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. Clutch
- 2. In clutch
- 3. Drive
- 4. Shifting
- 5. Idle
- 6. 1st Gear

Hours left

From/End

Notes

Fuel

F N E

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	TIME	OFF	ON	MY	TOTAL
01BUZLOF 00BUZ02	LUBE, OIL, & FILTER LUBE OIL FILTER	MI				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
						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	
DATE RECEIVED 02:41pm	DATE RETURNED 04/17/07	TIME 05:00pm	PRICE 3	
APPOINTMENT YES	APPOINTMENT NO	APPOINTMENT NO	APPOINTMENT NO	

- 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
11720
- 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 \$_____. 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 AUTHORIZED PERSON	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
3-1 Day Rental due
3-1 Day Rental due
3-1 Day Rental due
3-1 Day Rental due
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	ON
3	3970	569	W		
5	339	416	W		

PAGE 1 OF 2

CUSTOMER COPY

(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.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. P6101	LICENSE NO. 289869
<input type="checkbox"/> BAIN FOR CHANGE <input type="checkbox"/> FLY RATE <input type="checkbox"/> BOTH	SALES ADDRESS CAPE CORAL, FL	CUSTOMER NO. 63244 GMPP	DELIVERY DATE 07/07/06	DELIVERY MILE 75,000	SELLING DEALER NO. 04/17/07
REMAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 02:41pm	DATE TIME PROGRAM 04/17/07	CONTRACT NO. 07/07/06	EXPIRATION DATE 07/07/06	EXPIRATION MILE 492
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	LABOR RATE 90.00	I hereby authorize the repair work mentioned and built in the above using the company's material and labor to estimate or repair me in vehicle in case of fire, theft, or any other cause beyond your control or action in performance by the dealer or manufacturer. I hereby grant you under your complete jurisdiction, authority, and authority for the purpose of having needed information. An original company's form is hereby acknowledged on above vehicle to the highest legal rate of insurance.		I hereby acknowledge on above vehicle to the highest legal rate of insurance.	
CUSTOMER SIGNATURE					

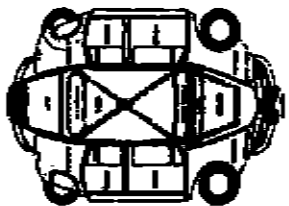

6 W 70BUZZRENT RENTAL
CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING REPAIR OF VEHICLE

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 REPAIR	ADDITIONAL AUTHORIZED \$ AMOUNT
APPROVED 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: <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>WARRANTY:</p> <p>The following terms apply to this repair are those which may vary from time to time at the discretion of the manufacturer. The selling dealer hereby warrants all warranties, either express or implied, against defects in materials or workmanship for the purpose of sale. Neither assumes nor authorizes any person to assume for it any liability in connection with the sale of its parts(s) 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, FLUIDS, 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 \$7.00 fee to be collected for each new tire sold in the state (\$8.00 for tires), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (\$1.75 for batteries).</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, grease sprays, solvents, cleaning cloths, sealants, silicone treatment, etc. A complete list from Cashier is available.</p>		<div style="text-align: right; font-weight: bold;">289869</div> <div style="font-size: 2em; margin-bottom: 10px;">655</div> <p>TECHNICIAN'S NAME & NUMBER: <u>E7631</u></p> <p>CAUSE: <u>Scan Test - DTC C0460</u></p> <p>CORRECTION: <u>Test steering wheel position</u></p> <p>TECHNICIAN'S NAME & NUMBER: <u>E7631</u></p> <p>CAUSE: <u>Sensor circuitry Internal controller</u></p> <p>CORRECTION: <u>Faulty Replace Assembly</u></p> <p>TECHNICIAN'S NAME & NUMBER: <u>472 et</u></p> <p>CAUSE: <u>LOF</u></p> <p>CORRECTION: <u>Rotate</u></p> <p>TECHNICIAN'S NAME & NUMBER: <u>N1720</u></p> <p>CAUSE: <u>Cig. Fuse Blown -</u></p> <p>CORRECTION: <u>Replace Fuse</u></p> <p>TECHNICIAN'S NAME & NUMBER: <u>YO139</u></p> <p>CAUSE: <u>Recall</u></p> <p>CORRECTION: <u>YO139</u></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>		 <div style="float: right; text-align: center;"> <p>Fuel</p>  </div> <p>Spare Tire _____ Pressure _____</p> <p>Radiant _____</p>	

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.	TIME		OFF	
5.0		565	293683	7.15			

SERVICE HISTORY

DATE	DESCRIPTION	MI	DATE	DESCRIPTION	MI
04/17/07	249869	14203	569	655	W
				655	C
				655	C
				655	W
				183	W
				99BUZ	
				11BUZRLBRKH	
				00BUZ02	
				00BUZ03	
				40BUZZ7	
				70BUZZRENT	
				99BUZ	
				TRACTION CONTROL	
				LUBE OIL FILTER	
				ROTATE TIRES	
				LIGHTER/ACC JACK	
				RENTAL	
				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. 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 SCHEDULED 08:31am	DATE SCHEDULED 07/18/07	TIME COMPLETED 05:18pm	DATE COMPLETED 07/18/07	TIME COMPLETED 05:18pm
I hereby authorize the repair with the parts and labor to be done along with the necessary materials and labor for any and all repairs to the vehicle or vehicle in case of fire, theft, or any other event beyond your control. I hereby grant you access to my vehicle and all its contents, including but not limited to, tools, equipment, and materials for the purpose of the repair. I understand that the repair may take more than 24 hours and I agree to pay for the repair at the highest reasonable rate. I agree to pay for the repair at the highest reasonable rate. I agree to pay for the repair at the highest reasonable rate.					

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: _____

ADDITIONAL PERSONS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED BY: _____

REPAIRS AUTHORIZED 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

50557

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 of this product. 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, 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.

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
WIND DIRECTION: 100
WIND SPEED: 10 MPH
TEMPERATURE: 70 F

VEHICLE DATA

VEHICLE IDENTIFICATION: 100
VEHICLE MAKE: 100
VEHICLE MODEL: 100
VEHICLE YEAR: 100
VEHICLE COLOR: 100
VEHICLE TYPE: 100

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

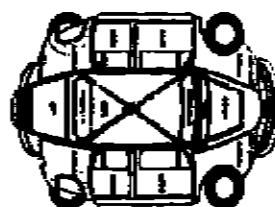
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



C - Cages
S - Struts
B - Bushes
M - Mounting
T - Tires
O - Other Damage

Space Use

Paint/Color

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	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.	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	MI	AC COND.	R/L	THANE	RELEASE
<input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	BUZZ				Y	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 WILL EXCEED \$100.00.

3. I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100.00. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

4. I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED: [Signature] DATE: 11/5/07

ORIGINAL ESTIMATE: [Signature] 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

PAGE 1 OF 1

CUSTOMER COPY

298184

DEC-14-07 04:00P

P.08

013/017

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

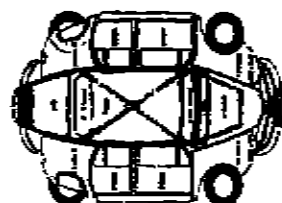
TOTAL PARTS

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 - Dealer Information

Service Contract - Warranty Block - Extended 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

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	
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		MILEAGE 75,000	
REMAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO		COLOR GRAY/EBONY IMPRES		CONTRACT NO.		EXPIRATION DATE 07/07/11		EXPIRATION MILES 75,000		TAX NO. T682	
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO		TIME RECEIVED 03:07pm		DATE 11/07/07		TIME 01:42pm		ADVISOR ANTHONY DAY		TECHNICIAN 655	
APPROVAL <input type="checkbox"/> YES <input type="checkbox"/> NO		AMOUNT 90.00		TAX 0.00		TOTAL 90.00		SIGNATURE ANTHONY DAY		DATE 11/07/07	

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	
TOTAL REPAIRS 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:
☐ FLAT RATE ☐ HOURLY RATE ☐ BOTHSEE BACK FOR ADDITIONAL
INFORMATION REGARDING REPAIRS

298264

customer declining

655

Lm 01:00am
12:46pm Damage Lt chn

DB-002

PAGE 1 OF 1

CUSTOMER COPY

Dec-14-07 04:01 P

P.10 10

298264

TERMS AND CONDITIONS

TECHNICIAN'S FINDINGS AND REMARKS

BRIEF HISTORY OF WARRANTY

Warranty is limited to those parts which may be defective. The selling dealer hereby warrants, either express or implied, that the vehicle is free from any defects in workmanship or materials for a period of 12 months or 12,000 miles, whichever comes first. Buyer shall not be entitled to any refund or consequential damages, except for loss of use, loss of time, loss of profit or any other incidental damages.

WARRANTY LABOR CHARGE WILL BE \$30.00 PER DAY WILL BE PAID TO YOU AFTER YOU HAVE BEEN ADVISED BY US THAT THE WORK IS COMPLETED.

WARRANTY LABOR CHARGE WILL BE \$30.00 PER DAY WILL BE PAID TO YOU AFTER YOU HAVE BEEN ADVISED BY US THAT THE WORK IS COMPLETED.

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WARRANTY LABOR CHARGE WILL BE \$30.00 PER DAY WILL BE PAID TO YOU AFTER YOU HAVE BEEN ADVISED BY US THAT THE WORK IS COMPLETED.

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

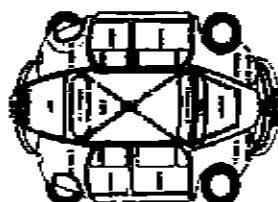
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



C - Chassis
E - Engine
D - Drive
M - Motor
T - Transmission
G - Other Damage

Space for Name and Address

Phone Number

Date

VIN:

Home - Summary - Claim History

Vehicle Build

Service Contract

Warranty Block

Branded Title

Help

Vehicle Component

Delivery Information

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						
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****GM QUALITY SERVICE/PARTS****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. 1G2ZM158564		SELLING DEALER NO. DIXIE	DELIVERY MILEAGE
	R.T.E. NO.	P.O. NO.	R.O. DATE 01/10/08	PRODUCTION DATE
	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

#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

#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

#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		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

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
------------	-----	----	---	--------------------------------------------------------------------	-----	-----	-----	----------	---

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

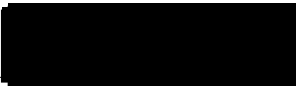
Repair Order Date :		12/02/2005		Repair Order Number :		A16176		Odometer Reading :		0 miles	
Serviced By :	DIXIE BUICK PONTIAC GMC TRUCK PO BOX 60165 FORT MYERS, FL 33906-6165 (239) 489-0600					Selling Source :			16 - PONTIAC		
						Site Code :			17059		
						Business Associate Code :			118301		
Cycle 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**

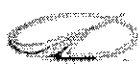
PURCHASE PRICE: <i>(From dealer Bill of Sale) -- (Selling Price)</i>	(+) 23130.00
MSRP: <i>(From BARS Invoice)</i>	(-) 24295.00
DIFFERENCE:	(=) -1165.00

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)
 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: _____ 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 in 4) 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 _____

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 00BUZ203 LUBE OIL FILTER
			T 555 3 C 00BUZ03 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 ~~and~~ 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) 485-0600



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.						R.O. DATE	07/18/07		
		COMMENTS									
			RELEASE CUT MO: 21742								

LABOR & PARTS

CUSTOMER STATES A/C IS NOT BLOWING COLD
COMPRESSOR INOP. BROKEN COMPRESSOR SHAFT.
REPLACED COMPRESSOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	15795249	*COMPRESSOR 9.170		
JOB # 1	2	12378526-1	LUBRICANT 8.600		
JOB # 1	2	R134	12356150 FRESH		

JOB # 1 TOTAL PARTS

WARRANTY
WARRANTY
WARRANTY

JOB # 1 TOTAL LABOR & PARTS

0.00

JOB # 2 57BUZZER

SEAT BELTS
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
JOB # 2					

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

JOB # 3 03BUZ

STEERING/SUSPENSION
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
JOB # 3	1	22687711	SHAFT KIT 6.525		

JOB # 3 TOTAL PARTS

WARRANTY

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
JOB # 4					

JOB # 4 TOTAL PARTS

0.00

JOB # 4 TOTAL LABOR & PARTS

0.00

JOB # 5 4180Z

STARTING/CHARGING
CUST ST: SOMETIMES STARTER STAYS ENGAGED AFTER STARTED
TSB 0606040700
REPROGRAM PCM

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

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 [(6.559.904(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].

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) 480-0600**BUICK****PONTIAC****Goodwrench**WARRANTY EXPIRING ?
SEE BUSINESS MANAGER

CUSTOMER NO. 63244	ADVISOR DESIREE REPINE	569	TIN 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		
CAPE CORAL, FL	VEHICLE ID. NO. 1G2ZH158564		DELIVERY MILE 21,742		
	REG. NO.		SELLING DEALER NO. DIXIE		
			PRODUCTION DATE		
	COMMENTS		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	REVERSE DATE 11/07/07	INVOICE NO. PNC5298184
	LABOR RATE 90.00	LICENSER NO.	MILEAGE 26,407	COLOR GRAY/EBONY
	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
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

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. *** *PS403.718 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. ((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-12588
(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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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.550.004(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.403.718)).

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	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

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.

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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)).

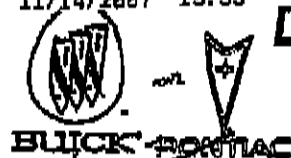
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [s.403.7185].

11/14/2007 13:35

2352759751

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	
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/MAKE/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 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 loss or damage to vehicle or property to be repaired or replaced. I hereby agree that you shall not be responsible for any loss or damage to vehicle or property to be repaired or replaced.

TIME RECEIVED: **11/06/07 04:54pm** PRIORITY: **5**
 LABOR RATE: **90.00**

- 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.
- 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.
- W 18BUVACVALVE 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.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
 SIGN: _____ DATE: **11/5/07**

ORIGINAL ESTIMATE	DATE
OTHER PERSON WHO MAY AUTHORIZE REPAIR	
APPROVED AUTHORIZED BY	DATE
REVIEW AUTHORIZED BY	DATE

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



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

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

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

** 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	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	DELIVERY DATE 07/07/06	DELIVERY MILE	VEHICLE I.D. NO. 1G2ZH158564	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
				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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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)].

