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 sts: power steering torque convertor needs replaced and customer thinks this is a safety concern

DVM sts: n/a

SVM sts: n/a

CRS Rationale: appears vehicle does not meet eligibility

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law n/a

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law? n/a

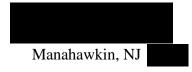
Decision reached by CRS: Arbitrate case: Settle case:

CRS FINAL OFFER:		DATE :	CUST {Accepted / Declined}
Goodwill: {Type}	Attorney Fees (if applicable): \${Amount}		

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

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

April 15, 2011



Service Request Number: 71-710579982

Dear ,

We have received your survey and appreciate you taking the time to let us know about your concerns. We tried to contact you directly to discuss your comments but have been unable to reach you using the telephone number provided or any listed in our records.

If this has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed above when you reach our representative.

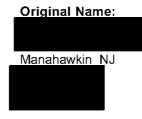
Your complete satisfaction is important to us. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at www.Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center



Dissatisfied Customer



Revised Name:

About Your Pontiac Dealership's Service Department

1	How satisfied were you with the convenience of the	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	Service Department's hours?			X			
_		Yes	Νο	Does Not Apply/Not Required	Don't Know		
2.	Were services available to you on both an appointment and non-appointment basis?				N		
3.	When arriving for service, were you greeted promptly?	凶					
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
4.	How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?			Ø			
	About Your Service Consultant/Advisor		\$\$\$\$\$\$\$# *** *** * *				
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
5.	How satisfied were you that your Service Consultant took						
	enough time to thoroughly understand your service request?			X			
		Yes	No	Does Not Apply/Not Required	Don't Know		
6.	Were you offered transportation options?		X				
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7.	How satisfied were you that you were kept informed about the						
	status of your service request?					Ø	
		Yes	No	No Time Promised			
8.	Was your vehicle ready by the original time promised?	这					
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
9.	How satisfied were you with the explanation you were given of all services performed?					Ø	
10	. Overall, how satisfied were you with your						
	Service Consultant				শ্ব		

		× × ×,××,××,××	+~+~+UUUUUUUUUUUUUUUUUUUUUUUUUUUUUUUUU		Abo	ut Service De	elivery		
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
11. When you picke	ed your vehicle u	p, how satisfied	were you with	:					
- The time it too	ok to complete th	ne transaction?.		•	X				
- The ease of g	jetting your vehic	cle?		🗆	囟				
- The condition	in which it was	returned?		🛛				X	
				Yes	No				
12. Were ALL of yo	our service conce	rns corrected or	this service v		X				
IF NO, why no	ot?(check all that	apply)							
•	explained - repair			Parts not ava	ailable				
🕅 Work perfo	rmed did not cor	rect the problem	I	I declined rep	pair				
🕅 Service De	partment could n	ot duplicate prol	blem	Other					
Service De	partment was too	o busy		Don't Know					
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
13. How satisfied a			-						
on this service	visit?			🗆				R	
				Yes	No				
14. Were you given	a copy of the co	mpleted repair o	order/invoice?	这					
				Yes	No	Don't Know/ Not Sure			
15. Were you conta	acted shortly afte	r this service vis	sit to						
determine your	satisfaction with	the dealership '	s service?		Ø				
	Summing	Up Your Experie	ence						
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
16. Based on this with Asplund	service visit, ov Pontiac?						ম		
				Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not	
17. Would you red	commend this c	lealership							
				•		这			
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
18. Overall, how s with your 2008	atisfied are you 8 G6?							Ø	
19.Are you	🕅 Male	Female							
20.Your age	Under 25	□ 25-34	🛛 35-44	□ 45-54	L.] 55-64	🗆 65 c	or older	
						Yes	No		
21.May we include	your name when	providing this in	formation to y	our dealership ?	,	Ŕ			

22. Do you have any other comments/recommendations about Asplundh Pontiac?

I owned three Toyota's before purchasing a GM last year. I figured maybe it is time to try a GM again. I never had any problems until after five years on all three of my Toyota's. And they were minor. Within 6 months of this purchase my power steering fails and I feel unsafe driving the vehicle. Now I am stuck with this car. What do you suggest? Inconvenience my time more with failed service repairs?

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



661

General Motors Corporation Customer and Relationship Services Customer Assistance Center PO Box 33170

Octor(t. MI 48232-5170)

April 8, 2009

State of South Carolina The Better Business Bureau Attention: Rebecca Gohike

Customer: **BBB** Case #7807603 Service request: 71-711456990 Customer Relationship Specialist: Stephanie Villalon

Dear Rebecca Gohike:

Thank you for your recent correspondence regarding **Sectors** We are sorry he is dissatisfied with his 2005 Chevrolet Malibu. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We feel our customers have the right to expect long-term, reliable performance from their Chevrolet products. However, there are many variables, which may affect the life of any part, or the appearance of an automobile. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

The Bumper-to-Bumper coverage on the 2005 Chevrolet Malibu is 36 months and/or 36,000 miles, whichever comes first. We regret that because **second second se**

We also notice that **Sector and Sector and S**

Please also note **Example 1** refers to a Service Bulletin in his correspondence. A Service Bulletin is not a recall: instead they are used to update a







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4440-00044444



General Motors technician as to how to properly perform a repair on a vehicle. Service Bulletins offer no extension of the warranty beyond the original Bumper-to-Bumper warranty period.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 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











4446-2004444







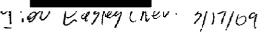


To:	Stephanie	From:		
Fax:	866-215-6750	Pages:	4	
Phone	2	Date:	3/25/2009	
Re:	File # 71-711456990	CC:		
🗆 Urg	ent 🗆 For Review	🗆 Please Comment	Please Reply	🗆 Please Recycle

• Comments:

Thanks,





ALLDATA Online - 200: Chevrolet Malibu V6-3.5L VIN 8 - Steering - No Power Assist ... Page 1 of 3

ne Home | Acco int | Contact ALLDATA | Log Out | Hege

TEDESCHI AUTO REPAIR

Select Vehicle | Nev-TSBs | Technician's Reference Component Search:

Conversion Calculator

p.2

OK

2005 Chevrolet Malibu Vil-3.5L VIN 8

Vehicle Level -> Steering and Suspension -> Steering -> Steering Column -> Technical Service Bulletins -> All Technical Service Bulletin: - Steering - No Power Assist/Column Noise/DTC C0460/C0545 +

Steering - No Power Assist/Column Noise/DTC C0460/C0545

5175 00 Leber 175 00 Leber 175

Bulletin No.: 04-02-35-009A

Date: November 08, 2007

TECHNICAL

Subject:

MACK TAYLOT MACK TAYLOT 866 7905 700 866 7905 700 50100 2442980 Service Refit 71-705770102 Noise in Steerin: Column, Lack of Power Steering Assist, DTCs C0460 and C0545, Steering Wheel Moves Slightly By Itself (Replace Steering Column)

Models: 2004-2005 Cherrolet Malibu 2005 Pontiac GG

Supercede:

This bulletin is twing revised to add the 2005 Malibu, the 2005 Pontiac G6 and update the steering column part number.

Please discard Corporate Bulletin Number 04-02-35-009 (Section 02 - Steering Wheel and Colur in).

Condition

Some customers may comment on any of the following concerns:

A rattle or clunk hoise from the left lower instrument panel or foot well area.

With the engine running and the vehicle not moving, the steering wheel may move a few degrees off center, left and right, by itself, without driver input.

With the vehicle in motion, the driver may comment about a steering wheel vibration that feels like a wheel out of balance. This condition does not impair the ability of the driver to cor trol the vehicle.

An intermittent lack of power steering assist.

2/27/2009

ALLDATA Online - 2005 Chevrolet Malibu V6-3.5L VIN 8 - Steering - No Power Assist... Page 2 of 3

Technicians may find the following diagnostic trouble codes:

Diagnostic Trouble Code C0460 Symptom 00 (Steering Position Sensor)

Diagnostic Troi ble Code C0545 Symptom 00 (Steering Wheel Torque Input Sensor)

Cause

These conditions may be caused by excessive clearance between the assist gears or by a failure of the torque sensor in the steering column.

Noise Diagnosis

Perform the following check as an aid in diagnosing a steering column noise. With the engine runring and the vehicle not moving, turn the steering wheel rapidly back and forth an inch or two off center and listen for a click or rattle noise inside the steering column. If these noises are present, it may indicate excessive clearance between the gears inside the steering column.

Correction

Technicians art to install a new steering column kit, P/N 15926870, to correct the conditions listed above. Refer to the Steering Column Replacement procedure in the <u>Steering</u> sec on of SI.

Part Number	Description	Qty
1592687(Column Assembly, Steering	1
Zoom	Sized for Print	

Parts Information

Warranty Information

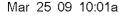
Labor Operatios	Description	Labor Time
E7680	Column Assembly, Steering – Replace	Use Published Labor Operation Time

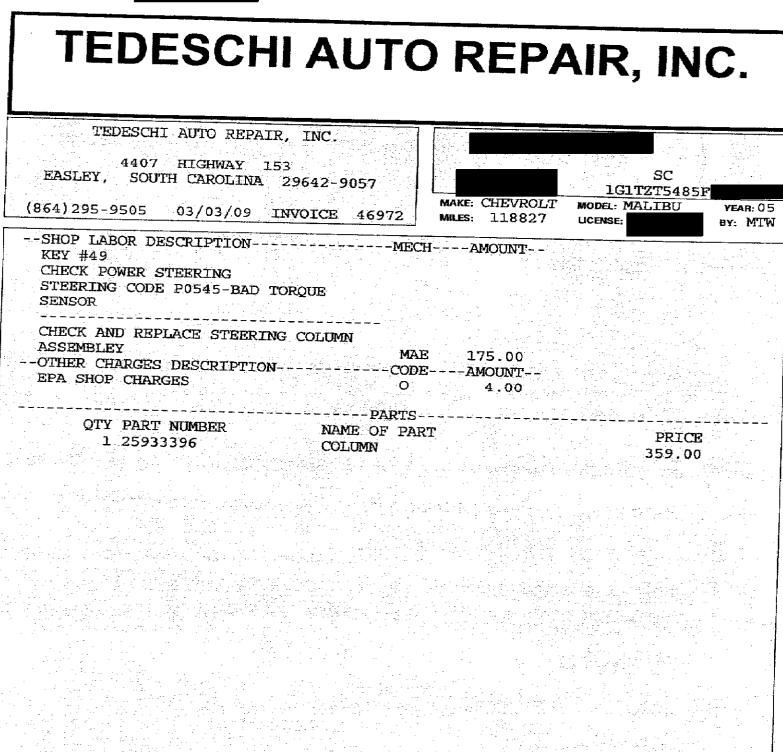
2/27/2009

p.3

<u>200 🖄</u>

05/57/2009 11:14 FAX 864 285 8716





Any warranties on parts and accessories sold hereby are made by the manufacturer. The above shop disclaims all warranties, including implied warranties of merchantability or fitness for the particular purpose, and does not authorize any person to assume for it any liability.

	WE STRIVE TO TAKE CARE OF YOUR VEHICLE CORRECTLY THE FIRST TIME.	LABOR TOTAL
	IF THERE IS A PROBLEM WITH YOUR REPAIR DON'T	OTHER CHARGES
	HESITATE TO LET US KNOW ABOUT TT	PARTS TOTAL
	THANK YOU FOR YOUR BUSINESS	SALES TAX PD IN ADVANCE
	에는 사람이 있는 것과 가지 않는 것이 있는 것이 있다. 같은 사람은 사람이 있는 것이 같은 것이 같은 것이 같은 것이 같은 것이 있는 것	PAID BY CHECK
"	· · · · · · · · · · · · · · · · · · ·	

LABOR TOTAL	175.00
OTHER CHARGES	4.00
PARTS TOTAL	359.00
SALES TAX	21.54
PD IN ADVANCE	.00
PAID BY CHECK	559.54

p.4



Business Resource Center, Legal Correspondence General Motors Corporation Po Box 33170 Detroit, Mi 48232, MI 48232

Dear Business Resource Center, Legal Correspondence:

The Better Business Bureau received a complaint about your business. The complaint was submitted on 3/19/2009 7:07:15 AM and was assigned an ID of 7807603. The consumer's information appears below:

Please review this information and respond within the next seven calendar days. We thank you for your anticipated response to this complaint.

If you received this complaint via email simply click on the "**Respond to this Complaint**", link located on the left, when you are ready to answer.

If complaint was received via postal mail, please state your position in a typed or handwritten letter and fax or mail back to the BBB.

Please understand that when you respond to a complaint, your response may be submitted directly to the customer.

Regards,

Rebecca Gohlke The Better Business Bureau Fax: 248-644-5026

COMPLAINT INFORMATION:

BBB Case # 7807603 - General Motors Corporation

Customer Information:

Piedmont , SC	
Daytime Phone - Fax - E-mail -	

The details of this matter are as follows:

Complaint Involves: Product Quality

Customer's Statement of the Problem:

My wife almost had an accident when the power stering failed. Took the car to a certified repair shop. He said there was a bulletin out by General Motors dated November 8, 2007 that 2004-2005 Malibu's and 2005 Pontiac G 6's are having problems with the power stering. General Motors knew that you might have a lack of power stering, vibration, or a rattle or clunk noise from the left lower instrument panel, GM should have recalled these cars to fix their problem. I was told that this problem was a SAFETY ISSUE and that General Motors should be responsible. I took the car to a GM dealer and he agreed that GM should fix the car. I filed a complaint with GM and finally after calling for 2 weeks, they said they would do nothing. I am very upset with GM and just wonder how many people have wrecked Malibu's because of the failure of power stering. If you have one of these cars, I suggest you sell it or take it to the dealer for repair before you lose your power stering when pulling out into an intersection and the car dies in front of another vehicle. I will never buy another GM product and advise the same for anyone else.

Complaint Background:

Problem Occurred: 2/26/2009 12:00:00 AM Talked to Company: 2/27/2009 12:00:00 AM

Name of Salesperson:

Mack Taylor Disputed Amount: 559.54

Desired Settlement: Refund what I paid to fix my car - \$559.54

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

February 4, 2011



Service Request: 71-594205330 Customer Relationship Specialist: Joey Bravo

Dear

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

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

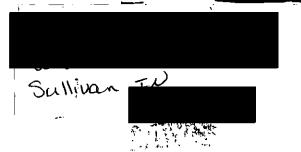
We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$449.80.

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 <u>www.mygmlink.com</u>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.





-46-

TERRE HAUTE IN 478

27 DEC 2007 PM 1 T



DEC 3 1 2007.

Reimbursement Department P.O. Box 33170 Detroit, MI 45232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This	section to be completed by	/ Claimant
Date Claim Submitted:	12-18-07	
17-Digit Vehicle Identificatio	on Number (VIN): <u> G </u> t. Repair 55302	2 T 52815F
Mileage at Time of Repair	년 <u>5912</u> 5 Date of Repair:	<u>4-26-01</u> <u>6-18-07</u>
Claimant Name (please prir	nt):	
Street Address or PO Box N	Number: _	
City: Sullisan	State: IV	ZIP Code:
Daytime Telephone Numbe	r (include Area Code):	
Evening Telephone Numbe	r (include Area Code):	
Amount of Reimbursement	Requested: \$ 918.0	5
The following documentation	on must accompany this clai	im form.
Original or clear copy of all	receipts, invoices, and/or re	epair orders that show:
 The Vehicle Identification What problem occurre The total cost of the residue Payment for the repair 	is of the person who paid fo tion Number (VIN) of the ve ed, what repair was done, w epair expense that is being r in question and the date of k of cancelled check, or cop	hicle that was repaired. hen it was done, and who did it. claimed. f payment.
My signature to this docurrequest reimbursement for	nent attests that all attach the expense I incurred for t	ed documents are genuine and I the repair covered by this letter.
Claimant's Signature:		
Please ma	il this claim form and the req	uired documents to:

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

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

07126

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

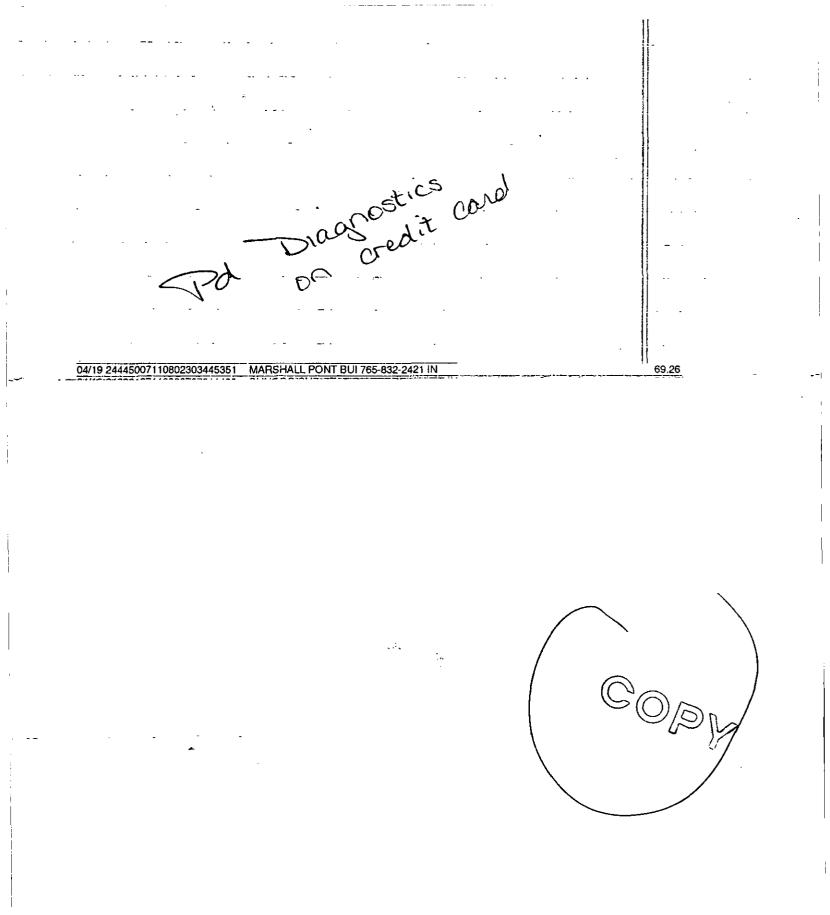
Your claim will be acted upon within 60 days of receipt.

If your claim is:

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

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

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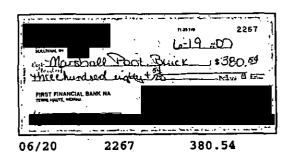


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Highways 63 & 163 • Clinton, Indiana 4	7842-0098 • Phone 765-832-2421 • Fax 76	5-832-5249
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Notes Model Color 005 CHEVROLET MALIBU GREY		TIME IN 10:14
SIN MILES OUT FIRST USE LISC. 59125 59125 01/19/05 77Q1304	SULLIVAN IN	CLOSED 06/19/0
	AES. BUS.	WRITER 7582 JOHN
		JUHN
) CUSTOMER STATES THE POWER STEERING WARNIN MESSAGE IS COMING ON AGAIN AND THE STEERING IS 'STIFF' AT TIMES. FOUND 'OPEN' CIRCUIT IN LOWER STEERING CO REPLACED LOWER STEERING COLUMN ASSEMBLY. *CUSTOMER TO PAY PARTS, SPA LABOR DUE TO REPAIR HISTORY*	ING Labor T24 88967179 (S/COL RE) DLUMN Total Parts	.,, .00 1 359.00 359.00
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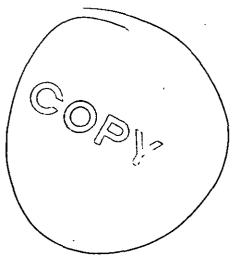
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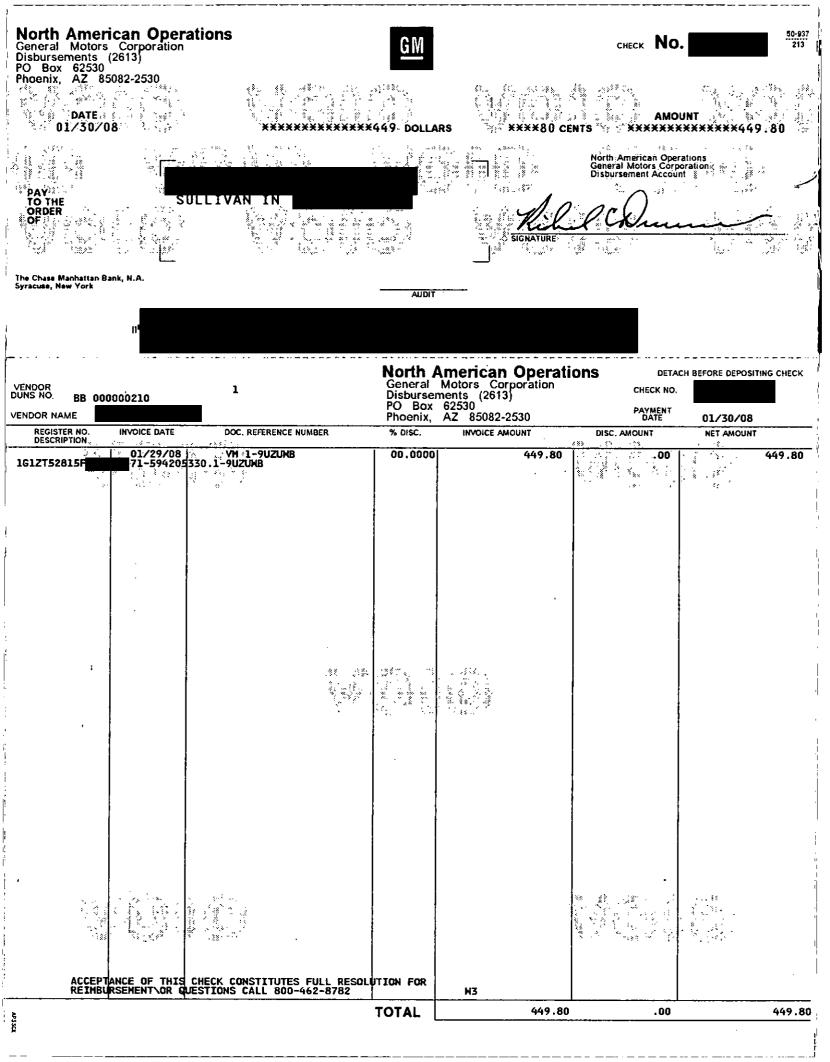
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

April 15, 2011



Service Request Number: 71-711902249

Dear

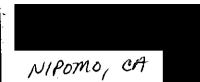
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

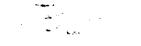
If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed above when you reach our representative.

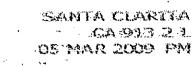
Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center







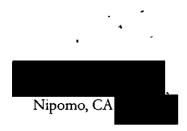


03-23-09P02:22 RCVD

03-23-09 Chevrolet P.O. Box 909989 Milwaukee, WI 53209-9989

53209+8989

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March 4, 2009

Cheverolet P.O. Box 909989 Milwaukee, MI 53209-9989

RE: Customer Reimbursement

Dear Sirs:

First of all, let me say that the 2005 Chevy Mailbu is one of the finest automobiles I have ever driven. On my particular model, I am consistently getting 32 miles per gallon on the highway, and on one trip, have gotten 36 miles per gallon, and around 28 miles per gallon while driving in the cities. It is comfortable, fairly roomy in the back, and has some great amenities.

This steering shaft problem is the only maintenance issue I have had with my vehicle, despite having driven over 92,000 miles.

I realize, after reviewing the "Customer Reimbursement Procedure" letter, that I am late in submitting my claim, but I thought I would submit it in the off-chance that you may have extended your reimbursement program deadline.

Thank you for your consideration of my claim.

Sincerely,



RECEIVED MAR 1 9 2009



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

07126 1G1ZU54835F 13 0003223

MONDAY THROUGH FRIDAY 7 00AM TO 6:00PM SATURDAY 8:00AM TO 4:00PM	GLENDORA CHEVROLET Driven to Make you Completely Satisfied	PARTS HOURS MONDAY THROUGH FRIDAY 7:30AM TO 6:00PM SATURDAY 8:01AM TO 4:00PM
	JTO CENTRE DRIVE • GLENDORA, CA 91740-6714 (909) 394-9899 • (626) 815-1147 www.glendorachevrolet.com	E.P.A. # CAL000127652
CUSTOMER NO. 38591	ADVISOR VINCENT STAMEGNA 235 103.	
		818 GALAXY SILV 41161
COVINA, CA	VEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/LT SEDAN	DELIVERY DATE 11/30/05 DELIVERY MILES 66
	VEHICLE I.D. NO. 1 G 1 Z U 5 4 8 3 5 F	SELLING DEALER NO. PRODUCTION DATE
	F.T.E. NO. P.O. NO.	ຳ22726/07
	COMMENTS	
LABOR & PARTS J# 1 07CVZ STEER/SUSP DEPT CUSTOMER STATES AT SLOW SPEEDS BET TURNING CAN FEEL THUMP IN FRONT EN CHECK AND ADVISE FAULTY INTERMEDIATE STEERING SHAFT • REPLACED SHAFT	WEEN 3-6 MPH WHILE D OF VEH.	1.50 NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
PARTSQTYFP.NUMBERDESCRI JOB # 1 1 22687711 SHAFT	KIT 6.526 · 93.42 9 JOB # 1 TOTAL PARTS 9	3.42 3.42 4.92
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) APPROVED REVISED ESTIMATE (# 1) OF \$172.63 (+ BY SCOTT T SANDERS COMMENTS COMMENTS EMPLOYEE PRICEING AS PER MARK WARREN TI	TAX)-ON 12/26/07 AT 03:27pm	
TOTALS		
* [] CASH [] CHECK CK NO. [] * [] VISA [] MASTERCARD [] DISCOVER * [] AMER XPRESS [] OTHER [] CHARGE * [] CASHIER INITIALS	Driven to MTOTAL PARTS	1.50 33.42 0.00 0.00 0.00 0.00 0.00 7.71
THANK YOU FOR YOUR BUSINESS YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GO	· · · · · ·	2.63
PARTS NOTED WITH AN "*" INDICATE GENERAL MOTORS LIMITED LIFETIME SERVICE GUARANT CONTACT YOUR SERVICE ADVISOR FOR MORE DETAILS	· · ·	
CUSTOMER SIGNATURE		PAIPWE 262001
		PAYNI
PAGE 1 OF 1 CUSTOMER COPY	[END OF INVOICE] 03:49p	m

December 2007



Nipomo, CA

Dear

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

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

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

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

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

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

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



BBB AUTO LINE Customer Claim Form

Case number: CHV0935372 Contact Date: 03/30/09 Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner:		
Mailing address:		
_{City:} Hunker	State: PA	Zip code:
Day phone:	Evening phone	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

_{Make:} Chevrolet	Model:	Malibu Max	Year: 2005	Current mileage: 54110		
Name(s) that appears on the vehicle	title: D	ebbie Kubler				
Selling dealer/city/state: Speedy Chevrolet, , PA						
Primary Servicing dealer/city/state: Speedy Chevrolet,						
Acquired as 🛛 new 🗌 used 🔲 d	demo 🔲 I	eased Is	the vehicle in your pos	session? 🛛 yes 🔲 no		
Purchase/lease date: 12/15/05		Mi	eage at purchase/leas	e:		
First repair attempt date: 11/15/06 First repair attempt mileage: 5000						
How often is the vehicle used for business purposes (percentage):	0 0	Number of	vehicles owned by the business:	Transmission type: 🛛 Automatic 🔲 Manual		
Has the vehicle been in an accident/		lamage? 🔲 y	es 🛛 no	Date of accident:		
Description of damage:						

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The customer is seeking repairs or make her a deal.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER	
Lienholder/Leasing Company	Phone Number
Account Number	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
When slow down no power steering/hard		6		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) ______ Date _____

Printed Name of Titled Owner(s) _____

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

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

BBB AUTO LINE 4200 Wilson Blvd., Suite 800 Arlington VA, 22203-1838 Fax: 703-247-9700 Page 2

Privileged and Confidential Information

CASE ASSESSMENT

By: Amanda Cato State: PA

Service Request: 71- BBB Case No.: CHV0935372 Customer Name: 713236685 Only customer's last name to be recorded Vehicle is: NEW BAC Code: 113502 Vehicle ID No.: In Service 1G1ZT62845F Date: 12/9/2005 Year, Make & Model: 2005 Malibu MAXX Vehicle Purchased Used on: N/A at odometer N/A Mileage at Time of BBB Filing 54,110 Miles Lien holder: not Provided Sale Type: Purchase X Lease Other : {Type} DVM Name: Pual Racioppo CAM Name: Craig Joseph Phone/Cell Number: 914-244-6162 Phone Number: 914-244-6130 Svc Mgr Name: Frank Speney

VEHICLE REPAIR HISTORY

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

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

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y OR N.? IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS TAC CASE #10762520

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT______N/A______N/A______

Power Steering

Date: R	 <u>Days</u> Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
	 n/a N/A	34110 54,110	Pulled from GMVIS: E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING From CCF: Customer concern is the Power steering goes out only when turning in to park the vehicle. DIrship found no repair to perform on vehicle for the vehicle is operating with in Specs: Per TAC #10762520

Has the vehicle ever been involved in an accident Y or N? NA	<u> </u>
Did you confirm your answer with the customer Y or N? N	<u>I/A</u>
What type of damage was sustained (example front end collision)	
N/A	
Are the RO's attached if the vehicle was in an accident Y or N	<u>N/A</u>

Has the customer filed any insurances claims on this Vehicle N/A
If Yes obtain the following information below
Insurance CompanyN/A_N/A
Phone # N/A
Phone #N/A Claim Made? N Claim Status: N/A
Claim #N/A
Did Insurance Company refer customer to GM? N/A
Are there any Aftermarket Modifications to the Vehicle N/A
Have you confirm this with the customer N/A List:
Was a Trade Repurchase offered to the customer NO
(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)
Date authorized by the DVM/CAMN/A
What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States
lemon law requirements for meeting presumption? Explain with some Detail Vehicle INELIGIBLE due to the age and mileage
GM Program Summary Repurchase/Replacement:
Vehicle INELIGIBLE due to the age and mileage
Lemon Law Repurchase/Replacement:
Vehicle INELIGIBLE due to the age and mileage
GM Program Summary Repairs/Reimbursement for past repairs:
Vehicle INELIGIBLE due to the age and mileage
THE STATE LEMON LAW READS:
Days out of service: 30 Calendar Days out of Service or more
Repairs 3 or More Repair Attempts to the same non component Time period 12 months / 12,000 miles
Does Lemon Law state nonconformity must continue to exist? YES
If applicable, safety-related repairs N/A Safety-related time period N/A / N/A
Salety-related time period w/A / w/A
Number of repair attempts in the presumption period: N/A
Total days out of service during the presumption period: N/A
Total days out of service during customer's ownership: N/A
Vehicle Meets Presumption of Lemon Law NO

Concern: Customer called in on the concern with her power steering not working only when parking the vehicle. Customer claimed this was from a letter that specified a defect with the power steering: 07126. Customer's vehicle is not included in this recall / special coverage. TAC #10762520; found no concern on the Vehicle per what information was given to them by the dlrshp. No repair for the vehicle. Case was closed.

