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



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 <u>00</u>

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

\$5,532,50

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

0

Deduction based on negative equity, if any

Ω

e SUBTOTAL

\$16,597.50

Question 3

Other eligible amounts:

Description/Amount

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

c TOTAL AMOUNT (2e + 3)

\$20,438.26 + Earned finance charges from the date of purchase to the date of repurchase TBD At the time of the repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. Vehicle shall be in a similar condition as it was at the time of the hearing, allowing for normal usage

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

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

CASE: PGM0831666

Arbitrator: Edward J. Conrad

Customer: 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 Queston 1

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

- a Problem (as listed on Agreement to Arbitrate):
- 1 HVAC
- 2 Body and Trime
- 3 Steering/suspension
- 4 Engine/electrical system
- 5 Interiror/Trim
- 6 Brake System
- 7 Wheels/Tires
- 8 Wheels/Tires
- b Exists Now? (Please Explain)
- 1 Yes, consumer testimony
- 2 Yes, customer testimony
- 3 Yes, customer testimony
- 4 Yes, customer testimony
- 5 Yes, customer testimony
- 6 Yes, customer testimony
- 7 Yes, customer testimony
- 8 Yes, customer testimony
- c Number of Repair Attempts
- 1 2
- 2 2
- 3 2
- 4 4
-) I
- _ _ _
- /]
- 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. Involces show that trim panel was reinstalled by dealer. Accordingly, I find that the trim panel was a defect in the materials or workmanship.

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

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

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

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

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

Question 2

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

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

Question 3

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

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

15

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

Yes

c Please explain how you reached this conclusion.

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

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

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

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

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

Question 4

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

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

Question 5

If awarding a repurchase or replacement:

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

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

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

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

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

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

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

Question 6

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

a Materials/Documents Submitted by Customer

*Agreement to Arbitrate

*Email from Cathy Bopp to Chery! Carey

*Customer Claim Form

*US Postal Service Address Label

*US Postal Service Domestic Return Receipt

*Motor Vehicle Defect Notification letter

b Materials/Documents Submitted by Manufacturer

*Summary History Display

*Invoice 7/18/07

*Invoice 11/5/07

*Invoice 11/6/07

*Invoice 1/10/08

Question 7

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

CASE: PGM0831666

Arbitrator; Edward J. Conrad

Customer: 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

03/14/08 02:05PM PDT 8664315578 -> 2392759761

3/13/2008 11:05:23 AM

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Fax Server

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COMPANY: TO:Mrs Amber Oney



CBBB

ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831566

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 within14days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

I ACCEPT THE ARBITRATION DECISION, I understand this means:

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

I REJECT THE ARBITRATION DECISION. I understand this means:

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

Signature(s) of Titled Owner(s):

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?

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

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

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

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

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

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

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

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

Sincerely,

Cheryl Carey at Extension 397



BBB AUTO LINE

February 4, 2008

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

Re:M41 PGM0831666: 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 partles' initial positions and any comments received will be forwarded to the arbitrator for a decision to be rendered in this case. Only those responses submitted on time will be forwarded to the arbitrator.

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

Sincerely,

Cheryl Carey at Extension 397

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, Es

Customer Claim Form

Contact Date:	Start Date:	Case Nug	aber:	
Have you proviously filed :	r regarding your claim? YE a claim on this vehicle with the Date: Case Number	BRB or another dienute sonel	lution provider'? 🔲 YE	s 🗆 No
Titled Owner(s), N ame &	<u>Addreas</u>			
Amber Oney and Emma Bi 4119 SW Santa Barbara Bi Cape Coral, FL 33914	urko Vd. Unit A		No.	й ў:
Customer Contact Info: Day Phone: 312-578-9428 c Evening Phone: same	/o Jeff Spiege)			
Pax Number: 866-264-3755 E-mall Address: Cell Phone:			5 9 7	
Transmission Type:		<u>title:</u> ntage of time vehicle used for rhicles owned or leased by th	business purposes:	ł
Setting Dealer/City/State: sa	midden: GO Mod er: 1G2ZH158564216176 Dixie Pontiac, Fort Myers, FL me :	el Year: 2006 Curren	t Milcage:	
Policy Number: ACT 1041 Has vehicle been in an accide Description of Damage:	1602-02875 INVINED body damage? Yes Mi : Small Dent	No. Date of accident: S.	130/ole Chitand	Acn)
Purchase/Lease Information leased)	(Complete left side if vehicle v	vas purchased or right side if	vehicle was	,
Furchased As: ⊠ New ☐Us Is the vehicle in your possessi Lienholder's Name: ⓒ∖∿△(on? Leasing C	c: Mileage at lease: : New Used Demo cle in your possession? ompany's Name: Address:	: - 7	S.
Address: DO ROX	ENO YSUNE MD 21030	City/St/Zip Phone: ompany's Acct #:	•	· · · · · · · · · · · · · · · · · · ·
Customer's Desired Outcome (vahicle repurchase plus attorne	Describe what were some da	o resolve your concern)		
Signature of Titled Owner(s): 1 am submitting this dispute for re- Arbitration Rules.	(brule 1	progresm, and I agree to arbitrate	Date/Date under BBB/	25/08 KUTO1, INE

Customer Claim Form

Customer Name: Amber Oney

Case Number:

Vehicle Concerns

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

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

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

Page 1 of 3

Carey, Cheryl

From:

Bopp, Cathy [cbopp@consumerlawcenter.com]

Sent:

Friday, February 01, 2008 3:10 PM

To:

Carey, Cheryl

Subject:

Oney v. GM

Attachments: statement re attorneys fees- GM,doc; signed cof from client.pdf; 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, Stc. 300 Los Angeles, CA 90036 (323) 988-2400 x243 (866) 264-3755 fax

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

From: Bopp, Cathy

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

To: AZDept Fax

Subject: 7032479700

KSM 0831666 WARC

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 July 7, 2006

Date of Delivery: Place of Purchase:

Dixie Pontiac

Last Servicing Dealer:

Ft. Myers, FL 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.

Page 2 of 3

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

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

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

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

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

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

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

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

Cathy Bopp

Page 3 of 3

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

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

		'	
Late Charge. If a payment is not received in full charge of 5% of the part of the payment that is late			☐ Crodit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
 Prepayment if you pay off all your dobt early, you 	Wilthit he old have a facols	٧.	Credit Disability (Buyer Only)
Socurity interest. YOU are diving a security interest	st for the wall falls below		1 1 -
Additional information: See this contract for nonpayment default, any required recognized to	milit infilmation including	dinformation about	1 Premjum:
nonpayment, default, any required repayment in ful	Deligio the scheduled date, o	nd security interest.	I I Credit Life s
•			Credit Disability \$ N/S
ITEMIZATION OF AMOUNT FINANCED	AM OF STREET		(Insurance Company)
1 Cash price (Including any accessories, services,			H/A (Home Office Address)
ANG MAGS/		24722 RE(1)	
2 Total downpayment = '(If negative enter '0' and	set 1 + 4) pelow)	24772 SE(1)	Credit life insurence and credit disability insurance
Gross trade-in \$ M.7.0 — payoff1	by : 111 5 W/A	, '	buy or not buy craft the terrestant decision to
= net trade-in \$	T-18-1 E		
TOWNS (DESCRIBE) DAT DOMES (DOM CO	1MCUL \$ 1000 00 \$	1000_01 ⁽²⁾	F 1 200 200 DECEMBER 1000 WILL BAY BA A-4. 14
		23722 55(3)	you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if
4 Other charges including amounts paid to others o	in) it befalf (Seller may	<u> </u>	A I JOY PRIV OILYOUT DAVIDENTS ON HOUSE PROVIDE ASSESSMENT.
vest batt or mese simblings):	-		neurance does not cover any increase in your payment or in the number of payments.
A Cost of optional credit Insurance paid to the company or companies	ic incinan e	**** '*!*- b '*****	Provide a full homoer or payments.
Life s			If the box above is checked to indicate that you
Oisability \$ 17	5		I I WOULL GIRCUIT HIS INCOME BLACKS ASSOCIATED IN THE
B Other insurance paid to the insurance company	7/1		following acknowledgements:
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		,	insurance policy in order to obtain the credit
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D. Government license and/or registration fees	<u></u>		Buyer Signatura Date
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	·		Co-Buyer-Signature Date:
			1'2- YOU understand that the conductor is because it.
et acceptate phase of the acceptance of			
			application, you are unable to engage in employment or unable to perform normal activities
		1	TV 3 UCIOUN OF VOUR INC BAS SAN SAN SY
Government documentary stemp taxes	=\$ =\$100		have to sign this acknowledgement if the proposed credit life insurance policy does not contain this
F Government taxes not included in each orice		ſ.	1,444 (AO(1))
(describe)	<u>.</u>		Buyer Signature Date
			Buyer Signature Date
41	5N/A_	ļ	<u> </u>
Government certificate of title fees		' ' · · · · · · · · · · · · · · · · · ·	Co-Buyer Signature Date
(including \$ u_/) security interest recording	2 (1) 1 \$		3. You understand that the benefits under this credit
Other charges (Schor must identify who is paid a describe purpose.)	ii.() '		
	nation to the	1	you reach a certain age and you verify that your age is accurately represented on the application or
P SELLER & GMP TOL. SERVICE ((() [中]:] "	policy.
STATE OF EL for TAY ON SI			<u>× </u>
TO DIVIE BUILT FOR SAP PROTE	(): 10 <u>599 00</u>	1 1 1 1 1	Buyer Bignature Date
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otal other charges and amounts paid to others on ;	the belief S	22.49. 20 (4)	Type of Insurance Tom
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	1	. 11:	<u>x</u>
		·] [Buyer Signature Date
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LIGHT ENGINE REP

			,	
MOV 5,	2007	BUMMARY	HISTORY	DISPLAY

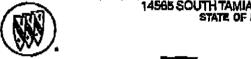
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I		RO.NO. 293683	RO. DATE 07/18/2007		ADV/T	ECH 969	J#	T	OPERATION CODE	DESCRIPTION
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l					T T	655 81	3	W	03BUZ	STEERINGESUSPENS
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			,,	•		202 666	-		a Andre	

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

Amber Oney II/Le 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 Still is Shaking (not fixed also over turning 1177 picked up ear wich was not Tony stated it was the fixed for rotoss that were turned the 3rd time. on paper work giveing to I have a witness me it states that it Occy after recived was in fact a resurfacing my car back of front brake rotors, went to ruch and I declined Balancing of tires Still overturning beccus I just had them rotated and balanced 1

There is also a road kit I was not told above

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14586 SOUTH TAMIAMI TRAIL . FORT MYERS, FLORIDA 33912 STATE OF PLORIDA REQUIRAZION: MV-12598





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WARRANTY EXPIRING ? SEE BUSINESS MANAGER

SCE BUSINESS MANAGEN	CRIMERAL MOTORIS CORPORA	TICH		
^{сивтомен но.} 63244	DESTREE REPINE	569 257	07/23/07	PNCS293683
EMMA JEAN BURKE	90.00 LEDGE HO.	MILEAGE 21,74		"P6101
4119 SW SANTA BARBARA BLVD APT A	VAR/MIG/MODEL 06/PONTTAC/G6/COUPE	,	87767706	CENTRAL PRIME
CAPE CORAL, FL 33914	VENICALIA NO. 1 G 2 Z H 1 5 8 5 8	4216176		PRODUCTION OFTE
	ATA NO.	Roy, NO.	07718/07	 -
*235-540-0526 606-471-9094	COMMONTS	<u></u>		MO: 21742
LABOR S PARTS				MO; 23742
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38 2 5 Tall 755	JOB # 1 TOTAL LABOR 6	PARTS 0.00		
OH 2 57807758 CUST ST: WHEN IT WAS RAINING CUST	PUT SEAT BELT ON AND SEAT	TOTAL PROPRANTY		
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PARTS QTYFP-MIMBER	IPTIONLIST PRICE-UNIT	PRICE	motor venicia repair fac	dility for misocilaneous
1			the State of Plonds.	# ### name
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•	JOB # 3 TOTAL LABOR & I	DAITTE	ADDITIONAL INFORMATION	CHATOMED
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PROVIDED ALTERNATE TRANSPORTATION			FACTORY AU REMANUFACTU	RPA HALL MAD
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ARTSQTYFP-NUMBERDESCRIF	 	oter		
	JOB # 5 TOTAL PA	MIS 0-00	The State of Florida rec to be collected for each the state [s.403,718] a	h naw tira sold (i
GE 1 OR 2		. <u>I</u>	emanufactured battery	888h
CUSTOMER COPY	(CONTRACTOR ACCORD	11	8.403.71857	UI ALÇ ŞÜBÜĞ

PAGE 1 OF 2

[8.403.7185]. SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING CERTIFIC

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14566 SOUTH TAMIAMI TRAIL . FORT MYERS, FLORIDA 33912, STATE OF PLORIDA REGISTRATION: MY-12508



(239) 489-0600



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WARRANTY EXPIRING ? SEE BUSINESS MANAGER

CUSTOME NO.					
63244	ADVISOR DESIREE REPINE	_ 569	257	07/23/07	PNCS293683
EMMA JEAN BURKE	90° 88			GRAY/EBONY	P6101
APT A	VOAR / HADE / MODEL 06/PONTIAC/G6/CO VORELE LID. NO.	UPE	7,	07/07/06	DELIVERY MILES
CAPE CORAL, FL 33914			6176	DIXIE	PRODUCTION DATE
*239-546-0526 606-471-9094	Constants	4.07.64D		07/18/07	
233-340-0326 606-471-9094		ADDG A DATE		<u> </u>	10. 21742
SUBLETPO#VEND INV#-INV.DATE-DESCRI JOB # 4 7858 0270299 07/23/07 RENTAL	JOB # 5 TOTAL L		0.00		
JOB # 4 7858 0270299 07/23/07 RENTAL		TAL - SUBLET	WARRANTY 0.00	, <u> </u>	
COMMENTS			0.00	•	
					"

NUTE: DIXIE BUICK . GAC IS A GODDWRENCH SERVICE PLUS DEALER. CERTAIN REPAIRS PURCHASED BY OUR CUSTOHERS CARRY A LIFETIME WARRANTY. PARTS NOTED ABOVE WITH AN ASTERICK AND PURCHASED BY YOU MAY BE COVERED BY ALLIFETIME WARRANTY THAT MUST BE PERFORMED BY DIXIE BUICK. GMC. TOTAL LABOR.
TOTAL PARTS.
TOTAL SUBLET.
TOTAL G.D.G.
TOTAL MISC CHG.
TOTAL HISC DISC 00.00 00.0 Ö.ÖÖ **TOTAL INVOICE \$** 0.00

 This charge represents soon and profits to the mount vehicle uspen facility for miscollaneous shop supplies or waste dispusal. * *77403.718 mondatus a \$1.00 fee for cash new tire sold in the State of Picnics. * * *76403.7185 resentation a \$1,50 the for each dow or remainsfinished bettery sold in the State of Florida,

ANY USED, REBUILT OR RECONDITIONED PART WILL BE STATED AS SUCH IN THE PAIGE 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 profile to the motor vehicle repair facility for miscellaneous shop euppiles or wasie disposal. [(a.559.904(4)).

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

CUSTOMER SIGNATURE

PAGE 2 OF 2

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SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14588 SOLITHTAMIAMI TRAIL . FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-18588 (239) 489-0800



WARRANTY EXPIRING ?









\$EE E	Hanty Expiring ?		RE CORPORATION	,		
CHITCHEN NO.	63244	ANTHONY DAY	878	176 HO. 682	Programme 11/07/07	PNCSZ98184
EMMA	JEAN BURKE	90.00	MOSPHER NO.	26,407		P6101
4119 S	W SANTA BARBARA B	LVD YEAR/WARIAGES	6/coupe	20,403	07/07/06	DETWENT NOTES
	ORAL, FL 33914	VENICLE LD, NEL	<u> 5 8 5 6 4 2</u>	16176	CHILDRY DISALESS (SEE	PROMUNITON DATE
		ATS, NO.	PO. NO.	101/0	DIXIE 11/05/07	<u> </u>
239-54	0-0526 606-47	1-9094 COMMINS		· · · · · · · · · · · · · · · · · · ·	T11/03/0/	MO: 26407
LABOR & PA J# 1 578UZ	270	I FP L KFAK I I IPMF	555 ; ;·	±85 0- ≅MARKANTA		<u>й</u>
Parts	-QTYFP-NOMBER	DESCRIPTIONLIST JOE	PRICE-UNIT PRICE	- 0.00		₩.
		100 B				
J∌ 2 41BUZ	STARTING & CHA CUSTOMER STATES WHEN S STARTER WILL STAY ENGA CHECKED OPERATION OF S TIMES.	RAING TECKIS):8 TARYING WITH KEY OR REMOTE STA SED. HAPPENS ABOUT EVERY 5 STA TARTING SYSTEM AND TRIED SEVER	RTS. / PO-	- WARRANTY		
	OPERATING AS DESIGNED		~ F;	Yeck }	• • This charge represent	
# 3 03guz	CUSTOMER STATES WHEN TURNING WHEEL LEFT THERE IS A CLUNKING IN HEARD, ALSO WHEN BACKIT WORN/LOOSE RIGHT OUTER ROAD TESTED FOR CLUNK, SUSPENSION, REPLACED RI	JOS # 2 TO JOS #	TAL LABOR & PARTS SEL. MOH	O.00.00 YEHRARAWAN	ship supplies or wash demodrate a \$1.00 feet for the Sam of Placific. ** \$1.50 feet for each now or sold in the Sam of Flacific ANY USED, REBUILT ANY USED, REBUILT DESCRIPTION ABOVE. PLEASE SEE ADDITIONAL	P 643 may he add la 75401.7183 mandawa a frankling a frankling being place a frankling being bei
		. JOB -	# 3 TUTAL PARTS	0.00	REPAIRS,	HEGARDING
4 198UVAC	REPAIR.	RAIR S A RAITLE TYPE NOISE FROM AS BEEN HAPPENING SINCE LAST	NOT F	WARRANTEY	ALL PARTS A FACTORY AL REMANUFACTU OTHERWISE STAT	THORIZED
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GE 1 OF 2				17.	403,7185],	

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











Warranty Expiring ? See Business Manager	OEMERAL .	CYCLE CORPORATIO		SOCIME	SACTE .		
63244	ANTHONY D	AY	878	682	11/07/07	PNCS29	98184
EMMA JEAN BURKE	LAMER PATE 90.00	TELESCOPER (MCT)	منتسا	26,407	GRAY/EBONY	P6101	
4119 SW SANTA BARBARA BLVD		C/G5/COUPE			07707706	DELVERY MALES	_
CAPE CORAL, FL 33914		1158564	1 2 1	6176		PRODUCTION D	Œ
239-540-0526 REPRESENTED TO THE PROPERTY OF TH	CONTRACTOR OF THE PARTY OF THE		-		11705/07		
PROVIDED ALTERNATE TRANSPORTATION	<u> </u>		·		,	MULEAR DUT 2	
PARTSDESCR		LIST PRICE-UNIT PI JOB # 5 TOTAL PA	RICE. ARTS	0.00	,		; ; :
SUBLETPO#	TPTTON	5 TOTAL LABOR & P/	arts	0.00			
TECHNICIAN CERTIFICATION		TOTAL - SU	LET	WARRANTY 0.00	,	.*	
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NOTE: DIXIE BUICK GMC IS A GOODWRENCH SERVICE CERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARR WARRANTY. PARTS NOTED ABOVE WITH AN ASTERICK AN BY YOU MAY BE COVERED BY A LIFETIME WARRANTY TH PERFORMED BY DIXIE BUICK. GMC.	E PLUS DEALER. RY A LIFETIME YD PURCHASED HAT MUST BE	TOTAL LABOR. TOTAL SUBLET TOTAL SUBLET TOTAL MISC C TOTAL MISC D TOTAL TAX	HĜ ISC	0.00 0.00 0.00	This share represent motor vehicle reprir fit shop supplies or want of mandates a \$1.00 (so it the Share of Florich. * * * \$1.50 (to far each new or	isposal, * * * PS * soch new tire ************************************	403,718 401d in
CUSTOMER SIGNATURE		TOTAL (NVO	ice 2	5.55	acid in the State of Florid ANY USED, REBUILT PARTWILLES STATED A DESCRIPTION ABOVE,	OR RECONDITION	IONED PARTS
					PLEASH BEE ADDITIONAL	CUSTOI	FOR

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 vohicle repair facility for miscellaneous shop Supplies or waste disposal (4.556.004(4))

The State of Florida requires a \$1.00 fee to be collected for each new the sold in the state [a.403.718] and a \$1.50 fee to be collected for each new or immunifactured battery sold in the state. [0.403.7185].

PAGE 2 OF 2

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PAGE 02/04

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











WARRANTY EXPIRING ? SEE BUSINESS MANAGER

аштомя на. 6324	14	ANTHONY DAY	COC COMPORATION	Paka,	ENVORCE BATE	I More se
		LABOR RATE 90.00		78 T682	11/07/07	PNC5298264
EMMA JEAN BI 4119 SW SANTA	URKE Barraka rlvd	YEAR / MAKE / MORE		26,407	GRAY/EBONY	"P6101
APT A		05/PONTTAC/	G6/COUPE	<u> </u>	07/07/06	DESTABLISH WHERE
CAPE CORAL, FL	_ 33 9 14	1G2ZH:	158564	<u> </u>	DIXIE	PRODUCTION DATE
REMOGNICE PHONE	The summer over W2	REE NO.	NO.	٠.	YY/06/07	
<u> 239-540-0526</u>	506-471-9094	COMMUNITO				MO: 26407
CUSTOMER	ABS/BRAKE SYSTEM L STATES IN MIEN BRAKING LAKE ROTURS WARPED	TECH(S):	655 .	: WARRANTY		110- 20-07
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JA 2-048UZ CUSTOMER	WHEELS & TIRES STATES VIERATION AT HIGH ED TO START WITH TIRE BALA	AV TOPICE	OTAL LABOR & PART	S OLOD		
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_			TOTAL INVOIC	E\$ 0.00	DESCRIPTION ABOVE	- accel to the South
CLISTOMER SIGNATI	URE	·		<u> </u>	PLEASE SEE ADDITIONAL INFORMATION REPAIRS.	CHRYOMEDI
				- 16	ALL PARTS AF FACTORY AU REMANUFACTUR JTHERWISE STAT	THORIZED/
		,		n n	here may be an edd he customer. This ci losts end profits to the spair facility for miss upplies or wa n. 500,004(4);	remotor vehicle
GE 1 OF 1	CUSTOMER COPY			th be	he State of Florida par be collected for each e state [s.403.718] at collected for manufactured battery 403.7185].	nda \$1.50 fee to

PAGE 1 OF 1

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SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

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PAGE 84/84 SAMUELS 11/14/2007 13:35 2392759761 DIXIE BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMI TRAIL + FORT MYERS, FLORIDA 33912 (239) 488-0600 RECOMMENDED SERVICES STATE OF FLORIS OPERATION: " OPERATION DESCRIPTION MO/MI* (be t TION DESCRIPTIONS. MOIMI - TOTAL LURE, ORL & FILTER COOLANT HOSE(S) ROTATE TIRES HARSH SHIFT O I BUZLOF 32BUZHHOSE 049UZROTATE 25BUZTRANSERV Min NT HOSE(S) JOLING SYSTEM. JIL FILTER MI SERVICE HISTORY DATE KEPAIR GROED! | MILIFAGE | ADVISOR | TECHNICIAN | TYPE! OPERATION F OPERATION DESCRIPTION: 07/18/07 293683 21742 569 655 655 655 338UZAC 57BUZZSB A/C BLOWS WARM SEAT BELT(S) STEERINGGSUSPENSION OBBUZ 708LIZZRENT RENTAL STARTING & CHARGING TRACTION CONTROL ã55 04/17/07 289869 14203 569 1 JBUZRPLBRKH **655** SALESPERSON NO. 564 HAROLD E SILVERMAN R STATE REG# MV-12598 1G22H158564216176 STOCK MA COLOTON DOD D AND CHOCK CT MAG CT M ILO, NO D6/PONTIAC/G6/COUPE <u> P61D1</u> <u> 2981.84</u> 07/07/0 EMMA JEAN BURKE H119 SW SANTA BARBARA BLVD 63244 GMEP PALIFIC DESCRIPTION 11/05/07 DIXIE APT A CAPE CORAL, FL 33914 GRAY/EBONY IMPRES DALANGE CHARAGE SI FLOT MATE 07/07/1 Z5.000 26.407 DI HERY RATE 878 01:05pm | 11/06/07 57BUZ INTERIOR TRIM CUSTOMER STATES PLEASE READ CAREFULLY, CHECK ONE OF EFT REAR TRIM PANEL HANGING DOWN. THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100. W 41BUZ STARTING & CHARGING CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START 🗀 🗆 REQUEST A WRITTEN ESTIMATE. 🗖 I DO NOT REQUEST A WRITTEN STARTER WILL STAY ENGAGED, HAPPENS ABOUT EVERY SOTARTS. ESTIMATE AS LONG AS THE REPAIR COSTS and T. DO NOT EXCEED \$-- THE SHOP NO FIRECULO MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL W osbuž TI JOO NOT REGUEST A WRITTEN ESTIMATE STEERING&SUSPENSION · CUSTOMER STATES WHEN TURNING WHEEL LEFT OR RIGHT OR ON BRAKING OR ACCEL THERE 19 A CLUNKING IN STEERING THAT CAN BE FELT AND HEARD. ALSO WHEN BACKING UP. $2\omega\sigma'$ Fixedac Total Military All Transport Land 75-42 November 1974 18BUVACVALVE W 19BUVACVALVE LIGHT ENGINE REPAIR CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST First Charge for Premaing an Estimate Cannot be Predetersined the Charge Wal de Babed Chi Charge Hourly Rate & Buth

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SEE BACK FOR ADMITTALE REPAIRS 298184

SEE BACK FOR ADDITIONAL

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remanufactured battery sold in the state.

[s.403.7185<u>]</u>.

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



PAGE 1 OF 2

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(239) 489-0600









Warranty Expiring ? SEE Business Manager	GM GUALITY SERVICE/PARTS GENERAL MOTORS CORE		ench .	,	
GUSTCHER NO. 63244	ANTHONY DAY	878 T593	INVOICE DATE	NVOICE NO.	7
EMMA JEAN BURKE	90.00 LICENSE ME	MESON 29,570		PNC\$300784	
4119 SW SANTA BARBARA BLVD APT A	Q6/PONTTAC/G6/COU	PE	05/VERY BATE 07/07/06	DATIVERY MARIE	<i>i</i> .
CAPE CORAL, FL 33914	1 G 2 Z H 1 5 8	5 6 4 2 1 6 1 7 6	DIXIE	PRODUCTION DATE	1
RESIDENCE PHONE		P.O. NO.	01/10/08		ii .
239-540-0526 606-471-9094	COMMENTS		1 337 33	MO: 29570	1.0
CUSTONER STATES WHEN STARTING VEHT ENGUAGED/HAPPENS EVERY 10 TO 15 ST REMOTE START. DAVE HAYES AND HAYDEN HAWES CHECKE COULD NOT DUPLICATE AT THIS TIME. PARTSOTYFP-NUMBERDESCRI	TECH(\$):90. TECH(\$):90. TECH(\$):90. TO AND OFF/INTERNAL ED OPERATION. PTION	On 15/08 CUCE THE COLOR INIT PRICE When I 0.00 OR & PARTS 0.00 WARRANTY NIT PRICE WARRANTY TAL PARTS 0.00	* This charge impresents motor vehicle repair fac shop supplies or waste di mandates a \$1,70 fee for the State of Florida, * * * * \$1.50 fee for each new or sold in the State of Florida	costs and profits to the filly for miscollaneous spoud. "FS403.718 each new tire sold in FS403.7185 mandates a	
J# 3 33BUZ A/C & HEATING CUSTOMER STATES HEATER MAKING WIRRI SOUNDS LIKE IN DASH. DAVE HAYES AND HAYDEN HAWES CHECKED AND COULD NOT DUPLICATE CONCERN PARTS	•	WARRANTY	ANY USED, REBUILT OF PARTWILL BUSINESS AT LEGAL SEE ADDITIONAL INFORMATION REPAIRS.	BACK FOR	
J# 4 708UZZRENT RENTAL CUSTOMER STATES ALTERNATE TRANSPORTA REPAIR OF VEHICLE VEHICLE DOWN DURING REPAIR(S) PROVIDED ALTERNATE TRANSPORTATION	JOB # 3 TOTAL LABOR	8 PARTS 0.00 WARRANTY	ALL PARTS AI FACTORY AU REMANUFACTUI OTHERWISE STAT	RED UNLESS ED.	•
# 5+018UZZ0102 3000 INTERVALS SER PERFORM 3.000 MILE SERVICE PER MAINTE LUBE OIL & OIL FILTER, TOP FLUIDS & A THANK YOU FOR SERVICING YOUR MEDICAL	JOB # 4 TOTAL LABOR	& PARTS 0.00 8 PARTS 0.00 8	a.558.604(4) <u>L</u>	targe represente he motor vehicle collaneous shop ste disposal.	
THANK YOU FOR SERVICING YOUR VEHICLE DIXIE BUICK PONTIAC GMC	ADJUST TIRE PRESSURES AT	in b	he State of Florida rec be collected for each e state [s.403.718] a e collected for manufactured battery	n new tire sold in nd a \$1.50 fee to	

[CONTINUED ON NEXT PAGE] 09:08am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION DECADDING DECADE

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

(239) 489-0600







WARRANTY EXPIRING ? SEE BUSINESS MANAGER

CVBTOMER NO.		MUTUKS CORPORATIO	N			
63244	ANTHONY D	DAY	878	жа NO. Т593	01/15/08	NVOICE NO.
EMMA JEAN BURKE	90.00	FICENSE NO	MILITA	M	GRAY/EBONY	PNCS30078
4119 SW SANTA BARBARA BLVD	D6/PONTT	EL AC/G6/COUPE			07/07/06	PERMITT HELES
CAPE CORAL, FL 33914	VERTICALE IAS, NO.	н <u>1 5 8 5 6 4</u>	2 1	6176		PRODUCTION DATE
	KEE NO.	Fig	Q. NQ.	<u> </u>	R.O. DATE	<u></u>
239-540-0526 506-471-9094	COLLEGE	<u> </u>			01/10/08	MICSADE OLO
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COMMENDATIONS MASE TO LEFT FRONT DOOR					01 0000000 0 5 1.00 Rea Co	C 6000 mare tien let 4.
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TE: DIXIE BUICK GMC TE A GOODARGEBUR GERVICE	BUILT Drive				PESCRIPTION ABOVE.	OR OTHER PROPERTY.
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	_~~	2010 a 45 a 2010	البلا	מר	e State of Florida rec	juires a \$1.00 tea
				110	be collected for pac e state [s.403.718] e	b now tire cold in [
				156	collected for	55 50 fee to

PAGE 2 OF 2

CUSTOMER COPY [END OF INVOICE] 08:09em

be collected for each new or remanufactured battery sold in the state. [4403.7185].

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

10/08

Amber Boey

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

> Ambur Oney

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

Amber

2392759761 03/31/2008 10:00

PAGE 01/01

Ph. 606471-7094

		U			Office Phone:		-775-3691		
イドロイドに	STING SHO	OP INFORMATION	Owner Name: Andber Busy Wint 1627H1585H						
ор Мал	io: Detan	5 AutoBoby	Address 4	1195W SA	wer Bar berro	<u>, A</u> arA <u>C</u> -	upe Coval FL B		
op Addi	resa/Locati	on:	Owner Name:	mber	QNEYDO	神 7 色	27H1585H		
		95-1649	Vehicle year:	تَدَ:Meke	<u> </u>	Model: _			
x #:	<u> </u>		Original Estimator:						
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NOTICE: PRIVATE AND CONFIDENTIAL

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

104942.1 Rev. 12-13-2001

ADR REPURCHASE CHECKLIST

SR #71-595410065, 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)
☐ 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, 10 th FI. 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

2392759761

3/13/2008 11:05:23 AM

PAGE 003/008

Fax Server

COMPANY: TO:Mrs Amber Oney



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 within14days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

I ACCEPT THE ARBITRATION DECISION. I understand this means:

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

I REJECT THE ARBITRATION DECISION. I understand this means:

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

Signature(s) of Titled Owner(s):

Council of Better Business Bureaus, Inc. 4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247,9700



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





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

Created Date: 03/25/2008

Vehicle Info

Vehicle Comments & TAC Explanation:

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

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..

* 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

Original Selling Dealer

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

Region: 30 District: 1252

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

Repurchasing Dealer: -

Repair

* Contact Name: David Hayes * Contact Title:SVC MGR

Vehicle Location: -

March 25, 2008 Page 1 of 2





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

Created Date: 03/25/2008

Transaction Details:

Siebel Request #: 71-595410065

* Disposition:Auction State: * Type: Straight Repurchase

Source: ADR BBB Mandated

Replacement VIN:

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

Order #: MSRP: 0.0

Repurchase:

Mandated Repurchase per BBB decision. Slight hit and run damage to left door will not be charged against the customer according to decision. * Processing Instructions:

Contact attorney not customer:

Customer is represented by attorney, Jeff Spiegel with Krohn and Moss, 120 W. Madison,

10th Fl. Chicago, IL 60602

Disposition:

GM auction

* Processing Instructions:

Transaction Details

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

March 25, 2008 Page 2 of 2 03/24/2008 11:47

PAGE 02/02 SAMUELS 2392759761

> 543.10 \$100 \$7.75 \$ 50.00 DATE 1880ED INTERNET KIDSK FEE VOLUNTARY CONT. TOTAL GRAND TOTAL X 07/07/06 **\$0**,00 \$179.95

FLORIDA VEHICLE REGISTRATION

ORTE 188UED: 07/07/06 OL+: B620210587250 TRG=: U234FM DECAL+: 09362694 EXP: 06/25/07 UIN:1627H158564216176 TC:96230880 YR/MAKE:2006 PONT

EMM JEAN BURKE, AMBER & ONEY 4118 SH SANTA BARBARA BLUD CAPE CORFIL, FL 33914

T#: 463667736 B#: R#: 463667754

Do have 08" Tag Just lost Registration Card 1

Shanes Amberlaney

Mandatory Repurchase

XXX BBB Case Mandatory Straight Repurchase
COMPLIANCE DATE4-18-08
ADR REQUEST NUMBER 71-595410065
CUSTOMER NAMEMs. Amber Oney and Ms. Emma Burke
LAST SIX OF VIN216176
ADR CRSMarion Lindsey 1-866-7905700 EXT21259
DVM _Hayden Hawes PHONE813-541-5615
DATE ACCEPTANCE RECEIVED3-18-08
NUMBER OF DAYS FOR COMPLIANCE30
TEAM LEAD'S SIGNATURE
ADR Exceptions that need to be paid i.e. over allowance and negative equity.
COMMENTS/REASON FOR EXCEPTION:
File will be returned without all information above completed.

ADR REPURCHASE CHECKLIST

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

Once completed, this document should be attached to the SR.

Cover sheet denoting a Request # and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates
☐ Invoice on original vehicle (from BARS)-old VIN & new VIN if a trade
☐ Incentive Acknowledgement Form
Signed Bill of Sale on original vehicle
Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA
Agreement to Arbitrate (For CA cases, attach the CCF)
Repair Orders (KY and FL only)
Invoice for any conversion package (if applicable)*** N/A***
Receipts for any after-market items (if applicable)*** N/A
BBB ruling/lemon law ruling and/or BBB settlement letter (if applicable)
Signed customer acceptance of decision for Mandatory Repurchases
Financial Institution information including: account #, phone # & Institution name
Overallowance/Incentives/Negative Equity Form
ACV on trade-in documented *** N/A, no trade in
Copy of the Customer Claim Form (CCF) only on Mandates
Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone # Attorney, Jeff Spiegel, with Krohn and Moss 120 W. Madison, 10 th Fl.
Chicago, FL 60602

Fax # 866-264-3755

jspiegel@consumerlawcenter.com



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

03/25/2008 Created Date:

Vehicle Info

1G2ZH158564216176 *VIN: MSRP: 24295.0 *TAC #: N/A Year: 2006 Make: Pontiac Model: Gß

Vehicle Comments & TAC Explanation:

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

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

Vehicle Owner(s)

Joint Owners **Entity Type**

* 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

4119 SW Santa Barbara B.. * Address

* City Cape Coral * State FL * ZIP Code: (312) 578-9428 * Day Phone: * Home Phone: * Cell Phone:

* Fax Phone: (866) 264-3755 * E-mail: jspiegel@consumerlawcen...

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

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

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

(M0110) Steering - General - Noise

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

(D0105) HVAC - General - Inoperative

Vehicle Lien Holder

Type of Secured Interest: Standard Lien * Company: GMAC 029909155242 Account #:

Contact or Attention:

Address P O Box 8110

City Cockeysville State MD **ZIP Code**: 21030

(800) 200-4622 Day Phone: E-mail: Fax:

Original Selling Dealer

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

Region: 30 District: 1252

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

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

Repurchasing Dealer:

Repair

* Contact Title SVC MGR * Contact Name: David Hayes

Vehicle Location:

March 25, 2008 Page 1 of 2





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

Created Date: 03/25/2008

Transaction Details:

> Siebel Request #: 71-595410065 * Disposition Auction

* Type: State: Straight Repurchase

Source: ADR BBB Mandated

Replacement VIN:

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

MSRP: 0.0 Order #:

Repurchase:

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

Disposition: GM auction

* Processing Instructions:

Transaction Details

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

March 25, 2008 Page 2 of 2 2006 G6 - GT COUPE 46U STEALTH GRAY METALLIC /V6G PONTIAC/GMC DIVISION GENERAL MOTORS CORPORATION 19C EBONY 19C EBONY
ORDER NO. JRBZXT/TRE STOCK NO. DETROIT MI 40245 III.
VEHICLE INVOICE 2AD53518989 100 RENAISSANCE CENTER * (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

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

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

Customer	Ms. Am <u>ber Oney and</u> Emma Jean Burke	Request #	<u>71-595410065</u>	BBB #]	PGM0831666
PURCHA	SE PRICE: (From dealer Bill of	f Sale) (Sellir	ng Price)		<u>(+)</u> 23130.00
MSRP: (F	From BARS Invoice)				(-) 24295.0 <u>0</u>
DIFFERI	ENCE:				(=) -1165.00
TRADE A	ALLOWANCE: (from dealer	r Bill of Sale	r)		(+) N/A
NADA R	icle retail. accessories and mileage of etail Value for:	adjustment figu	res, and attach NADA	pages to file.	
VEHICLE ACCESSO					
I	E ADJUSTMENT:				(-) N / A
OVER A	LLOWANCE: (Trade more than	n NADA)			(=) N/A
PAYOFF	: (If dealer added negative equity in	ito contract, do	nor subtract)		(=) N/A
PURCHA	SE PRICE (From dealer Bill of	Sale) – (before	tax, tag, etc.)		(+) 23130.00
GM CAR	D POINTS:				DO NOT INCLUDE
	IVES (from BARS): ude fuel fill credit, dealer incentives	or GM card c	redited back to custom	er)	
3:					(-)
TOTAL I	NCENTIVES (Not included in I	Purchase Price)		1000.00
OVERAL	LOWANCE: (From above)				<u></u> 0
NEGATI	VE EQUITY: (If NOT shown in	contract))			(-)0
	<u> </u>				
Actual pr	ice of Vehicle that should be	presented t	o BBB for ATA		(=) 22130.00

02/04/2008 14:14 FAX ☑ 001/002



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 02/04/2008 Case Number: PGM0831666

Customer: 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:

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

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

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

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

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

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

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

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

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

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I assign the total amount of customer incentive(s) listed to the dealer named below and requirementive(s) be applied: (a) any to the down recovery on this publicle.	
incentive(s) be applied: (a) we to the down payment on this vehicle, (b) where permissib	le by law as a pole reduction
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2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for a lect to receive in lieu of	r example, Division supported
and/or	
b. I elect to receive	
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and release Get Division from any future claim or obligation for incentive(s) on this a	nit
Is vehicle equipped with OnStar?YesNo	
b. Terms and Candifions Acknowledgment. I acknowledge that I have received the Terms	
	he dealer at www.ongerwnich
or by contacting OnSar as described below).	, <u>/- / // // // // // // // // // // // //</u>
I understand that is deficite execution Consequences	1.
I understand that in effect to cancel the OnStar service in my vehicle, I must press the blue On call 1.888.404Star (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be	Star builton in my vehicle or
	c cancened.
Purchaser/Lessee Signature: (5) Ombr. Oncy	Date: 07/07/06
The understance person as Design representative contifies that the land	
The undersigned person, as Depter representative, certifies that the information on this application is incentive(s) described in itemind the OnStar Terms and Conditions have been provided to the said personal delivery of the referenced unit between this Describes and that	true and correct, and that the
	date has been formunated as
General Motors or Saab Cars USA	war in poem forwarded (0
Authorized Dealer Signature:	Date: 07, 07, 06
DEXIB BUICK PONTIAC GMC TRUCK, INC. BUICK 39-320 GMC 53-484 PONTIAC 17-	059 GM3795 9/05
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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMITRAIL FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-12598 (239) 489-0600

GM GUALITY GM GUALITY





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WARRANTY EXPIRING ? SEE BUSINESS MANAGER

see Business Manager	GENERAL MOTORS CORPORATION			
сиетоная мо. 63244	ANTHONY DAY 8	78 T593	NAVOICE DATE	INVOICE NO.
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PAGE 2 OF 2

CUSTOMER COPY [END OF INVOICE) 09:09am

be collected for each new or remanufactured battery sold in the state. [s.403,7185].