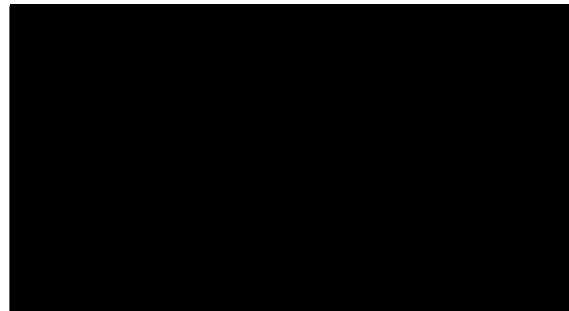
CUSTOMER SIGNATURE

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.

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☒ 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

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.

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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:

$$\begin{array}{rcl} \text{use} & & \text{vehicle} \\ \text{deduction} & = & \text{purchase} \\ & & \text{price} \\ & & \text{-----} \\ & & 120,000* \end{array} \quad \begin{array}{l} \text{number of miles attributable to a consumer} \\ \text{up to the date of the arbitration hearing} \end{array} \quad \begin{array}{l} \text{X} \\ \\ \end{array}$$

*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).

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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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	2	Conversion / Upfit cost	\$0.00	2	Pmts (includes 1st month if lease)	\$0.00	
3	follow applicable lemon law formula for your state	3	Reg./Lic./Title Fees	\$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	A. USAGE USING L.L. FORMULA	5	Aftermarket Items	\$0.00	5	Aftermarket Items	\$0.00	
6	Base Price/Total Repurch Price	\$22,130.00	6	Sales Tax	\$1,389.21	6	Other-Explain	\$0.00
7	Mileage	30,000	7	Finance Charges/Accured Int/Per	\$2,192.28	7	Other-Explain	\$0.00
8	Denominator	120,000	8	GMPP & GAP ins pro-rated amts	\$930.25	8	Other-Explain	\$0.00
9	Usage	\$5,532.50	9	Document Stamps	\$91.00	9	Other-Explain	\$0.00
10			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						

Dec-14-07 04:06P

P.16

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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	
<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	
HOME PHONE #	PHONE #
Year 2006	Model PONTIAC G6
Vin # 1 6 2 2 H 1 5 8 5 6 4	
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 UNTIL 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
	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)

KABE CORAL FL 33061 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	1627H15956	<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	\$ 1000.00

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 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 \$ 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
--	--------

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 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 GMC GAP PROTECTIO		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 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 GMC FINANCIAL 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 _____

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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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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 PRICE	TOTAL	OPERATION	QUANTITY	UNIT PRICE	TOTAL
01BUZLOF	LUBE, OIL, & FILTER	MI			00BUZ02	LUB OIL, FILTER	MI	

SERVICE HISTORY

DATE	TIME	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TECHNICIAN	TYPE	OPERATION	DESCRIPTION
12/20/05	2	17		561	415	94BUZ		NEW VEHICLE INSPECT

SALESPERSON NO. 564

HAROLD E SILVERMAN

SERVICE

STATE REG# MV-12588

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. 1G2ZH158664 YEAR/MANUFACTURER 06/PONTIAC/G6/2DR CPE GT CUSTOMER NO. 63244 SERVICE CONTRACT GMFF DELIVERY DATE 07/07/06 DELIVERY TIME 07/07/06 BILLING DEALER NO. 09/12/06	PRODUCTION DATE STOCK NO. LICENSE NO. 278888 SELLING DEALER NO.
MAKE FOR CHARGE FLAT RATE HIRE RATE BOTH	COLOR STEALTH GRAY MET/E TURNED BUZZ AIR COND. AS TIRE 3,970 RELEASE 569 DESIREE REPINE	ESTIMATED PRICE 75,000 TAG 782
RETURN PLATE <input type="checkbox"/> YES <input type="checkbox"/> NO	I HEREBY authorize the repair work described and hereby to be done along with the necessary material and labor for any damage caused by unavailability of parts or damage in transit or in storage. I hereby grant you and/or your employees permission to operate the vehicle hereafter described in order to complete the repairs for the purpose of making order-instant. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon.	I AGREE TO MY INTEREST IN THE HIGHEST LEGAL RATE OF INTEREST IN COLLECTION IS REQUIRED. CUSTOMER'S MONEY ADVANCEMENT IS ON THE REPAIRS AND CUSTOMER'S ACKNOWLEDGEMENT RECEIPT IN
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	I HEREBY authorize the repair work described and hereby to be done along with the necessary material and labor for any damage caused by unavailability of parts or damage in transit or in storage. I hereby grant you and/or your employees permission to operate the vehicle hereafter described in order to complete the repairs for the purpose of making order-instant. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon.	I AGREE TO MY INTEREST IN THE HIGHEST LEGAL RATE OF INTEREST IN COLLECTION IS REQUIRED. CUSTOMER'S MONEY ADVANCEMENT IS ON THE REPAIRS AND CUSTOMER'S ACKNOWLEDGEMENT RECEIPT IN

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 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: _____

EST. REPAIRS AUTHORIZED BY: _____ DESCRIPTION OF ADDITIONAL WORK AUTHORIZED: _____
 ESTIMATED AMOUNT: _____ AUTHORIZATION RECEIVED BY: _____

FR & DOOR DAMAGED
 H ROOF TO AVN - due to delay in parts & work.

REPAIRS CANNOT BE PRESENTED THE CHARGE WILL BE BASED ON. ESTIMATED HIGHEST RATE IS BOTH.

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

DB-002

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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 PAID AFTER YOU HAVE BEEN SERVED.

work for 12 months or 12,000 miles, repair or replacement falls in normal wear and tear, no charge. Parts and labor.

NOTE: A SMALL CHARGE WILL BE ADDED TO YOUR INVOICE FOR THE MANAGEMENT OF WASTE (USED OILS, ANTIFREEZE, JOINT PARTS CLEANERS, SOLVENTS, ETC.) OR USED DURING THE PERFORMANCE OF 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: _____

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

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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	UNIT	FLAT RATE	TIME	OFF	ON	MY	TOTAL
01BUZLOF 00BUZ02	LUBE, OIL, & FILTER LUBE OIL FILTER	MI						
		MI						
04BUZROTATE	ROTATE TIRES							

SERVICE HISTORY

DATE	TIME	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF	ON	DESCRIPTION
09/12/06	2:58PM		3970	569	555			19BUZ 70BUZSUBLET 94BUZ
12/20/05	2:59PM		339		183			LIGHT SUBLE SALES
					416			NEW VEH INSP

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 CMPP	DELIVERY DATE 07/07/06	DELIVERY MILES 75,000	SELLING DEALER NO. 04/7/07
COLOR STEALTH GRAY 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 LISTED TO BE DONE USING THE NEAREST AVAILABLE PARTS AND MATERIALS. I AGREE TO PAY THE COST OF ANY DAMAGE TO THE VEHICLE OR TO ANY OTHER VEHICLE BEING REPAIRED AT THE SAME TIME AS THE VEHICLE BEING REPAIRED. I AGREE TO PAY THE COST OF ANY DAMAGE TO THE VEHICLE OR TO ANY OTHER VEHICLE BEING REPAIRED AT THE SAME TIME AS THE VEHICLE BEING REPAIRED. I AGREE TO PAY THE COST OF ANY DAMAGE TO THE VEHICLE OR TO ANY OTHER VEHICLE BEING REPAIRED AT THE SAME TIME AS THE VEHICLE BEING REPAIRED.

- W 03BUZ**
CUST ST: WHEN TURNING EITHER DIRECTION THE RADIO WILL
DISPLAY A "POWER STEERING MESSAGE". SEE HISTORY
Andy V. 4-9-07 *CO460* *E723* *1:1* *655*
- 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 *15*
- W 40BUZ**
CUST ST: CIG OUTLET INOP
BODY ELECTRICAL
Andy V. 4-9-07 *Rental* *Date Out* *4-11-07* *11720* *15*

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: _____ DATE _____ TIME _____

ADDITIONAL AUTHORIZED PERSON: _____ ADDITIONAL AUTHORIZED AMOUNT: _____

REPAIRS AUTHORIZED BY: _____ AUTHORIZATION RECEIVED BY: _____

REPAIRS AUTHORIZED BY: _____ AUTHORIZATION RECEIVED BY: _____

REPAIRS AUTHORIZED BY: _____ AUTHORIZATION RECEIVED BY: _____

REPAIRS AUTHORIZED BY: _____ AUTHORIZATION RECEIVED BY: _____

REPAIRS AUTHORIZED BY: _____ AUTHORIZATION RECEIVED BY: _____

REPAIRS AUTHORIZED BY: _____ AUTHORIZATION RECEIVED BY: _____

REPAIRS AUTHORIZED BY: _____ AUTHORIZATION RECEIVED BY: _____

REPAIRS AUTHORIZED BY: _____ AUTHORIZATION RECEIVED BY: _____

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF	ON
28		289869	415		

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CUSTOMER COPY

(CONTINUED ON NEXT PAGE) 289869

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[1]

DIXIE BUICK PONTIAC GMC TRUCK, INC.

14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 488-0800



Goodwrench



RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : MV-12598

RECOMMENDED SERVICES		STATE OF FLORIDA REGISTRATION : MY-12899					DATE		TOTAL	
DATE	DESCRIPTION	MI	MI	MI	MI	MI	MI	MI	MI	MI
01BUZLOF 00BUZ02	LUBE. OIL, & FILTER LUBE OIL FILTER	MI	MI			04BUZROTATE	ROTATE TIRES		MI	

SERVICE HISTORY

SERVICE HISTORY		DATE	TIME	DESCRIPTION	TIME	DESCRIPTION	DATE	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

SERVICE

STATE REG# MV-12598

[illegible]

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 MAY AUTHORIZE REPAIRS	ADDITIONAL AUTHORIZED \$ AMOUNT	
ADDITIONAL PERSON AUTHORIZED BY:	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED	
REFUSED 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		

289869

[illegible]

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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-12590

UNIT NO.	UNIT TYPE	OPERATION	REASON	TOTAL	OPERATION	OPERATION NO.	IN	MOVI	TOTAL
01BUZLOF 00BUZ02	LUBE LUBE	OIL & FILTER OIL FILTER	MI MI		04BUZROTATE	ROTATE TIRES		MI	
		STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF			
				02363					

SERVICE HISTORY

DATE	DEALER NO.	PLANT	QUANTITY	TESTING LAB	QTY	DESCRIPTION
04/17/07	289869	14203	569	655	W	11BUZRPLBRKH 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

[illegible]

COMMENTS : DROP OFF.

- 1 W 33BUZAC A/C BLOWS WARM
CUSTOMER STATES A/C IS NOT BLOWING COLD
- 2 W 57BUZZSB SEAT BELT(S)
CUST ST: WHEN IT WAS RAINING CUST PUT SEAT BELT ON AND SEAT
WAS WET.
- 3 W 02BUZ STEERING & SUSPENSION
CUST ST: CLICKING IN STEERING WHEN TURNING EITHER DIRECTION
- 4 W 72BUZZRNT RENTAL
RENTAL ENTERPRISE

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 _____

ORIGINATOR ESTIMATOR	DATE	TIME
OTHER PERSONS WHO MAY AUTHORIZE SIGNING		
AGENT SIGNATURE AUTHORIZED BY:	RECEIVED BY OF AGENT	
REVENUE AUTHORIZED AMOUNT	AMOUNT OF RECEIPT	

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**

793683

PAGE 1 OF 1

CUSTOMER COPY

522

Dec-14-07 03:59P

P.07

7



BUICK-PONTIAC

DIXIE BUICK PONTIAC GMC TRUCK INC

1454

STRAIGHT
TIME (HRS)FLAT RATE
PRICE

R.O. NO. 298184

TIME

OFF

STRAIGHT
TIME (HRS)FLAT RATE
PRICE

R.O. NO. 298184

TIME

OFF



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	QTY	UNIT	DATA	OPERATION	OPERATION DESCRIPTION	QTY	UNIT	TOTAL
01BUZLOF 32BUZHHOSE 04BUZROTATE 25BUZTRANSERV	LUBE OIL & FILTER COOLANT HOSE(S) ROTATE TIRES HARSH SHIFT	MI	MI	MI	32BUZHHOSE 00BUZ202	COOLANT HOSE(S) SVC COOLING SYSTEM LUBE OIL FILTER	MI	MI	

SERVICE HISTORY

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

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. 1G22H158464	YEAR/MAKE/MODEL 06/PONTIAC/G6/COUPE	PRODUCTION DATE P6101	STOCK NO. 298184
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	DATE RECEIVED 01:05pm	DATE WHEN PAID 11/06/07	DATE WHEN PAID 04:54pm	DATE WHEN PAID 5
RETURN DATE <input type="checkbox"/> YES <input type="checkbox"/> NO	DATE WHEN PAID 01:05pm	DATE WHEN PAID 11/06/07	DATE WHEN PAID 04:54pm	DATE WHEN PAID 5
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	DATE WHEN PAID 01:05pm	DATE WHEN PAID 11/06/07	DATE WHEN PAID 04:54pm	DATE WHEN PAID 5

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
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
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
4 W 19BUVACVALVE CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST REPAIR.	LIGHT ENGINE REPAIR	STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 298184	TIME	OFF

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 WILL EXCEED \$100.00.

ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100.00. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED: [Signature] 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

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 FINDINGS AND REMARKS

TECHNICIAN'S NAME & NUMBER

JOB 01

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB 02

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB 03

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB 04

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB 05

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB 06

CAUSE

CORRECTION

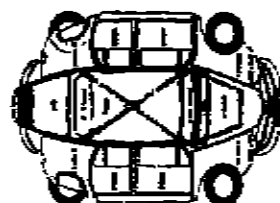
TOTAL PARTS

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 - Dealer 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	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	293883	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. 1G2ZH158564	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
	TURNING BUZZ	SALE PRICE 26,407	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

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

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

Lm 01:00am
12:46pm Damage Lt chss

DB-002

PAGE 1 OF 1

CUSTOMER COPY

Dec-14-07 04:01P

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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, warranties of merchantability or fitness for any particular use or authorizes any other person to make any such warranty. Buyer shall not be entitled to any refund or consequential damages, including for loss of use, loss of time, loss of profits or any other incidental damages.

WARRANTY \$30.00 PER DAY WILL BE PAID TO YOU AFTER YOU HAVE BEEN ADVISED BY US THAT THE WORK IS COMPLETED.

Warranty work for 12 months or 12,000 miles. If our 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.) WILL BE CHARGED DURING THE PERFORMANCE OF THE WORK IN OUR SERVICE CENTER. (WAXES, POLISHES, ETC.) FROM OUR CASHIER.