Date & Offer/Result: 3/30/09 Case closed vehicle operating as designed, within specs

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 sts: I have been having concerns with the Power steering ever since I purchased the vehicle and nothing has repaired this. I received a letter in the mail on this and I believe the power steering is defective. I took the vehicle to the dlsrhp and they can not repair the vehicle. The called their TAC people who stated the vehicle had no repairs to be done and was operating as designed and within specs. If this is the way GM makes vehicle's I'll never purchase gm again, and no I don't want the BBB number. Thanks

DVM sts: No contact Needed Case ineligible

SVM sts: No contact Needed Case Ineligible

CRS Rationale: Crs reviewed previous SR 71-706932705 Found that TAC was involved and no concern was found on this vehicle, no repair needed. Vehicle operating within specs and as designed. Crs also found that the first occurrence with the Power steering was at 34k miles which make's the vehicle ineligible for the first occurrence. Vehicle currently ineligible due to the age and mileage at the time of filing 05' with 54,110 miles. Crs adv customer to contact BBB rep Carolyn Hill 800-955-5100 x 509 Cust declined. Case closed Ineligible.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law INELIGIBLE

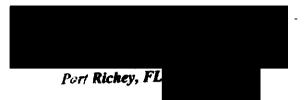
What are the 3 mains weaknesses	of the customer's case	e to win repurchase through Le	emon Law?
INELIGIBLE			

Decision reached by CRS: INELIGIBLE

CRS FINAL OFFER: INELIGIBLE		DATE: 03/31/09	CUST INELIGIBLE
Goodwill INELIGIBLE	Attorney Fees INELIGIBLE		

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

TAMPA FL 335 SAIMT PETERSBURG FL 26 MAR 2009 FM 5 L



Reinbursement Deptin P.O. Box 33170 Detroit, Mi. 48232-5170

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 4급오크오+5170

htelledentdedleddelsedlleeddeleddeld

CUSTOMER REIMBURSEMENT CLAIM FORM

.

This section to be completed by Claimant
Date Claim Submitted: 3-25-09
17-Digit Vehicle Identification Number (VIN): <u>16/2754875F</u>
Mileage at Time of Repair: <u>24990 Date of Repair: 8-7-08</u>
Claimant Name (please print):
Street Address or PO Box Number:
City: PORT RICHEY State: FL ZIP Code
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 245,03
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature: Information reverse side
Please mail this claim form and the required documents to:
Reimbursement Department P.O. Box 33170 Detroit, Mł 48232-5170
Reimbursement questions should be directed to the following number: 1-800-204-0261
ORIGINAL

0003773/GMR2V0711 Page 03 of 03

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).

Oct. 31, 2007 Had steering gear assembly replaced Dec. 2007 Received enclosed letter which we thought was for the above problem, which was covered aug. 7, 2008 Had the steering shaft replaced at a cost of 245.03 ro one at that Times advised us of the warranty letter. mar, 24, 2009 We just found enclosed letter and now understand it pretains to work done on aug 7,2008 We would appreciate if we could get the refund & additional 7 yr. warranty. I should think the dealer would have advised us as to the problem and warranty. all repairs & pervice have been done with this. Thank you. this dealer,

•							
CUSTOMER #: 231878		254096	i		CA.	STRIOTA CHEVROLET	
		INVOIC	E		۲,		
				1293	0 U.S. Hwy. 19 HUDSON, FLOI	• P.O. Box 542 RIDA 34667	:8
PORT RICHEY, FL HOME: CONT: 1	N/A	PAGE		-	7) 819-5350 * MV# 12	1-800-ISCHEVY 249	
BUS: CELL: COLOR YEAR MAKE/M	ODEL	SERVICE AD	VISUR:	5083 CAT		DSON IN/OUT	TAG
GREEN 05 CHEVROLE		1G1ZT54875F		RATE	24990		<u>T545</u> ATE
22JANOS DE	WAIT 07			0.00	CASH	07AUG0	8
	OPTIONS	STK: 54040	66 ENG:	:3.5_Lite	r_SFI 1)	FACT	
10:25 07AUG08 11:52 07 LINE OPCODE TECH TYPE HO	DURS			LIST	NET	r tot	AL
A CUST STATES HEARS CRAC M REPLACE STEERING	SHAFT		VISE.				
CC	AN, JEROME P I	JIC#: 5032			80.00) 80.(00
1 22687711 SHAFT PARTS: 149.00 LABOR:		OTHER:	0.00	149.00 TOTAL LI) 149.(229.(Company and the second s
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We do value you as our customer. If you are not "COMPLETELY SATISFIED" Please take the time to tell us. <i>THANK YOU FOR BUSINESS!</i> Sincerely, Bob Apel, Service Director W- "Indicates - Lifetime Warranty Part" U- Indicates - Used Parts	in accordance with the est manufacturer. The seller he express or implied, including filness for a particular purp ilability in connection with th of this estimate. Parts and is miles, whichever comes f performed in accordance w specified on the description CUSTOMER HEREBY A	only warranties applying to the mate are those that may be reby expressly disclaims all w.) any implied warranty of me see, and neither assumes nor le sale of products or service a bor are guaranteed for 12 mo inst. Selier does not guaran ith this estimate will correct of the complaint. CKNOWLEDGES RECEIPT ND RECEIPT OF INVOICE	offered by the arranties, either rchantability or authorizes any old under terms niths or 12,000 tee that work it any problem OF ABOVE	DESCRIPT LABOR AMOUN PARTS AMOUN GAS, OIL, LUBE SUBLET AMOUI MISC. CHARGE TOTAL CHARGE LESS SALES TAX	IT	TOTALS 80.0 149.0 0.0 0.0 229.0 0.0 16.0	0 0 0 0 0 0 0 0 0 0 0 0
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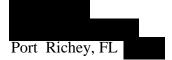
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CUSTOMER #: 231878		2363	300		CAS	TRIOTA	
		INV(DICE		<u>ب</u>		
PORT RICHEY, FL			CATE 1 SE 1		930 U.S. Hwy. 19 HUDSON, FLOR	IDA 34667	
HOME: CONT:N	I/A		· · ·		727) 819-5350 * 1 MV# 12	249	
BUS: CELL: COLOR YEAR MAKE/MO	ODEL		ADVISOR:		REN PETRO		TAG
GREEN 05 CHEVROLET		1G1ZT5487	75F 20 NG:	RATE	19509/ PAYMENT		T213
							<u></u>
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1 15858368 GEAR PARTS: 0.00LABOR:	0_00	OTHER:	0 00	TOTALI	TNE A:	(N/	'C)
			******	******	***		
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We do value you as our customer.	LIMITED WARRANTY: The					TOTAL	S
If you are not "COMPLETELY SATISFIED"	in accordance with the est manufacturer. The seller he express or implied, including	reby expressly disclaims	all warranties, eithe			0,	
Please take the time to tell us.	fitness for a particular purp liability in connection with t	ose, and neither assume ne sale of products or se	es nor authorizes an vice sold under term	GAS, OIL, LU		0.	
THANK YOU FOR BUSINESS!	of this estimate. Parts and I miles, whichever comes	irst. Seller does not (guarantee that worl	k SUBLET AW		0.	00
Sincerely, Bob Apel, Service Director	performed in accordance specified on the description CUSTOMER HEREBY A	of the compleint				0.	
W- "Indicates - Lifetime Warranty Part"	MENTIONED VEHICLE	ND RECEIPT OF INV	OICE HEREOF.	LESS	<u> </u>	0,1	
U- Indicates - Used Parts	CUSTOMER SIGNATURE		······	SALES TAX		0.(00
R- Indicates - Rebuilt Parts				PLEASE PA		0.(00

CUSTOMER COPY

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April 15, 2011



Service Request: 71-713715625

Dear

Thank you for contacting us recently regarding the recall or special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced.

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 performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and regret that we are unable to reimburse you the amount you requested. The reason behind our decision is based on one of the following factors: 1) the part that was replaced for which you are seeking reimbursement is not the part covered by this recall or special coverage, 2) the documentation provided did not substantiate your request, or 3) your vehicle is not included in this recall or special coverage.

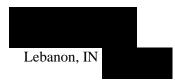
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

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

April 15, 2011



Dear Arthur,

We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Chevrolet customer, we are pleased to provide you with this Component Coverage Letter. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 1G1ZU63836F and will begin on May 8, 2009 at 34,500 miles and will continue until May 8, 2012 or 79,500 miles, whichever occurs first.

The following Steering components will be covered: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets; steering column; ignition switch; ignition lock cylinder; and steering wheel..

Chevrolet will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership. If you have any future questions, please call us at 1-800-222-1020. Any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center Service Request 71-714651056

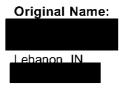
ATTENTION: DEALERSHIP SERVICE MANAGER

Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.



Service Satisfaction Survey

Dissatisfied Customer



Revis	ed Na	ame:	

About Your Chevrolet Dealership's Service Department

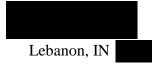
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
1.	How satisfied were you with the convenience of the Service Department's hours?					X	
		Yes	No	Does Not Apply/Not Required	Don't Know		
2.	Were services available to you on both an appointment and non-appointment basis?				X		
3.	When arriving for service, were you greeted promptly?	Ø					
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
4.	How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?				Ø		
	About Your Service Consultant/Advisor						
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
5.	How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?				Ø		
		Yes	No	Does Not Apply/Not Required	Don't Know		
6.	Were you offered transportation options?		R				
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7.	How satisfied were you that you were kept informed about the status of your service request?	, ,	,	m	<u>.</u>	F1	-
	status of your service request:			D No Time	R		
		Yes	No	Promised			
8.	Was your vehicle ready by the original time promised?	这					
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
9.	How satisfied were you with the explanation you were given of all services performed?			図			
10	Overall, how satisfied were you with your Service Consultant				Ø		

					ADO	ut Service De	elivery	
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you pick	ked your vehicle ι	ıp, how satisfied	were you with	:				
- The time it to	ook to complete t	he transaction?			x			
- The ease of	getting your vehi	cle?		🗆	囟			
- The condition	n in which it was	returned?		🗆	X			
				Yes	No			
12. Were ALL of y	our service conce	erns corrected or	n this service v		X			
IF NO. why r	not?(check all tha	t apply)						
	explained - repai			Parts not ava	ailable			
	ormed did not co		า	I declined rep	bair			
-	epartment could i			□ Other				
	epartment was to			🗆 Don't Know				
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied a	are you that your	vehicle was fixe	d right					
on this service	ə visit?			🔲				Ŕ
				Yes	No			
14. Were you give	n a copy of the c	ompleted repair	order/invoice?	図				
						Don't Know/		
				Yes	No	Not Sure		
15. Were you cont								
determine you	r satisfaction with	the dealership	's service?	X				
	Summin	g Up Your Experi	ence					
		a - F · · · · · · · · · · · · · · · ·		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this	s service visit, o	verall, how sat	isfied are you					
with Dave Sto								
Chevrolet?			•				X	
				Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
17. Would you re		-						
for service?.				•		X		
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how with your 200	satisfied are yo)6 MALIBU?						M	
•					L	i i	بطر	اسما
19.Are you	Male	🕅 Female						
20.Your age	🗆 Under 25	□ 25-34	□ 35-44	□ 45-54	Ž	₫ 55-64	🗌 65 c	or older
21.May we include	your name wher	novidina this i	nformation to v	our dealership ?	,	Yes	No M	
E may we molule		r promunig und i	normation to y	sar asaisisinp :		لسسا	JECAJ	

22. Do you have any other comments/recommendations about Dave Stetler Chevrolet?

I have been back to this service dept. twice since this visit and I still have the same problem - rattle noise in the steering. They did replace the power steering motor last visit (3-25) and the problem of hard to steer when first started is great now. Rudd's Chevrolet in Frankfort, IN "fixed" this rattle noise in Oct. 2008 and it was better for awhile but it has been back the last 2 months and Stetler's doesn't seem to want to revisit the shaft problem - possibly because since Rudd's was paid for "fixing" the problem they won't be paid?? Regardless, it's making the same noise as before and needs to be fixed before my warranty runs out and Rudd's is out of business! I am going back to Stetler's for my 4th visit for this problem this coming Friday, April 3rd and I want this problem fixed along with my electric seat which keeps stopping on me. I am 5' tall and cannot drive without my power seat! I am not giving up until this problem is fixed!! I have to say Stetler's keeps trying.

April 15, 2011



Service Request Number: 71-714651056

Dear

We have received your survey and appreciate you taking the time to let us know about your concerns. We tried to contact you directly to discuss your comments but have been unable to reach you using the telephone number provided or any listed in our records.

If this 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.

Your complete satisfaction is important to us. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at www.Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

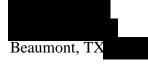
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April 15, 2011



Dear

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2009 Pontiac G6, Vehicle Identification Number 1G2ZG57B594 The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Pontiac Dealership. Your complete satisfaction is very important to us at Pontiac. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request: 71-715759108

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

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

Issued by: Saturn Certificate No. 1G8AJ55F37Z

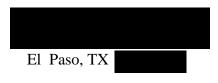
Issue Date: April 15, 2011

Issued exclusively for:



Valid through: April 17, 2010

Amount: One Thousand Dollars and Zero Cents ****\$1,000.00**** April 15, 2011



Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Saturn your choice when you purchased your 2007 ION 2 and trust you will give us the opportunity to retain you as a valued Saturn customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-553-6000. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

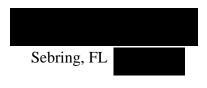
Saturn Customer Assistance Center Service Request: 71-716449470

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

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Click the "Print" button in "Close Window".	n order to keep a record of this	transaction detail. After y	ou review the transaction d	etails, click				
VIN: 19 Dealer Code: 32 Transaction Date: 04 Transaction Type: 90 Transaction Messages 1097 - GMPP sent to	W14/2009 M Protection Plan s:	User ID: User Role:	Pending 1w3qhs Central Office Administrato 2009-04-16-11.04.53.1660					
Done					Y =			
🦺 start 🌖 🥚	Jamal Gaddie - Inbox	🦲 🙃 Internet Explore	er 👻 🕼 4 Microsoft	Office 🝷	2 Microsoft Office E			

April 15, 2011



Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2008 Chevrolet Malibu, Vehicle Identification Number 1G1ZK57B98F

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-716501837

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



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

05/14/09

PLAZA CHEVROLET 601 US HWY 27 N AVON PARK FL 33825-2637

Re:

Siebel Request: 71-716501837 2008 Chevrolet Malibu VIN # 1G1ZK57B98F

Dear Mr. Dan Smith & April Marshall:

This is a letter of notification regarding a {Better Business Bureau case/State 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,

Mario Resendez BRC Customer Relationship Specialist Ph# 866-790-5700 ext.41300 FAX# 866-597-4481



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

05/14/09

ALAN JAY CHEVROLET BUICK PONTIAC GMC CADILLAC 441 US HWY 27 N SEBRING FL 33870-2151

Re:

Siebel Request: 71-716501837 2008 Chevrolet Malibu VIN # 1G1ZK57B98F

Dear Mr. Chris Smith:

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

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

• 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,

Mario Resendez BRC Customer Relationship Specialist Ph# 866-790-5700 ext.41300 FAX# 866-597-4481

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

Vehicle is: Used

Privileged and Confidential Information

CASE ASSESSMENT

By: {CRS Name} State: {State}

Customer Name: {Name}

Service Request: 71-717068979 BBB Case No.: PGM0936401

BAC Code: n/a

Only customer's last name to be recorded

Vehicle ID No.: 1G2ZG558364 In Service Date: 2/27/2006

Year, Make & Model: 2006 Pontiac G6 Mileage at Time of BBB Filing (odometer) Lien holder: GMAC Other : { Name }

DVM Name: n/a Phone/Cell Number: Svc Mgr Name:

Vehicle Purchased Used on: 2/20/09 at odometer
32,000
Sale Type: Purchase Lease Other:
{Type}
CAM Name: n/a
Phone Number:

VEHICLE REPAIR HISTORY

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

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

Has tac been contacted for service history Y OR N.? If **yes** please include tac # and explanation tac was involved. If tac has N/A

IF TAC HAS NOT BEEN CONTACTED WHY NOT_____

Has the vehicle ever been involved in an accident Y or N? N Did you confirm your answer with the customer Y or N? Y What type of damage was sustained (example front end collision)

Are the RO's attached if the vehicle was in an accident Y or N

Are there any Aftermarket Modifications to the Vehicle? N Have you confirm this with the customer? Y List:

Was a Trade Repurchase offered to the customer? N (A Trade Repurchase is to be offered as a settlement before a Straight can be considered) Date authorized by the DVM/CAM

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement:

Lemon Law Repurchase/Replacement:

GM Program Summary Repairs/Reimbursement for past repairs:

THE STATE LEMON LAW READS:

Days out of service: 30 Repairs: 3 to the same nonconformity Time period 12 months / 12,000 miles Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs n/a Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	30
Total days out of service during customer's ownership:	30

Vehicle Meets Presumption of Lemon Law YES or NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Power steering issue Date & Offer/Result: 4/22/09 CRS offered nothing due to case ineligible.

Concern: {TEXT} Date & Offer/Result: {TEXT}

Concern: {TEXT} Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

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

Cust sts: Bought car from Dodge Chrsler dealer and there is an issue w/ power steering that can' get fixed by Dodge Chrysler dlr.

DVM sts: n/a due to ineligible

SVM sts: n/a due to ineligible

CRS Rationale: n/a due to ineligible. No asst. due to age.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law Nothing

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law? Cust just bought veh in Feb 09 from dodge dlrship, no prev maint, no prev concern.

Decision reached by	CRS: Arbitrate case:	Settle cas	se:	
CRS FINAL OFFER:			DATE :	CUST {Accepted / Declined}
Goodwill: {None}	Attorney Fees (if applicable): \${n/a		4/22/ 09	n/a

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

BBB AUTO LINE Customer Claim Form

Case number: PGM0936401 Contact Date: 04/17/09 Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner:		
Mailing address:		
City: Erie	State: PA	Zip code:
Day phone:	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model:	G6	_{Year:} 2006	Current mileage: 31500
Name(s) that appears on the vehi	cle title:			
Selling dealer/city/state: Cunnii	ngham Chrys	ler Dodg	e Jeep of Edinboro Inc,	Edinboro, PA
Primary Servicing dealer/city/st	_{ate:} Cunning	gham Chr	ysler Dodge Jeep,	
Acquired as 🗌 new 🛛 used 🛛] demo 🔲 le	eased	Is the vehicle in your pos	session? 🛛 yes 🔲 no
Purchase/lease date: 02/20/09			Mileage at purchase/lease	e:
First repair attempt date: 02/21/	09		First repair attempt milea	age: 31000
How often is the vehicle used for business purposes (percentage	•		r of vehicles owned ed by the business:	Transmission type: X Automatic Annual
Has the vehicle been in an accider		amage?	」yes ⊠no	Date of accident:
Description of damage:				

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I want to return this car. I have not made a payment as of yet but the dealership has their money. I do not TRUST the SAFETY of this car driving down a 55mph road with my grandbabies and the power steering goes out. Their hasn't been a recall's but a class action suit want's to be filed.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER	
Lienholder/Leasing Company	Phone Number
Account Number	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?		
Example:						
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	200		
Aye won't coor property	Any Dealer, Inc.		6/10/07 12,700 miles 1 day	yes		
Power Steering failure		3		yes		
Exterior Mirrors		2		no		
Driver side rear well shattered		2		no		
Interior Mirror covers						
Interior Mirror covers		3		yes		
Noise, thumbing under hood		3		yes		
, <u> </u>				,		
Car not staying centered when driving		1		yes		

Total days out of service for all problems: _____

Signature of Titled Owner(s) ______ Date _____

Printed Name of Titled Owner(s) _____

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

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

BBB AUTO LINE 4200 Wilson Blvd., Suite 800 Arlington VA, 22203-1838 Fax: 703-247-9700 Page 2

ADR File Checklist

SR Numb <u>er:71-71706</u> 8979	BBB Case: PGM0936401
Customer:	VIN:1G2ZG558364
Make/Model/Year: 2006/Pontiac/G6	In Service : 2/27/2006 Mileage : 32,000
Received Date: 4/17/09 Day 15 Day	
Primary Concern: Power steering is actin	ig up
Case Scan / Acknowledgement (24 hrs	(a) Completion Date/Time:
Initial Calls (72 hrs):	
Customer	Completion Date/Time: 4/22/09 / 3:09 PM
Dealer Svc Mgr	Completion Date/Time: 4/22/09 / 3:20 PM
Dealer Finance Mgr	Completion Date/Time: 4/22/09 / 3:20 PM
AVM	Completion Date/Time: 4/22/09 / 3:21 PM
Repair Orders Requested:	Received:
Sales Documents:	Received:
BARS / Finance Sheet	
Case Assessment (by Day 14):	
Lemon Law Eligible:	Yes No
Presumption:	Yes No
GM Position – Customer / BBB Due I	Date (7-10 days):
Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date:	
Closing Activities:	
Settlement	Completion Date/Time: 4/23/09 / 12:51 PM
Executive Summary	Completion Date/Time: 4/23/09 / 12:53 PM
Close Siebel	Completion Date/Time: 4/23/09 / 12:57 PM
DVM: na	Node/Box: na
Service Dealer: n.a	Svc Mgr: na
Selling Dealer: na	Contact: na
5	

NOTES:

BBB AUTO LINE Customer Claim Form

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

SECTION 1: CUSTOMER INFORMATION

Titled owner:	
Mailing address:	
_{City:} Suffolk	State: VA Zip code:
Day phone:	Evening phone: Cell phone:
Fax:	E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model: G6	6	Year: 2006	Current mileage: 43600	
Name(s) that appears on the vehicle t	itle:				
Selling dealer/city/state: , , VA					
Primary Servicing dealer/city/state:	Performan	nce Buick Pontia	с,		
Acquired as 🛛 new 🗌 used 🗌 de	mo 🗌 lease	ed Is the vel	nicle in your posses	sion? 🛛 yes 🔲 no	
Purchase/lease date: 11/27/05 Mileage at purchase/lease:					
First repair attempt date: 03/27/09		First repa	ir attempt mileage	: 0	
How often is the vehicle used for business purposes (percentage):	0 %	Number of vehicle or leased by the l	es owned	Transmission type: 🛛 Automatic 🔲 Manual	
Has the vehicle been in an accident/ha	ad body dama	age? 🗌 yes 🛛	no	Date of accident:	
Description of damage:					

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Dealer found nothing wrong with my steering but stated the system has been a common problem with the G-6 and the dealer has done nothing. This is extremly unsafe and I am scared to drive my car but have no alternative until failure. GM needs to take responsibility for this issue and repair it.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER	
Lienholder/Leasing Company	Phone Number
Account Number	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Power Steering Randomly Locking Up/Shaking Daily		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) ______ Date _____

Printed Name of Titled Owner(s) _____

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

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

BBB AUTO LINE 4200 Wilson Blvd., Suite 800 Arlington VA, 22203-1838 Fax: 703-247-9700 Page 2

Privileged and Confidential Information

CASE ASSESSMENT

By: Desiree Owens State: Virginia

Customer Name: Service Request: 71-717484627 BBB Case No.: PGM0936319 Only customer's last name to be recorded

Vehicle ID No.: In Service Vehicle is: New BAC Code: 1G2ZG558964 Date: 118188 11/26/2005 Year, Make & Model: 2006 Pontiac G6 Vehicle Purchased Used on: 11/27/2005 Mileage at Time of BBB Filing: 43,600 at odometer {odometer} Lien holder: GMAC Other: Unknown Sale Type: Purchase X Lease Other : DVM Name: Gordon Histed CAM Name: Wes Preece Phone/Cell Number: 757-876-6622 Phone Number: 678-240-9832 Svc Mgr Name: John Bolling

VEHICLE REPAIR HISTORY

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

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

has tac been contacted for service history Y OR N.? If **yes** please include tac # and explanation tac was involved. If tac has

IF TAC HAS NOT BEEN CONTACTED WHY NOT____

VEH RAN OUT OF B2B WARRANTY ON 11/26/2008. CUST NEEDED TO FILE W/BBB BY 4-26-2008 IN ORDER TO BE WITHIN 18 MONTH FILING PERIOD. CUST DID NOT FILE DURING FILING PERIOD SO CASE IS INELIGIBLE.

Has the vehicle ever been involved in an accident? NO Did you confirm your answer with the customer? YES What type of damage was sustained (example front end collision)

Are the RO's attached if the vehicle was in an accident? N/A

 Has the customer filed any insurances claims on this Vehicle? NO

 If Yes obtain the following information below

 Insurance Company______

 Insurance Rep (First and Last Name) _______

 Phone # _______

 Claim Made? NO
 Claim Status: N/A

 Claim # _______

 Did Insurance Company refer customer to GM? NO

<u>Are there any Aftermarket Modifications to the Vehicle?</u> NO <u>Have you confirm this with the customer?</u> YES <u>List:</u>

Was a Trade Repurchase offered to the customer? NO (A Trade Repurchase is to be offered as a settlement before a Straight can be considered) Date authorized by the DVM/CAM

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: VEH RAN OUT OF B2B WARRANTY ON 11/26/2009. CUST NEEDED TO FILE W/BBB BY 4-26-2008 IN ORDER TO BE WITHIN 18 MONTH FILING PERIOD. CUST DID NOT FILE DURING FILING PERIOD SO CASE IS INELIGIBLE.

Lemon Law Repurchase/Replacement: VEH RAN OUT OF B2B WARRANTY ON 11/26/2009. CUST NEEED TO FILE W/BBB BY 4/26/2008 IN ORDER TO BE WITHIN THE 18 FILING PERIOD. CUST DID NOT FILE DURING THIS TIME PERIOD, CASE IS INELIGIBLE

GM Program Summary Repairs/Reimbursement for past repairs: VEH RAN OUT OF B2B WARRANTY ON 11/26/2009. CUST NEEED TO FILE W/BBB BY 4/26/2008 IN ORDER TO BE WITHIN THE 18 FILING PERIOD. CUST DID NOT FILE DURING THIS TIME PERIOD, CASE IS INELIGIBLE

THE STATE LEMON LAW READS:

Days out of service: 30 Repairs: 3 Time period: 18 Months / no mileage parameters Does Lemon Law state nonconformity must continue to exist? NO

If applicable, safety-related repairs: 1 Safety-related time period: 18 Months / no mileage parameters

Number of repair attempts in the presumption period:0Total days out of service during the presumption period:0Total days out of service during customer's ownership:0

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

NONE

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 sts: Wants veh repaired

DVM sts: CASE INELIGIBLE

SVM sts: CASE INELIGIBLE

CRS Rationale: CASE INELIGIBLE

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law CASE INELIGIBLE

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law? CASE INELIGIBLE

Decision reached by CRS: Arbitrate case: Settle case: X

CRS FINAL OFFER: CASE INELIBELE		DATE: 4/21/2009	CUSTOMER: ACCEPTED
Goodwill: NONE	Attorney Fees (if applicable): N/A		

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

PONTIAC.

Customer Assistance Center

Pontiac PO Box 33172 Detroit, MI 48232-5172

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

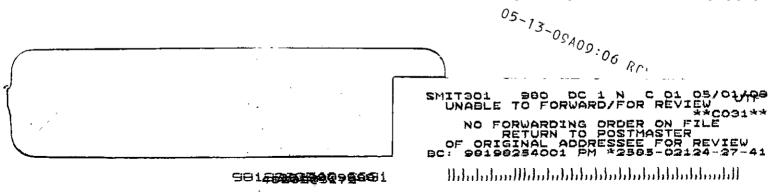
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MAILED FROM ZIP CODE 48083

2009

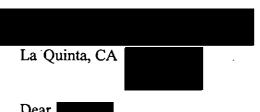
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)





Customer Assistance Center Pontiac PO Box 33172 Detroit, MI 48232-5172

April 28, 2009



Customer Did Not Receieve Letter From GM

Dear

At Pontiac, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2005 Pontiac G6.

This offer is valid towards one service visit on VIN 1G2ZG528854 In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Pontiac dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request 71-718621866

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7410, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

April 18, 2011



Dear

At Pontiac, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2005 Pontiac G6.

This offer is valid towards <u>one</u> service visit on VIN 1G2ZG528854 In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

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Sincerely,

Pontiac Customer Assistance Center Service Request 71-718621866

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7410, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

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

February 4, 2011



Service Request: 71-594213039 Customer Relationship Specialist: Jane West

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$688.01.

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

Sincerely,

Chevrolet Customer Assistance Center

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

North Americ General Motors Disbursements (2 PO Box 62530 Phoenix, AZ 850	c an Oper Corporation 2613) 082-2530	ations	GM		CHECK NO.	50-937 213
DATE 01/24/08	3	******	×688 DOLLA	RS XXXX01 CEN	AMOU ITS XXXXXX	INT ********688.01
PAY TO THE ORDER OF The Chase Manhattan Bar Syracuse, New York	L	ROOKLYN IA	AUDIT	SIGNATURE	North American Opers General Motors Corpo Disbursement Account	ations tration
						:
VENDOR DUNS NO. BB DDDD VENDOR NAME		1	North General Disburser PO Box Phoenix,	American Operation Motors Corporation nents (2613) 62530 AZ 85082-2530	DINS DETAC CHECK NO. PAYMENT DATE	01/24/08
REGISTER NO. DESCRIPTION		DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G12T548X5F		CHECK CONSTITUTES FULL RESC UESTIONS CALL 800-462-8782	DUUTION FOR			
·		PESITOUR CALL OUN-402-0/82	TOTAL	M3 688.01	.00	688.01
a sta			IVIAL			



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

DEC 2 1 207



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant					
Date Claim Submitted: 12-14-0つ					
17-Digit Vehicle Identification Number (VIN): 42099 IGIZT548X5F					
Mileage at Time of Repair: 63261 Date of Repair: 9-4-07					
Claimant Name (please print):					
Street Address or PO Box Number: <u>Box 166</u>					
City: Brocklyn State: In ZIP Code					
Daytime Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$ 688.01					
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).