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

1000



(239) 489-0600









WARRANTY EXPIRING ? SEE BUSINESS MANAGER CUSTOMER NO. 63244

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ACCEPTANCE OR REJECTION OF DECISION

Date:	03/13/08	Case Number: PGM083166	5
Customer:	Amber One	ey State: FL	
Business:	Pontiac/GM	1C	
Mfr-Info:	1712 FL 1	1G2ZH158564216176	
		tion decision in your case. We hope you have found the e to be satisfactory. Please call us if you have any question	
	CC	OMPLETE THE FOLLOWING AND RETURN IT TO US IMMED	IATELY
letter, the want to re	e decision veturn the fo	not received at the CBBB office within14days from twill be considered rejected and the manufacturer with orm via certified mail or fax it to the CBBB at 703.24 pecialist to confirm receipt.	ll be notified. You may
Please che	ck one of the	e following.	
I,	ACCEPT THE	E ARBITRATION DECISION. I understand this means:	
*	the business	s will be legally bound to abide by this decision; and,	
i	any claim th	be legally bound, which means I give up any right to sue that has been resolved at the arbitration hearing, unless the the Arbitrator's decision or unless otherwise provided by	e business fails to perform
I	REJECT THE	ARBITRATION DECISION. I understand this means:	
*	I may pursu	ue other legal remedies under state or federal law;	
		on federal or state law, the decision may be introduced as any civil court action relating to any matter considered in	
*	the business	s will not be obligated to perform any part of the decision;	and,
*	this will end	Better Business Bureau involvement in my case.	
Signature(:	s) of Titled (Owner(s):	
- \	-	Date:	

BBB AUTO LINE



March 13, 2008

Re:m04 PGM0831666: 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



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 <u>00</u>

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

\$5,532,50

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

0

Deduction based on negative equity, if any

Ω

e SUBTOTAL

\$16,597.50

Question 3

Other eligible amounts:

Description/Amount

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

c TOTAL AMOUNT (2e + 3)

\$20,438.26 + Earned finance charges from the date of purchase to the date of repurchase TBD At the time of the repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. Vehicle shall be in a similar condition as it was at the time of the hearing, allowing for normal usage

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

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

CASE: PGM0831666

Arbitrator: Edward J. Conrad

Customer: 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 Queston 1

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

- a Problem (as listed on Agreement to Arbitrate):
- 1 HVAC
- 2 Body and Trime
- 3 Steering/suspension
- 4 Engine/electrical system
- 5 Interiror/Trim
- 6 Brake System
- 7 Wheels/Tires
- 8 Wheels/Tires
- b Exists Now? (Please Explain)
- 1 Yes, consumer testimony
- 2 Yes, customer testimony
- 3 Yes, customer testimony
- 4 Yes, customer testimony
- 5 Yes, customer testimony
- 6 Yes, customer testimony
- 7 Yes, customer testimony
- 8 Yes, customer testimony
- c Number of Repair Attempts
- 1 2
- 2 2
- 3 2
- 4 4
-) I
- _ _ _
- /]
- 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. Involces show that trim panel was reinstalled by dealer. Accordingly, I find that the trim panel was a defect in the materials or workmanship.

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

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

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

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

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

Question 2

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

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

Question 3

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

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

15

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

Yes

c Please explain how you reached this conclusion.

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

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

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

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

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

Question 4

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

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

Question 5

If awarding a repurchase or replacement:

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

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

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

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

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

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

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

Question 6

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

a Materials/Documents Submitted by Customer

*Agreement to Arbitrate

*Email from Cathy Bopp to Chery! Carey

*Customer Claim Form

*US Postal Service Address Label

*US Postal Service Domestic Return Receipt

*Motor Vehicle Defect Notification letter

b Materials/Documents Submitted by Manufacturer

*Summary History Display

*Invoice 7/18/07

*Invoice 11/5/07

*Invoice 11/6/07

*Invoice 1/10/08

Question 7

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

CASE: PGM0831666

Arbitrator; Edward J. Conrad

Customer: 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

03/14/08 02:05PM PDT 8664315578 -> 2392759761

3/13/2008 11:05:23 AM

PAGE 003/008

Fax Server

31

COMPANY: TO:Mrs Amber Oney



CBBB

ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831566

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 within14days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

I ACCEPT THE ARBITRATION DECISION, I understand this means:

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

I REJECT THE ARBITRATION DECISION. I understand this means:

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

Signature(s) of Titled Owner(s):

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?

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

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

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

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

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

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

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

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

Sincerely,

Cheryl Carey at Extension 397



BBB AUTO LINE

February 4, 2008

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

Re:M41 PGM0831666: 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 partles' initial positions and any comments received will be forwarded to the arbitrator for a decision to be rendered in this case. Only those responses submitted on time will be forwarded to the arbitrator.

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

Sincerely,

Cheryl Carey at Extension 397

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, Es

Customer Claim Form

Contact Date:	Start Date:	Case Nug	aber:	
Have you proviously filed :	r regarding your claim? YE a claim on this vehicle with the Date: Case Number	BRB or another dienute sonel	lution provider'? 🔲 YE	s 🗆 No
Titled Owner(s), N ame &	<u>Addreas</u>			
Amber Oney and Emma Bi 4119 SW Santa Barbara Bi Cape Coral, FL 33914	urko Vd. Unit A		No.	й ў:
Customer Contact Info: Day Phone: 312-578-9428 c Evening Phone: same	/o Jeff Spiege)			
Pax Number: 866-264-3755 E-mall Address: Cell Phone:			5 9 7	
Transmission Type:		<u>title:</u> ntage of time vehicle used for rhicles owned or leased by th	business purposes:	ł
Setting Dealer/City/State: sa	midden: GO Mod er: 1G2ZH158564216176 Dixie Pontiac, Fort Myers, FL me :	el Year: 2006 Curren	t Milcage:	
Policy Number: ACT 1041 Has vehicle been in an accide Description of Damage:	1602-02875 INVINED body damage? Yes Mi : Small Dent	No. Date of accident: S.	130/ole Chitand	Acn)
Purchase/Lease Information leased)	(Complete left side if vehicle v	vas purchased or right side if	vehicle was	,
Furchased As: ⊠ New ☐Us Is the vehicle in your possessi Lienholder's Name: ⓒ∖∿△(on? Leasing C	c: Mileage at lease: : New Used Demo cle in your possession? ompany's Name: Address:	: - 7	S.
Address: DO ROX	ENO YSUNE MD 21030	City/St/Zip Phone: ompany's Acct #:	•	· · · · · · · · · · · · · · · · · · ·
Customer's Desired Outcome (vahicle repurchase plus attorne	Describe what were some da	o resolve your concern)		
Signature of Titled Owner(s): 1 am submitting this dispute for re- Arbitration Rules.	(brule /	progresm, and I agree to arbitrate	Date/Date under BBB/	25/08 KUTO1.INE

Customer Claim Form

Customer Name: Amber Oney

Case Number:

Vehicle Concerns

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

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

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

Page 1 of 3

Carey, Cheryl

From:

Bopp, Cathy [cbopp@consumerlawcenter.com]

Sent:

Friday, February 01, 2008 3:10 PM

To:

Carey, Cheryl

Subject:

Oney v. GM

Attachments: statement re attorneys fees- GM,doc; signed cof from client.pdf; 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, Stc. 300 Los Angeles, CA 90036 (323) 988-2400 x243 (866) 264-3755 fax

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

From: Bopp, Cathy

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

To: AZDept Fax

Subject: 7032479700

KSM 0831666 WARC

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 July 7, 2006

Date of Delivery: Place of Purchase:

Dixie Pontiac

Last Servicing Dealer:

Ft. Myers, FL 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.

Page 2 of 3

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

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

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

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

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

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

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

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

Cathy Bopp

Page 3 of 3

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

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

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Late Charge. If a payment is not received in full charge of 5% of the part of the payment that is late			☐ Crodit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
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LIGHT ENGINE REP

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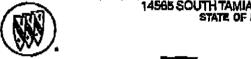
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Amber Oney II/Le Tony Day Called . Said car was ready still not fixed, Took service man with me for a Drive and the hole front in was still Still is Shaking (not fixed also over turning 1177 picked up ear wich was not Tony stated it was the fixed for rotoss that were turned the 3rd time. on paper work giveing to I have a witness me it states that it Ocy after recived was in fact a resurfacing my car back of front brake rotors, went to ruch and I declined Balancing of tires Still overturning beccus I just had them rotated and balanced 1

There is also a road kit I was not told above

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14586 SOUTH TAMIAMI TRAIL - FORT MYERS, FLORIDA 33912 STATE OF PLORIDA REQUIRAZION: MV-12598





Goodwierch



WARRANTY EXPIRING ? SEE BUSINESS MANAGER

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PAGE 1 OF 2

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14566 SOUTH TAMIAMI TRAIL . FORT MYERS, FLORIDA 33912, STATE OF PLORIDA REGISTRATION: MY-12508



(239) 489-0600



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WARRANTY EXPIRING ? SEE BUSINESS MANAGER

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NUTE: DIXIE BUICK . GAC IS A GODDWRENCH SERVICE PLUS DEALER. CERTAIN REPAIRS PURCHASED BY OUR CUSTOHERS CARRY A LIFETIME WARRANTY. PARTS NOTED ABOVE WITH AN ASTERICK AND PURCHASED BY YOU MAY BE COVERED BY ALLIFETIME WARRANTY THAT MUST BE PERFORMED BY DIXIE BUICK. GMC. TOTAL LABOR.
TOTAL PARTS.
TOTAL SUBLET.
TOTAL G.D.G.
TOTAL MISC CHG.
TOTAL HISC DISC 00.00 00.0 Ö.ÖÖ **TOTAL INVOICE \$** 0.00

 This charge represents soon and profits to the mount vehicle uspen facility for miscollaneous shop supplies or waste dispusal. * *77403.718 mondatus a \$1.00 fee for cash new tire sold in the State of Picnics. * * *76403.7185 resentation a \$1,50 the for each dow or remainsfictured bettery sold in the State of Florida,

ANY USED, REBUILT OR RECONDITIONED PART WILL BE STATED AS SUCH IN THE PAIGE 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 profile to the motor vehicle repair facility for miscellaneous shop euppiles or wasie disposal. [(a.559.904(4)).

The State of Florida requires a \$1,00 fee to be collected for each now tire sold in the state [s. 403.718] and a \$1,50 fee to be collected for each new or remanufactured battery sold in the state. [8.403.7185].

CUSTOMER SIGNATURE

PAGE 2 OF 2

CUSTOMER COPY

I END OF INVOICE 108:57am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14588 SOLITHTAMIAMI TRAIL . FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-18588 (239) 489-0800



WARRANTY EXPIRING ?









\$EE E	HANTY EXPIRING ?		RE CORPORATION	,		
CHITCHEN NO.	63244	ANTHONY DAY	878	176 HO. 682	Programme 11/07/07	PNCSZ98184
EMMA	JEAN BURKE	90.00	MOTOR NO.	26,407		P6101
4119 S	W SANTA BARBARA B	LVD YEAR/WARIAGES	6/coupe	20,403	07/07/06	DETWENT NOTES
	ORAL, FL 33914	VENICLE LD, NEL	<u> 5 8 5 6 4 2</u>	16176	CHILDRY DISALESS (SEE	PROMUNITON DATE
		ATS, NO.	PO. NO.	101/0	DIXIE 11/05/07	
239-54	0-0526 606-47	1-9094 COMMINS		· · · · · · · · · · · · · · · · · · ·	T11/03/0/	MO: 26407
LABOR & PA J# 1 578UZ	270	I FP L KFAK I I IPM	555 ; ;·	±85 0- ≅MARKANTA		<u>й</u>
Parts	-QTYFP-NOMBER	DESCRIPTIONLIST JOE	PRICE-UNIT PRICE	- 0.00		₩.
		100 B				
J∌ 2 41BUZ	STARTING & CHA CUSTOMER STATES WHEN S STARTER WILL STAY ENGA CHECKED OPERATION OF S TIMES.	RAING TECKIS):8 TARYING WITH KEY OR REMOTE STA SED. HAPPENS ABOUT EVERY 5 STA TARTING SYSTEM AND TRIED SEVER	RTS. / PO-	- WARRANTY		
	OPERATING AS DESIGNED		~ F;	Yeck }	• • This charge represent	
# 3 03guz	CUSTOMER STATES WHEN TURNING WHEEL LEFT THERE IS A CLUNKING IN HEARD, ALSO WHEN BACKIT WORN/LOOSE RIGHT OUTER ROAD TESTED FOR CLUNK, SUSPENSION, REPLACED RI	JOS # 2 TO JOS #	TAL LABOR & PARTS SEL. MOH	O.00.00 YEHRARAWAN	ship supplies or wash demodrate a \$1.00 feet for the Sam of Placida. ** \$1.50 feet for each now or sold in the Sam of Flacida ANY USED, REBUILT (ANY USED, REBUILT (ANY USED, REBUILT (DESCRIPTION ABOVE) PLEASE SEE ADDITIONAL	P 643 may he add la 75401.7183 mandawa a frankling a frankling being place a frankling being bei
		. JOB -	# 3 TUTAL PARTS	0.00	REPAIRS,	HEGARDING
4 198UVAC	REPAIR.	RAIR S A RAITLE TYPE NOISE FROM AS BEEN HAPPENING SINCE LAST	NOT F	WARRANTEY	ALL PARTS A FACTORY AL REMANUFACTU OTHERWISE STAT	THORIZED
••	TYFP-NUMBER	J08 # 4 TOTA	PAICE-UNIT PRICE- 4 TOTAL PARTS	0.00	There may be an ad the customer. This c costs and profits to t wpair facility for mid supplies or wa (s.550,804(4)).	harge represents
37/08U <u>(1</u>)(ENT. RENTAL. CLISTONER STATES ALTERNAT REPAIR OF VEHICLE VEHICLE DOWN DURING REPA	E TRANSPORTATION REQUIRED OUR I	NG TOP 174-	# 20	The State of Florida re o be collected for each he state [s.403.718] a se collected for smanufactured batter	h new tire sold in nd a \$1.50 jee to
GE 1 OF 2				17.	403,7185],	

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











Warranty Expiring ? See Business Manager	OEMERAL .	CYCLE CORPORATIO		SOCIME	SACTS.		
63244	ANTHONY D	AY	878	682	11/07/07	PNCS29	98184
EMMA JEAN BURKE	LAMER PATE 90.00	TELESCOPER (MCT)	1000	26,407	GRAY/EBONY	P6101	
4119 SW SANTA BARBARA BLVD		C/G5/COUPE			07707706	DELVERY MALES	_
CAPE CORAL, FL 33914		1158564	1 2 1	6176		PRODUCTION D	Œ
239-540-0526 REPRESENTED TO THE PROPERTY OF TH	CONTRACTOR OF THE PARTY OF THE		-		11705/07		
PROVIDED ALTERNATE TRANSPORTATION	<u> </u>		·		,	MULEAR DUT 2	
PARTSDESCR		LIST PRICE-UNIT PI JOB # 5 TOTAL PA	RICE. ARTS	0.00	,		; ; :
SUBLETPO#	TPTTON	5 TOTAL LABOR & P/	arts	0.00			
TECHNICIAN CERTIFICATION		TOTAL - SU	LET	WARRANTY 0.00	,	.*	
TOTALS	J LESICKO	ASE STG				•	- ··
NOTE: DIXIE BUICK GMC IS A GOODWRENCH SERVICE CERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARR WARRANTY. PARTS NOTED ABOVE WITH AN ASTERICK AN BY YOU MAY BE COVERED BY A LIFETIME WARRANTY TH PERFORMED BY DIXIE BUICK. GMC.	E PLUS DEALER. RY A LIFETIME YD PURCHASED HAT MUST BE	TOTAL LABOR. TOTAL SUBLET TOTAL SUBLET TOTAL MISC C TOTAL MISC D TOTAL TAX	HĜ ISC	0.00 0.00 0.00	This share represent motor vehicle reprir fit shop supplies or want of mandates a \$1.00 (so it the Share of Florich. * * * \$1.50 (to far each new or	isposal, * * * PS * soch new tire ************************************	403,718 401d in
CUSTOMER SIGNATURE		TOTAL (NVO	ice 2	5.55	acid in the State of Florid ANY USED, REBUILT PARTWILLES STATED A DESCRIPTION ABOVE,	OR RECONDITION	IONED PARTS
					PLEASH BEE ADDITIONAL	CUSTOI	FOR

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 vohicle repair facility for miscellaneous shop Supplies or waste disposal (4.556.004(4))

The State of Florida requires a \$1.00 fee to be collected for each new the sold in the state [a.403.718] and a \$1.50 fee to be collected for each new or immunifactured battery sold in the state. [0.403.7185].

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 02:52pm

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SAMUELS

PAGE 02/04

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











WARRANTY EXPIRING ? SEE BUSINESS MANAGER

аштомя на. 6324	14	ANTHONY DAY	COC COMPORATION	Paka,	ENVORCE BATE	I More se
		LABOR RATE 90.00		78 T682	11/07/07	PNC5298264
EMMA JEAN BI 4119 SW SANTA	URKE Barraka rlvd	YEAR / MAKE / MORE		26,407	GRAY/EBONY	"P6101
APT A		05/PONTTAC/	G6/COUPE	<u> </u>	07/07/06	DESTABLISH WHERE
CAPE CORAL, FL	_ 33 9 14	1G2ZH:	158564	<u> </u>	DIXIE	PRODUCTION DATE
REMOGNICE PHONE	The summer over W2	REE NO.	NO.	٠.	YY/06/07	
<u> 239-540-0526</u>	506-471-9094	COMMUNITO				MO: 26407
CUSTOMER	ABS/BRAKE SYSTEM L STATES IN MIEN BRAKING LAKE ROTURS WARPED	TECH(S):	655 .	: WARRANTY		110- 20-07
FRONT BR ROAD TES BRAKE RO	NEO FOR BRAKE VIBRATION. D					V V
JA 2-048UZ CUSTOMER	WHEELS & TIRES STATES VIERATION AT HIGH ED TO START WITH TIRE BALA	AV TOPICE	OTAL LABOR & PART	S OLOD		
PR06LE4.	DECLINED REPAIR					
TOTALS		JOB # 2 T(TAL LABOR & PART	5 0.00	" - This charge represent	1
VARRANTY PARTS NOTED BY YOU MAY BE COVERED PERFORMED BY DIXIE BUS	HC IS A GOODWRENCH SERVICE ASED BY DUR CUSTOMERS CARRY ABOVE WITH AN ASTERICK AND BY A LIFETIME WARRANTY THA CC., GAC.		TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL 6.0.G TOTAL MISC CHG TOTAL MISC DISC TOTAL TAX	D.00 0.00 0.00 0.00 0.00 0.00	shop supplies or watte di mendates a \$1.00 des for the Sutto of Pioritie, * * * * \$1.30 for the cont new cold in the State of Florida and in the State of Florida ANY USED, REBUILLY OF PART WILLIES SPATED A	reach new tire sold in P6463.7185 mandalos a manufactured bettery
_			TOTAL INVOIC	E\$ 0.00	DESCRIPTION ABOVE	- accel to the South
CLISTOMER SIGNATI	URE	·		<u> </u>	PLEASE SEE ADDITIONAL INFORMATION REPAIRS.	CHRYOMEDI
				- 16	ALL PARTS AF FACTORY AU REMANUFACTUR JTHERWISE STAT	THORIZED/
		,		n n	here may be an edd he customer. This ci losts end profits to the spair facility for miss upplies or wa n. 500,004(4);	terge representa ne motor vehicle collaneous shop
GE 1 OF 1	CUSTOMER COPY			th be	he State of Florida par be collected for each e state [s.403.718] at collected for manufactured battery 403.7185].	nda \$1.50 fee to

PAGE 1 OF 1

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[END OF INVOICE 101:09pm

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

PB-023 (Pb-(43/07)

PALE I OF 1

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PAGE 84/84 SAMUELS 11/14/2007 13:35 2392759761 DIXIE BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMI TRAIL + FORT MYERS, FLORIDA 33912 (239) 488-0600 RECOMMENDED SERVICES STATE OF FLORIS OPERATION: " OPERATION DESCRIPTION MO/MI* (be t TION DESCRIPTIONS. MOIMI - TOTAL LURE, ORL & FILTER COOLANT HOSE(S) ROTATE TIRES HARSH SHIFT O I BUZLOF 32BUZHHOSE 049UZROTATE 25BUZTRANSERV Min NT HOSE(S) JOLING SYSTEM. JIL FILTER MI SERVICE HISTORY DATE KEPAIR GROED! | MILIFAGE | ADVISOR | TECHNICIAN | TYPE! OPERATION F OPERATION DESCRIPTION: 07/18/07 293683 21742 569 655 655 655 338UZAC 57BUZZSB A/C BLOWS WARM SEAT BELT(S) STEERINGGSUSPENSION OBBUZ 708LIZZRENT RENTAL STARTING & CHARGING TRACTION CONTROL ã55 04/17/07 289869 14203 569 1 JBUZRPLBRKH **655** SALESPERSON NO. 564 HAROLD E SILVERMAN R STATE REG# MV-12598 1G22H158564216176 STOCK MA COLOTON DOD D AND CHOCK CT MAG CT M ILO, NO D6/PONTIAC/G6/COUPE <u> P61D1</u> <u> 2981.84</u> 07/07/0 EMMA JEAN BURKE H119 SW SANTA BARBARA BLVD 63244 GMEP PALIFIC DESCRIPTION 11/05/07 DIXIE APT A CAPE CORAL, FL 33914 GRAY/EBONY IMPRES DALANGE CHARAGE SI FLOT MATE 07/07/1 Z5.000 26.407 DI HERY RATE 878 01:05pm | 11/06/07 57BUZ INTERIOR TRIM CUSTOMER STATES PLEASE READ CAREFULLY, CHECK ONE OF EFT REAR TRIM PANEL HANGING DOWN. THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100. W 41BUZ STARTING & CHARGING CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START 🗀 🗆 REQUEST A WRITTEN ESTIMATE. 🗖 I DO NOT REQUEST A WRITTEN STARTER WILL STAY ENGAGED, HAPPENS ABOUT EVERY SOTARTS. ESTIMATE AS LONG AS THE REPAIR COSTS and T. DO NOT EXCEED \$-- THE SHOP NO FIRECULO MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL W osièuž TI JOO NOT REGUEST A WRITTEN ESTIMATE STEERING&SUSPENSION · CUSTOMER STATES WHEN TURNING WHEEL LEFT OR RIGHT OR ON BRAKING OR ACCEL THERE 19 A CLUNKING IN STEERING THAT CAN BE FELT AND HEARD. ALSO WHEN BACKING UP. $2\omega\sigma'$ Fixedac Total Military All Transport Land 75-42 November 1871 18BUVACVALVE W 19BUVACVALVE LIGHT ENGINE REPAIR CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING. HAS BEEN HAPPENING SINCE LAST First Charge for Premaing an Estimate Cannot be Predetersined the Charge Wal de Babed Chi Charge Hourly Rate & Buth

CUSTOMER COPY

SEE BACK FOR ADMITTALE REPAIRS 298184

SEE BACK FOR ADDITIONAL

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remanufactured battery sold in the state.

[s.403.7185<u>]</u>.

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



PAGE 1 OF 2

CUSTOMER COPY

(239) 489-0600









Warranty Expiring ? SEE Business Manager	GM GUALITY SERVICE/PARTS GENERAL MOTORS CORE		ench .	,	
GUSTCHER NO. 63244	ANTHONY DAY	878 T593	INVOICE DATE	NVOICE NO.	7
EMMA JEAN BURKE	90.00 LICENSE ME	MESON 29,570		PNC\$300784	
4119 SW SANTA BARBARA BLVD APT A	Q6/PONTTAC/G6/COU	PE	05/VERY BATE 07/07/06	DATIVERY MARIE	<i>i</i> .
CAPE CORAL, FL 33914	1 G 2 Z H 1 5 8	5 6 4 2 1 6 1 7 6	DIXIE	PRODUCTION DATE	1
RESIDENCE PHONE		P.O. NO.	01/10/08		ii .
239-540-0526 606-471-9094	COMMENTS		1 337 33	MO: 29570	1.0
CUSTONER STATES WHEN STATING VEHT ENGUAGED/HAPPENS EVERY 10 TO 15 ST REMOTE START, DAVE HAYES AND HAYDEN HAWES CHECKE COULD NOT DUPLICATE AT THIS TIME. PARTSOTYFP-NUMBER	TECH(\$):90. TECH(\$):90. TECH(\$):90. TO AND OFF/INTERNAL ED OPERATION. PTION	On 15/08 CUCE THE COLOR INIT PRICE When I 0.00 OR & PARTS 0.00 WARRANTY NIT PRICE WARRANTY TAL PARTS 0.00	* This charge impresents motor vehicle repair fac shop supplies or waste di mandates a \$1,70 fee for the State of Florida, * * * * \$1.50 fee for each new or sold in the State of Florida	costs and profits to the filly for miscollaneous spoud. "FS403.718 each new tire sold in FS403.7185 mandates a	
J# 3 33BUZ A/C & HEATING CUSTOMER STATES HEATER MAKING WIRRI SOUNDS LIKE IN DASH. DAVE HAYES AND HAYDEN HAWES CHECKED AND COULD NOT DUPLICATE CONCERN PARTS	•	WARRANTY	ANY USED, REBUILT OF PARTWILL BUSINESS AT LEGAL SEE ADDITIONAL INFORMATION REPAIRS.	BACK FOR	
J# 4 708UZZRENT RENTAL CUSTOMER STATES ALTERNATE TRANSPORTA REPAIR OF VEHICLE VEHICLE DOWN DURING REPAIR(S) PROVIDED ALTERNATE TRANSPORTATION	JOB # 3 TOTAL LABOR	8 PARTS 0.00 WARRANTY	ALL PARTS AI FACTORY AU REMANUFACTUI OTHERWISE STAT	RED UNLESS ED.	•
# 5+018UZZ0102 3000 INTERVALS SER PERFORM 3.000 MILE SERVICE PER MAINTE LUBE OIL & OIL FILTER, TOP FLUIDS & A THANK YOU FOR SERVICING YOUR MEDICAL	JOB # 4 TOTAL LABOR	& PARTS 0.00 8 PARTS 0.00 8	a.558.604(4) <u>L</u>	targe represente he motor vehicle collaneous shop ste disposal.	
THANK YOU FOR SERVICING YOUR VEHICLE DIXIE BUICK PONTIAC GMC	ADJUST TIRE PRESSURES AT	in b	he State of Florida rec be collected for each e state [s.403.718] a e collected for manufactured battery	n new tire sold in nd a \$1.50 fee to	

[CONTINUED ON NEXT PAGE] 09:08am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION DECADDING DECADE

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

(239) 489-0600







WARRANTY EXPIRING ? SEE BUSINESS MANAGER

CVBTOMER NO.		MUTUKS CORPORATIO	N			
63244	ANTHONY D	DAY	878	жа NO. Т593	01/15/08	NVOICE NO.
EMMA JEAN BURKE	90.00	FICENSE NO	MILITA	M	GRAY/EBONY	PNCS30078
4119 SW SANTA BARBARA BLVD	D6/PONTT	EL AC/G6/COUPE			07/07/06	PERMITT HELES
CAPE CORAL, FL 33914	VERTICALE IAS, NO.	н <u>1 5 8 5 6 4</u>	2 1	6176		PRODUCTION DATE
	KEE NO.	Fig	Q. NQ.	<u> </u>	R.O. DATE	<u></u>
239-540-0526 506-471-9094	COLLEGE	<u> </u>			01/10/08	MICSADE OLO
PARTSQTYFP-NUMBER	TOTTON	I TO'T DOTCE INVESTOR	<u> </u>		<u> </u>	MO: 2957
PARTSQTYFP-NUMBER	R 1.836	5.16 5.16 JOB # 5 TOTAL PA	6.16 RTS	6.16 6.16	. /	
		5 TOTAL LABOR & PA		16.53		
UBLET - PO#VEND INV#-INV.DATE-DESCR					1/	
00 # 4 3031 H74/58112 U1/15/UB RENIA	L	TOTAL - SUB	LET	WARRANTY 0.00	V	i di
O.G. & SUPPLIES	7 250 /0		••••	4.		_
	. 3.390 /0	TOTAL GO	G	15.08 15.08	1	Ų.
SCCODEDESCRIPTION		CONTROL NO			1	,
D# 5 UIL OIL FILTER DISPOSAL CHARG	涯	TOTAL - NT	SÆ	1.00	•	
MMENIS					* This charge represent	LCOSTS and marks in the
MAGE TO LEFT FRONT DOOR		*************			motor vokicie repair fac shop supplies or waste di	
COMMENDATIONS MASE TO LEFT FRONT DOOR		· · · · · · · · · · · · · · · · · · ·			01 0000000 0 5 1.00 Rea Co	C 6000 mare tien let 4.
					the State of Florida. * * * 11.50 for for each new or	TOTAL COMMANDE AND ADDRESS OF THE PARTY OF T
CHNICIAN CERTIFICATION	GARRIELE	ACE P CM A	····	- l'	iold to the Suits of Florida	
TALS		ADE OF UNIT	-5K 11	. 15	NY USED, REBUILT O WRT WILLES STATED A	R RECONDITIONET
TE: DIXIE BUICK GMC TE A GOODARGEBUR GERVICE	BUILT Drive				PESCRIPTION ABOVE.	OR OTHER PROPERTY.
TE: DIXIE BUICK. GMC IS A GOODWRENCH SERVICE RTAIN REPAIRS PURCHASED BY OUR CUSTOHERS CARR RRANTY. PARTS NOTED ABOVE LYTE CUSTOHERS CARRY	Y A LIFETIME	TOTAL LABOR	• •	10.37 6.16		,
YOU MAY BE COVEDED BY A DECEMBER WARRANTE TO	PURCHASED AT MUST BE	TOTAL PARTS TOTAL SUBLET. TOTAL G.O.G.		0.00	PLEASE SEE	BACK FOR
RFORMED BY DIXIE BUICK. GMC.		TOTAL MISC CH	G	T' NR 1 1	ADDITIONAL NFORMATION	CUSTOMER
		TOTAL MISC DI		0.00 F	REPAIRS.	HEGARDING
·	'	TOTAL INVOIC			LL PARTS A	RF NEW AD
			, L. 4	/ } }	АСТОЯУ ДЫ	THORIZEN
CUSTOMER SIGNATURE				18	REMANUFACTU THERWISE STAT	RED UNLESS
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	\sim	:! <u>/</u> _/_	1	, ,	here may be an add to customer. This ci	19MA Conmount
	J		1 1	į c	osts end profits to t	he motor vobicie:
	<u>) (</u>	ALICE.	_	[81	pair facility for mis upplies or wa	cellaneous shop ete disposal
			,d	10	559.904(4)]	upposal,
	_~~	2010 a 45 a 2010	البلا	מר	e State of Florida rec	juires a \$1.00 tea
				110	be collected for pac e state [s.403.718] e	b now tire cold in [
				156	collected for	55.50 fee to

PAGE 2 OF 2

CUSTOMER COPY [END OF INVOICE] 08:09em

be collected for each new or remanufactured battery sold in the state. [4403.7185].

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

10/08

Amber Boey

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

> Ambur Oney

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

Amber

BBB AUTO LINE



AGREEMENT TO ARBITRATE

Case Number: PGM0831666 Date: 01/23/2008

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: (reflects the deduction of a rebate, if applicable)

Purchase price:

(* 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)

THEVROLET PONTAC ENLINCIAC COME OIDENCE SATURE THEOREM

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

Subject: 2006 Pontiac G6

Customer:

VIN: 1G2ZH158564

Ref SR:71-595410065 V-147769

Dear Robert Alkins:

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

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

Thank you for your cooperation.

Sincerely,

General Motors RVDC 2717 Schust Rd Saginaw, MI 48603

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

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

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

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

147769

Dec-14-07 04:06P	• • • • •	P.16
DOXIN BUICK PONTIAC OMC TRUCK, INC.	DATE	SLESPERSON
【 (((())) 1456\$ South Terriami Trail	- 07/07/06	1
	STOCK 9 P6101	HAROLD E SILVERHAN
BUICK Fort Mers, Floride 33912		
(239) 489-1387 (239) 489-0600 (239) 489-0798	OMBO 🖸 WHITE	[[]
	——	 7/07/06
AS THEY APPEAR ON D. IVER'S FICENSE	LEASE USED	DILINERY DATE TIME
1. PURCHASER	IF CHE LAST SOUR PROFES OF THE	1
2 PURCHASER	IF GMS LAST FOUR DIGITS OF BUY	
	GMS OR SUPPLIER AUTHORIZATIO)
ADDRESS	SEALANT	
Giv ST County To	STRIPES	
CAPE CORAL ST FL COUNTY		
HOME PHONE #	l	
Model		
OOG PONTIAC G6	/	
1 6 2 7 H 1 5 8 5 6 4 1	<u> </u>	
color Mileage g Deal #		
TEALTH GRY MET 54080		1
DESCRIPTION OF TRADE-IN- & PAYOFF INFORMATION	SALE PRICE INCLUDING ACCESSORIES	22400
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PAGE 1 OF 1 CUSTOMER CORY	SEE BACK FOR ADDITIONAL SPANSES SEE SACK FOR ADDITIONAL SEE SACK FOR ADDITIONA
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(N) - \(\tilde{\pi}\)	DIXIE BUICK DON'T AC CHE STRANGET FLAT NATE R.O. No. 2 5	
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RECOMMENDED SEF	MICES TO COLOR OF THE TOTAL OF	
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SERVICE HISTORY		
	93683 21742 569 655 655 655 81	W 33BUZAC A/C B DWS WARM S 77BUZZ5B SEAT EUT(S) W 03BUZ STEER NG&SUSPENSION W 77DBUZZRENT RENTAL
	89869 14203 569 655	W 11BUZRPLBRKH STARTING & CHARGING TRACTION CONTROL
SALESPERSON NO. 564 TG2ZH1584	HAROLD E SILVERMAN SERVI	F STATE REG# MV-12598
C CASH C CHECK C M.C. C VIGA C ANX	CAUTOMER NO. SERVICE CONT 63244 GMPP	07/07/06 DIXIE 11/05/0
CAPE CORAL	7 · ¬	Y A 26 407 878 ANTHONY DAY
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1 W 57BUZ CUSTOMER STATES LEFT REAR TRIM PA	INTERIOR TRIM	PLEASE READ CAMEFULLY, CHECK ONE OF THE STATEMENT'S BELOW, AND SIGN:
C4041 .3	TIME CHAIL PRICE R.O. NO.	
2 W 418UZ CUSTOMER STATES	STARTING & CHARGING WHEN STARTING WITH KEY OR REMOTE START	ESTIMATE. DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS
2ND TIME	ENGAGED. HAPPENS ABOUT EVERY & STARTS.	DO NOT EXCEED \$
3 W 03BUZ GUSTOMER STATES	STEEDINGLEURDENSION	WRITTEN OR ORAL APPROVAL. DO NOT PER EST A WRITTEN ESTIMATE BIGNET
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4 W 19BUVACVALV CUSTOMER STATES ENGINE WHILE BLAN	THERE IS A RATTLE TYPE NOISE FROM MING. HAS BEEN HAPPENING THE LAST	-1/655
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BrRenta	1 day 7 PROCHECK FOR	P THE CHARGE FOR PRI SARING AN ESTIMATE CANNOT BE PREDETISMANED THE CHARGE WILL BE BASED ON. D. FLAT RATE C. SCHENLY RATE C. SCH.
PAGE 1 OF 1 Marg	1 Aces	SEE BACKFOR ADDITIONAL INFORMATION REGARDING REPAIRS 298184

Summery - Claim History - Vet Service	esphing to this partie) are those which easy manufacturar. The setting dealer hereby is all warrantes, either express or implied at senarties of method parties are implied at senarties of method parties any same for it may faililly in connection with the section, Buyer shall not be entitled in selling dealer any consequential demages, by demages by long of wealthing dealer any consequential demages, by demages by long of wealthing dealer any consequential demages. RGES OF \$30.90 PER DAY WILL SECTION OF SECTION AND APPLIES ARE COMPLETED. Service work for 12 donths or 12,000 rates, list if our applie or replacement his in normal it period, we'll be it we of charge. Partie and AL CHARGE: A SMALL CHARGE WILL BE III REPAR BWOICE FOR THE MANAGEMENT.	CAUSE CORRECTION CHUY)? TECHNICIAN'S NAME & NUMBER CORRECTION	JOB 61 - 07 - 04 - 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
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TECHNICIAN'S FINDINGS AND REMARKS

LITERIES AND CONDITIONS

AMER OF WARRANTY

Dec-14-07 04:01P	1	P.09 9
	XIE BUICK PONTIAC GMC TRUC 14565 SOUTH TAMIAMI TRAIL - FORT MYERS, FLORIDA (239) 489-0600	35912 ~ _ GMC
BUICK PONTING	STRANGHT FLAT RATE R.O. NO. 19824 TIME OF THE PRICE R.O. NO. 1982 TO TIME OF THE PRICE R.O. TO TIME OF THE	" TRUCKS
RECOMMENDED SERVICE	STATE OF FLORIDA REGISTRATION : MV-12595	N DOY DESCRIPTION MOUNT TOTAL .
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07/18/07 29368.	3 21742 569 655 W 338UZAC 655 W 578UZZSB 655 W 038UZ 81 W 708UZZRENT 655 W 418UZ	A/C BLOWS WARM SEAT JELT(S) STEERING&SUSPENSION RENTAL STARTING & CHARGING
	9 14203 569 655 W 11BUZRPLBRI ANOLD E SILVERMAN SERVICE	H TRACTION CONTROL STATE REG# MV-12598
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1 W 11BUZ CUSTOMER STATES VIBRATION WHEN BRAKE	ABS/BRAKE SYSTEM PLEAS THE STATION FLAT RATE PRICE PRO NO 75 2 7 TIME WHEELS & TIRES ATION AT HIGHWAY SPEEDS	PREAD CAREFULLY, CHECK ONE OF TATEMENTS BELOW, AND SIGN: I UNDER STATE LAW, I WRITTEN ESTIMATE, IF LEXCEPT \$100.
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DIXIE, BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMITRAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-12598 (239) 489-0600







[s.403,7185].