WARRANTY A SMALL CHARGE WILL BE CHARGED FOR THE MANAGEMENT OF THE VEHICLE. (USED OILS, ANTIFREEZE, FLUIDS, WAXES, LUBRICANTS, SOLVENTS, ETC.) WILL BE CHARGED DURING THE PERFORMANCE OF THE WORK IN OUR SERVICE CENTER. (WAXES, POLISHES, ETC.) FROM OUR CASHIER.

WARRANTY A SMALL CHARGE WILL BE CHARGED FOR THE MANAGEMENT OF THE VEHICLE. (USED OILS, ANTIFREEZE, FLUIDS, WAXES, LUBRICANTS, SOLVENTS, ETC.) WILL BE CHARGED DURING THE PERFORMANCE OF THE WORK IN OUR SERVICE CENTER. (WAXES, POLISHES, ETC.) FROM OUR CASHIER.

WARRANTY A SMALL CHARGE WILL BE CHARGED FOR THE MANAGEMENT OF THE VEHICLE. (USED OILS, ANTIFREEZE, FLUIDS, WAXES, LUBRICANTS, SOLVENTS, ETC.) WILL BE CHARGED DURING THE PERFORMANCE OF THE WORK IN OUR SERVICE CENTER. (WAXES, POLISHES, ETC.) FROM OUR CASHIER.

ADDITIONAL 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

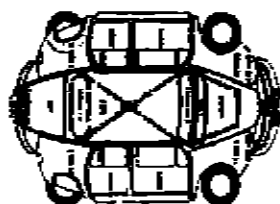
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



C - Chassis
M - Motor
D - Drive
L - Lifting
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:

VIN:

Help

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	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	VEHICLE I.D. NO. 1G2ZH158564	DELIVERY DATE 07/07/06	DELIVERY MILE
	RTE. NO.	DELIVERY DEALER NO. DIXIE	PRODUCTION DATE	
		R.D. DATE 01/10/08		
RESIDENCE PHONE	BUSINESS 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						
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****GM QUALITY SERVICE/PARTS****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
[REDACTED] CAPE CORAL, FL	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
	VEHICLE I.D. NO. 1G2ZM158564		SELLING DEALER NO. DIXIE	DELIVERY MILEAGE
	R.T.E. NO.		PRO. NO.	PRODUCTION DATE
RESIDENCE PHONE	COMMENTS		R.O. DATE 01/10/08	
			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

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

WARRANTY

00.00

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					

00.00

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					

00.00

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].

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
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



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.

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)
- _____ 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.

Council of Better Business Bureaus, Inc.

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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.

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:

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 Interioror/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] **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 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)
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 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 <input type="checkbox"/>

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	\$ 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 repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

- Cash price (including any associated services and taxes): **\$ 22722.86**
- 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 \$	0.01
+ other (describe):	BAT BOMBS/POD CONQUE	\$	1000.00
- Unpaid balance of cash price (1 minus 2): **\$ 22722.86**
- 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 Other fees paid to government agencies:	N/A
(describe)	
- Downpayment received and applied to cash price (see line 2 above): **\$ 1000.01**

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, you agree that you have read the insurance policy and sign the following acknowledgment:

1. You understand that you have the option of obtaining 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 this credit life insurance policy in order to obtain the credit.

Buyer Signature _____ **Date** _____
Seller 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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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 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
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 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 Sign X _____ Date 02/07/2006 Co-Buyer Sign 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 _____

ASSIGNMENT OF INTEREST By X _____ Title _____

Seller assigns its interest in this contract to: ☒ General Motors Acceptance Corporation (GMAC) ☐ GMACAS ☐ Nuvel Credit Corporation.

Assigned with recourse Assigned without recourse or with limited recourse

Seller By _____ Title _____ DIXIE BULK WHOLESALE GM, INC. 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]

(includes Suffix)

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

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 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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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	Make PONTIAC
	Model G6
Vin #	
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 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 understands and has read to seller and conditions, and has received two copies of this order upon delivery. ANY CONTRACT, ORY OR CLAIMING 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.

Buyer's Signature

07/07/06

Buyer's Signature

07/07/06

On a separate document, Buyer shall sign and return to the seller a copy of the following: (a) a statement that Buyer has read and understands the terms and conditions of the transaction and (b) a statement that Buyer has received two copies of this order upon delivery. (c) a statement that Buyer has received two copies of this order upon delivery. (d) a statement that Buyer has received two copies of this order upon delivery. (e) a statement that Buyer has received two copies of this order upon delivery. (f) a statement that Buyer has received two copies of this order upon delivery. (g) a statement that Buyer has received two copies of this order upon delivery. (h) a statement that Buyer has received two copies of this order upon delivery. (i) a statement that Buyer has received two copies of this order upon delivery. (j) a statement that Buyer has received two copies of this order upon delivery. (k) a statement that Buyer has received two copies of this order upon delivery. (l) a statement that Buyer has received two copies of this order upon delivery. (m) a statement that Buyer has received two copies of this order upon delivery. (n) a statement that Buyer has received two copies of this order upon delivery. (o) a statement that Buyer has received two copies of this order upon delivery. (p) a statement that Buyer has received two copies of this order upon delivery. (q) a statement that Buyer has received two copies of this order upon delivery. (r) a statement that Buyer has received two copies of this order upon delivery. (s) a statement that Buyer has received two copies of this order upon delivery. (t) a statement that Buyer has received two copies of this order upon delivery. (u) a statement that Buyer has received two copies of this order upon delivery. (v) a statement that Buyer has received two copies of this order upon delivery. (w) a statement that Buyer has received two copies of this order upon delivery. (x) a statement that Buyer has received two copies of this order upon delivery. (y) a statement that Buyer has received two copies of this order upon delivery. (z) a statement that Buyer has received two copies of this order upon delivery.

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
Rabat RAT BONUS	500.00
Rabat PDM CONQUEST	500.00
Rabat	NONE
Rabat	NONE
Rabat	NONE
BALANCE OWED ON TRADE IN	
	NONE
SUBTOTAL	
	23722.56
SERVICE CONTRACT	
TIRE & WHEEL PROTECTION	1470.00
ANTI THEFT TATCH	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)

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 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, less your license \$ N/A

(describe)

E Other charges \$

(describe)

F Other charges \$

(describe)

G Other charges \$

(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 GMC GAP PROTECTIO		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 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. The other owner agrees to the security interest in the vehicle given to us in this contract. The other owner's name is on the title to the vehicle but does not have to pay the debt.

Other owner signs here X Date Address

CREDITORS: DIXIE BUICK GMC 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 GMC	By Title

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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 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.

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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 PAID AFTER YOU HAVE BEEN SERVED.

work for 12 months or 12,000 miles, repair or replacement falls in normal wear and tear, no charge. Parts and labor.

NOTE: A SMALL CHARGE WILL BE ADDED TO YOUR INVOICE FOR THE MANAGEMENT OF WASTE (USED OILS, ANTIFREEZE, JOINT PARTS CLEANERS, SOLVENTS, ETC.) OR USED DURING THE PERFORMANCE OF SERVICE CENTER. THIS CHARGE 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)).

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

655

TECHNICIAN'S NAME & NUMBER Scan Test - DTC C0460 **JOB 01**

CAUSE Test P/S position sensor ckts.

CORRECTION Internal motor/module fault -

TECHNICIAN'S NAME & NUMBER Replace E7631 .8 **JOB 02**

CAUSE Add .3

CORRECTION WE, 13 PM 4:15

TECHNICIAN'S NAME & NUMBER WE, 13 PM 3:00

CAUSE **JOB 03**

CORRECTION FR, 15 PM 1:15

TECHNICIAN'S NAME & NUMBER FR, 15 PM 1:15

CAUSE **JOB 04**

CORRECTION TU, 19 PM 2:10

TECHNICIAN'S NAME & NUMBER **JOB 05**

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER **JOB 06**

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER **JOB 07**

CAUSE

CORRECTION

TOTAL PARTS

TOTAL LABOR

GOS

TAX

TOTAL



1. Check
2. In with
3. Test
4. Adjust
5. Test
6. Test (Damage)

Hours

From/End

Notes

Fuel



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2



BUICK PONTIAC



DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 469-0600



Goodwin



RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : MV-12580

[illegible]

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	183 416	W I	708UZ 948UZ	SUBLET	SUBLE	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		VIN & P.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"/> PAY RATE <input type="checkbox"/> NEW 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 ON DELIVERY AND DELIVERY MUST BE MADE Having authorized the repair work hereunder and to be in full when the vehicle is delivered, the customer agrees that they are not responsible for any damage caused by the vehicle or its contents in storage or otherwise in the vehicle in excess of the value of the vehicle. If any other cause beyond the responsibility of the dealer is shown to be the cause of damage to the vehicle, the dealer shall be responsible for the repair of the damage. The dealer shall be responsible for the repair of the damage to the vehicle in excess of the value of the vehicle. The dealer shall be responsible for the repair of the damage to the vehicle in excess of the value of the vehicle. The dealer shall be responsible for the repair of the damage to the vehicle in excess of the value of the vehicle.									
TIME RECEIVED 02:41pm		SERVICE PROCESSED 04/17/07		PRIORITY 3		LABORATORY 90.00		I AGREE TO PAY INTEREST IF THE HIGHEST LEGAL RATE PERMISSIBLE. IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 15 DAYS, I AGREE TO PAY INTEREST IF THE HIGHEST LEGAL RATE PERMISSIBLE. CUSTOMER'S SIGNATURE: [Redacted]					

- | | | | |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------|
| 1 | W 03BUZ
CUST ST: WHEN TURNING EITHER DIRECTION THE RADIO WILL
DISPLAY A "POWER STEERING MESSAGE". SEE HISTORY | STEERING & SUSPENSION | CO460 |
| 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 _____

ORIGINATOR (Signature)	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS	ADDITIONAL AUTHORIZED \$ AMOUNT	
ADD'L REPAIRS AUTHORIZED BY	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED BY	
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY	
<p>DATE: 10-15-80</p> <p>TIME: 7:45</p> <p>3.00 day Rental due</p> <p>NO CHARGE FOR PREPAID AN ESTIMATE CANNOT BE PREPARED UNTIL REPAIRS HAVE BEEN COMPLETED</p> <p><input type="checkbox"/> PARTS <input type="checkbox"/> LABOR <input type="checkbox"/> BOTH</p> <p>SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS.</p> <p>(CONTINUED ON NEXT PAGE)</p>		
		289859

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**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	REMARKS/REASON
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 ID NO. 1G2ZH158564	YEAR/MANUFACTURER 08/PONTIAC/G6/2DR CPE GT	PRODUCTION DATE 07/07/06	STOCK NO. 66101	LICENSE NO. 289869
<input type="checkbox"/> BAIN FOR CHANGE <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 MILE 75,000	SELLING DEALER NO. 04/17/07
REMAINING PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	COLOR STEALTH GR MET/E	CONTRACT NO.	SIGNATURE DATE 07/07/06	EXPIRATION MILE 75,000	TAX NO. 492
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 02:41pm	DATE/TIME PROGRAM 04/17/07 05:00pm	ADVISOR NO. 569	ADVISEE DESIREE REPINE	

I hereby authorize the repair work mentioned and listed in the above using the company's material and labor to estimate or repair me in vehicle in case of fire, theft, or any other cause beyond your control or action in performance by the dealer or manufacturer. I hereby grant you under your complete jurisdiction, authority, and authority for the purpose of having needed inspection. An owner's signature is required in the event my account is delinquent more than 10 days. I agree to pay interest and a reasonable attorney's fee, and all court costs if collection is required. I agree to pay the highest legal rate of interest, and I agree to the additional terms and conditions on the reverse side. COPY HERE.

CUSTOMER SIGNATURE

6 W 70BUZZRENT **RENTAL**
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.

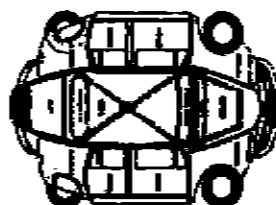
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.
 SIGNED: _____ DATE _____

OTHER PERSON WHO MAY AUTHORIZE REPAIR	ADDITIONAL AUTHORIZED \$ AMOUNT
ADDITIONAL 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>1. The following terms and conditions apply to this party are those which may be printed on 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.	TIME		OFF	
5.0		565	293683	7.15			

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 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
BASE FOR CHARGE FLAT RATE HLY RATE BOTH	COLOR GRAY/EBONY IMPRES	CONTRACT NO.	EXPIRATION DATE 07/07/11	EXPIRATION MILE 75,000
REPAIR PARTS YES NO	TURNED IN BUZZ	Y	TRAVEL A	ADVISOR NO. 569
APPOINTMENT YES NO	DATE RECEIVED 08:31am	DATE RETURNED 07/18/07	TIME RECEIVED 05:18pm	TIME RETURNED 3
	LABOR RATE 90.00	I hereby authorize the repair with my signature and date to be done along with the necessary material and labor for any and all repairs to my vehicle or vehicle in care of this shop, or any other person beyond your control, or delays in repairs by the shop or transporter. I hereby grant you access to my vehicle for the purpose of repairs, and I agree to pay for the repairs and materials for the purpose of repairs. An express warranty is hereby given by the shop to the customer for the repairs and materials for the purpose of repairs.		

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 ADVISOR AUTHORIZATION
REPAIR AUTHORIZED BY	REASON FOR REPAIR AUTHORIZATION

QUALITY CHECKED

IF THE CHARGE FOR REPAIRS IS DETERMINED BY A PREDETERMINED CHARGE WILL BE BASED ON
☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

293683

PAGE 1 OF 1

CUSTOMER COPY

50557

5

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 of this product. 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, 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.

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
1:00PM

AMBIENT DATA

BAROMETRIC PRESSURE: 30.1
TEMPERATURE: 70.1

VEHICLE DATA

NEW YORK STATEMENT: 1/1/07
NEW YORK STATEMENT: 1/1/07
NEW YORK STATEMENT: 1/1/07
NEW YORK STATEMENT: 1/1/07
NEW YORK STATEMENT: 1/1/07
NEW YORK STATEMENT: 1/1/07

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

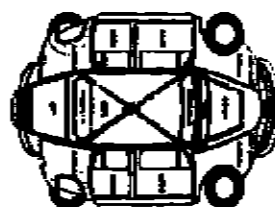
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



C - Cops
B - Bumps
O - Oil
M - Mowing
T - Tires
G - Glass Damage

Space for notes

Notes

Notes

Dec-14-07 03:59P

P.07

7



BUICK-PONTIAC

DIXIE BUICK PONTIAC GMC TRUCK INC

1454

STRAIGHT
TIME (HRS)FLAT RATE
PRICE

R.O. NO.