07126





CHEVROLET

MONTEZUMA, IOWA 🗲 🗁 WE'LL BE THERE" 119 So. 4th Street • Box 310 • Montezuma, IA 50171-0310 • (641) 623-2177 • 1-800-247-0092 • FAX (641) 623-2927 42099 1G1ZT548X5F D9/04/07 2005 WHITE MALIBU CHEVROLET 07:19 KILES IN MALES OUT **FIRST USE** ROOKLYN IA LISC 65261 65261 00/00/00 09/06/07 SEE WRITER SG Ħ:() W: STEVE (1) CS AT TIMES HAS NO POWER STEERING SERVICE POWER STEERING MESSAGE WAS ON WHEN T06 40 Labor (8487) 264.00 POWER STEEERING WAS NOT WORKING 15926870 (COLUMN) 1 (36402) 359.00 CK CODES, HAS CODE C0545, STEERING WHEEL Total Labor (8487) 264.00 TORQUE INPUT SENSOR. CHECK WIRING AND Total Parts (36402) 359.00 CONNECTORS, ARE OK. SENSOR IN COLUMN 18 DEFECTIVE, SERVICED BY REPLACING COLUMN. REPLACE STEERING COLUMN, TRANSFER MODULE AND MOTOR FROM OLD COLUMN TO NEW ONE. PERFORM STEERING POSITION SENSOR CALIBRATION, PERFORM TORQUE SENSOR CALIBRATION. ROAD TEST, STEERS OX (Tech:06) A Total Repair (Customer)..... 623.00 3 now indropbox 1/3 Oct 1/3 Nov per phone agreement 9/6/07 COPF นมายัง มีสาวาร .00 Labor 264.00 .00 Next Service DEC '07 Lube-Oil-Filter TERMS 359.00 .00 .00 Parts No returns on electrical or .00 Sublet .00 .00 special order items. A DISCLAIMER OF WARRANTIES restocking charge will be .00 .00 Shop Sup/env 20.00 Any warantities on the product sold horeby are those made by the menufacturer. The selfer hereby expressly disclaims all warantities either expressed or implied, including any implied waranty of merchantability of times for a particular purpose, and neither assumes nor suchorizes any person to essume for it any liability in connection with the sale of sold products. Any limitation contained herein does not apply where prohibited by law. applied on all metchandles .00 dil/Grease .00 ,00 returned for credit or returnd. 643.00 .00 Sub Total .00 No returns offer 30 days. .00 .00 Tax 45,01 .00 Total (Cash) 688.01 . 00 Page 1 of 1 Job 42099 42099 Accounting Copy

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STATEMENT

			Vannoy	Chevrole	t Oldsmobile		
Custon	er Aco	count				0	9/30/2007
RADC16							
		BROOKLYN	IA				
Doc.	Jn	Date	Desc.		Chg.	Pmt.	Bal.
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STATEMENT

			Vannoy C	hevrolet O	ldsmobile	2	
Custom	er Aco	count				10	/31/2007
ADC16		BROOKLYN	IA				
Doc.	Jn	Date	Desc.		Chg.	Pmt.	Bal.
46238	00 50		Bal. Frw'd ROA-5931		449.01 .00	.00 220.00	449.01 229.01
				Accumulated		- lance \$ e \$	229.01 3.44
è.					Pay This An	nount \$	232.45
30 Days:			Days: [\$.00] 90 Days lance is unpaid	:[\$.00	0] 120 Days:[\$. 00]

STATEMENT

Custon	er Aço	count				11	/30/2007
VADC16							
		BROOKLYN	IA				
Doc.	Jn	Date	Desc.		Chg.	Pmt.	Bal.
	00		Bal. Frw'd.	· · · · · · · · · · · · · · · · · · ·	229.01	.00	229.01
6683	50		ROA-CK#6035		.00	96.56	132.45
6683	50	11/26/07	Late Charge	Taken	.00	3.44	132.4
					Account Bal	- Lance \$	132.45
				Accumulated			1.9
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			Daveste	2.45] 90 Days	;[\$.0	0] 120 Days:[\$.00
-30 Days		_	• •		•		
	E CHARG	ES will apply	if the new bal	ance is unpaid	one month from	m the closing da	ILE OI LNO
			CHARGES' are c RATE of 18.00%	computed by a p	eriodic rate	of T.200 Per m	AFCIE MUTTON

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STATEMENT

			Vannoy Chevro	let Oldsmobil	Le	
Custom	er Ac	count			12	2/18/2007
ADC16						
		BROOKLYN	IA			
Doc.	Jn	Date	Desc.	Chg.	Pmt.	Bal.
6781 6781	00 50 50	11/28/07 12/06/07 12/06/07		132.45 .00 .00	.00 132.45 1.99	132.45 .00 .00
				Account B	alance \$. 00
			Pd: 2.6.07		COP	
30 Days:			Days:[\$.00]		00] 120 Days:[\$.00]
stateme	nt T)	FINANCE	if the new balance is CHARGES' are computed RATE of 18.00% applied	by a periodic rate	of 1.50% per mo	nth which

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

Issued by: Saturn Certificate No. 1G8AJ55F36Z

Issue Date: April 18, 2011

Issued exclusively for

for:				
	Rock	Hill, SC	·	

Valid through: July 2, 2010

Amount: Eight Hundred Dollars and Zero Cents ****\$800.00**** April 18, 2011



Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Saturn your choice when you purchased your 2006 ION 2 and trust you will give us the opportunity to retain you as a valued Saturn customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-522-5000. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Saturn Customer Assistance Center Service Request: 71-718635142

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

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Address						
Vehicle Category:	GM, Used	Plan Customer:	Individual			
Division:	Pontiac	Customer Type:	Owner			
VIN:	1G2ZH528154					
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		Raeford, North Carolina	, United States -			
		Evening Phone:				
		Primary Language:	English			
		Secondary Language:	Ŭ,			
Sales Information						
Dealer Code:	32888					
Action:	Add Protection Plan					
Odometer:	69000					
Plan Lienholder						
	Other					
Lienholder Type:	oner					
	Pontiac					
	PO Box 33172					
	Detroit, Michigan - 48232					
Protection Plans						
Plan Purchase Date:	04/30/2009					
In Service Date:	04/30/2009					
Schedule Type	GMPP Retail					
Promotion Code:						
Plan Type:	Smart Care Retail					
Term:	12					
Mileage Limit: Deductible:	15000 0					
Rental Type:	U None					
Plan Price:	\$ 0.00					
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VIN: 162ZH528154	Status:	Pending		
Dealer Code: 32888	User ID:	1w3qhs		
Transaction Date: 04/30/2009	User Role:	Central Office Administrate	10	
Transaction Type: GM Protection Plan	Timestamp Date:	2009-05-04-15.41.57.2810	00	
Transaction Messages:				
1097 - GMPP sent to MIC				
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April 18, 2011



Dear

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH528154 The processing time will take approximately eight weeks.

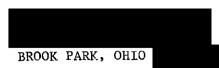
You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Pontiac Dealership. Your complete satisfaction is very important to us at Pontiac. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request: 71-718712056

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

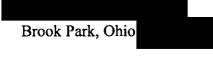


CLEVE OH 441 23 APR 2009 PM 8 T



MS. JILL LAJDZIAK, GENERAL MANAGER SATURN CORPORATION 100 RENAISSANCE CENTER P.O. BOX 100 DETROIT, MICHIGAN 48265-1000

1-7207049



April 16, 2009

Jill Lajdziak, General Manager Saturn Corporation 100 Renaissance Center P. O. Box 100 Detroit, Michigan 48265-1000

Dear Ms. Lajdziak,

Subject: 2005 Saturn Ion Last December I purchased a 2005 Saturn Ion. This is the fourth Saturn my family has owned. Saturn was the car that I had always wanted. I had planned on buying a new Saturn Vue this year. However, we had two older cars that we found were not worth fixing so I had to settle for something less expensive. When I started looking at used cars I did not consider a Saturn but I

4/28

RECEIVED APR 2.7.2009 JILL LAJDZIAK

kept coming back to them.

It turned out that I did purchase a Saturn and thought I had gotten more car than I had expected to be able to afford. Little did I know that was not the case. This will be the last Saturn that I buy but it will not be my last car. See it turns out that my power steering is defective and for \$1,000, the local Saturn dealer will replace it. The power steering will randomly go out. It doesn't make any difference what I am doing. I have to stop the car turn it off and turn it back on to have the power steering start to work again. I feel that this will cause the starter to wear out quicker and I am using more gas starting it so many times. As you know gas is not cheap. I have been driving at 65 mph on an interstate and the alarm goes off and it reverts to manual steering. This is okay as long as I don't have to make any quick turns to avoid anything or anyone. I can be driving my granddaughter to school going 20 mph and it will go out. It's difficult to pull into a parking space when you do not have power steering. When I mentioned that I noticed this on the Internet my local dealer had no idea this had happened to any 2005 Ion's. He doesn't even stock the part.

I guess one question I have is what would cause the power steering to stop working. I have been driving for over 40 years and many were older cars but I never had that happen.

I consider this a safety concern, however, I am the only person in my home that is working. My husband is disabled; my son was recently laid off. My daughter is living with me but unable to find a job. It is going to take at least a few months for me to get the money together to have this repaired. I am sadly disappointed in Saturn.

The other thing I want to tell you is that when I was explaining to a co-worker about my new car and the issues.I am having with it she said and I quote. "I thought Saturn had better customer service than that." My reply was "So did I."

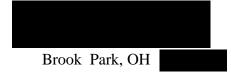
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I also noticed from an Internet search that other 2005 General Motors vehicles had the same problem but were recalled and fixed by General Motors.

Sincerely,



April 19, 2011



Service Request Number: 71-720784878

Dear

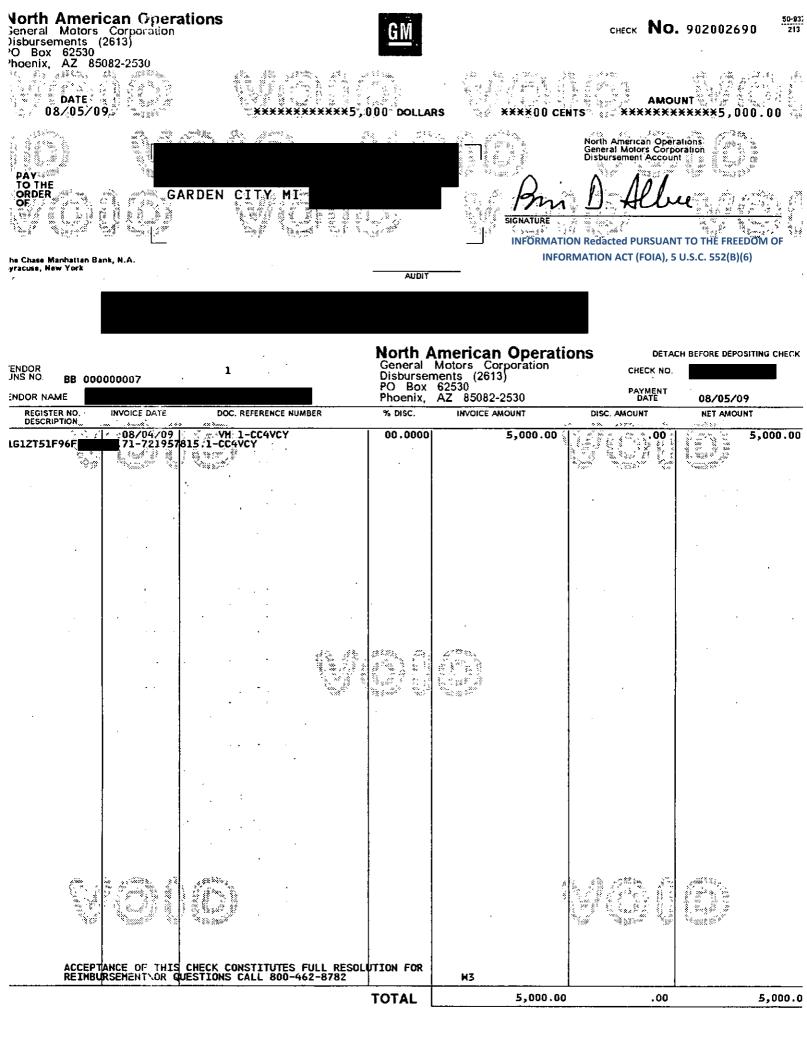
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, I invite you call me at Please refer to the service request number listed above.

Total customer satisfaction is important to us at General Motors. If we can be of any assistance, please don't hesitate to call me at the number listed above.

Sincerely,

General Motors Executive Office, Rochelle Pettis



July 31, 2009

Angelina Russo, Esq. Consumer Legal Services 30928 Ford Rd Garden City, MI 48135

RE: v. General Motors Corporation Service Request: 71-721957815 2006 Chevrolet Malibu Vehicle Identification Number: 1G1ZT51F96F Customer Relationship Specialist: Daniel Villela

Dear Ms. Russo:

Enclosed please find a check in the amount of \$5,000.00 made payable to & Consumer Legal Services, PC to settle the above-referenced case.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0062 V07092007



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2009 Illinois Registration Identification Card Jesse White, Illinois Secretary of State ERT210/01/08:02:3356:78.00 EFT

			T. m.		
2006	icle Year Vehicle Make CHEVROLET		VIN 1G1ZT51F9	96F	
Weight or CC's Body Style SEDAN			Application Type PASSENGER		
Axles L	ased/Rente	ed Unit Number	File Number	County KENDALL	047
Drivers Licen	e Number(s) or FEIN(s)	Expiration Date September		
			Plate Number		

RELEASE OF CLAIM

We, when to be tendered in the form of ONE checks, one in the amount of \$5000 made payable to AND CONSUMER LEGAL SERVICES, P.C." paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its authorized independent dealers, designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims and causes of action for any injuries. losses or damages to my person and/or property which may have been caused by, or which may at any time arise out of, or in connection with one 2006 Chevrolet Malibu, VIN # 1G1ZT51F96F This agreement does not Release any future claims for personal injury or product liability against any of the above named entities with respect to the 2006 Chevrolet Malibu, VIN # 1G1ZT51F96F This agreement does not after the signing of the release.

We, agree that neither General Motors payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrong doing by General Motors to any of the claims or causes of actions alleged in or to be reinferred from allegations set forth in the matter indicated above.

In addition, supported to the shall not at any time hereafter commence, maintain or prosecute, or cause, encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

DATE SIGNED: 7.29.00 Address "OFFICIAL SEAL" City, State, Zin Code CHARLES KRAMER Notary Public, State of Illinois Sworn to and subsetibed before me Committeion Expires August 16, 2011 day of 2008 ane County Notary Public My Commission Expires:

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Michele Valykeo State: IL Amended by: Mark Valverde

Customer Name:	Service Request: 71-721	957815 GM Legal F	ile No.: N/A
Vehicle ID No.: 1G1ZT51F96F In Serv Year, Make & Model: 2006 Chevrolet Malibu	vice Date: 1/10/2006	Vehicle is: Used Vehicle Purchased U odometer 15,578	BAC Code: 113182 Jsed on: 09/02/06 at
Lien holder: Fifth Third Bank			Purchase Price of
Was TAC contacted for this vehicle (Y/N)? : N		involvement?: N	Vehicle: \$16,995

If TAC was NOT contacted, why? (Ask Dealership) Per Service Manager Mike Frantzen of Westphal dealer, not necessary to involve TAC.

Brakes

VEHICLE REPAIR HISTORY

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05-04-09	304621	*	52398	Dealer add-on: brake noise\ pulsation
				-Per Service Manager Mike Frantzen of Westphal dealership the dealer <u>observed</u> this and customer decline repair

Engine/Fuel/Exhaust								
	Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:			
	01-10-08	282393	1	24737	c/s inspect for an oil leak under hood, valve cover gasket leak.\			
			*		-from GMVIS j0318 - cover and/or gasket, camshaft housing - one piece – replace. c/s fuel gauge reading erratic\fuel gage operation			
			*		-order cluster. c/s inspect for a fluttering noise heard at speeds over 40 miles per hour. Seems to be coming from passenger side where windshield meets dash\road test. Repair as per bulletin #1891671.			
					From GMVIS Y comments: inspect for a fluttering noise heard at speeds over 40 mphflutter noise heard went thru and re-secured the air inlet grille panel per tech.			
					Westphal dealer service manager Mike Frantzen states: [Regarding apparent part # 15234618 written on repair order]: not coming up, RO from old system, it is not a TAC case #			
	01/30/08	283265	1	35529	c/s fuel gauge inaccurate\replace IPC			
				- From GMVIS; n4180 - instrument cluster replacement/				
					From GMVIS Y comments: fuel gauge inaccurate sop cluster here fuel gauge erratic replaced the dash cluster and reprogrammed cluster to			

vehicle

02-06-08	283552	1	35628	 Per service Manager: Put fuel pump module in. GMVIS is correct regarding the cause complaint correction info From GMVIS Y Comments fuel gauge goes from 1-4 to empty when tank is filled to 1-2defective fuel module r-r the fuel tank to replace the fuel pump module. -From GMVIS L1200 - FUEL TANK FUEL PUMP MODULE REPLACEMENT
02-06-08	283584	1	35628	 c/s defective fuel pump module/see repair order 283552. R & R fuel tank twice, check for problem, float hanging up or something else? Reads full. -replace defective fuel pump. From GMVIS Y comments: fuel gauge goes from 1-4 to empty when tank is filled to 1-2defective fuel module r-r the fuel tank to replace the fuel pump module CRS note: In gmvis the ticket shows it was written on 02-07-08 and on repair order it shows 02-06-08 ask dealer how long vehicle was down for this – it may be split time between RO #283552 & this RO 283584
01-29-09	300707	*	49047	 Per service manager Mike Frantzen the vehicle was down for 1 day on this RO the days down total for both ROs is 2 days. c/s towed in by roadside, runs rough, no power and exhaust is red. Advise.\scan test, PCM, P2119; throttle closed position performance. P0300: engine misfires detected. Misfires 2-3 cylinder. Tested DIS module, circuit shorted for cylinder's #2-3 and causing rough running condition. Replace DIS module to repair rough running. -replace ignition module: ok.
03-10-09	302359	1	50392	c/s service engine light stays on, running ok\ P0420 bank 1. Faulty converter (manifold) -parts on order Car out back.
03/20/009	302824	1	50713	Install ordered catalytic converter. SES light on\ -installed catalytic converter. OK From GMVIS J0108 - MANIFOLD, EXHAUST – REPLACE
□ <u>Restra</u>	<u>iints</u>			
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
03-20-08	285499	*	35702	c/s air bag light is on.\B0012 04, B0012 OD History not current

- unable to duplicate, clear codes.

-replace air bag & clear codes.

c/s air bag light is on.\Code B0012 install special ordered SIR coil.

03-27-08 285840 1

37153

□ <u>Steering</u>							
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:			
03-20-08	285499	1	35702	c/s check noise in steering\clink noise – like a tie rod – when turning wheel. Replace power steering rack?			
				-From GMVIS E9740 - steering gear replacement.			
				From GMVIS check click noise in steering, steering gear is making internal clunk noise replace steering gear rack assembly and set toe as necessary			
04-22-08	286894	1	38599	c/s knocking felt and heard with steering, left & right slower parking lot speeds.\ Road test. Checks OK. GMPP Certified Mg, used.			
				-replace steering intermediate steering shaft.			
05-04-09	304621	1	52398	c/s check steering vibration in steering and at stop, steering wheel turned on it's own.\diagnose no communication with power steering control module.			
				-replace PSCM program and set up. OK.			
				From GMVIS : E7631 - motor and controller assembly, electronic power steering.			
05-13-09	305021	2	52598	c/s noise in steering and also shake in steering when raking and also power steering message appeared in radio screen.\C0545: steering wheel torque impact sensor. Tow charges. Diagnosed: replace steering column & program. C) steering wheel squeaks			
				-replace SIR coil . ok. Replace SIR coil to repair squeak in steering			
				Service manager states: Opened 05-13-08 and invoiced on the 14th			

Electrical								
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:				
03-20-08	285499	*	35702	c/s remote transmitter inoperative\Clear codes. Needs front bolts.				
				- order remote 03-20-08				
03-27-08	285840	*	37153	c/s one remote is inoperative\reprogram remotes. Remote in car [CRS note: CRS asked service manager to read illegible word here] bad remote not found here.				
				-customer to bring back in.				
01/29/09	300740	1	49049	Service manager Mike Frantzen states replaced remote and programmed to vehicle customer only brought one and needed to bring the other. Tech note visible to svc mgr c/s remote transmitter inoperative\transmitter shorted. Replace and program remote transmitter to repair operation. -program key fobs. From GMVIS r4490 - remote control door lock transmitter replacement.				

06-08-09	306031	1	53533	c/s driver's side front door will not unlock or lock, advise\Cause: tested
				power lock circuit on driver's side front door. Cycled power lock on driver's
				side front door numerous times.
				-lock is working as designed

Other/certified used inspection

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08-25-06	260974	*	13540	Certified used car inspection\internal. -Lube, oil, filter, inspection

Other/Towing just prior to a repair order 300707

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/28/09	073645	*	49047	GM roadside assistance/ccas From GMVIS: Z2080 - roadside service (towing)

Other/Repair order sent by dealer does not belong to this customer

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04-22-08	3 266915	*	38609	c/s check for oil leakage.
				Service manager Mike Frantzen of Westphal dealer states: this repair order should not be in the group sent it is for a different customer altogether, sent in error should not have been sent – not this customer at all
		*		c/s hissing noise in engine area and also in steering column noise is evident.\GMPP K D cares called.
				Not this cust accidently sent
				Service manager states CRS received this Ro in error not this customers RO

Accident/Insurance Information:

Has the vehicle ever been involved in an accident No. Per service manager of Westphal dealer Mike Frantzen no accidents Did you confirm your answer with the dealer/attorney Yes, dealer. What type of damage was sustained (example front end collision) N/A Are the RO's attached if the vehicle was in an accident N/A Has the customer filed any insurances claims on this Vehicle N/A If Yes. Did the insurance company deny the claim? N/A Are there any Aftermarket Modifications to the Vehicle N/A Per service manager Mike Frantzen of Westphal dealer there are no after market parts on the vehicle Have you confirm this with the dealership Yes If "Yes" to aftermarket, please list: N/A

THE STATE LEMON LAW READS:

Days out of service: **30** Repairs **4** Time period: **12/12** Does Lemon Law state nonconformity must continue to exist? yes If applicable, safety-related repairs **not specified** Safety-related time period **not specified Usage: wear and tear from first report of non-conformity.**

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	14

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

DVM Paul McNair's response to email: <u>paul.mcnair@gm.com</u> 06/17/2009 07:49 AM To michele_valykeo@gmexpert.com cc bcc Subject Re: VIN: 1G1ZT51F96F

D. I am not aware of this customer's concerns.

Please do what you need to do. Thanks

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Nothing beyond what is already on case assessment.

service manager/ mike franzin said that last time vehicle was at dealer was june 9,2009 ro 306031 on locks and were not able to duplicate concern. no other concerns.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION Concern:

Vehicle was originally a fleet vehicle Delivering dealer: CAR/TRUCK CITY - VANGUARD 6929 N LAKEWOOD AVE TULSA, OK 74117-1823

NATIONAL/ALAMO CAR RENTAL 6929 N LAKEWOOD AVE SUITE 100 TULSA, OK 74117-1824 Date & Offer/Result:

Concern:

No other service requests in the system at this time.

RECOMMENDATION

Crs does recommend cash offer \$2,000 to \$4,000 inclusive. Settled for \$5,000 inclusive

RATIONALE

Cust vehicle may have a breach of warranty concern. Vehicle has had zero repairs and zero days out in presumption. Vehicle was purchased used and was an Alamo rental vehicle. Vehicle was purchased certified used. Repairs outside of presumption engine 7, restraints 2, steering 4, and electrical 4. Engine repairs did start in warranty and continued outside of warranty. Vehicle has been repaired since 6/9/09 no other concerns. Vehicle is outside of factory warranty but does have 60/50 MG till 65 k or 9-2-2011. GMVIS repairs \$5300.

REASON FOR REMOVAL

N/A

CRS FINAL OFFER:

DATE:

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

PLAINTIFF'S FINAL DEMAND:

DATE:

AMOUNT TO CUST: \$

ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

TEAM MANAGER APPROVING:

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 PROCESSING SOURCE: CHEVROLET							11/22/08 13:43:01	
	11002002110					PAGE			
VIN: 1G1ZT51F9 6F		SELLG SCE	: 13	MDL YF	2: 06	ORD	NO:	JRVMCJ	
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POLICY PYMT CMNT:					ACT	V TYPI	E: 8		
PAYEE NAME: ALAMO STREET: 8430 W BF CITY: CHICAGO		BX#2439	T/PRO	DV: IL ZI	:P: 60	631			

RCMPR010	VEHICLE DEL PROCESSING	11/22/08 13:43:01				
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General Motors Corporation Business Resource Conter PO Box 33170 Detroit, MI 48232-5170

VIA FAX ONLY

July 16, 2009

Angelina Russo, Esq. Consumer Legal Services 30928 Ford Rd Garden City, MI-48135

RE:

Service Request: 71-721957815 2006 Chevrolet Malibu Vehicle Identification Number: 1G1ZT51F96F Customer Relationship Specialist: Mark Valverde

Dear Ms. Russo:

We regret that your client is dissatisfied with her 2006 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of \$ 5,000

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client would retain the vehicle.

If this offer is acceptable to your client, please have your client sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.



Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM <u>separately from all other settlement documents</u>. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044 V01032008

Attach.

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	Client's Signature
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Date	Date



<u>Coversheet</u>

Start Date: 06-16-09

SR #	71-721957815
CUSTOMER:	
VIN#:	1G1ZT51F96F
YEAR/MAKE/MODEL:	2006 Chevrolet Malibu
STATE:	IL

FIRM NAME:	Consumer Legal Services	
ATTORNEY:	Angelina R. Russo Attorney at Law	
PH #: 630-834-4100	FAX #: 630-834-2196	

DEALER: NATIONAL/ALAMO CAR RENTAL of TULSA, OK	BAC #N/A
SVC MGR: N/A	PH #N/A
Svc Docs Rec'd:N/A	FAX # N/A
AVM: N/A	MBOX # N/A
DATE AVM CALLED: N/A	N/A
SALES MGR:N/A	PH # N/A
Sale Docs Rec'd:N/A	FAX # N/A

2nd DEALER: RON WESTPHAL CHEVROLET, INC. of AURORA, IL /first visit 34787 miles	BAC #
SVC MGR: Mike Frantzen	PH # (630) 898-9630
Svc Docs Rec'd:	FAX #630.898.9673
AVM: McNair, Paul/called 06-16- 09	MBOX #630092 8144
SALES MGR:	PH #
Sale Docs Rec'd:	FAX #

Acknowledgement	Acknowledgement	Acknowledgement	Acknowledgement	Date Rec'd Doc's
Date - AVM	Date - Svc Mgr	Date - Sales Mgr	Date – Atty	from Atty
06-16-09	06-16-09		06-16-09	

15-day deadline:	
45-day deadline:	

<u>Coversheet</u>

Start Date: 06-16-09



General Moions Corporation Business Resonance Center PO Box 33170 Detroit, MI 48232-5170

VIA FAX ONLY

June 16, 2009

Service Manager Mike Frantzen RON WESTPHAL CHEVROLET, INC. 1425 W OGDEN AVE AURORA, IL 60503-9326

RE:

Service Request: 71-721957815 2006 Chevrolet Malibu Vehicle Identification Number: 1G1ZT51F96F Customer Relationship Specialist: Michele Valykeo

Dear Mike Frantzen:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All used vehicle sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to (866) 554-4010. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation















2006 MALIBU SEDAN OLT 63U SPORT RED METALLIC 19C EBONY			GENERAL MO 100 RENAIS		RATION ER
ORDER NO. JRVMCJ/FDR	STOCK NO.		DETROIT		243-1114
VIN 1G1 ZT51 F9 6F				NVOICE 10D8	
	********			-	*04443S
MODEL & FACTORY OPTIONS		MSRP	INV AMT	FLEET	
1ZT69 MALIBU SEDAN OLT	18	3725.00	16758.88	INVOICE 01	./09/06
B37 FLOOR MATS		80.00	64.00	SHIPPED 01	./09/06
FE9 50-STATE EMISSIONS		N/C	N/C	EXP I/T 01	/30/06
KCV ALAMO RENT A CAR		0.00	0.00	INT COM 02	2/06/06
L61 2.2L 4 CYL ENGINE		N/C	N/C	PRC EFF 11	/16/05
MX0 4-SPEED AUTO TRANSMISS	ION	N/C	N/C	KEYS G0401	G0401
VK3 FRONT LICENSE PLATE BRI	ACKET	0.00	0.00	WFP-S OTR	OPT-1
VN9 DAILY RENTAL REPURCHAS	E PROGRAM	0.00	0.00	FAN: 000	820524
V2G FULL FUEL FILL CREDIT		0.00	26.42-	BANK: CHRY	SLER FI
YT1 DAILY RENTAL FLAT RATE	DEPREC.	0.00	0.00	CHG-TO	04-443
				SHIP-TO	
					CAR RENT
				RICHMOND	VA
					٧A

SHIP WT: 3068 HP: 18.4 MRM: 19430.00 CUST PO NUMBER: 60146136 DAN: 34731 MEMO 940.25

TOTAL MODEL & OPTIONS	18805.00	16796.46	ACT 231 17421.46
DESTINATION CHARGE	625.00	625.00	

CAR/TRUCK CITY - VANGUARD



RON WESTPHAL CHEVROLET 1425 W. ODGEN AVE. AURORA, IL 60503 (630) 898-9630 FAX (630) 898-9673

DATE: 18.09	
то:	
OF: General Motors Business Resource Cen	ler
FROM: <u>lon Westphal Chevrolet</u>	
Your Fax Number: <u>630-898-4875</u>	<u></u>
Number of Pages:	1999 m
If you fail to receive all pages, You may reach me at (630) 898-9630	
NOTES:	

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VIA FAX ONLY

June 16, 2009

Service Manager Mike Frantzen RON WESTPHAL CHEVROLET, INC. 1425 W OGDEN AVE AURORA, IL 60503-9326

RE:

Service Request: 71-721957815 2006 Chevrolet Malibu Vehicle Identification Number: 1G1ZT51F96F Customer Relationship Specialist: Michele Valykeo

Dear Mike Frantzen:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All used vehicle sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to (866) 554-4010. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation













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General Motors Business Resource Center



To: Service Manager Mike Frantzen

Company: Fax: Phone:

6308989673

From: Michele Valykeo

Fax: Phone: E-mail:

8665544010 8667905700 x21359

CC:

NOTES:

USTOMER #:36514	#	302824 WORKORI LAGE 1	DER Te	AUR: alephone (630) Visit our webs	25 West Ogdel ORA, ILLINOIS 898-9630 Ite at www.wo	n AV9. 60303 Fax (630) 89 astphaichevy	8-4875
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I understand that the Dealership is not responsible for any delays barter, i hareby grant i parter or shipping by the supplier or transporter. I hareby grant i	s caused by unavailability of the Dealership permission to the purpose of testing and/or	Original Estimate (Parts & Lebor)	Total Additional Authorized	Cost Approved By/Telopho No.:	
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Customer X		110	NEZIGHUT		

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CUSTOMER #:36514	30	5021	RON WESTPHAL	
	WOR	KORDER	1425 West Ogd AURORA, ILLINO Telephone (630) 898-9630	len Avo. IS 60503
MONTGOMERY, IL	PAG)E 1	Visit our website at www.v	vestphalchevy.com
HOME: BUS: CELD: CELD: MAKEMODE			27539 KRUSE, RICH	ARD J BIN/OUT
MAROON 06 CHEVROLET M	ALIBU 1G1ZT51		52598	/ T8105
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CUSTOMER #:36514	306031	RON WESTPHAL CHEVROLET
COSTOMER #: SCOTE	WORKORDER	
	PAGE 1	Telephone (630) 898-9630 · Fax (630) 898-4875 Visit our website at www.westphalchevy.com
MONTGOMERY, IL		
HOME: CONT:N/A BUS: CELL:	SERVICE ADVISOR	27538 KRUSE, RICHARD J
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TOMER #:36	5514		2359 RKORDER	RON WESTPHAL CHEVROLET 1425 West Ogden Ave. AURORA, ILLINOIS 60503				
				Telephone (630) 898-9630 · Fax (630) 898-4875 Visit our website at www.westphalchevy.com				
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MONTGOMERY, IL		PAC	3E 1	Telephone (630) Visit our web:	898-9630 · Fax site at www.west	phalchevy.com	/5
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STOMER #:36514	3007 WORK	ORDER	14 AUI בייי הייי הייי ה	STPHAL C 25 West Ogder RORA, ILLINOIS 898-9630	60503 51 (630) 8	98-4875
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DealerCAP (ET *T87 * ON	Date	Revised Estimate				



1425 West Ogden Ave.

AURORA, ILLINOIS 60503



Telephone (630) 898-9630 Fax (630) 898-4875

RECOMMENDE					RATION		OPERATION DE	SCRIPTION	MO/MI	TOTAL
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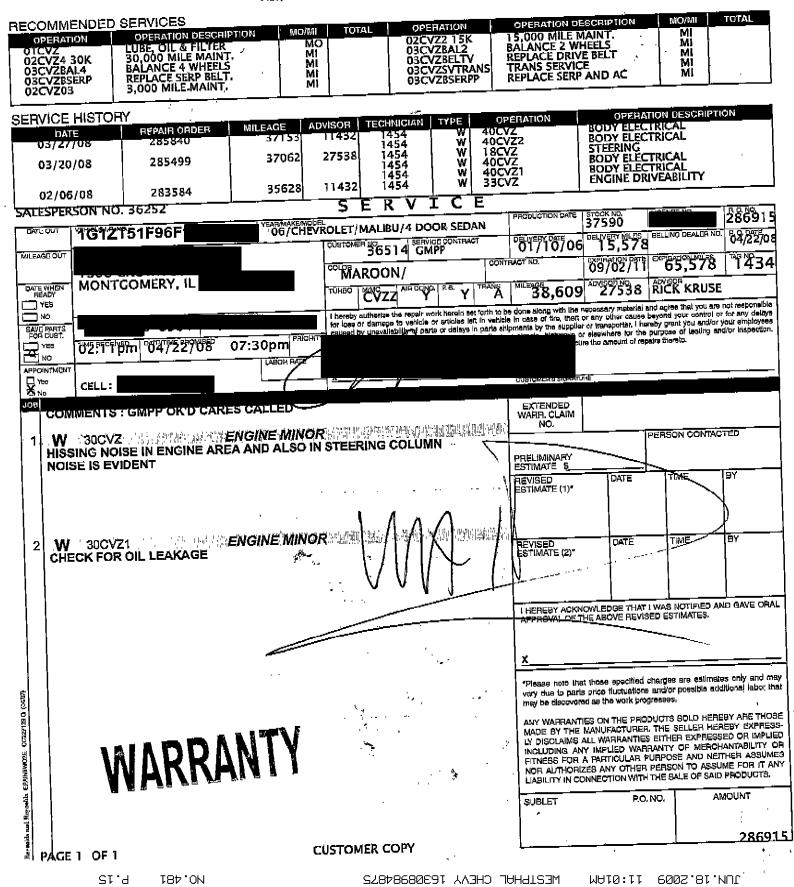


1425 West Ogden Ave.

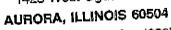
AURORA, ILLINOIS 60503

Telephone (630) 898-9630 Fax (630) 898-4875

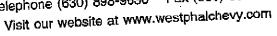




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1425 West Ogden Ave.