WARRANTY EXPIRING ? SEE BUSINESS MANAGER

PAGE 2 OF 2

	GENERAL	MOTORS CORPORATI	ŊŊ			
63244	ADVISOR ANTHONY		878	Ø NO.	01/15/08	PNC5300784
	90 - 00	LICENSE NO.	MILEAG	29,570	GRADE	51005 NO. P6101
	YEAR / MAKE / NO	DEL AC/G6/COUPE			07/07/06	DELIVERY MILES
CAPE CORAL, FL	VEHICLE I.D. NO.	H I 5 8 5 6	4	· · · · · ·	CELLENG CHALER NO.	PROGUCTION DATE
	RTE NO.	<u>н д э ө э ө</u>	P.O. NO.		DIXIE	
REGIDENCE RIMANU	OCUMENTS				01/10/08	MENAGO AUT
PARTSQTYFP-NUMBERDESC	Depresent				<u> </u>	мо: 29570
JOB # 5 1 25010792 FILT	ER 1.836	6 16	6 76	6.16	1 . /	
·	9,	JOB # 5 TOTAL		6.16	l i /	
CURL CO.		5 TOTAL LABOR &	PARTS	16.53	/	
SUBLETPO#VEND INV#-INV.DATE-DESC JOB # 4 9651 H74752112 01/15/08 RENT/	RIPTI on Al			WARRANTY	1 1/	·
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MISCCODEDESCRIPTION	,,,,	CONTROL NO			ı	`
OTE OTE PICIES DISPOSAL CHAR	(GE	TOTAL 1	MISC	1.00	· . ·	
COMMENTS	•				This charge represent	s costs and profits to the
					shop supplies or waste d	incest = 1 Treatment
RECOMMENDATIONS	***********			,	the State of Pleside. * * *	F cach new tire sold in
FECHNICIAN CERTIFICATION	•				\$1.50 for for each now of sold in the State of Plorid	Proposition and because
JAMES I	R GABRIELE	ASE 8 GN	CERTIF		ANY USED, RESULT	_
OTALS					MART WILLES STATED A DESCRIPTION ABOVE.	SSICH INTERNIOR OF
OTE: DIXIE BUICK GMC IS A GOODWRENCH SERVIC ERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARI ARRANTY, PARTS NOTED ABOVE WITH AN ASTERICK AL Y YOU MAY BE COVERED BY A LISTETINE WARRANTY	E PLUS DEALER.	<u>TOT</u> AL LABOR		10.37	PENDITION NBOVE	•
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			- Carrier	[]	he State of Florida re	quires a \$1.00 fee
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GE 2 DE 2				l is	.403.71851.	y solo in the state.

CUSTOMER COPY [END OF INVOICE) 09:09am

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

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PAGE 1 OF 2

CUSTOMER COPY

WARRANTY EXPIRING ?

(239) 489-0600









Warranty Expiring ? See Business Manager	GENERAL MOTORS COR			
63244	ADVISOR	878	INVOICE BATE 01/15/08	PNC5300784
	90.00		D GRAY/EBONY	P6101
	06/PONTTAC/G6/COL		05.VENY DATE 07/07/06	DELVERY MESS
CAPE CORAL, FL	VEHICLE LD. NO.	5 6 4	SELLING DEALER NO.	PRODUCTION DATE
: :	F.T.E. NO.	P.O. NO.	DIXIE	
BESTAPAGE BANGAR	COMMENTA		01/10/08	MAEAGE OUT
LABOR & PARTS		*******	· · · · · · · · · · · · · · · · · · ·	MO: 29570
CUSTOMER STATES WHEN STARTING VER ENGUAGED/HAPPENS EVERY 10 TO 15 S REMOTE START DAVE HAYES AND HAYDEN HAWES CHECK COULD NOT DUPLICATE AT THIS TIME.	KED CAR WITH CUSTOMER AND	e de la companya de l		
PARTSDESCR	JUB # 1	0.00 چے iUIAL PARTS		
J# 2:40BUZZS LAMPS & LIGHTS CUSTOMER STATES	JOB # 1 TOTAL LAS			
FÖGLIGHT SWITCH LIGHT INOP/FOGLIG LIGHT UP INDICATOR LIGHT IN SWITCH FLICKER: SHORT.	HTS WORK SWITCH DOES NOT		, , ,	• ,• 1.7
SHORT. REPLACED FOGLIGHT SWITCH AND CHECK	S ON AND OFF/INTERNAL		- * This charge represent	costs and profits to the
PARTS OTY FP-NUMBER DESCRI	IPTIONLIST PRICE- 1 2,485 JOB # 2 To	OTAL PARTS WARRANTY	motor vehicle repair the shop supplies or waste di mandates a \$1,00 fee for the State of Florida, * * * \$1,50 fee for such new or sold in the State of Florida	FS403.718 mondates a
J# 3 33BUZ A/C & HEATING CUSTOMER STATES HEATER MAKING WIRR SOUNDS LIKE IN DASH.		R.& PARTS 0.00	ANY USED, REBUILT (PART WILL BUSTATED A DESCRIPTION ABOVE	S SI VIII THE THE BANKS I
DAVE HAYES AND HAYDEN HAWES CHECKE AND COULD NOT DUPLICATE CONCERN PARTSQTYFP-MUMBER	PTIONLIST PRICE-U JOB # 3 TO		PLEASE SEE ADDITIONAL INFORMATION REPAIRS.	·CUSTOMEDI
# 4 708UZZRENT RENTAL CUSTOMER STATES ALTERNATE TRANSPORT REPAIR OF VEHICLE VEHICLE DOWN DURING REPAIR(S) PROVIDED ALTERNATE TRANSPORTATION	JOB # 3 TOTAL LABO TECH(S):90 FATION REQUIRED DURING	WARRANTY	ALL PARTS AU FACTORY AU REMANUFACTUI OTHERWISE STAT	THORIZED RED UNLESS
ARTSOTYFP.NUMBEROESCRIP 5+01BUZZO102 3000 INTERVALS SER PERFORM 3.DOO MILE SERVICE PER MAINT LUBE OIL & GIL FILTER, TOP FLUIOS & THANK YOU FOR SERVICING YOUR VEHIGLE PIXIE BUICK PONTIAC GMC	JOB # 4 TOTAL LABOR	AL PARTS 0.00 & PARTS 0.00	[(0.559.904(4)],	narga represents he motor vahicle celloneous shop ste disposal.
THANK YOU FOR SERVICING YOUR VEHICLE DIXIE BUICK PONTIAC GMC GE 1 OF 2	AT TANK PRESSURES) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	The State of Fiorida red o be collected for eac he state [s.403.716] a se collected for emanufactured battery s.403.7185].	h new tire sold in nd a \$1,50 fee to

(CONTINUED ON NEXT PAGE) 09:080m

SEE BACK FOR ADDITIONAL CUSTOMED INFORMATION DEGADDING DEBAIRS

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.

THE WORD VINITUE TO SUPERIOR TO A CHOUNTY THEODOGRAPH THE DV GWAG

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

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

DIXIE BUICK PONTIAC GMC TRUCK

GM Vehicle Inquiry System Claim History

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

Help

VIN: 1G2ZH158564

CLAIM HISTORY

Repair Orc	rder Date : 01/10/2008 Repair Orde Number :		Repair Order Number :	300784	Odome	ter Rea	ding:	ng: 29570 miles				
Serviced By:	DIXIE I PO BOX			AC GMC TRUCK	Selling Sou	urce :		16 - PC	16 - PONTIAC			
	FORT MYERS, FL 33906-6165 (239) 489-0600				Site Code	:		17059	17059			
					Business Associate Code:			11830	118301			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	art	Auth Code	Person Code	Line Total	Comments		
01/25/2008	868	01	#	N2232 - FOG LAMP SWITCH REPLACEMENT	1585057 SWITC		N/A	N/A	\$ 47.13	N		

Repair Orc	ler Date	: 11	/05/2007	Repair Order Number :	298184 Odometer Reading			ading :	26407 miles		
Serviced	DIXIE BUICK PONTIAC GMC TRUCK				Selling Source: 16 -				- PONTIAC		
By:	PO BOX 60165 FORT MYERS, FL 33906-6165		906-6165	Site Code :			1705	9			
	(239) 48	39-0600)		Business A	ssociate	e Code :	1183	01		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	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 KI		N/A	N/A	\$ 123.15	N	
12/04/2007	853	04	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A		G	N/A	\$ 86.00	N	

Repair Oro	ler Date	: 07	/18/2007	Repair Order Number :	293683	Odon	ıeter Re	adin	ng:	21742 miles			
Serviced				AC GMC TRUCK	Selling Sou	ırce :			16 - F	PONTIAC			
By:	PO BOX 60165 FORT MYERS, FL 33906-6165				Site Code	:			17059)			
	(239) 489-0600					ssociat	e Code :		11830	01			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	rt	Auth Code		rson ode	Line Total	Comments		
07/27/2007	816	01	#	D4440 - COMPRESSOF ASSEMBLY - REPĽACE	1579524 COMPR		N/A	N	/A	\$ 610.26	N		
07/27/2007	816	02	#	B2853 - HOSE, SUNROOF DRAIN - REAR - R&R OR REPLACE	N/A		N/A	N	//A	\$ 148.42	N		
07/27/2007	816	03	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	2268771 SHAFT		N/A	N	/A	\$ 168.75	N		
07/27/2007	816	04	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A		G	N	/A	\$ 90.00	<u>Y</u>		
07/27/2007	816	05	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	N/A		N/A	N	/A	\$ 51.95	N		
Repair Orc	ler Date	: 04	/17/2007	Repair Order	289869 Odometer Read			adin	ng :		14203 miles		

Repair Ord	ler Date	: 04/	/17/2007	Number :	289869 Odometer Reading :			ading :	14203 miles			
Serviced				AC GMC TRUCK	Selling Sou		16 - I	16 - PONTIAC				
By :	FORT N	PO BOX 60165 FORT MYERS, FL 33906-6165						17059	9			
	(239) 489-0600				Business Associate Code:			11830	118301			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	rt	Auth Code	Person Code	Line Total	Comments		
04/27/2007	790	01	#	N1720 - FUSE - REPLACE	88909755 FUSE KI		N/A	N/A	\$ 19.43	N		
04/24/2007	789	01	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -	15775370 MOTOR		В	N/A	\$ 355.93	N		
04/24/2007	789	02	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A		G	N/A	\$ 111.00	Y		
					Ţ							

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

Repair Oro	ler Date	: 09/	12/2006	Repair Order Number :	278888	Odom	eter Re	ading :	3970 miles			
Serviced				AC GMC TRUCK	Selling Sou	rce :		16 - I	PONTIAC			
By :	PO BOX 60165 FORT MYERS, FL 33906-6165				Site Code :				17059			
	(239) 48	39-060C)		Business Associate Code :			11830	01			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	t	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 Ord	der Date : 12/02/2005 Repair Order Number :			A16176 Odometer Read			ding:	: 0 miles				
Serviced		DIXIE BUICK PONTIAC GMC TRUCK PO BOX 60165				urce :		16 - P	16 - PONTIAC			
By:	FORT N	FORT MYERS, FL 33906-6165			Site Code	:		17059	17059			
	(239) 489-0600				Business Associate Code :			11830	1			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	P	'art	Auth Code	Person Code	Line Total	Comments		
12/06/2005	645	01	I	Z7000 - PRE-DELIVER' INSPECTION - BASE TIME	Y N/A		N/A	N/A	\$ 89.58	N		

CHECK HISTORY

Vehicle Has No Associated Check History.

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

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













GENERAL MOTORS BUSINESS RESOURCE CENTER

February 7, 2008

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

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

Service Request: 71-595410065 BBB Case Number: PGM0831666

2006 Pontiac G6

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

Manufacturers Voluntary Replacement Settlement Offer in Writing

,	satisfied with her 2006 Pontiac G6. cisfaction our customers receive fro		
for any inconvenience		in their vehicles.	we apologize
At this time, General Motors v under the parameters set belo	,	a replacemen	nt vehicle

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

Reasonable allowance

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

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

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

Sincerely,

Penny Crisp Arbitration Specialist General Motors Corporation Business Resource Center

SAMUELS

PAGE 01/01

	Ph.
SEND TO: ESTIMATICS UNIT	
Shop Address/Location: 5" Aug.	Office Phone: 1-866-775-3691 VEHICLE INFORMATION Address General ANTA Cape Coval FL Owner Name: 162.ZH1585H1
Phone #: (239) 1995 - 1659. Fax #:	Vehicle year: Make: That I have Model: G-Le Original Estimator: Description: 12-14-67

is vehicle ready for inspection? Yes No

SUPPLEMENT INFORMATION

REPAIR	REPLACE	DESCRIPTION	PRICE	LABOR HRS	MEE HER	PART & MATL			
		Driver's Door		50	2,0	<u> </u>			
V		· 11 Fender		7.0	L,O_	Blend-2000			
1			· · ·	. %	, ,				
			<u>'</u>	:		·			
			-	 					
	-					.			
प्राप्ति हाती	শা নান্ত্ৰালয় <u>।</u>								
REPAIR	REPLACE	DESCRIPTION	PRICE	LABOR HRS		PAINT INMATE			
			•	8.0	3,0	(4250			
		11 hos							
				<u></u>	11 47000 av				
Commer	nts / Appro	val:	,			art,			
		· · · · · · · · · · · · · · · · · · ·		1					

NOTICE: PRIVATE AND CONFIDENTIAL

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

104942.1 Rov. 12-13-2001













GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 24, 2008

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

Re:

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

Dear Mr. Hayes:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Marion Lindsey Customer Relationship Specialist Aditya Birla Minacs

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

02/04/2008 14:15 FAX ☑ 001/022



BBB AUTO LINE

February 4, 2008 Re:W-C2 PGM0831666

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

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

Dear Jeff Spiegel:

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

Enclosed please find the following information:

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

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

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

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

Council of Better Business Bureaus, Inc.

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

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

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

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

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

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

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

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

Sincerely,

Cheryl Carey at Extension 397



BBB AUTO LINE

February 4, 2008

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

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

Dear Madam/Sir:

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

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

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

Sincerely,

Cheryl Carey at Extension 397

- '

, Dr

Customer Claim Form

Contact Date:	Start Date:	Case)	Vumber:	
Have you contacted the managed Have you previously filed if yes, name of provider: _	fr regarding your claim? S a claim on this vehicle wit Date:Case Nu	h the BRB or spother dienes.	esolution provider? 🔲	YES NO
Titled Owner(s), N ame &	Address			
Cape Coral, FL			V.	e F:
	,	,		,
Evening Phone: same	e/c		9,	
Fax Number: 866-264-3755 E-mall Address: Cell Phone:	i		\$ 9 5	· .
Vehicle Information Namc(s) of individual(s) or Vehicle Use: ⊠Personal ☐ Transmission Type: Make: Pontiac	Business∐Both I Number Model: G6	ercentage of time vehicle used of vehicles owned or leased by	for business purposes: y the business: rrent Mileage:	(
Vehicle Identification Numb Servicing Dealer/City/State: Selling Dealer/City/State: se Insurance Carrier: AAA- Policy Number: Has vehicle been in an accid-	er: 1G2ZH158564 Dixie Pontiac, Fort Myers me :	FL		K H
Purchase/Lease Information	· Shall D	MNo, ∐Dute of accident; ; En+ in Le++ Doo icle was purchased or right sid	r (Hit and	1 aun)
Purchase Date: Mileage of Purchased As : New U. Is the vehicle in your possess Lienholder's Name: CMA	Lease at purchase: Lease sed Domo Is the ion? Lease	Date: Mileage at le ed As: New Used De vehicle in your possession? ng Company's Name: Address:	,, (DDO)	* v* v* v*
Address: 00 80) City/St/Zip:CoCV-(Phone; ? Lichholder Acct#: 029	(BIIO 2Y50111C, MD 2103 -9091-55242	City/St/Zip Phone: ig Company's Acct #:		}
vahicle repurchase plus attorn Signature of Titled Owner(s): I am submitting this dispute for re-	Describe what you want a eys feas		Plan	Uselas
Arbitration Rules.	20(01)()))	and I agree to arbi	trate the dispute under BB	B AUTO LINE

Customer Claim Form

Customer Name:

Case Number:

Vehicle Concerns

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

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

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

Page 1 of 3

Carey, Cheryl

From:

Bopp, Cathy [cbopp@consumerlawcenter.com]

Sent:

Friday, February 01, 2008 3:10 PM

To:

Carey, Cheryl

Subject:

v. GM

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

docs.pdf; purchase doc.pdf

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

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

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

From: Bopp, Cathy

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

To: AZDept Fax

Subject: 7032479700

GM 0831664 WARC

Request for Arbitration

Our Client:

Client's Home State:

Vehicle:

VIN#:

Purchased As: Date of Purchase:

Date of Delivery:

Place of Purchase:

Last Servicing Dealer:

Current Mileage:

Date of First Repair: Mileage at First Repair:

Warranty Coverage:

Florida

2006 Pontiac G6

1G2ZH158564

New July 7, 2006

July 7, 2006

Dixic Pontiac

Ft. Myers, FL

Dixie Pontiac Ft. Myers, FL

Approximately 30000

July 18, 2007

21742 miles

3 years/36,000 miles

To Whom It May Concern:

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

Page 2 of 3

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

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

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

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

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

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

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

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

Cathy Bopp

Page 3 of 3

τ

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

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

		'	
Late Charge. If a payment is not received in full charge of 5% of the part of the payment that is late			☐ Crodit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
 Prepayment if you pay off all your dobt early, you 	Wilthit be old have a forces.	۸.	Credit Disability (Buyer Only)
Socurity interest. YOU are diving a security interest	sticultu valiala kalee evele		1 1
Additional information: See this contract for nonpayment default, any required recognized to	mile information including	information about	i Premjum:
nonpayment, default, any required repayment in ful	Deligin the scheduled date, or	nd security interest.	I I Gredit Dife s
•	• •		Credit Disability \$ 1/5
ITEMIZATION OF AMOUNT FINANCED	Man and Artist		(Insurance Company)
1 Cash price (Including any accessories, services,			H/A (Home Office Address)
ANG MAGS/	· • • •	24722 Sc(1)	
2 Total downpayment = '(If negative enter '0' and	ser 1 + 41 pelow)	- 24772 SE(1)	Credit life insurance and credit disability insurance
Gross trade-in \$ M.7.0 — payoff1	by alles by	• •	buy or not buy craft the thermal decision to
= net trade-in \$	T 1 1 1 T		
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		23722 55(3)	you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if
4 Other charges including amounts paid to others o	on) at bet alf (Seller may	7.47 <u>77 55(3)</u>	I I JOO PRIV OI YOUR DAYMANIS ON NOW PRANT PLANTS.
vest batt or mese simblings):	-		neurance does not cover any increase in your payment or in the number of payments.
A Cost of optional credit Insurance paid to the company or companies	ic incinan e	**** **** h-: .yemp	Property of the normor or payments.
Life s	1.4		If the box above is checked to indicate that you
Oisability \$ 17	5		I WELL GIRLIE IIIO INCIDENTANA BIAAAA 4447 1
B Other insurance paid to the insurance company	∀ 1	1	following acknowledgements:
T VIII I TO BE THE TO DOWN TO BE THE BOOK OF	- N/A		100
(delicitie)		i	.1. You understand that you have the option of assigning any other policy or policies you own or may produce for the policy or policies you own or
			
	·,.		I SHA UIGI YUU TO DOLDAWA IA AMAAAAA 1622 aakuu 14.4
	·	41	insurance policy in order to obtain the credit
, 		1	X Section 1
D. Government license and/or registration facs	<u>58</u>	. }	Buyer Signatura Date
(describe)	•		<u>x</u>
1	·	· · · ·]	Co-Buyer Signature Date:
			1'2- YOU understand that the condit title because .
of any state of the large of th			
			application, you are unable to engage in employment or unable to perform normal activities
		· ' '	TVI B UCIDUR OF VOIL INC. BAN ANN AND AV. AV
Government documentary stemp taxes	=\$ =\$		I 1764G IV 31011 1019 REMOMBINGAAAAAA 16 444 444 III
Government taxes not included in each price	-1 1-1	ĺ.	credit life insurance policy does not contain this restriction.)
(describe)	<u>.</u> ,	· 1	Buyer Signature Data
			Buyer Signature Date
	5N/A		<u>x</u>
Government certificate of title fees		, l,	Co-Buyer Signature Date
(including \$ N/A security interest recording	2.4(1) \$	Į	3. You understand that the benefits under the area
Othor charges (Sallor must identify who is paid a	n. 61		
describe purpose _i)		1	you reach a certain age and you verify that your age accurately represented on the application or
P SELLER & GMP for SERVICE ((伊藤1470_00.	["	policy.
TATE OF EL TOT TAX ON SI	(C.CD		<u> </u>
TO DIVIE QUILL GOL GAP PROTE	(): 150 <u>599 00</u>		Buyer Signature Date
to N/A for N/A	\$ N/A	. 1.1	X
to N/A for N/A			Co-Buyer Signature Date
to N/A for M/A	\$N/A	11	Other Insurance.
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otal other charges and amounts paid to others on	the belief S	II	Type of Insurance Torn
mount financed (3 + 4)		3548 50 (4)	Premium \$N/A
	···	5970 75 (5)	
			(Insurance Company)
,		1.1	(mostanos Company)
•	•	11	(Home Office Address)
		1.1	want the Insurance checked above.
			<u>x</u>
	•	11	Buyer Signature Dato
		1.1	x
	1	11	Co-Buyer Signature

SAMUELS

PAGE 03/04

MOV	5.	2007	SUMMARY	HTGTORY	DTGPI.AV
W-7.4	э,	200/	Chimirki	MIDIONI	THOUTHE

Store 01	SERVC01	PORT	5007	3652
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	STOMER NAI TAL R/O'S	GE G	ATOT	l Berv	. DA:	PN	45		1922#158564 Pontiac
	RO.NO. 293683	RO. DATE. 07/18/2007		ADV/	TECK 969	J#	T	OPERATION CODE	DESCRIPTION
				Ŧ	655	1	W	33BUZAC	A/C BLOWS WARM
				T	655	2	W	578U2Z6B	SEAT BELT(S)
				Ŧ	65 5	3	W	03BUZ	STEERINGESUSPEN
				${f T}$	81	4	W	70BUKERRAT	RENTAL
_				T	655	5	W	41BUZ	STARTING & CHAR
2	389869	04/17/2007	14203	A	569				Assertation of Contra
				T	655	1	W	11BUZRPLBRKK	TRACTION CONTRO
				Ţ	655		Ċ		LUBB OIL FILTER
				T	655	3	C	COBUSO3	ROTATE TIRES
				Ť	655	4	W	40BUZE7	LIGHTER/ACC JAC
				T	183	5	W	70BUZZRENT	RENTAL
	****		_	T	655	6	W	99B02	GM CAMPAIGN
4	278988	09/12/2006	3970		569				 -
				T	655	1	W	19B U Z	LIGHT ENGINE RE

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

Ille Tony Day Called .

Said car was ready still not fixed, Took Service man with me fer a Drive and the hole front in was still Shaking (not fixed 1177 picked up ear Tony stated it was the rotoss that were turned on paper work giveing to me it states that it was in fact a resurfacing of front brake rotors, I declined Balancing of tires Still overturning beccus I just had them

rotated and balanced 1

There is also a rood kit I was not told above

Still is also over turning wich was not fixed for the 3rd time. I have a witness Ony after recived my car back went to ruch and

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



(239) 489-0500

PONTIAC

GM QUALITY STRVICE/PARTS

Goodwierch



PNC\$293683

MO: 21742

P6101

ROCKLOTTON ONTO

WARRANTY EXPIRING ?

see business manager	CENERAL MOTORS CORPORA	VETOX		
очетомен но. 63244	DESTREE REPINE	569	No. 257	07/23/07
	90.00	MILEAGU	21,742	
	06/PONTIAC/G6/COUPE		٧	87787706
CAPE CORAL, FL	VEHICLE ID, NO. 1 G 2 Z H 1 5 8 5 (5 4		DIXIE
	_	P,Q, MO,		07/18/07
Lanco d' Sulva	COMMUNICATION			
LABOR & PARTS CHAIL 33802AC CUSTONER STATES A/C IS NOT BLOWN CUMPRESSOR INOP, BROKEN COMPRESSOR REPLACED COMPRESSOR	NE COLO RE SHAFT.	and the second	-TEANTANTY	
PARTS	RIPTIONLIST PRICE-UNIT RESSO 9.170 ICANT 8.800 ISBO FREON JOS # 1 TOTAL	T PRICE.	WARRANTY WARRANTY WARRANTY O. DO	135
	900 B 4 minut 1 man -		•	
3# 2 578UZZSR SEAT BEETES AND ASSESSED OF THE PARTY OF TH	PUT SEAT BELT ON AND SEAT		RADRANTO	ž.
FOUND DRAIN HOSE OFF AT L.R. CORN REPOSITIONED HOSE AND REATTACHED	er of Sunroof. (Glue/Tie Wrap)			* * This charge represen
PARTS QTYFP-MIMBERDE\$CRI	IPTIONLIST PRICE-UNIT	PRICE.	, "- , '	motor vohicia repair fi shop pumbles or south
	JUB # 2 IUTAL	PARTS	0.00	thendates a \$1.00 fbc's the State of Ployids.
3#-3 GBBUZ	JOB # 2 TUTAL LABOR &	PARTS	0,00	31.30 its for each men a sold in the State of Flori
OF 3 G3BUZ STEERINGESUSPENSION TO STEERING WHEN MOISE IN ISHAFT REPLACED I-SHAFT	TURNING EITHER DIRECTION	·····································	Habbinda	ANY USED, RESULT PART WILL BUSTATED DESCRIPTION ABOVE
PARTS	PTIONLIST PRICE-UNIT	PRICE-		_ 6=
•	DOD # 3 TOTAL	PARIS	WARRANTY 0.00	PLEASE SEE ADDITIONAL
#-4.2081778ENT TO LEGENTARY THE TOTAL TOTA	JOB # 3 TOTAL LABOR &	PARTS	0.00	INFORMATION REPAIRS
# 4,208UZZRENT THE RENTROCKED TO THE TENTE OF THE PROPERTY OF	239.80. pate leti (23 82) da 19.00 et 17. 00 et	randi (interna	PERANTY	ALL PARTS A
ARTSOTYFP-NUMBERDESCRIP	TIONLIST PRICE-UNIT JOB # 4 TUTAL F	PRICE- PARTS		REMANUFACTU OTHERWISE STA
CUST ST: SCHETTINES STARTER STAYS EN TSB 0505040760 REPROGRAM PCM	JOB # 4 TOTAL LABOR A F	ARTS	0.00 ARRESTRY	There may be an extended the customer. This is costed and profiles to repair technique for my supplices or will (6.555.904(4)).
RTSOTYFP-NUMBEROESCRIFI	TIONLIST PRICE-UNIT PA JOB # 5 TOTAL PA	RICE- ARTS	0.00 14	The State of Florida ro o be collected for ea he state is 409 74 or

* This charge represents costs and profits to the otter vehicle repair facility for miscellaneous operapiles or wests disposel. * * *F8403,713 and the self in a State of Florida. * * *F8403,7185 mandates a 1,30 for for each new or misculation of the self in a State of Florida. * * F8403,7185 mandates a 1,30 for for each new or misculational bandry id in the State of Florida.

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

LEASE SEE BACK FOR DDITIONAL CUSTOMER VFORMATION REGARDING PPAIRS.

LL PARTS ARE NEW OR ACTORY AUTHORIZED EMANUFACTURED UNLESS THERWISE STATED

nere may be an additional charge to e customer. This charge represent ests and profile to the motor vehicle pair tacility for miscellaneous shot pplies or waste disposal .550.904(4)).

e State of Florida requires a \$1.00 fe be collected for each new tire sold is he state [5.403,718] and a \$1,50 fee b be collected for each new o remanulactured battery sold in the state [8.403.7185].

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 08:579m

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING CERTIFIC

 $\langle \cdot | \cdot$

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

(239) 489-0600











WARRANTY EXPIRING ? SEE BUBINESS MANAGER

63244	ADVISOR DESIREE REPI	NE 569	TM9 LO. 257	07/23/07	PNC\$293683		
	90.00	MACHINE NO.	21,742	55.55	##C5293083		
	06/PONTIAC/G	6/COUPE	1.	07/07/06	DELMENT MATER		
CAPE CORAL, FL	1 G 2 Z H 1			PRING DEALM NO.	PRODUCTION DATE		
- Control of the Cont	AT,g, NO.	NOT GIT!		87/18/07	 -		
	COMMENTS		***		MO: 21742		
SUBLETPO#VEND_INV#-TNV-DATE		TAL LABOR & PARTS	0.00		1 1 1 1 1 1		
JOB # 4 7858 0270299 07/23/07	RENTAL	TOTAL - SUBLET	WARRANTY 0.00				
COMMENTS			•		• " • • •		
WITE: DIXIE BUICK. GMC IS A GODDWRENCH S ERTAIN REPAIRS PURCHASED BY OUR CUSTOME WARRANTY. PARTS NOTED ABOVE WITH AN ASTER BY YOU MAY BE COVERED BY A LIFETINE WARRANTER OR DIXIE BUICK. GMC.	GERVICE PLUS DEALER, S. CARRY A LIFETIME LICK AND PURCHASED NEW THAT HUST-BE	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL 6.0.G. TOTAL HISC CHG TOTAL HISC DISC	0.00 0.00 0.00 0.00 0.00 0.00				

TOTAL INVOICE \$

CUSTOMER SIGNATURE

 This charge represents costs and profits to the mount vehicle repair facility for miscollameous shop supplies or waste dispusal. * * *73403.718 mondatus a \$1.00 fee for cash new tire sold in the State of Picnics. * * *76403.7185 resentation a \$1,50 the fay each dow or remarkatheared bettery sold in the State of Ptotion.

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

PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.

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

There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop SUPPINE OF [(0.559.904(4)). wasie disposal.

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

PAGE 2 OF 2

CUSTOMER COPY

I END OF INVOICE 108:57am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

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A contract to the second of th

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











WARI SEE B	RANTY EXPIRING ? IUSINGSO MANAGER		GM GKIAI SERVICE/R L MOTORS (ains L		Goodwe	anch .			
CHITCHON NO.	63244	ANTHONY				010	11/07	7/07	Mydicania DA/CC	298184
		90.00		FI NO.	MITEVO	25,407	60100	/EBONY	"P610:	
		OB/PONT	TAC/G6/			20, 40	87787		DELIVERY NO.	
CAPE C	ORAL, FL	VENICLE 15, NO.	. —		4		(SELLEN) DE	ALER HEL	PRODUCTION	O/ITE
		RTS, NO.		<u> </u>	0.144		D I >		 	
O.C. Whomas		COLUMNITS				<u>.</u>	1 11/03	<u> </u>	WELFAGE CHIT	26402
	RTS- INTERIOR TRIM CUSTOMER STATES LEFT REAR TRIM PANEL HANGING DOWN. QUARTER TRIM PANEL ON LEFT REAR LO REINSTALLED TRIM PANEL.	0SE				· = WARRANTY). 	
PARTS	-QTYFP-MUMBERDESCRI	TION	LIST PRI JOB #	ICE-UNIT P	RICE -	0.00	1.5	, i.e.	22 22	
J# 2 41BUZ	CUSTOMER STATES WHEN STARTING WITH STARTER WILL STAY ENGAGED. HAPPENS CHECKED OPERATION OF STARTING SYSTE TIMES. OPERATING AS DESIGNED.	Tec Key or Reno About Every N AND Tried	1 TOTAL R(S):81 TE START 5 STARTS SEVERAL	LABOR & P	WATS	0.00				1 (1) (1) (2) (2) (3)
PARTS·····	CUSTOMER STATES	J08 #	2 TOTAL 1(5):655	LABOR & PA	RICE- ARTS	0.00 0.00	shop supplice the State of S1,50 the State of	alo ripeir fui os ce vouto d 51.00 fae fo Marida, * * *	a contract probability for missinguistic for mis	FS403,719
DADTE -	MHEN TURNING MHEEL LEFT OR RIGHT OR THERE IS A CLUNKING IN STEERING THA HEARD, ALSO WHEN BACKING UP WORN/LADSE RIGHT OUTER TIE RUD END ROAD TESTED FOR CLUNK, INSPECTED STI SUSPENSION, REPLACED RIGHT TIE ROD I	on Braking T Can be Fei Eering and End and set	OR ACCEL. LT AND TOE.	may	L ixe ∧o	۵)	PLEAS	Bestateda Unabovil E See	BACK	EMETS
JOB # 3	TYFP-NUMBER		J08 # 1	I TUTAL PA	RTS	MARRANTY	AUUIII	ATION	REGAR	MEDI
j# 4 1980VAC	VALVE LIGHT ENGINE RERAIR CUSTOMER STATES THERE IS A RATTLE TY ENGINE WHILE RURNING, HAS BEEN HAPPE REPAIR. ROADTESTED AND CHECKED OVER. COULD N	TECH PE NOISE FA WING SINCE	3 TOTAL ((\$):655 OH LAST E CONCERN	NOL	ディング	, ,	remani Otherw	DFACTU DSE STAT	,	LESS
PARTSQ	OPERATING AS DESIGNED. TYFP-NUMBER		LIST PRIC		ICE. 🗥	امما	me custen Sosta and	ner. This c profits to t lity for mis	ditional cha harge repr the motor s legilangoja	esente rehicie s shop
		J08 #	4 TOTAL L	ABÓR & PAR	ns	n an II	(7.228 '904(sphbusa	or wa 4)]_	islo dis	posal.
W 5+70BUZZKE	NTRENTAL CUSTONER STATES ALTERNATE TRANSPORTAT REPAIR OF VEHICLE VEHICLE DOWN DURING REPAIR(S)	TON REQUIRE	S):81: D OURING		1-14-1411	18	o do collec he etau) [#, p collec	### for ead ####################################	Quires a \$1, oh new tire; und a \$1,50 dach ne	sold in lice to
PAGE 1 OF 2	CLISTOMER COPY		(CONTINUE)		PAGE M	11/	.403,7185). 	y Bold in the	state.
ž	SEE BACK FOR ADDRESS.									

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

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SAM IFI S

PAGE 81/84

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

(239) 489-0600











WARRANTY EXPIRING ? GEE BUSINESS MANAGER CUSTOMER MA 63244 PNC\$298184 11/07/07 INTHONY DAY 878 AND PERSONS 90.00 P6101 GRAY/EBONY 26,407 THAT, / MAIGH / MOOR 67707706 DELLATIVE No. 00 06/PONTIAC/G5/COUPE VEHICLE (p. W CAPE CORAL, FL <u> 1627 H 158564</u> DIXIE 11705/07 Tall Same MO: 26407 PROVIDED ALTERNATE TRANSPORTATION 0.00 JOH # 5 TOTAL LABOR & PARTS 0.00 SUBLET ---- PO# ----- VEND INV#-INV.DATE-DESCRIPTION------JOB # 5 8997 271188 11/07/07 CAR RENTAL HARRANTY TOTAL - SUBLET TECHNICIAN CERTIFICATION.... FRANK J LESICKO ASE STG TOTALS----NOTE: DIXIE BUICK GMC IS A GOODWRENCH SERVICE PLUS DEALER. CERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CAPRY A LIFETIME WARRANTY, PARTS NOTED ABOVE WITH AN ASTERICK AND PURCHASED BY VOL MAY BE COVERED BY A LIFETIME WARRANTY THAT MUST BE PERFORMED BY DIXIE BUICK. GMC. TOTAL LABOR.
TOTAL PARTS
TOTAL SUBJECT
TOTAL G.G.G.
TOTAL MISC CHS.
TOTAL MISC DISC
TOTAL TAX 0.00 ā.0ŏ "This sharps experience may and profits to the motor vehicle repair facility for miscellaneous step supplies or wants disposal, * 2 *F5403.716 muscletes a \$1.00 (so far such may fire sold in the State of Florida. * * F5403.7163 muscletes a \$1.00 (so far such may fire sold in the State of Florida. * * F5403.7163 muscletes a 0.00 0_00 \$1,50 fto for each now or remainfeatured believy sold to the State of Florida. TOTAL INVOICE S 0.00 ANY USED, REBUILT OR RECONDITIONED PARTWILLER STATED AS SUCH IN THE PARTS CUSTOMER SIGNATURE DESCRIPTION ABOVE, PLEASE BEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS. ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS OTHERWISE STATED. There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscalizacous shop Supplies or waste disposal

PAGE 2 OF 2

CUSTOMER CORY

[END OF INVOICE] 02:50pm

SEE BACK FOR ADDITIONAL CLISTOMER INFORMATION REGARDING REPAIRS

((a.55**0.0**04(4))]

[9.403.7185].

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

2392789761

SAMUELS

PAGE 02/04

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











WARRANTY EXPIRING ?

SEE BUSINESS MANAGER	GENERAL M	TOUS CORPORA	L'INCEN		'	
сшетомая но. 63244	ANTHONY DA	Υ	878	THE WAY	11/07/07	PNC529826
	90.00	LIGHTER MO.	MILE	26,407	GRAY/EBONY	P6101
	VENROUS LA NO.	/G6/COUPE			07/07/06	DESTABLISHED TO
CAPE CORAL, FL	1 G 2 Z H	15856			DIXIE	PRODUCTION DATE
Contract Con	GORALENTO		NO.PO.		YY/06/0 7	
BOR & PARTS						MO: 2640
\$ 1 110109 Ass 25544 Starrent):655.		: MARRANCY		î v V
**************************************	J08 # 1	TOTAL LABOR &	Farts	0.00	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
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CLSTONER DECLINED REPAIR			•]	18 11	
TALS	J08 # 2	TOTAL LABOR &	PARTS	0.00	1	1
TE: DIXIE BUICK. GMC IS A GOODWRENCH SERVICE RTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARR RRAINTY. PARTS NOTED ABOVE WITH AN ASTERICK AM YOU MAY BE COVERED BY A LIFETIME WARRANTY THY RFORMED BY DIXIE BUICK, GMC.	PLUS DEALER Y A LIFETIME D PURCHASED AT MUST BE	TOTAL LAB TOTAL SIGN TOTAL SIGN TOTAL HIS TOTAL HIS TOTAL TAX	C CHG	00.00 00.00 00.00 00.00 00.00 00.00	"This charge representation relation to the supplies or waited in the supplies or waited in the supplies of Plotide, """ it is of the far each new or wild in the State of Florida ANY USED, RESULLING ART WILLES STATED A BECRIPTION ABOVE.	ility for adecallaneous spend, 7 * *Ph403.718 7 cach new tire sold in P6463.7183 mandalos a managementatived between
CUSTOMER SIGNATURE),	NESCY OF	
				lí.	LEASE SEE ADDITIONAL NEORMATION REPAIRS.	CHOTOLIC
				F	LL PARTS AN ACTORY AU EMANUFACTUR THERWISE STAT	THORIZED
				اثرا	ters may be an edd e customer. This of sits and profits to it pair facility for miss	arge represents

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE 101:09pm

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

PB-023 (Fb-143/07)

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

[t:403.7185].