298184

TIME

OFF

STRAIGHT
TIME (HRS)FLAT RATE
PRICE

R.O. NO.

298184

TIME

OFF



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	PI	PI	PI	PI	PI	PI	PI	PI	PI
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 <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.O. <input type="checkbox"/> VISA <input type="checkbox"/> AMEX	VEHICLE ID. NO. 1G22H158464	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	DATE RECEIVED 01:05pm 11/06/07	DATE TIME RECEIVED 04:54pm 11/06/07	CUSTOMER NO. 63244	SERVICE CONTRACT GMPP	DELIVERY DATE 07/07/06
RETURN DATE <input type="checkbox"/> YES <input type="checkbox"/> NO	DATE RECEIVED 01:05pm 11/06/07	DATE TIME RECEIVED 04:54pm 11/06/07	DEALER GRAY/EBONY IMPRES	CONTRACT NO.	SEPARATION DATE 07/07/11
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	DATE RECEIVED 01:05pm 11/06/07	DATE TIME RECEIVED 04:54pm 11/06/07	TURBO BUZZ	MADE Y	RELEASE 26.407
			ADVISOR NO. 878	ADVISOR 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
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						
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						
4 W 19BUVACVALVE CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST REPAIR.	LIGHT ENGINE REPA						

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

2. IN ESTIMATE, IF

ED \$100.

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: **[Signature]** DATE: **11/5/07**

ORIGINAL ESTIMATE: **[Signature]** 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

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

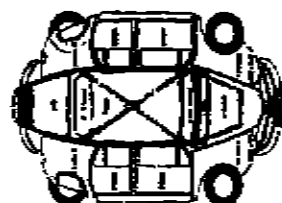
TOTAL PARTS

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

 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.	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)
				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. 26.407	EXPIRATION DATE 07/07/11	EXPIRATION MILES 75,000	TAX NO. T682	ADVISOR ANTHONY DAY
TIME RECEIVED 03:07pm	DATE 11/07/07	TIME 01:42pm	AMOUNT 5	APPROVAL 90.00	CUSTOMER SIGNATURE [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 \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

 ORIGINAL ESTIMATE
 OTHER PERSON WHO MAY AUTHORIZE REPAIRS
 ADDITIONAL AUTHORIZED \$ AMOUNT
 ADDITIONAL WORK AUTHORIZED \$

 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 chas

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, warranties of merchantability or fitness for any particular use or authorizes any other person to make any such warranty. Buyer shall not be entitled to any refund or consequential damages, including for loss of use, loss of time, loss of profits or 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 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 labor.

WARRANTY A SMALL CHARGE WILL BE CHARGED TO YOU FOR THE MANAGEMENT OF YOUR VEHICLE (USED OILS, ANTIFREEZE, FLUIDS, WAXES, LUBRICANTS, SOLVENTS, ETC.) WHICH IS INCLUDED DURING THE PERFORMANCE OF ANY WORK IN OUR SERVICE CENTER. A CHARGE WILL BE TAKEN FROM OUR CASHIER.

WARRANTY A SMALL CHARGE WILL BE CHARGED TO YOU FOR THE MANAGEMENT OF YOUR VEHICLE (USED OILS, ANTIFREEZE, FLUIDS, WAXES, LUBRICANTS, SOLVENTS, ETC.) WHICH IS INCLUDED DURING THE PERFORMANCE OF ANY WORK IN OUR SERVICE CENTER. A CHARGE WILL BE TAKEN FROM OUR CASHIER.

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WARRANTY A SMALL CHARGE WILL BE CHARGED TO YOU FOR THE MANAGEMENT OF YOUR VEHICLE (USED OILS, ANTIFREEZE, FLUIDS, WAXES, LUBRICANTS, SOLVENTS, ETC.) WHICH IS INCLUDED DURING THE PERFORMANCE OF ANY WORK IN OUR SERVICE CENTER. A CHARGE WILL BE TAKEN FROM OUR CASHIER.

ADDITIONAL 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

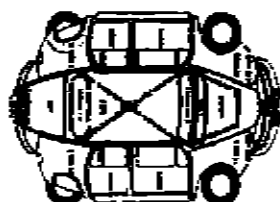
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



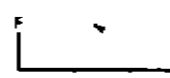
C - Chassis
W - Wheel
D - Drive
M - Motor
T - Tire
G - Other Damage

Space for _____

Date _____

P

Fuel



Space for _____

Date _____

P

Home - Summary - Claim History

Vehicle Build

Vehicle Component

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	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						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	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 01/10/08	
RESIDENCE PHONE	COMMMENTS			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 TOTAL PARTS

WARRANTY
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].



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)
☒ The vehicle's current registration
☒ The purchase contract or lease agreement
☒ 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: _____ /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 the outcome to be - 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

PGM 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 in 4) 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 _____

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SAMUELS

PAGE 03/04

NOV 5, 2007 SUMMARY HISTORY DISPLAY

Store 01 SERVC01 PORT 5007 3652

CUSTOMER NAME				SERIAL NO. 1G3ZK158564			
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.....
2	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 11BUZFLBKKH 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 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) (L=LINE#) (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

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SAMUELS

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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	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
	NTL 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 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.	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. ** *\$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 TOE.

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. *** *PS403.718 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. ((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-12588
(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.	RELEASE 26.407	COLOR GRAY/EBONY	STOCK NO. P6101
YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE	DELIVERY DATE 07/07/06	DELIVERY MILES	PRODUCTION DATE	
VEHICLE ID. NO. 1G2ZH158564	SELLING DEALER NO. DIXIE	S.O. DATE 11/05/07		
P.C.E. NO.	P.C.A. NO.	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	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).

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 NO. 26,407	COLOR GRAY/EBONY	STOCK NO. P6101
YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE	VEHICLE ID. NO. 1 G 2 Z H 1 5 8 5 6 4		DELIVERY DATE 07/07/06	DELIVERY MILE
REPAIR NO.	SALES NO.	SALES DATE 11/06/07	PRODUCTION DATE	
COMMENTS			MILEAGE OUT MO: 26407	

LABOR & PARTS

JP 1 1180Z

-ABS/BRAKE SYSTEM
CUSTOMER STATES
VIBRATION WHEN BRAKING
FRONT BRAKE ROTORS WARPED
ROAD TESTED FOR BRAKE VIBRATION. RESURFACED FRONT
BRAKE ROTORS.

TECH(S):655

WARRANTY

JOB # 1 TOTAL LABOR & PARTS

0.00

JP 2 04BUZ

-WHEELS & TIRES
CUSTOMER STATES VIBRATION AT HIGHWAY SPEEDS.
WOULD NEED TO START WITH TIRE BALANCE TO CORRECT
PROBLEM.
CUSTOMER DECLINED REPAIR

TECH(S):655

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.
(#559.004(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 2392759761

STARK

PAGE 84/84



DIXIE BUICK PONTIAC GMC TRUCK, INC.
14585 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(250) 485-6500

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



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MOBILE UNIT
01 BUZLOF	LUBE OIL & FILTER	M1
32 BUZLHOSE	COOLANT HOSE(S)	M1
04 BUZLROTATE	ROTATE TIRES	M1
25 BUZLTRANSERV	HARSH SHIFT	M1

Robert



SERVICE HISTORY

DATE	INVOICE ORDER#	MII PAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	293683	21742	569	655	W	39BUZAC	A/C BLOWS WARM
				655	W	57BUZZ3B	SEAT BELTS)
				655	W	03BUZ	STEERING SUSPENSION
				81	W	70BUZZRENT	RENTAL
				655	W	47BUZ	STARTING & CHARGING
04/17/07	289809	14203	569	655	W	11BUZRP1ERKH	TRACTION CONTROL

SALESPERSON NO. 564	HAROLD E SILVERMAN	S E R V I C E	STATE REG# MV-12698	TRACTION CONTROL
AGENT NO. 107	LOUISIANA			

[illegible][illegible]

W 57BUZ INTERIOR TRIM
CUSTOMER STATES
LEFT REAR TRIM PANEL HANGING DOWN.

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.

W 41BUZ
STARTING & CHARGING
CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START
STARTER WILL STAY ENGAGED, HAPPENS ABOUT EVERY 2-3 STARTS.

no fixed no still over time

W 03BUZ
STEERING & SUSPENSION

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

Not Fixed
Still catching

WV 18BUVACVALVE LIGHT ENGINE REPAIR
CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST REPAIR

REPAIR (AC) Not Fixed

52 Rental 8997

✓ Recheck 653 For 18.000

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.	SALES 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.	PRODUCTION DATE	
	COMMENTS		FLD 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	WARRANTY
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	WARRANTY
JOB # 2	1	15850573	SWITCH 2.485		0.00	
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	WARRANTY
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	WARRANTY
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

** 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.558.804(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	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
				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

** 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.

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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)].

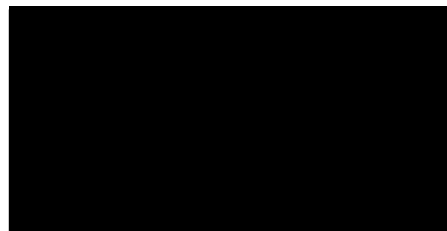
CUSTOMER SIGNATURE

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

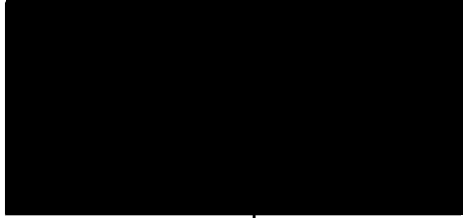


Also in regards to the wurring noise that has also been a problem since they repaired the a/c when it went out, I had also explained to Dave Hayes and Haylen Hawes that this was not a constant problem but when the car has been running for a while and stopped at a red light which is when this occurred 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.



2

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 AutoBody

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

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ADR REPURCHASE CHECKLIST

SR # 71-595410065, [REDACTED] VIN-
1G2ZH158564 [REDACTED]

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

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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 #: 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.

- ☒ 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

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		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

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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	PIXIE 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 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	\$ 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 repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

- Cash price (including any associated services and taxes): **\$ 30832.01**
- Total downpayment - (If negative, enter 0 and see line 4 below): **\$ 1000.00**
 - Gross trade-in \$ **N/A**
 - as net trade-in \$ **N/A**
 - + other (describe) **BAT BOMBS/POD CONQUE** \$ **1000.00**
- Unpaid balance of cash price (1 minus 2): **\$ 29832.01**
- 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: **N/A**
 - Other insurance paid to the insurance company: **N/A**
 - Other fees paid to government agencies: **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, 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 this credit with a 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 Signature _____ **Date** _____
Seller 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 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
I	Net term-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 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 containing any blank spaces.

(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: 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 _____

ASSIGNMENT OF INTEREST

Seller assigns its interest in this contract to: ☒ General Motors Acceptance Corporation (GMAC) ☐ GMACAS ☐ Nuvel 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



(continued Section)

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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**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 33914
HOME PHONE #	PHONE #
Year 2006	Model G6
Make PONTIAC	
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 at least 18 years of age and understands and has read to seller and conditions, and has received two copies of this order upon delivery. ANY CONTRACTS OR CLAIMS ARISING OUT OF OR RELATING TO THIS CONTRACT, OR THE BREACH THEREOF, SHALL BE SETTLED BY ARBITRATION IN ACCORDANCE WITH THE RULES OF THE NATIONAL ARBITRATION AND MEDIATION BOARD (NAMB) OR BY THE ARBITRATION BOARD OF THE NATIONAL ASSOCIATION OF DEALERS (NAD) OR BY THE ARBITRATION BOARD OF THE NATIONAL ASSOCIATION OF RETAILERS (NAR). The arbitration shall be held in the County of Lee, State of Florida.

Buyer's Signature

07/07/06

Buyer's Signature

07/07/06

On a separate document, Buyer shall sign and return to the seller a copy of this order. The seller shall investigate any credit and employment history, obtain credit reports, and release information about their credit and employment history. The seller is not responsible for the transaction if not completed and 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.

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)

CABE CORAL FL 33061

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 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.
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 \$ 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

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 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 less (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 GMC GAP PROTECTIO		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 GMC 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 GMC	By Title

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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

\$ 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

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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	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			419	94802	NEW VEHICLE INSPECT
				561		

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.	07/07/06	ESTIMATED PRICE 75,000	TAXES 782
TURNED IN 800Z	AR COND. AS	RELEASE 3,970	ADDITIONAL NO. 569	DESIREE REPINE

APPROVED BY: [Signature] DATE: 02/22pm 09/13/06 04:48pm

APPOINTMENT: YES [] NO []

APPROVAL: YES [] NO []

AGREED TO MY INTEREST IN THE HIGHEST LEGAL RATE IN FLORIDA. I UNDERSTAND THAT THE COLLECTION IS REQUIRED BY THE HIGHEST LEGAL RATE IN FLORIDA. I AGREE TO THE ABOVE RATE AND TO THE HIGHEST LEGAL RATE IN FLORIDA.

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. MY FINAL BILL 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: _____ ADDITIONAL AUTHORIZED AMOUNT: _____

DOT REPAIR AUTHORIZED BY: _____ DESCRIPTION OF ADDITIONAL WORK AUTHORIZED: _____

VEHICLE UTILIZED: _____ AUTHORIZATION RECEIVED BY: _____

FR & DOOR DAMAGED

H ROOF TO AVAIL - due to delay in parts &

8 Day Rental

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

8888

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Dec-14-07 04:02P

Circuit Description
 The steering wheel position sensor is the voltage range of the position sensor is turned signal.

DTC C0460 (Symptom 00)

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.

ADDITIONAL INSTRUCTIONS OR ESTIMATES

D CONDITIONS

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.

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 INR INVOICE FOR THE MANAGEMENT OF WHITE (USED OILS, ANTIFREEZE, JS, PARTS CLEANERS, SOLVENTS, ETC.) SCULE OR USED DURING THE PERFOR DUREVEHICLE IN OUR SERVICE CENTERLA IN IS AVAILABLE FROM OUR CASHIER.

ar charges which represent costs or profits to shop supplies or waste disposal. These charges (parts and 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).