AURORA, ILLINOIS 60504

Telephone (630) 898-9630 Fax (630) 898-4875

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1425 West Ogden Ave.

AURORA, ILLINOIS 60503



Telephone (630) 898-9630 Fax (630) 898-4875

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Telephone (630) 898-9630 Fax (630) 898-4875



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AURORA, ILLINOIS 60503



Telephone (630) 898-9630 Fax (630) 898-4875

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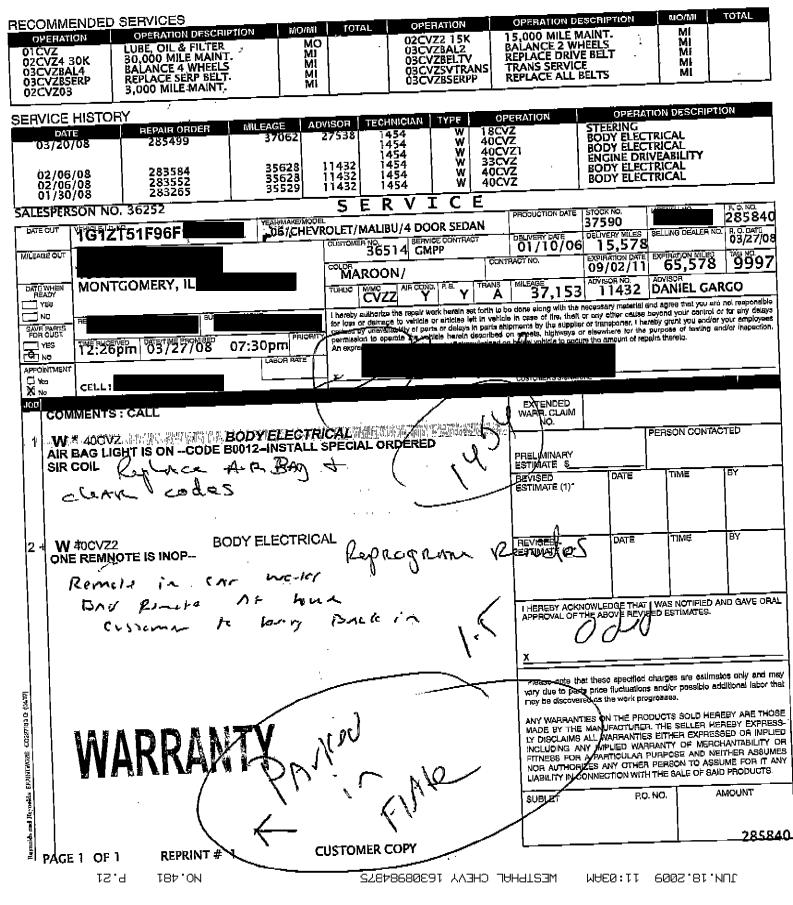


1425 West Ogden Ave.

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Telephone (630) 898-9630 Fax (630) 898-4875 Visit our website at www.weetphalchevy.com



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Revised Estimate				supplies used in connection with this repair.	SUBLET AMOUNT	0.00
\$	<u> </u>	<u> </u>			MISC. CHARGES *	0.00
By algning below. The Depletation to	you acknowledge to herform the servic	hal you were notifie as/manairs itemized	d of and authorized in this invoice and	ALL PARTS ARE NEW	TOTAL CHARGES	0.00
hat vou rorielvor	(or had the original	ubity to inspect) ar	iv replaced baits as	UNLESS UTHERWISE	LESS INSURANCE	0.00
payment of the Am	. The vehicle is bein hount Due.	ig tetumed to you i	ri exchange for your	INDICATED.	SALES TAX	0.00
DATE	CUSTOMER SIGN	IATURE	AUTHORIZED DEALER9	HIP REPRESENTATIVE BIGNATURE	PLEASE PAY THIS AMOUNT	0.00

Thank You, We really appreciate your business! DESTERCAP (02008 ADP (08/07) BERVICE INVOICE TYPE 2.52C-ILLINGIA-DESREDIA CUSTOMER COPY

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CUSTOMER # MONTGOMERY HOME - BUS :		CONT:N/A CELL:			304621 INVOICE* PAGE 1 VICE ADVISOI	A Telephone (63 Visit our we	1425 West Ogder URORA, ILLINO 0) 896-9630 Fa ebsite at www.we ICHARD J	8 60503 ax (630) 898- astphalchevy	4875 V.com
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DATE	CUSTOMER SIGN	JATŪRE	AUTHORIZED DEALERS	RIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	0,00

Thank You. We really appreciate your business! DEFINICAP @2006 ADP (0907) BERVICE INVOICE TYPE 2. BIZC. ILLINOIS - 9969014 CUSTOMER COPY

CUSTOMER #: 36514			305021 *INVOICE* PAGE 1	Ro CEITEN Telephone (63	1425 West Ogder		hal
MONTGOMERY, IL	CONT:N/A		-	Visit our w	ebalte at www.we	stphalchev	y.com
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Thank You. We really appreciate your business! DESTERCAP (2000 ADP (0807) SERVICE INVOICE TYPE 2-5/20-ILLINOIS-500014 CUSTOMER COPY

CUSTOMER #	: 36514			+	305021	RO	i Wes	tph	al
MONTGOMERY HOME :	, IL	CONT : N/A			PAGE 2	t Al Telephone (630 Visit our we	425 West Ogden JRORA, ILLINO) 893-9630 Fa baite et www.we	Ave. S 60503 ax (630) 898-4 stphalchevy	r⊶r 1875 1,com
BUS:	- -	CELL:	1.00	ŞER	VICE ADVISOR	<u>27538 R</u> LICENSE	ICHARD J		TAG
COLOR	YEAR	MAKE/MODEL		1	VIN	LICENSE	MILEAGE		
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DATE	CUSTOMER SIGN	ATURE	AUTHORIZED DEALERS	HIP REPRESENTATIVE SIGNATURE	PLEASE PAY	
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Thank you. We really appreciate your business! DESTRICAR OZOBE ADD (OBIOT) SERVICE INVOICE TYPE 2: SIZC-ILLINOIS- SIZC-ILLINOIS- SERVICE INVOICE TYPE 2: SIZC-ILLINOIS- SIZC-I

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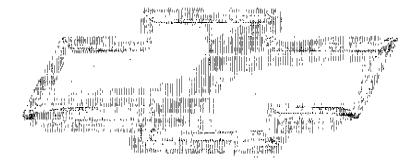
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WARRANTY STAT	FEMENT AND DISCL	AIMER: PLEASE SEE	THE DEALERSHIP	SHOP SUPPLY COSTS: We	DESCRIPTION	TOTALS
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Thank You. We really appreciate your business! DEALERCAP @2009 ADP (09/07) SERVICE INVOICE TYPE 2-812C-ILLINOIS-5008014 CUSTOMER COPY

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CUSTOMER #	: 36514				302359	RO	n Wes	stph	al
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MONTGOMERY HOME :	, IL	CONT:N/A			PAGE 1	Telephone (6: Visit our w	ebsite at www.we	8 60503 ax (630) 898- astphalchevy	.com
BUS : COLOR	YEAR	CELL: MAKE/MODEL		JER	VICE ADVISOR:	1420 M		RANTZEN	
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Thank You, We really appreciate your business! DESTERCAP @2008 ADD (08/07) SERVICE INVOICE TYPE 2. SEC. ILLINOIS - 9864014 CUSTOMER COPY

CUSTOMER #: 3651 MONTGOMERY. IL HOME:	4 Cont:n/a		,	300740 *INVOICE* PAGE 1	Telephone (6 Visit our w	1425 West Ogde URORA, ILLINO 30) 698-9630 F abaite at www.w	18 60503	al
BUS:	CELL:		ŞER	RVICE ADVISOR	: 2 <u>7538_</u>	RICHARD J	KRUŠE	
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Thank You, We really appreciate your business! DEALERCAP @2008 ADP (08/07) SERVICE INVOICE TYPE 2. 812C. ILLINOIB - 8808014 CUSTOMER COPY

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CUSTOMER #		14			300707 *INVOICE*	ROI CHEN	1425 West Ogder	Ave. S 60503	al F
MON'TGOMERY HOME :	(, IL	CONT:N/A			PAGE 1	Telephone (63 Visit our we	0) 896-9630 Fa baite at www.wo	ax (630) 698-	4675 Acom
BUS: COLOR	YËAR	CELL: MAKE/MODEL		SEF		27538 R	ICHARD J MILEAGE		TAG
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Thank You. We really appreciate your business! DEATERCAP (32006 ADP (30/07) STAVICE INVOICE TYPE 2 - SIZC - ILLINOIS - BEBBO14 CUSTOMER COPY

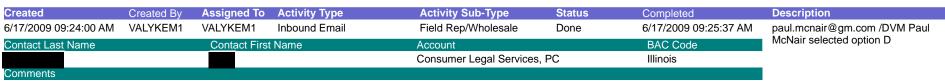
SR No.	71-721957815	Ref No.		Goodwill	No Goodwill Offered	BRC Type	Legal
Account	Consumer Legal Services, PC	Site	Illinois	GW SubType	•	Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	Legal
Daytime #		Evening #		UCC	Steering - General	Sub-Area	NISM
Address		City Mo	ontgomery	Involved Dir	Ron Westphal Chevrolet, Inc.	Safety	No
State	lL ZipCd	Con Acct		Source	White Mail	Updated	6/16/2009 03:07:28 PM
Serial #/VIN	1G1ZT51F96F	Model Year	2006	Priority	Esc to T2 - License # CHEVROL	Owner	
Make	Chevrolet	Warr. Start	01/10/2006	Status	Open	Opened	5/4/2009 06:32:54 PM
Model	Malibu	Mileage	52598	Sub-Status	Dissatisfied	Closed	
Abstract	IL BRC Legal ER NISM						
^	This is a DDC Langel Case. Forward an		vian ta Minhala Mahukan at aut 6		lan in a sucha man nafan thana ta thain atta		

Customer This is a BRC Legal Case. Forward any Attorney inquiries to Michele Valykeo at ext 21359. If the caller is a customer, refer them to their attorney. Description

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries # Other Veh #	# People in Veh Road	d Surface	Road Cond.	Fire Report#	Police Report#
Driver Last Name	1	Driver First Name	Height	DOB	Disabilities		
Insurance Agent I	Last Name	Insurance Agent First N	Name Phone #		Insurance Ageno	Cy	
Incident Loc				Incident Desc			
Component				Desc			
				Damage Desc			
Vehicle Loc				Add'l Info			
Emgcy Svc Names				Maint Loc			
PAR Detai	1						
Collision	Non Collision	Property Damage	Thermal Evt	S	pec Equip		
Vehicle Speed		Weather Condition		P	rop Owner		Property Type
Last Service Date		Loc Last Service			roperty ocation		Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer			rop Damage escription		
Primary Veh Use		Inspection Type		In	spected By		Inspection Date/Time
Veh Damage Description				E	xplain Other		

Activities



paul.mcnair@gm.com

D. I am not aware of this customers concerns. Please do what you need to do. Thanks

Option D information:

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

michele valykeo/atx/brc legal 21359

|--|

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 06:58:37 PM	SADMIN	VALYKEM1	Inbound White Mail		Done	6/17/2009 09:23:21 AM	BRC LEGAL Scanned: 2009-06-16-
Contact Last Name		Contact First	Name	Account		BAC Code	16.18.00.000000, MSXDocNum: VAL4A37C5E
				Consumer Legal Services, F	PC O	Illinois	VAL4A37C5E
Comments							
CRS generated doc.							

michele valykeo/atx/brc legal 21359

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 04:19:07 PM	VALYKEM1	VALYKEM1	Scheduled Follow-up		Scheduled Ala	arm	Call dlr if no docs / **DVM responded to
Contact Last Name		Contact First	t Name	Account		BAC Code	email**
				Consumer Legal Service	s, PC	Illinois	
Comments							
Confidential Comments							

Activities



Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 04:13:30 PM	VALYKEM1	VALYKEM1	Correspondence		Done	6/16/2009 04:13:30 PM	Created:BRCLEG_LG0040. SR#71-
Contact Last Name		Contact Firs	t Name	Account		BAC Code	721957815
				Consumer Legal Service	s, PC	Illinois	
Comments							
Confidential Comments							

Created Assigned To Activity Type Activity Sub-Type Description Created By Status Completed 6/16/2009 04:12:04 PM VALYKEM1 VALYKEM1 Outbound Fax Dealer Done 6/16/2009 04:13:12 PM Fax to Mik Frantzen svc mgr of RON WESTPHAL CHEVROLET, INC for Contact Last Name Contact First Name Account BAC Code used sales and svc Consumer Legal Services, PC Illinois Comments RON WESTPHAL CHEVROLET, INC. of AURORA, IL SVC MGR Mike Frantzen fax #630.898.9673

michele valykeo/atx/brc legal/21359

Confidential Comments

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 04:00:47 PM	VALYKEM1	VALYKEM1	BRC LEGAL	Acknowledgement - Dealer	Done	6/16/2009 04:12:01 PM	Acknowledgement - Dealer
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
				Consumer Legal Service	s, PC	Illinois	
Comments							
RON WESTPHAL CHEV (630) 898-9630	ROLET, INC. o	f AURORA, IL					
SVC MGR Mike Frantze	n						
fax #630.898.9673							
CRS advd cust retained a	atty over veh, C	CRS would like to	o know if the veh has after m	arket, accidents, or TAC			
SVC MGR sts svc mgr is stands out been to dlr a l			sts no accidents that he is aw	vare of, no after market parts	. TAC not involve	d. SVC MGR sts nothing	
SVC MGR sts this is the	used selling dlı	r.					
michele valykeo/atx/brc l	egal 21359						
Confidential Comments	-						
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 03:53:56 PM	SADMIN	VALYKEM1	Inbound White Mail	Activity Oub-Type	Done	6/16/2009 04:20:23 PM	BRC LEGAL Scanned: 2009-06-16-
Contact Last Name	O, (B)	Contact Firs		Account	Bono	BAC Code	15.24.00.000000, MSXDocNum:
		Contact Firs	t Maine	Consumer Legal Service	s PC	Illinois	VAL4A37B91
Comments				Consumer Legar Service	3,10	11111013	
CRS generated doc							
Ū	104050						
michele valykeo/atx/brc l	egal 21359						
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 03:41:04 PM	VALYKEM1	VALYKEM1	Outbound Email	DVM/CAM/Field	Done	6/16/2009 03:41:49 PM	Sent email to dvm Paul McNair
Contact Last Name		Contact Firs	t Name	Account		BAC Code	requesting desired level of involvement in case.
				Consumer Legal Service	s, PC	Illinois	III case.
Comments							
michele valykeo/atx/brc l	egal 21359						
Confidential Comments							

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 03:24:20 PM	VALYKEM1	VALYKEM1	BRC LEGAL	Acknowledgement - AVM	Done	6/16/2009 03:40:53 PM	Acknowledgment to DVM: McNair, Paul
Contact Last Name		Contact First	t Name	Account		BAC Code	630092 8144
				Consumer Legal Services, I	PC	Illinois	
Comments							
This is a msg for DVM							

My name is Michele Valykeo calling you from the General Motors BRC Legal Department. This is to advise you that General Motors has received a demand letter from a consumer represented by an attorney. This means the consumer may file a lawsuit unless we address their vehicle concerns.

Customer Name: Service Request:71-721957815 Vehicle 2006 Chevrolet Malibu Vehicle Identification Number: VIN last 8: 6F Vehicle Concern in Demand Letter: 12 different visits to the dealer. Dealership Name: RON WESTPHAL CHEVROLET, INC. of AURORA, IL, this veh is a former Nat'l Alamo Rental Veh.

A separate email has been sent to you requesting your desired level of involvement in this case. Due to time constraints we will need your reply to the email within 24 hours.

The dealership(s) involved in the sale and/or servicing of the vehicle will also be contacted and asked to provide sales and service documents. If you do not receive the email I refer to here you may contact us at 866-790-5700 extension 21359

michele valykeo/atx/brc legal 21359

Confidential Comments Created **Activity Sub-Type** Created By Assigned To Activity Type Status Completed Description 6/16/2009 03:22:57 PM VALYKEM1 VALYKEM1 Correspondence Done 6/16/2009 03:22:57 PM Fulfilled:BRCLEG LG0006. SR#71-721957815 BAC Code Contact Last Name Contact First Name Account Consumer Legal Services, PC Illinois Comments

Confidential Comments

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 03:13:42 PM	VALYKEM1	VALYKEM1	Correspondence		Done	6/16/2009 03:13:42 PM	Created:BRCLEG_LG0040. SR#71-
Contact Last Name		Contact First	t Name	Account		BAC Code	721957815
				Consumer Legal Services	s, PC	Illinois	
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 03:12:43 PM	VALYKEM1	VALYKEM1	BRC LEGAL	Acknowledgement - Atty/Cust	Done	6/16/2009 03:13:28 PM	Acknowledgement - Atty Angelina R. Russo Attorney at Law @ 630-834-
Contact Last Name		Contact First	Name	Account		BAC Code	2196
				Consumer Legal Service	s, PC	Illinois	
Comments							
michele valykeo/brc lega	l/21359						
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 10:12:06 AM	WEIGELKR	VALYKEM1	Ownership Changed		Done	6/16/2009 10:12:06 AM	Service Request Ownership has
Contact Last Name		Contact First	Name	Account		BAC Code	changed FROM: WEIGELKR TO: VALYKEM1
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 10:11:49 AM	WEIGELKR	VALYKEM1	BRC LEGAL	VIN Scan Completed	Done	6/16/2009 03:12:02 PM	VIN Scan Completed
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
VIN scan found no prior S	SR						
Kristina Weigel/ATX/BRC	Legal						
Confidential Comments							

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/16/2009 10:11:08 AM	WEIGELKR	VALYKEM1	BRC LEGAL	Assigned NISM ER	Done	6/16/2009 03:11:53 PM	BRC Legal ER NISM
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
VIN scan found no prior	SR						
Kristina Weigel/ATX/BRC	C Legal						
Confidential Comments							
Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
6/15/2009 02:01:57 PM	SADMIN	VALYKEM1	Inbound White Mail	Attorney	Done	6/16/2009 03:11:47 PM	BRC LEGAL Scanned: 2009-06-15- 10.51.00.000000, MSXDocNum:
Contact Last Name		Contact Firs	t Name	Account		BAC Code	0001238D
Comments							
2. demand letter with RC	os and sales						
michala valukaa/atu/bral	agel 21250						
michele valykeo/atx/brc l Confidential Comments	legal 21359						
Confidential Confinents							
Created	Created Dv	Accienced To	A other Turne	Activity Sub Type	Status	Completed	Description
6/15/2009 02:00:04 PM	Created By WEIGELKR	WEIGELKR	Activity Type SR Opened	Activity Sub-Type	Done	Completed 6/15/2009 02:00:04 PM	Description SR in Status of Closed has been Re-
	WEIGEERK		•	Account	Done	BAC Code	Opened by WEIGELKR
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/15/2009 02:00:01 PM	WEIGELKR	WEIGELKR	SR Closed - Dissatisfied		Done	6/15/2009 02:00:01 PM	Service Request has been Closed
Contact Last Name	-	Contact Firs		Account		BAC Code	Dissatisfied.
Comments							
Confidential Commente							
Confidential Comments							

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/15/2009 01:59:34 PM	WEIGELKR	WEIGELKR	Ownership Changed	Ownership Escalated to BRC	Done	6/15/2009 01:59:34 PM	Ownership Escalated to BRC
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/15/2009 01:59:07 PM	WEIGELKR	WEIGELKR	Ownership Changed		Done	6/15/2009 01:59:07 PM	Service Request Ownership has
Contact Last Name		Contact Firs	t Name	Account		BAC Code	changed FROM: GLOVERMI TO: WEIGELKR
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/10/2009 06:41:04 PM	GLOVERMI	GLOVERMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	6/15/2009 01:58:52 PM	follow up with offer utc consideration
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
ds sts. I just wanted to fo 06/17/09 @	llow up to see if	you and your h	usband came to a descion. fo	or the 12/12 smart care.	I would like to follow	up with you between 5-7 pm	

Michael Glover/cac/stj/tier2

Confidential Comments

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/10/2009 06:40:06 PM	GLOVERMI	GLOVERMI	Outbound Call Customer	Left Message	Done	6/10/2009 06:41:00 PM	followu p
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
ds sts. I just wanted to fol 06/17/09 @	low up to see if	you and your hu	usband came to a descion. f	or the 12/12 smart care. I	would like to follow	up with you between 5-7 pm	

Michael Glover/cac/stj/tier2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/3/2009 02:21:04 PM	GLOVERMI	GLOVERMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	6/10/2009 06:40:00 PM	12/12 smart care
Contact Last Name	Contact First Name			Account		BAC Code	4
Comments							
ds sts. I just wanted to fo 06/10/09 @	ollow up to see i	f you and your h	usband came to a descion. fo	or the 12/12 smart care. I	would like to follow	up with you between 5-7 pm	

Michael Glover/cac/stj/tier2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/3/2009 02:18:46 PM	GLOVERMI	GLOVERMI	Outbound Call Customer	Left Message	Done	6/3/2009 02:20:56 PM	12/12 smart care
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							
	ollow up to see if	you and your h	usband came to a descion. f	or the 12/12 smart care. I	would like to follow	v up with you between 5-7 pm	
06/10/09 @							

Michael Glover/cac/stj/tier2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/2/2009 06:06:32 PM	GLOVERMI	GLOVERMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	6/3/2009 02:18:44 PM	12/12 smart care
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments		f you and your b	ushand come to a descion fr	or the 12/12 emort eare	would like to follow	up with you between 3-5 pm	
06/03/09 @		r you and your m		n the 12/12 small cale. T		up with you between 5-5 pm	
Michael Glover/cac/stj/tie	er2						
Confidential Comments							
Created	Created Dy	Assigned To		Activity Sub Type	Status	Completed	Description
6/2/2009 06:04:55 PM	Created By GLOVERMI	GLOVERMI	Activity Type Outbound Call Customer	Activity Sub-Type Made Contact	Done	Completed 6/2/2009 06:06:31 PM	12/12 smart care
Contact Last Name	GEOVERNM	Contact First		Account	Done	BAC Code	
		Contact First	. Numo	Rooount		Brio oddo	
Comments							
ds sts. I just wanted to fo 06/03/09 @	ollow up to see it	f you and your h	usband came to a descion. fo	or the 12/12 smart care. I	would like to follow	up with you between 3-5 pm	
Michael Glover/cac/stj/tie	er2						
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/29/2009 06:31:59 PM	GLOVERMI	GLOVERMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	6/2/2009 06:04:54 PM	12/12 smart care offer
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
s sts. I just wanted to foll 06/02/09 @	ow up to see if	you and your hu	sband came to a descion. for	the 12/12 smart care. I w	vould like to follow	up with you between 5-7 pm	
Michael Glover/cac/stj/tie	er2						
Confidential Comments							

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/29/2009 06:30:26 PM	GLOVERMI	GLOVERMI	Outbound Call Customer	Made Contact	Done	5/29/2009 06:31:54 PM	cust follow up
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
ds sts. I just wanted to fol	low up to see if	f you and your hi	usband came to a descion. f	or the 12/12 smart care. In	would like to follow	up with you between 5-7 pm	

Michael Glover/cac/stj/tier2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/28/2009 06:57:04 PM	GLOVERMI	GLOVERMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	5/29/2009 06:30:25 PM	Ron westphal cheverolet 12/12 smart care offer acceptance
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
ds sts. I just wanted to fo 05/29/09 @ (63	llow up to see if	you and your hu	usband came to a descion. fo	r the 12/12 smart care. I	would like to follow	up with you between 5-7 pm	

Michael Glover/cac/stj/tier2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/27/2009 02:12:50 PM	GLOVERMI	GLOVERMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	5/28/2009 06:56:52 PM	Ron westphal cheverolet 12/12 smart care offer acceptance
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
ds sts. I just wanted to fo 05/28/09 @	llow up to see if	you and your h	usband came to a descion. fo	or the 12/12 smart care. In	would like to follow	up with you between 5-7 pm	

Michael Glover/cac/stj/tier2

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/27/2009 02:07:31 PM	GLOVERMI	GLOVERMI	Outbound Call Customer	Left Message	Done	6/15/2009 01:59:57 PM	Ron westphal cheverolet 12/12 smart
Contact Last Name		Contact First	Name	Account		BAC Code	care offer acceptance
Comments							
ds sts. I just wanted to fol 05/28/09 @	low up to see if	you and your hu	sband came to a descion. for	r the 12/12 smart care. I wou	Ild like to follow up	with you between 5-7 pm	

Michael Glover/cac/stj/tier2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/26/2009 05:14:18 PM	GLOVERMI	GLOVERMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	5/27/2009 02:10:43 PM	check acceptanmce of 12/12 or 12/15
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments							
Ds sts. I wanted to insure	that you vehic	le is now repaire	d and if it is what do you think	aout the 12/12 smart car	e. I would like to for	blow up with you on 05/27/09	
2-4pm est @	toi see wha	at you and your	husband has decided.				

Michael Glover/cac/stj/tier2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/26/2009 05:12:34 PM	GLOVERMI	GLOVERMI	Outbound Call Customer	Made Contact	Done	5/26/2009 05:14:13 PM	check to see if they are going to accept
Contact Last Name		Contact First	t Name	Account		BAC Code	offer.
Comments							
				k aout the 12/12 smart care	e. I would like to for	llow up with you on 05/27/09	
2-4pm est @	toi see wha	at you and your	husband has decided.				

Michael Glover/cac/stj/tier2

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/22/2009 01:39:59 PM	GLOVERMI	GLOVERMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	5/26/2009 05:12:30 PM	offer 12/12 smart care
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Ds sts. I wanted to insure 4-6 pm est @			ed and if it is what do you thin husband has decided.	k aout the 12/12 smart care	e. I would like to f	ollow up with you on 05/26/09	
Cust sts. I don't think it is	s enough howev	ver I will talk to n	ny husband before makeiong	a descion can you call me	on tuesday		
Michael Glover/cac/stj/tie	er2						
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/22/2009 01:36:19 PM	GLOVERMI	GLOVERMI	Outbound Call Customer	Made Contact	Done	5/22/2009 01:39:55 PM	offer 12/12 smart care
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
		У					
Comments							
4-6 pm est @	toi see wh	at you and your	husband has decided. ny husband before makeiong			ollow up with you on 05/26/09	
	-		ny husband before makelong		on acouty		
Michael Glover/cac/stj/tie	er2						
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/21/2009 05:02:02 PM	GLOVERMI	GLOVERMI	Outbound Call Dealer	Made Contact	Done	5/21/2009 05:03:52 PM	dealer confirmation of offer
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments		t mongor					
speaking with rick kruse	Service assistar	it manger					
ds sts. will a 12/12 smart	care for the pro	blem she has h	ad sound alright or a 12/15 s	mart care			
dealership sts. Ya that w	ould be a great	idea.					
Michael Glover/cac/stj/tie	0	idea.					
·	0	idea.					

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/21/2009 05:00:18 PM	GLOVERMI	GLOVERMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	5/22/2009 01:40:58 PM	offer 12/12 smart care
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
hello I wanted to talk to y 2-4pm est on 05/22/09 @		vehicle to see ho	w the repair was. You canc a	ll me between est @ 1866	7905700 ext 4213	7. I will try to call you between	
research a little more to s call deaelrship	see what else I	can offer.					

******verify current mileage as may have changed since file opened

verify address

Michael Glover/cac/stj/tier1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/21/2009 04:59:15 PM	GLOVERMI	GLOVERMI	Outbound Call Customer	Left Message	Done	5/21/2009 05:00:12 PM	cust follow up
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments							
hello I wanted to talk to y	o <u>u about vour v</u>	<u>ehicle to see ho</u>	w the repair was. You canc a	ll me between est @ 1866	7905700 ext 4213	7. I will try to call you between	
2-4pm est on 05/22/09 @							
research a little more to s	soo what also L	can offer					
call deaelrship	see what else i	can oner.					
******verify current milead	de as mav have	changed since	file opened				
verify address	<u></u>						

Michael Glover/cac/stj/tier1

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/21/2009 12:22:44 PM	KANETA	GLOVERMI	Notify CRM		Done	5/21/2009 03:45:43 PM	please verify with dealer SM if GW appropriate
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
please verify with dealer	SM if GW appro	opriate					
dealer buy-in?							
Tanya Kane/TL/STJ							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/20/2009 05:29:09 PM	GLOVERMI	GLOVERMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	5/21/2009 04:58:59 PM	call dealershp for sm buy in
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
4-6pm est on 05/21/09 @ research a little more to s call deaelrship ******verify current mileag verify address	e what else l	can offer.	w the repair was. You canc all file opened	The between est @ 10007	905700 ext 42137.1	i win try to can you between	
Michael Glover/cac/stj/tie	er1						
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/19/2009 08:09:44 PM	KANETA	GLOVERMI	Notify CRM		Done	5/20/2009 05:23:20 PM	please include MSRP for GMPP to
Contact Last Name		Contact First	Name	Account		BAC Code	manager review for MEYERSGI
Comments							
Tanya Kane/TL/STJ Confidential Comments							
Connactual Comments							

Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
5/19/2009 08:09:13 PM	KANETA	MEYERSGI	Manager Review		Done	5/20/2009 05:23:38 PM	smart care 12/12
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments							
smart care 12/12							
Business Case:							
-to offset inconvenience -previous GM vehs -to promote GM/dlr loyal	•	complaints, with	mulitple visits to dlr in the last	t 16 months. 8 visits in tota	with 12 repairs		
Nicole Downton DS/STJ	/Lvl2						
approved Tanya Kane/TI	L/STJ						
seeking approval for GM	IPP outside wari	ranty from OM					
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/19/2009 01:46:07 PM	GLOVERMI	GLOVERMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	5/20/2009 05:27:34 PM	smart care 12/12 offer
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments							
hello I wanted to talk to y you between 4-6pm est	/ou about your v on 05/20/09 @ ((630) 440-8221.	w the repair was. You canc al	I me between 10:30am-7pi	n est @ 186679057	00 ext 42137. I will try to call	
Michael Glover/cac/stj/tie	er1						
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/19/2009 01:40:56 PM	GLOVERMI	GLOVERMI	Outbound Call Customer	Left Message	Done	5/19/2009 01:46:03 PM	repair completed?
Contact Last Name		Contact First		Account		BAC Code	
			(Numo	recount		Brie Codo	
Comments							
hello I wanted to talk to y you between 4-6pm est		vehicle to see ho	w the repair was. You canc al	I me between 10:30am-7pr	n est @ 186679057	00 ext 42137. I will try to call	
Michael Glover/cac/stj/tie	er1						
Confidential Comments							

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/19/2009 01:30:57 PM	GLOVERMI	KANETA	Manager Review	Case Assessment	Done	5/19/2009 08:09:12 PM	case assessment for smart care 12/12
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
smart care 12/12							
Business Case:							
-to offset inconvenience -previous GM vehs -to promote GM/dlr loyalt	·	complaints, with	mulitple visits to dlr in the lasi	t 16 months. 8 visits in tota	I with 12 repairs		
Nicole Downton DS/STJ/	/Lvl2						
approved Tanya Kane/TL	L/STJ						
seeking approval for GM	IPP outside war	ranty from OM					
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/18/2009 07:17:30 PM	SMITHSU	GLOVERMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	5/19/2009 01:40:53 PM	
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
5/19/2009 01:-							
follow up on the repair &	advise that the	reaason she did	dnt get a rental was because	she did not pay the \$50 de	posit.		

susansmith stj d sl2

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed
5/18/2009 07:16:53 PM	SMITHSU	SMITHSU	Outbound Call Customer	Received No Answer	Done	5/18/2009 07:17:28 PM
Contact Last Name		Contact First	Name	Account		BAC Code
Comments						
there was no answer after	er aprox 10 ring	s will set for tom	orrow 1-3 (not comitted.)			

susan smith stj d sl2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/18/2009 01:52:16 PM	GLOVERMI	GLOVERMI	Outbound Call Dealer	Made Contact	Done	5/18/2009 02:02:42 PM	customer
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
anacking with dan garge	convice eduice	•					

speaking with dan gargo service advisor

ds sts. How was the customer whe she left? How long was she out of a vehicle? Has she had multiple repairs.

dealersthip sts. She was fine when she left. she was with out her vehicle for a day and a half. She coulnd't get a rental because she couldn't pay for the 50 dollar security deposite.