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

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

CUSTOMER COPY

☑ 017/022

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



PAGE 1 OF 2

CUSTOMER COPY

WARRANTY EXPIRING ?

(239) 489-0600









SEE BUSINESS MANAGER	GENERAL MOTORS CORPOR	ATION			
GUSTCHER NO. 63244	ANTHONY DAY	TAG NO.	INVOICE DATE	MANORES NO.	7
	LABOR PATE LICENSE MD.	878 HERADE	01/15/08	PNC\$300784	3
	90.00 YEAR / MAYE / MODEL		GRAY/EBONY	P6101	1
,	LOG/PONTTAC/GG/COUPE		051/VERY BATE 07/07/06	DATIVERY MARIE	<u>۵.</u>
CAPE CORAL, FL	THE PARTY IN THE P		SOLLING DEVISE NO	PRODUCTION DATE	- :
	1 G 2 Z H 1 5 8 5	6. 4	DIXIE		1
PROPERTY OF THE PROPERTY OF TH	CONDITION		01/10/08		
· -	COMMENTS			MILEAGE OUT	1
LABOR & PARTS				MO: 29570	
	VEHICLE STARTER WILL STAY 15 STARTS/HAPPENS HITH KEY OR	when I warranty			 - - -
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J#: 2:408UZZ3 LAMPS_8 INTENTS	TECHCS1:90	MARCHANIA			1
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	'				\
INDICATOR LIGHT IN SWITCH FLIC SHORT.	KERS ON AND OFF/INTERNAL		* * This change	·	
REPLACED FOGLIGHT SWITCH AND C	HECKED OPERATION.	· · · · · · · · · · · · · · · · · · ·	This charge impresents motor vehicle repair fact	IIII for with a size a a	"' '
PARTSOTYFP-NUMBER	PCOLUTTON	<u> </u>	KOOD MIDDUKS OF WALLS AL	IRAMA) A A ABCIAN AIA (.	. "
J08 # 2 1 15850573 SW	ITCH 2.485	PRICE-	mandates a \$1,00 fee for he State of Florida, * * *	17404 7106	η (v.
	JOB # 2 TOTAL	'Asama 'Tabana'i	5) 50 fee for each new or sold in the Susta of Florids	remarkable and be a con-	,1,'
	JOB # 2 TOTAL LABOR 8	DADTO			
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			REPAIRS.		
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PERFORM 3,000 MILE SERVICE PER M	AINTENENCE GUIDE	10.3/	, , ,		
# 5+018UZZ0102 2000 INTERVALS SER PERFORM 3.000 MILE SERVICE PER M LUBE OIL & OIL FILTER, TOP FLUID THANK YOU FOR SERVICING YOUR VEH DIXIE BUICK PONTIAC GMC	S & ADJUST TIRE PRESSURES	π	e State of Florida red	wiree & \$1.00 fee	
DIXIE BUICK PONTIAC GMC	are of	10	PA COMPERED FOR ARCH	n now tire easy _	
•		1 74	state [s.403.718] at collected for	000h!	
		(4) [PI	nanuiactured botterv	sold in the state	
AGE 1 OF 2		[[5.	403.7185].		

[CONTINUED ON NEXT PAGE] 09:08am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION DECADRING DECADE

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

(239) 489-0600







Goodwiench

WARRANTY EXPIRING? SEE BUSINESS MANAGER

63244	ANTHONY D	DAY	878	A0 10	01/15/08	NVOICE NO.
	90.00	FICENSE NO	MILITA		GOLON	PNCS3007
	YEAR / MAKE / MEDI	EL AC/G6/COUPE		<u> </u>	GRAY/EBONY	P6101
CAPE CORAL, FL	AEUICITE ITO, MO.				07/07/06	PRODUCTED DATE
• • -	ATE NO.	<u>н 1, 5 8 5 6</u>	4 150, NO.		DIXIE	
RIDENCE BETTING	OO LANDARD		<u> </u>		01/10/08	
MTSOTV ED AUNDED				· ·	<u> </u>	MO: 295
MRTSQTYFP-NUMBERDESCR 10 # 5 1 25010792 FILTE				6.16 6.16	. /	
	J08 #	5 TOTAL LABOR 8	PARTS	16,53	/	
BLET PO# VEND INV# INV DATE DESCR B # 4 9651 H74752112 01/15/08 RENTA	- . ::		SUBLET	WARRANTY 0.00	Vi	· 3.
O.G. & SUPPLIES- B # 5 4.5 CASTROL MOTOR DIL @	3.350 /0	NIT TOTAL •	GOG	15.08 15.08	1	
SCCODEDESCRIPTIONB # 5 OIL OIL FILTER DISPOSAL CHARG	SE	CONTROL NO TOTAL -	HISC	1.00		
MENTS AGE TO LEFT FRONT DOOR		 *****!			* This charge represent motor volticle ropels fac	costs and profits to a
					shop supplies or waste di mandates a \$1.00 fee for	annesi 8 B bertakta
OMMENDATIONS AGE TO LEFT FRONT DOOR					the State of Florida.	アダイのタ フリック ・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・
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E: DIXIE BUICK. GMC IS A GOODWRENCH SERVICE TAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARRY RANTY. PARTS NOTED ABOVE WITH AN ASTERICK AN YOU MAY BE COVERED BY A LIFETIME WARRANTY THE FORMED BY DIXIE BUICK. GMC.	PLUS DEALER. Y A LIFETIME O PURCHASED AT MUST BE	TOTAL LABO TOTAL SUBL TOTAL SUBL TOTAL G.O. TOTAL MISC TOTAL MISC TOTAL TAX.	S ET CHG.	10.37 6.16 0.00 15.08	PLEASE SEE ADDITIONAL INFORMATION REPAIRS.	BACK FO
·	1	TOTAL INVO		34.57	ALL PARTS A	RE NEW OF
CUSTOMER SIGNATURE					FACTORY AU REMANUFACTUI THERWISE STAT	THORIZED
	Ir	ZASIC*		o n	There may be an add no customer. This closts and profits to to epair (acility for mis upplies or wa s.559.804(4)).	lange represents he motor vehicle
2 QF 2	_mentele			0 5 7 8	he State of Florida red to collected for eac e state [s.403.718] a collected for manufactured battery 403.7185].	h new tire sold in nd a \$1.50 fee to
CUSTOMER COPY		END OF IN	MONOE 100	· An		

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

110/08



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



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



SR # 71-595410065

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

Phone # 800-200-4622

Privileged and Confidential Information

CASE ASSESSMENT

By: Marion Lindsey State: FL

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

VEHICLE REPAIR HISTORY

Phone Number: 678-240-9832

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Starter
Phone/Cell Number: 813 541-5615,

node and mailbox 404082 8057

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

\boxtimes Electrical

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

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

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

☐ Engine

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

HVAC

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

☐ Body, water leak

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

☐ <u>Brakes</u>

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

$\hfill \square$ Wheels and tires

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

☐ Interior trim

Date:	RO #:	Days Out:	Mileage:	<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 #: Mileage: Description of Complaint and Repair Performed: Days Out: Verified with customer if the vehicle has ever been involved in an accident Y, small dent in left door from a hit and run accident. If yes are the RO's attached N, no info on body repairs provided by attorney.

☐ Other

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

THE STATE LEMON LAW READS:

Days out of service: 30 days

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

consumer.

Time period: 2 years plus 60 days

Does Lemon Law state nonconformity must continue to exist? N

If applicable, safety-related repairs: N/A

Safety-related time period: N/A

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

completed

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

Vehicle Meets Presumption of Lemon Law YES

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

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

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

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

email: jspiegel@consumerlawcenter.com

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

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

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

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

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

Customer has retained attorney Jeff Spiegel with Krohn and Moss.

CRS has requested repair and sales info from selling dealer.

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

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

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

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

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

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

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

CRS spoke w/: SVC MGR, Dave Hayes

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

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

CRS requested info on:

Days out of service?

Misuse/Abuse/Lack of maint?

Cust caused or prevented?

TAC contacted? Case#?

Any after market items on vehicle?

Dealer fax #- 1-239-489-0798

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

CRS spoke w/: SVC MGR, Dave Hayes

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

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

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

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

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

arb spec advised:

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

CAM sts

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

arb spec advised svc mgr not avail

CAM sts

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

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

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

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

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

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

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

	TEAM LEAD APPROVING:	{Name}	Date: {Date}
--	----------------------	--------	--------------

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

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

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

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

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

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

DLVY DOE: 07/11/06 ORDER BY:

CANC: CANC DOE:

CAPE CORAL

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

--INCENTIVES--

 CODE
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PROCESS TYPE: 001 CHECK NO: SSN:

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

POLICY PYMT CMNT: ACTV TYPE: 6

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

POLICY PYMT CMNT: ACTV TYPE: 6

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PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 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 RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY

14:21:17

08/11/07

PROCESSING SOURCE: PONTIAC PAGE:

VIN: 1G2ZH1585 64

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

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

PROCESS TYPE: 001 CHECK NO: SSN:

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

POLICY PYMT CMNT: ACTV TYPE: 6

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PROCESS TYPE: 004 CHECK NO: SSN:

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

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

POLICY PYMT CMNT: ACTV TYPE: 6

BBB AUTO LINE Customer Claim Form

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

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

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

Account Number _

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: PGM0831666

SECTION 4: VEHICLE PROB	LEMS (LIST Primary P	robiem fir	St)	
Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
starter/electrical		3		yes
steering/suspension		2		yes

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

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

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



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB
 AUTO LINE claim or at any other time that the vehicle defect has caused an
 accident or fire that resulted in damage to any vehicle or damage to property.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- Repairs.
- Reimbursement for money the customer paid to repair the vehicle.
- Repurchase of the vehicle.
- Replacement of the vehicle if it was purchased or leased new.

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

- **Owned vehicle repurchase** The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- **Leased vehicle repurchase** To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- Replacement of a vehicle purchased or leased new The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Important: Replacement is not an available remedy if the current customer purchased or leased a **used** vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

• The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

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

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

STANDARDS OF THE FLORIDA LEMON LAW Motor Vehicle Warranty Enforcement Act

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

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

VEHICLES COVERED

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

CONSUMERS COVERED

The lemon law covers any of the following:

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

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

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED THE FLORIDA LEMON LAW

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

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

LEMON LAW RIGHTS PERIOD

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

MANUFACTURER'S DUTY TO REPAIR

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

FINAL REPAIR ATTEMPT

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

After three repair attempts:

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

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

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

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

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

After 15 days out of service:

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

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

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

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

REASONABLE NUMBER OF REPAIR ATTEMPTS

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

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

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

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

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

DISPUTE RESOLUTION

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

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

TIME PERIOD FOR FILING CLAIMS

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

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

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

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

REMEDIES UNDER THE FLORIDALEMON LAW

REPURCHASE OF OWNED VEHICLE

Basic Repurchase Amount

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

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

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

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

Deductions From Amount Paid to Purchaser

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

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

REPURCHASE OF LEASED VEHICLE

Basic Repurchase Amount

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

To the lessee:

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

To the lessor:

The Lease Price MINUS the Lessee Cost.

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

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

Deductions From Amount Paid to Lessee

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

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

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REPLACEMENT

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

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

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

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

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

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

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

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

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

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P.O. Box 60165 Fort Myers, Florida 33912	STOCK PEGOT	CO C SILVERHAM
(239) 489-1387 (239) 489-0798		
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AS THEY APPEAR ON DOLVER'S LICENSE		7/06
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CUSTOMER NAME:	
VIN: 1 6 2 Z H 1 5 8 5 6 4	·
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1. Customer Intentive	
I assign the total amount of customer incentive(s) listed to the dealer named below and request that incentive(s) he applied: (a) and to the down payment on this vehicle, (b) where permissible by is (Bill of Sale indicates per incentive price, amount of incentive, and final price with incentive applied issued in my name by Limiter named below:	c evailable customer , as a price reduction or (c) a check be
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and/or	
b. I elect to receive	
a. <u>Vehicle Incentive Achteviledgment</u> . I am the ultimate retail purchaser or leases of the vehicle bearing the number, which was wild/insted to me by the Dealer, pamed below. This vehicle was purchased/leased use and not resale and I took delivery on <u>07/07/06</u> . I acknowledge receipt of incentive(s and release CMI Division from any future claim or obligation for incentive(s) on this unit.	
Is vehicle equipped with OnStar?Yes No	
b. Terms and Chidiffons Acknowledgment. I acknowledge that I have received the Terms and C the OnStar service is my vehicle is provided (copies are available in the vehicle glovebox, from the deal or by contacting OnStar as described below).	, at <u>www.onstancom,</u>
I understand that in delicit to cancel the OnStar service in my vehicle, I must press the like OnStar be call 1,888.40 Star (1,888.466.7827) or TTY 1,877.248.2080 and movest that my Services be cancel.	tion in my vehicle or led.
Purchaser/Lessee Signature:	Date: 07/07/06
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The undersigned person, as Dealer representative, certifies that the information on this application is true an incentive(s) described in term	Correct, and that the
incentive(s) described in itemind the OnStar Terms and Conditions have been provided to the said purchase	lessee who has taken
delivery of the referenced unit through this Dealership and that properly completed accurate delivery data he General Motors or Saab Cars USA.	s been forwarded to
Authorized Dealer Signature:	07, 07, 06
DEXIE BUICK PONTIAC GMC TRUCK, INC. BUICK 39-320 GMC 53-484 PONTIAC 17-059	GIM3795 9/05
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TECHNICIAN'S FINDINGS AND REMARKS

LITERIES AND CONDITIONS

AMER OF WARRANTY

Dec-14-07 04:01P	1	, P. 09 9
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DIXIE, BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMITRAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-12598 (239) 489-0600







WARRANTY EXPIRING ? SEE BUSINESS MANAGER

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

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WARRANTY EXPIRING ?

(239) 489-0600









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SEE BACK FOR ADDITIONAL CUSTOMED INFORMATION DEGADDING DEBAIDS

Mandatory Repurchase

XXX BBB Case Mandatory Straight Repurchase
COMPLIANCE DATE4-18-08
ADR REQUEST NUMBER71-595410065
CUSTOMER NAME
LAST SIX OF VIN
ADR CRSMarion Lindsey 1-866-7905700 EXT21259
DVM _Hayden Hawes PHONE813-541-5615
DATE ACCEPTANCE RECEIVED3-18-08
NUMBER OF DAYS FOR COMPLIANCE30
TEAM LEAD'S SIGNATURE
ADR Exceptions that need to be paid i.e. over allowance and negative equity.
COMMENTS/REASON FOR EXCEPTION:
File will be returned without all information above completed.

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

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

TOTAL 24295.00 22865.85 PAY 310 22865.85

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 21820.80

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

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

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













GENERAL MOTORS BUSINESS RESOURCE CENTER

February 7, 2008

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

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

Service Request: 71-595410065 BBB Case Number: PGM0831666

2006 Pontiac G6

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

Manufacturers Voluntary Replacement Settlement Offer in Writing

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

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

Reasonable allowance

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

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

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

Sincerely,

Penny Crisp Arbitration Specialist General Motors Corporation Business Resource Center

BBB.

BBB AUTO LINE

January 23, 2008 Re:w-c2 PGM0831666:

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vs Pontiac/GMC Division 1G2ZH158564

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

Dear Jeff Spiegel:

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

Enclosed please find the following information:

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

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

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

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

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

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

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

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

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

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

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

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

Sincerely,

Cheryl Carey at Extension 397

BBB AUTO LINE



January 23, 2008

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

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

Dear Madam/Sir:

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

Enclosed please find the following information:

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

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

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

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

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

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

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

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

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

Sincerely,

Cheryl Carey at Extension 397



Customer:

Date: 03/13/08

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

ACCEPTANCE OR REJECTION OF DECISION

Case Number: PGM0831666

State: FL

Enclosed is the Arbitration decision in your case. We hope you volunteer arbitrator(s) to be satisfactory. Please call us if you	
COMPLETE THE FOLLOWING AND RETURI	N IT TO US IMMEDIATELY
Note: If this form is not received at the CBBB office wit letter, the decision will be considered rejected and the want to return the form via certified mail or fax it to th you call your case specialist to confirm receipt.	manufacturer will be notified. You may
Please check one of the following.	
I ACCEPT THE ARBITRATION DECISION. I understan	d 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 claim that has been resolved at the arbitration according to the Arbitrator's decision or unless other	hearing, unless the business fails to perform
I REJECT THE ARBITRATION DECISION. I understand	d this means:
* I may pursue other legal remedies under state or f	ederal law;
 depending on federal or state law, the decision ma business in any civil court action relating to any ma 	
* the business will not be obligated to perform any p	art of the decision; and,
* this will end Better Business Bureau involvement in	n my case.
Signature(s) of Titled Owner(s):	
Date:	

BBB AUTO LINE



March 13, 2008

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

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

Dear Madam/Sir:

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

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

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

Sincerely,

Cheryl Carey at Extension 397



Repurchase Decision (Owned Vehicle)

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Customer:

Hearing Date: 02/11/08

Arbitrator: Edward J. Conrad

Question 1

Vehicle (Year, Make, Model):

2006, Pontiac, G6

Question 2

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

a The actual price paid for the vehicle

\$22,130,00

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

\$5.532.50

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

0

d Deduction based on negative equity, if any

0

e SUBTOTAL

\$16,597.50

Question 3

Other eligible amounts:

Description/Amount

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

c TOTAL AMOUNT (2e + 3)

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

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

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

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

CASE: PGM0831666

Arbitrator: Edward J. Conrad

Customer:

Date: 03/06/08



Lemon Law Reasons for Decision

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Customer: - Hearing Date: 02/11/08

Arbitrator: Edward J. Conrad

- Fact Sheet Section -

Fact Sheet Queston 1

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

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

- Reasoning Section -

Question 1

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

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

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

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

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

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

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

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

Question 2

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

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

Question 3

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

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

15

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

Yes

c Please explain how you reached this conclusion.

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

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

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

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

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

Question 4

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

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

Question 5

If awarding a repurchase or replacement:

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

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

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

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

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

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

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

Question 6

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

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

Question 7

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

CASE: PGM0831666

Arbitrator: Edward J. Conrad

Customer:

Date: 03/06/08

02/04/2008 14:14 FAX ☑ 001/002



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 02/04/2008

Case Number: PGM0831666

Customer:

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

REVISED 2/4/08

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

Model : G6 Year : 2006

All parties named above submit to arbitration the following:

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

The parties have come to agreement on the following:

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

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

Manufacturer : Denial

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

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

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

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

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

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

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

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

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

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

Mandatory Repurchase

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

ADR REPURCHASE CHECKLIST

SR # 71-595410065,

VIN-

1G2ZH158564

Once completed, this document should be attached to the SR.

Cover sheet denoting a Request # and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
☐ Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates
☐ Invoice on original vehicle (from BARS)-old VIN & new VIN if a trade
☐ Incentive Acknowledgement Form
Signed Bill of Sale on original vehicle
Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA
Agreement to Arbitrate (For CA cases, attach the CCF)
Repair Orders (KY and FL only)
Invoice for any conversion package (if applicable)*** N/A***
Receipts for any after-market items (if applicable)*** N/A
BBB ruling/lemon law ruling and/or BBB settlement letter (if applicable)
Signed customer acceptance of decision for Mandatory Repurchases
Financial Institution information including: account #, phone # & Institution name
Overallowance/Incentives/Negative Equity Form
ACV on trade-in documented *** N/A, no trade in
Copy of the Customer Claim Form (CCF) only on Mandates
Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #
Attorney, Jeff Spiegel, with Krohn and Moss

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





Case Number: 147769

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

Created Date: 03/25/2008

Vehicle Info

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

Vehicle Comments & TAC Explanation:

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

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

Vehicle Owner(s)

Entity Type Joint Owners

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

* Address

* City * Day Phone: * E-mail:

Cape Coral

jspiegel@consumerlawcen..

* Secondary Owner:

* Company:GMAC

* Title State: FL

* State FL * Home Phone:

* ZIP Code: * Cell Phone:

Account #:

ZIP Code: 21030

* Fax Phone: (866) 264-3755

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

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

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

(M0110) Steering - General - Noise

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

(D0105) HVAC - General - Inoperative

Vehicle Lien Holder

Type of Secured Interest: Standard Lien

Contact or Attention: P O Box 8110

Address City Cockeysville

State MD

(800) 200-4622 E-mail: Day Phone: Fax:

Original Selling Dealer

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

Region: 30 District: 1252

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

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

Repurchasing Dealer:

Repair

* Contact Title SVC MGR * Contact Name: David Hayes

Vehicle Location:

March 25, 2008 Page 1 of 2





Case Number: 147769

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

Created Date: 03/25/2008

Transaction Details:

> Siebel Request #: 71-595410065 * Disposition Auction

* Type: State: Straight Repurchase

Source: ADR BBB Mandated

Replacement VIN:

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

MSRP: 0.0 Order #:

Repurchase:

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

Disposition: GM auction

* Processing Instructions:

Transaction Details

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

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

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

ORDER NO. JRBZXT/TRE STOCK NO.

DETROIT MI 48243-1114
VEHICLE INVOICE 2AD53518989

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

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

TOTAL 24295.00 22865.85 PAY 310 22865.85

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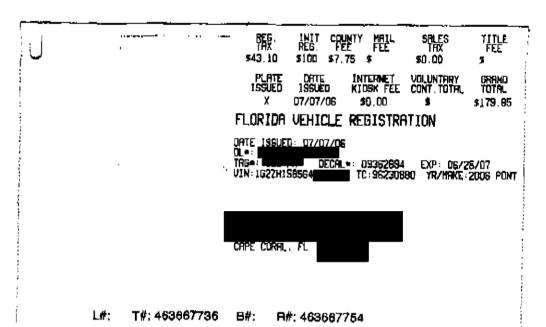
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THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

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

PAGE 02/02



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

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02/04/2008 14:14 FAX ☑ 001/002



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 02/04/2008

Case Number: PGM0831666

Customer:

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

REVISED 2/4/08

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

Model : G6 Year : 2006

All parties named above submit to arbitration the following:

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

The parties have come to agreement on the following:

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

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

Manufacturer : Denial

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

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

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

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

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

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

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

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

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

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

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







WARRANTY EXPIRING ? SEE BUSINESS MANAGER

		MOTORS CORPORATION			
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	90.00	LICENSE NO.	Mistar 29.57	GRAY/EBONY	втоск №. P6101
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PAGE 2 OF 2

CUSTOMER COPY [END OF INVOICE) 09:09am

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

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PAGE 1 OF 2

WARRANTY EXPIRING ?

(239) 489-0600









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SEE BACK FOR ADDITIONAL CLISTOMED INFORMATION DEGADDING DEDATES



Date: 03/13/08

ACCEPTANCE OR REJECTION OF DECISION

Case Number: PGM0831666

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

BBB AUTO LINE



March 13, 2008

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

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

Dear Madam/Sir:

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

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

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

Sincerely,

Cheryl Carey at Extension 397



Repurchase Decision (Owned Vehicle)

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Customer:

- Hearing Date: 02/11/08

Arbitrator: Edward J. Conrad

Question 1

Vehicle (Year, Make, Model):

2006, Pontiac, G6

Question 2

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

a The actual price paid for the vehicle

\$22 130 nn

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

\$5,532.50

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

0

d Deduction based on negative equity, if any

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e SUBTOTAL

\$16,597.50

Question 3

Other eligible amounts:

Description/Amount

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

c TOTAL AMOUNT (2e + 3)

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

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

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

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

CASE: PGM0831666

Arbitrator: Edward J. Conrad

Customer:

Date: 03/06/08



Lemon Law Reasons for Decision

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Arbitrator: Edward J. Conrad

- Fact Sheet Section -

Fact Sheet Queston 1

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

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

- Reasoning Section -

Question 1

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

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

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

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

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

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

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

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

Question 2

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

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

Question 3

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

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

15

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

Yes

c Please explain how you reached this conclusion.

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

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

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

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

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

Question 4

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

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

Question 5

If awarding a repurchase or replacement:

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

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

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

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

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

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

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

Question 6

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

a Materials/Documents Submitted by Customer

*Agreement to Arbitrate

*Email from Cathy Bopp to Chery! Carey

*Customer Claim Form

*US Postal Service Address Label

*US Postal Service Domestic Return Receipt

*Motor Vehicle Defect Notification letter

b Materials/Documents Submitted by Manufacturer

*Summary History Display

*Invoice 7/18/07

*Invoice 11/5/07

*Invoice 11/6/07

*Invoice 1/10/08

Question 7

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

CASE: PGM0831666

Arbitrator: Edward J. Conrad

Customer:

Date: 03/06/08

BBB AUTO LINE



March 18, 2008

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

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

Dear Madam/Sir:

Enclosed is the customer's Acceptance/Rejection Form.

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

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

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

Sincerely,

Cheryl Carey at Extension 397

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

3/13/2008 11:05:23 AM

PAGE 003/008

Fax Server

3 · ·

TO:

COMPANY:



CBBB

ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

State: FL

Customer:

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

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

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

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

Please check one of the following.

I ACCEPT THE ARBITRATION DECISION, I understand this means:

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

I REJECT THE ARBITRATION DECISION. I understand this means:

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

Signature(s) of Titled Owner(s):

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

SR # 71-595410065

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

Phone # 800-200-4622

02/04/2008 14:15 FAX ☑ 001/022



BBB AUTO LINE

February 4, 2008 Re:W-C2 PGM0831666:

vs Pontiac/GMC Division 1G2ZH158564



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

Dear Jeff Spiegel:

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

Enclosed please find the following information:

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

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

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

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

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

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

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

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

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

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

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

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

Sincerely,

Cheryl Carey at Extension 397



BBB AUTO LINE

February 4, 2008

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

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

Dear Madam/Sir:

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

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

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

Sincerely,

Cheryl Carey at Extension 397

- '

, Dr

Customer Claim Form

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

Customer Claim Form

Customer Name: Amber Oney

Case Number:

Vehicle Concerns

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

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

Problems -Please list your <u>primary</u> concern first	Servicing Dealer(s)	Current? Yea or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Ou of Service
HVAC	Dixie	Y	2	7/18/2007- 7/23/07	21742 -	6
, 				1/10/08- 1/15/08	29570	6
Body and Trim	SAA	X	2	7/18/2007- 7/23/07	21742	6
				1/10/08- 1/15/08	29570	6
Steering/suspension	SAA	Y	2	7/18/2007-	21742	6
<i>;</i>	-			7/23/07 11/5/07	26407	l I
Engine/electrical system	SAA	Y -			,	_
J J J J J J J J J J J J J J J J J	DOM:	,	4	7/18/2007- 7/23/07	21,742	6
				11/5/07 11/6/07- 11/7/07	26,407 26,407	1 2
, ·		 .		1/10/08- 1/15/08	29,570	6
nteriror/Trim	SAA	Ÿ	1	11/5/07	26407	1
ectrical system	SAA	Y	1	1/10/08- 1/15/08	29570	6
rake System	SAA -					
	WATE .	*	Į.	11/6/07- 11/7/07	26407	2
heels/Tires	SAA	${\mathbf{x}}$	<u> </u>	11/6/07-	26405	
				11/7/07	26407	2
						
		- -		· 		

Page 1 of 3

Carey, Cheryl

From:

Bopp, Cathy [cbopp@consumerlawcenter.com]

Sent:

Friday, February 01, 2008 3:10 PM

To:

Carey, Cheryl

Subject:

Oney v. GM

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

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

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

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

From: Bopp, Cathy

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

To: AZDept Fax

Subject: 7032479700

GM 0831664 WARC

Request for Arbitration

Our Client:

Client's Home State:

Vehicle:

VIN#:

Purchased As:

Date of Purchase:

Date of Delivery:

Place of Purchase:

Last Servicing Dealer:

Current Mileage;

Date of First Repair:

Mileage at First Repair: Warranty Coverage:

Ft. Myers, FL Approximately 30000

July 18, 2007

2006 Pontiac G6

21742 miles

Florida

New

1G2ZH158564

July 7, 2006

July 7, 2006

Dixic Pontiac Ft. Myers, FL

Dixie Pontiac

3 years/36,000 miles

To Whom It May Concern:

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

Page 2 of 3

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

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

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

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

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

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

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

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

Cathy Bopp

Page 3 of 3

τ

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

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

		'	
Late Charge. If a payment is not received in full charge of 5% of the part of the payment that is late			☐ Crodit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
 Prepayment if you pay off all your dobt early, you 	Wilthit he old have a foods	٧.	Credit Disability (Buyer Only)
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Additional information: See this contract for nonpayment default, any required recognized to	milit infilmation including	dinformation about	1 Premjum:
nonpayment, default, any required repayment in ful	Deligio the scheduled date, o	nd security interest.	I I Credit Life s
•			Credit Disability \$ N/S
ITEMIZATION OF AMOUNT FINANCED	AM OF STREET		(Insurance Company)
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ANG MAGS/		24722 RE(1)	
2 Total downpayment = '(If negative enter '0' and	set 1 + 4) pelow)	24772 SE(1)	Credit life insurence and credit disability insurance
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A Cost of optional credit Insurance paid to the company or companies	ic incinan e	**** '*!*- b '*****	Provide a full homoer or payments.
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B Other insurance paid to the insurance company	7/1		following acknowledgements:
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D. Government license and/or registration fees	<u></u>		Buyer Signatura Date
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Still is

fixed for

my car back

ruch and

MOV 5, 2007 SUMMARY HISTORY DISPLAY

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3	2781	986	09/	12/2006	3970	_	569 655			19B0Z	GM CAMPAIGN LIGHT ENGINE REI

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

IIILe Tony Day Called .

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

There is also a rood kit I was not told above

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



(239) 489-0500

PONTIAC

Goodwierch



PNC\$293683

MO: 21742

P6101

ROCKLOTTON ONTO

Warranty Expiring ? See Business Manager	Teach Calle	A QUALITY PROE/PARTS TORE CORPORATION	I J	vercu
^{сивтомен но.} 63244	DESTREE RE	ZINE	569 Valo	07/23/07
	90.00	LE DYGE MO.	21.7	
	06/PONTIAC	/G6/COUPE	١	87787706
CAPE CORAL, FL	1 G 2 Z H	158564		DIXIE
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* This charge represents seets and profits to the otter which repair facility for miscellaneous top supplies or waste disposal, = > #53/93,718 understant a \$1.00 factor each new the sold in a \$1.00 factor = \$2.00,7185 mandres a \$1.00 factor = \$1. .30 fee for each new or provenumentaried bettery to be the State of Florids.

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

LEASE SEE BACK FOR DDITIONAL CUSTOMER FORMATION REGARDING EPAIRS.

LL PARTS ARE NEW OR ACTORY AUTHORIZED EMANUFACTURED UNLESS THERWISE STATED

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

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

PAGE 1 OR 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 08:579m

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING CERTIFIC

 $\langle \cdot | \cdot$

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



(239) 489-0600



PONTIAC

WARRANTY EXPIRING ? SEE BUSINESS MANAGER GW GHYITY

Goodwiench

63244	ADVISOR DESIREE REP	INE 569	Trug Lic.	07/23/07	IMODUM DVCC 102 CC2
			21,742		PNC\$293683
	06/PONTIAC/	6/COUPE	1.	07/07/06	POTOT
CAPE CORAL, FL	1 G 2 Z H 1	58564		DIXIE	PRODUCTION DATE
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CUSTOMER SIGNATURE

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

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

PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.

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

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

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

PAGE 2 OF 2

CUSTOMER COPY

I END OF INVOICE 108:57am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

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A COMPLETE OF A MARKET HAVE

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

(239) 489-0800



WARRANTY EXPIRING ?









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

06/PONTTAC/G6/COUPE
VEHICLE LD, NE. 07707706 CLASSIC MARK CAPE CORAL, FL DIXIE 1 G 2 Z H 1 5 B 5 G 4 11705/07 MO: 26407 CUSTOMER STATES
CUSTOMER STATES
LEFT REAR TRIM PANEL HANGING DOWN.
QUARTER TRIM PANEL ON LEFT REAR LOOSE
REINSTALLED TRIM PANEL. М, PARTS------QTY---FP-MUMBER....--DESCRIPTION.-----LIST PRICE-UNIT PRICE-JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00 STARTING & CHARGING TECH(\$):81
CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START
STARTER WILL STAY ENGAGED. HAPPENS ABOUT EVERY 5 STARTS.
CHECKED OPERATION OF STARTING SYSTEM AND TRIED SEVERAL J# 2 41BUZ YIMASIRANIY () TIMES. OPERATING AS DESIGNED a * This charge represents cans and profits to the major vehicle repair facility for miscellameous shop supplies or waste disposel. * * vir3401,718 remainess a \$1.00 fee for each new rice sold in the State of Florita. * * FIS403,7183 manufaces a \$1.50 fte for cach new or remainimpend bettery 0.00 · JOS # 2 TOTAL LABOR & PARTS CUSTOMER STATES
WHEEL LEFT OR RIGHT OR ON BRAKING OR ACCEL.
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WORN/LOSSE RIGHT OTHER TIE ROD END
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SUSPENSION, REPLACED RIGHT TIE ROD END AND SET TOE. J# 3 038UZ∙ sold by the Sieus of Florida. Any used, rebuilt or reconditioned part will be stated as such in the parts DESCRIPTION ABOVE PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION HEGARDING DESCRIPTION -----LIST PRICE-UNIT PRICE-ROD KIT 6,230 JOB # 3 TOTAL PARTS REPAIRS. 0.00 JOB # 3 TOTAL LABOR & PARTS ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS J# 4 19BUVACVALVE LIGHT ENGINE REPAIR TECH(S):655

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CLSTONER STATES ALTERNATE TRANSPORTATION REQUIRED DURING
REPAIR OF VEHICLE
VEHICLE DOWN DURING REPAIR(S) The State of Florida requires a \$1,00 fee to be collected for each new tire sold in the state [s.403.718] and a \$1.50 [ce to be collected for each new or remanufactured bettery sold in the state. [4,403,7185],

PAGE 1 OF 2

CLISTOMER COPY

ICONTINUED ON NEXT PAGE 02:53:pm

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SAM IFI S

PAGE 81/84

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

(239) 489-0600



WARRANTY EXPIRING ?







11/07/07



PNC\$298184

GEE BUSINESS MANAGER CUSTOMER MA 63244 INTHONY DAY 878 90.00

P6101 GRAY/EBONY 26,407 THAT, / MAIGH / MOOR DELLATIVE No. 00 06/PONTIAC/G5/COUPE 67707706 VEHICLE (p. W CAPE CORAL, FL <u> 1622</u> H 1 5 8 5 6 DIXIE 11705/07 73.0 MO: 26407 PROVIDED ALTERNATE TRANSPORTATION

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

TECHNICIAN CERTIFICATION.... FRANK J LESICKO ase Stg

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

TOTAL LABOR.
TOTAL PARTS
TOTAL SUBJECT
TOTAL G.G.G.
TOTAL MISC CHS.
TOTAL MISC DISC
TOTAL TAX 0.00 0.0ŏ 0.00 0_00 TOTAL INVOICE S 0.00

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

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

PLEASE BEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.

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

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

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

CUSTOMER SIGNATURE

PAGE 2 OF 2

CUSTOMER CORY

[END OF INVOICE] 02:50pm

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2392789761

SAMUELS

PAGE 02/04

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











WARRANTY EXPIRING ? SEE BUSINESS MANAGER

	GENERAL MOTORS CORPORATI	CK CK	
шатомая но. 63244	ANTHONY DAY	878 PM HO. 11/07/0	7 PNC529826
	90.00	26,407 GRAY/EBO	ONY F6101
	DE/PONTIAC/GE/COUPE	07/07/0	DEMENANTE
APE CORAL, FL	1 G 2 Z H 1 5 8 5 6		O. PRODUČINIM DATR
	RICE, NO.	11706/07	,- -
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	JOS # 2 TOTAL LABOR & F	'ARTS 0.00	A STATE OF THE STA
E: DIXIE BUICK GMC IS A GOODWRENCH S TAIN REPAIRS PURCHASED BY DUR CUSTOMER MANTY. PARTS NOTED ABOVE WITH AN ASTER OU MAY BE COVERED BY A LIFETIME WARRAN ORMED BY DIXIE BUICK, GMC.	RVICE PLUS DEALER. CARRY A LIFETINE TOTAL PARTS CK AND PURCHASED TUTAL SUBLE TY THAT MUST RE TOTAL 6.0.G TOTAL MISC TOTAL HISC TOTAL TAX. TOTAL INVO	D.00 D.00 D.00 D.00 D.00 D.00 D.00 D.00	ULLI OR KEUDNOITTONED VIEDAGEUTUN TITTEN STE
CUSTOMER SIGNATURE		INFORMATI REPAIRS. ALL PARTS	FEE BACK FOR AL CUSTOMER ON REGARDING
		REMANUFAC OTHERWISE:	AUTHORIZED CTURED UNLESS STATED. on additional charge to
		repair facility to supplies or [(n.550,004(4))]. The State of Floring to be bollacted from	to the motor vehicle in miscollancous chop waste disposal. da requires a \$1.00 foc in casch new tire sold in 1818 and a \$1.50 fee to

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE 101:09pm

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

PB-023 (R≥-0307)

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

[6.403.7185].

X K <u>ω</u> ... 4 02/04/2008

13:35

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84/94

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

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

SERVICE HISTORY

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

355

682 ** OPERATION DESCRIPTION STEERING SUSPENSION RENTAL STARTING & CHARGING TRACTION CONTROL STATE REG# MV-1259 A/C BLOWS WARM SEAT RELT(S) STEERING&SUSPENSION 702/06 336UZAC 578UZZSB 038UZ 708UZZRENT 478UZ 118UZRPLERKH MORNOTEN BY OPERATION CRAY/EBONY IMPRES 333332 63244 GMPP **K** O6/PONTIAC/C6/COUPE S ADVISOR 200 8 HAROLD E SILVERMAN à 21742 14203 MILENCE 14:540m KEPAIR GRUER 06/07 293683 289865 1622H 58564 APE CORAL, FL SALESPERSON NO. 564 40/8://40

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

I REQUEST A WRITTEN ESTIMATE.

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

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

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INTERIOR TRIM

W STBUZ CUISTOMER STATES LEFT REAR TRIM PANEL HANGING DOWN.

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

200

Catching

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STEERINGASUSPENSION

THE STATE OF THE PARTY OF THE P क्ष्म स्टिक्ट मानुस्कृत्यास्य । स

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

J Recheck Lobs # ixect ち気

CUSTOMER COPY

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PATE 1

Roller.

SEE BACK FOR ADDITIONAL INFORMATION RECARDING REPAIRS 298184 FIND DANGE FOR PREMIUD AN ESTIMATE CANNOT SE PREDETERMINED THE CHARGE WILL DE BARED ON: O NAT NATE HOURY RATE ID BOTH

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



WARRANTY EXPIRING ?