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 Change

Hours: Job _____ From/End _____

Notes: _____

Feed



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 03:58P

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	BY	VEHICLE IDENTIFICATION
09/12/06	278888	3970	569	655
12/20/05	265960	3	339	183
				416
				19BUZ 70BUZSUBLET 94BUZ
				LIGHT ENGINE REPAIR SUBLET 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		CUSTOMER NO. 63244 GMPP		SERVICE CONTRACT 63244 GMPP		DELIVERY DATE 07/07/06		DELIVERY MILE 75,000		SELLING DEALER NO. 04/17/07	
RETURN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO		COLOR STEALTH GR MET/E		CONTRACT NO. 07/07/06		SIGNATURE DATE 07/07/06		EXPIRATION MILE 75,000		TAX NO. 492	
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO		TIME RECEIVED 02:41pm		DATE/TIME PROGRAM 04/17/07 05:00pm		PRIORITY 3		LABOR RATE 90.00		ADVISE DESIREE REPINE	

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
APPROVED 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 ☐ BOTHSEE BACK FOR ADDITIONAL
INFORMATION REGARDING REPAIRS

289869

[illegible]

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.	TIME		OFF	
5.0		565	293683	7m 7-15			

SERVICE HISTORY

DATE	DESCRIPTION	MI	DATE	DESCRIPTION	MI
04/17/07	289869	14203	569	655	W
				655	C
				655	C
				655	W
				183	W
				655	W
				11BUZRLBRKH	TRACTION CONTROL
				00BUZ02	LUBE OIL FILTER
				00BUZ03	ROTATE TIRES
				40BUZZ7	LIGHTER/ACC JACK
				70BUZZRENT	RENTAL
				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	REPAIR PHONE	REPAIR DATE 08:31am 07/18/07	REPAIR TIME 05:18pm	REPAIR RATE 90.00	REPAIR TYPE 3

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 PERSON AUTHORIZED BY	REASON FOR ADDITIONAL PERSON
REPAIR AUTHORIZED BY	REASON FOR ADDITIONAL PERSON

QUALITY CHECKED

IF THE CHARGE FOR REPAIRS IS AN ESTIMATE, 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

50557

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, 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.

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
1:00PM

AMBIENT DATA

BAROMETRIC PRESSURE: 30.1
TEMPERATURE: 70.1

VEHICLE DATA

NEW YORK STATEMENT: 1/1/07
NEW YORK STATEMENT: 1/1/07
NEW YORK STATEMENT: 1/1/07
NEW YORK STATEMENT: 1/1/07
NEW YORK STATEMENT: 1/1/07
NEW YORK STATEMENT: 1/1/07

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

CAUSE

Re-test for leak - ok

CORRECTION

TECHNICIAN'S NAME & NUMBER

③ Noise from I-shaft

JOB 05

CAUSE

Replace Shaft E7700 .5

CORRECTION

TECHNICIAN'S NAME & NUMBER

④ TSB 05 06 04 076 B

JOB 06

CAUSE

Re-program PCM 56354 .4

CORRECTION

Diag Add 1.3

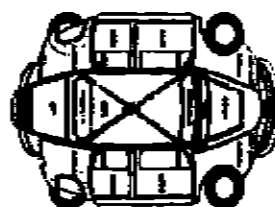
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



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

Space for

Notes

1.

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
				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	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"/> AMEX	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"/> YES <input type="checkbox"/> NO	GRAY/EBONY IMPRES		07/07/11	75,000	682	
REPAIRS FOR CHARGE	TURBO	MADE	RELEASE	ADVISOR NO.	ADVISOR	
<input type="checkbox"/> YES <input type="checkbox"/> NO	BUZZ	Y	26,407	878	ANTHONY DAY	

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		6		IMP. NO. 655		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. IN ESTIMATE, IF

ED \$100.

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: *[Signature]* DATE: 11/5/07

ORIGINAL ESTIMATE: *[Signature]* 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

PAGE 1 OF 1

CUSTOMER COPY

298184

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

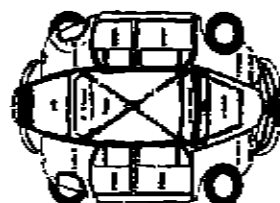
TOTAL PARTS

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

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

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
4.3		29824		
		EMP. NO.	OPR. NO.	
			78	

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.	MI L2-1	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

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	SALES DEALER NO. DIXIE
COLOR GRAY/EBONY IMPRES	CONTRACT NO.	EXPIRATION DATE 07/07/11	EXPIRATION MILES 75,000	DATE NO. T682
TURNING BUZZ	SPIND Y	FRAMES A	VALANCE 26.407	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 IN CONNECTION WITH COLLECTION OF MY ACCOUNT. 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	OFF
4.3		29824		
		EMP. NO.	OPR. NO.	
			655	

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: 1

I REQUEST A WRITTEN ESTIMATE, IF IT EXCEEDS \$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

customer declining

655

Lm 01:00am
12:46pm Damage Lt chaz

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: Parts and labor for 12 months or 12,000 miles.

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.

WARRANTY COVERAGE: 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

WARRANTY COVERAGE: 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

WARRANTY COVERAGE: 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

SALES 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

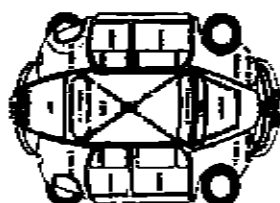
TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL



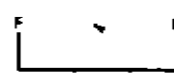
C - Chassis
M - Motor
D - Drive
L - Lifting
T - Tire
G - Other Damage

Space for _____ Part No. _____

Date _____

#

Fuel



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	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	
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**

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
[REDACTED] CAPE CORAL, FL [REDACTED]	LABOR RATE 90.00	LOCKING NO.	MILEAGE 29,570	COLOR GRAY/EBONY
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / COUPE			STOCK NO. P6101
	VEHICLE I.D. NO. 1 G 2 Z M 1 5 8 5 6 4			DELIVERY DATE 07/07/06
	R.T.E. NO.			DELIVERY MILEAGE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	SELLING DEALER NO. DIXIE	PRODUCTION DATE
			R.O. DATE 01/10/08	
			MILEAGE OUT MO: 29570	

LABOR & PARTS

J# 1 40BUZ

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.

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

JOB # 1 TOTAL LABOR & PARTS

00.00

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	1	15850573	SWITCH 2.485		
JOB # 2 TOTAL PARTS					
JOB # 2 TOTAL LABOR & PARTS					

JOB # 2 TOTAL PARTS

WARRANTY
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

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

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					
JOB # 4 TOTAL LABOR & PARTS					

JOB # 4 TOTAL LABOR & PARTS

0.00

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 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

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 not have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)	\$ 24722.55(1)
2 Total downpayment = (if negative enter "0" and see # 4) 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 3652

CUSTOMER NAME		SERIAL NO. 1G3ZK158564	
TOTAL R/O'S 4		MAKE PN PONTIAC	
LN#	RO.NO.	RO. DATE..	MT.MS. ADV/TECH J# T OPERATION CODE. DESCRIPTION.....
2	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 00BUZ203 LUBE OIL FILTER
			T 555 3 C 00BUZ03 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 ~~and~~ 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

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	1	22687711	SHAFT KIT 6.525			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	1	22687711	SHAFT KIT 6.525			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 0606040760
REPROGRAM PCM

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 5	1	22687711	SHAFT KIT 6.525			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 [(6.559.904(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)].

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) 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 578UZ 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 418UZ 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 038UZ 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 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

JOB # 4 198UVACVALVE 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-12588
(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.	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	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. ((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	TRG NO. 878	INVOICE DATE 11/07/07	INVOICE NO. PNC5298264
LABOR RATE 90.00	LICENSE NO.	VEHICLE NO. 26,407	COLOR GRAY/EBONY	STOCK NO. P6101
YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE	DELIVERY DATE 07/07/06	DELIVERY MILE	RETAILER DEALER NO. DIXIE	PRODUCTION DATE
VEHICLE ID. NO. 1G2ZH158564	REG. NO.	REG. NO.	DATE 11/06/07	
COMMENTS	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)).

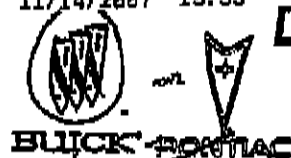
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [s.403.7185].

11/14/2007 13:35

2352759751

SAMUELS

PAGE 84/84



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	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	293683	21742	569	655	W	33BUZAC	A/C BLOWS WARM
				655	W	57BUZS8	SEAT BELT(S)
				655	W	03BUZ	STEERING&SUSPENSION
				81	W	70BUZRENT	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/MAKE/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/DEBIT CAPE CORAL, FL	CUSTOMER NO. 63244	FINANCE CONTRACT GMPP	DELIVERY DATE 07/07/06
RETURN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME/DATE 01:05pm 11/06/07	COLOR GRAY/EBONY IMPRES	CONTRACT NO. 26,407	EXPIRATION DATE 07/07/11
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	PRIORITY 5	TURBO BUZZ	YOUNG A	EXPIRATION MILEAGE 75,000
TIME/DATE 04:54pm		ADVISOR NO. 878		
LABOR RATE 90.00		ADVISOR ANTHONY DAY		

- 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
- 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
- W 18BUVACVALVE** **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 \$100. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

ESTIMATE
 DATE
 OTHER PERSON WHO MAY AUTHORIZE REPAIR
 ADDRESS AUTHORIZED BY
 REVIEW AUTHORIZED BY
 APPROVAL AUTHORIZED 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

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.	VEHICLE GRAY/EBONY	STOCK NO. P6101
	YEAR / MAKE / MODEL 06/PONTIAC/G6/COUPE	VEHICLE ID. NO. 1G22H158564	DELIVERY DATE 07/07/06	DELIVERY MILE
CAPE CORAL, FL	R/E NO.	FROM	SELLING DEALER NO. DIXIE	PRODUCTION DATE
			FLD DATE 01/10/08	
				MILEAGE OUT MO: 29570

LABOR & PARTS

JOB # 1 41BUZ

STARTING & CHARGING
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.

TECH(S):90

WARRANTY

When I picked up car on 1/15/08
Cues turned

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

JOB # 2 40BUZZ3

LAMPS & LIGHTS
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.

TECH(S):90

WARRANTY

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

JOB # 3 33BUZ

A/C & HEATING
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

TECH(S):90

WARRANTY

Still not fixed and there's problem still there

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	1		HEATER	0.00	0.00	
JOB # 3 TOTAL PARTS				0.00		
JOB # 3 TOTAL LABOR & PARTS				0.00		

JOB # 4 70BUZZRENT

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

TECH(S):90

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4	1		RENTAL	0.00	0.00	
JOB # 4 TOTAL PARTS				0.00		
JOB # 4 TOTAL LABOR & PARTS				0.00		

JOB # 5 01BUZZ0102

3000 INTERVALS SER
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

TECH(S):810

WARRANTY

** 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.

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

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	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	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	CODE	DESCRIPTION	CONTROL NO.	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

** 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.

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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)].

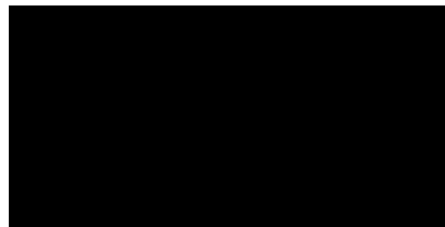
CUSTOMER SIGNATURE

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.



2



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



CHECK No. 900953258

50-937
213

DATE
01/25/08

*****100 DOLLARS

****00 CENTS

AMOUNT
*****100.00

PAY
TO THE
ORDER
OF

AMOS LONGANECKER
915 THERBROOK ST
CHIPPEWA FALLS WI 54729-1523

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

⑈900953258⑈ ⑆021309379⑆ 6010020062520⑈

VENDOR
DUNS NO. BB 000000408 1
VENDOR NAME AMOS LONGANECKER

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900953258

PAYMENT
DATE 01/25/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT62805F121810.71-595410814.1-9UHQ01	01/24/08	VM 1-9UHQ01	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

45102

Amos Longanecker
915 Therbrook St.
Chippewa Falls, WI 54729

EAU CLAIRE WI 547

21 DEC 2007 PM 1 T



55 24 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: ~~August 8, 2006~~ 12-20-2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT62805F121810

Mileage at Time of Repair: 51,094 Date of Repair: August 8, 2006

Claimant Name (please print): Amos Longanecker

Street Address or PO Box Number: 915 Therbrook St.

City: Chippewa Falls State: WI ZIP Code: 54729

Daytime Telephone Number (include Area Code): (715) 205-6096

Evening Telephone Number (include Area Code): (715) 205-6096

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: Amos Longanecker

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
AMOS LONGANECKER 1406 10TH AVE SE #3 ROCHESTER, 55904	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 1 2 1 8 1 0			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE 715-205-6096	BUSINESS PHONE	COMMENTS	P.O. NO. 08/07/06	
			MO: 51095	

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 - 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 - MISC -1046.84

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.

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

PAID

AUG - 8 2006

CLEMENTS CHEVROLET

check
#2008

AUG 9 2006



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	5315	INVOICE DATE 08/08/06	INVOICE NO. CVCS616389
AMOS LONGANECKER 1406 10TH AVE SE #3 ROCHESTER, 55904		LABOR RATE		LICENSE NO.		MILEAGE 51,094	COLOR GREEN/GREEN
		YEAR / MAKE / MODEL		05/CHEVROLET/MALIBU/MAXX SS		DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO.		1 G 1 Z T 6 2 8 0 5 F 1 2 1 8 1 0		SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.		P.O. NO.		R.O. DATE 08/07/06	
RESIDENCE PHONE 715-205-6096	BUSINESS PHONE	COMMENTS					
						MO: 51095	
LABOR & PARTS		NOT RESPONSIBLE FOR ANY RADIOS, ANTENNAS, TAPE DECKS, CD PLAYERS, CD'S, TAPES OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE.					
J# 1 02CVZ		SUSPENSION STEERING UNITS: 2.80 TECH(S):515 266.00 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					
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):515 180.50 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					
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 0.00 CUSTOMER STATES MAKE AN ADDITIONAL KEY E					
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 0.00 CUSTOMER STATES THE CHECK GAS CAP LIGHT KEEPS FLASHING --ADVISE-- POSSIBLE DUE TO BCM FAILURE NO WORK PERFORMED					
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-							
JOB # 4 03CVZ 0.00		0.00					
		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		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							

July 1, 2011

Mr. Amos Longanecker
915 Therbrook St
Chippewa Falls, WI 54729-1523

Service Request: 71-595410814
Customer Relationship Specialist: Wine Summers

Dear Mr. Longanecker:

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.