Michael Glover/cac/stj/tier2

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/18/2009 12:44:01 PM	KANETA	GLOVERMI	Ownership Changed		Done	5/18/2009 12:44:01 PM	Service Request Ownership has
Contact Last Name		Contact First	Name	Account		BAC Code	changed FROM: DOWNTONI TO:
							GLOVERMI
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2009 06:18:54 PM	DOWNTONI	GLOVERMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	5/18/2009 07:16:44 PM	
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments							
re: dlr info on diagnosis a	and potential of	goodwill					
daytime number							
Nicole Downton DS/STJ/	/Lvl2						
DOWNTONI is no longer	in same depart	tment. All forwar	rd activities assigned to GLOV	/ERMI			
Tanya Kane/TL/STJ							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2009 06:17:52 PM	DOWNTONI	GLOVERMI	Scheduled Outbound Call Dlr		Done	5/18/2009 01:51:32 PM	Ron Westphal SM Mike Frampton
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments							
discuss diagnosis see about buy in for CCL	for steering, bu	uild case from the	ere				
	0.						
see if repairs can be cov	ered based on I	nistory of steerin	g issues				
Nicole Downton Ds/STJ/	Lvl2						
DOWNTONI is no longer	in same depart	tment. All forwa	rd activities assigned to GLOV	/ERMI			
Tanya Kane/TL/STJ							
Confidential Comments							

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2009 06:12:42 PM	DOWNTONI	DOWNTONI	Outbound Call Customer	Made Contact	Done	5/13/2009 06:17:51 PM	follow up
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments							
DS States: following up w	with you on the a	smartcare offer					

States: following up with you on the smartcare offer

Cust States: Well no. Veh had to get towed back into the dlr. Power steering went out. Just in last week for power steering.

DS States: Im so sorry, I didn't realize that I will follow up with the dlr and find out what's going on with this.

Cust States: Ok. I mean, this isn't your fault, or the dlrs. it's the car! Just getting so frustrated and upset with this.

Nicole Downton DS/STJ/Lvl2

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 07:24:56 PM	DOWNTONI	DOWNTONI	Manager Review	Empowered	Done	5/8/2009 07:27:03 PM	12/12 Smart Care
Contact Last Name		Contact First	t Name	Account		BAC Code	1
							1
Comments Business Case:							
Dusiness Case.							
-to offset inconvenience -previous GM vehs	of multiple veh o	complaints, with	mulitple visits to dlr in the last	t 16 months. 8 visits in tota	I with 12 repairs		
-to promote GM/dlr loyal	ty						
	-						
Nicole Downton DS/STJ Confidential Comments	/LVIZ						1
Confidential Confinents							
Created	Created Bv	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
Created 5/8/2009 07:24:32 PM	Created By DOWNTONI	Assigned To DOWNTONI	Activity Type Scheduled Outbound Call	Activity Sub-Type Follow-up Attempt	Status Done	Completed 5/13/2009 06:12:36 PM	Description
5/8/2009 07:24:32 PM		DOWNTONI	Scheduled Outbound Call Cust	Follow-up Attempt		5/13/2009 06:12:36 PM	Description
			Scheduled Outbound Call Cust				Description
5/8/2009 07:24:32 PM Contact Last Name		DOWNTONI	Scheduled Outbound Call Cust	Follow-up Attempt		5/13/2009 06:12:36 PM	Description
5/8/2009 07:24:32 PM Contact Last Name Comments	DOWNTONI	DOWNTONI Contact First	Scheduled Outbound Call Cust	Follow-up Attempt		5/13/2009 06:12:36 PM	Description
5/8/2009 07:24:32 PM Contact Last Name	DOWNTONI	DOWNTONI Contact First	Scheduled Outbound Call Cust	Follow-up Attempt		5/13/2009 06:12:36 PM	Description
5/8/2009 07:24:32 PM Contact Last Name Comments ensure cust has made d Nicole Downton DS/STJ	DOWNTONI ecision on 12/12	DOWNTONI Contact First	Scheduled Outbound Call Cust	Follow-up Attempt		5/13/2009 06:12:36 PM	Description
5/8/2009 07:24:32 PM Contact Last Name Comments ensure cust has made d	DOWNTONI ecision on 12/12	DOWNTONI Contact First	Scheduled Outbound Call Cust	Follow-up Attempt		5/13/2009 06:12:36 PM	Description

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Descriptio
5/8/2009 07:19:25 PM	DOWNTONI	DOWNTONI	Outbound Call Customer	Made Contact	Done	5/8/2009 07:24:28 PM	follow up
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							

DS States: I am following up with you on your Malibu. I have discussed the situation with dlr management, given the fact that the repairs have been covered with no out of pocket expense, and given the fact that your veh is outside of the B2B warranty, we would like to offer you a 12/12 Smartcare to offset the inconveniences you've experienced.

Cust States: OK, I'd like to talk that over with my husband before I accept or decline that.

DS adv that is fine, asked for callback when decision made, adv will contact back on Wed if no return call

Nicole Downton DS/STJ/Lvl2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 02:04:31 PM	DOWNTONI	DOWNTONI	Outbound Call Dealer	Made Contact	Done	5/8/2009 02:19:21 PM	SM Mike Frampton
Contact Last Name		Contact First	t Name	Account		BAC Code	Ron Westphal
Comments							

DS States: Cust has contacted us regarding multiple complaints on the veh and is seeking some form of compensation for all her issues

DLR States: Well, I see no out of pocket expense, she's got the major guard, she bought the veh used. No repeat repairs. I don't think she's owed anything.

Also, she refuses to do recommended maint with us, like she needs brakes right now, and she's declined the work. Again, I don't feel us or GM should be giving her anything.

Nicole Downton DS/STJ/Lvl2

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2009 07:43:48 PM	DOWNTONI	DOWNTONI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	5/8/2009 07:19:20 PM	
Contact Last Name		Contact First	Name	Account		BAC Code	
							_
Comments							
follow up re: dlr discussions on goo	odwill/repairs						
daytime number Nicole Downton DS/STJ/	/Lvl2						
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2009 07:42:47 PM	DOWNTONI	DOWNTONI	Scheduled Outbound Call DIr		Done	5/8/2009 02:04:19 PM	Ron Westphal
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments							
discuss repair history see about buy in for CCI that is the only repeat is will need TL sign off prio	sue in VIS.						
discuss downtime, see if	f dIr is willing to	provide payment	t if no buy in for CCL.				
Nicole Downton DS/STJ	l/LvI2						
Confidential Comments							

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2009 07:16:36 PM	DOWNTONI	DOWNTONI	Outbound Call Customer	Made Contact	Done	5/6/2009 07:42:47 PM	Initial Contact
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							

DS States: I am the DS assigned your file. I wanted to introduce myself as well as verify your veh issues. I understand that youa re concerned due to the high number of repairs you have had to the veh recently. Most recently being a power steering issue from last week, that has been an ongoing issue. As well as other major repairs that have been completed to your veh.

Cust States: That's right. Got the veh back two days ago from that repair. Just so unhappy with these issues. Love the veh, but dont' feel like it's reliable. I have small children in this veh, and it spends so much time in the shop. I still owe \$15,000 on the veh. Worried about what will happen when my warranty is up. I don't know what to ask for here. I'd liket o know what my options are.

DS States: I apologize for all of this. I can see the veh repair history. What I'd like to do is review this history more carefully, go through any and all system resources bulletins, anything that relates back to your vehs repairs, and speak with dlr service management. From there I will contact you back and then we can discuss what options we have based on my research.

Cust States that sounds excellent thanks!

Nicole Downton DS/STJ/Lvl2

Confidential	Commonto
Connuential	Comments

Created	Created Dy	Assigned To		Activity Sub-Type	Status	Completed	Decorintion
	Created By	•					Description
5/6/2009 11:45:27 AM	QUERIJDA	DOWNTONI	Dealer Notification	Action Required	Done	5/6/2009 11:45:27 AM	DIr Notify on T2 Escalation
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
				. They may reach out to you s	hortly to discuss t	he customer's concerns. If	
possible, you may want	to reach out to t	the customer to a	attempt to resolve.				
Confidential Comments							
							_
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2009 11:45:27 AM	QUERIJDA	DOWNTONI	Ownership Changed		Done	5/6/2009 11:45:27 AM	Service Request Ownership has
Contact Last Name		Contact Firs	t Name	Account		BAC Code	changed FROM: QUERIJDA TO:
							DOWNTONI
Comments							
							•
Confidential Comments							
Connachtial Comments							•

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2009 11:45:26 AM	QUERIJDA	DOWNTONI	T2 Initial Acknowledgement		Done	5/6/2009 07:16:30 PM	Initial Customer Contact after escalation
Contact Last Name		Contact First	Name	Account		BAC Code	
							-
Comments							
							-

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2009 11:40:58 AM	QUERIJDA	QUERIJDA	Other	Reason for Escalation	Done	5/6/2009 11:45:22 AM	Reason for Escalation
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Deserve for Coosletion.							

Reasons for Escalation:

1.) what the cust is requesting would be beyond our level of empowerment w/c is an extension of her warranty

2.) dlr has verified that the veh has been at the shop numerous times for warranty repairs

3.) vh is fairly new and is only out of warranty by a few thousand miles

Daniel Evans CAC Tier 1/MLA/Lvl 1 Emp

Created 5/6/2009 11:12:13 AM	Created By QUERIJDA	Assigned To QUERIJDA	Activity Type Outbound Call Dealer	Activity Sub-Type Made Contact	Status Done	Completed 5/6/2009 11:40:46 AM	Description dlr funnel
Contact Last Name	QUEINDER	Contact First		Account	Done	BAC Code	
Comments							I
dlr funnel							
CRS spoke w/: - Richard Kruz - service	advisor						
CRS adv: - calling dlr to gather infe	0						
DIr sts: - steering gears are bad - intermediate shaft repa - knocking noise on the - engine was making no - cylinder that shorted o - has a transmitter that w - converter was replace - power steering shorted	aired in April 200 steering in April ise in April 2008 ut in january 20 was shorted out d> 3-20-09	2008 3 09					
Diagnosis? - pls see pre Estimated cost? -all unc When will complete? -n/ Maint at dlr? -n Misuse/Abuse/Lack of n Cust caused or prevente Prev out of pocket expe DIr provided prev GW? Prev related repairs? -n Related to age/mlg? -n General condition of vel Did you ride-along or te TAC contacted? Case#1 Should cust receive ass Will dlr be offering GW / DVM contacted by dlr?	ler repair 'a haint? -n ed? -n nse at dlr? -n -n hicle? -ok st drive with the ? -n t? (clarify why c Asst on behalf o	r why not) -that v f GM?/DIr willing	vould be for my SVM to de to participate? -n/a	cide			
CRS ADVICE: - thanked the service ac	lvisor for his tim	е					
Daniel Evans CAC Tier Confidential Comments		p					I

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 08:06:19 PM	QUERIJDA	QUERIJDA	Scheduled Outbound Call Dlr		Done	5/6/2009 11:12:11 AM	dlr funnel
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
dlr funnel							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/5/2009 11:56:27 AM	QUERIJDA	QUERIJDA	Outbound Call Dealer	Left Message	Done	5/5/2009 08:06:18 PM	dlr funnel
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
CRS ADVICE: - dlr was not available - left a msg - we'll call back again tor	norrow						
Daniel Evans CAC Tier 1	/MLA/LvI 1						

Confidential Comments		

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2009 06:36:38 PM	QUERIJDA	QUERIJDA	Scheduled Outbound Call		Done	5/5/2009 11:56:26 AM	dlr funnel
			DIr				
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
dlr funnel							-
Confidential Comments							
							•

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2009 06:34:41 PM	QUERIJDA	QUERIJDA	Other		Done	5/4/2009 06:36:37 PM	in continuation of the previous activity
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
continuation2/2							
Business Decision:							
Where maint performed? Prev GM veh? - this is th Prev related repairs? Wh Out of Pocket expense (o - n	e first ien? -n						
CST SKS : - seeks assistance							

CRS ADVICE:

- we'll call the dirship and verify the repair history and endorse the case to our DS

Daniel Evans CAC Tier 1/MLA/Lvl 1 Emp

Created 5/4/2009 06:34:18 PM	Created By QUERIJDA	Assigned To QUERIJDA	Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Completed 5/4/2009 06:35:58 PM	Description complaint veh - multiple concerns
Contact Last Name	QUERIODA	Contact Firs		Account	Done	BAC Code	
Comact Last Name		Contact Firs		Account			1
Comments CUST STS: - I have a 2006 Malibu v	N/c was purchas	ed 2 and a half y	00215 200				I
- its been at the shop 13			years ago				
 I just took the car from power steering shorted 							
- last month the catalytic		t> 3-23-2009					
- all of the repairs were		ranty					
 - I'm still paying 15 gran - my extended warranty 							
- is it really normal for a	veh to go in and	d out of the shop	in just 2yrs?				
Owner Specific:							
Orig owner? -y							
Primary driver? -y Personal or business us	202 porconal						
Veh Specific:							
Where purchased? -RO			IC.				
If 2nd Owner of Veh, wh Current approx mlg? -52		n					
Ext Svc Plan? -60/5000		ED MAJOR GUA	RD USED				
Concern Specific:							
Concern? - power steer							
When 1st notice concert - this happened last wee		ould shake when	you stop				
What conditions does co	oncern occur?						
 when you stop and wh Where diagnosed? RON 			<u>^</u>				
Est cost of the repair? -u	under warranty	TIL VROLE I, IN	0.				
Current location of veh?		plotod?					
Veh repaired? If yes, co If not GM dlr, phone # of							
What has Dir told you al	bout a diagnosis	s? Who was worl	king with you? -Richard Kruz	- service advisor but norma	ally its Mike that do	pes the servicing for us	
continued1/2							
Confidential Comments							

UCC Information

UCC Code	Symptom	Description
M01	No Symptom Indicated	Steering - General

	paul.mcnair@gm.com	То	michele_valykeo@gmexpert.com
	06/17/2009 07:49 AM	CC	
		bcc	
		Subject	Re: VIN: 1G1ZT51F96F
			BRO LEGAL N.I.S.M.
D. Iam n	ot aware of this customers c	oncerns. Ple	ase do what you need to do. Thanks

monore_ranykoo@gmoxport.com			
	^{To} paul.mcnair@gm.com		
06/16/2009 03:32 PM	cc		
	Subject VIN: 1G1ZT51F96F	Customer: H	/BRC LEGAL N.I.S.M.

This is a message for Paul McNair $D \lor M$:

michele, valvkeo@gmexpert.com

Hi, my name is Michele Valykeo. This email is to follow up on my voicemail regarding Service Request 71-721957815 for customer **Constraints** The customer's vehicle is a 2006 Cherolet **Malibu**l with 52,598 miles. The VIN is **1G1ZT51F96F** The customer has been working with RON WESTPHAL CHEVROLET, INC. of AURORA, IL and is a former NATIONAL/ALAMO RENTAL CAR. Due to time constraints, your response to this e-mail is required within **48** hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption will option "B".

Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Michele Valykeo Business Resource Center

Aditya Birla Minacs

Phone: (866) 790-5700 ext. 21359 Fax: (866) 554-4010 Email: michele_valykeo@gmexpert.com



RON WESTPHAL CHEVROLET 1425 W. ODGEN AVE. AURORA, IL 60503 (630) 898-9630 FAX (630) 898-9673

DATE: 18.09
TO: M'ichele Valykeo
OF: General Motors Business Resource Center
FROM: Lon Westphal Chevrolet
Your Fax Number: <u>1230-898-4875</u>
Number of Pages:
If you fail to receive all pages, You may reach me at (630) 898-9630
NOTES:



General Monor Cheparation Husiness Remarce Contor PO Box 33170 Debuik, MI 48232-3170

VIA FAX ONLY

June 16, 2009

Service Manager Mike Frantzen RON WESTPHAL CHEVROLET, INC. 1425 W OGDEN AVE AURORA, IL 60503-9326

RE:

Service Request: 71-721957815 2006 Chevrolet Malibu Vehicle Identification Number: 1G1ZT51F96F Customer Relationship Specialist: Michele Valykeo

Dear Mike Frantzen:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All used vehicle sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to (866) 554-4010. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation















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General Motors Business Resource Center



To: Service Manager Mike Frantzen

Company: Fax: Phone:

x: 6308989673 e:

From: Michele Valykeo

Fax: 8665544010 Phone: 8667905700 x21359 E-mail:

CC:

NOTES:



		RON WES 1425 West Ogden A	STPHAL CHE		1C.) 898-9630	
09/02/05		1425 West Ogden A			LESPERSON	ZA
					STOCK #	
NAME					(Work) KANE COUNTY	60538
ADDRESS	CHEVROLET	MODEL	MARCUN			31A1 #
				·	Cash Seiling Price	16995.00
Base Price	·				Trade	N/A
Optional Equipment			. <u></u>		Cash Difference	16995.00
······································					Protector	N/A
		S#	DOB			N/A
					Document Fee*	57,33
		S#	DOB		Taxes	1066.96
	· _ · _	lileage New	15578		Other Taxes	N/A
					Service Contract	N/A
·		lileage Trade			License & Title	19.00
		icense Plate #			Sub Total	18138.29
		Expiration Date			Payoff	N/A
					Total	18138.29
					. Rebate if Applicable	Ň/A
······································					 Deposit	19,00
		t is understood that these	listed items are not Gen	eral Motors option	C.O.D.	638,00
		it is understood that these or accessories, nor does them. The Warranty will be				17481.29

No public liability or property damage insurance issued with this transaction.

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The Seller Ron Westphal Chevrolet, Inc., hereby expressly disclaims all warranties, either express or The selier Hon Westphal Chevrolet, Inc., hereby expressly disclaims all warranties, either express or Implied, including any implied warranty of merchantability or fitness for a particular purpose, and Ron Westphal Chevrolet, Inc. heither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. "NOT A BINDING CONTRACT" THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY THE DEALER'S AUTHORIZED REPRESENTATIVE IN THE CASE OF A TIME SALE. THE DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL A FINANCE SOURCE APPROVES THIS ORDER AND AGREES TO FURCHASE A RETAIL INSTALL-MENT CONTRACT RETWEEN THE PURCHASER AND THE DEALER BASED ON THIS ORDER MENT CONTRACT BETWEEN THE PURCHASER AND THE DEALER BASED ON THIS ORDER. Purchaser contillas he is of majority age and has received a true copy of this Order.

of the items.

* Document lee includes that part of general overhead costs as unit sold represents. General overhead costs are further defined as floor plan interest, storage, porter and hiker costs, after sale policy work and inventory insurance, and may be construed as additional profit.

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DATE

) agree that the allowance and/or deposit as shown is correct

Accepted Dealer asentetive of the dealer) Accepted Custome leooz. WU9S:01 п⊎нат SEM 81.NUU

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MONTGOMERY, IL	PAGE 1	, s	Visit our websi	te at www.westphaich	evy.com
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	WORKORDER	
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RON WESTPHAL CHEVROLET

1425 West Ogden Ave.

AURORA, ILLINOIS 60503



Теlephone (630) 896-9630 Бах (630) 898-4875

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RECOMMENDED	SERVICES		TOTAL OF	ERATION	OPERATION D	SCRIPTION	MO/MI	TOTAL	
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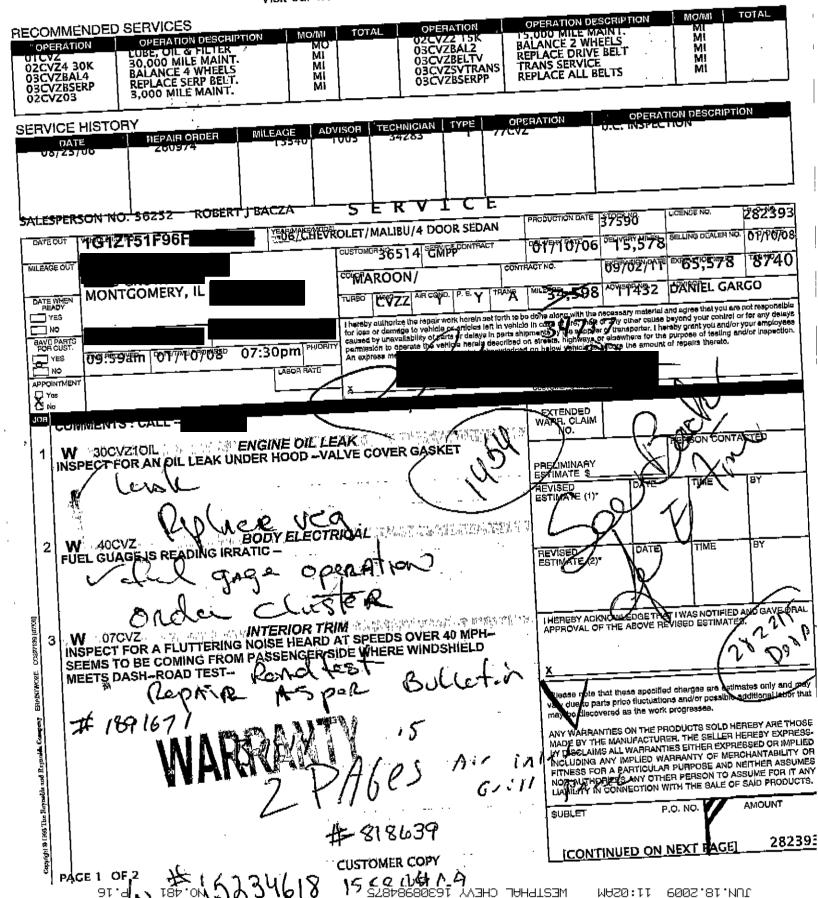
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WE'LL BE THERE

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RECOMMENDED SERVICES TOTAL. MO/MI OPERATION DESCRIPTION OPERATION TOTAL. **OPERATION DESCRIPTION** MO/M OPERATION SERVICE HISTORY OPERATION DESCRIPTION OPERATION TECHNICIAN TYPE ADVISOR MILEAGE REPAIR ORDER ΠΑΤΕ SEP 0 7 2005 С E ERV Ι S SALESPERSON NO. LICENSE NO. атоск NO. 37590 PRODUCTION DAI'U 260974 DOW CHEVROLET/MALIBU/4 DOOR SEDAN DATE OUT CUSTOMER NO. 4067 DELIVERY MIL 08/25/06 SERVICE CONTRACT DELIVERY DATE 13,438 MILEAGE OUT RON WESTPHAL CHEVROLET EXPINATION DATE L'XPIRATION MILES TAG NO. CONTRACT NO. 1425 W OGDEN AVE °°¦₩̈́AROON/ AURORA, ILLINOIS 60504 DATE WHEN READY OVISO MICHAEL SAVITSKI M/MC THAN5 TURBO 1005 401 Y 5 4 А T YES I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for tess of damage to vehicle or articles left in vahicle in case of fire, their or any other cause beyond your centrol or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees particlesion to operate the vehicle herein described on streets, highways or elegwhere for the purpose of testing and/or inspection. An express mechanical lien is hereby admowindged on below vehicle to escure the amount of repairs thereto. VEINESS PHONE SAVE PARTS 02:27pm 08/25/06 T YES 07:30pm LABOR HALE APPOINTMENT 🗖 Yee X No JOR U.C. INSPECTION EXTENDED 1 77CVZ WARR. CLAIM CERTIFIED USED CAR INSPECTION NO. PERSON CONTACTED LOF, Rotate, Mspection PRELIMINARY ESTIMATE \$_ DATE ΪMΕ BY REVISED ESTIMATE (1)* 34252 である DATE TIME BY REVIS ESTIMATE (2) 9 F 4 I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES. the these specified the when are calimates only and may nd/at possible additional labor that Spiease No price sluchations vary dua may be di ld ea the wo UCTS SOLD HEREBY ARE THOSE AN WARRANTIES ON THE PRODUCTS SOLD HEREDY ARE THOSE MADE BY THE MANUFACTURER THE SELLER HEREDY EXPRESS LY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR EPICATIWO26 FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. Beynebis and Reynolds AMOUNT 260974 CUSTOMER COPY PAGE 1 OF 1 71.9 187.0N ME216407 CHEAX J0308384822 WHS0:II 6005.81.NUU



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AURORA, ILLINOIS 60503



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Telephone (630) 898-9630 Fax (630) 898-4875

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1425 West Ogden Ave.

AURORA, ILLINOIS 60503



Telephone (630) 898-9630 Fax (630) 898-4875

RECOMMENDED OPERATION 01CVZ 02CVZ4 30K 03CVZBAL4 03CVZBSERP 02CVZ03	SERVICES OPERATION DESCRIPTION LUBE, OIL & FILTER 30,000 MILE MAINT. BALANCE 4 WHEELS REPLACE SERP BELT. 3,000 MILE MAINT.	N MO/MI TOTAL MO MI MI MI MI MI	OPENATION 02CVZ2 15K 03CVZBAL2 03CVZBELTV 03CVZSVTRAN 03CVZSSVTRAN 03CVZBSERPP	OPENATION D 15,000 MILE N BALANCE 2 W REPLACE DRIV TRANS SERVIC REPLACE ALL	AAINT. HEELS HE BELT E BELTS	
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MILEAGO QUT	260974 0. 36252 T51F96F		0N/			283584 DEALEH NO. 02/06/08 578 9003 EL GARGO
		30pm PHICRITY Bernigaton to An expression LAUCR RATE	rize (he rapair work herein aet nage to vehicle of articles leit availatility of parts or delays in operate the vehicle herein de echanicis lien is hereby acknow	forth to be done along with the In vehicle in tase of tire, the parts shipments by the suppl scribed on atreats, highways ledget on below vehicle to set	a necessary metantal and agree it or any other dause bayond yr (or or transporter, i haroby drant or elsewhore for the purpose sture the amount of repairs there:	or testing and/or inspection.
JOH	FUEL PUMP MODULE		-tw	PRELIMINARY ESTIMATE & C ESTIMATE (1)*	1	
	-for p	rablen, :Lse?	FLOA	Hang REVISED ESTIMATE (2)	LAG UP DV	ИВУ
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8	IAKKAN		83552	vary due to po may be discov ANY WARRAG MADE BY TH LY DISCLAIM INCLUDING FITNESS FO	And proce fluctuations and/or ored at the work progressee. NTIES ON THE PRODUCTS IE MANUFACTURER. THE S S ALL WARRANTIES EITHE ANY IMPLIED WARRANTY	Sold Hereby Are Those Beller Hereby Express- R Expressed or implied of Merchantadility or E and Neither Assumes To Assume for IT Any
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1425 West Ogden Ave.