(239) 489-0600









WARRANTY EXPIRING ? SEE BUSINESS MANAGER	GENERAL MOTORS COR			
аизтамия но. 63244	Abvisor	TAG NO.	INVOICE DATE	SAVORDE NO.
	ANTHONY DAY	878 878 III	01/15/08	PNC\$300784
	90.00 YEAR / MAGE / MODE		O GRAY/EBONY	P6101
	Q6/PONTTAC/G6/CO		05.VERY DATE 07/07/06	DADVERY MARIE
CAPE CORAL, FL	AFRICIE ID. NO.		SULLING DEVLER NO.	PRODUCTION DATE
,	1 G 2 Z H 1 5 8	5 6 4	DIXIE	The state of the s
URACE AND A STATE OF THE STATE			01/10/08	
	COMMENTS		1.047.107.00	MILEAGE OUT
ABOR & PARTS				MO: 29570
# 1 41BUZ STARTING & CHARGING CUSTOMER STATES WHEN STARTING WE ENGUAGED/HAPPENS EVERY 10 TO 15 REMOTE START DAVE HAYES AND HAYDEN HAWES CHECOULD NOT DUPLICATE AT THIS TIME	STARTSTHAPPENS WITH KEY OR	when I car		
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INDICATOR LIGHT IN SWITCH FLICKE	RS ON AND OFF/INTERNAL	, '		
SHORT. REPLACED FOGLIGHT SWITCH AND CHE	'1		* Tids charge impresents motor vehicle repair fac	costs and profits to the
	. 1		I POOR INDOUGH OF WASIE AL	40040) = = e86401 040 (·
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	JOB # 2 TOTAL LAB	****	sold in the Suns of Florida	
3 33BUZ A/C & HEATING CUSTOMER STATES HEATER MAKING WIF SOUNDS LIKE IN DASH. DAVE HAYES AND HAYDEN HAMES CHECK	TECH(\$):90 RING NOISE WHEN USING/	Still mut	ANY USED, REBUILT OF THE TOTAL TO	C C I MTTTL I MN arr was worse I
" WHO FORED NOT DUPLICATE CONCERN	P(C)	when still these	PLEASE SEE	CUSTOMEDI
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4 70BUZZRENT RENTAL CUSTOMER STATES ALTERNATE TRANSPOR REPAIR OF VEHICLE VEHICLE DOWN DURING REPAIR(S) PROVIDED ALTERNATE TRANSPORTATION	**************************************	WARRANTY	ALL PARTS AI FACTORY AU REMANUFACTUI OTHERWISE STAT	THORIZED RED UNLESS ED.
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+01BUZZ0102 3000 INTERVALS SER PERFORM 3.000 NILE SERVICE PER MAT	JOB # 4 TOTAL LABOR	R & PARTS 0.00	repair facility for mis- supplies or wa (a.558,804(4))	Celledenus shas [
PERFORM 3,000 NILE SERVICE PER MAI LUBE OIL & OIL FILTER, TOP FLUIDS THANK YOU FOR SERVICING YOUR VEHIC DIXIE BUICK PONTIAC GMC	& ADJUST TIRE PRESSURES LE AT		The State of Florida rec to be collected for each he state [s. 403,718] at the collected for	n new tire sold in nd a \$1,50 fee to
		1964	emenniacioned politery	sold in the state.
E1 OF 2 CUSTOMER COPY		, , , [I	s.403.7185 <u>)</u> .	

[CONTINUED ON NEXT PAGE] 09:08am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION DECADRING DECADE

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

(239) 489-0600









WARRANTY EXPIRING? SEE BUSINESS MANAGER

63244	ADVISOR D	DAY	878	AG NO.	01/15/08	NVOICE NO.
	90.00	FICENSE NO	MILEA	29,570	GOLOR	PNCS30078
	D6./PONTT/	EL AC/G6/COUPE			07/07/06	P6101
CAPE CORAL, FL	VEHICLE LD. NO.	н Д 5 8 5 6	4		DIXIE	PRODUCTION DATE
BIDRIES PHONE	ATE. NO.		FIQ. NO.		PA, PATE 01/10/08	
	COLUMNITA		<u></u>		1 01/10/00	AND AND OUT
RTSQTYFP-NUMBERDESC	RIPTION	LIST PRICE-UNIT	PRICE-		 	MO: 2957
RTSQTYFP-NUMBER	.K 1.030	JOB # 5 TOTAL	6.16 PARTS	6.16 6.16	[· / /	•
	. JOB #	5 TOTAL LABOR 8		16,53	/	
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3 # 4 9651 VEND INV#-INV.DATE DESCA H74752112 01/15/08 RENTA	-	TOTAL -	SUBLET	WARRANTY 0.00		10
O.G. & SUPPLIES	3.350 /0	NTT:	••••	40.00	l ,	
<u>.</u>		TOTAL -	GOG	15.08 15.08	,	
CCODEDESCRIPTION # 5 OIL OIL FILTER DISPOSAL CHAR	GE	CONTROL NO	*****			
# 5 OIL OIL FILTER DISPOSAL CHAR	Tage in a	TOTAL -	HISC	1.00		`
AGE TO LEFT FRONT DOOR	·;*•;ç•••••••••	*************	*******		* This charge represents motor volicie ropeir fac	ITIEU DAR ERIAGANIAAAA
AGE TO LEFT FRONT DOOR DIMMENDATIONS AGE TO LEFT FRONT DOOR					anop supplies or waste di Enabdates a \$1.00 for for	sposol. * * *F\$403,711
AGE TO LEFT FRONT DOOR	•		٠,		THO SHITO OF PROFIED. * * * \$1,50 foo for each naw e-	F\$403.7185 mandates :
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DIXIE BUICK GMC IS A GOODWRENCH SERVICE	PLUS DEALER.	TOTAL LABO	P	10.97	DESCRIPTION ABOVE.	1
E DIXIE BUICK. GMC IS A GOODWRENCH SERVICE AIN REPAIRS PURCHASED BY OUR CUSTOMERS CARR ANTY. PARTS NOTED ABOVE WITH AN ASTERICK AN OU MAY BE COVERED BY A LIFETIME WARRANTY TH ORMED BY DIXIE BUICK. GMC	Y A LIFETIME O PURCHASED	TOTAL PART	Ç	6 16	PLEASE SEE	BAOK
ORMED BY DIXIE BUICK. GMC.	AT MUST BE	TOTAL G.O.	7	15.08	APDITIONAL	CHSTOMED
		TOTAL MISC TOTAL MISC TOTAL TAX,	ĎľŠĊ	0.00	INFORMATION REPAIRS.	REGARDING
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	ľ		2	ļ r	spair (acility for mis	cellaneous shop
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	_~~			7	he State of Florida rec	Julies a \$1.00 tea
				1 6	, 00 collected for 52C 10 state [c.403,718] =	h new tire sold in
				0	e collected for manufactured battery	each new Ad
2 OF 2 CUSTOMER COPY		/ Exm == -		125	.403.7785].	, 2014 IV NG ELSTS"
OFF DAOK FOR APPTIONAL	CI IOTAL	END OF IN	VOICE 1 OF	1:09em		•

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

110/08

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



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



03/31/2008 10:00

PAGE 01/01

Ph. 606471-9094

DTO: IMATICS UNIT -						
Fex Phone: REQUESTING S. Op Name: 1254 Op Address/Loc Lek. (6) Tone #: (239)	HOP INFORMATION M.S. AutoStry atlon: 5" Aug Acres FL 395-1659	Adoress Owner Name: Vehicle year:	VEHICLE IN	oz tr¥e i	A#A C 21 Hz	Lecoral FL 2ZH1585H
ontact Person: 3	Deen BHECSEL	Date of Original Es	:imate: <u>12 -</u>	<u> </u>	<u>-</u>	
vehicle ready for	Inspection? 🔲 Yes	No SUPPLEMENT INFO	RMATION			. '
REPAIR REPLACE	DESCI	RIPTION	PRICE	LABOR HRS	пий няв	
V	Driver's Do	or		50	2,0	(B**
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The information contained in this facelmile message contains private and confidential material intended for the sole use by the State Farm insurance Companies. If you are not the intended recipient listed above, you are hereby notified that any disclosure, displication, or distribution of this information or the taking of any action in relience on the contents of this transmission, without the express written content of the State Farm insurance Companies, is STRICTLY PROHIBITED. If you have received this transmission in error, please notify us immediately by telephone so that we can arrange for the return of this material at no cost to you.

104942.1 Rov. 12-13-2001

ADR REPURCHASE CHECKLIST

SR # 71-595410065,

VIN-

1G2ZH158564

Once completed, this document should be attached to the SR.

□ PRA FORM (Voluntary Repurchase only)
☐ Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates
☑ Invoice on original vehicle (from BARS)-old VIN & new VIN if a trade
☐ Incentive Acknowledgement Form
⊠ Signed Bill of Sale on original vehicle
⊠ Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA
Agreement to Arbitrate (For CA cases, attach the CCF)
Repair Orders (KY and FL only)
☐ Invoice for any conversion package (if applicable)*** N/A***
Receipts for any after-market items (if applicable)*** N/A
□ BBB ruling/lemon law ruling and/or BBB settlement letter (if applicable)
☐ Financial Institution information including: account #, phone # & Institution name
Overallowance/Incentives/Negative Equity Form
ACV on trade-in documented *** N/A, no trade in
Copy of the Customer Claim Form (CCF) only on Mandates
Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #
Attorney, Jeff Spiegel, with Krohn and Moss 120 W. Madison, 10 th Fl. Chicago, FL 60602

Phone # 312-578-9428 Fax # 866-264-3755

jspiegel@consumerlawcenter.com

BBB AUTO LINE



March 18, 2008

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

Re:M05 PGM0831666:	vs	Pontiac/GMC Divisi	on 1G2ZH158564	ı

Dear Madam/Sir:

Enclosed is the customer's Acceptance/Rejection Form.

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

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

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

Sincerely,

Cheryl Carey at Extension 397

03/14/08 02:05PM PDT	8684315578	-7	2392759761
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CBBB

3/13/2008 11:05:23 AM

PAGE 003/008

Fax Server

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TO:

COMPANY:



ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

State: FL

Customer:

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

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

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

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

Please check one of the following.

I ACCEPT THE ARBITRATION DECISION. I understand this means:

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

I REJECT THE ARBITRATION DECISION. I understand this means:

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

Signature(s) of Titled Owner(s):

Date: 3/17/01

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



Monday, April 14, 2008

Cape Coral, FL		

Subject: Repurchase of 2006 Pontiac G6

VIN: 1G2ZH158564

Ref SR:71-595410065 V-147769

Dear

We regret that you are dissatisfied with your 2006 Pontiac G6, VIN **1G2ZH158564** and that our attempts to resolve your concerns have not met your expectations. Pontiac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, Pontiac will repurchase your vehicle for \$21,403.59. Your responsibilities are outlined below. This was calculated by using the following figures.

Less Payoff of Original Vehicle-Good until 4-22-08	\$18,215.63
Less Usage Less Incentives	\$5,532.50 \$1,000.00
Plus Document Stamps	\$91.00
Plus GAP insurance prorated amt	\$209.95
Plus GMPP prorated amt	\$720.30
Finance Charges	\$2,192.28
Sales Tax	\$1,389.21
State Fees	\$23.50
Reg/Lic/Title Fees	\$179.85
Base Price	\$23,130.00
Total Repurchase Amount	\$21,403.59

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

**TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS
NOT RECEIVED BY DATE OUTLINED BELOW**

I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 ex 1222 if you have any questions or concerns.

Please return this signed document to fax number 866-802-6668 by Thursday April 10, 2008

The requirements of the straight repurchase are as follows:

- ⇒ **Vehicle Damage -** vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **Vehicle Alterations** if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment
- ⇒ **A "Power of Attorney" form -** supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*).
- ⇒ **An "Odometer Disclosure Statement" form -** supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** needs to be intact and functional.
- ⇒ **Title** if no lien on this vehicle, a free and clear title must be provided at time of repurchase.
- ⇒ Cash backs rebates or incentives— no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

Sincerely,

General Motors RVDC 2717 Schust Saginaw, MI 48603





Case Number: 147769

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

Created Date: 03/25/2008

Vehicle Info

 *VIN:
 1G2ZH158564
 MSRP:
 24295.0
 *TAC #:
 N/A

 Year:
 2006
 Make:
 Pontiac
 Model:
 G6

Vehicle Comments & TAC Explanation:

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

Vehicle Owner(s)

Entity Type Joint Owners

* Names(s) on Title:

* Primary Owner:

* Address

... * Title State: FL

* Secondary Owner:

* City Cape Coral * State FL * ZIP Code: * Day Phone: * 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

Contact or Attention:

Address P O Box 8110
City Cockeysville

City Cockeysville State MD ZIP Code: 21030

Account #:

Original Selling Dealer

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

Region: 30 District: 1252

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

Repurchasing Dealer: -

Repair

* Contact Name: David Hayes * Contact Title:SVC MGR

Vehicle Location: -

March 25, 2008 Page 1 of 2





Case Number: 147769

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

Created Date: 03/25/2008

Transaction Details:

Siebel Request #: 71-595410065

* Disposition:Auction State: * Type: Straight Repurchase

Source: ADR BBB Mandated

Replacement VIN:

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

Order #: MSRP: 0.0

Repurchase:

Mandated Repurchase per BBB decision. Slight hit and run damage to left door will not be charged against the customer according to decision. * Processing Instructions:

Contact attorney not customer:

Customer is represented by attorney, Jeff Spiegel with Krohn and Moss, 120 W. Madison,

10th Fl. Chicago, IL 60602

Disposition:

GM auction

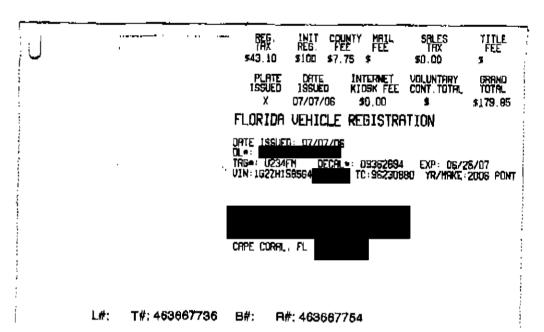
* Processing Instructions:

Transaction Details

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

March 25, 2008 Page 2 of 2 03/24/2008 11:47 2392759761

S PAGE 02/02



Do have 08" Tag Just lost Registration Lard!

Thanks

Mandatory Repurchase

XXX BBB Case	Mandatory	Straight	Repurchase	
COMPLIANCE DATE	E4-18	3-08		
ADR REQUEST NUM	BER71	-595410	065	
CUSTOMER NAME _				
LAST SIX OF VIN				
ADR CRSMarion	Lindsey 1-8	366-7905	700 EXT	21259
DVM _Hayden Hawes	PHONE _	813-5	41-5615	
DATE ACCEPTANCE	E RECEIVE	ED3·	-18-08	
NUMBER OF DAYS F	OR COMP	PLIANC	E	30
TEAM LEAD'S SIGN.	ATURE			
ADR Exceptions that n	eed to be p	aid i.e. o	ver allowan	ace and negative equity.
COMMENTS/REASO	N FOR EX	СЕРТІС)N:	
File will be returned withou	ıt all informat	tion above	completed.	

ADR REPURCHASE CHECKLIST

SR # 71-595410065,

VIN-

1G2ZH158564

Once completed, this document should be attached to the SR.

Cover sheet denoting a Request # and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
☐ Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates
☐ Invoice on original vehicle (from BARS)-old VIN & new VIN if a trade
☐ Incentive Acknowledgement Form
Signed Bill of Sale on original vehicle
Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA
Agreement to Arbitrate (For CA cases, attach the CCF)
Repair Orders (KY and FL only)
Invoice for any conversion package (if applicable)*** N/A***
Receipts for any after-market items (if applicable)*** N/A
BBB ruling/lemon law ruling and/or BBB settlement letter (if applicable)
Signed customer acceptance of decision for Mandatory Repurchases
Financial Institution information including: account #, phone # & Institution name
Overallowance/Incentives/Negative Equity Form
ACV on trade-in documented *** N/A, no trade in
Copy of the Customer Claim Form (CCF) only on Mandates
Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #
Attorney, Jeff Spiegel, with Krohn and Moss

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





Case Number: 147769

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

Created Date: 03/25/2008

Vehicle Info

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

Vehicle Comments & TAC Explanation:

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

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

Vehicle Owner(s)

Entity Type Joint Owners

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

* Address

* City * Day Phone: * E-mail:

Cape Coral jspiegel@consumerlawcen.. * Title State: FL * Secondary Owner:

* Company:GMAC

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

Account #:

ZIP Code: 21030

* Fax Phone: (866) 264-3755

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

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

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

(M0110) Steering - General - Noise

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

(D0105) HVAC - General - Inoperative

Vehicle Lien Holder

Type of Secured Interest: Standard Lien

Contact or Attention: P O Box 8110

Address City Cockeysville

State MD

(800) 200-4622 Day Phone: Fax: E-mail:

Original Selling Dealer

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

Region: 30 District: 1252

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

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

Repurchasing Dealer:

Repair

* Contact Title SVC MGR * Contact Name: David Hayes

Vehicle Location:

March 25, 2008 Page 1 of 2





Case Number: 147769

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

Created Date: 03/25/2008

Transaction Details:

> Siebel Request #: 71-595410065 * Disposition Auction

* Type: State: Straight Repurchase

Source: ADR BBB Mandated

Replacement VIN:

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

MSRP: 0.0 Order #:

Repurchase:

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

Disposition: GM auction

* Processing Instructions:

Transaction Details

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

March 25, 2008 Page 2 of 2

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

TOTAL 24295.00 22865.85 PAY 310 22865.85

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 21820.80

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

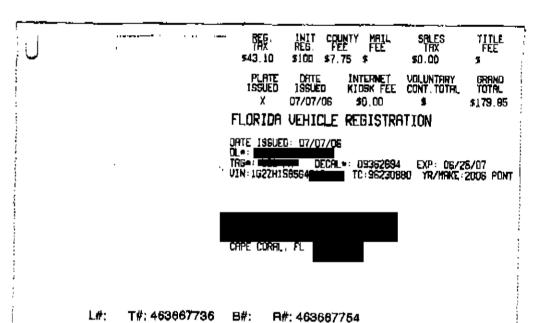
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

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

DIXIE BUICK PONTIAC GMC TRUCK

03/24/2008 11:47 2392759761

PAGE 02/02



Do have 08" Tag Just lost Registration Lard!

Thanks

☑ 001/017

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13 D<u>ec-</u>14-07 04:03P P.13 RETAIL INSTALMENT SALE CONTRACT GMAC: FLEXIBLE FINANCE PLAN Danier Number Contract Number Buyer (and Co-buyer) - Name and addises (include county and zip code) Creditor (Seller name and stidrage) TRAT MUCK, INC. LEE . Amilya CARL CORAL SL You, the Buyer (and Co-culyer if any), they buy the vehicle described below for each or or credit. By signing this contract, you procee 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 Finance and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily back. New or Devel Year Walgh (Ibc.) _ Make and Model Vehicle Identification No. Primary Use for Which Purchased

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

Customer	Request # <u>71-595410065</u> B	BB# <u>PGM0831666</u>
PURCHASE PRICE: (From dealer Bis	ll of Sale) (Selling Price)	(+) 23130.00
MSRP: (From BARS Invoice)		(-) 24295.00
DIFFERENCE:		(=) -1165.00
TRADE ALLOWANCE: (from dea	tler Bill of Sale)	(+) N/A
NADA Retail Value for:	ge adjustment figures, and attach NADA pages t	o file.
VEHICLE: ACCESSORIES:		
MILEAGE ADJUSTMENT:		(-) N/A
OVER ALLOWANCE: (Trade more to	(han NADA)	(=) N/A
PAYOFF: (If dealer added negative equit	y into contract, do nor subtract)	(=) N/A
PURCHASE PRICE (From dealer Bill	of Sale) – (before tax, tag, etc.)	(+) 23130.00
GM CARD POINTS:		DO NOT INCLUDE
INCENTIVES (from BARS): (Do not include fuel fill credit, dealer incenti 1: 2:	ives or GM card credited back to customer)	
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TOTAL INCENTIVES (Not included	in Purchase Price)	(-) 1000.00
		1000.00
OVERALLOWANCE: (From above)		<u>(-) 0</u>
NEGATIVE EQUITY: (If NOT shown	in contract))	(-)0
Actual price of Vehicle that should	be presented to BBB for ATA	(=) 22130.00

02/04/2008 14:14 FAX ☑ 001/002



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 02/04/2008 Case Number: PGM0831666

Customer:

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

REVISED 2/4/08

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

Model : G6 Year : 2006

All parties named above submit to arbitration the following:

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

The parties have come to agreement on the following:

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

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

Manufacturer : Denial

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

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

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

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

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

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

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

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

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

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

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CUSTOMER NAME: (excluder Saturn)	————————————————————————————————————
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VIN: 1 6 2 4 H 1 5 8 5 6 4	
1. Customer Intentive	,
I assign the total amount of customer incentive(s) listed to the dealer named below and request that	e oveilable endeman
incontive(s) be applied: (a) we to the down payment on this vehicle, (b) where permissible by in	v, as a price reduction
(Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied issued in my name by Lander named below;	or (c) a check be
Inclusive Reference BA BONES S 500.00 BAT BONUS S 500.00 BAT BONUS	tve Code
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Total Incentive Amount Received \$ 1800.00	
2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example finencing/leasing etc.)	E. Division supported
I elect to receive	
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CUSTOMERAND DEALERACKNOWLEDGMENT FOR INCENTIVES AND ONSTARBERVICE	
a. Vehicle incentive Activity ledgment. I am the ultimate retail purchaser or lesses of the vehicle bearing the	
number, which was mid/leased to me by the Dealer, parted below. This vehicle was purchased/leased use and not resale and I took delivery on 0// 0// 06	or personal/basiness
use and not resale and I took delivery on 07/07/06. I acknowledge receipt of incentive(s) 182 and release Get Division from any future claim or obligation for incentive(s) on this unit.	as described in Item
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Is vehicle equipped with OnStar? Yes No	
b. Terms and Chickitions Acknowledgment. I acknowledge that I have received the Terms and Chicken project in the constant and Chicken project in the constant and Chicken project in the constant and Chicken project in the constant and Chicken project in the constant and Chicken project in the constant and Chicken project in the constant and Chicken project in the constant and Chicken project in the constant and chicken project in the constant and chicken project in the constant and chicken project in the constant and chicken project in the constant and chicken project in the constant and chicken project in the constant and chicken project in the constant and chicken project in the constant and chicken project in the constant and chicken project in the constant and chicken project in the constant and chicken project in the constant and chicken project in the constant and chicken project in the constant and chicken project in the constant and chicken project in the chicken pro	
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call 1.888.40 Star (1.488.466.7827) or Triv 1.877 248 2000 and aquest that my Services be cancel	eqr my agracic of
Purchaser/Leasee Signature:	D-1 07:07:06
	Date: 07/07/06
The undersigned person, as Design representative, certifies that the information on this application is true and incontive(s) described in item find the OnStar Terms and Conditions have been provided to the said purchased delivery of the referenced unit increases this Designable and that many the provided to the said purchased	correct, and that the
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Authorized Dealer Signature: Date:	07, 07, 06
DECEMBER BOX PORTER AND ADDRESS OF THE PARTY	·
BUICK 39-320 GMC 53-484 PONITAC 17-059	GM3795 9/05
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incomitive or rate support available. It comp of the completed forms should be provided to the customer.	Ti fran ij ikare era an

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TECHNICIAN'S FINDINGS AND REMARKS

LITERIES AND CONDITIONS

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DIXIE BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMI TRAIL - FORT MYERS, FLORIDA 33912, STATE OF FLORIDA REGISTRATION: MY-12598

(239) 489-0600







remanufactured battery sold in the state.

[s.403,7185].

WARRANTY EXPIRING? SEE BUSINESS MANAGER

INCIDE DATE 63244 YAQ YAQHTAA 878 01/15/08 PNC5300784 90.00 LICENST NO. P6101 29,570 GRAY/EBONY YEAR / MAKE / MODEL 07/07/06 D6/PONTTAC/G6/COUPE CAPE CORAL, FL HOURS THE PARTY DIXIE 01/10/08 COLUMN Mo: 29570 308 # 5 TOTAL PARTS 6.16 6.16 JOB # 5 TOTAL LABOR & PARTS 16.53 WARRANTY TOTAL - SUBLET 0.00 G.O.G. & SUPPLIES-JOB # 5 4.5 CASTROL HOTOR GIL @ 3-350 /UNIT 15.08 15.08 TOTAL - GOG 1.00 1.00 This charge represents costs and profits to the DAMAGE TO LEFT FRONT DOOR motor vehicle ropals facility for miscellaneous shop supplies or waste disposal. * * *F\$403.718 thandates a \$1.00 fee for each new tire sold in the State of Florida. * FS403.7135 mondates a \$1.50 fee for each new or removablement bettery sold in the State of Plorida. ANY USED, RESULT OR RECONDITIONED MRT WILLESTATED ASSUCH IN THE PARTS DESCRIPTION ABOVE. NOTE: DIXIE BUICK GMC IS A GOODWRENCH SERVICE PLUS DEALER. CERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARRY A LIFETIME WARRANTY, PARTS NOTED ABOVE WITH AN ASTERICK AND PURCHASED BY YOU HAY BE COVERED BY A LIFETIME WARRANTY THAT MUST BE PERFORMED BY DIXIE BUICK. GMC. TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET.... 6.16 0.00 PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING TOTAL G.O.G. TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX. 15.08 $\frac{1.00}{0.00}$ REPAIRS. 1.96 ALL PARTS ARE NEW OR! TOTAL INVOICE & 34.57 FACTORY AUTHORIZED REMANUFACTURED UNLESS CUSTOMER SIGNATURE OTHERWISE STATED, There may be an additional charge to the customer, This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [(a.559,904(4)]. The State of Florida requires a \$1,00 fee] to be collected for each new tire sold in the state (s.403.718) and a \$1.50 fee to be collected for each new or

PAGE 2 OF 2

CUSTOMER COPY AFF BAOK FOR ADDITIONAL OFFICE AND INC.

[END OF INVOICE) 09:09am

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



(239) 489-0600

CEMERAL MOTORS CORPORATION







WARRANTY EXPIRING ? SEE BUSINESS MANAGER

CUSTOMER NO.	ADV/SOR	TORS CORPORATION	TAU NO.	INVOICE BATE	ANVOICE NO.
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	O6/PONTTAC	/66/COURE		07/07/06	DELIVERY MEDA
CAPE CORAL, FL	VEHICLE LD, NO.			SELLING DEALER NO.	PRODUCTION DATE
	RTE, NO.	158564	D. W.S.	DIXIE	
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Date: 03/13/08

ACCEPTANCE OR REJECTION OF DECISION

Case Number: PGM0831666

Customer:	State: FL
Business: Pontiac/GMC	
Mfr-Info: 1712 FL 1G2ZH	1158564
	ecision in your case. We hope you have found the efforts of our staff and the satisfactory. Please call us if you have any questions about the decision.
COMPLE	TE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY
letter, the decision will be	eceived at the CBBB office within 14 days from the date of the cover considered rejected and the manufacturer will be notified. You may is certified mail or fax it to the CBBB at 703.247.9700. We suggest list to confirm receipt.
Please check one of the follo	wing.
I ACCEPT THE ARBI	ITRATION DECISION. I understand this means:
* the business will I	be legally bound to abide by this decision; and,
any claim that ha	ally bound, which means I give up any right to sue the business in court on s been resolved at the arbitration hearing, unless the business fails to perform Arbitrator's decision or unless otherwise provided by state or federal law.
I REJECT THE ARBI	TRATION DECISION. I understand this means:
* I may pursue oth	er legal remedies under state or federal law;
	eral or state law, the decision may be introduced as evidence by me or the ivil court action relating to any matter considered in this arbitration hearing;
* the business will i	not be obligated to perform any part of the decision; and,
* this will end Bette	er Business Bureau involvement in my case.
Signature(s) of Titled Owner	r(s):
D	ate:

BBB AUTO LINE



March 13, 2008

Re:m04 PGM0831666:

vs Pontiac/GMC Division 1G2ZH158564

rs Pontiac/GMC Division 1G22H158564

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

Dear Madam/Sir:

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

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

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

Sincerely,

Cheryl Carey at Extension 397



Repurchase Decision (Owned Vehicle)

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Customer:

- Hearing Date: 02/11/08

Arbitrator: Edward J. Conrad

Question 1

Vehicle (Year, Make, Model):

2006, Pontiac, G6

Question 2

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

a The actual price paid for the vehicle

\$22,130.00

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

\$5,532.50

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

0

d Deduction based on negative equity, if any

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e SUBTOTAL

\$16,597.50

Question 3

Other eligible amounts:

Description/Amount

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

c TOTAL AMOUNT (2e + 3)

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

At the time of the repurchase, the customer will be responsible for turning execution and the customer will be responsible for turning execution.

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

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

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

CASE: PGM0831666

Arbitrator: Edward J. Conrad

Customer:

Date: 03/06/08



Lemon Law Reasons for Decision

Submitted Date: 03/06/08

PGM0831666

VIN: 1G2ZH158564

Customer: Hearing Date: 02/11/08

Arbitrator: Edward J. Conrad

- Fact Sheet Section -

Fact Sheet Queston 1

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

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

- Reasoning Section -

Question 1

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

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

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

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

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

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

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

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

Question 2

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

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

Question 3

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

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

15

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

Yes

c Please explain how you reached this conclusion.

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

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

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

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

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

Question 4

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

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

Question 5

If awarding a repurchase or replacement:

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

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

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

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

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

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

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

Question 6

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

a Materials/Documents Submitted by Customer

*Agreement to Arbitrate

*Email from Cathy Bopp to Chery! Carey

*Customer Claim Form

*US Postal Service Address Label

*US Postal Service Domestic Return Receipt

*Motor Vehicle Defect Notification letter

b Materials/Documents Submitted by Manufacturer

*Summary History Display

*Invoice 7/18/07

*Invoice 11/5/07

*Invoice 11/6/07

*Invoice 1/10/08

Question 7

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

CASE: PGM0831666

Arbitrator: Edward J. Conrad

Customer:

Date: 03/06/08

BBB AUTO LINE



March 18, 2008

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

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

Dear Madam/Sir:

Enclosed is the customer's Acceptance/Rejection Form.

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

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

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

Sincerely,

Cheryl Carey at Extension 397

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

3/13/2008 11:05:23 AM

PAGE 003/008

Fax Server

3 · ·

TO:

COMPANY:



CBBB

ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/08

Case Number: PGM0831666

State: FL

Customer:

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

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

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

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

Please check one of the following.

I ACCEPT THE ARBITRATION DECISION, I understand this means:

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

I REJECT THE ARBITRATION DECISION. I understand this means:

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

Signature(s) of Titled Owner(s):

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

SR # 71-595410065

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

Phone # 800-200-4622

02/04/2008 14:15 FAX ☑ 001/022



BBB AUTO LINE

February 4, 2008 Re:W-C2 PGM0831666

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

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

Dear Jeff Spiegel:

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

Enclosed please find the following information:

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

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

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

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

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

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

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

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

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

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

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

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

Sincerely,

Cheryl Carey at Extension 397



BBB AUTO LINE

February 4, 2008

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

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

Dear Madam/Sir:

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

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

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

Sincerely,

Cheryl Carey at Extension 397

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Customer Claim Form

Contact Date:	Start Date:	Case Numba	T ; ,	
Have you previously filed	fr regarding your claim? Y a claim on this vehicle with t Date: Case Numb	he BBB or another discuss accelent	ол provider? 🗌 YES	NO
Titled Owner(s), N ame &	<u>Address</u>			
			No.	,i
Cape Coral, P.L.			1);
				,
·	•	,		
Customer Contact Info: Day Phone:	c/o Jeff Spiege)		9,	
Evening Phone: same Fax Number: 866-264-3755	;		·	.,
E-mall Address: Cell Phone:			1 7	
Vehicle Information				
Name(s) of individual(s) or Vehicle Use: Personal	business that appear on vehic	ile title:	į	à
Transmission Type: Make: Pontiac	Number of Model: G6	centage of time vehicle used for bu vehicles owned or leased by the b odel Year: 2006 Current M	usiness:	;
Vehicle Identification Numb Servicing Dealer/City/State:	er: 1G2ZH158564 Dixie Pontiec, Fort Muere, Fi		ii ii meake:	
Selling Dealer/City/State: se Insurance Carrier: AAA Policy Number:	<u>:</u>		:	i)
Has vehicle been in an accide Description of Damage:	envirad body damage? Yes	No. □Dute of accident: 8/3 Hin Left Door	30/0Ce	. 1
Purchase/Lease Information	(Complete left side if vehicle	th in Left Door (Hit and (کسر/
,	Lease D		nicle was	
Purchased As : 🔀 New 🦳 🔀	it purchase: Leased ,	As: New Used Demo	ı	
Lienholder's Name: GMA	ion? Leasing	Company's Name: Address:		t.' 5
Address: DO BOY	2450ille MD 21030	City/St/Zip Phone:	•	•,
Lienholder Accu#: 029	-9091 - 55047	Company's Acct #:	•	
<u> Customer's Desired Outcome craticle repurchase plus attorn</u>	(Describe what was a second	concern)		
Important of Titled Assessor			· 	larlas
um automitting this dispute for re orbitration Rules.	Solution in the Bob AUTO LIN	is program, and I agree to arbitmte the	C dispute under BBB At	a⇔/U∆ Totline

Customer Claim Form

Customer Name: Amber Oney

Case Number:

Vehicle Concerns

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

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

Problems -Please list your <u>primary</u> concern first	Servicing Dealer(s)	Current? Yea or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Ou of Service
HVAC	Dixie	Y	2	7/18/2007- 7/23/07	21742 -	6
, 				1/10/08- 1/15/08	29570	6
Body and Trim	SAA	X	2	7/18/2007- 7/23/07	21742	6
				1/10/08- 1/15/08	29570	6
Steering/suspension	SAA	Y	2	7/18/2007-	21742	6
<i>;</i>	-			7/23/07 11/5/07	26407	l I
Engine/electrical system	SAA	Y -	·		,	_
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, ·		 .		1/10/08- 1/15/08	29,570	6
nteriror/Trim	SAA	Ÿ	1	11/5/07	26407	1
ectrical system	SAA	Y	1	1/10/08- 1/15/08	29570	6
rake System	SAA -					
	WATE .	*	Į.	11/6/07- 11/7/07	26407	2
heels/Tires	SAA	${\mathbf{x}}$	<u> </u>	11/6/07-	26405	
				11/7/07	26407	2
						
		- -		· 		

Page 1 of 3

Carey, Cheryl

From:

Bopp, Cathy [cbopp@consumerlawcenter.com]

Sent:

Friday, February 01, 2008 3:10 PM

To:

Carey, Cheryl

Subject:

Oney v. GM

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

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

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

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

From: Bopp, Cathy

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

To: AZDept Fax

Subject: 7032479700

GM 0831666 WARC

Request for Arbitration

Our Client:

Client's Home State:

Vehicle:

VIN#:

Purchased As:

Date of Purchase: Date of Delivery:

Place of Purchase:

Last Servicing Dealer:

Current Mileage;

Date of First Repair: Mileage at First Repair:

Warranty Coverage:

Florida

2006 Pontiac G6

1G2ZH158564

New July 7, 2006

July 7, 2006

Dixic Pontiac

Ft. Myers, FL

Dixie Pontiac Ft. Myers, FL

Approximately 30000

July 18, 2007

21742 miles

3 years/36,000 miles

To Whom It May Concern:

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

Page 2 of 3

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

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

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

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

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

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

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

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

Cathy Bopp

Page 3 of 3

τ

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

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

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Late Charge. If a payment is not received in full charge of 5% of the part of the payment that is late			☐ Crodit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
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2 Total downpayment = '(If negative enter '0' and	set 1 + 4) pelow)	24772 SE(1)	Credit life insurence and credit disability insurance
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fixed for

my car back

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MOV 5, 2007 SUMMARY HISTORY DISPLAY

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(Beenter) (P-forward) (P-page) (Line#) (8-sumpary print) (Tab)

II/Le Tony Day Called .

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

There is also a rood kit I was not told above

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











PNC\$293683

P6101

ROCKLOTTON ONTO

MO: 21742

WARRANTY EXPIRING ? SEE BUSINESS MANAGER

CONSTRUCT HO, 622/1/1	Toyotes curry
DESTREE REPINE 569	07/23/07
90.00 1200 NO. 121,74	12 GRAY/EBONY
Q6/PONTIAC/G6/CDUPE	87787706
CAPE CORAL, FL 1 G 2 Z H 1 5 8 5 6 4	DIXIE
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COMPANY CONTRACTOR CON	07718/07
LABOR & PARTS	
CUSTONER STATES A/C IS NOT BLONING COLD COMPRESSOR INCH. BROKEN COMPRESSOR SHAFT. REPLACED COMPRESSOR	RY
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ARTSQTYFP-MUMBER	The State of Florida ro to be collected for ear the state is 403.7181
IGE 1 OF 2	be collected for remanufactured before

This charge represents costs and profits to the tor which repair facility for prisoclinemer p supplies or waste disposal, * > #53/03,718 added a 51.00 feet for each new thre sold in State of Florida. * * * * F5403,7185 reproducts a 50 fee for each new or services and the feet of the feet of the feet of the feet of the feet of the feet of the feet of the feet of the feet of Florida.

y USED. REBUILT OR RECONDITIONED T WILL BUSTATED ASSUCH IN THE PARTY CRIPTION ABOVE

EASE SEE BACK FOR FORMATION REGARDING PAIRS.

L PARTS ARE NEW OR LCTORY AUTHORIZED EMANUFACTURED UNLESS HERWISE STATED

ere may be an additional charge to customer. This charge represent its and profile to the motor vehicle oir tecility for miscellaneous shor plies or weste disposal 59.904(4)).

State of Florida requires a \$1.00 fer e collected for each new tire sold is state [s.403,718] and a \$1,50 fee b collected for each new o anulactured battery sold in the state [8.403.7185].

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 08:579m

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING CERTIFIC

41

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



(239) 489-0600



GW GHYLLA





WARRANTY EXPIRING ? SEE BUSINESS MANAGER

63244	ADVIOR DESIREE REPINE	_ 569	Ng ug,	07/23/07	PNC\$2936	
	90.00	E NEL	21,742	GRAY/EBONY	76101	
	06/PONTIAC/G6/C	OUPE		07/07/06	DELIVERY MALES	-
CAPE CORAL, FL		8 5 6 4		DIXIE	PRODUCTION DATE	
Part HAVE	RTIS NO.	EQT 6427		87/18/07	 	⊣
_	COMMENTS		***		MO 217	42
SUBLETPO#VEND INV#-INV.DATE-DE	308 # 5 TOTAL	LABOR & PARTS	0.00	· · ·	1	끅
SUBLET PO#		OTAL - SUBLET	WARRANTY 0.00			
TOTALS	************************		"		tu e	Ì
NUTE: DIXIE BUICK, GAC IS A GOODWRENCH SER CERTAIN REPAIRS PURCHASED BY OUR CUSTONERS WARRANTY. PARTS NOTED ABOVE WITH AN ASTERIC BY YOU MAY BE COVERED BY ALLIFETINE WARRANT VERFORMED BY DIXIE BUICK, GMC.	VICE PLUS DEALER, 101 CARRY A LIFETIME 101 K AND PURCHASED 101 K THAT HUST BE 101 TOT	IAL LABOR IAL PARTS AL SUBLET AL G.O.G. AL MISC CHG.	0.00 0.00 0.00 0.00 0.00			
2	וטו	AL HISC DISC AL TAX	0.00	• • Title charge annuar		

TOTAL INVOICE \$

CUSTOMER SIGNATURE

 This charge represents costs and profits to the mount vehicle repair facility for miscollamous shop supplies or waste disposal. * * *73403.718 mondatus a \$1.00 fee for cash new tire sold in the State of Picnics. * * *76403.7185 resentation a \$1,50 the fay each dow or remarkatheared bettery sold in the State of Ptotion.