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

*****100 DOLLARS

****00 CENTS

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

CHIPPEWA FALLS WI [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 000000408

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT62805F [REDACTED] 01/24/08 VM 1-9UHQ01
71-595410814.1-9UHQ01

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

Chippewa Falls, WI

EAU CLAIRE WI 547

21 DEC 2007 PM 1 T



DEC 21 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: 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

CVCS616389

CUSTOMER NO.	103111	ADVISOR	MICHELLE SCHUMACHE	TAG NO.	164 5315	INVOICE DATE	08/08/06	INVOICE NO.	CVCS616389
		LABOR RATE		LICENSE NO.		MILEAGE	51,094	COLOR	GREEN/GREEN
		YEAR / MAKE / MODEL	05/CHEVROLET/MALIBU/MAXX SS			DELIVERY DATE		STOCK NO.	
		VEHICLE I.D. NO.	1 G 1 Z T 6 2 8 0 5 F			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		R.O. DATE	08/07/06		
	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
#



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	5315	INVOICE DATE 08/08/06	INVOICE NO. CVCS616389
[REDACTED] ROCHESTER, [REDACTED]		LABOR RATE		LICENSE NO.	MILEAGE 51,094	COLOR GREEN/GREEN	STOCK NO.
		YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/MAXX SS		DELIVERY DATE		DELIVERY MILES	
		VEHICLE I.D. NO. 1 G 1 Z T 6 2 8 0 5 F [REDACTED]		SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.	R.O. DATE 08/07/06		
BUSINESS PHONE		COMMENTS					
		MO: 51095					
LABOR & PARTS							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.
J# 1 02CVZ SUSPENSION/STEERING UNITS: 2.80 TECH(S):515 266.00 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							
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):515 180.50 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							
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 0.00 CUSTOMER STATES MAKE AN ADDITIONAL KEY E							
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 0.00 CUSTOMER STATES THE CHECK GAS CAP LIGHT KEEPS FLASHING --ADVISE-- POSSIBLE DUE TO BCM FAILURE NO WORK PERFORMED							
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.

July 1, 2011

Mr. Angelo Domingo
19005 E 45th Ave
Denver, CO 80249-6513

Service Request: 71-595451738
Customer Relationship Specialist: Anne Parks

Dear Mr. Domingo:

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$873.22.

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

Sincerely,

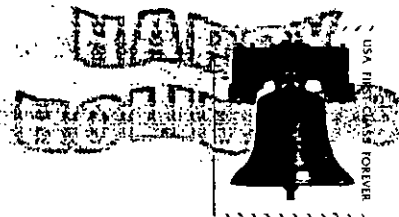
Chevrolet Customer Assistance Center

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

Angelo & Leah T. Domingo
19005 E. 45th Ave.
Denver, CO 80249

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: 12-28-2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT62805F121421

Mileage at Time of Repair: 68,270 Date of Repair: 9-15-2007

Claimant Name (please print): Angelito DOMINGO

Street Address or PO Box Number: 19005 E. 45 Ave.

City: DENVER State: COLORADO ZIP Code: 80249

Daytime Telephone Number (include Area Code): 303-375-1138

Evening Telephone Number (include Area Code): 303-375-1138

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: 

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
#30753
September 15, 2007
Svc. Adv. Rochau, Al
Cust. Ph. (303) 375-1138
Tag# 1217

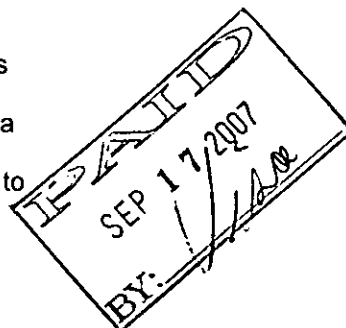
Page 1 of 1
09/17/2007 14:20:10

To Angelo M Domingo 19005 E 45th Ave Denver CO 80249		Year: 2005 Veh Id: 18034 Unit #: G3667 Make: Chevrolet Model: Malibu Ls Maxx Color: White V.I.N.#: 1G1ZT62805F121421 Date In: 09/15/2007 Out: 09/17/2007 13:54 Ext. War: Promised Time: 09/15/2007 11:30	License #: Odo. In: 68,270 Odo. Out: Next Service: In Service Date: 07/30/2004 Cases: 1 Call When Ready: No
---------------------------------------------------------------------------------------------------	--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Case: 1 Customer states the vehicle has no power steering--may have power steering first thing in am but will not have after approx one mile-advise

Cause:

Quantity	Description/Correction	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

VISA PCARD
*****0043

SALE
RECORD #: 14 INV: 000014
DATE: SEP 17, 87 TIME: 16:00
AUTH: 248070

TOTAL \$873.22

ANGELO DOMINGO

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

CHECK **No. 900953789**50-837
213DATE
01/28/08

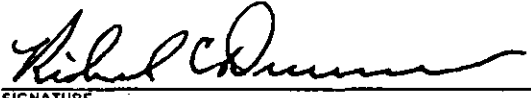
*****873 DOLLARS

****22 CENTS

AMOUNT
*****873.22PAY
TO THE
ORDER
OF

ANGELO DOMINGO
19005 E 45TH AVE
DENVER CO 80249-6513

North American Operations
General Motors Corporation
Disbursement Account


SIGNATURE

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

AUDIT

⑈900953789⑈ ⑆021309379⑆ 6010020062520⑈

VENDOR
DUNS NO. BB 000000397

1

VENDOR NAME ANGELO DOMINGO

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900953789

PAYMENT
DATE 01/28/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT62805F121421.71-595451738.1-9US7V0	01/25/08	VH 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

**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.

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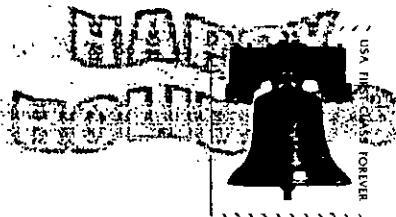
Chevrolet Customer Assistance Center

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

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

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



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

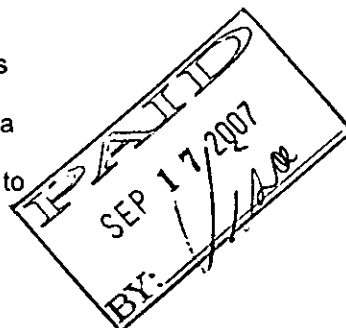
09/17/2007 14:20:10

To: [Redacted] Denver CO	Year: 2005 Veh Id: 18034 Unit #: G3667
	Make: Chevrolet License #: [Redacted]
	Model: Malibu Ls Maxx Odo. In: 68,270
	Color: White Odo. Out: [Redacted]
	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

O U T	DISCLAIMER OF WARRANTIES		Currency: USD	Labor:	\$420.00
	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.		Payment Ref:	Parts:	\$419.26
			Expiry Date:	Misc:	(\$2.10)
			P/O#:	Sub Total:	\$837.16
			Estimate: DECLINED	Tax:	\$36.06
09/17/2007		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 INV: 000014
DATE: SEP 17, 07 TIME: 16:00
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

GM

CHECK 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
161ZT62805F [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. 900955565**50-937
213DATE
02/01/08

*****115 DOLLARS

****50 CENTS

AMOUNT
*****115.50PAY
TO THE
ORDER
OF

CLINTON BOUNDS
406 S CLAY
FAIRBURY IL 61739-1424

North American Operations
General Motors Corporation
Disbursement Account

Kihel Chumma
SIGNATURE

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

AUDIT

⑈900955565⑈ ⑆021309379⑆ 6010020062520⑈

VENDOR
DUNS NO. BB 000000324

1

VENDOR NAME CLINTON BOUNDS

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900955565

PAYMENT
DATE 02/01/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT54805F151588.71-595480017.1-9VGNV9	01/31/08	VM 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

July 1, 2011

Mr. Clinton Bounds
406 S Clay
Fairbury, IL 61739-1424

Service Request: 71-595480017
Customer Relationship Specialist: Alex Page

Dear Mr. Bounds:

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

CLINT BOUNDS
406 South Clay Street
Fairbury, IL 61739

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): 1612T54805F151588

Mileage at Time of Repair: 54475 Date of Repair: 8/31/07

Claimant Name (please print): Clint Bounds

Street Address or PO Box Number: 406 South Clay

City: Fairbury State: IL ZIP Code: 61739

Daytime Telephone Number (include Area Code): 815-692-3652

Evening Telephone Number (include Area Code): 309-826-1226

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: _____

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

Clinton L Bounds
406 S Clay St
Fairbury, IL 61739-1424

Dear Clinton L Bounds:

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.

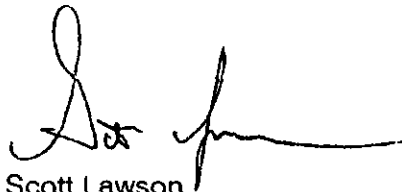
What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. 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		VIN		CLINT BOUNDS		DATE IN
26146		1 G 1 Z T 5 4 8 0 5 F 1 5 1 5 8 8				08/31/07
YEAR	MAKE	MODEL	COLOR			TIME IN
2005	CHEVROLET	MALIBU	BLACK	406 s clay st		09:35
				FAIRBURY IL 61739		CLOSED
MILES IN	MILES OUT	FIRST USE	USE			08/31/07
54475	54475	09/09/05				WRITER 7569
SEE ALSO				H: (815) 692-3652 W: (815) -		GERRY

- (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).....

*Paid for Parts
but not labor*

Cash: 115.50

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

02/01/08

*****115 DOLLARS

****50 CENTS

AMOUNT

*****115.50

PAY
TO THE
ORDER
OF

FAIRBURY 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 000000324

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

1G1ZT54805F [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

H3

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.mygmilink.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.

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26146

December 2007

Fairbury, 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.

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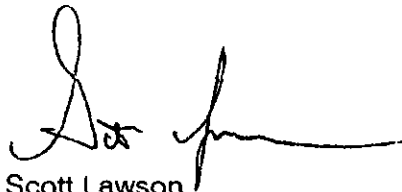
What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. 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		VIN		DATE IN	
26146		1 G 1 Z T 5 4 8 0 5 F		08/31/07	
YEAR	MAKE	MODEL	COLOR	TIME IN	
2005	CHEVROLET	MALIBU	BLACK	09:35	
MILES IN	MILES OUT	FIRST USE	USE	CLOSED	
54475	54475	09/09/05	FAIRBURY IL	08/31/07	
SEE ALSO			H	W: (815)	WRITER 7569
					GERRY

- (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)

*Paid for Parts
but not labor*

Cash: 115.50

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. 900953362

50-937
213

DATE
01/25/08

*****101 DOLLARS

***84 CENTS

AMOUNT
*****101.84

PAY
TO THE
ORDER
OF

LOUIS CHAVEZ
1119 JAMES CIR
BLOOMFIELD NM 87413-6145

North American Operations
General Motors Corporation
Disbursement Account

Kihel Chum
SIGNATURE

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

AUDIT

⑈900953362⑈ ⑆021309379⑆ 601⑈ 2⑈ 62520⑈

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900953362

PAYMENT
DATE 01/25/08

VENDOR
DUNS NO. BB 000000512

1

VENDOR NAME LOUIS CHAVEZ

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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161ZT54825F235248.71-595540894.1-9UKIB4	01/24/08	VM 1-9UKIB4	00.0000	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

2011

Louis Chaver
1119 James Circle
Bloomfield, NM
87413-6145



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: 12-28-2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT54825F235248

Mileage at Time of Repair: 47276 Date of Repair: 7-17-07

Claimant Name (please print): Louis Chavez

Street Address or PO Box Number: 1119 James Circle

City: Bloomfield State: New Mexico ZIP Code: 87413

Daytime Telephone Number (include Area Code): 505-632-3885

Evening Telephone Number (include Area Code): 505 632-3885

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: Louis D. Chavez

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	2082	4945	INVOICE DATE 07/17/07	INVOICE NO. GCCS249038
LOUIS CHAVEZ 1119 JAMES CIR SPACE 16 BLOOMFIELD, NM 87413		LABOR RATE 77.00	47,276		COLOR DK BLUE/	STOCK NO. 20813
		VEHICLE MAKE/MODEL 05/CHEVROLET/MALIBU LS/4 DR SEDAN			DELIVERY DATE 02/04/06	DELIVERY MILES 19,325
		VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 2 5 F 2 3 5 2 4 8			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE 505-632-3885		BUSINESS PHONE 970-247-2600		P.O. DATE 07/11/07		
						MO: 47276

LABOR & PARTS				WARRANTY	
J# 1 24BUZ	STEERING/SUSP/SHOCKS HOURS:			TECH(S):1008	
	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 MUDULE.				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15926870	COLUMN 6.518 0Y CP		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 01BUZINSP	GM GOODWRENCH LOF HOURS:			TECH(S):3436	
	GM GOODWRENCH LUBE, OIL, FILTER AND MULTI-POINT INSPECTION				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	25010792	FILTER 1.836 2Y CPO	9.01	9.01
				JOB # 2 TOTAL PARTS	9.01
				JOB # 2 TOTAL LABOR & PARTS	17.36
G.O.G. & SUPPLIES					
JOB # 1	5.0	C1030 10W30 OIL	@ 2.650 /UNIT		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.		249038	100.00
				TOTAL - MISC	101.84

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.

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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	
LOUIS CHAVEZ 1119 JAMES CIR SPACE 16 BLOOMFIELD, NM 87413		LABOR RATE 77.00	LICENSE NO.	MILEAGE 47,276	COLOR DK BLUE/	STOCK NO. 20813	
		YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU LS/4 DR SEDAN				DELIVERY DATE 02/04/06	DELIVERY MILES 19,325
		VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 2 5 F 2 3 5 2 4 8				SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.				P.O. NO.	R.O. DATE 07/11/07
RESIDENCE PHONE 505-632-3885	BUSINESS PHONE 970-247-2600	COMMENTS					MO: 47276

TOTALS

 * CASH..... CHECK..... CHECK #..... *
 * CHARGE..... CHARGE #..... AMEXCO..... *
 * MASTERCARD..... VISA..... DISCOVER..... *
 * NOVUS..... CASHIER INITIALS *

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

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

PAID
JUL 17 2007
BY: CLK # 9150

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COPY

July 1, 2011

Mr. Louis Chavez
1119 James Cir
Bloomfield, NM 87413-6145

Service Request: 71-595540894
Customer Relationship Specialist: Michelle Rivers

Dear Mr. Chavez:

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.