AURORA, ILLINOIS 60503

Telephone (630) 898-9630 Fax (630) 898-4875



WO/MI TOTAL RECOMMENDED SERVICES OPERATION DESCRIPTION OPERATION TOTAL. MO/WI 15,000 MILE MAINT. BALANCE 2 WHEELS OPERATION DESCRIPTION Μ 02CVZ2 15K 03CVZBAL2 OPERATION LUBE, OIL & FILTER 30,000 MILE MAINT. BALANCE 4 WHEELS REPLACE SERP BELT. M мо 01CVŻ 02CVZ4 30K MI MI REPLACE DRIVE BELT MI 03CVZBELTV 03CVZSVTRANS TRANS SERVICE REPLACE ALL BELTS MI 03CVZBAL4 03CVZBSERP ML **Ö**3CVZBSERPP мi 3.000 MILE MAINT. 02CVZ03 OPERATION DESCRIPTION SERVICE HISTORY OPERATION TECHNICIAN TYPE ENGINE DRIVEABILITY BODY ELECTRICAL BODY ELECTRICAL ENGINE OIL LEAK MILEAGE ADVISOR REPAIR ORDER 33CVZ 40CVZ DATE 11432 11432 11432 454 3562 W W W W W 283584 283552 02/06/08 1454 35628 40CVZ 30CVZ10IL 40CVZ 02/06/08 01/30/08 1454 35529 283265 11432 BODY ELECTRICAL 34787 282393 1454 ŏi/īŏ/ŏš INTERIOR TRIM 07CVZ i454 Ŵ C Ε Ŕ Ι $\overline{\mathbf{S}}$ E ν SALESPERSON NO. 36252 PRODUCTION DATE 285499 37590 YEAR/MAKE/MODEL DATE OUT 1G12T51F96F LUNG DEALER NO **03/20**/08 36514 GMPP SERVICE CONTRACT 01710706 MILEAGE OUT 9852 CONTRACT NO. 09/02/11 65.578 MAROON/ MONTGOMERY, IL 27538 35,702 RICK KRUSE DATE WHEN AIR CONC Тинво ČΫZΖ Ä Υ I hereby authorize the repair work herein bet forth to be done slong with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of the, that or any other cause beyond your control or for any delays caused by unavailability of parts of delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on strates, highways or elsewhere for the purpose of tealing and/or inspection. An express mech (0 -YES SAVE FAR 08-593m 03720708 -07:30pm YES APPOINTMENT CURTOMES'S CELI .100 EXTENDED • WARR. CLAIM CHECK CLICK NOISE IN STEERING **WET** 18CVZ 11 -LIKOA TIOROD NO. PERSON CONTACTED NOISE 600 PRELIMINARY DC0 TIME -BY DATE REVISED BODYELACTRICAL **SNMATE** ₩ * 40CVZ * é0 2 AIR BAG LIGHT IS ON 500B 04 BY TIME DATE HEVISE ESTIMATE (2) 16-1-21 ON BOUL تعطعان æd, y~y~@kel <u>orr</u> BODY ELEC ICAL ₩ * 40CVZ1 (500.0) .3 I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL REMOTE TRANSMITTER INOP APPROVAL OF THE ABOVE REVISED ESTIMATES. 3/20/08 Please note that these specified charges are estimates only and may vary due to parts price fluctuations and/or possible additional labor that may be discovered as the work progresses. ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER, THE SELLER HEREBY EXPRESS 00222139 LY 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 FEMINITY 102E Needs-Fit Bards LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. AMOUNT EO, NO, ł SUBLET 785499 4 CUSTOMER COPY PAGE 1 OF 1 02.9 187.0N ME216447 CHEAX J0308384822 WHE0:II 6005.81.NUU

AN AMERICAN REVOLUTION

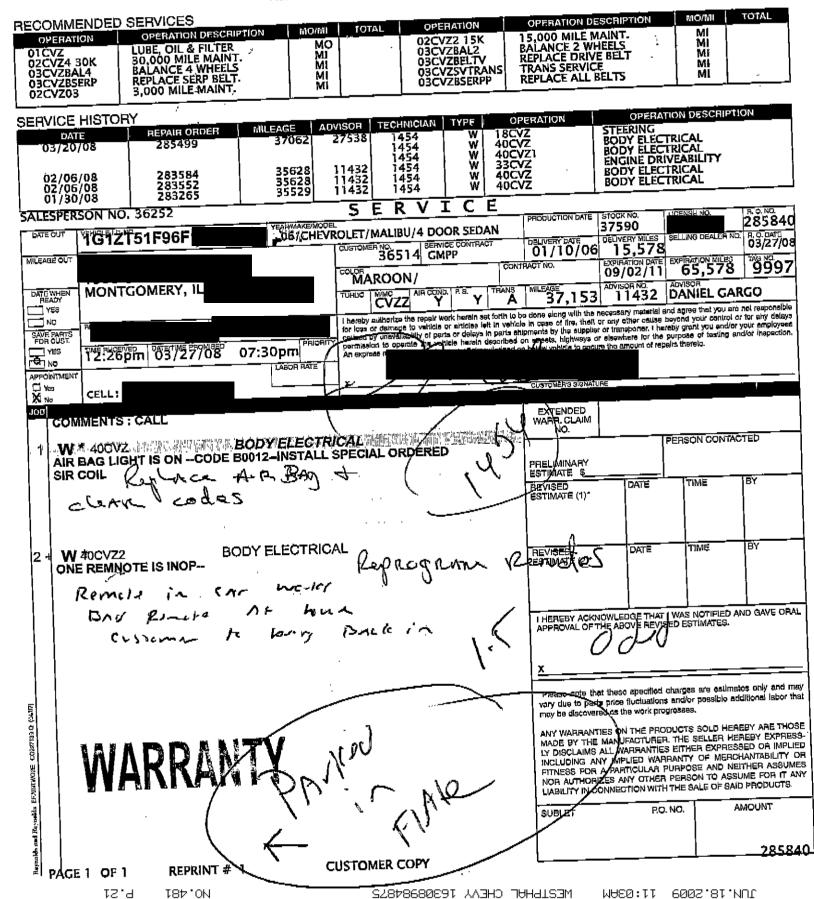
RON WESTPHAL CHEVROLET

1425 West Ogden Ave.

AURORA, ILLINOIS 60503



Telephone (630) 898-9630 Fax (630) 898-4875



CUSTOMER #	: 36514		·	*	302824	Ro	AZ5 West Ogden	Ave.	al
MONTGOMERY	, IL	cont : n/a			PAGE 1	Telephone (63)	JRORA, ILLINOI: 0) 898-9630 Fe balle at www.we	x (630) 898–	4875 7.com
HOME BUS:		CELL:		SER	VICE ADVISO	R: 44666 J	ON MANSFI MILEAGE		TAG
COLOR	YEAR	MAKE/MODEL	U, <u>````````````````````````````````````</u>			LICENSE			
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,,,,RÉPLAC	ED CAT ****					• • • • • • • • • • • • • • • • • • •	***		

WARRANTY STAT	EMENT AND DISCL	AIMER: PLEASE SEE	THE DEALERSHIP	STOP SUPPLY COSTS: We	DESCRIPTION	TOTALS
LIMITED WARRANT	Y ON THE REVERSE	NDEOF THIS REPAIR	INVOICE	have added a charge equal to 5% of the total cost of labor and	LABOR AMOUNT	0.00
Original Estimato (Perts & Labor)	Total Additional Coat Authorized	Approved By/Telephone No.:	Date & Time	parts, not to exceed \$25.00, to	PARTS AMOUNT	0.00
3	s			the Repair Order for shop supplies used in connection with	GAS. OIL, LUBE	0.00
Revised Edunate				this repair.	SUBLET AMOUNT	0.00
s					MISC. CHARGES *	0.00
By algning below.	you acknowledge I	hal you were notifie as/rapairs itemized	in this invoice and		TOTAL CHARGES	0.00
that you received	(or had the opport	unity to inspect) ar	ny replaced parts 05	UNLESS OTHERWISE	LESS INSURANCE	0.00
payment of the Am		ig returned to you i	h exchange for your	INDICATED.	SALES TAX	0.00
DATE	CUSTOMER SIG	ATURE	AUTHORIZED DEALERS	HIP REPRESENTATIVE SIGNATURE	PLEASE PAY	
					THIS AMOUNT	0.00

Thank You, We really appreciate your business! DESTOMER COPY

P.ZZ 184.ON ME216407 CHEAN J0308684822 MAE0:11 0005.81.NUU

CUSTOMER # MONTGOMERY HOME:		CONT:N/A			304621 INVOICE*	Telephone (6: Visit our w	1425 West Ogde URORA, ILLINO 30) 895-9630 F ebsite at www.w	IS 60503 ax (630) 898⊣ estphalchev}	
BUS: COLOR	YEAR	CELL: MAKE/MODEL		321			RICHARD J MILEAGE	IN/OUT	TAG
MAROON		HEVROLET MA	LIBU PROMIS		151F96F PO NO.	RATE		/ <u>52398</u> NV.t	T7925
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<u>10JAN06 DI</u> R.O. OPEN		02SEP2011 READY	<u>19:00 04</u> OPTIONS			R_MFI_DOHC			<u>, </u>
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,,,,REPLAG ,,,,OK BRAKES)	*** ARE NOI NG CUSI	OMER DECLU	ASSIST M	ndiicnii Nvinngai	OULE AND OU LIKE TO ACCESSORIE		RÈTEST - } **** N PARTS,S: TODAY AN:	D START	

WARRANTY STAT	EMENT AND DISCL	AIMER: PLEASE SEE	THE DEALERSHIP'S	SHOP SUPPLY COSTS: We	DESCRIPTION	TOTALS
LIMITED WARRANT	Y ON THE REVERSES	IDEOF THIS REPAIR	NVOICE	have added a charge equal to 5% of the total cost of labor and	LABOR AMOUNT	0.00
Original Estimate (Parta & Labor)	Total Additional Cost Authorized	Approved By/Telephone No.:	Dale & Time	parts, not to exceed \$25.00. to	PARTS AMOUNT	0.00
5	5			the Repair Order for shop supplies used in connection with	GAS, OIL. LUBE	0.00
Revised Estimate	d		·	this repair.	SUBLET AMOUNT	0.00
<u> </u>					MISC. CHARGES *	0.00
By eighing below, the Dealership to	you acknowledge the parform the servic	hat you were notified es/repairs itomized	in this invoice and	ALL FAR IS ARE NEW	TOTAL CHARGES	0.00
that you received	(or had the opport)	unity to inspect) an	y replaced parts as	UNLESS OTHERWISE	LESS INSURANCE	0,00
payment of the Ame	. The vehicle is bein ount Due,	g returned to you in	s exchange to: your	INDICATED.	SALES TAX	0.00
DATE	CUSTOMER SIGN	ATURE A	AUTHORIZED DEALERS	HIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	0,00

Thank You. We really appreciate your business! DEALERCAP (2006 ADP (08/07) BERVICE (NVOICE TYPE 2- 5/20- (ILLINOIS - 6660014 CUSTOMER COPY

JUN.18.2009 11:03AM MESTPHAL CHEVY 16308984875

CUSTOMER #	: 36514			•	305021 *INVOICE*	RO CHE	1425 West Ogde		al
MONTGOMERY HOME :	, IL	CONT:N/A		CEE	PAGE 1 VICE ADVISOR:	Telephone (6 Visit our v	AURÓRA, ILLÍNO 30) 898-9630 F /ebsite at www.w RICHARD_J	IS 6050 3 ax (630) 898- estphaichev	-4875 y.com
COLOR	YEAR	CELL: MAKE/MODEL		0		LICENSE		IN/OUT	TAG
WARROW				1010	r51F96F1		52508	/52598	T8105
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C** SQUEAN CAUSE: SIN	K NOISE R COIL & D INFLAT	IN STEERIN SQUEAKING I	ng Pad Whi In Steerii	en tur Ng Pad		******	****		
WARRANTY STAT	EMENT AND D	ISCLAIMER: PLEASE	SEE THE DEALER	have	OP SUPPLY COSTS: added a charge equal	to LADOD A		TOT	TALS
Original Estimato (Perts & Labor)	Total Additional Authorized	Cost Approved		5%	of the total cost of labor s, not to exceed \$25.00.	arid			
(Peru & Lebor) Ş	S	Strangenone No.:		the	Repair Order for a	DOP CAS OIL			
Revised Estimate	- S				blies used in connection v repair.	ŞUBLET /			
S By signing below.		ge that you were no	tified of and author			MISC. CH			
the Dealership to	perform the s	ge that you were no grvices/tepairs itemi: portunity to inspect being returned to yo	zed in this involce	e and its a≴	ALL PARTS ARE NEW UNLESS OTHERWISE		HARGES		
requested by you.	The vehicle is	being returned to ye	ou in exchange for	ryour	INDICATED.	SALES TA			
DATE	ount Due.	SIGNATURE			PRESENTATIVE SIGNATURE	PLEASE	PAY		
. <u> </u>			-	<u> </u>		THIS AN	NOUNT		
		Thank ?	Una We	nen Plu	appreciate un	un husi	cess!		

Thank You. We really appreciate your business? DEFERCAP (19409 ADP (19407) SERVICE INVOICE TYPE 2-5120-ILLINOIS-5000014 CUSTOMER COPY

JUN:18.2009 11:034W MESTPHAL CHEVY 16308984875

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CUSTOMER #:	36514				305021	Ro	r Wes	tbh	al
				÷	INVOICE*	CHE	ROLET		<u>~</u>
MONTGOMERY . HOME		Cont : N/A			PAGE 2	A Telephone (63	1425 West Ogder URORA, ILLINO 0) 898-9630 Fa sbalte at www.we	S 60503 Ix (630) 898-4	1875 7,com
BUS:		CELL:		SEF	RVICE ADVISOR		ICHARD J		
COLOR	YEAR	MAKE/MODEL		1	VIN	LICENSE	MILEAGE	IN/OUT	TAG
MAROON	06 CHE	VROLET_MA	LIBU	lG1Z	F51F96F		52598/	52598	T8105
	PROD, DATE	WARR. EXP.	PROMIS	ED	PO NO.	RATE	PAYMENT	INV. C	ATE
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		MMER: PLEASE SEE		STATES SHOP SUPPLY COSTS: We	DESCRIPTION	TOTALS
		IDE OF THIS REPAIRI		have added a charge squal to 5% of the total cost of labor and	LABOR AMOUNT	0.00
Original Estimato (Pana & Lebor)	Total Additional Cost Authorized	Approved By/Telephone No.:	Date & Time	parts, not to exceed \$25.00, to	PARTS AMOUNT	0.00
5	3			the Repair Order for shop supplies used in connection with	GAS, OIL, LUBE	0.00
Revised Estimate	5			this repair.	SUBLET AMOUNT	0.00
S .	*			·	MISC. CHARGES	0.00
		iat you were notified as/repairs iterritzed		ALL PARTS ARE NEW	TOTAL CHARGES	0.00
that you received	(or had the opportu	inity to inspect) an g religimed to you in	y replaced parts as	UNLESS OTHERWISE	LESS INSURANCE	0.00
payment of the Amo	unt Due.				SALES TAX	0.00
DATE	CUSTOMER SIGN.	ATURE A	AUTHORIZED DEALERS	HIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	0.00_

Thank you. We really appreciate your business! DESTERCAP @2008 ADP (08/07) SERVICE INVOICE TYPE 2: 6/2 - ILLINOIS - 20080074 CUSTOMER COPY

JUN. 18. 2009 11:04AM MESTPHAL CHEVY 16308984875

CUSTOMER #	: 365	514				306031	RO	n Wes	stph	al
					*	INVOICE*	CHE	AOLET		<u> </u>
MONTGOMERY HOME	, IL		Cont:n/a			PAGE 1	A Telephone (6: Visit our w	1425 West Ogder WRORA, ILLINO 30) 898-9630 Fr ebsite at www.we	IS 60503	4875 /.co m
BUS:			CELL:		SER	VICE ADVISOR:		RICHARD J		
COLOR	YEAR		MAKE/MODEL	· · · · · · · · · · · · · · · · · · ·		VIN	LICENSE	MILEAGE	IN / OUT	TAG
MAROON	0.6		VROLET MA			C51F96F		53533/	/ <u>53533</u>	<u>T8493</u>
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WARRANTY STATE	MENT AND DISCLA	IMER: PLEASE SEE	THE DEALERSHIP	SHOP SUPPLY COSTS: We	DESCRIPTION	TOTALS
		IDE OF THIS REPAIRI		have added a charge equal to 5% of the total cost of labor and	LABOR AMOUNT	0.00
Original Estimate (Parts & Labot)	Totel Additional Cost Authorized	Approved By/Telaphorie No.:	Dale & Time	parts, not to exceed \$25.00, to		0.00
S	3			the Repair Order for shop supplies used in connection with	GAS, OIL, LUBE	0.00
Roviaed Estimate	3			this repair.	SUBLET AMOUNT	0.00
					MISC. CHARGES *	0.00
the Dealership to	perform the service	nat you were notified es/repairs itemized	in this involce, and	ALL PARTS ARE NEW	TOTAL CHARGES	0.00
that you received	(or had the opportu	hily to inspect) any a returned to you in	y replaced parts as	UNLESS OTHERWISE	LESS INSURANCE	0.00
payment of the Amo			exemple of your	INDICATED.	SALES TAX	0.00
DATE	CUSTOMER SIGN.	ATURE A	UTHORIZED DEALERS	MIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

Thank You. We really appreciate your business! DESIGNCAP (2008 ADP (08/07) SERVICE INVOICE TYPE 2-SIRC-ILLINOIS-8008014 CUSTOMER COPY

N0.481 P.26

100.18.2009 11:04AM MESTPHAL CHEVY 16308984875

CUSTOMER #	: 365	514			302359	Roi		tpl	hal
MONTGOMERY HOME : BUS :		CONT:N/A CELL:			PAGE 1 VICE ADVISOR:	Al Telephone (63 Visit our we	1425 West Ogden URORA, ILLINOIS 0) 898-9630 Fa baite at www.we CHAEL J F MILEAGE	Ave. S 60503 × (630) 898 stphalchev RANTZEI	y.com
COLOR	YEAR	MAKE/MODEL		<u> </u>		CIOENGE			
MAROON	06	CHEVROLET MA	LIBU	_1G1Z1	r51F96F		50392/		T7045
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A SERVICE 33 EN ,,,,CHECK	75	RIVEABILITY 71 CPC		NING OI		******	0.00	0	.00



WARRANTY STATE	MENT AND DISCLA	IMER: PLEASE SEE	THE DEALERSHIP'S	SHOP SUPPLY COSTS: We	DESCRIPTION	TOTALS
		DEOF THIS REPAIR!		have added a charge equal to 5% of the total cost of lebor and	LABOR AMOUNT	0.00
Originai Estimate (Peris & Labor)	Total Additional Cost Authorizad	Approved By/Talaphona No.:	Date & Time	parts, not to exceed \$25.00, to	PARTS AMOUNT	0.00
\$	S			the Repair Order for shop supplies used in connection with	GAS, OIL, LUBE	0.00
Revised Estimate	e			this repair.	SUBLET AMOUNT	0.00
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			i of and authorized In this invoice and	ALL PARTS ARE NEW	TOTAL CHARGES	0.00
that you received	(or had the opportu	nity to inspect) any	y replaced parts as exchange for your	UNLESS OTHERWISE	LESS INSURANCE	0.00
payment of the Amo		y returned to you in	exclange for your		SALES TAX	0.00
DATE	CUSTOMER SIGN/	ATURE A	NUTHORIZED DEALERS	HIP REPRESENTATIVE SIGNATURE	PLEASE PAY	
					THIS AMOUNT	0.00

Thank you. We really appreciate your business! CUSTOMER COPY

CUSTOMER #				,	300740 *INVOICE* PAGE 1	A Telephone (63	1425 West Ogdet URORA, ILLINO 10) 898-9630 Fi abalte at www.ww	IS 60503 ax (630) 898-4	al
HOME : BUS :		CONT:N/A CELL:		SEF	NICE ADVISOR		ICHARD J		
COLOR	YEAR	MAKE/MODEL			VIN	LICENSE	MILEAGE		TAG
MAROON	06 C1	HEVROLET MA	LIBU	1G1Z	<u>r51F96F</u>			/49049	
DEL. DATE	PROD. DAT	TE WARR. EXP.	PROMIS	ED	PO NO.	RATE	PAYMENT	INV. D	ATE
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		the second s			에는 이상이 아들 (U.C.) 이 아들				

	EMENT AND DISCL				DESCRIPTION	TOTALS
	TY ON THE REVERSES			have added a charge equal to 5% of the total cost of labor and	LABOR AMOUNT	0,00
Original Estimato (Parts & Labor)	Total Additional Cost Authorized	Approved By/Telephone No.:	Date & Time	parts, not to exceed \$25.00, to	PARTS AMOUNT	0.00
5	5			the Repair Order for shop supplies used in connection with	GAS, OIL, LUBE	0_00
Revised Estimate	5	1		this repair.	SUBLET AMOUNT	0.00
Bu classicity fragment	aunti malamanda dan M	<u> </u>			MISC. CHARGES -	0.00
the Dealership to	you acknowledge the perform the service	ea/repairs Itemized	in this invoice and	ALL PARIS ARE NEW	TOTAL CHARGES	0.00
) (or had the opportu I. The vehicle is bein				LESS INSURANCE	0.00
payment of the An		g 101011100 10 you n	- oxonenge tor you	INDICATED.	SALES TAX	0.00
DATE	CUSTOMER SIGN	ATURE A	AUTHORIZED DEALERS	HIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

Thank you, We really appreciate your business! DEFINICAP (22008 ADP (08/07) BERVICE INVOICE TYPE 2 · 8/2C · ILLINOIB · 9808014 CUSTOMER COPY

N0.481 P.28

100.18.2009 11:04AM MESTPHAL CHEVY 16308984875

CUSTOMER #	: 36514			•	300707	RO	n Wes		al
MONTGOMERY HOME : BUS : COLOR	, IL	CONT : N/A CELL : Make/Model		SER	PAGE 1 VICE ADVISOR	Telephone (6 Visit our w	1425 West Ogder AURORA, ILLINOI 30) 898-9630 Fa rebsite at www.we RICHARD J MILEAGE	IS 60503 ax (630) 698- astphalchev KRUSE	4875 y.com
MAROON DEL DATE	06 CH	EVROLET MA	LIBU PROMIS		F51F96F1 PO NO.	BATE	49047/	49047	T6377
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WARRANTY STATE	MENT AND DISCLA	MER: PLEASE SEE	THE DEALERSHIP			TOTALS
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(Parls & Lebor)	Authorized	By/Telephone No.:		parts, not to exceed \$25.00. to	PARTS AMOUNT	0.00
\$	4			the Repair Order for shop supplies used in connection with		0.00
Rovised Estimate	s			this repair.	SUBLET AMOUNT	0.00
By signing below, y	l <u>.</u> Iou ackoowloddo th	l Al VAL Ware bollfla	of end authorized		MISC, CHARGES	0.00
the Dealership to	betform the service	s/répairs itemized	in this invoice and	ALL PARTS ARE NEW	TOTAL CHARGES	0.00
that you received (requested by you.	(or had the opportu The vehicle is being	hity to inspect) an returned to you in	y replaced parts as exchange for your	UNLESS OTHERWISE	LESS INSURANCE	0.00
payment of the Amol	uht Due.	,	· •··•	INDICATED:	SALES TAX	0.00
DATE	CUSTOMER SIGNA	ATURE	AUTHORIZED DEALERS	HIP REPRESENTATIVE SIGNATURE	PLEASE PAY	
					THIS AMOUNT	0.00

Thank You. We really appreciate your business! DESTERCAP (02000 ADP (00/07) SERVICE INVOICE TYPE 2 · SIZC · ILLINOIS · BEBBED14 CUSTOMER COPY

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100.18.2009 11:04AM MESTPHAL CHEVY 16308984875



General Moions Corporation Business Resonance Center PO Box 33170 Defroit, MI 48232-5170

VIA FAX ONLY

June 16, 2009

Angelina Russo, Esq. Consumer Legal Services, PC 649 N York St Elmhurst, IL 60126

RE:

Service Request: 71-721957815 2006 Chevrolet Malibu Vehicle Identification Number: 1G1ZT51F96F Customer Relationship Specialist: Michele Valykeo

Dear Ms. Russo:

This is to advise that General Motors is in receipt of the above referenced case dated June 11, 2009. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.



Copy of owner's current title and/or registration Other: Release of Lien/Payment History General Motors Corp

General Motors Corporation ATTN: BRC Legal P.O. Box 33170 Detroit. MI 48232 Finance Buyer's agreement Repair order agreement

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation









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RELEASE OF LIEN INFORMATION

Ι	,
(Client's Name)	,
hereby authorize(Lien holder Na	
(Lien holder Na	ame)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	ding my loan account # (Account Number)
	(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, including	ng but not limited to a complete payment history of my account, a
loan payoff amount, and per diem inform	mation.
_	
Date	
V	EHICLE INFORMATION
The surrent vahials milenge is	Data milanga randı
The current venicle inneage is	Date mileage read:
Signature	Signature















RON WESTPHAL CHEVROLET, Inc.

1425 West Ogden Ave. • Aurora, IL 60503 • (630) 898-9630

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DATE _			ŗ		XX o D USER :	37590 STOCK #			
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	2006	CHEVROLET	MODEL	- MAROON		1G12751F96F			
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Base Price						Selling Price	N/A		
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					[Cash Difference	16995.00		
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						Service Contract	N/A		
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		l	License Plate #			License & Title	18138,29		
, "			License Sticker #		·	Sub Total	N/A		
<u>-</u>			Expiration Date			Payoff			
						Total	18138.29		
			,,,			Rebate if Applicable	N/A		
						– Deposit	19,00		
						<u> </u>	638,00		
نه 			It is understood that these lis or accessories, nor does G				17481.29		
			or accessories, nor does c them. The Warranty will be t of the items.	furnished by the Instal	ler or manufacture	Amount Financed	1/481.29		
				tios eliber express or	No pub	lic liability or property dama	age insurance issued		

The Seller Ron Westphal Chevrolet, Inc., hereby expressly disclaims all warranties, either express or Implied, including any implied warranty of merchantability or fitness for a particular purpose, and Ron Westphal Chevrolet, Inc. neither assumes nor authorized any other person to assume for it any liability in connection with the sale of the vehicle. "NOT A BINDING CONTRACT THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY THE DEALER'S AUTHORIZED REPRESENTATIVE IN SECOME BINDING UNTIL ACCEPTED BY THE DEALER'S AUTHORIZED REPRESENTATIVE IN THE CASE OF A TIME SALE. THE DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL A FINANCE SOURCE APPROVES THIS ORDER AND AGREES TO PURCHASE A RETAIL INSTALL-MENT CONTRACT BETWEEN THE PURCHASER AND THE DEALER BASED ON THIS ORDER. Purchaser contiles he is of majority age and has received a true copy of this Order. "Document lee includee that part of general overhead costs as unit sold represents. Ceneral overhead costs are functer defined as floor plan Interest, storage, porter and hiker costs, after sale policy work and Inventory Insurance, and may be construed as additional profit.) agree that the allowance and/or deposit as shown is correct Accepted Dealer

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with this transaction.

22-7

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RETAI	L INSTALLM	IENT CONT	RACT – MOTOR V	/ehicle – sim	PLE INTER	EST	No	<u>N/A</u>	/ Amount Financed	
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rate.	ſ	1				\$ 26444.52	To: N/	A Net Trac	ie \$	<u>N/A</u>
<u> </u>		<u>8.23 \$</u>	19979_2	9 <u>\$ 25</u>	<u>787.52</u>		Unpaid 8a	Amounu Pa Jance of	lid on Your Account 16	738,00
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. Committee Ven and oldi	na a security int	arest in the do	ods being pürchased a	nd in any moneys,	credits or other	property of yours		B, Model of Suyer	e irade-in	
I in the possession of t	no Assignee, on	ashoar or on	61 W130.				(Paid to)			
Late Charge: If any p	ayment is ten (1	0) days late, y	ou will be charged: i) 5	% of the installmen	t if the instalim	ent is in excess of \$200.00;		e Companios:		N/A
or II) \$10,00 if the lifs	taliment is tor a	ZUQ.UU OF IESS	•				<u></u>	A	- ~ <u>~</u>	N/A
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	ate Flore and Tarada	Blornel.	(Bilbindee A	(irees)	, , , , , , , , , , , , , , , , , , , ,	(City)		(State)	(Zlp)	in the second second
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NOW OF OSOC		IERO OF COMOLO						stanool	1 T	
USED	2009 CH	EVROLET	MALIBU	<u> 4 DOOR</u>	4	1G1ZT51F96F	!;	MAROON	<u></u>	<u> </u>
· · · · · · · · · · · · · · · · · · ·		·			-14-14					<u> </u>
					<u> </u>	· · · · · · · · · · · · · · · · · · ·		/ /		
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the Amount Finance	ad Shown abov	e together wil	marinanca charge c	the actor of C	300,1	Qeach ànd a fibal lristal	iment of S		<u> </u>	beginaling on
per annum from OCTOBER.		maturity in	71 Igsta	and continuing		a a a 1 a a a a a a a a a a a a a a a a		المامير وبالرباء الأقورين	All payments sha	ill be applied first
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installments will be	r paid when due TS: Selice is any). Guarantor, stod 4 puzzbar	it any, guarantees coi www.money.security.inter	ection of an amou set in the motor ve	bicle described	above and all accessions und	jer the lilihois	Uniform Comme	rcial Code until the	Total of Pavinetits
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ACCELERATION: E	Buyer agrees t	hat (1) If Buy parranty mark	/ar shail default in ti Mhy Bayer herein: c	ie bayment of an ir (31 If the moto	y installment s vehicle shal	of the Total of Payments (Ibeijost, stolen, substanti Ion of any law or broinanc r property, of Buyer shall Insegure, or (3) If Buyer s Payments and all other	ally damág	ed,≃destroyed, s	old, encumbered	I, removed, con-
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for \$200.00 or les	ss. In addition,	, Buyer agree	s to pay teasonable	attorneys'ifees	costs and exp shafter accelle	a installyment ir fnerinstallif enses incurred in the colle ration-upondenturit, at the	iction prien Annual Per	orcement of the contage Rate sta	i deor or in realiz ited herein so loi	ig as there exists
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if such insurance	e is to be obta	ined through	i Seiler, the cost to	ra terni or 🔡 👘	<u>.,,,, </u>	, , , , , , , , , , , , , , , , , , ,		_		
			WEARS FOR BORN	VIN DRV AND 1	DODDCD'TV N	AMAGE CAUSED TO OTHI	ers is not	INCLUDED IN	THIS CONTRACT	o tha appropriate
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24 f û	N/A	N/A		N/A		09/02/2006
N/A (Ago of Insured) (Signature)	(Date)	(Age of Insured)	(Signature)	(Date)		09/02/2006
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(Age of Insured) (Signature)	(Date)	(Age of Insured)				
SEE REVERSE HEREOF FOR IN	IFORMATION ON	POSSIBLE REFORD	OSED GROUP CRE	DIT LIFE INSUR	RANCE	
If a charge is made above for credit insurance Policy is to be purchased	life insurance and if 60 on the life of the Buyer (insurer)		وجر بهياية المستحد المحاد المالية	eleminded (SKSC DD	-10-6 1131 102 0903936500 12001 0360	rance written under a Group Credit Life cate by
<u>N/A</u>	• •		ammened on the dat	a of this contra:	· · · · · · · · · · · · · · · · · · ·	ly scheduled maturity date of the edness in an amount computed by be applied to reduce or extinguish
The amount of premium is sh indebtedness. The initial amoun multiplying the amount of the p the indebtedness. If insurance entitled thereto, Refund formula	own above. The te t of insurance will t ayment by the ratio is terminated prior is on file with the D	rm of insurance will co be equal to the initial inc o of initial insurance over to the scheduled matu irector of insurance and	er the initial Indebted urity date of the Inde with creditor. All of the	ecrease as any p ness. The procee btedness, any p ne foregoing is su	ayment is made on the indebi ds of any insurance paid will remium refund will be paid to ibject to the provisions of the N/A	be applied to reduce or extinguish or credited promptly to the person pertificate of insurance to be issued.
N/A		_ , the cost fo	or a term of	months will be	\$	
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Seller: RON WESTPHAL	CHEVROLET					
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By:	······································			(D)		
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Michele	То	paul.mcnair@gm.com		
Valykeo/Austin/GM1	cc			
06/16/2009 03:32 PM	bcc			
	Subject	VIN: 1G1ZT51F96F	Customer:	BRC

This is a message for Paul McNair $D \lor M$:

Hi, my name is Michele Valykeo. This email is to follow up on my voicemail regarding Service Request 71-721957815 for customer Hedlof Wilde. The customer's vehicle is a 2006 Cherolet **Malibul** with 52,598 miles. The VIN is **1G1ZT51F96F** The customer has been working with RON WESTPHAL CHEVROLET, INC. of AURORA, IL and is a former NATIONAL/ALAMO RENTAL CAR. Due to time constraints, your response to this e-mail is required within **48** hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption will option "B".

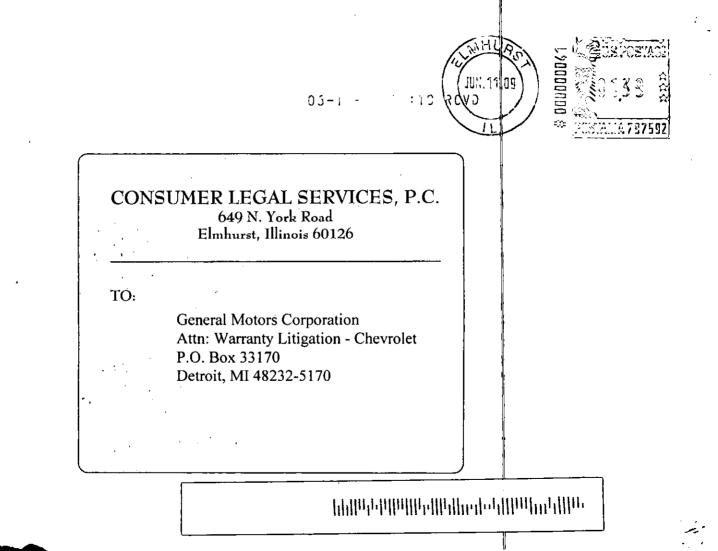
Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Michele Valykeo Business Resource Center

Aditya Birla Minacs

Phone: (866) 790-5700 ext. 21359 Fax: (866) 554-4010 Email: michele_valykeo@gmexpert.com



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CONSUMER LEGAL SERVICES, P.C.