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

PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.

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

There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop SUPPINE OF [(0.559.904(4)). wasie disposal.

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

PAGE 2 OF 2

CUSTOMER COPY

I END OF INVOICE 108:57am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

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A COMPLETE OF A MARKET HAVE

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14588 SOUTH TAMIAMI TRAIL FORT MYERS, FLORIDA 33912, STATE OF FLORIDA REGISTRATION: MY 18588

(239) 489-0800



WARRANTY EXPIRING ? SEE BUSINESS MANAGER







CHINOLOGIA NO 63244 11/07/07 YAC YNOHTHA 878 PNCS298184 LICENSE NO. 90.00 **7610**1 26,407 GRÂY/EBONY YEAR / MARTINGED.

06/PONTTAC/G6/COUPE
VEHICLE LD, NE. 07707706 CLASSIC MARK CAPE CORAL, FL DIXIE 1 G 2 Z H 1 5 B 5 G 4 11705/07 MO: 26407 CUSTOMER STATES
CUSTOMER STATES
LEFT REAR TRIM PANEL HANGING DOWN.
QUARTER TRIM PANEL ON LEFT REAR LOOSE
REINSTALLED TRIM PANEL. М, PARTS------QTY---FP-MUMBER....--DESCRIPTION.-----LIST PRICE-UNIT PRICE-JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00 STARTING & CHARGING TECH(\$):81
CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START
STARTER WILL STAY ENGAGED. HAPPENS ABOUT EVERY 5 STARTS.
CHECKED OPERATION OF STARTING SYSTEM AND TRIED SEVERAL J# 2 41BUZ YIMASIRANIY () TIMES. OPERATING AS DESIGNED a * This charge represents cans and profits to the major vehicle repair facility for miscellameous shop supplies or waste disposel. * * vir3401,718 remainess a \$1.00 fee for each new rice sold in the State of Florita. * * FIS403,7183 manufaces a \$1.50 fte for cach new or remainimpend bettery 0.00 · JOS # 2 TOTAL LABOR & PARTS CUSTOMER STATES
WHEN TURNING WHEEL LEFT OR RIGHT OR ON BRAKING OR ACCEL.
THERE IS A CLUNKING IN STEERING THAT CAN BE FELT AND
HEARD, ALSO WHEN BACKING UP.
WORN/LOOSE RIGHT OTHER TIE ROD END
ROAD TESTED FOR CLUNK, INSPECTED STEERING AND
SUSPENSION, REPLACED RIGHT TIE ROD END AND SET TOE. J# 3 038UZ· sold by the Sieus of Florida. Any used, rebuilt or reconditioned part will be stated as such in the parts DESCRIPTION ABOVE PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION HEGARDING DESCRIPTION LIST PRICE-UNIT PRICE-JOB # 3 TOTAL PARTS REPAIRS. 0.00 JOB # 3 TOTAL LABOR & PARTS ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS J# 4 19BUVACVALVE LIGHT ENGINE REPAIR TECH(S):655

CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM
ENGINE WHILE RUNNING, HAS BEEN HAPPENING SINCE LAST
REPAIR ROADIESTED AND CHECKED OVER. COULD NOT DUPLICATE CONCERN
OPERATING AS DESIGNED. D.OD OTHERWISE STATED. There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ((5-759,804(4)) 0.00 JOB # 4 TOTAL LABOR & PARTS J# 5+70BUZZRENT. RENTAL: DECEMBER A PARTS 0.60
CLSTONER STATES ALTERNATE TRANSPORTATION REQUIRED DURING
REPAIR OF VEHICLE
VEHICLE DOWN DURING REPAIR(S) The State of Florida requires a \$1,00 fee to be collected for each new tire sold in the state [s.403.718] and a \$1.50 [ce to be collected for each new or remanufactured bettery sold in the state. [a.403,7185],

PAGE 1 OF 2

CLISTOMER COPY

ICONTINUED ON NEXT PAGE 02:53:pm

2392759761

SAMUELS

PAGE 81/84

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14565 SOUTH TAMIAMI THAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MV-12598 (239) 489-0800











WARRANTY EXPIRING ? OEE BURNERS WANAGER	A SEEV	CHAUTY 6//	Goodwr	ench	,
63244	ANTHONY DAY	87	B TANINO.	11/07/07	PNC\$298184
	90.00		25,40		P6101
	06/PONTIAC/	G6/COURE	40, 10.	07/07/06	DELVERY NEED
CAPE CORAL, FL	ABSECT S (TO' MO'	158564	······································	MOLINO COLULISI NO.	MODUTER DATE
	ALE NO.	MO, NO	•	DIXIE 11/05/07	
Property actions	CONTRACTOR OF THE PARTY OF THE] 11/05/07	ML8499 207
PROVIDED ALTERNATE TRANSPORTATION	·			,	MO: 26407
PARTSDESCRI	PTIONKIS	ST PRICE-UNIT PRICE 08 # 5 TOTAL PARTS	5 0.aa		
		TOTAL LABOR & PARTS	0.00		
SUBLETPO#VEND INV# INV.DATE DESCRIP JOB # 5 8997 271188 11/07/07 CAR REJ	TION ITAL	TOTAL - SUBLET	HARRANTY		
TECHNICIAN CERTIFICATION	LESICKO	ASE STG			
TOTALS					
NOTE: DIXIE BUICK GMC IS A GOODWRENCH SERVICE CERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARRY WARRANTY. PARTS NOTED ABOVE WITH AN ASTERICK AND BY YOU MAY BE COVERED BY A LIFETIME WARRANTY THA PERFORMED BY DIXIE BUICK. GMC.	PLUS DEALER. A LIFETINE PURCHASED T MUST BE	TOTAL LABOR. TUTAL PARTS. TOTAL SUBLET. TOTAL G.O.G. TOTAL HISC CHG. TOTAL HISC DISC	0.00 0.00 0.00 0.00 0.00 0.00	This shape represent motor website reputs for along supplies or waste supplies as \$1.00 (on for the Same of Florida. * * * \$1.50 (for for each now or supplies of the for each now or supplies in the supplies of the for each now or supplies in the supplies of the for each now or supplies in the supplies of the for each now or supplies in the supplies of the for each now or supplies in the supplies of the supplies	ispess, * * *FS403,718 * noch new tite sold in TS403.7189 mandam a
CUSTOMER SIGNATURE		TOTAL INVOICE	\$ 0.00	ANY USED, REBUILT PARTWILLER STATES	
				PLEASE BEE ADDITIONAL INFORMATION REPAIRS. ALL PARTS A FACTORY AUREMANUFACTURY AUREMANUFACTURY OTHERWISE STATE There may be an action of the customer. This costs and profits to the customer facility for missipplies or was (a.656.004(4)]	RE NEW OR ITHORIZED RED UNLESS ED.

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 02-50pm

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [a.403.718] and a \$1.50 fee to be collected for each new or famouractured battery sold in the state.

[0.403.7185].

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11/14/2007 13:35

2392789761

SAMUELS

PAGE 02/04

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14585 SOUTH TAMIAMITHAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-12898 (239) 489-0800











WARRANTY EXPIRING ? SEE BUSINESS MANAGER

		Ceneral M	OTORE CORPORA	LECK		
CURTOWER NO.	63244	ANTHONY DA	Y"	878	11/07/07	PNC5298264
		90.00	LIČENSE MO,	26,407	GRAY/EBONY	P6101
		TENR / PART / MODEL	Z/G6/COUPE		07/07/06	DELMENANCE
CAPE CO	RAL, FL	VENDOLIS LO, NO.	15856	4	DIXIE	PRODUCTION DATE
****		KEE NO.		NO. PO.	11/06/07]
		CCE-MINTED			12/00/0/	MO: 26407
BOR & FART 1 119UZ 2 04BUZ 2 04BUZ E: DIXIE B TRAIN REPAI ROW MAY BE FORMED BY	ABS/BRAKE SYSTEM CUSTOMER STATES VIBRATIGN WHEN BRAKING FRONT BRAKE ROTURS WARPED ROAD TESTED FOR BRAKE VIBRATION. BRAKE ROTURS. WHEELS & TIRES CUSTOMER STATES VIBRATION AT HIGH WOULD NEED TO START WITH TIRE BAY PROBLEM. CLISTOMER DECLINED REPAIR UICK. GMC IS A GOODBRENCH SERVIC RS PURCHASED BY OUR CUSTOMERS CAR TS OUTED BOVE WITH AN ASTERICK A TS OUTED BY A LIFETIME WARRANTY TO DIXIE BUICK, GMC.	RESURFACED FRONT JOB # 1 TECH(S HMAY SPECIS. LANCE TO CORRECT JOB # 2	TOTAL LABOR & TOTAL LABOR & TOTAL LABOR & TOTAL PAR TOTAL SUBI TOTAL A.O. TOTAL HISC TOTAL TAX.	PARTS 0.00 DR. 0.00 TS. 0.00 CHG 0.00 CHG 0.00	"This charge representation relative repair factions applies or waste distribution of \$1.00 fm; in the state of Florida." \$1.00 fee far each one or sold in the State of Florida. ANY USED, REBUILT OF THE PROPERTY WILLES SEATED A	i copis and profits to the fility for episcalles again sporal, " " "PR403.71B reach new tire sold in PS443.71B3 mandalon a managementational bettery
CUSTON	er Signature		TOTAL INV		PLEASE SEE ADDITIONAL NFORMATION APPAIRS. ALL PARTS AF ACTORY AU EMANUFACTUR THERWISE STATE BE CUSTOMER. This ci- costs and profits to the pair facility for miss applies or wa LECONOM(4).	BACK FOR CUSTOMER REGARDING REGARDING THORIZED THORIZED UNLESS ED. Sitional charge to motor vehicle collaneous chop ate disposal.
				Tr to	e State of Florida per be collected for asci state [5,403,718] at	To article the defense on market 1

PAGE 1 OF 1

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[END OF INVOICE 101:09pm

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

PB-023 (R≥-0307)

the state [9.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state.

[6:403.7185].

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47

DIXIE BUICK PONTIAC GMC TRUCK, INC. PAGE 84/84 11/14/2007 13:35 14565 SOUTH TAMIAMI TRAIL + FORT MYERS, FLORIDA 33912 (239) 488-0600 RECOMMENDED SERVICES STATE OF FLORIS OPERATION: " OPERATION DES MO/MI* (be t TION DESCRIPTIONS. MOIMI - TOTAL LUBE, ORL & FILTER COOLANT HOSE(S) ROTATE TIRES NARSH SHIFT O I BUZLOF 32BUZHHOSE 049UZROTATE 25BUZTRANSERV NT HOSE(S) JOLING SYSTEM. JIL FILTER MI SERVICE HISTORY DATE KEPAIR GROED! | MILIFAGE | ADVISOR | TECHNICIAN | TYPE! OPERATION F OPERATION DESCRIPTION: 07/18/07 293683 21742 569 655 655 655 338UZAC 57BUZZSB A/C BLOWS WARM SEAT BELT(S) STEERINGGSUSPENSION OBBUZ 708LIZZRENT RENTAL STARTING & CHARGING TRACTION CONTROL ã55 04/17/07 289869 14203 569 1 JBUZRPLBRKH **655** SALESPERSON NO. 564 HAROLD E SILVERMAN R STATE REG# MV-12598 1G2ZH158564 STOCK MA COLOTON DOD D VIEW CI WEY CI WEY CI WEY CI WEY D6/PONTIAC/C6/COUPE ILO, NO <u> 2981.84</u> 07/07/0 63244 GMEP PALIFIC DESCRIPTION 11/05/07 DIXIE GRAY/EBONY IMPRES PASTE FOR CHARGE 07/07/1 Z5.000 CAPE CORAL, FL 26.407 DINEY RUT 878 01:05pm | 11/06/07 57BUZ INTERIOR TRIM CUSTOMER STATES PLEASE READ CAREFULLY, CHECK ONE OF EFT REAR TRIM PANEL HANGING DOWN. THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100. W 41BUZ STARTING & CHARGING CUSTOMER STATES WHEN STARTING WITH KEY OR REMOTE START 🗀 i request a written estimate. 🗖 I DO NOT REQUEST A WRITTEN STARTER WILL STAY ENGAGED, HAPPENS ABOUT EVERY SOTARTS. ESTIMATE AS LONG AS THE REPAIR COSTS and T. DO NOT EXCEED \$-THE SHOP NO FIXED WO MAY NOT EXCEED THIS AMOUNT WITHOUT MY W osbuž STEERING&SUSPENSION · n estimate CUSTOMER STATES WHEN TURNING WHEEL LEFT OR RIGHT OR ON BRAKING OR ACCEL THERE 19 A CLUNKING IN STEERING THAT CAN BE FELT AND HEARD. ALSO WHEN BACKING UP. 2~0 Fixedac Cont. Market All The John Cont. Long. 18BUVACVALVE W 19BUVACVALVE LIGHT ENGINE REPAIR CUSTOMER STATES THERE IS A RATTLE TYPE NOISE FROM ENGINE WHILE RUNNING HAS BEEN HAPPENING SINCE LAST First Charge for Premaing an estimate cannot be Predetermined the Charge Wal, de Babed Chi.

D. Flat Nate C. Hourly Rate C. Buth SEE BACK FOR ADDITIONAL SEE BACK FOR ADMITTALE REPAIRS 298184 PALE I OF 1

CUSTOMER COPY

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,t,'

the state [s.403.718] and a \$1,50 fee to be collected for each new or remanufactured battery sold in the state.

[5.403.7185].

DIXIE BUICK PONTIAC GMC TRUCK, INC. 14585 SOUTH TAMIAMITHAIL - FORT MYERS, FLORIDA 33912 STATE OF FLORIDA REGISTRATION: MY-12598



(239) 489-0600









Warranty Expiring ? SEE Business Manager	SERVICE/PARTS GENERAL MOTORS CORPO	GAT GOODWA	enen	
сизтания но. 63244	ANTHONY DAY	878 TAGNO,	INVOICE DATE	PAYOTOE NO.
	90.00 LICENSE NO.	MEGADE	01/15/08 CADA D GRAY/EBONY	PNC\$300784 P6101
CAPE CORAL, FL	_G6/PONTTAC/G6/COUP		05/VERY BATE 07/07/06 \$91LING DEALER NO.	PRODUCTION DATE
SCHOOL STATE	1 G 2 Z H 1 5 8 5	6 4	DIXIE	
	COMMENTE		<u> </u>	MO: 29570
FOGLIGHT SWITCH LIGHT INOP/FOGLIG LIGHT UP INDICATOR LIGHT IN SWITCH FLICKER SHORT. REPLACED FOGLIGHT SWITCH AND CHEC	STARTS/HAPPENS WITH KEY OR KED CAR WITH CUSTOMER AND RIPTION	R & PARTS 0.00	* This charge inpresent motor vehicle repair for show number or waste of	costs and profits so the
PARTSQTYFP-NUMBER	AIPTIONLIST PRICE-UN PR 2.486 JOS # 2 TOT	AL PARTS WARRANTY	mandates a \$1,00 fee fo the State of Florida, * * * \$1.50 fee for each new or sold in the State of Florida	FS403.7185 mandates a
J# 3 33BUZ A/C & HEATING CUSTOMER STATES HEATER MAKING WIRL SOUNDS LIKE IN DASH. DAVE HAYES AND HAYDEN HAWES CHECK!	RING NOISE WHEN USING/	Still not	ANY USED, REBUILT OF TAKE WILLERS TATED A DESCRIPTION ABOVE.	5 SUCH IN THE PARTS
DAVE HAYES AND HAYDEN HAWES CHECKI AND COULD NOT DUPLICATE CONCERN PARTSQTYFP-NUMBER	IPTIONLIST PRICE-UN		PLEASE SEE ADDITIONAL INFORMATION REPAIRS.	BACK FOR CUSTOMER REGARDING
J# 4 708UZZRENT RENTAL CUSTOMER STATES ALTERNATE TRANSPOR REPAIR OF VEHICLE VEHICLE DOWN DURING REPAIR(S) PROVIDED ALTERNATE TRANSPORTATION	JOB # 3 TOTAL LABOR TECH(S):90 RTATION REQUIRED DURING	WARRANTY	ALL PARTS AI FACTORY AU REMANUFACTUI OTHERWISE STAT	THORIZED
PARTSQTYFP-NUMBERDESCRI # 5+018UZZ0102 3000 INTERVALS SER PERFORM 3.000 MILE SERVICE PER MAIN LUBE OIL & OIL FILTER, TOP FLUIDS & THANK YOU FOR SERVICING YOUR VEHICL DIXIE BUICK PONTIAC GMC	JOB # 4 TOTAL LABOR !	PARTS 0.00 PARTS 0.00	There may be an addite customer. This closes and profits to trepair facility for mis supplies or war (a.558.804(4)). The State of Florida recollected for each the state [s.403.718] a	narge represente he motor vehicle cellaneous shop ste disposal.

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 09:08am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION DECADRING DECADE

DIXIE, BUICK PONTIAC GMC TRUCK, INC. 14666 SOUTH TAMIAMITRAIL - FORT MYERS, FLORIDA 33912

STATE OF FLORIDA REGISTRATION : MV-12598

(239) 489-0600







WARRANTY EXPIRING ? see Business Manager

CUSTOMOS NO. 63244 MYCHCE DATE VOICE NO. ANTHONY DAY 878 01/15/08 PNC\$300784 90.00 LICENSE NO. 29.570 GRAY/EBONY P6101 YEAR / MAKE / MERCEL 07/07/06 D6/PONTTAC/G6/COUPE VEHICLE LD. NO. CAPE CORAL, FL HODUC TON DATE DIXIE 01/10/08 REBICENCE PHONE MO: 29570 PARTS------QTY---FP-NUMBER------JOB # 5 1 25010792 -DESCRIPTION-----LIST PRICE-UNIT PRICE-FILTER 1.836 5.16 6.16 JOB # 5 TOTAL PARTS 6.16 6.16 JOB # 5 TOTAL LABOR & PARTS 16.53 WARRANTY 1114 G.O.G. & SUPPLIES JOB # 5 4.5 CASTROL MOTOR DIL @ 3.350 /UNIT TOTAL - GOG 1.00 Section of the section of the section of COMMENTS. DAMAGE TO LEFT FRONT DOOR This charge represents costs and profits to the motor volicie repair facility for misocillancous shop supplies or waste disposal. * * *F\$403,718 RECOMMENDATIONS

DAMAGE TO LEFT FRONT DOOR mandates a \$1.00 fee for each new tire sold in the State of Florida. * * *FS403.7185 mandates a \$1.50 for for each new or remonufactured battery TECHNICIAN CERTIFICATION.....90 sold in the Sum of Florida. JAMES R GABRIELE ASE 8 GM CERTIF ANY USED, REBUILT OR RECONDITIONED PART WILL BE STATED AS SUCH IN THE PARTS DESCRIPTION ABOVE NOTE: DIXIE BUICK . GMC IS A GOODWRENCH SERVICE PLUS DEALER. CERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARRY A LIFETIME WARRANTY. PARTS NOTED ABOVE WITH AN ASTERICK AND PURCHASED BY YOU MAY BE COVERED BY A LIFETIME WARRANTY THAT MUST BE PERFORMED BY DIXIE BUICK. GMC. TOTAL LABOR...
TOTAL PARTS...
TOTAL SUBLET...
TOTAL G.O.O...
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX... 10.37 6.16 0.00 15.08 1.00 0.00 1.96 PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS. ALL PARTS ARE NEW OR FACTORY AUTHORIZED **TOTAL INVOICE \$** 34.57 REMANUFACTURED UNLESS CUSTOMER SIGNATURE OTHERWISE STATED. There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair (acility for miscellaneous shop supplies or waste disposal, ((a.559.904(4)). The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the slate [s.403.718] and a \$1.60 fee to be collected for each new or remanufactured battery sold in the state.

PAGE 2 OF 2

CUSTOMER COPY SEE DAOK COR

[END OF INVOICE] 08:09am ADDITIONAL CHOTOSED MICODES STICKL CARRIED CHRIST

[4403.7185].

IIn regards to the vehicle staging enguaged, when I was with Dave Hayes and Hayden Hawes they tried to explain to me that may be I was holding the key's over to long and I only needed to turn it quickly and let go, all though when I picked the car up on 1/15/08 and Started it with the key and my hand was off the key's it over turned there for not correcting the problem again for what I believe to be the Lith time if you look at my records. Also Dave Haiges and Hayden Hawes as well as myself only sterted the car approximately 3 times.

10/08



Also in regards to the wirring noise that has also been a problem since they repaired the alc when it went out, I had also explained to Dave Hayes and Hayden Hawes that this was not a constent problem but when the car has been running for a while and stepped at a real light which is when this accuract to me with the A/C or heat on you can here this noise. Not air blowing through the vents wich was stated by Dave Hayes when the car was any running for a couple of minutes.



I do not believe they have done any further testing to try and correct these problems, or driving because the miles alich not change as I documented how many there was on the car when I took it in fer repair, which to me is not standing by their product or trying to schisty their customer which was also stated by Dave Hayes and Hayden Hawes. I am clearly. not happy with their customer services, being in the sales industry myself, and with problems such as the power steering going out twice and the replacment of a tie rod to list only a couple of problems I do not even feel safe in



BBB AUTO LINE



AGREEMENT TO ARBITRATE

Case Number: PGM0831666 Date: 01/23/2008

Customer:

Business: Pontiac/GMC

Mfr-Info: 1712 FL 1G2ZH158564

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model: G6 Year : 2006

All parties named above submit to arbitration the following:

- * starter/electrical
- * steering/suspension

The parties have come to agreement on the following:

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are: (reflects the deduction of a rebate, if applicable)

Purchase price:

(* 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

XXXXXXXXXXXXXI00 DOLLARS

XXXX00 CENTS

AMOUNT ************100.00

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER OF

AMOS LONGANECKER 915 THERBROOK ST CHIPPEWA FALLS WI

54729-1523

The Chase Manhattan Bank, N.A. Syracuse, New York

AUDIT

#900953258# #021309379# 601#2#62520#

VENDOR DUNS NO. BB (000000408 AMOS LONGANECKER	1	North A General I Disbursen PO Box Phoenix.	merican Operation Motors Corporation nents (2613) 62530 AZ 85082-2530	TS DETACH CHECK NO. PAYMENT DATE	900953258 01/25/08
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC, REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	01/24/08 21810.71-595410814		00.0000	100.00	.00	100.00
	·					
ACC REI	EPTANCE OF THIS CH HBURSEHENT OR QUES	HECK CONSTITUTES FULL RESOLU STIONS CALL 800-462-8782	JTION FOR	нз		
TOT SAN			TOTAL	100.00	.00	100.00

Amos Longanecker 915 Therbrook St. Chippewa Falls, Wi 54729 21 DEC 2007 PM 1 T

EN VS CH

Reimbursement Department PO Box 33170 Detroit, MI 48232-5170

4853542130

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant									
Date Claim Submitted: Bugue to 800 000 12-20-2007									
17-Digit Vehicle Identification Number (VIN): 16/27 62-805 F /2/8/0									
Mileage at Time of Repair: 5/,094 Date of Repair: Augus + 8, 2006									
Claimant Name (please print): Amos Longanecker									
Street Address or PO Box Number: 915 Ther brook 54.									
City: Chippewa Full State: WI ZIP Code: 54729									
Daytime Telephone Number (include Area Code): (715) 205 - 6096									
Evening Telephone Number (include Area Code): (7/5) 205 60 %									
Amount of Reimbursement Requested: \$									
The following documentation must accompany this claim form.									
Original or clear copy of all receipts, invoices, and/or repair orders that show:									
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 									
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.									
Claimant's Signature: Amos Longanecher									

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).





ROCHESTER, MINNESOTA 5590

1000 12™ STREET S.W. PHONE (507) 289-0491

www.clementsauto.com

SUBARU

MAIN (507) 289-0491 SERVICE DIRECT (507) 285-4772 SERVICE MGR.- (507) 285-4770

INVOICE NO. 08/08/06 5315 STOCK NO.

CVCS616389

CUSTOMER NO. ADVISOR 103111 MICHELLE SCHUMACHE 164 CVCS616389 LABOR RATE LICENSE NO 51,094 GREEN/GREEN AMOS LONGANECKER VEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES 1406 10TH AVE SE #3 05/CHEVROLET/MALIBU/MAXX SS ROCHESTER, 55904 VEHICLE I.D. NO. SELLING DEALER NO. PRODUCTION DATE 1 G 1 Z T 6 2 8 0 5 F 1 2 1 8 1 0 R. O. DATE 08/07/06 715-205-6096 BUSINESS PHONE COMMENTS MO: 51095

TOTAL - MISC

-1046.84

146.61

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

CUSTOMER SIGNATURE

TOTAL LABOR.... 446.50 TOTAL PARTS.... 668.08 TOTAL SUBLET... 30.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. TOTAL MISC DISC 100.00 -1146.84 TOTAL TAX..... 48.87 **TOTAL INVOICE \$**

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



CVCS616389

1000 12™ STREET S.W. PHONE (507) 289-0491 ROCHESTER, MINNESOTA 55902

www.ciementsauto.com

MAIN (507) 289-0491 SERVICE DIRECT (507) 285-4772 SERVICE MGR.- (507) 285-4770

							أستعام	1 6		
CUSTOMER NO. 10)3111		M	ADVISOR MICHELLE			164	5315	08/08/06	CVCS616389
AMOS LONGANECKER 1406 10TH AVE SE #3 ROCHESTER, 55904			7	LABOR RATE YEAR / MAKE / MODE	-		MILEAG	51,094		
			7	05/CHEVRO VEHICLE L.D. NO. 1 G 1 Z				1810	SELLING DEALER NO.	PRODUCTION DATE
			F	F. T. E. NO.			P. O. NO.		08/07/06	
715-205-60	96	BUSINESS PHONE	-	COMMENTS						мо: 51095
CUS SCA STE REM	SUSPE OTMER STA IN DIAGNOS FRING COLI	ENSION STEERING TES THE POWER ST TICS CODE C0545 JMN, GOOD EPLACE STEERING	STORED I	IS OUTADVI INSPECT WIRI	NG TO			266.00	RADIOS, AN DECKS, CD TAPES OR A	SIBLE FOR ANY TENNAS, TAPE PLAYERS, CD'S ANY PERSONAL I THIS VEHICLE.
PARTS·····QTY JOB # 1 1	-FP-NUMBE 88967:	R 179	DESCRIPT	TION EM 6.518			459.00	459.00	OR APPROVI	RICTLY CASH ED CREDIT CARD
				"		1 TOTAL		459.00	products sold here	t. Any warranties on the by are those made by
					1 TOTAL			725.00	the manufacturer.	The Seller, CLEMENTS ILLAC CO., hereb
CUS TNS	STOMER STATE	TRICAL TES THE KEY FOB TEST BODY CONTRO EPLACE BCM PERFO	IS NOT V OL MODULE	WORKING-ADVI E.CODE U2107	SE Found		i i u udi	. 180.50	expressly disclaims express or implied warranty of mercha	s all warranties, eithe , including any implies entability or fitness for a le, and CLEMENTS
PARTSQTY JOB # 2 1	-FP-NUMBEI 15234		DESCRIPT BCM 2.56	TION 60		UNIT 2 TOTAL	167.48	167.48	CHEVROLET-CAD assumes nor autho to assume for it an with the sale of said	ILLAC CO., neithe prizes any other perso ny liability in connectio
				JOB #	2 TOTAL	LABOR 8	PARTS	347.98		
		INTERIOR TES MAKE AN ADD			(\$):515			. 0.00	**************************************	
PARTSQTY JOB # 3 1	FP-NUMBE 88957	R 992	-DESCRIP KEY 2.18	TION 87		UNIT 3 TOTAL	41.60	41.60 41.60		
i				JOB #	3 TOTAL	LABOR 8	PARTS	41.60		
/ POS	SOTMER STA ADVISE	TES THE CHECK G TO BCM FAILURE	AS CAP L	TECH IGHT KEEPS F	I(S):515 FLASHING	; ***.	· · · · · · · · · · · · · · · · · · ·	0.00		
PARTSQTY-	FP-NUMBE	R	-DESCRIP	TION	JOB #	UNIT 4 TOTAL	PRICE- PARTS	0.00	1	
				JOB #	4 TOTAL	LABOR 8	& PARTS	0.00		
SUBLETPO#- JOB # 1 2224		D INV#-INV.DATE 08/08/06				TOTAL -	SUBLET	30.00 30.00		
MISC CODE- JOB # 1 JOB # 1 GMPPDI JOB # 2	GMPP GMP EDUCT GMP GMPP GMP	P DEDUCT			····CONT	(616389 616389 616389	-787.13 100.00 -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.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. 213 DATE AMOUNT 01/25/08 XXXXOO CENTS XXXXXXXXXXXXX100.00 North American Operations General Motors Corporation Disbursement Account CHIPPEWA FALLS WI TO THE ORDER OF The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. BB 000000408 PAYMENT DATE VENDOR NAME 01/25/08 REGISTER NO. DOC, REFERENCE NUMBER INVOICE DATE % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/24/08 VM 1-9UHQ01 71-595410814.1-9UHQ01 00.0000 100.00 .00 100.00 1G1ZT62805F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT OR QUESTIONS CALL 800-462-8782 H3 TOTAL 100.00 100.00 .00

Chippewa Falls, Wi

21 DEC 2007 PM 1 T

358723

Reimbursement Department PO Box 33170 Detroit, MI 48232-5170

4823245170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: Equator to 803 686 12-20-2007
17-Digit Vehicle Identification Number (VIN): 16/27 62-805 F
Mileage at Time of Repair: 5/094 Date of Repair: Flugus + 8, 2006
Claimant Name (please print):
Street Address or PO Box Number:
City: Chippewa Fulls State: WI ZIP Code
Daytime Telephone Number (include Area Code): _
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- · Approved, you will receive a check,
- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing documentation is
 available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).





1000 12™ STREET S.W. ROCHESTER, MINNESOTA 5590

PHONE (507) 289-0491

www.clementsauto.com

MAIN (507) 289-0491 SERVICE DIRECT (507) 285-4772 SERVICE MGR.- (507) 285-4770



103111	ADVISOR MICHELLE SCHUMACHE	164 5315	08/08/06	CVCS61638	
	LABOR RATE LICENSE NO.	MILEAGE 51,094		STOCK NO.	
ROCHESTER,	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/	MAXX SS	DELIVERY DATE	DELIVERY MILES	
ROCHESTER,	VEHICLE I.D. NO. 1 G 1 Z T 6 2 8 0 5	F F	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R.O. DATE 08/07/06		
BUSINESS PHONE	COMMENTS			мо: 5109	

TOTAL - MISC

-1046.84

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.

COMMENTS - - -COMMENTS: X-WARRANTY 800-538-4181 CONTRACT # EG5237675 08/07/06 9:53AM CALLED X WARRANTY 800-538-4181 PARTS = 526.48 LABOR = 446.00

RENTAL = 60.00

TAX = 36.85 --CUSTOMER 100.00 DED

= 969.83 AUTH# 2729121

TOTALS

- IMPORTANT - IMPORTANT - IMPORTANT - -

You may receive a survey from your manufacturer, This is our report card. If for any reason you cannot grade us "COMPLETELY SATISFIED" on your recent service visit, please contact our Service Director Dave Nelson @ (507)-285-4770

Thank you SERVICE DEPARTMENT DIRECT LINE (507)-285-4772

CLEMENTS SERVICE DEPARTMENT NOW SELLS TIRES, PLEASE SEE YOUR SERVICE ADVISOR FOR ALL YOUR TIRE NEEDS

COZIOMEK ZIGNATORE

TOTAL LABOR.... 446.50 TOTAL PARTS....
TOTAL SUBLET... 668.08 30.00 TOTAL G.O.G....
TOTAL MISC CHG.
TOTAL MISC DISC 0.00 100.00 -1146.84 TOTAL TAX..... 48.87

9006 g

TOTAL INVOICE \$

PAID

AUG - 8 2006

CLEMENTS CHEVROLET



Clements

CVCS616389

Cadillac SUBARU

1000 12™ STREET S.W. PHONE (507) 289-0491 ROCHESTER, MINNESOTA 55902 www.ciementsauto.com

MAIN (507) 289-0491 SERVICE DIRECT (507) 285-4772 SERVICE MGR.- (507) 285-4770 COPY

VCS616389

							Marin.			
CUSTOMER NO.	03111		M:	ICHELLE			164	5315	08/08/06	CVCS616389
	200		Ϋ́	BOR RATE			MILEAC	51,094	GREEN/GREEN DELIVERY DATE	STOCK NO. DELIVERY MILES
ROCHESTER,			Vi	05/CHEVRO EHICLE I.D. NO. 1 G 1 Z					SELLING DEALER NO.	PRODUCTION DATE
				T. E. NO.			P. O. NO.		08/07/06	
		BUSINESS PHONE	a	OMMENTS						мо: 51095
CU SC ST RE	SUSPE SOTMER STAT AN DIAGNOST FERING COLU	NSION-STEERING TES THE POWER S TICS CODE CO545 IMN.GOOD PLACE STEERING	TEERING IS STORED I	S OUTADVI NSPECT WIRI	SE NG TO			266.00	NOT RESPONS RADIOS, ANT DECKS, CD P TAPES OR AI ITEMS LEFT IN	ENNAS, TAP LAYERS, CD'S NY PERSONA
ARTSQTY-	FP-NUMBER 889671	{ 179	-DESCRIPT	ION M 6.518		UNIT	PRICE- 459.00	459.00	OR APPROVED	CREDIT CASH
OBHI	552072	., .	*, *		JUB #	I IUIAL	PARIS	459.00	Warranty Statement.	
								725.00	the manufacturer. The CHEVROLET-CADIL	e Seller, CLEMEN'
CU IN	ISTOMER STAT ISPECT AND T	RICAL TES THE KEY FOB TEST BODY CONTR PLACE BCM PERF	IS NOT W OL MODULE	ORKING-ADVI .CODE U2107	SE ' Found		i a ale	180.50	expressly disclaims express or implied, warranty of merchan particular purpose	all warranties, eitl including any impl tabllity or fitness fo
ARTS·····QTY- OB # 2 1	FP-NUMBER 152348	} 345	-DESCRIPT BCM 2.56	ION 0	JOB #	UNIT 2 TOTAL	PRICE- 167.48 PARTS	167.48 167.48	CHEVROLET-CADIL assumes nor author to assume for it any with the sale of said	LAC CO., neiti izes any other pers liability in connect
				JOB #	2 TOTAL	LABOR 8	PARTS	347.98	with the sale of salo	oroducis.
# 3 06CVZ CU E	istomer stat	INTERIOR TES MAKE AN ADD	UNITS:	0.00 TECH EY	(\$):515			0.00		
ARTSQTY- OB # 3 1	FP-NUMBER 889579	? 992	-DESCRIPT KEY 2.18	ION 7		UNIT	41.00	41.60 41.60		
				JOB #	3 TOTAL	LABOR 8	PARTS	41.60		
CL PC	JSOTMER STAT ADVISE	EABLE, EMISSION TES THE CHECK G TO BCM FAILURE DRMED	ias cap li	TECH GHT KEEPS F	I(S):515 LASH1NG	;	· · · · · · · · · · · · · · · · · · ·	0.00		
PARTSQTY-	FP-NUMBEF	R	-DESCRIPT	10N	JOB #	4 TOTAL	PRICE- PARTS	0.00		
				JOB #	4 TOTAL	_ LABOR &	A PARTS	0.00		
UBLETPO#- IOB # 1 2224		D 1NV#-INV.DATE 08/08/06	-DESCRIPT RENTAL M	TON		TOTAL -	SUBLET	30.00 30.00		
IOB # 1	GMPP GMPI DEDUCT GMPI GMPP GMPI	P DEDUCT			СОМТ	(516389 516389 516389	-787.13 100.00 -359.71		
										•

Chippewa Falls, WI

Service Request: 71-595410814

Customer Relationship Specialist: Wine Summers

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu MAXX. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$100.00.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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 SOZ

TO DECIMENT PHEASE OF

Reimbusement Deportment P.O. BOX 33170 Detroit. MI 48232-5170

JAN 0.2 2008

5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12 38 2007
17-Digit Vehicle Identification Number (VIN): 16/27 62805F/2/42/
Mileage at Time of Repair: 68,370 Date of Repair: 9 15-3007
Claimant Name (please print): ANGLO DOMINGO
Street Address or PO Box Number: 19005 & 45 Avt.
City: DENVEC State: COLORDO ZIP Code: 80049
Daytime Telephone Number (include Area Code): 395-375-1(38
Evening Telephone Number (include Area Code): 35 35 138
Amount of Reimbursement Requested: \$ 873.22
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature: Longo Williams

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

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Your claim will be acted upon within 60 days of receipt.

If your claim is:

- · Approved, you will receive a check,
- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing documentation is
 available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).





14500 East Colfax Avenue, Aurora, Colorado 80011 Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

INVOICE ORIGINAL Work Order #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 80249

CO

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

Origin:

License #:

Odo. In: 68,270

Odo. Out: **Next Service:**

Retail

\$419.26

In Service Date: 07/30/2004

Cases: 1

Call When Ready:No

Price

\$419.26

\$420.00

Case: 1 Customer states the vehicle has no power steering-may have power steering first thing in am but will not have after approx one mile-advise

Cause:

Quantity Description/Correction

1.00 15926870 - Column

Customer states the vehicle has no power steering--may have power steering first thing in am but will not have after approx one mile-advise - Tech Cause: eps dign time has bent ft end parts LF - Tech Comments: replace steering column for code c0545 c4.0a NOTE: customer declined bent ft end parts causing wheel to be off center and LF wheel to lean in

Hazzard (Extra Item)

Completed by: Uhl, Kelly A (0011)

Coupon (Extra Item)

\$420.00

Miscellaneous (Extra Item)

- - Parts \$419.26

Prepaid Parts Amt: \$0.00

\$1.00 (\$28.10)

Case Total:

\$1.00 (\$28.10)

Total

\$419.26

\$420.00

\$25.00 \$25.00

PICINA

\$837.16

\$420.00

\$419.26

\$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.

09/17/2007

Misc (\$2.10) Labor

Signature Date

Currency: USD

Payment Ref:

Expiry Date:

P/O#:

Misc: Sub Total:

Labor:

Parts:

(\$2.10)\$837.16

Tax:

\$36.06

Estimate: DECLINED

Payment Type

Total:

\$873.22

1588 E COLFAX AVE AORA, CO. 88811-6983

TERMINAL I.D.: 0017340000950471774601

MERCHANT #:

9584717746

TIME: 16:00 248078

AUTH:

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

50-937 213

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



DATE 01/28/08

XXXXXXXXXXXXXXXX DOLLARS

XXXX22 CENTS

AMOUNT *****************

DETACH BEFORE DEPOSITING CHECK

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER OF

ANGELO DOMINGO 19005 E 45TH AVE DENVER CO 80249-6513

North American Operations

The Chase Manhattan Bank, N.A. Syracuse, New York

AUDIT

#900953789# #1021309379# 601# 2#62520#

VENDOR DUNS NO. BB 00	0000397	1	General Disburser PO Box	Motors Corporation nents (2613) 62530 AZ 85082-2530	CHECK NO.	900953789
	NGELO DOMINGO				PAYMENT DATE	01/28/08
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	01/25/08 421.71-59545173	VH 1-9US7V0 8.1-9US7V0	00.0000	873.22	.00	873.22
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	1 . 1					
ACCEF REIME	TANCE OF THIS C	HECK CONSTITUTES FULL RES STIONS CALL 800-462-8782		н з		
			TOTAL	873.22	.00	873,

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

February 14, 2011



Service Request: 71-595451738

Customer Relationship Specialist: Anne Parks

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu MAXX. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$873.22.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

DENVER CO SOZ

Denver, CO

20 BEC 2867 PM 4.4.

Reimbusement Department P.O. Box 33170 DETROIT MI 48232-5170

JAN 0 2 2008

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 13 38 8007
17-Digit Vehicle Identification Number (VIN): 16/27/62805F
Mileage at Time of Repair: 68,370 Date of Repair: 9.15-3007
Claimant Name (please print):
Street Address or PO Box Number:
City: DENVEC State: COLORDO ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 873.22
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- · Approved, you will receive a check,
- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing documentation is
 available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).