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



CHECK No. [REDACTED] 50-837
213

AMOUNT
*****101.84

North American Operations
General Motors Corporation
Disbursement Account

**PAY
TO THE
ORDER
OF**


SIGNATURE

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

AUDIT

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 000000512**

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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161ZT54825F	01/24/08 71-595540894.1-9UKIB4	VM 1-9UKIB4	00.0000	101.84	.00	101.84
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				101.84	.00	101.84

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

W3

TOTAL

101.84

.00

101.84

[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



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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	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 2 5 F	DELIVERY DATE 02/04/06	DELIVERY MILES 19,325
	DATE NO.	SELLING DEALER NO.	PRODUCTION DATE	
			07/11/07	
COMMENTS				MO: 47276

LABOR & PARTS					WARRANTY
J#	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
J# 1 24BUZ			STEERING/SUSP/SHOCKS HOURS: TECH(S):1008 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					
JOB # 1	1	15926870	COLUMN 6.518 0Y CP		0.00
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00
J# 2 01BUZINSP			GM GOODWRENCH LOF HOURS: TECH(S):3436 GM GOODWRENCH LUBE, OIL, FILTER AND MULTI-POINT INSPECTION		8.35
PARTS					
JOB # 2	1	25010792	FILTER 1.836 2Y CPO	9.01	9.01
			JOB # 2 TOTAL PARTS		9.01
			JOB # 2 TOTAL LABOR & PARTS		17.36
G.O.G. & SUPPLIES					WARRANTY
JOB #	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	5.0	C1030 10W30 OIL	@ 2.650 /UNIT		13.25
			TOTAL - GOG		13.25
MISC					WARRANTY
JOB #	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
			249038		100.00
			TOTAL - MISC		101.84

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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
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 2 5 F			DELIVERY MILES 19,325
	F.T.E. NO.			SELLING DEALER NO.
	P.O. NO.			R.O. DATE 07/11/07
COMMENTS				

MO: 47276

TOTALS

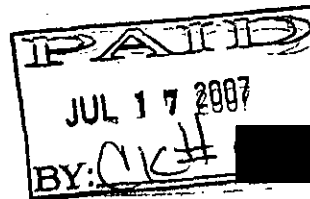
* CASH..... CHECK..... CHECK #..... *
* CHARGE..... CHARGE #..... AMEXCO..... *
* MASTERCARD..... VISA..... DISCOVER..... *
* NOVUS..... CASHIER INITIALS *

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.

COPY

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.

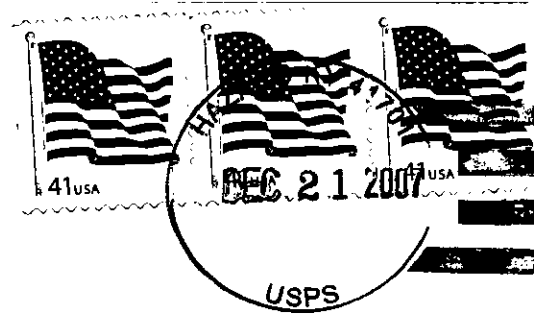
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer 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.

JESSE HARRIS
441 LIBERTY STREET
HAZARD, KY 41701-1602



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): 1G1ZS52E55F158685
 Mileage at Time of Repair: 89,191 Date of Repair: 7/6/07
 Claimant Name (please print): Emmanuel Harris
 Street Address or PO Box Number: 441 Liberty Street
 City: Hazard State: Ky ZIP Code: 41701
 Daytime Telephone Number (include Area Code): (606) 233-5530
 Evening Telephone Number (include Area Code): (606) 233-5530
 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: Emmanuel Harris

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

Jesse Harris
441 Liberty St
Hazard, KY 41701-1602

Dear Jesse Harris:

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.

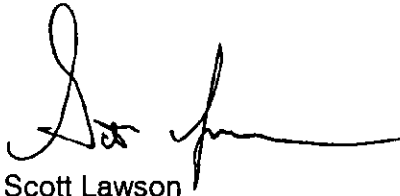
What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you.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





07126 1G1ZS52F55F158685 13 0015332
JESSE HARRIS
441 LIBERTY ST
HAZARD, KY 41701-1602



Cardinal

AUTOMOTIVE, INC.

CHEVROLET CADILLAC
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.

COPY

CUSTOMER NO. 42295	ADVISOR SCOTT SMITH	4070	TAG NO. 069	INVOICE DATE 07/10/07	INVOICE NO. CVCS127270
EMANUEL HARRIS 441 LIBBY ST HAZARD, KY 41701	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. 1 G 1 Z S 5 2 F 5 5 F 1 5 8 6 8 5			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 07/06/07
RESERVED PHONE 606-233-5530	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	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 42295	NO CHARGE <input type="checkbox"/>	TOTAL LABOR	148.00
MASTERCARD <input type="checkbox"/>	VISA <input type="checkbox"/>	DISCOVER <input type="checkbox"/>	DATE 7-10-07	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.

[Signature]
 CUSTOMER SIGNATURE

[Signature]

Reynolds and Reynolds BRAUNTIVE C020783 Q (08/03)



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 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.

COPY

CUSTOMER NO. 42295	ADVISOR SCOTT SMITH	4070	TAG NO. 069	INVOICE DATE 07/10/07	INVOICE NO. CVCS127270
EMANUEL HARRIS 441 LIBBY ST HAZARD, KY 41701	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. 1G1ZS52F55F158685			SELLING DEALER NO.	PRODUCTION DATE
	K.T.C. NO.			P.C. NO.	R.D. DATE 07/06/07
RESIDENCE PHONE 606-233-5530	BUSINESS PHONE	COMMENTS			
					MO: 89191

LABOR & PARTS		TECH(S) 4019		148.00
JOB # 1 31CVZZ STEERING/SUSPENSION 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
JOB # 1 TOTAL LABOR & PARTS				507.00
MISC	CODE	DESCRIPTION	CONTROL NO.	
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"/>	
MASTERCARD <input type="checkbox"/>	VISA <input type="checkbox"/>	DISCOVER <input type="checkbox"/>	DATE	
() 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

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

July 1, 2011

Mr. Emmanuel Harris
441 Liberty St
Hazard, KY 41701-1602

Service Request: 71-595627796
Customer Relationship Specialist: Alex Page

Dear Mr. Harris:

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.

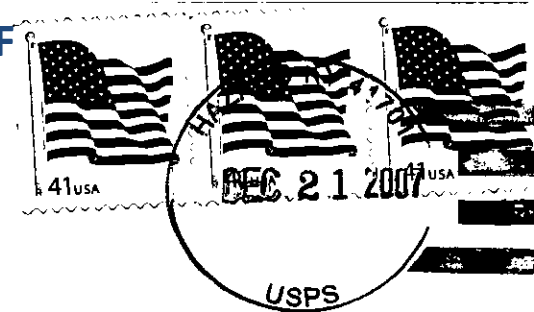
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please 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

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 [REDACTED]
Mileage at Time of Repair: 89,191 Date of Repair: 7/6/07
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.

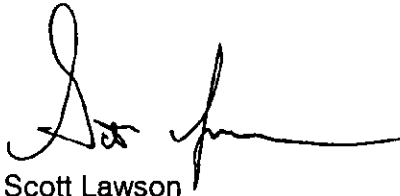
Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by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

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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
	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	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 42295	NO CHARGE <input type="checkbox"/>	TOTAL LABOR....	148.00
MASTERCARD <input type="checkbox"/>	VISA <input type="checkbox"/>	DISCOVER <input type="checkbox"/>	DATE 7-10-07	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

[Handwritten signature]



Cardinal

AUTOMOTIVE, INC.

101 CARDINAL DRIVE • HAZARD, KENTUCKY 41701

PHONE: (606) 436-2154

GMC



Cadillac

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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
						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
				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

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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.

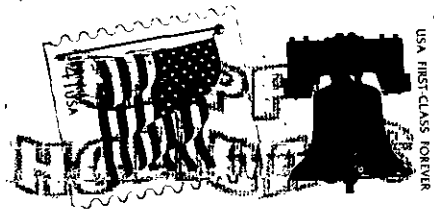
Sincerely,

Chevrolet Customer Assistance Center

John L. Maher
13222 Phelpsott Rd
Alton Va 27570

ROANOKE VA 240

22 DEC 2007 PM 1 L



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): 1B1ZT54875F204996

Mileage at Time of Repair: 71595 Date of Repair: 10/30/07

Claimant Name (please print): John L. Mueller

Street Address or PO Box Number: 13002 Philpott Rd

City: Altam State: VA ZIP Code: 24520

Daytime Telephone Number (include Area Code): 434/753-6787

Evening Telephone Number (include Area Code): 434/753-6787

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: John L. Mueller

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	359.00
---	----------	-----------------	--------	--------	--------

SUB TOTAL	359.00
TAX	17.95
PAY THIS AMOUNT	376.95

COPY

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

MEELEER; JOHN L.
13001 PHILPOTT ROAD
ALTON

VA 24520

VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
1G1ZT54875F204996		71595	10/30/07	42431
YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	MALIBU	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
3643	X318-863	434-753-6781	- -	4389C	00/00/00	AMS 3131	CASH

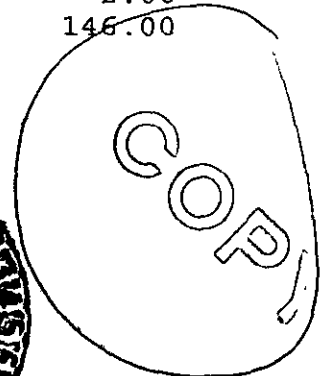
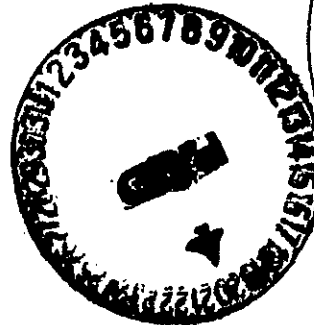
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE
48.00	02/23/06	27527	71595	10/24/07	11/25/04

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

<p>STATEMENT OF DISCLAIMER</p> <p>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.</p>		<p>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.</p>	
<p>_____ CUSTOMER SIGNATURE</p>		<p>_____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>	

July 1, 2011

Mr. John Meeler
13002 Philpott Rd
Alton, VA 24520-3302

Service Request: 71-595639751
Customer Relationship Specialist: Joey Bravo

Dear Mr. Meeler:

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

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



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

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



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	359.00
---	----------	-----------------	--------	--------	--------

SUB TOTAL	359.00
TAX	17.95
PAY THIS AMOUNT	376.95

COPY

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

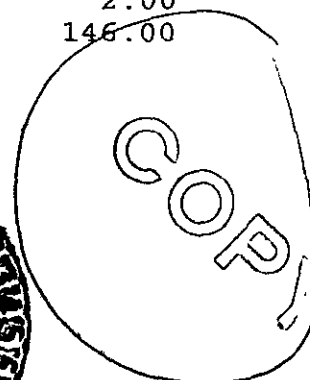
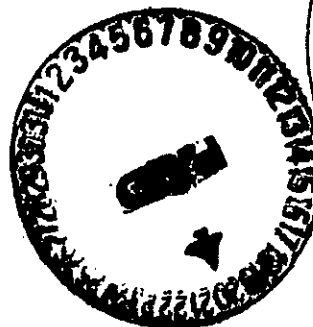
ALTON VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G1ZT54875F		71595	10/30/07	
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		05	CHEVROLET	MALIBU	GRAY	00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
3643			- -	4389C	00/00/00	AMS 3131
CUST. LABOR RATE	DELIV. DATE	DELIV. 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

<p>STATEMENT OF DISCLAIMER</p> <p>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.</p>	<p>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.</p>
<p>_____ CUSTOMER SIGNATURE</p>	<p>_____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>

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

July 1, 2011

Ms. Shannon Poole
PO Box 1153
Saucier, MS 39574-1153

Service Request: 71-595648218
Customer Relationship Specialist: Anne Parks

Dear Ms. Poole:

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

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

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

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

Sincerely,

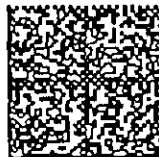
Chevrolet Customer Assistance Center

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



Shannon Poole
PO Box 1153
Saucier, MS 39574

DEC 27 2007



UNITED STATES POSTAGE



PITNEY BOWES

\$000.41⁰

02 1P

0002812439 DEC 21 2007

MAILED FROM ZIP CODE 39540

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: 10/27/2006
 17-Digit Vehicle Identification Number (VIN): 1G12752805F237054
 Mileage at Time of Repair: 50,052 Date of Repair: OCT. 12, 2006
 Claimant Name (please print): Shannon M. Poole
 Street Address or PO Box Number: PO BOX 1153
 City: Sauville State: MS ZIP Code: 39574
 Daytime Telephone Number (include Area Code): 228-297-3426
 Evening Telephone Number (include Area Code): 228-297-3426
 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: Shannon M. Poole

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 39677

We cannot be 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 32638	TAG NO.	INVOICE DATE 10/12/06	INVOICE NO. CVCS84758
BARBARA V COMSTOCK 18244 SHAW RD SAUCIER, MS 39574	LABOR RATE	LICENSE NO.	50,052	STOCK NO. C2366
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU LS/40	COLOR WHITE/		DELIVERY MILES 24,788
	VEHICLE I.D. NO. 1 G 1 Z T 5 2 8 6 5 F 2 3 7 0 5 4	DELIVERY DATE 12/12/05		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	REPRINT# 1
RESIDENCE PHONE 228-832-6803	BUSINESS PHONE 228-831-4650	COMMENTS		
			MO: 50059	

LABOR & PARTS
ON 10/03/06 BY TECH 26196 FROM SUSPENSION 4 HOURS 2:30 (TECHS) 26196 128.80

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

345¹²
100⁰⁰
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	24164076279491827310263	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
10/09	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	246931662860000249316833	CABLE ONE 888-622-2535 AZ		46.52
10/16	24266576296267000130011	SETH'S LAWNMOWER LONG BEACH MS		11.77
10/17	248316862900088016688974	HARBOR FREIGHT CATALOG 800-444-3353 CA		42.94
10/16	24104076290308510643456	KFC 80108885 GULFPORT MS		6.41
10/16	24423636290608616468451	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	24403088291003231888054	CINGULAR 3411498500194 888-331-0500 TN		105.43
10/17	24226386291360429059881	WM SUPERCENTER GULFPORT MS		19.05
10/17	24825128291482233979300	CHEVRON 80208355 GULFPORT MS		2.55

invoice # 50059

North American Operations

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



CHECK **No. 900953504**

50-937
213

DATE
01/28/08

*****100 DOLLARS

****00 CENTS

AMOUNT
*****100.00

PAY
TO THE
ORDER
OF

SHANNON POOLE
PO BOX 1153
SAUCIER MS 39574-1153

North American Operations
General Motors Corporation
Disbursement Account

Kihel C. Dumas
SIGNATURE

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

AUDIT

⑈900953504⑈ ⑆021309379⑆ 6010020062520⑈

VENDOR
DUNS NO. BB 000000112

VENDOR NAME SHANNON POOLE

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900953504

PAYMENT
DATE 01/28/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT52865F237054.71-595648218.1-9UNOMK	01/25/08	VH 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)**

[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.