649 N. York Road, Elmhurst, IL 60126 (630) 834-4100 – Office (630) 834-2196 – Fax <u>www.LemonAuto.com</u>

Ronald J. Bolz Mike K. Kim Angelina R. Russo Writer's Email Address <u>ARusso@LemonAuto.com</u>

June 11, 2009

General Motors Corporation Attn: Warranty Litigation - Chevrolet P.O. Box 33170 Detroit, MI 48232-5170

RE:

2006 Chevrolt Malibu VIN: 1G1ZT51F96F

To Whom It May Concern:

Please be advised that we represent a constraint of the above-referenced vehicle purchased at Ron Westphal Chevrolet Inc. located in Aurora, Illinois, on or about September 2, 2006. Pursuant to the Illinois Uniform Commercial Code and the Federal Magnuson-Moss Warranty Act, there may be a breach of the express and implied warranties based on the nonconformities my clients have experienced with the vehicle. Since the date my clients took delivery, the vehicle has been in for repairs on at least twelve (12) different occasions, and the vehicle continues to experience problems.

Please contact our office regarding our clients' concerns about their vehicle. I have attached our clients' Buyer's Order, Current Vehicle Registration and repair documents to date which outline the current concerns and ongoing problems with the subject vehicle.

We look forward to resolving this matter with you. Thank you for your attention to this matter.

Very truly yours, CONSUMER LEGAL SERVICES, P.C.

angelina R. Russo

Angelina R. Russo Attorney at Law

ARR/jjh Enclosures



RON WESTEHAL CHEVROLET, Inc.

1425 West Ogdect & State Aurora, IL.60503 • (630) 898-9630

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ptional Equipment	. I	TTD			Trade	N/A
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······			DOB		Taxas	1065 . 96
	NII	ogo New	1557B		Other Taxes	N/A
	Mik	age Trade			Service Contract	N/A
	Lice	nse Plate #			License & Title	19.00
		nse Sticker #			Sub Total	18138.29
	Exp	Inetion Date	*	<u>\</u>	Payoff	N/A
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	als.	inderstood that these listed its consorties, nor does Ganarat	As are not General	Motors options	C.O.D.	638.00
	them	The Warranty will be fun igh	d by the installer o	y manufacturer / menufacturer	Amount Financed	17481,29

The Seller Ron Wessphall Chevrolet, Inc., hereby expressity disclaims all warrantion, all at express or molied, including any implied warranty of mentiumiability or Reases for a particular particular and Ron Wessphall Chevrolet, Inc. nother assumes not extendees any often parson to estact a 12 any Robility in connection with the sale of the validite. NOT A BANDING CONTRACT THIS ORDER'S SHALL NOT BECOME BINDING UNTIL ACCEPTED BY THE DEALER'S AUTHORIZED REPRETEDITATIVE IN THE CASE OF A TIME ISALE. THE DEALER'S AUTHORIZED REPRETEDITATIVE IN THE CASE OF A TIME ISALE. THE DEALER'S AUTHORIZED REPRETEDITATIVE IN THE CASE OF A TIME ISALE. THE DEALER'S AUTHORIZED REPRETEDITATIVE IN THE CASE OF A TIME ISALE. THE DEALER'S AUTHORIZED REPRETEDITATIVE IN THE CASE OF A TIME ISALE. THE DEALER'S AUTHORIZED REPRETEDITATIVE IN THE CASE OF A TIME ISALE. THE DEALER'S AUTHORIZED REPRETEDING THAT IN RENT CONTRACT BETWEEN THE PURCHASER AND AGREES TO PURCHASE A REFUL INSTALL-MENT CONTRACT BETWEEN THE PURCHASER AND THE DEALER BASED ON THIS ORDER. Purchased or the of majority age and has received a true copy of this Order.

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• Document free includes that part of general overhead costs as unit sold représente. On the overhead costs are further defined las Bour plan interest, storage, porter and liker costs, alles aux, policy sorte and livertony traumanos, and may be construid as additional profit.

No public liability or property damage insurance lasved with this transaction.

the server

I agree that the allowance and/or deposit as shown is correct

Accepted Dealer

I representative of the dealer)

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History List

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Page 1 of 3

History List		··· >··	:		·		-		ADP w.e	
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number:	36514	Customer:			Customer 2:		Phone:	<u> </u>		14-11-2
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Numberiof repair orders:	12	Custo P	omer o ays:	•	Aternals: O	w	arranty\$: 4	323		Tot
Vehicle List —		·	· · · · ·							
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5/4/2009

History List

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Page 2 of 3

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DSDA	RÒ	н	Closed	Odometer Miles/Km			េរីដង្ហាំ		Labor Type	·	Operation	Description
0	302 <u>824</u>	Ē	03/23/2009	50713				A			33	INSTALL ORDERED CAT CONVERTER - SES LIGHT
					446			A	wc	1.50	30108	MANIFOLD, EXHAUST REPLACE
	<u>302359</u>		03/11/2009	50392				A			33	SERVICE ENGINE LIGHT STAYS ON RUNNING OK
					1420			A	CPC	0.00	33	ENG. DRIVEABILITY
•	<u>300707</u>		01/30/2009	49047			ţ	A			33	TOWED IN BY ROAD SIDE - RUNS ROUGH - NO POWER AND EXHAUST IS RED - ADVISEE
					275}H		.;	A	WGMPP	1.50	J4410	DIS MODULE IS SHORTED CAUSING MISFIRE ON CYLINDER'S #2/3 AND CAUSING ROUGH RUNNING CONDITION - REPLACE DIS MODULE TO REPAIR ROUGH RUNNING.
	300740		01/30/2009	49049				A		•	40	REMOTE TRANSMITTER
				:	27538			A	WGMPP	0.50	R4 490	REPLACE AND PROGRAM REMOTE TRANSMITTER TO REPAIR OPERATION
	<u>286894</u>		04/22/2008	38599				A				KNOCKING FELT AND HEARD WITH STEERING - LEFT AND RIGHT SLOWER PARKING LOT SPEEDS
				4	145 65	:4:	£	A	w	0.00	19ÇVZ1	REAR SUSPENSION
	<u>286915</u>		04/22/2008	38609				A				HISSING NOISE IN ENGINE AREA AND ALSO IN STEERING COLUMN NOISE IS EVIDENT
				2	27538	<u>, 6</u> .;	*	A	W	0.00 3	10CVZ	ENGINE MINOR
								в				CHECK FOR OIL LEAKAGE
				4	27538	<u>,</u> 41	÷	в	W	0.00 3	0CVZ1	ENGINE MINOR
	<u>285840</u>		03/27/2008	37153				A				AIR BAG LIGHT IS ON CODE B0012INSTALL SPECIAL ORDERED SIR COIL
				1	1432	.•i	4	A	w	0.00 4	IOCVZ	BODY ELECTRICAL
								в				ONE REMOTE IS INOP
				1	1432	141	4	В	W	0.00 4	OCVZ2	BODY ELECTRICAL
1	285499		03/20/2008	37052				A				CHECK CLICK NOISE IN STEERING
				2	7536	14	Ą,	A	w	0.00 1	BCVZ	STEERING
				-	3.4			B				AIR BAG LIGHT IS ON
				2	7538	145	9	8	W	0.00 4	0CVZ	BODY ELECTRICAL
								c				REMOTE TRANSMITTER
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mfrantze (Mike Frantzen) RWC-S Copyright © 1999 -- 2009 ADP, Inc. Dealer Services Group. All rights

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Gus	tomer mber: 36514	Custo	mer:		Customer 2;		Phone:)		7
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	vince: IL	ZIP/Po	stal:		County: KANE		Country: US	A		
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H VehID	Make Name	Model Name	Vehicle Year	VIN		License Plate	Color	Unit Number	Sticker Number	Stór Nun
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DSDA	ιω	M	Closed	Odometer Miłes/Km	Advisor	Tec mician		Labor Type	Hours	Operation	Description
	<u>300740</u>		01/30/2009	49049			A			40	REMOTE TRANSMITTER
					27538	(3)3	A	WGMPP	0.50	R4490	REPLACE AND PROGRAM REMOTE TRANSMITTER TO REPAIR OPERATION
	<u>300707</u>		01/30/2009	49047			A			33	TOWED IN BY ROAD SIDE - RUNS ROUGH - ND POWER AND EXHAUST IS RED - ADVISEE
					27539	1318	•	WGMPP	1.50	J 4 410	DIS MODULE IS SHORTED CAUSING MISFIRE ON CYLINDER'S #2/3 AND CAUSING ROUGH RUNNING CONDITION - REPLACE DIS MODULE TO REPAIR ROUGH RUNNING.
	<u>286894</u>		04/22/2008	385 99			A				KNOCKING FELT AND HEARD WITH STEERING - LEFT AND RIGHT SLOWER PARKING LOT SPEEDS
					44565	14: -	A	w	0.00	19CVZ1	REAR SUSPENSION
	<u>286915</u>		04/22/2008	38609			A				HISSING NOISE IN ENGINE AREA AND ALSO IN STEERING COLUMN NOISE IS EVIDENT
					27538	ીની: જ	A	w	0.00	30CVZ	ENGINE MINOR
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					27535	UK] *	в	W	0.00	30CVZ1	ENGINE MINOR
	285840		03/27/2008	37153			A				AIR BAG LIGHT IS ON CODE B0012INSTALL SPECIAL ORDERED SIR COIL
					1143:	•	A	w	0,00	40CVZ	BODY ELECTRICAL
							B				ONE REMOTE IS INOP
					114%)	1	8	W	0.00	40CVZ2	BODY ELECTRICAL
	<u>285499</u>		03/20/2009	37052	•		A				CHECK CLICK NOISE IN STEERING
					275%		A	W	0.00	18CVZ	STEERING
							8				AIR BAG LIGHT IS ON
					27538	1. see - s	в	W	0.00	40CVZ	BODY ELECTRICAL
							с				REMOTE TRANSMITTER
					275 36	14 -	С	w	0.00	40CVZ1	BODY ELECTRICAL
	283584		02/07/2009	35628			A				DEFECTIVE FUEL PUMP MODULE SEE RO 263552
					1.45		A	w	0.00	33CVZ	ENGINE DRIVEABILITY
	<u>283552</u>		02/06/2008	35628			A				FUEL GAUGE GOES FROM 1/4 TO EMPTY WHEN TANK IS FILLED TO 1/2 - GAUGE WANDERS
					1:40.		A	w	0.00	40CV2	BODY ELECTRICAL

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			MARCHNODEL					LICENSE	MILEAGE	IN / OUT	TAG
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LIMITED WARRANTY	ON THE REVERSE S	IDE OF THIS REPAIR	INVOICE.	have added a charge equal to		TOTALS
Original Estimate (Parts & Labor)	Total Additional Cost Authorizad	Approved	Date & Time	5% of the total cost of labor and	LABOR AMOUNT	0.00
	Appropriated	By/Telephone No.:		parts, not to exceed \$25.00, to	PARTS AMOUNT	0.00
*	•			the Repair Order for shop supplies used in connection with		0.00
Revised Estimate	•			this repair.	SUBLET AMOUNT	0.00
By signing below, y	ou acknowledge th	hat you were notifie	d of and authorized		MISC. CHARGES *	0.00
the Dealership to	perform the service	es/repairs itemized	in this Invoice and by replaced parts as	I ALL PARTS ARE NEW I	TOTAL CHARGES	0.00
requested by you.	The vehicle is being	g returned to you in	n exchange for your	UNLESS OTHERWISE INDICATED.	LESS INSURANCE	0.00
payment of the Am					SALES TAX	0.00
	CUSTOMER SIG		AUTHORIZED DEALE	ASHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

DealerCAP @2008 ADP 106/07) SERVICE INVOICE TYPE 2 - SIZC - ILLINOIS - BEBBO14

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	INVOICE				
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	·····	14: AUR	25 West Ogde ORA, ILLINOI	en Ave. 5 60603	
MONTGOMERY, IL HOME: CONT:N/A	PAGE 1	Telephone (830)	898-9630 .	Eax (630) A9	98-4875
BUS: CELL:	SERVICE ADVISOR:	Visit our webs			.com
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MAROON 06 CHEVROLET MALIBU	<u>312T51F96F</u>		<u>_52598/</u>		T8105
ULL DATE: PHOD DATE WARE EXP. PROX (PO NO.	FATE	AVMENT	Second. D	ATE
10JAN06 DE 02SEP2012 WAIT	.209	0.00	ash	14MAY0	•
READY OPTIONS	ENG: 2.2_LITER ME	I DOHC TE	LN:A	LAMAIU	
ORIEE JOWENDO 10 EC LUNDOO					
09:55 13MAY09 13:56 14MAY09 LINE OPCODE TECH TYPE HOURS					
A NOISE IN STEERING AND ALSO SHAK	TEERING WHEN BRA	LIST	NET	<u> </u>	AL
POWER STEERING MESSAGE APPE.) IN RADIO SCRENN	J	ALSO		
CAUSE: STEERING COLUMN HAS PLAY BUT	MAKING CLUNK NOT	SE			
E7680 STEERING COLUMN REPLACEMENT					
1318WGMPP				(N/	
1 25933396 COLUMN FC: 2E				(N/	C)
PART#: 25933396					
COUNT: 1					
CLAIM TYPE: 0					
AUTH CODE:	 Another States States (States States and States States) 				
NE					
,,,, REPLACE STEERING COLOMN ASSEMB			EERING		
***************************************		*****	*		
B TOW CHARGES					
CAUSE: TOW CHARGES T2020 TOWING					
1318WGMPH				(N/	C)
FC: 2E PART# COUNT				(1)	
CLAIM TYPE; 0		·,· ·			
AUTH CODE:					
NE					
SUBL TOW CHARGES PO#1779					
WGMPP				(N/	C)
,,,,TOW CHARGES				(/	-,
C** SQUEAK NOISE IN STEERING PAD WHY A	**************	*******	*		
CAUSE: SIR COIL SQUEAKING IN STEERING	JURNING				
C8800 INFLATABLE RESTRAINT STEERI	NG WHEEL MODIT.F				
<u>COIL REPLACEMENT</u>					
WARRANTY STATEMENT AND DISCLAMER: PLEASE SEE THE DEALSTOPPE	SHOP SUPPLY COSTS: We	DESCRIPT	59		6
Original Estimate Tata Additional Cost 4 Approximit	15% of the total cost of labor and	LASOR AMOUN			
(Paro & Lebor) Authorized By/Telephone No.:	parts, not to exceed \$25,00, to the Repair Order for shop				
Revised Estimate	aupplies used in connection with				
By signing halow web patronidade at a	this repair.	SUBLET AMOUN		- <u></u>	
By signing below, you acknowledge that you were notified of and authorize the Dealership to perform the services/repeirs itemized in this involve and	ALL PARTS ARE NEW	TOTAL CHARGE			
requested by you. The vehicle is being returned to you in exchange to you	UNLESS OTHERWISE	LESS INSURANC			
payment of the Amount Due.	INDICATED.	SALES TAX			
DATE CUSTOMER SIGNATURE AUTHORIZED DEA	SHIP REPRESENTATIVE SONATURE	PLEASE PAY			1000 0 000 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Thank Mary Blance					<u> 2011-1220</u>
	1797		-		

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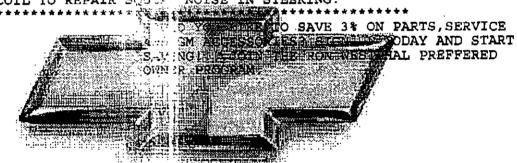
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Thank You We readly appreciate your business!

USTOMER #: 36514	. 305021	Ron	Nestphal
	INVOICE	CHEVRO	DLET
		1425 V	Vest Ogden Ave.
IONTGOMERY, IL	PAGE 2	Telephone (630) 898	9630 - Fax (630) 898-4875 It www.westphatchevy.com
IOME CONT:N/A BUS: CELL;	SERVICE ADVIS		•
A COLOR TEAH	WIN STREET	LICENSE	MILEAGEIN ADUT
AROON .06 CHEVROLET MALIBU	312T51F96F		2598/52598 T810
	ONTS - FONO		MENT INV. DATE
OJANO6 DE 02SEP2011 WAIT	T 100/09	0,00 CA	SH 14MAY09
H.O. OPENED	THOME ENG: 2.2_LITE	R_MFI_DOHC TRN	A
9:55 13MAY09 13:56 14MAY09			
LINE OPCODE TECH TYPE HOURS		LIST	NET TOTAL
1318WGMPP			(N/C)
1 15925948 COIL			(N/C)
FC: 4X			
PART#: 15925948 COUNT: 1			
COUNT: 1 CLAIM TYPE: 0			
AUTH CODE: G			
NU			

, REPLACED SIR COIL



Dright Estimate	TY ON THE REVERSE &			have added a charge equal to 5% of the total cost of labor and		0.00
(Parts & Labor)	Authorized	By/Telephone No.:		parts, not to exceed \$25.00, to		0.00
•	Í.			the Repair Order for shop supplies used in connection with	GAS, OIL, LUBE	0.00
Revised Estimate	*	·····		this repair.	SUBLET AMOUNT	0.00
v alemina hotow	, you acknowledge ti		d all and outback of		MISC. CHARGES	0.00
ne Dealership t	o planform the servic	es/repairs itemized	in this invoice and	ALL PARTS ARE NEW	TOTAL CHARGES	0.00
	d (er had the opport u. The vehicle is bein				LESS INSURANCE	0.00
ayment of the A			n avennuða to: Arði	UNDIÇA I ED.	SÁLES TAX	0.00
DATE	CUSTOMER SIC	SNATURE	AUTHORIZED DE A.	ERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY	

Thank you. We really appreciate your business!

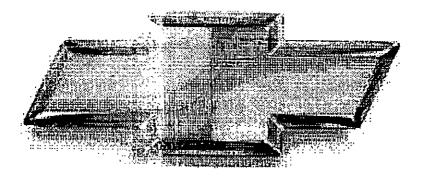
CTONER COPY

CUSTOMER #: 36514	304621	Ron Wes	tphal
	INVOICE	CHEVROLEI	
MONTGOMERY, IL HOME: CONT:N/A	PAGE 1	1425 West Ogde AURORA, ILLINO Telephone (630) 898-9830 Vist our website at www.w	8 60503 Fax (630) 898-4875
BUS: CELL:	SERVICE ADVISOR:	27538 RICHARD J	KRUSE
COLDH NEAR MAKE/MODE	WIN' I	LICENSE	IN/ DUT
MAROON 06 CHEVROLET MALIBU	<u>912T51F96F</u>		52398 T7925
DELLIDATE PRODIDATE WARE EXP. PFOL	PO NG	HATE PAYMENT	INV. DATE
10JAN06 DD 02SEP2011 19:00	<u>'09</u>	0.00 CASH	04MAY09
B.O. OPENED	ENG:2.2_LITER_	MFI_DOHC TRN:A	• • • •
07:21 04MAY09 09:38 04MAY09			
LINE OPCODE TECH TYPE HOURS	***	LIST NET	TOTAL
A CHECK STEERING - VIBRATION IN STOL	G AND AT STOP	STEERING WHEEL	
TURNED ON ITS OWN CAUSE: POWER STEERING MOTOR IS SHOT			
E8434 POWER STEERING ASSIST	REPLACEMENT		
1318 WC			(N/C)
1 25805894 MOTOR FC: 6G	-*		(N/C)
PART#: 25805894			
COUNT: 1			
CLAIM TYPE: Aúth code:			
OL (****			
,,,,REPLACE POWER STEERING ASSIST	MODULE AND DR		
BRAKES ARE NOISEY A DIFFERENCE CHECK BRAKES.F	ATTACCESSOR ATTACC	AVE 31 ON PARTS, SE DESNUP TODAY AND AND WESTPHAL PREFE) START

WARRANTY STA	TEMENT AND DISCLA	AIMER: PLEASE SEE	THE DEALERS	*SHOP BUPPLY COSTS: We have added a charge equal to	DESCRIPTION	TOTALS
Orginal Estimate	Total Additional Cost		Deta is title	,5% of the total cost of labor and		0.00
(Parts & Lebor)	Aviborized	By/Télephone No.:		purts, not to exceed \$25.00, to	PARTS AMOUNT	0.00
•	•			the Repair Order for shop eupplies used in connection with		0.00
Revised Estimate	•			this repair.	SUBLET AMOUNT	0.00
				MISC. CHARGES	0.00	
			: ALL PARTS ARE NEW	TOTAL CHARGES	0.00	
ICQUESTED DY YOU	J. The vehicle La bein	g returned to you h	iy replaced parts 51 I exchange for your	UNLESS OTHERWISE INDICATED.	LESS INSURANCE	0.00
payment of the A			-	<u>2</u>	SALES TAX	0.00
	CUSTOMER SIC	SNATURE	AUTHORIZED DEAL		PLEASE PAY THIS AMOUNT	1

Thank you. We ready appreciate your business!

CUSTOMER #: 36514	302359	Roi	i Wes	tphal
	INVOICE	CHEV	ROLET	Ser and
MONTGOMERY, IL HOME CONT:N	/A	AL Telephone (63)	425 West Ogde IRORA, ILLINDIS 0) 898-9830 balte at www.w	
BUS: CELL:	SERVICE ADVISOR:	1420 MI	CHAEL J F	RANTZEN
	DEL	ERENSE	MILEAGE	IN / OUT CONTAG
MAROON 06 CHEVROLET			50392/	50392 T7045
DEL DATE PROD DATE WARR E	P. PONO.	RATE		INV. DATE
10JAN06 DE 02SEP2		0.00	CASH	10MAR09
07:12 10MAR09 13:27 10M	AR09	FI_DOHC 1	IRN:A	
	<u>RS</u>	LIST	NET	TOTAL
A SERVICE ENGINE LIGHT S 33 ENG. DRIVEABILIT 7571 CPC ,,,,CHECK CODES PO420 OR		*******	0.00	0.00



Original Estimate	Y ON THE REVERSE S	ADD OF THIS REPAIR	Deta & Yme	have added a charge equal to 6% of the total cost of labor and		0.00
(Perta & Labori	Authorized	By/Telephone No.;		parts, not to exceed \$25.00, to		0.00
•	•			the Repair Order for shop supplies used in connection with		0.00
Revised Estimate	1			this repair.	SUBLET AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized					MISC. CHARGES	0.00
		the Desistrahip to perform the services/repairs itemized in this involce and that you received (or had the opportunity to inspect) any replaced parts as				
	perform the service	83/TEDBITA İtemizadi	in this bivolce and	ALL PARIS AME NEW	TOTAL CHARGES	
the peaking to that you received requested by you.	for had the opportu The vehicle is being	es/repairs itemized	in this involce and	UNLESS OTHERWISE	TOTAL CHARGES	0.00
that you received	for had the opportu The vehicle is being	es/repairs itemized unity to inspect) an g returned to you i	in this bivolce and	ALL PARIS AND NEW		

Thank you. We really appreciate your business! DESTRICAP 62005 AD 108.071 SEMICE PARTIES - 622C - ILLINO15 - 641880 14 CUSTOMER COPY

: CUSTOMER #	: 36514	1			300707	THE ALL RO	new Kes	sthi	hal
					INVOICE	CHE	VROLET	TE.	Pizz -
MONTGOMERY HOME BUS:		CONT:N/A CELL:		SER	PAGE 1	Telephone (6 Visit our w : 27538 I	1425 West Ogda AURORA, ILLINOI 30) 898-9630 rebsite at www.w RICHARD J	S 60503 Fax (630) vestphalche KRUSE	898-4875 vy.com
COLOR	YEAR	MAKE/MODEL			VIN	LICENSE	MILEAGE	IN / OUT	TAG
MAROON	06 0	HEVROLET MA	וזסד ד	1010	T51F96F				
DEL. DATE	PROD. DAT		PROMIS		PO NO.	BATE	49047/ PAYMENT		T6377 DATE
							TATMEN)	NV.	DATE
<u>10JAN06 DE</u>		02SEP2011	19:00 29			0.00	CASH	29JAN	09
R.O. OPEN	ED	READY	OPTIONS	STI	K:37590 ENG:	2.2_LITE	R_MFI_DOHC	TRN:A	
09-19 29.77	NOG 1	4:33 29JANC							
		TYPE HOURS				LIST	r net		
				H - NO	POWER AND E	TT TRIIATX	S PFD -	10	TAL
AD	VISEE								
CAUSE: TES	TED DIS	5 MODULE -	CIRCUIT S	SHORTEI	D FOR CYLIND	ER'S #2/3	3		
J4410	DIS M	DULE IS SH	ORTED CAU	JSING !	MISFIRE ON				
	CYLIND	ER'S #2/3 A	ND CAUSIN	IG ROU	GH RUNNING				
		ION - REPLA RUNNING.	CE DIS MO	DOLE :	TO REPAIR				
		WGMPP						/ N	I/C)
1		15 W-MODULE							i/C)
F	'C: 6G							(1)	/ _/
F	PART#: 3	12580215							
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		ter an							
		N LA DI CHH		an a	ALL IN CONTRACTOR	property (1)			
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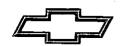
WARRANTY STA	TEMENT AND DISCLUTY ON THE REVERSE S	AIMER: PLEASE SEE	THE DEALERSHIP'S			TOTALS
Original Estimate	Total Additional Cost		Date & Time	have added a charge equal to 5% of the total cost of labor and		0.00
(Parts & Labor)	Authorized	By/Telephone No.:		parts, not to exceed \$25.00, to	PARTS AMOUNT	0.00
\$	\$			the Repair Order for shop supplies used in connection with		0.00
Revised Estimate	8			this repair.	SUBLET AMOUNT	0.00
By signing below	, you acknowledge t	hat you were notifie	d of and authorized		MISC. CHARGES *	0.00
the Dealership to	o perform the servic	es/repairs itemized	in this invoice and	ALL PARTS ARE NEW	TOTAL CHARGES	0.00
requested by you	d for had the opport The vehicle is bein	ig returned to you in	v replaced parts as exchange for your	UNLESS OTHERWISE INDICATED.	LESS INSURANCE	0.00
payment of the A	Mount Due.				SALES TAX	0.00
OATE	CUSTOMER SIC	GNATURE	AUTHORIZED DEAL	ERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	0 00

Thank You, We really appreciate your business! DEALERCAP @2006 ADP 106/073 SERVICE INVOICE TYPE 2 - SIZC - ILLINOIS - 9698014 CUSTOMER COPY

: CUSTOMER #	: 36514				300740	THE ALL ROA	NEW J	th	al
					INVOICE				<u> </u>
					INVOICE	CEE			
MONTGOMERY	(, IL	CONT:N/A			PAGE 1	Telephone (6 Visit our w	1425 West Ogde AURORA, ILLINO 30) 898-9630 rebsite at www.w	S 60503 Fax (630) 89	98-4875 /.com
BUS : COLOR	YEAR	CELL: MAKE/MODEL		SEF	VICE ADVISOR		RICHARD J		
		MARE/MODEL			VIN	LICENSE	MILEAGE	IN / OUT	TAG
MAROON		EVROLET MA	LIBU	1G1Z	T51F96F		49049/	49049	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMIS	ED	PO NO.	RATE	PAYMENT	INV. D	ATE
10JAN06 DI		02SEP2011	WAIT 29			0.00	CASH	29JAN0	9
R.O. OPEN		READY	OPTIONS	S: ST	K:37590 ENG:	2.2_LITER	R_MFI_DOHC	TRN:A	<u> </u>
<u> 16:19 29J</u>		:33 29JAN	9						
LINE OPCOL	DE TECH	TYPE HOURS				LIST	r <u>NE</u> T	TOT	AL
A REMOTE T CAUSE: TRA									<u> </u>
			RAM REMOT	TE TRA	NSMITTER TO				
	REPAIR (OPERATION			ADMITIC TO				
-	1318W							(N/	C)
	15252034 C: 6G	4 TRANSMIT						(N/	C)
	PART#: 1	5252034							
C	COUNT: 1								
	LAIM TY								
	UTH CODI	Ε:		-					
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			and a state of the	Section Section	المتسبية، علا الجامعية إطالة إلى المارية المارية				
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LIMITED WARRAN	TEMENT AND DISCLA	IDE OF THIS REPAIR	E THE DEALERSHIP'S INVOICE.	*SHOP SUPPLY COSTS: We have added a charge equal to	Deschir Hold	TOTALS
Original Estimate (Perts & Labor)	Total Additional Cost	Approved	Dete & Time	5% of the total cost of labor and	LABOR AMOUNT	0.00
	Authorized	By/Telephone No.:	· · · · · · · · · · · · · · · · · · ·	parts, not to exceed \$25.00, to	PARTS AMOUNT	0.00
F Revised Estimate	*			the Repair Order for shop supplies used in connection with		0.00
\$	•			this repair.	SUBLET AMOUNT	0.00
By signing below,	you acknowledge th	at you were notifie	ad of and authorized	/ 	MISC. CHARGES *	0.00
ine Dealership to	perform the service (or had the opportu-	as/repairs itemized	in this invoice and	I ALL PARTS ARE NEW	TOTAL CHARGES	0.00
equested by you	. The vehicle is being	g returned to you i	n exchange for your	UNLESS OTHERWISE INDICATED.	LESS INSURANCE	0.00
DATE	mount Due.				SALES TAX	0.00
	CUSTOMER SIG		AUTHORIZED DEAL	ERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

Thank you. We really appreciate your business! DEATERCAP @ 2006 ADP 108/071 SERVICE INVOICE TYPE 2 - SIZC - ILLINOIS - 9698014 CUSTOMER COPY



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The tender and the purch EMAINTAVE CC218671 O (05/00)

RON WESTPHAL CHEVROLET

1425 West Ogden Ave.

AURORA, ILLINOIS 60504

WE'LL BE THERE

Telephone (630) 898-9630 Fax (630) 898-4875



Visit our website at www.westphalchevy.com

36514	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO		
	JON LABOR RATE	446	66 1434	04/22/08 MILEAGE OUT	CVCS286894		
	YEAR / MAKE / MOD			MAROON/	37590		
MONTGOMERY, IL		ROLET/MALIBU/4 D	OOR SEDAN	DELIVERY DATE 01/10/06	DELIVERY MILES 15,578		
	1 G 1 Z	T 5 1 F 9 6 F		TECH. NO.	TYPE OF CLAIM		
		P.O. N	Ö.	H.O. DATE 04/22/08	COMPLETED DATE		
	COMMENTS			01/22/00			
BOR & PARTS 1 19CVZ1 REAR SUSPENSION HOL KNOCKING FELT AND HEARD WITH STE SLOWER PARKING LOT SPEEDS EXCESSIVE PLAY REPLACE INTER. STEERING SHAFT RTSQTYFP-NUMBERDESC B # 1 1 22687711 SHAF MMENTS PP OK'D CARES CALLED TALS R NEW GOODWRENCH SERVICE PLUS HOURS ARE 7AM MONDAY THRU FRIDAY	ERING · LEFT A	ND RIGHT JOB # 1 TOTAL PAR 1 TOTAL LABOR & PAR 1 TOTAL LABOR & PAR TOTAL PARTS TOTAL SUBLET. TOTAL G.O.G TOTAL MISC CH	WARRANTY TS 0.00 TS 0.00 	lished in the Factor Chilton Manual at Book, which reflect requirement for the cific vehicle repair therefore, be eithe the actual clock instance." THE ONLY WARRANTIE THESE PARTS, AND FO OFFERED BY THE MANI HEREY EXPRESS OR IS INFORMET REAMED SELLER NEITHER ASSUM OTHER PERSON TO ASSU SELLER NEITHER ASSUM OTHER PERSON TO ASSU	IME FORIT ANY LIABILITY E SALE OF THESE PARTS 3 SHALLNOT BE ENTITLED ER ANY CONSEQUENTIAL PROPERTY DAMAGES FOR		
NKS FOR THE DPPORTUNITY TO SERVE YOU!!!!!! IE BEST DEALS PERIOD!" CUSTOMER SIGNATURE		TOTAL MISC DIS TOTAL TAX TOTAL INVOI	0.00	SERVICI HOL MONDAY 7:00 A.M. TO	E DRIVE JRS - FRIDAY		
	160200 V00 m	<u>IMPORTAN</u> eive a customer satisf clurer in the next few annot grade us "COMPL act our service mana	action survey from weeks. If for an	HOL MONDAY 7:00 A.M. TC	- FRIDAY D 7:00 P. M . RDAY		
	iour comp	annol grade us "COMPL oct our service manag lete satisfaction is our Thank you Ren Westphal Chevrol (630) 308-9630	#1 concern.	Goodwrench Service Plus			
Et OF Thank You. We really		-		CUSTOMER SIGNATURE			
hank nou. We really	Abbandia	to marine limit.					