14500 East Colfax Avenue, Aurora, Colorado 80011 Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

INVOICE ORIGINAL Work Order

September 15, 2007 Svc.Adv Rochau, Al (303) 375-1138

Cust.Ph. Tag#

Page 1 of 1 09/17/2007 14:20:10

Next Service:

Retail

\$419.26

Τо CO Denver

Year: 2005 Veh Id: 18034 Unit #: G3667 Make: Chevrolet License #: Model: Malibu Ls Maxx Odo. In: 68,270 Color: White Odo. Out:

V.I.N.#: 1G1ZT62805F Date In: 09/15/2007

Out: 09/17/2007 13:54

Ext. War:

Promised Time:09/15/2007 11:30

Origin:

In Service Date: 07/30/2004

Price

\$419.26

\$420.00

Cases: 1

Call When Ready:No

Case: 1 Customer states the vehicle has no power steering-may have power steering first thing in am but will not have after approx one mile-advise

Cause:

Quantity Description/Correction

1.00 15926870 - Column

Customer states the vehicle has no power steering--may have power steering first thing in am but will not have after approx one mile-advise - Tech Cause: eps dign time has bent ft end parts LF - Tech Comments: replace steering column for code c0545 c4.0a NOTE: customer declined bent ft end parts causing wheel to be off center and LF wheel to lean in

Completed by: Uhl, Kelly A (0011)

Hazzard (Extra Item) Coupon (Extra Item)

Miscellaneous (Extra Item)

\$1.00 \$1.00 (\$28.10) (\$28.10)\$25.00 \$25.00

PIGNA

Misc (\$2.10) Labor \$420.00 - - Parts \$419.26 Prepaid Parts Amt: \$0.00 Case Total: \$837.16

\$0.00

Total

\$419.26

\$420.00

ł	09/17/200 7 Date Signature	Payment Type	Total:	\$873.22
i		Estimate: DECLINED		
],	CHEVROLET INC, any consequential damages, damages to property, damage to los use, loss of time, loss of profit or income, or any other incidental damages as a result this sale of products and/or service. PARTS & LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.		Tax:	\$36.06
ľ	n on this repair order. Buyer shall not be entitled to recover from LEN LYALL	Expiry Date:	Sub Total:	\$837.16
ĺ	express or implied, including any implied warranty of merchanability or fitness for a particular purpose, and LEN LYALL CHEVROLET INC, neither assumes nor authoriz any other person to assume for it any liability in connection with the sale of the produ		Misc:	(\$2.10)
	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, eith		Labor: Parts:	\$420.00 \$419.26

14588 E COLFAX AVE 24588 E COLFAX AVE 2007 CO. 88811-6983

TERMINAL I.D.: - 0017340080950471774601

HERCHAHT #:

9504717746

NGANG ÁSTIL

SALE RECORD W: 14 DATE: SEP 17, 87

TIME: 16:00 248078

AUTH:

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



CHECK NO.

213

DATE 01/28/08

The Chase Manhattan Bank, N.A. Syracute, New York

XXXXXXXXXXXXXXX873 DOLLARS

XXXX22 CENTS

THUOMA **XXXXXXXXXXXXXX**873.22

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER OF

DENAFK CO

AUDIT

DETACH BEFORE DEPOSITING CHECK

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 VENDOR DUNS NO CHECK NO. 1 BB 000000397 PAYMENT DATE **VENDOR NAME** 01/28/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC, AMOUNT NET AMOUNT VM 1-9US7VO -9US7VO 01/25/08 71-595451738.1-.00 00.0000 873.22 873.22 1G1ZT62805F

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

TOTAL

873.22

Ħ3

.00

873,22

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK NO. 900955565

DATE 02/01/08 ****** DOLLARS

CLINTON BOUNDS 406 S CLAY FAIRBURY IL 61

AMOUNT

50-937

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER OF

The Chase Manhattan Bank, N.A. Syracuse, New York

AUDIT

#900955565# #021309379# 601#2#62520#

61739-1424

	000324 Inton Bounds	1	General Disbursen PO Box Phoenix,	merican Operat Motors Corporation nents (2613) 62530 AZ 85082-2530	CHECK NO. PAYMENT DATE	H BEFORE DEPOSITING CHECK 900955565 02/01/08
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
G1ZT54805F1515	01/31/08 88.71-59548d01	VH. 1-9VGNV9 17.1-9VGNV9	00.0000	115.50	.00	115.50
i de la companya de l						
		HECK CONSTITUTES FULL RE	SOLUTION FOR	M3		A Company of the Comp

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.



BLOOMINGTON THE IL 617
21 DEC 2007 PM 2 L

P.O. Box 33170

Detroit, M1 48232-5170

Reimbursment Deportment

5i70

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted:
17-Digit Vehicle Identification Number (VIN): 16/275 48 05 F / 5/58
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: \$
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:
Oldinatio Olgitatare.

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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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

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.

Scott Lawson

General Director,

Customer and Relationship Services

Enclosure 07126



ETERSEN MOTORS, INC. Chrysler-Dodge-Jeep • Chevrolet-Buick 1006 West Oak St. • Fairbury, IL 61739 Phone (815) 692-2341 • Fax (815) 692-3168



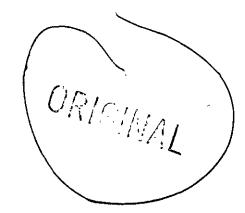


RO 2614 YEAR 2005 MILES IN 54475	CHEVROLET MILES OUT	MALIBU RRST USE 09/09/05	F 1 5 1 5 8 8 COLOR BLACK USC.	CLINT I	ay st	.739				DATE IN 08/31/07 TIME IN 09:35 GLOSED 08/31/07 WAITER 7569
ALSO				H: (815)	692-36	552 W: (815)			GERRY
SC. ST SY ON	EERING SYSTEM STEM FAILURE. LYORDERED STOMER GOODWI	CHECKED ELEC HAS STEER! REPLACED AS PART	T CTRIC ASSIST ING COLUMN/SENSOR COLUMN ASSEMBLY JUST PARTS ONLY	R Total			• • • • •			
	ech:20) A			Total	Repair	(Custo	mer)	• • • • •		110.50
ST	EERING HAS VE EERING WHEEL		en			6F (T20	0	
PA	ARTS ONLY POLI ITH A	CY ADJUSTMEN								

Paid for Parts labor

Cash:

115.50



	WC INT.		CUSTOMER
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 parcular 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. CUSTOMER SIGNATURE	.00	Labor Parts Sublet Shop Supplie Oil/Grease Sub Total Tax Potal (Cash)	110.50 .00 .00 5.00 .00 115.50
Page 1 of 1 Job 26146 Reprint (1)		Potal (Cash)	
26146 Customer Copy Labor Rate 65.00			

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. DATE 02/01/08 ************115 DOLLARS 1 1000 North American Operations General Motors Corporation Disbursement Account FAIRBURY ORDER The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. BB 000000324 PAYMENT VENDOR NAME Phoenix, 02/01/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/31/08 71-59548d017.1-9VGNV9 .00 00.0000 115.50 115.50 1G1ZT54805F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 115.50 TOTAL .00 115.50 February 14, 2011



Service Request: 71-595480017

Customer Relationship Specialist: Alex Page

Dear

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BLOOMINGTON IL 617 21 DEC 2007 PM 2 L

Reimburgment Deportment P.O. Box 33170 REC 2 7 2001

Detroit, M1 48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted:
17-Digit Vehicle Identification Number (VIN): 16/2754805F.
Mileage at Time of Repair: 54475 Date of Repair: 8/31/07
Claimant Name (please print):
Street Address or PO Box Number:
City: Fairbury State: IL ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
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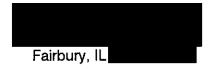
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December 2007

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We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson

General Director,

Customer and Relationship Services

Enclosure 07126



ETERSEN MOTORS, INC. Chrysler-Dodge-Jeep · Chevrolet-Buick



1006 West Oak St. • Fairbury, IL 61739 Phone (815) 692-2341 • Fax (815) 692-3168

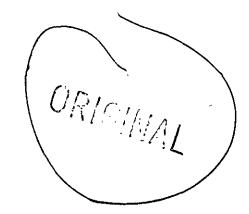


26146	FAIRBURY IL 08	9:35 /31/07
SO		RRY
SYSTEM FAILUREREPLACED AS COLUMN ASSEMB ONLYORDERED PART CUSTOMER GOODWILL POLICY ADJUST PARTS ONLY	SOR Total Labor 1	110.50 110.50
GB (Tech:20) A	Total Repair (Customer)	110.50
2) STEERING HAS VERY POOR ASSIST STEERING WHEEL SENSOR IS OPEN REPLACED STEERING COLUMN ASSEMBLY PARTS ONLY POLICY ADJUSTMENTGB	E7680 6F OG T20 0 (F)15926870 (COLUMN) 1	
AUTH A (Tech:20) A	(Warranty)	

Paid for Parts labor

Cash:

115.50



	w c	INT.	CUSTOMER
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 timess 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		Labor Parts Sublet Shop Suppl: Oil/Grease Sub Total	.00 115.50 .00
Page 1 of 1 Job 26146 Reprint (1) 26146 Customer Copy Labor Rate 65.00		rotal (Casi	113.50

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530



AUDIT

DATE 01/25/08

XXXXXXXXXXXXXIII DOLLARS

XXXX84 CENTS

AMOUNT ***************101.84**

DETACH BEFORE DEPOSITING CHECK

North American Operations General Motors Corporation Disbursement Account

ORDER

LOUIS CHAVEZ* 1119 JAMES CIR BLOOMFIELD NM 87413-6145

The Chase Manhattan Bank, N.A. Syracuse, New York

#900953362# #021309379# 601#2#62520#

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 VENDOR DUNS NO. 1 CHECK NO. 900953362 BB 000000512 PAYMENT DATE VENDOR NAME LOUIS CHAVEZ 01/25/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT **NET AMOUNT** 01/24/08 | VM 1-9UKIB4 161ZT54825F235248.71-59554Q894.1-9UKIB4 0000.00 101.84 .00 101.84 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT\OR QUESTIONS CALL 800-462-8782 H3 101.84 101.84 **TOTAL** .00

Louis Chaver 1119 James Circle Bloomfield, NM 87413-6145 Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

48232+5170-70 B050 Idallahahdahdahdadhadhadhadhadhadh

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12-28-2007
17-Digit Vehicle Identification Number (VIN): 1617T54825F235248
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 1d. Chees

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

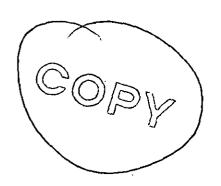
PERFORMANCE

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

CUŞTOMER NO.	ADVISOR	TAYS FICE	HIVOIGE DATE.	INVOICE NO
41615	ALEXIS MOLINA	2082 4945	07/17/07	GCCS249038
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BLOOMFIELD, NM 87413	VEHICLE LD. NO.	J LS/4 DR SEDAN	02/04/06 I SELLING DEALEY NO	19,325
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505-632-3885 970-247-2600	L			MO: 47276
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REPLACED STEERING COLUMN PER DOC. RECHECKED OK AT THIS TIME REPROGRAMED STEERING MUDULE.	1241508, CLEARED CODE &		MANCE BUICK • ISUZU, hereby e	Seller, PERFOR- PONTIAC • GMC • expressly disclaims
PARTS QTY FP - NUMBER DESCRI JOB # 1 1 15926870 COLUMN	PTIONUI 6.518 OY CP JOB # 1 TO	WARRANT	Y implied, includi	ther expressed or ng any implied lantability or fitness
•	JOB # 1 TOTAL LABO	R & PARTS 0.0	o for a particular pu	rpose or delay and
J# 2 01BUZINSP GM GOODWRENCH LOF HOURS GM GOODWRENCH LUBE, OIL, FILTER AN	D MULTI-POINT INSPECTION	8.3	• GMC • ISUZU, n	BUICK • PONTIAC either assumes nor
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G.O.G. & SUPPLIES	2.650 /UNIT	13.2 - 606 13.2		
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BUICK OPPONTIACO GMCO ISUZU

1700 East San Juan Blvd. • Farmington, New Mexico 87401 TELEPHONE (505) 327-4851 TOLL FREE 1-800-222-1308

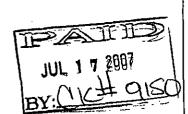
SERVICE HOURS MONDAY-FRIDAY 7:00 AM TO 6:00 PM SATURDAY 8:00 AM TO 4:00 PM

STOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
41615	ALEXIS MOLI			07/17/07	GCCS24903
LOUIS CHAVEZ	77.00	LICENSE NO.	MILEAGE 47,276	DK BLUE/	20813
1119 JAMES CIR SPACE 16 BLOOMFIELD, NM 87413	YEAR / MAKE / MODEL 05/CHEVROLE VEHICLE I.D. NO.	T/MALIBU LS/	4 DR SEDAN	02/04/06 SELLING DEALER NO.	DELIVERY MILES 19 325 PRODUCTION DATE
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505-632-3885 Business Phone 970-247=2600	COMMENTS			·	мо: 4727
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MASTERCARD VISA DISCOV	TD *.	TOTAL TAX		ISUZU, hereby	expressly disclain

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

.. CASHIER INITIALS

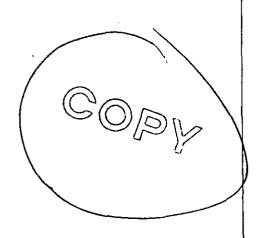
CUSTOMER SIGNATURE



134.66

TOTAL INVOICE \$

WARRANTY DISCLAIMER. Any warranties on the products sole hereby are those made by the manufacturer. The Seller, PERFOR MANCE 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 no authorizes any other person to assume for it any liability in connection with the sale of said products.



PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 03:06pm

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.

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530



CHECK NO. 213

DATE 01/25/08

XXXXXXXXXXXXXIII DOLLARS

******84 CENTS**

101.84

.00

AMOUNT ***************101.84**

DETACH BEFORE DEPOSITING CHECK

101.84

North American Operations General Motors Corporation Disbursement Account

TO THE ORDER OF

BLOOMFIELD NM

The Chase Manhattan Bank, N.A. Syracuse, New York

AUDIT

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 VENDOR DUNS NO. 1 CHECK NO. BB 000000512 PAYMENT DATE VENDOR NAME 01/25/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT **NET AMOUNT** 01/24/08 | VM 1-9UKIB4 71-595540894.1-9UKIB4 00.0000 101.84 .00 101.84 1G1ZT54825F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT OR QUESTIONS CALL 800-462-8782 H3

TOTAL

mtield, NM Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

4<u>8232</u>+5170-70 8050 | Idallahahhalhalhadhadhadhadhadhadh

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12-28-2007
17-Digit Vehicle Identification Number (VIN): 1617T54825F.
Mileage at Time of Repair: 47276 Date of Repair: 7-17-07
Claimant Name (please print):
Street Address or PO Box Number:
City: Bloomfield State: New Mexico ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 134.66
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

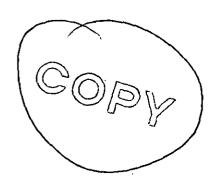
PERFORMANCE

BUICK & PONTIAC & GMC & ISUZU

1700 East San Juan Blvd. • Farmington, New Mexico 87401 TELEPHONE (505) 327-4851 TOLL FREE 1-800-222-1308

SERVICE HOURS MONDAY-FRIDAY 7:00 AM TO 6:00 PM SATURDAY 8:00 AM TO 4:00 PM

USTOMER NO. A1C1E	ADVISOR	TAP. 1	:c	HIVOIGE DATE.	INVOICE NO
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	JOB # 2 TOTAL LAB	OR & PARTS	17.36	products.	
.O.G. & SUPPLIES					
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ISCCODEDESCRIPTION	CONTROL	NO 249038	1.00; 0.84; 100.00;		
	тот	AL - MISC	101.84		





1700 East San Juan Blvd. • Farmington, New Mexico 87401 TELEPHONE (505) 327-4851 TOLL FREE 1-800-222-1308

SERVICE HOURS MONDAY-FRIDAY 7:00 AM TO 6:00 PM SATURDAY 8:00 AM TO 4:00 PM

QUSTOMER NO.	ADVISOR		TAG	NŌ.	INVOICE DATE	INVOICE NO.
41615	ALEXIS M	OLINA LICENSE NO.	2082	4945	07/17/07	GCCS24903
	77.00		MILEAGI		DK BLUE/	20813
BLOOMFIELD, NM	05/CHEVE	ROLET/MALIB	J LS/4 DR	SEDAN	02/04/06 SELLING DEALER NO.	DELIVERY MILES 19.325 PRODUCTION DATE
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* CASH	#ER**************************	* TOTAL * TOTAL * TOTAL * TOTAL * TOTAL * TOTAL * TOTAL	LABOR PARTS SUBLET G.O. G MISC CHG. MISC DISC TAX NVOICE \$	8.35 9.01 0.00 13.25 101.84 0.00 2.21 134.66	hereby are the manufacturer. The MANCE BUICK ISUZU, hereby all warranties, implied, include warranty of mere for a particular performance of the p	the products solose made by the Seller, PERFOR PONTIAC • GMC expressly disclaim either expressed ding any implied chantability or fitnes ourpose or delay are BUICK • PONTIA neither assumes not other person it any liability in the sale of sa
	***	<u>.</u>				<u></u>
		(C)				

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 03:06pm

February 14, 2011



Service Request: 71-595540894

Customer Relationship Specialist: Michelle Rivers



Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column kit that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$101.84.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

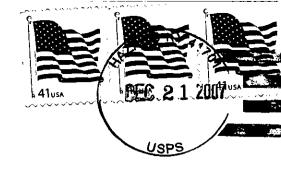
Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

JESSE HARRIS 441 LIBERTY STREET HAZARD, KY 41701-1602

DEG 2 7 2007,

REIMBURSEMENT DEPARTMENT P.O. BOX 33170 DETROIT, MI 48232-5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12/13/07
17-Digit Vehicle Identification Number (VIN): G ZS52F55F158685
Mileage at Time of Repair: 89,191 Date of Repair: 7/6/07
Claimant Name (please print): Emmanuel Farris
Street Address or PO Box Number: 441 Liberty Street
City: Ha7ard State: Ky ZIP Code: 41701
Daytime Telephone Number (include Area Code): (66) 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 coxered by this letter.
Claimant's Signature: Of Some 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.

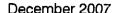
Your claim will be acted upon within 60 days of receipt.

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).







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.

Scott Lawson

General Director,

Customer and Relationship Services

Enclosure 07126

- Unit de Calai di in Calai de

Chevrolet P.O. Box 909989 Milwaukee, WI 53209-9989



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07126 1G1ZS52F55F158685 13 0015332 JESSE HARRIS 441 LIBERTY ST HAZARD, KY 41701-1602





CHEVROLETICS 127270 101 CARDINAL DRIVE • HAZARD, KENTUCKY 4170 PHONE: (606) 436-2154



DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the conflicturer. The Sellins Dealer hereby expressly disclaims all warranties, either express or implied, Including I Buyer shall not be entitled to recover from the Selling Dealer any consequentia

CUSTOMER NO. 42295 **07710**/07 CVCS127270 069 4070 STOCK NO. SILVER/ 89.191 **EMANUEL HARRIS** DELIVERY DATE 441 LIBBY ST DELIVERY MILES YEAR/MAKE/MODEL

05/CHEVROLET/MALIBU HAZARD, KY 41701 SELLING DEALER NO. PRODUCTION DATE F. T. E. NO P O NO TYMMENICS BUSINESS PHONE 606-233-5530 MO: 89191 148.00 CUSTOMER STATES STEERING HAS NO POWER ASSIST AT SLOW SPEEDS. CURRENT CODE C0545 TORGUE SENSOR INPUT MALFUNCTION INTERNAL COLUMN FAILURE REPLACED COLUMN KIT PARTS------QTY---FP-NUMBER-------DESCRIPTION------LIST PRICE-UNIT PRICE-**COLUMN 6.518** 359.00 359.00 359.00 JOB # 1 TOTAL PARTS 359.00 507.00 JOB # 1 TOTAL LABOR & PARTS MISC-----CODE-------DESCRIPTION------JOB # A SSWD ENVIRONMENTAL CHGS ·----CONTROL NO---13.32 TOTAL' - MISC COMMENTS----WAIT CHECK # CHARGE () NO CHARGE [] TOTAL LABOR.... TOTAL PARTS....
TOTAL SUBLET... DISCOVER [] DATE . 7.-10.-67. 359.00 MASTERCARD [] VISA [] 0.00 TOTAL G.O.G.... 0.00 MIKE TOTAL MISC CHG. TOTAL MISC DISC () DONNIE () BRAD 0.00 TOTAL TAX.... 21.54 HERE AT CARDINAL, CUSTOMER SATISFACTION IS OUR "TOP PRIORITY". OUR CUSTOMERS ARE #1 WHEN IT COMES TO SERVICE. IF YOUR VEHICLE REQUIRED REPAIRS COVERED BY THE GM FACTORY BUMPER TO BUMPER WARRANTY, YOU MAY RECEIVE A SURVEY IN THE NEXT FEW WEEKS. THIS SURVEY IS A "REPORT CARD" ASKING YOU TO GRADE US ON OUR SERVICE. IF YOU CANNOT MARK COMPLETELY SATISFIED, PLEASE CALL US IMMEDIATELY AT 606-436-2154. **TOTAL INVOICE \$** 541.86 CUSTOMER SIGNATURE

PAGE 1 OF 1

ACCOUNTING COPY

[END OF INVOICE] 01:53pm



101 CARDINAL DRIVE • HAZARD, KENTUCKY 41701 PHONE: (606) 436-2154







DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those mede by the manufacturier. The Selling Dealer kereby 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 assume 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, damaged to property, damaged to be entitled to recover from the Selling Dealer any consequential damages. to property, damages for loss of use, loss of time, loss of profit or Income, or any other incidental damages.

SUSTOMER NO.	42295		SCOTT SMITH	4070 TAG NO. 069	"07710/07	CVCS12727
FMANUE	L HARRIS		LABOR RATE LICENSE N	/		STOCK NO.
441 LIB	BY ST		YEAR/MAKE/MODEL 05/CHEVROLET/MAL		DELIVERY DATE	DELIVERY MILES
HAZARD,	KY 41701			5 5 F 1 5 8 6 8 5	SELLING DEALER NO.	PRODUCTION DATE
			KT.E.NO.	P.O.NO.	⁶ 07706/07	
606-233	-5530	BUSINESS PHONE	COMMENTS		07700707	MO: 8919
	•			148.00		
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			: :			

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

HAZARD, KY

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



DEG 2 7 2007,

REIMBURSEMENT DEPARTMENT P.O. BOX 33170 DETROIT, MI 48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12/13/07
17-Digit Vehicle Identification Number (VIN): G ZS52F55F
Mileage at Time of Repair: 89,191 Date of Repair: 7/(0/07
Claimant Name (please print):
Street Address or PO Box Number:
City: Ha7ard State: Ku ZIP Code:
Daytime Telephone Number (include Area Code)
Evening Telephone Number (include Area Code)
Amount of Reimbursement Requested: \$ 541.86
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

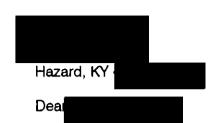
- · Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing documentation is
 available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).









As the owner of a 2005 model year Chevrolet Malibu, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Chevrolet Malibu vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Chevrolet Malibu within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge.** Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).



We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson

General Director,

Customer and Relationship Services

Enclosure 07126

Chevrolet P.O. Box 909989 Milwaukee, WI 53209-9989



HAZARD, KY





CHEVROLETICS 127270

101 CARDINAL DRIVE • HAZARD, KENTUCKY 4170

PHONE: (606) 436-2154





DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the partitiacturer. The Selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Selling Dealer parties assumes nor authorizes any other person to assume for it any liability in connection with the sale of this parties and/or service.

Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

CUSTOMER NO. 42295 07710/07 CVCS127270 069 4070 SMITH STOCK NO. SILVER/ 89.191 DELIVERY DATE DELIVERY MILES YEAR/MAKE/MODEL

05/CHEVROLET/MALIBU HAZARD, KY SELLING DEALER NO. PRODUCTION DATE VEHICLE I.D NO. IGIZSS2F55F F. T. E. NO P.O. NO. TYMMENICS BUSINESS PHONE MO: 89191 148.00 CUSTOMER STATES STEERING HAS NO POWER ASSIST AT SLOW SPEEDS. CURRENT CODE C0545 TORGUE SENSOR INPUT MALFUNCTION INTERNAL COLUMN FAILURE REPLACED COLUMN KIT PARTS-----QTY---FP-NUMBER-------DESCRIPTION------LIST PRICE-UNIT PRICE-**COLUMN 6.518** 359.00 359.00 359.00 JOB # 1 TOTAL PARTS 359.00 507.00 JOB # 1 TOTAL LABOR & PARTS MISC-----CODE------DESCRIPTION-----····-CONTROL NO···-SSWD ENVIRONMENTAL CHGS 13,32 TOTAL' - MISC COMMENTS----WAIT CHECK #..... CHARGE () NO CHARGE [] TOTAL LABOR.... TOTAL PARTS....
TOTAL SUBLET... DISCOVER [] DATE . 7.-10.-67. 359.00 MASTERCARD [] VISA [] 0.00 TOTAL G.O.G....
TOTAL MISC CHG.
TOTAL MISC DISC 0.00 MIKE () DONNIE () BRAD 0.00 TOTAL TAX.... 21.54 HERE AT CARDINAL, CUSTOMER SATISFACTION IS OUR "TOP PRIORITY". OUR CUSTOMERS ARE #1 WHEN IT COMES TO SERVICE. IF YOUR VEHICLE REQUIRED REPAIRS COVERED BY THE GM FACTORY BUMPER TO BUMPER WARRANTY, YOU MAY RECEIVE A SURVEY IN THE NEXT FEW WEEKS. THIS SURVEY IS A "REPORT CARD" ASKING YOU TO GRADE US ON OUR SERVICE. IF YOU CANNOT MARK COMPLETELY **TOTAL INVOICE \$** 541.86 SATISFIED, PLEASE CALL US IMMEDIATELY AT 606-436-2154. CUSTOMER SIGNATURE

PAGE 1 OF 1

ACCOUNTING COPY

[END OF INVOICE] 01:53pm



101 CARDINAL DRIVE • HAZARD, KENTUCKY 41701 PHONE: (606) 436-2154







DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the manufacturer. The Selling Dealer hereby expressly disclaims all warranties, either express or impried, including any implied warranty of merchantability or fitness for a particular purpose, and the Selling Dealer neither assumes nor authorized any other berson to assume for it any liability in connection with the sale of this particular action as and or service.

Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of time, loss of profit or income, or any other incidental damages.

HOMER NO. 42295		SCOTT SMITH	$\overline{}$	40 <i>7</i> 0 TAG NO.)69	07/10/07	CVCS12727
	<u> </u>	LABOR RATE	LICENSE NO.	MILEAGE		SILVER/	STOCK NO.
AZARD, KY		YEAR/MAKE/MODEL 05/CHEVROLE	T/MALIBU			DELIVERY DATE	OELVERY MILES
IAZARD, KI		T G 1 Z S	5 2 F 5 5	F		ELLING DEALER NO.	PRODUCTION DATE
		KT, E, NO.		P. O. NO.		⁶ 07706/07	
	SS PHONE	COMMENTS	l.	· <u> </u>			MO: 8919
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CUSTOMER STATES ST	reering has no po	MER ASSIST.AT SL	OW SPEEDS".	•			·
CURRENT CODE C054! Internal Column F	5 TORGUE SENSOR : AILURE REPLACED (INPUT MALFUNCTION COLUMN KIT					
RTSQTYFP-NUMBER	DESCR	[PŢIONLI	ST_PRICE_UNIT	PRICE-			
CURRENT CODE C054! INTERNAL COLUMN FA RTSQTYFP-NUMBER B # 1 1 15926870	COLUM	N 5.518	359.00 OB # 1 TOTAL	359.00 PARTS	359.00 359.00		
. •		JOB # 1	TOTAL: LABOR &	PARTS -			
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sh [] Check #	DISCOVER [] DA	TE	TOTAL PAR TOTAL SUB	is: Let	359.00 0.00 0.00	Į .	
MIKE () DONNIE () BRAD			TOTAL G.O	.G C.CHG.	0.00 13.32 0.00		
MIKE () DONNIE () BRAD			TOTAL TAX	L DISC	21.54		
RE AT CARDINAL, CUSTONER SAT LIORITY". OUR CUSTONERS ARE YOUR VEHICLE REQUIRED REPAI MPER TO BUMPER WARRANTY, YOU EXT FEW WEEKS. THIS SURVEY I O GRADE US ON OUR SERVICE. I NISFIED, PLEASE CALL US IMME	ISFACTION IS OUR	"TOP	TOTAL INV	OICE \$	541.86		
YOUR VEHICLE REQUIRED REPAI	RS COVERED BY TH	E GM FACTORY					
XT FEW WEEKS. THIS SURVEY I	S A "REPORT CARD	ASKING YOU		20		<u> </u>	
TISFIED, PLEASE CALL US IMME	DIATELY AT 606-4	36-2154	· · · · · · · · · · · · · · · · · · ·	•			
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AMERICAN CIAMINE	DUPLICAT	E INVOIC	E *******	******	******		
CUSTOMER SIGNATURE							
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COSTOMER STURITURE							·

February 14, 2011



Service Request: 71-595627796

Customer Relationship Specialist: Alex Page

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the power steering assist that you had repaired. We regret that we are unable to reimburse you the amount you requested because the vehicle has exceeded the mileage parameter stated in the special coverage.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

Gom 2. Maler
13222 pelispott R2

Octor de 27570

Reinaussement Department

DEC 27 2007

P.O. Box 33170 Detroit, M1 48232.5170

48292\$5170

70 Mallahabbilahbhadhadhalhandh

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: /ス/スҳ/٥フ
17-Digit Vehicle Identification Number (VIN): <u>/ ゟ / ヱTゞ4 ぉ っ s Fュ o ყ g 9</u> 6
Mileage at Time of Repair: 7/595 Date of Repair: 10/30/07
Claimant Name (please print):
Street Address or PO Box Number: 13003 Philpott RL
City: 19/1+372 State: VA ZIP Code: 245322
Daytime Telephone Number (include Area Code): <u> </u>
Evening Telephone Number (include Area Code): 439 /733 -6787
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature: John 2 mule

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- · Approved, you will receive a check,
- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing documentation is
 available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).



WYATT CHEVROLET BUICK PONTIAC, INC

1000 WILBORN AVE SOUTH BOSTON, VA. 24592 434-572 2080 WYATTS@GCRONLINE.COM

Cash Sale

INVOICE NO. CUST. NO. DATE

10/24/2007 68004

SOLD BY P.O. NO. PAY TYPE

062

Counter Sale

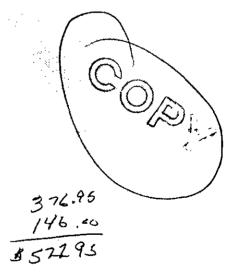
1 RETAIL

CASH

***** NO RETURNS ON ELECTRICAL PARTS ***** THANKS FOR BUSINESS

have this invoice, *** NO EXECPTIONS *** **** ALL SPCECIAL ORDERS MUST BE PRE-PAID *****

QTY.	. PART NUMBER/DESCRIPTION			LIST	NET AMOUNT	
1	88967179	s/col REM	****	359.00 3	59.00 359.00	
			TAX	TOTAL THIS AMOUNT	359.00 17.95 376.95	



Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby Thank You expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with sale of said products.

Received By

CUSTOMER COPY

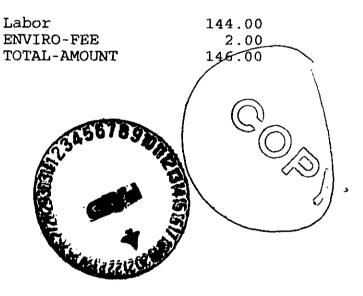
WYATTS@GCRONLINE.COM

MEELER; JOHN L. 13001 PHILPOTT ROAD						VEHICLE IDENTIFICATION 1G1ZT54875F204996							_ /		VOICE NO.
ALTON VA 24520			20	YEAR MAKE 05 CHEVRO				ALIBU	COLOR GRAY		TAG NO				
CUST.NO.	LICEN	SE	HOME PHO	ONE	WORK	PHON	8		STOCK NO		PROD.DATE	SEF	RV. ADV.	<u></u>	TERMS
3643	X318	-863	434-7	53-6781		-	-		4389C		00/00/00	AMS	3131		CASH
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48.00		02/23/06		27527		71595		10/24/07		11	L/25/04				

MONDAY-FRIDAY 8:00-5:30

THANK YOU FOR YOUR BUSINESS

INE	OP.CODE FAIL-CD	TECH.	HOU	RS/QTY TYPE	AMOUNT	
	CUSTOMER STATES POWER REPLACE STEERING GEAR					
		AJD 9194		С	144.00	
			Line 7	[otal	144.00	



CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

actory warranty constitutes all of the warranties with respect to the of this item/items. The Seller hereby expressly disclaims all nties either express or implied, including any implied warranty of antability or fitness for a particular purpose. Seller neither es nor authorizes any other person to assume for it any liability in ction with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

alton de

ROANOKE VA 240

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Removement Department
P.O. Box 33170
Detroit, Mi 48232.5170

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DEC 2 7 2007

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant						
Date Claim Submitted: /2/גא /פּיך						
17-Digit Vehicle Identification Number (VIN): 18-12734 875 F						
Mileage at Time of Repair: 7/545 Date of Repair: 10/35/57						
Claimant Name (please print):						
Street Address or PO Box Number:						
City:State:VA ZIP Code:						
Daytime Telephone Number (include Area Code):						
Evening Telephone Number (include Area Code):						
Amount of Reimbursement Requested: \$						
The following documentation must accompany this claim form.						
Original or clear copy of all receipts, invoices, and/or repair orders that show:						
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 						
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.						
Claimant's Signature:						

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

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Your claim will be acted upon within 60 days of receipt.

If your claim is:

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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

INVOICE NO. CUST. NO. DATE

10/24/2007 68004

SOLD BY P.O. NO. PAY TYPE

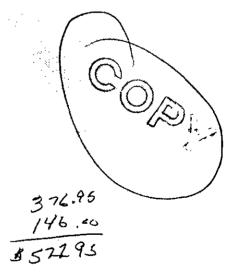
062 CASH

> Counter Sale 1 RETAIL

***** NO RETURNS ON ELECTRICAL PARTS ***** THANKS FOR BUSINESS

have this invoice, *** NO EXECPTIONS *** **** ALL SPCECIAL ORDERS MUST BE PRE-PAID *****

QTY.	PART NUMBE	R/DESCRIPTION	BIN	LIST	NET	TNUOMA
1	88967179	s/col REM	****	359.00	359.00	359.00
			TAX			359.00 17.95 376.95



Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby Thank You expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with sale of said products.

Received By

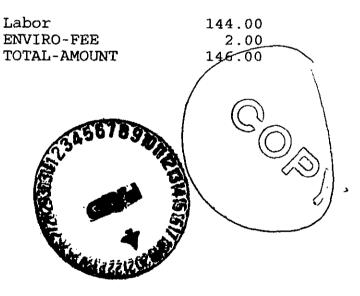
CUSTOMER COPY

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		1G1	ZT54	87	5 F .	71595	10/3	0/07	
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		05	CHE	VR	OLET	MALIBU	GRA	Y	00000
CUST NO. LICEN	NSE HOME PHONE WO	ORK PHON	B.		STOCK NO	PROD.DATE	SEI	RV.ADV.	TERMS
3643		-	-		4389C	00/00/00	O AMS	3131	CASH
CUST: LABOR RATE	DELIV.DATE DELIV.MILES	MILEAG	E IN	D/	ATE IN	IN-SERV DATE			
48.00	02/23/06 27527	715	95	10	/24/07	11/25/04			

MONDAY-FRIDAY 8:00-5:30

THANK YOU FOR YOUR BUSINESS

INE	OP.	CODE FA	IL-CD	TECH.	#75325		HOUR	S/QTY	TYPE	AMOUNT	
4	CUSTOMER REPLACE S	STATES	POWER								
				AJD	9194				C	144.00	
						Line	e 10	otal		144.00	



CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

February 14, 2011



Service Request: 71-595639751

Customer Relationship Specialist: Joey Bravo

Dear

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Sincerely,

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.

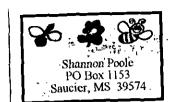
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$100.00.

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.



UEC 2 7 29071



Leinburs Smint Department PO 130X 33170 DI+201+ LU 48232-5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 1012+52805+237054
17-Digit Vehicle Identification Number (VIN): 101 LTD L8 UDT L3 100 T
Mileage at Time of Repair: Date of Repair: OCT. 12, 2000
Claimant Name (please print):
Street Address or PO Box Number: PD WWW 153
City: State: US ZIP Code: 39574
Daytime Telephone Number (include Area Code): 228-2017-3420
Evening Telephone Number (include Area Code): 228 · 297 · 3420
Amount of Reimbursement Requested: \$ \(\lambda \times \) \(\lambda \times \)
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: Shounder U. Pools

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).





PAGE 1 OF 1

SERVICE FILE COPY





6015289607

STAR CHEVROLET-CHRYSLES, INC.

1626 SOUTH AZALEA DR.- P.O. BOX 36 WIGGINS (801) 928-4405 • 1-600-782-728 WIGGINS, MISSISSIPPI 38677

We cannot bill an insurance company for any type of neurence loss.

CVCS84758



ALL EXPRESSED WARRANTES, IF ANY, BY A MANUFACTURES OR SUPPLIER AME THEFTS, NOT THE REPLECTS, UNLESS OTHERWISE PROVIDED IN WRITING AND RUR-HISHED TO THE BUYER BY THE DEALER LESSESSIPPTS IMPLIED WARRANTY LAW MAY DIVERT BUYER ADDITIONAL RIGHTS.

WE QUARANTEE OUR SERVICE WORK FOR SO DAYS ON 4000 MILES, WHICHEVER COMES FIRST.