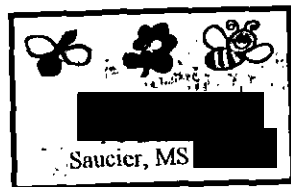
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$100.00.

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 39677

We cannot be 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
 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 COLUME

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	24164076279491827310263	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	246931662860000249316833	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	24104076290308510643456	KFC 80108885 GULFPORT MS		6.41
10/16	24423636290608616468451	KANGAROO EXPRESS 8380 GULFPORT MS		15.13
10/17	24135666291364231943061	MEDGO HEALTH SPOKANE 888-626-6080 WA		9.74
10/16	24286576296206190000829	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	24825128291482233979300	CHEVRON 80208355 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
213DATE
01/28/08

*****100 DOLLARS

****00 CENTS

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

SAUCIER MS [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New YorkAUDIT
[REDACTED]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
TOTAL				100.00	.00	100.00

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

M3

July 1, 2011

Mr. James Moorer
735 Madison Dr
Hinesville, GA 31313-6515

Service Request: 71-595674096
Customer Relationship Specialist: Dean Winchester

Dear Mr. Moorer:

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

JAMES H. MOORER
MARY MOORER
735 MADISON DR.
HINESVILLE, GA 31313

DEC 21 2007



USA 41

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

232-3170-70. BOSO



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 21 Dec 07

17-Digit Vehicle Identification Number (VIN): 1G1ZT54895F164193

Mileage at Time of Repair: 45408 74414 Date of Repair: 5 Dec 07 / 7 Nov 06

Claimant Name (please print): JAMES H MOORE

Street Address or PO Box Number: 735 MADISON DRIVE

City: HINESVILLE State: GA ZIP Code: 31313

Daytime Telephone Number (include Area Code): 912-876-8216 WORK

Evening Telephone Number (include Area Code): 912-369-6342 Home / 912-2661190 CELL

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: James H Moore

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

3696342

167039

Chevrolet Oldsmobile of Hinesville, Inc.

COPY

INVOICE



1009 E. Oglethorpe Hwy. P.O. Box 409

HINESVILLE, GA 31310

(912) 876-2121 (800) 287-4138



James Henry Moorer

5 MADISON DR

Hinesville, GA 31313-6515

ME:912-369-6342 BUS:912-876-8216

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 714 TERESA GUEST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WD	05	CHEVROLET MALIBU	1G1ZT54895F164193		45408/45408	T8515	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
03MAR06 IS			18:00 03NOV06		0.00	CASH	07NOV06

R.O. OPENED: READY: 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 INSPECETED VEHICLE AND FOUND THAT IT NEEDED

THE STEERING RACK AND TIE ROD END. REPLACED

STEERING RACK AND TIE ROD END AND ALIGNED.

713 CHARLES MASON LIC#: Technician

CPC 3.50

1 15858368 GEAR 262.33 262.33

2 22687089 ROD KIT 285.97 285.97

53.85 53.85 107.70

ISTOMER 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

JAMES HENRY MOORER

735 MADISON DR

HINESVILLE, GA 31313-6515

HOME: 912-369-6342 BUS: 912-876-8216

CELL: 912-266-1190

PAGE 1

SERVICE ADVISOR: 714 TERESA GUEST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
Red	05	CHEVROLET MALIBU	1G1ZT54895F164193		74414/74414	T879	
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]

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

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 INSPECETED VEHICLE AND FOUND THAT IT NEEDED

THE STEERING RACK AND TIE ROD END. REPLACED

STEERING RACK AND TIE ROD END AND ALIGNED.

713 CHARLES MASON LIC#: Technician

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

HOME

BUS:

PAGE 1

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

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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

July 1, 2011

James Romero
PO Box 146
Morse, LA 70559-0146

Service Request Number: 71-595675045

Dear James,

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

July 1, 2011

James Romero
PO Box 146
Morse, LA 70559-0146

Service Request Number: 71-595675045

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Sincerely,

Chevrolet Customer Assistance Center

July 1, 2011

James Romero
PO Box 146
Morse, LA 70559-0146

Service Request: 71-595675045
Customer Relationship Specialist: Blair Farrell

Dear James Romero:

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

July 1, 2011

James Romero
PO Box 146
Morse, LA 70559-0146

Service Request: 71-595675045
Customer Relationship Specialist: Kevin Whitehead

Dear James Romero:

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

July 1, 2011

James Romero
PO Box 146
Morse, LA 70559-0146

Service Request: 71-595675045
Customer Relationship Specialist: Brian Lewis

Dear James Romero:

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.

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Sincerely,

Chevrolet Customer Assistance Center

**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]
[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]

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



Mr. Robert C. Padilla
8020 Rancho de la Osa Trl.
Mc Kinney, TX 75070

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: 12/22/07

17-Digit Vehicle Identification Number (VIN): 1G2ZH528854129611

Mileage at Time of Repair: 65252 Date of Repair: 8/29/07

Claimant Name (please print): ROBERT PADILLA

Street Address or PO Box Number: 8020 RANCHO DE LA OSA

City: McKinney State: TX ZIP Code: 75070

Daytime Telephone Number (include Area Code): (817) 789-7123

Evening Telephone Number (include Area Code): (817) 789-7123

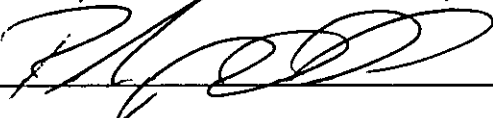
Amount of Reimbursement Requested: \$ 799.47

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 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).



54129611

85093

LONE STAR

ROBERT PADILLA
8020 RANCHO DE LA OSA TRL
MCKINNEY, TX 75070-6039
HOME: 817-789-7123 BUS:

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: 762 ROBERT NORTHCUTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
BLUE	05	PONTIAC G6	1G2ZH528854129611	Z33RTB	65252/65252	T744	
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

CORE CHARGE C

359.00 359.00

-1 15926870 CORE RETURN

100.00 100.00

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

*****THANK YOU FOR YOUR BUSINESS*****

OUR GOAL IS TO MAKE SURE YOU'RE "COMPLETELY

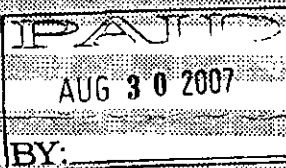
*SATISFIED" WITH THE SERVICE WE'VE PROVIDED *

*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 STAR3950 S. Central Expwy · McKinney, TX 75089
Phone: (972) 562-0290 · Metro: (469) 952-5200
Fax: (972) 562-6680

INVOICE

**GMC**ROBERT PADILLA
R020 RANCHO DE LA OSA TRV.

PAGE 1

SERVICE ADVISOR: 732 LEE NEWBAUER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
BLUE	05	PONTIAC G6	1G2ZH528854129611	Z33RTB	52389/52389	T313	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
05NOV04 IS			17:30 09FEB07		0.00	CASH	09FEB07
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

COPY

1890186227700010004
DATE: 279

LOVE STAR BUTYX 676
1600 W. HIGHWAY 390
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: 1890186227700010004
EXP: 02/27/97

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

TOP COPY - BOTTOM COPY - CUSTOMER

1890186227700010004
DATE: 279

LOVE STAR BUTYX 676
1600 W. HIGHWAY 390
MCINNEY TX 75069

DATE: 02-27/97
TIME: 17:00:00

3-A-L-E-2 1-A-A-F-7

REF: 7047
CD TYPE: VISA
TR TYPE: PR

AMOUNT: \$704.47

CD: 1890186227700010004
EXP: 02/27/97

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

TOP COPY - BOTTOM COPY - CUSTOMER

TOP COPY - BOTTOM COPY - CUSTOMER

July 1, 2011

Mr. Robert Padilla
8020 Rancho De La Osa Trl
Mc Kinney, TX 75070-6039

Service Request: 71-595680233
Customer Relationship Specialist: Anne Parks

Dear Mr. Padilla:

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 OperationsGeneral Motors Corporation
Disbursements (2613)PO Box 62530
Phoenix, AZ 85082-2530**GM**CHECK **No. 900954230**50-937
213DATE
01/29/08

*****799 DOLLARS

****47 CENTS

AMOUNT
*****799.47*ROBERT PADILLA*
8020 RANCHO DE LA OSA TRL
MC KINNEY TX 75070-6039North American Operations
General Motors Corporation
Disbursement AccountPAY
TO THE
ORDER
OF

SIGNATURE

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

AUDIT

⑈900954230⑈ ⑆021309379⑆ 6010020062520⑈

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. **900954230**PAYMENT
DATE **01/29/08**VENDOR
DUNS NO. **BB 000000401**

1

VENDOR NAME **ROBERT PADILLA**

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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1G2ZH528854129611	01/28/08 71-595680	VH 1-9UM2BU 233.1-9UM2BU	00.0000	799.47	.00	799.47
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

H3

TOTAL

799.47

.00

799.47



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: 12/22/07

17-Digit Vehicle Identification Number (VIN): 1G2ZH528854 [REDACTED]

Mileage at Time of Repair: 65252 Date of Repair: 8/29/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: McKinney State: TX ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code) [REDACTED]

Evening Telephone Number (include Area Code) [REDACTED]

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: [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).



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	INV DATE
05NOV04 IS			17:30 09FEB07		0.00	CASH	09FEB07
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 STEER
ING 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

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OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
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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

REF ID: A661982776-9918274
PAGE 279

LONE STAR BUTCH ONE
1505 G. HIGHWAY 218
DOTHAN, AL 36341

DATE: 02-27-07
TIME: 17:05:26

541-11 541-11

REF: 0479
LD TYPE: FC
PR TYPE: PR

AMOUNT: \$55.20

100-448888-337 EX-1088
 100-448888-337

PLEASE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUED-AGREEMENT

17. ~~SP-MERCHANT BOTTOM COPY-CUSTOM~~

17320145027560.0004
- 84154 45

LOVE STAFF BUCKY GYL
1600 W. HIGHWAY 305
MONTICELLO TX 75459

DATE: 05/30/01
TIME: 11:14:49

3-A-L-E-2 3-A-F-7

REF: 7047
ID TYPE: VISH
TR TYPE: PR

FIGURE: \$704.42

電話: 044-444-8989 FAX: 044-444-8989
Eメール: 044-444-8989

I AGREE TO PAY ABOVE TOTAL AMOUNT
 ADDITION TO CARD ISSUED AGREEMENT
 PRESENT AGREEMENT IS CREDIT VOUCHER

7-24-70 FOR USMC FILE

100-2-3-101 BUTLER COPY-DESTROY

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

CHECK **No. 900955388**50-937
213DATE
02/01/08

*****522 DOLLARS

****67 CENTS

AMOUNT

*****522.67

PAY
TO THE
ORDER
OF

CONNIE JENKINS
9509 TINKER CT
BURKE VA 22015-4155

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

⑈900955388⑈ ⑆021309379⑆ 601⑈ 2⑈ 62520⑈

VENDOR
DUNS NO. BB 000000147

1

VENDOR NAME **CONNIE JENKINS****North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. **900955388**PAYMENT
DATE **02/01/08**

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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161ZT54895F175386.71-595722197.1-9UX0ZJ	01/31/08	VM 1-9UX0ZJ	00.0000	522.67	.00	522.67
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL

522.67

.00

522.67



Ms. Connie Jenkins
9509 Tinker Ct.
Burke VA 22015-4155

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): 1G1ZT54895F175386
 Mileage at Time of Repair: 55,270 Date of Repair: 01/05/07
 Claimant Name (please print): Connie, Chris, Erin Jenkins
 Street Address or PO Box Number: 9509 Tinker Ct.
 City: Burke State: VA ZIP Code: 22015
 Daytime Telephone Number (include Area Code): 703 451 1500 (Chris)
 Evening Telephone Number (include Area Code): 703 455 2547
 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.
- ☒ 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
 invoice
 from
 Lindsay
 Chev.

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: Connie R. Jenkins

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 CHEVORLET
15805 JEFF DAVIS HWY
WOODBRIDGE VA 22191
703-670-8141

Sale

March 16, 2007

ID: 72093785 Ref #: 0040
01/05/07 17:59:44
Batch #: 150

Mrs. Connie Jenkins
9509 Tinker Ct
Burke, VA 22015-4155

VISA

XXXXXXXXXX3047

Appr Code: 921680 Inv#: 267294

Total: \$ 1493.78

Service Request: 71-477298055

Customer Relationship Specialist: Debbie Elliott

Customer Copy
THANK YOU!!

Dear Mrs. Jenkins:

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
ERIN JENKINS 9509 TINKER CT BURKE, VA 22015	LICENSE NO.	MILEAGE 55,270	COLOR GREEN	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1G1ZT54895E175386	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/26/06	
	COMMENTS			
RESIDENCE PHONE 571-259-7482	BUSINESS PHONE	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	1096.90
JOB # 1 TOTAL LABOR & PARTS					1358.98	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 TOTAL PARTS					0.00	0.00
JOB # 2 TOTAL LABOR & PARTS					79.95	79.95

COMMENTS
DROP
DELETED OPERATION(S)
12CVZ SUSPENSION REPAIRS

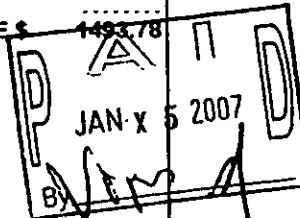
TOTALS

[] 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

July 1, 2011

Mrs. Connie Jenkins
9509 Tinker Ct
Burke, VA 22015-4155

Service Request: 71-595722197
Customer Relationship Specialist: Jane West

Dear Mrs. Jenkins:

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$522.67.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

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
161ZT54895F [REDACTED]	01/31/08 71-595722197.1	VM 1-9UX0ZJ 1-9UX0ZJ	00.0000	522.67	.00	522.67
TOTAL				522.67	.00	522.67

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

W3



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, 200717-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.
- ✓ 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 invoice from Lindsay Chev.

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

LINDSAY CHEVROLET
15805 JEFF DAVIS HWY
HOODSBRIDGE VA 22191
703-670-8141

Sale

ID: 72093785 Ref #: 0040
01/05/07 17:59:44
Batch #: 150

VISA

Appr Code: 921680 Inv#: 267294

Total: \$ 1493.78

Customer Copy
THANK YOU!!

March 16, 2007

[REDACTED]
Burke, VA [REDACTED]

Service Request: 71-477298055

Customer Relationship Specialist: Debbie Elliott

Dear [REDACTED]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$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