	/					
ивтомет NO. 31492	BRIAN CHA	MBLESS	32638	I NO.	10/12/06	NVOICENO. CVCS84758
BARBARA V COMSTOCK	LABOR RATE	LICENSE NO.	HLEAC	50,052	WHITE/	C2366
L8244 SHAW RD	YEAR / MAKE / MODE				DELINERY DATE	DELIVERY WILES
SAUCIER, MS 39574	VIGHICLE I.D. NO.	OLET/MALIBU			12/12/05 SELING DEALER NO.	24,788
		T 5 2 8 6	5 F 2 3	7054	R. O. DATE	<u> </u>
TOTAL STATE			1.0		10/03/06	REPRINT#
28-832-6803 auswess Phone 228-831-4660	COMMENTS		1			MO: 50059
CUSTOMER STATES THAT THE STEERING CUSTOMER STATES THAT THE STEERING TURN AND SERVICE POWER STEERING FAULTY STEERING COLUME STEERING CALIBRATION REPLACED STAARING COLUME RTS	COMES ACROSS DR POSITION SENSOR	IVERS INFO		287.20		
, , , , , , , , , , , , , , , , , , , ,	0.010	JOB # 1 TOT	AL PARTS	287.20		
MHENTS	J0B #	1 TOTAL LABOR	& PARTS	416.00	3	
R DAVID DODSON ISTOMER OWES \$100.00 DEDUCTIBLE ECHNICIAN CERTIFICATION 26196 ROBER OTALS TAR CHEVROLET-CHRYSLER PRECIATES YOUR BUSINESS !! F you have any questions or comments. Ill your service advisor at 601-928-4405		TOTAL LA TOTAL PA TOTAL S	· · · · · · · · · · · · · · · · · · ·	128.80 287.20 0.00 0.00		
NU WILL SOON RECEIVE A SURVEY FROM CHEVROLET R CHRYSLER ABOUT YOUR WARRANTY REPAIRS, YOU CANNOT MARK YOUR SCORES "COMPLETELY SA EASE ASK TO SPEAK WITH THE SERVICE MANAGER.	T. ATISFIED"	TOTAL M TOTAL M TOTAL T	ISC CHG. ISC DISC AX	0.00 0.00 29.12 445.12	245	•
CUSTOMER SIGNATURE	,		gen	-00-	100	D)
•				•	Dee_V	ſ

(END OF INVOICE | 04:09pm

Finance Charges

New Balance

PAYMENT ADDRESS P.O. Box 94014

VISIT US AT:

www.chase.com/creditcards

Palatine, IL 60094-4014

Your next AutoPayment for \$44.00 will be deducted from your account and credited on your due date. If your statement balance exceeds your credit limit, you should make a payment that includes the amount referenced plus the total overlimit amount prior to the due date. Please do not rely on your AutoPayment service to address an overlimit situation.

CHASE PERFECTCARD REWARDS SUMMARY

For questions about your account please call Cardmember Services at 1-600-945-2000.

\$29.63 Previous batance \$7.56 Rebates earned from gas purchases \$7.56 Bonus rebates earned from gas purchases \$20.74 Rebates earned from purchases \$29.63 Rebates redeemed this period \$35.86 Total remaining rebates

\$0.00 rebates to expire on statement date in

With PerfectCard, earn a 3% rebate on eligible gas purchases and a 1% rebate on all other purchases. Rebetes are automatically credited to your account. See Program terms for details.

TRANSACTIONS

rans	*			ount
Date	Reference Number	Merchant Name or Transaction Description	Credit	Debi
6/05	-2416407627949182734	1263 APPLEBEE'S GUL11701067 GULFPORT MS		S16.4
0/06-	242555/628020819900	1742 CHOUNG'S GARDEN SULFPORT MS		25_1
9/06-		3B/ HUDSONS GULFPORT TH GULFPORT MS		17.9
V06	**************************************	130 MURPHYSSOO WAL MARTORS CULFPORT MS.		23.5
v09	2407105628398718859	9694 ROYAL SUPER BUFFET GULFPORT MS		24.6
7/10		5705 WM SUPERCENTER GULFPORT MS		83.2
V11-	244470620560003160	3912 WINN DIXIE - \$1511 SSI GULFPORT MG		18.5
V10	2479262628474907223	2849 RITE AID STORE 7223 GULFPORT MS		
776	2476197628427606101	9331 BARNHILL'S BUFFET 134 GULFPORT M3		4
$\frac{1}{\sqrt{1}}$	742669505025000019	7332 Finance Charge Revensal DE	69.88	
ÿ 11	-2422638828530022184	4325 WM SUPERCENTER GULFPORT MS		25.5
0712	2400475620504200000	6368 SUN HERALD NEWSPAPER 800-346-2472 MS		24
0/11	2476197828527686201	0544 BARNHILL'S BLIFFET #34 GULFPORT M3		16:1
3/12	2411030628520658800	9932 SPRABERRY DENTAL CL GULFPORT MS		48
0/12	2476107620097485301	D584 BARNHILL'S BUFFET #34 GULFPORT MS		
0/15	0442722620604006176	9279 CHOICE SUPERMARKET LONG BEACH MS		37.
0/12	2432301628625028501	0080 STAR CHEVROLET CHRYSLE WIGGINS MS		100
0/12	246221662860009954	1896 SHELL OIL 57640721306 GULFPORT MS		- 16
0/16	400216628000024024	6839 CABLE ONE 888-622-2535 AZ		46
0/10	-040CCE7C2D00C7CM111	DOTT SETH'S LAWINMOWER LONG BEACH MS		14
0/17	0423169620000001566	0974 HARBOR PREIGHT GATALOG 800 444-3353 CA		42
7 E	- 241040762303003196	945A KFC - CO100005 GULFPORT MC		- 6.
B/ 16	2442262620000005164	8451 KANGAROU EXPRESS 8389 GULFPORT MS		15:
	214256562013642310	3061 MEDGO HEALTH SPOKANE 000 626 6080 WA		9
0/17		0829 CHOUNG'S GARCEN GULFPORT MO		24
U 10	242007122012642316	18079 MEDGO HEALTH GPOKANE 800-626-6080 WA		69.
916	24400000E01004E010	0546 OLE PINETREE STORE SAUCIER MS		10.
	2445016302303174000	8298 WAL-MART 10969 GULFPORT MS		- 57 .
W17	727210752012788000	10104 BAPNHILL'S BUFFET 434 GULFPORT MS		14.
0/17	24/0309E30100333181	28054 CINGULAR: 3411498500194 000-931-0500 TN		105
0/18	AANDERSON (SEALAGE)	9881 WM SUPERCENTER GULFPORT MS		15.
0/17	Z4ZZ0300Z3130U4Z3U	PSOO CHEVRON 00200355 OULFPORT MS		

MYOICE !

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530

DATE 01/28/08

The Chase Manhattan Bank, N.A. Syracuse, New York

XXXXXXXXXXXXXX100 DOLLARS

*******XX00 CENTS

AMOUNT XXXXXXXXXXXXX100.00

North American Operations General Motors Corporation Disbursement Account

SHANNON POOLE* PO BOX 1153 SAUCIER MS 39 39574-1153

AUDIT

m900953504m #021309379# 601m2m62520m North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. 900953504 BB 000000112 PAYMENT DATE VENDOR NAME SHANNON POOLE 01/28/08 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/25/08 VM 1-9UNONK 161ZT52865F237Q54.71-595648218.1-9UNONK 00.0000 100.00 .00 100.00

TOTAL

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REINBURSEHENT OR QUESTIONS CALL 800-462-8782

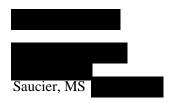
100.00

H3

.00

100.00

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



Service Request: 71-595648218

Customer Relationship Specialist: Anne Parks

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

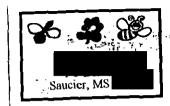
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$100.00.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



DEC 2 7 29071



Reinbursment Department PO BOX 33170 Detroit, LU 48232-5170

4

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant					
Date Claim Submitted: 1012+52805F					
17-Digit Vehicle Identification Number (VIN): 1012+52805+					
Mileage at Time of Repair: 50,052 Date of Repair: 00+. 12.2004					
Claimant Name (please print)					
Street Address or PO Box Number:					
City: State: ZIP Code:					
Daytime Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$ \(\int \int \int \int \)					
The following documentation must accompany this claim form.					
Original or clear copy of all receipts, invoices, and/or repair orders that show:					
The name and address of the person who paid for the repair. The Matrice Identification North or (VIN) of the period that was required.					
 The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. 					
 The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. 					
(copy of front and back of cancelled check, or copy of credit card receipt)					
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.					
Claimant's Signature					

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, Mi 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

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).



CHRYSLER

Durhje







6015289607

STAR CHEVROLET-CHRYSLES, INC. 1626 SOUTH AZALEA DR.- P.O. BOX 36 WIGGINS (801) 928-4405 • 1-600-782-728 WIGGINS, MISSISSIPPI 38677

We cannot bill an insurance company for any type of neuronce loss.

ALL EXPRESSED WARDANTES, IF ANY, BY A MANUFACTURES ON SUPPLIES AND THERS, NOT THE BUTCHES, UNLESS OTHERWISE PROVIDED IN WRITING AND PURNISHED TO THE BUTCH BY THE DEALER, MISSESSEPPT'S IMPLED WARRANTY LAW MAY ONCE THE BUTCH ADDITIONAL RIGHTS.

WE GURRANTEE OUR SERVICE WORK FOR SO DAY'S ON 4000 MILES, WHICHEVER COMBS FIRST.

	/			
SUBTOMER NO. 31492	BRIAN CHAMBLESS 32638		10/12/06	CVCS84758
	LABOR RATE LICENSE NO. NEACH	50,052	WHITE/	C2366
	OF (CHENDOL CT (MA) TOU LE (AG		12/12/05	24,788
SAUCIER, MS	05/CHEVROLET/MALIBU LS/40		SELLING DEALER NO.	PRODUCTION DATE
	1 G 1 Z T 5 2 8 6 5 F		PL O. DATE	
	COMMENTS		10/03/06	REPRINT# 1
ABOR & PARTS				MO: 50059
CUSTOMER STATES THAT THE STEERING TURN AND SERVICE POWER STEERING FAULTY STEERING COLUME STEERING CALIBRATION REPLACED STAARING COLUME	POSITION SENSOR LOST			
PARTSQTYFP-NUMBERDES 108 # 1 1 15926870 COL	CRIPTIONLIST PRICE-UNIT PRICES UNN 6.518 287.20 287.20 JOB # 1 TOTAL PARTS	287.20 287.20		
CONMENTS	JOB # 1 TOTAL LABOR & PARTS	416.00		
	RT O TOUCHSTONE 7043			
TOTALS	·····			
TAR CHEVROLET-CHRYSLER	TOTAL LABOR	128.80		
PPRECIATES YOUR BUSINESS !! If you have any questions or comments. all your service advisor at 601-928-4405:—	TOTAL PARTS TOTAL SUBLET	287.20 0.00		
OU WILL SOON RECEIVE A SURVEY FROM CHEVROLE	TOTAL MISC CHG. T. TOTAL MISC DISC	0.00 0.00 0.00	· ~ -	-
F YOU CANNOT HARK YOUR SCORES "COMPLETELY S	ATISFIED"	29.12	. ^	
LEASE ASK TO SPEAK WITH THE SERVICE MANAGER	TOTAL INVOICE S	445.12	- 12	
	siaeunt	sall.	345	
CUSTOMER SIGNATURE	Custom	nao-	1000	3
		,	Jare V	r
•			• •	
			-	

PAGE 1 OF 1

SERVICE FILE COPY

(END OF INVOICE | 04:09pm

Finance Charges

New Balance

PAYMENT ADDRESS P.O. Box 94014

VISIT US AT:

www.chase.com/creditcards

Palatine, IL 60094-4014

Your next AutoPayment for \$44.00 will be deducted from your account and credited on your due date. If your statement balance exceeds your credit limit, you should make a payment that includes the amount referenced plus the total overlimit amount prior to the due date. Please do not rely on your AutoPayment service to address an overlimit situation.

CHASE PERFECTCARD REWARDS SUMMARY

For questions about your account please call Cardmember Services at 1-600-945-2000.

\$29.63 Previous batance \$7.56 Rebates earned from gas purchases \$7.56 Bonus rebates earned from gas purchases \$20.74 Rebates earned from purchases \$29.63 Rebates redeemed this period \$35.86 Total remaining rebates

\$0.00 rebates to expire on statement date in

With PerfectCard, earn a 3% rebate on eligible gas purchases and a 1% rebate on all other purchases. Rebetes are automatically credited to your account. See Program terms for details.

TRANSACTIONS

rans	*			ount
Date	Reference Number	Merchant Name or Transaction Description	Credit	Debi
6/05	-2416407627949182734	1263 APPLEBEE'S GUL11701067 GULFPORT MS		S16.4
0/06-	242555/628020819900	1742 CHOUNG'S GARDEN SULFPORT MS		25_1
9/06-		387 HUDSONS GULFPORT TH GULFPORT MS		17.9
V06	**************************************	130 MURPHYSSOO WAL MARTORS CULFPORT MS.		23.5
v09	2407105628398718859	9694 ROYAL SUPER BUFFET GULFPORT MS		24.6
7/10		5705 WM SUPERCENTER GULFPORT MS		83.2
V11-	244470620560003160	3912 WINN DIXIE - \$1511 SSI GULFPORT MG		18.5
V10	2479262628474907223	2849 RITE AID STORE 7223 GULFPORT MS		
776	2476197628427606101	9331 BARNHILL'S BUEFET 134 GULFPORT M3		4
$\frac{1}{\sqrt{1}}$	742669505025000019	7332 Finance Charge Revensal DE	69.88	
ÿ 11	-2422638828530022184	4325 WM SUPERCENTER GULFPORT MS		25.5
0712	2400475620504200000	6368 SUN HERALD NEWSPAPER 800-346-2472 MS		24
0/11	2476197828527686201	0544 BARNHILL'S BLIFFET #34 GULFPORT M3		16:1
3/12	2411030628520658800	9932 SPRABERRY DENTAL CL GULFPORT MS		48
0/12	2476107620097485301	D584 BARNHILL'S BUFFET #34 GULFPORT MS		
0/15	0442722620604006176	9279 CHOICE SUPERMARKET LONG BEACH MS		37.
0/12	2432301628625028501	0080 STAR CHEVROLET CHRYSLE WIGGINS MS		100
0/12	246221662860009954	1896 SHELL OIL 57640721306 GULFPORT MS		- 16
0/16	400216628000024024	6839 CABLE ONE 888-622-2535 AZ		46
0/10	-040CCE7C2D00070M11	DOTT SETH'S LAWINMOWER LONG BEACH MS		14
0/17	0423169620000001566	0974 HARBOR PREIGHT GATALOG 800 444-3353 CA		42
7 E	- 241040762303003196	945A KFC - CO100005 GULFPORT MC		- 6.
B/ 16	244226262006095164	8451 KANGAROU EXPRESS 8389 GULFPORT MS		15:
	214256562013642310	3061 MEDGO HEALTH SPOKANE 000 626 6080 WA		9
0/17		0829 CHOUNG'S GARCEN GULFPORT MO		24
U 10	242007122012642316	18079 MEDGO HEALTH GPOKANE 800-626-6080 WA		69.
0110	24400000E01004E010	0546 OLE PINETREE STORE SAUCIER MS		10.
	2445016302303174000	8298 WAL-MART 10969 GULFPORT MS		- 57 .
W17	727210752012788000	10104 BAPNHILL'S BUFFET 434 GULFPORT MS		14.
0/17	24/0309E30100333181	28054 CINGULAR: 3411498500194 000-931-0500 TN		105
0/18	AANDERSON (SEALAGE)	9881 WM SUPERCENTER GULFPORT MS		15.
0/17	Z4ZZ0300Z3130U4Z3U	PSOO CHEVRON 00200355 OULFPORT MS		

MYOICE !

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530



DATE 01/28/08

XXXXXXXXXXXXXX100 DOLLARS

****OO CENTS

AMOUNT *****************100.00

SAUCIER MS

North American Operations General Motors Corporation Disbursement Account

The Chase Manhattan Bank, N.A. Syracuse, New York

PAY TO THE ORDER

AUDIT

VENDOR DUNS NO. BB 000000112

1

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK CHECK NO.

PAYMENT DATE

01/28/08

VENDOR NAME REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/25/08 | VM 1-9UNDHK 71-595648218.1-9UNDHK 00.0000 100.00 .00 100.00 161ZT52865F

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT OR QUESTIONS CALL 800-462-8782 TOTAL

100.00

H3

.00

100.00

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,

JAMES H. MOORER MARY MOORER 735 MADISON DR. HINESVILLE, GA 31313

(DEC 2 ' 2007



Reimbursement Department POBOX 33170 Detroit, MI 48232-5170

.1317.0-70, B080

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant					
Date Claim Submitted: 210cc07					
17-Digit Vehicle Identification Number (VIN): 1612754895F164193					
Mileage at Time of Repair: 744/4 Date of Repair: 506007 / 7 Nov 06					
Claimant Name (please print): JAMES H MOORER					
Street Address or PO Box Number: 735 MADISON DRIVE					
City: HINESUILLE State: GA ZIP Code: 31313					
Daytime Telephone Number (include Area Code): 912-876-8216 5046 Evening Telephone Number (include Area Code): 912-369-6342 /912-2661190					
Evening Telephone Number (include Area Code): 912-369-6342 /912-2661190					
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 problems assured what repair was done under the did it. What problems assured what repair was done and who did it. 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: tomes 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

Chevrolet Oldsmobile of Hinesville, Inc. 167039 3696342 1009 E. Oglethorpe Hwy. P.O. Box 409 *INVOICE* HINESVILLE, GA 31310 mes Henry Moorer (912) 876-2121 (800) 287-4138 5 MADISON DR DUPLICATE 1 nesville, GA 31313-65\15 PAGE 1 ME:912-369-6342 BUS:912-876-8216 SERVICE ADVISOR: 714 TERESA GUEST VIN LICENSE MILEAGE IN / OUT TAG COLOR YEAR MAKE/MODEL T8515 1G1ZT54895F164193 45408/45408 05 CHEVROLET MALIBU PAYMENT INV. DATE PO NO RATE DEL. DATE PROD. DATE! WARR EXP. PROMISED 07NOV06 0.00 CASH MAR06 IS 18:00 03NOV06 STK:3564P DLR:08134 ENG:3.5 Liter SFI R.O. OPENED READY OPTIONS: 08:18 07NOV06 1:53 03NOV06 TOTAL LIST NET NE OPCODE TECH TYPE HOURS CUST STATES THAT THERE IS A THUMPING NOISE IN THE STEERING WHEEL CP INSPECETED VEHICLE AND FOUND THAT IT NEEDED
THE STEERING RACK AND TIE ROD END REPLACED STEERING RACK AND TIE ROD END AND ALIGNED. 713 CHARLES MASON LIC#: Technician 262.33 262.33 CPC 3.50 285.97 285.97 285.97 1 15858368 GEAR 53.85 53.85 107.70 2 22687089 ROD KIT ******* 25.00 ISTOMER PAY SHOP CHARGE FOR REPAIR ORDER

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or titness 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 N**V**OICE* JAMES HENRY MOORER PAGE 1

NeSmith

Chevrolet of Hinesville, Inc.

1559 E. Oglethorpe Hwy. P.O. Box 409 HINESVILLE, GA 31310 (912) 876-2121 (800) 287-4138

NET

187.38

LIST

HINESVILLE, GA 31313-6515 HOME: 912-369-6342 BUS: 912-876-8216 SERVICE ADVISOR: CELL: 912-266-1190 714 TERESA COLOR MAKE/MODEL : LICENSE YEAR MILEAGE IN / OUT CHEVROLET MALIBU 1G1ZT54895F164193 <u>74414/74414</u> DEL DATE PROD. DATE WARR. EXP. PROMISED RATE PAYMENT INV. DATE PO NO.

28MAR06 DE 8:00 04DEC07 0.00 CASH 05DEC07 R.O. OPENED READY OPTIONS:

STK:3564P DLR:08134 ENG:3.5 Liter SFI

LINE OPCODE TECH TYPE HOURS 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

735 MADISON DR

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

RINGS
754 PHILLIP OWENS-LIC# Technician

CPC 2.50

2 22712116 BEARING 1 15836873 MOUNT

1 15836874 MOUNT

61.28 61.28 122.56 69.37 69.37 69.37 66.04 66.04 66.04. ******

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

18.74

187.38

TAG

TOTAL

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any ilability in connection with the sale of said products. Any limitations contained herein does not apply where prohibited by law.

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



Service Request: 71-595674096

Customer Relationship Specialist: Dean Winchester

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the power steering assist that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

HINESVILLE, GA

! loec 2 '1 2007



Reimbursement Department POBOX 33170 Detroit, MI 48232-5170

lb170-70, B080

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant				
Date Claim Submitted: 210cc07				
17-Digit Vehicle Identification Number (VIN): 1612754895F				
Mileage at Time of Repair: 74414 Date of Repair: 50000 06				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: HINESUILLE State: GA ZIP Code:				
Daytime Telephone Number (include Area Code):				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$ 1.183.77				
The following documentation must accompany this claim form.				
Original or clear copy of all receipts, invoices, and/or repair orders that show:				
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 				
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.				
Claimant's Signature.				

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- · Approved, you will receive a check,
- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing documentation is
 available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).



NeSmith Chevrolet Oldsmobile of Hinesville, Inc. 167039 3696342 1009 E. Oglethorpe Hwy. P.O. Box 409 *INVOICE* HINESVILLE, GA 31310 (912) 876-2121 (800) 287-4138 JPLICATE 1 PAGE 1 nesville, GA BUS: ME: SERVICE ADVISOR: 714 TERESA GUEST VIN LICENSE MILEAGE IN / OUT / TAG COLOR MAKE/MODEL 45408/45408 1G1ZT54895F 05 CHEVROLET MALIBU PAYMENT NV. DATE RATE DEL. DATE PROD. DATE! WARR EXP. PROMISED PO NO ĩ 107NOV06 0.00 CASH MAR06 IS 18:00 03NOV06 R.O. OPENED READY OPTIONS: STK:3564P DLR:08134 ENG:3.5 Liter SFI 1:53 03NOV06 08:18 07NOV06 TOTAL LIST NET NE OPCODE TECH TYPE HOURS CUST STATES THAT THERE IS A THUMPING NOISE IN THE STEERING WHEEL CP INSPECETED VEHICLE AND FOUND THAT IT NEEDED
THE STEERING RACK AND TIE ROD END. REPLACED STEERING RACK AND TIE ROD END AND ALIGNED. 713 CHARLES MASON LIC#: Technician 262.33 262.33 CPC 3.50 285.97 285.97 285.97 1 15858368 GEAR 53.85 53.85 107.70 2 22687089 ROD KIT ******* 25.00 ISTOMER PAY SHOP CHARGE FOR REPAIR ORDER

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitations contained herein does not snotly water prohibited by least not apply where prohibited by law.

 DESCRIPTION	TOTALS
LABOR AMOUNT	262.33
PARTS AMOUNT	393.67
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	25.00
TOTAL CHARGES	681.00
LESS INSURANCE	0.00
SALES TAX	29.31
PLEASE PAY THIS AMOUNT	710 31

179414 3696342 N**V**OICE* PAGE 1

NeSmith

Chevrolet of Hinesville, Inc.

1559 E. Oglethorpe Hwy. P.O. Box 409 HINESVILLE, GA 31310 (912) 876-2121 (800) 287-4138

HINESVILLE, GA HOME ! BUS: SERVICE ADVISOR: CELL 714 TERESA MAKE/MODEL COLOR. LICENSE & YEAR MILEAGE IN / OUT 🌣 TAG 🧷 CHEVROLET MALIBU 1G1ZT54895F <u>74414/74414</u> DEL DATE PROD. DATE WARR. EXP. **PROMISED** RATE PAYMENT INV. DATE PO NO. 28MAR06 DI 8:00 04DEC07 0.00 CASH 05DEC07 R.O. OPENED READY OPTIONS: STK:3564P DLR:08134 ENG:3.5 Liter SFI 08:36 04DEC07 10:57 05DEC07 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A CLICKING NOISE WHEN TURNING LEFT CAUSE: E9740 GEAR ASSEMBLY, POWER STEERING - REPLACE 754 PHILLIP OWENS LIC#: Technician WC94 1.40 (N/C)1 25902150 GEAR (N/C)***** 3 1 REMOTE INOP CP NEED TO REPLACE \$148.08+TAX 754 PHILLIP OWENS LIC#: Technician CPC 0.00 0.00 0.00 CP REPLACE LEFT AND RIGHT FRT STRUTS AND UPPER RINGS
754 PHILLIP OWENS-LIC# Technician BEARINGS CPC 2.50 187.38 187.38 2 22712116 BEARING 61.28 61.28 122.56 1 15836873 MOUNT 69.37 69.37 69.37 1 15836874 MOUNT 66.04 66.04, 66.04 ****** CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 18.74

DISCLAIMER OF WARRANTIES

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SE DESCRIPTION ASSO	,TOTALS
LABOR AMOUNT	187.38
PARTS AMOUNT	257.97
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	18.74
TOTAL CHARGES	464.09
LESS INSURANCE	0.00
SALES TAX	19.37
PLEASE PAY THIS AMOUNT	483.46

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,

James Romero PO Box 146 Morse, LA 70559-0146

Service Request Number: 71-595675045

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Sincerely,

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,

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.

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Sincerely,

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,

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

February 14, 2011



Service Request Number: 71-595675045

Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

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Sincerely,



Service Request: 71-595675045

Customer Relationship Specialist: Blair Farrell



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Sincerely,



Service Request: 71-595675045

Customer Relationship Specialist: Kevin Whitehead



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Sincerely,



Service Request: 71-595675045

Customer Relationship Specialist: Brian Lewis



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Sincerely,



Mr. Robert C. Padilla 8020 Rancho de la Osa Trl. Mc Kinney, TX 75070

NORTH TEXAS, PADC

TX 750 22 DEC 2007 PM 7 L 3 TM

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

DEC 2 7 2001

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12/22/07
17-Digit Vehicle Identification Number (VIN): 1 G2ZH528854129611
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: Mc Kinney State: TX ZIP Code: 15070
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

11392 CUSTOMER REIMBURSEMENT PROCEDURE

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Your claim will be acted upon within 60 days of receipt.

If your claim is:

• Approved, you will receive a check, 2

- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing documentation is
 available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



54129611

ROBERT PADILLA

8020 RANCHO DE LA OSA TRL

85093

LONESTAR

INVOICE~



3950 S. Central Expwy · McKinney, TX 75089 Phone: (972) 562-0290 · Matro: (469) 952-5200 Fax: (972) 562-6680

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warrantles with respect to the sale of this itemittems. The Saller hereby expressly disclaims all warrantles 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

CUSTOMER SIGNATURE

(SIGNED)

54129611

ROBERT PADILLA

8020 RANCHO DE LA OSA TRIL

76208



INVOICE

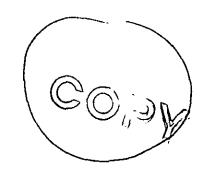


3950 S. Central Expwy · McKinney, TX 75089 Phone: (972) 562-0290 · Metro: (469) 952-5200 Fax: (972) 562-6680

GMC

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INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to	LABOR AMO		95.						
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VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	warranties either express or implied, including any implied	GAS, OIL, L			00					
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	warranty of merchantability or fitness for a particular purpose.	MISC. CHAP			00					
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	Seller neither assumes nor authorizes any other person to assume for it any liability in	TOTAL CHA	· · · · · ·	95.						
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(SIGNED) DEALER, GENERAL MANAGER OR ÄÜTHÖRIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PA		ΛE	00					
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alphan phonsperina

CIS - 15-1541 BITTER CORY-COSTODES -

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 Operations
General Motors Corporation
Disbursements (2613)
PO Box 6250
Phospin A250
Phospin Phospi

Phoenix, AZ 85082-2530



CHECK NO. 900954230

AUDIT

3 try DATES ×-- 01/29/08

XXXXXXXXXXXXX799 DOLLARS

XXXX47 CENTS

AMOUNT

DETACH BEFORE DEPOSITING CHECK

North American Operations General Motors Corporation Disbursement Account

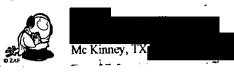
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The Chase Manhattan Bank, N.A. Syracuse, New York

ROBERT PADILLA
8020 RANCHO DE LA OSA TRL
MC KINNEY TX 75070-6039

#900954230# #021309379# 601#2#62520#

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 VENDOR DUNS NO. 900954230 BB 000000401 PAYMENT DATE VENDOR NAME ROBERT PADILLA 01/29/08 INVOICE AMOUNT NET AMOUNT REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. DISC. AMOUNT 162ZH528854129611.71-595680233.1-9UM2BU 00.0000 799.47 799.47 ..00 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT OR QUESTIONS CALL 800-462-8782 H3 799.47 799.47 .00 TOTAL



NORTH TEXAS, P&DC

TX 750 22 DEC 2007 PM 7 L 3 TYV

Madadadadaddaddaaddaaddaaddaadd

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

DEC 2 7 2001

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12/22/07
17-Digit Vehicle Identification Number (VIN): 1 G2ZH528854
Mileage at Time of Repair: 65252 Date of Repair: 8/29/07
Claimant Name (please print):
Street Address or PO Box Number:
City: Mc Kinney State: TX ZIP Code:
Daytime Telephone Number (include Area Code)
Evening Telephone Number (include Area Code)
Amount of Reimbursement Requested: \$ 799.47
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense Linguistic description of the expense Linguistic description o

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

11392 CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

• Approved, you will receive a check, 2

- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing documentation is
 available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



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LONESTAR

INVOICE~



3950 S. Central Expwy · McKinney, TX 75089 Phone: (972) 562-0290 · Metro: (469) 952-5200 Fax: (972) 562-6680

GMC

MCKINNEY, TX

PAGE 1

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warrantles with respect to the sale of this item/items. The Saler hereby expressly disclaims all warrantles either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Sellor neither assumes nor suthorizes any other person to assume for it any flability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	285.00
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	28.50
TOTAL CHARGES	672.50
LESS INSURANCE	0.00
SALES TAX	31.97
PLEASE PAY THIS AMOUNT	704.47

(SIGNED)

54129611

76208



INVOICE

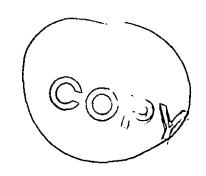


3950 S. Central Expwy · McKinney, TX 75089 Phone: (972) 562-0290 · Metro: (469) 952-5200 Fax: (972) 562-6680

GMC

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UNDER THIS CLAIM	RWISE, THAT ANY PART REP HAD BEEN CONNECTED IN	ANY WAY WITH ANY	warranties either express or implied, including any implied	GAS, OIL.			<u>00</u> 00
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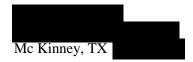
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TO GA - AS-THAL BILLIU TOUR-COLLOWIL .



Service Request: 71-595680233

Customer Relationship Specialist: Anne Parks



Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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Sincerely,

Pontiac Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530



CHECK NO.

DATE: × 01/29/08

XXXXXXXXXXXXX799 DOLLARS

XXXX47 CENTS

SIGNATURE 11.1

AMOUNT

North American Operations General Motors Corporation Disbursement Account

VENDOR NAME

The Chase Manhattan Bank, N.A. Syracuse, New York

AUDIT

VENDOR DUNS NO. BB 000000401

INVOICE DATE

1

DOC. REFERENCE NUMBER

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

INVOICE AMOUNT % DISC.

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT DATE

DISC. AMOUNT

01/29/08 NET AMOUNT

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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT OR QUESTIONS CALL 800-462-8782

TOTAL

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799.47

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799.47

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DATE
02/01/08



CHECK **NO.** 900955388

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AMOUNT

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North American Operations General Motors Corporation Disbursement Account

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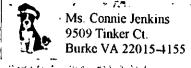
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9509 TINKER CT
BURKE VA 22015-4155

SIGNATURE

The Chase Manhattan Bank, N.A. Syracuse, New York

AUDIT

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	7			TOTAL		 522.67		.00	522.



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Keimbursement Department PO BOX 33170 Detroit, MT 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): 1612T54895F175386	
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 C+.	
City: Burke State: VA ZIP Code: 22015	-
Daytime Telephone Number (include Area Code): 703 45 i 1500 (chris)	
Evening Telephone Number (include Area Code): 703 455 2547	
Amount of Raimburgament Requested: \$ 1268.98 - 5770 (1) - \$179.47 + ten	des_
The following documentation must accompany this claim form.	er from
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:	
Claimant's Signature: Corrue Conkers	 -

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 Assistance Center

P.O. Box 33170 Detroit, MI 48232-5170

March 16, 2007

Mrs. Connie Jenkins 9509 Tinker Ct Burke, VA 22015-4155

Service Request: 71-477298055

Customer Relationship Specialist: Debbie Elliott -

Dear Mrs. Jenkins:

Chevrolet Division General Motors Corporation - Credit Card Receipt

LINGSAY CHEVORLET 15805 JEFF DAVIS HWY HOODBRIGGE VA 22191 703-676-8181 🗗

Sale

10: 72097785 Ref #: ពំផឹងអ 01/05/87 - 17:59:44 Batch #: 150

VISA

*************3047

Appr Code: 921680 Inv#: 287294

Total:

\$ 1493.78

Customer Comy THANK YOU!!

We sincerely regret that you experienced a concern with your 2005 Chevrolet Malibu, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$597.51. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle

CHEVROLET

CHEVROLET
15605 Jelferson Davis Highway
Woodbridge, Virginia 22191
Phone: 703 670 8181
Fax: 703 690 3074
www.elindsay.com



11-460208679

CUSTOMER NO	ADVISOR TAG NO	INVOICE DATE INVOICE NO.
44489	DAVID SHENKLE 42421 569	01/05/07 CVCS267294
EDTH REMITTIE		
ERIN JENKINS	YEAR / MAKE / MODEL	270 GREEN/ DELIVERY DATE DELIVERY MALES
9509 TINKER CT BURKE, VA 22015	05/CHEVROLET/MALIBU/4 DOOR SEDA	N SELLING DEALER NO. PRODUCTION DATE
BORRE, VA 22013	VENCLEID. NO. 1 G 1 Z T 5 4 8 9 5 F 1 7 5 3	8.6
i	F.T.E.NO. J.P.O.NO.	HULDIC _
RESIDENCE PHONE BUSINESS PHONE	COMMENTS	12/26/06 -
571-259-7482	Comments	MO: 55270
LABOR & PARTS		
I J# 1 05CVZ FUEL/DRIVEABILITY	TECH(S):40165	262.08
CUST STATES STEERING FEELS LOOSE /	AND MAKES & PROMITING MOTOR	LIMITED WARRANTY
CASE# 71-460208679	AND DINION AND CTCDING .	All GM Parts and Associated Labor
REPLACED THE STEERING COLUMN, RACI	CAND PINION, AND STEERING	Guaranteed 12 Months or 12,000 Miles
	INTERNAL SHIP OF CE	Whichever Comes First.
PARTSQTYFP-NUMBER	N 6.518 409.26	409.26 All Other Parts & Labor Guaranteed For
JOB # 1 1 15775370 MOTOR	6.605 377.16	377.16 90 Days Or 4,000 Miles Whichever
PARTS QTY FP - NUMBER DESCR. JOB # 1	0.508 410.48 RETURN 100.00 -	410.48 Comes First.
	JOB # 1 TOTAL PARTS 1	096.90 All Body Shop Parts And Associated
1	JOB # 1 TOTAL LABOR & PARTS 1	
J# 2 01CVZWA2 2ND ALIGNMENT CUST STATES HEARS CLUNKING NOISE	FROM FRONT WHEN GOING	ANY AND ALL ADJUSTMENTS OR
I OVER BUMPS		CLAIMS.
PERFORMED WHEEL ALIGNMENT		
PARTSQTYFP-NUMBERDESCR	IPTIONUNIT PRICE- JOB # 2 TOTAL PARTS	0.00
2.		LIMITED WARRANTY
	JOB # 2 TOTAL LABOR & PARTS	79.95 PARTS AND LABOR WARRANTED 12
CONMENTS	· - · · · · · · · · · · · · · · · · · ·	MONTHS OR 12,000 MILES WHICH-
DROP	•	EVER OCCURS FIRST. THIS COPY MUST BE RETURNED FOR ALL
DELETED OPERATION(S)		ADJUSTMENTS.
DELETED OPERATION(S) 12CVZ SUSPENSION REPAIRS TOTALS		-
TOTALS	_ ~ _ ~ _	1
[] CASH [] CHECK CK NO. [] [] VISA [] MASTERCARD [] DISCOVER [] AMER XPRESS [] OTHER [] CHARGE SHORTLY YOU WILL BE RECEIVING A SURVEY FROM CHEVROLET HOTOR DIVISION. THIS IS OUR REPORT CARD. IF FOR ANY REASON YOU CAN NOT ANSWER COMPLETELY SATISFIED. PLEASE CONTACT SHAWNA DA	TOTAL LABOR	342.03
VISA MASTERCARD DISCOVER	TOTAL SUBLET	0.00
SHORTLY YOU WILL BE RECEIVING A SURVEY FROM	TOTAL G.O.G	0.00
CARD. IF FOR ANY REASON YOU CAN NOT ANSWER	TOTAL MISC OISC	0.00
COMPLETELY SATISFIED. PLEASE CONTACT SHAMNA DA	Y OR TOTAL TAX	54.85
RAFFI KIRKORIAN AT 703-670-8181. PLEASE COMPL YOUR SURVEY AND RETURN IT. ANY LESS THAN	TOTAL INVOICE	193.78 FI
COMPLETELY SATISFIED IS A FAILING GRADE FOR US	in ,	
THANK YOU FOR YOUR BUSINESS!!	IIDI -	1
NEW SERVICE HOURS	ו פוו	N x \$ 2007 U
7:00AM-7:00PM SATURDAY 8:00AM-2:00PM	<i>III</i> **	"" 1 1 1
	12/1	* ~ A
		
" CUSTOMER SIGNATURE		بروه و محمد بالمحمد المحمد الم
		THANK YOU!
		WE APPRECIATE
PAGE 1 OF 1 CUSTOMER COPY	[END OF INVOICE] 03:4	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.

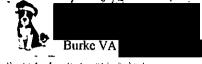
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. DATE 02/01/08 3 3 **AMOUNT** XXXXXXXXXXXXXX522 DOLLARS North American Operations General Motors Corporation Disbursement Account SIGNATURE The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. BB 000000147 PAYMENT DATE VENDOR NAME 02/01/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/31/08 WH 1-9UXOZJ 71-595722197.1-9UXOZJ 00.0000 522.67 .00 522.67 1G1ZT54895F ¥. 3. Total ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT\OR QUESTIONS CALL 800-462-8782 **W**3 TOTAL 522.67 .00 522.67



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Reinbursement Department PO BOX 33170 Detroit, MT 48232-5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: Dec. 22, 2007
17-Digit Vehicle Identification Number (VIN): 1612754895 F
Mileage at Time of Repair: 55,270 Date of Repair: 01/05/07
Claimant Name (please print):
Street Address or PO Box Number: _
City: Burke State: VA ZIP Code
Daytime Telephone Number (include Area Code)
Evening Telephone Number (include Area Code)
Amount of Reimbursement Requested: \$ 1358.98 - 579.51 = \$ 179.47 + textes
Evening Telephone Number (include Area Code). Amount of Reimbursement Requested: \$ 1358.98 - 579.51 = \$779.47 + teles The following documentation must accompany this claim form.
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The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it.
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request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

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Reimbursement questions should be directed to the following number: 1-800-204-0261

CHEVROLET

AA

Customer Assistance Center

Chevrolet Division General Motors Corporation P.O. Box 33170 Detroit, MI 48232-5170

March 16, 2007

-Credit Card Receipt

LINGSAY CHEVORLET 15885 JEFF DAVIS HAY HOODBRIDGE VA 22191 TU3-676-8181 <

Sale

10: 72097785 -01/65/87

Ref #: 0040 - 17:59:44

Batch #: 150

VISA

Appr Code: 921680

Inv#: 267294

Total:

\$ 1493.78

Customer Comy THANK YOU!!

Burke, VA

Service Request: 71-477298055

Customer Relationship Specialist: Debbie Elliott -

Dear

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Chevrolet Customer Assistance Center

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