RON WESTPHAL CHEVROLET

1425 West Ogden Ave.

AURORA, ILLINOIS 60504

Telephone (630) 898-9630 Fax (630) 898-4875



Visit our website at www.westphalchevy.com

RICK KRUSE		1434	04/22/08	CVCS28691
NEAD AND STORES			MILEAGE OUT	STOCK NO.
TEAH / MAKE / MODEL		38,609	MAROON/	37590 DELIVERY MILES
VEHICLE I.D. NO.	ET/MALIBU/4 DOO	R SEDAN	01/10/06	15,578
<u>1 G 1 Z T</u>	51F96F		R. O. DATE	COMPLETED DATE
COMMENTS			04/22/08	
	44 47		·····	
S: TECH(S) ALSO IN STEERING	: 1454 COLUMN	WARRANTY	lished in the Facto Chilton Manual a Book, which refle	tilizes the hours put and/or Motors Cras and/or Motors Cras acts an average tim a performance of spe
JOB # 1 S: TECH(S)	TOTAL LABOR & PARTS :1454	0.00 WARRANTY	cific vehicle repaid therefore, be either the actual clock instance."	irs, and which may er more or less tha time in any give
JOB # 2	TOTAL LABOR & PARTS	0.00	THE ONLY WARRANTIE THESE PARTS, AND HO OFFICIED BY THE MAN	AS IF ANY APPLYING T OR SERVICES ARE THOS VUFACTURER. THE SELLE
•••••			IMPLIED WAPHANTIES	OF MERCHANIAGILITY O
			SELLER NEITHER ASSUM OTHER PERSON TO ASS	MES NOR AUTHORIZES AN SUME FOR IT ANY LIABILIT
TILL 7PM	TOTAL PARTS	0.00	TO RECOVER FROM SEL DAMAGES, DAMAGES TO LOSS OF USE, LOSS OF INCOME, OR ANY OTHER SERVIC	HASHALL NOT BE ENTITLE LIER ANY CONSEQUENTIA IPHOPERTY COAMAGES FO TIME, LOSSOF PROFITS O INCIDENTAL DAMAGES. CE DRIVE
	TOTAL INVOICE	\$ 0.00	MONDAY 7:00 A.M. 1	(- FRIDAY TO 7:00 P.M.
the manufacture reason you canno	er in the next few we of grade us "COMPLET our service manage	ELY SATISFIED" r immediately	HO MONDAY 7:00 A.M. T	PARTMENT PURS (- FRIDA Y TO 7:00 P.M. JRDAY TO NOON
	Thank you		Ser	wrench vice
	COMMENTS S: TECH(S) ALSO IN STEERING JOB # 1 S: TECH(S) JOB # 2 JOB # 2 JOB # 2 TILL 7PM II You may receive the manufacture reason you cannot please contact Your complety Ro	COMMENTS S: TECH(S):1454 ALSO IN STEERING COLUMN JOB # 1 TOTAL LABOR & PARTS S: TECH(S):1454 JOB # 2 TOTAL LABOR & PARTS TOTAL PARTS TOTAL PARTS TOTAL PARTS TOTAL SUBLET TOTAL SUBLET TOTAL SUBLET TOTAL MISC CHG. TOTAL INVOICE IMPORTANT You may receive a customer satisfaction the manufacturer in the next few we reason you cannot grade us "COMPLET please contact our service manage Your complete satisfaction is our # Thank you Ron Westphal Chevrol (630) 398-9530	COMMENTS S: TECH(S):1454 ALSO IN STEERING COLUMN JOB # 1 TOTAL LABOR & PARTS 0.00 S: TECH(S):1454 JOB # 2 TOTAL LABOR & PARTS 0.00 TOTAL PARTS 0.00 TOTAL PARTS 0.00 TOTAL SUBLET 0.00 TOTAL SUBLET 0.00 TOTAL SUBLET 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 IN TOTAL INVOICE \$ 0.00 TOTAL INVOICE \$ 0.00 IMPORTANT You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "COMPLETELY SATISFIED" please contact our service manager immediately Your complete satisfaction is our #1 concern. Thank you Ron Westphal Chevrolet (630) 393-9530	P. O. NO. P. O. NO. P. O. DATE COMMENTS O4/22/08 S: TECH(S): 1454 WARRANTY ALSO IN STEERING COLUMN WARRANTY "The dealership uilished in the Facto Chilton Manual a Book, which refle requirement for the cific vehicle repair therefore, be eith the actual clock instance." JOB # 1 TOTAL LABOR & PARTS 0.00 S: TECH(S): 1454 JOB # 2 TOTAL LABOR & PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00 TOTAL MISC CHG, 0.00 TOTAL MISC CHG, 0.00 TOTAL INVOICE \$ 0.00 MONDAY 7:00 A.M. T You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any Your complete satisfaction is our #1 concern. Thank you Ron Westphal Chevrolet (630) 898-9530 Goocht Satu Customer signAtturee



WE'LL BE THERE

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RON WESTPHAL CHEVROLET

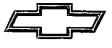
WE'LL BE THERE

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1425 West Ogden Ave.

AURORA, ILLINOIS 60504

Telephone (630) 898-9630 Fax (630) 898-4875



WE'LL BE THERE

Visit our website at www.westphalchevy.com

36514	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
	LABOR RATE		9997	03/27/08 MILEAGE OUT	CVCS285840
	YEAR / MAKE / MODEL		37,153	MAROON/	37590 DELIVERY MILES
MONTGOMERY, IL	06/CHEVROLET/M	ALIBU/4 DOOR	SEDAN	01/10/06	15.578
	<u>1 G 1 Z T 5 1</u>				TYPE OF CLAIM
		P. O. NO.		8. O. DATE 03/27/08	COMPLETED DATE
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ĸ	on Westphal Chevrole	t ur busine s		CUSTOMER SIGNATUR	E

RON WESTPHAL CHEVROLET

1425 West Ogden Ave.

AURORA, ILLINOIS 60504

WE'LL BE THERE

WE'LL BE THERE

;

Telephone (630) 898-9630 Fax (630) 898-4875



36514	ADVISOR	RGO	11432	9003	NVOICE DATE	INVOICE NO. CVC52835
	LABOR BATE	LICENSE NO.	MILEAGE	35.628		STOCK NO. 37590 DELIVERY MILES
ONTGOMERY, IL		LET/MALIBU/			DELIVERY DATE 01/10/06	15,578
		<u>51F96</u>	F. O. NO.		R. O. DATE	COMPLETED DATE
				i	02/06/08	
NOR & PARTS 1 40CVZ BODY ELECTRICAL HK FUEL GAUGE GOES FROM 1/4 TO EMI 1/2 - GAUGE WANDERS DEFECTIVE FUEL MODULE R&R THE FUEL TANK TO REPLACE TH PUMP MODULE RTS QTY FP-NUMBER B 1 1 10374394 MADERS B 21872 0360735 .02/06/08 GA FALS R NEW GOODWRENCH SERVICE PLUS HOURS ARE 7 MONDAY THRU FRIDAY YANKS FOR THE OPPORTUNITY TO SERVE YOU!!!!!	HE FUEL SCRIPTION DDULE 3.900 JOB # SCRIPTION	ILLED TO JOB # 1 TOTA 1 TOTAL LABOR TOTAL -	BOR BOR BLET BLET BLET O.G SC CHG. SC DISC	WARRANTY WARRANTY 0.00 0.00 WARRANTY 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.	IMPLIED WARFANTIES FITNESS FOR A PARTIC SELLER NEITHER ASSUI OTHER PERSON TO ASS IN CONNECTION WITH 1 AND/OR SERVICES, BUY DO RECOVER FROM SE DAMAGES, DAMAGES TO LOSS OF USE, LOSS OF INCOME, OR ANY OTHER SERVIC	ry Labor Time Gui nd/or Motors Cra cts an average ti e performance of s irs, and which m er more or less th time in any giv es, if ANY APPLYING DR SERVICES ARE TH UPACTURER. THE SEL SCLAIMS ALL WARRAN OF MERCHANTABILITY ULAR PURPOSE, AND WES NOA AUTHORIZES AND UPACTURE OF THESE PA ER SHALL NOT BE ENTIT INCIDENTAL DAMAGES INCIDENTAL DAMAGES
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nolds and Reynolds Company ERAINTINVE CC218671 C

RON WESTPHAL CHEVROLET

1425 West Ogden Ave.

AURORA, ILLINOIS 60503

Telephone (630) 898-9630

Fax (630) 898-4875



Visit our website at www.westphalchevy.com

CUSTOMER NO. 36514 ADVISOR VOICE NO DANIEL GARGO 11432 01/10/08 8740 CVCS282393 LABOR BATE LICENSE NO. MILEAGE MILEAGE DUT 34,787 MAROON/ 37590 YEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES MONTGOMERY, IL 06/CHEVROLET/MALIBU/4 DOOR SEDAN 01/10/06 15,578 VEHICLE J.D. NO. ECH. NO TYPE OF CLAIN 1 G 1 Z T 5 1 F 9 6 F P.O. NO. 01/10/08 COMPLETED DATE COMMENTS "The dealership utilizes the hours published in the Factory Labor Time Guide, TOTAL LABOR 0.00 TOTAL PARTS 0.00 Chilton Manual and/or Motors Crash OUR NEW GOODWRENCH SERVICE PLUS HOURS ARE 7AM TILL 7PM TOTAL SUBLET... 0.00 Book, which reflects an average time TOTAL G.O.G. MONDAY THRU FRIDAY 0.00 TOTAL MISC CHG. requirement for the performance of spe-0.00 THANKS FOR THE OPPORTUNITY TO SERVE YOU !!!!!!!! TOTAL MISC DISC TOTAL TAX 0.00 cific vehicle repairs, and which may, 0.00 therefore, be either more or less than **TOTAL INVOICE \$** "THE BEST DEALS PERIOD!" 0.00 the actual, clock time in any given instance." INSTANCE. INSTANCE. INSTANCES. DEVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS ANDOR SERVICES. BUYER SHALL NOT DE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIMF. LOSS OF PROFITS OR INCOME, OH ANY OTHER INCIDENTAL DAMAGES. CUSTOMER SIGNATURE SERVICE DRIVE HOURS MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M. PARTS DEPARTMENT HOURS MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M. SATURDAY 9:00 A.M. TO NOON Goodwrench Service Uus CUSTOMER SIGNATURE PAGE 2 OF 2 hank you. We really appreciate your business!



Daniel Villela/Austin/GM1 07/31/2009 01:58 PM To paul.mcnair@gm.com cc bcc Subject v. GM, SR 71-721957815

DVM Paul McNair :

This email is to follow up on Service Request 71-721957815 for customer The customer's vehicle is a 2006 Chevrolet Malibu with last reported mileage of 53,533 miles. The customer has been working with Ron Westphal Chevrolet, Inc., Aurora, IL.

After negotiations with Plaintiff's counsel, the final offer of cash in the amount of \$5,000 dollars, inclusive of attorney fees was accepted.

There is no need to reply to this email. It is sent for notification purposes only.

Thank you,

Daniel Villela Aditya Birla Minacs daniel_villela@gmexpert.com (800) 231-1841, ext. 21341

Conparte	W-9 Octoper 2007) Ment of the Transury Efficiency Symbol	ation	Give form to the requester. Do not send to the IRS.	
ਾ ਹੋਕਰੁਵ 2	Name (as shown or Rusiness name, if c CONSUMER LEGAL		1.) A 1 * 1	
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backı olien,	up withholding, For sola proprietor, or	propriate box. The TIN provided must match the name given on Line 1 to individuals, this is your social security number (SSN). However, for a res disregarded entity, see the Part I instructions on page 3. For other entitle ion number (EIN). If you do not have a number, see How to get a TIN on	Ident	lly rumber Dř
	. If the account is in ser to enter.	more than one name, see the chart on page 4 for guidelines on whose	Employer Idr 38	ntification number
Par	t II Certifica		neenen tiine kaalaan ka	
Gode	r manalities of perior	v. I certify that:		

- 1. The number shown on this form is my correct taxoaver identification number (or I am waiting for a number to be issued to me), and
- 2. I am not subject to backep withholding because: (a) I am exempt from backep withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- 3. I am a U.S. citizan or other U.S. person (defined below).

Certification Instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding bocaus you have failed to report all interest and dividents on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest psid, agaitsition or abandonment of secured property, cancellation of debt, contributions to an individual retirement errangement (IRA), and generally, dowments other than interest and dividends, you are not required to sign the Certification, but you must provide your i

Sign st	
Here u	Dato 🕨
General Instructions	Communon of a U.S. person. For tederal tax pu

Section references are to the Internal Revolue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct texpayer identification number (TIN) to report, for example, income peid to you, real estate transactions, mongage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TiN you are giving is correct (or you are waiting for a number to be issued).

Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If explicable, you are also certifying that as a U.S. parson, your atlocable shara of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

purposes, you are considered a U.S. person if you are: An individual who is a U.S. citizen or U.S. resident allen.

 A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States.

An estate (other than a foreign estate), or

A domestic invol (es defined in Regulations section) 301.7701-7)

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any loreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

The U.S. owner of a disregarded entity and not the entity.

Cet. No. 10231X

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

April 19, 2011



Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Pontiac your choice when you purchased your 2006 G6 and trust you will give us the opportunity to retain you as a valued Pontiac customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-276-6842. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Pontiac Customer Assistance Center Service Request: 71-723508626

Issued by: *Pontiac*

Certificate No. 1G2ZG558664

Issue Date: April 19, 2011

Issued exclusively for:



Valid through: May 19, 2010

Amount: One Thousand Dollars and Zero Cents ****\$1,000.00****

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

General Motors Corporation Customer and Relationship Services Customer Assistance Center PO Box 33170 Detroit, MI 48232-5170

May 14, 2009

State of Maryland Office of the Attorney General Consumer Protection Division Attention: Kathryn Bliven

Customer: Reference number: 169180-E9-451 Service request: 71-724399058 Customer Relationship Specialist: Stephanie Villalon

Dear Kathryn Bliven:

Thank you for your recent correspondence regarding **We** are sorry she is dissatisfied with her 2005 Pontiac G6. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Pontiac owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review i concerns, we will be in contact with you to discuss this matter further.

Sincerely,

Pontiac Customer Assistance Center















OFFICES OF THE ATTORNEY GENERAL **CONSUMER PROTECTION DIVISION** SALISBURY DISTRICT COURT MULTI SERVICE CENTER 03-12-09A10:04 RCVD 201 BAPTIST STREET, SUITE 30 SALISBURY, MARYLAND 21801-4976

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General Motors Corporation Attn: Cheryln M. Stagner, Manager ADR Regulatory Compliance 100 Renaissance Center, Mail Code 482-A08-A22 Detroit, MI 48243-1000

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Douglas F. Gansler Attorney General. Katherine Winfree (1997) 100001 (100001 (100001 (10000))) Katherine Winfree (1997) 100001 (100001 (10000)) Chief Deputy Attorney General (1997) Vituruck Coulding 1978 (10000) (100001 (10000)) John B. Howard, Jr. Deputy Attorney General (1997) Vituruck Coulding 1978 (10000) Deputy Attorney General (1997) Vituruck Coulding 1978 (10000) State of Maryland

1-6-69-6

STATE OF MARYLAND OFFICE OF THE ATTORNEY GENERAL CONSUMER PROTECTION DIVISION

May 4, 2009

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General Motors Corporation Attn: Cheryln M. Stagner, Manager ADR Regulatory Compliance 100 Renaissance Center, Mail Code 482-A08-A22 Detroit, MI 48243-1000

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RE:

CASE # 169180-E9-451 CASE #

Dear Ms. Stagner:

The Office of the Attorney General has received a complaint from **Constant** about the cost of repairing the power steering assist motor on her 2005 Pontiac G6 sedan. When the motor failed, paid \$565.71 to her local Pontiac dealer for the repair. She is seeking a refund of her money for the repair from GM per a service notice she received in 2007. Although **Constant** repair is outside of the notification period, she believes that the repair or a portion there of, should be reimbursed.

In an effort to assist both you and the consumer, we would appreciate hearing from you regarding this matter, including any suggestions you may have for resolving this complaint.

Please review the attached materials as well as any records you may have about the transaction and respond to our office in writing by May 26th. After we have reviewed your response, we will contact both you and the consumer to assist you in reaching a fair and equitable solution to this situation. If you have any questions, I can be reached weekdays at 410-713-3620 from 8:30 to 4:30. Thank you for your assistance in this mediation process.

Sincerely, Kothryn Bluven Kathryn Bliven Consumer Affairs Specialist II

Enclosures

WEB FORM		AUTO REPAIR	COMPLAINT	FORM		169180		
		OFFICE OF THE A CONSUMER PRO						
LAST NAME	FIDST NA	ME		E OF BUSINESS	lotors	Corpor	ation	
STREET ADDRESS				ET ADDRESS	,		•	
Hurlock	тү Л _{ст}	TATE	ZIP CITY	co	UNTY	STATE	ZIP	
DAYTIME PHONE #	cell pressure		PHON	ie #				
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CONTACT			OWNER			APR 3) 2009	
COMMENTS:								
Please return this shee	t with a copy (<u>no</u>	originals, please)	of any and a	ll paperwork 1	S/ related to t	ALISBU	RY-CPI	
Vehicle: 2005 Pon	tiac G6	Sedan	<u> </u>	2ZG528154				
Year	Make	Mode	el .	VIN (V	ehicle Iden	tification Nu	ımber)	
Purchase Date: <u>2/24</u>	/2005		Vehicle	was (check one	e): 🛙 🕅	NEW	□ USED	
Mileage: 139,864			1	40,400				
At time of re	pair			Now				
How did you learn abou			-				OTHER:	
. I called the L	egal Aid Depa	rtment and t	hey gave	me the numb	per to c	ontact.	<u></u>	
Person(s) you dealt with	h: <u>Ella Griffi</u>	n at GM Head	quarter,	Kasie at Pr	cice Pon	tiac		
Date of repair(s): <u>Fr</u>	<u>iday, April l</u>	7, 2009						
Reason for initial repair	(s): <u>Brought ca</u>	r in for a d	iagnostic	check beca	use Pow	er Steeri	ing	
warning light	had came on t	wice. Power	Steering]	Motor had t	o be re	placed.		

Did you ask for a written estimate? \Box YES \boxtimes NO Was a written estimate given? \Box YES \boxtimes NO If yes, attach a copy. If you were charged a fee for the estimate, was the fee disclosed before the estimate was given? \Box YES \boxtimes NO Estimated cost of repair: $$_{565.71}$ Did you authorize all the work performed by the repair facility? XIYES INO Amount you paid: \$_565.71 By: ICASH ICHECK x CREDIT Was the work guaranteed? (Describe) Yes, the worked was performed by my GM dealer Price Pontiac Did the repair facility offer to return your replaced parts? IYES INO Actually my father requested that they return to me. Did the repair facility return all replaced parts to you? IYES INO Do you still have them? IYES INO Did the repair facility give you any other forms or documents? IYES INO If yes, please attach a copy. Describe your car's present condition: The car is fine now I hope. I have not seen the warning light since they repaired the Power Steering Assist Motor. I hope the problem is now fixed. Where is your vehicle now? IHOME IREPAIR SHOP IOTHER

PLEASE EXPLAIN THE CIRCUMSTANCES OF YOUR COMPLAINT (attach additional pages if necessary)

My Power Assist Motor had to be replaced in my 2005 Pontiac G6 on April 17, 2009. The power steering warning light had came on twice prior to taking my car in for service. Once the diagnostic test was completed then Price Pontiac was authorized to do the service. However, the service costs me \$565.71. I had also received a letter from GM back in December 2007 stated that the Power Steering Assist would fail in some of the 2005 G6 Models. At the time I was not having any problems with my car so therefore it was no need for service. The letter states that repairs would be covered if this happened in the course of 7 years or 70,000 miles. Mine went up at 139,864 miles. The fact still remains that GM had predicted that this would happen now they are penalizing me for the extra mileage that I have on my car. So the service work they will not cover. I have spoken with Ella Griffin from GM on several occasions and they are standing firm that this is not a problem. First of all they will not put a recall on the Power Steering Assist Motors in these cars. It is a great danger riding down the road and your Power Steering Assist fails. If they were aware in 2007 then a recall should have been made since then. I am worried about the danger that this may cause in the near future to someone else. To me its clearly a saefty hazard. I want them to recall the parts to make traveling a little more safer There were many people that purchased these cute little cars in 2005 and GM put us all at risk.

What action would you like this office to take? First and foremost I want to hereimbursed <u>for some</u> of my if not all or my money. The letter speaks for itself. Secondly, the parts should be recalled for travel safety.

Check here if you want our office to be aware of your complaint for informational purposes only.

Please attach a copy (no originals, please) of any documents (such as invoices, work orders, letters, etc.) that relate to your complaint and sign/helow.

4/29/09

PLEASE MAIL YOUR COMPLAINT TO THE OFFICE LISTED BELOW THAT IS NEAREST YOU.

Baltimore Office

Consumer Protection Division 200 Saint Paul Place, 16th floor Baltimore, Maryland 21202 (410) 528-8662 Eastern Shore Office Consumer Protection Division 201 Baptist Street, Suite 30 Salisbury, Maryland 21801 (410) 713-3620 Western Maryland Office Consumer Protection Division 44 North Potomac Street, Suite 104 Hagerstown, Maryland 21740 (301) 791-4780

PRICE BUICK PONTIAC GMC, INC 2016 NORTH SALISBURY BLVD SALISBURY, MD 21801 TELEPHONE (410) 742-1106 HRS: M-F 7:00AM-5:30PM SAT 8AM-1PM

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PRICE BUICK PONTIAC GMC, INC 2016 NORTH SALISBURY BLVD SALISBURY, MD 21801 TELEPHONE (410) 742-1106 HRS: M-F 7:00AM-5:30PM SAT 8AM-1PM

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CUSTOMER COPY

December 2007



Hurlock, MD	
Dear	

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

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

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

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

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

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

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



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DATE: 5/22/2009 # PAGES (including cover): NOTES: Case number-71-693844855

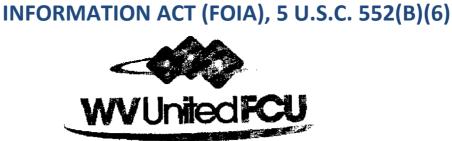
FAX#: 866-962-2868

TO: Daniel

FROM:

Thanks

3418 MacCorkle Ave SE Charleston, WV 25304 (304) 721-4145 Phone (304) 342-3147 Fax



INFORMATION Redacted PURSUANT TO THE FREEDOM OF

CERTIFICATE OF INSURANCE ERIE INSURANCE GROUP	Vehicla Owner 🕺
An authorized West Virginia insurer certitia: liability policy upon the described vehicle in a Virginia Motor Vehicle Code. Year Make Vehicle Ide 05 CHEV 1G1ZT5	coordance with the provisions of the West
Policy Number Name and Date Certificate Issued 080419 Effective Dates of Policy Term From 05/23/08 HURRIC, To 05/23/09	address of Insured
Authorized Representative	
THIS CERTIFICATE MUST BE CARRIED FOR USE AS PROOF OF INSURANCE A REQUESTED BY THE COMMISSIONED OF WV-1A 6/62 Signature	COPY OF THIS CERTIFICATE MAY BE
01009054 01 Owner	Date 7 79 00

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3043407030



200 Saturn Way Hurricane, WV 25526 phone: (304) 562-3005 fax: (304) 562-3105 www.HurricaneChevrolet.com .

CUSTOMER NO. 25361.	ADVISOR	742 1726	INVOICE DATE 01/03/08	CVCS2471
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PAGE 1 OF 1	[END C	F INVOICE] 10:23am		
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April 19, 2011



Dear

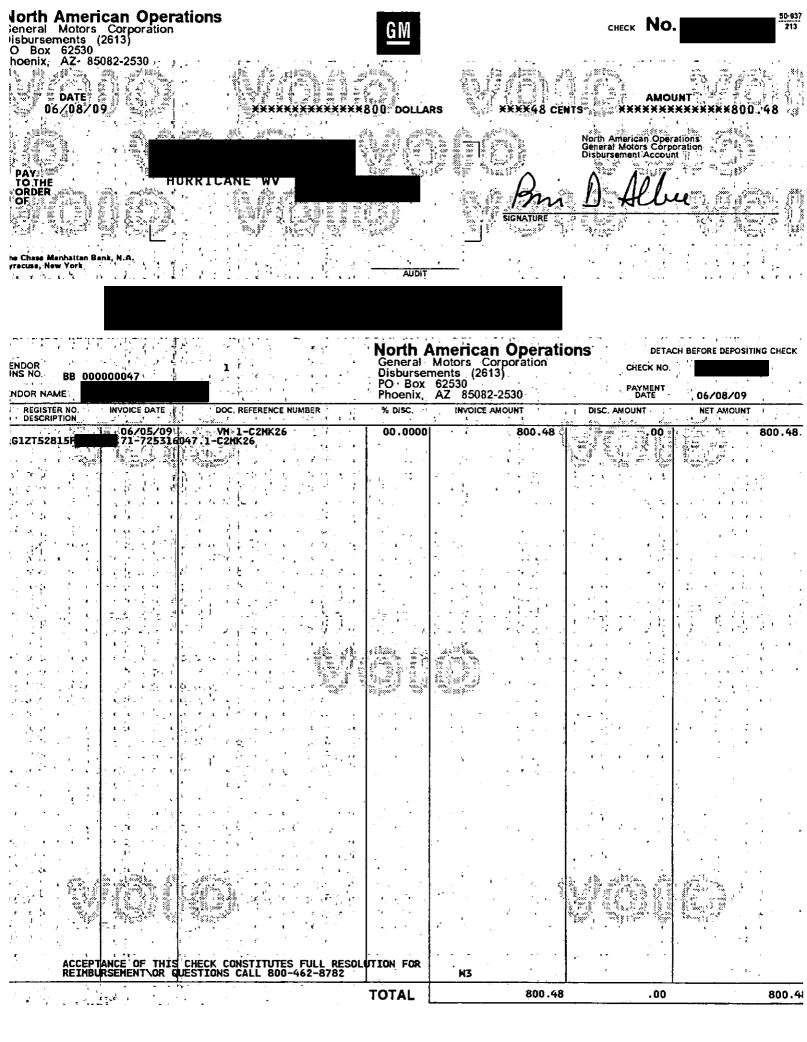
We sincerely regret that you experienced a concern with your 2005 Chevrolet Malibu, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$800.48. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request 71-725316047





3418 MacCorkle Ave SE Charleston, WV 25304 (304) 721-4145 Phone (304) 342-3147 Fax

i

TO: Daniel

FAX#: 866-962-2868

FROM:

DATE: 5/22/2009

PAGES (including cover):

NOTES: Case number-71-693844855

Thanks

0607045405

** Transmit Conf.Report **

May 22 2009 02:39pm

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Thanks

NOTES: Case number-71-693844855

PAGES (including cover):

DATE: 5/22/2009

FROM:

FAX#: 866-962-2868

TO: Daniel

3418 MacCorkle Ave SE Charleston, WV 25304 (304) 721-4145 Phone (304) 342-3147 Fax







200 Saturn Way Hurricane, WV 25526 phone: (304) 562-3005 fax: (304) 562-3105 www.HurricaneChevrolet.com

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PAGE 1 OF 1		[END OF INVO	CE] 10:23am		

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Thanks

NOTES: Case number-71-693844855

PAGES (including cover):

DATE: 5/22/2009

FROM:

FAX#: 866-962-2868

TO: Daniel

3418 MacCorkle Ave SE Charleston, WV 25304 (304) 721-4145 Phone (304) 342-3147 Fax





CERTIFICATE OF INSURANCE ERIE INSURANCE GROUP		Vehicla Owner Eñler Plate No.	*	
Policy Number Date Certificate Issued 080419 Effective Dates of Policy Term	Vehicle in accordance with Vehicle in accordance with Vehicle identification Num IGIZT52815F Name and address of Inst Name and address of Inst URRICANE WV	in effect a motor in the provisions of the ber	vehicle 9 West	
Authorized Representative Authorized Representative THIS CERTIFICATE MUST BE FOR USE AS PROOF OF INSU REQUESTED BY THE COMMISS WV-1A 6/B2 Signature of Owner	CARRIED IN THE VEHIC RANCE: A COPY OF THE HONER OF MOTOR VEHIC	LE DESCRIBED A S CERTIFICATE MA LES. Date 5/30	Y BE	

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May 28 2009 8:51AM

WV United FCU

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May 28 2009 8:51AM

WV United FCU

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200 Saturn Way Hurricane, WV 25526 phone: (304) 562-3005 fax: (304) 562-3105 www.HurricaneChevrolet.com .

CUSTOMER NO. 25361		ADVISOR CARL DUNLAP LABOR RATE	UCENSE NO.	742	1726	NVOICE DATE 01/03/08 COLOR WHITE/	ичоке NO. CVCS24714; втоск NO. P5867
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		T.G.I.Z.I.J	02015	P. O. NO.		A.O. DATE 01/02/08	
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CUSTOMER SIGNATU	JRE				· · ·		
PAGE 1 OF 1			[END D	F INVOICE]	10:23em		

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200 Saturs Way Hurricane, WV 25526 phone: (304) 562-3005 fax: (304) 562-3105 www.HurricaneChevrolet.com

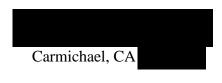
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PAGE 1 OF 1 [END OF INVOICE] 10:23am	

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

April 19, 2011



Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Saturn your choice when you purchased your 2005 ION 2 and trust you will give us the opportunity to retain you as a valued Saturn customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-522-5000. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Saturn Customer Assistance Center Service Request: 71-726072021

Issued by: Saturn

Certificate No. 1G8AN12F75Z

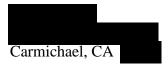
Issue Date: April 19, 2011

Issued exclusively for:



Valid through: July 16, 2010

Amount: One Thousand Six Hundred Dollars and Zero Cents ****\$1,600.00**** April 19, 2011



Dear

At Saturn, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2005 Saturn ION 2.

This offer is valid towards <u>one</u> service visit on VIN 1G8AN12F75Z In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request 71-726072021

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

ATTENTION: DEALERSHIP SERVICE MANAGER

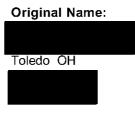
When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.



Service Satisfaction Survey

Dissatisfied Customer

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



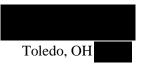
Revised Name:	

About Your Pontiac Dealership's Service Department

1	How satisfied were you with the convenience of the	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	Service Department's hours?	Ø					
		Yes	Νο	Does Not Apply/Not Required	Don't Know		
2.	Were services available to you on both an appointment and non-appointment basis?	চ্য					
3.	When arriving for service, were you greeted promptly?		Ø				
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
4.	How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?		Ø				
nje je	About Your Service Consultant/Advisor		\$\$\$\$\$\$\$# *_* *_* * * *				
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
5.	How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?				X		
		Yes	No	Does Not Apply/Not Required	Don't Know		
6.	Were you offered transportation options?	図					
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7.	How satisfied were you that you were kept informed about the status of your service request?			<u>_</u>	, ,		
	status of your service request:		Ø	D No Time			
		Yes	No	Promised			
8.	Was your vehicle ready by the original time promised?	対					
0		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
9.	How satisfied were you with the explanation you were given of all services performed?					Ø	
10	. Overall, how satisfied were you with your Service Consultant			Ø			

		× × ××,,××,×,				Aboi	ut Service De	elivery		
				(Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
11. When you picked yo	our vehicle up,	how satisfied	were you with	า:						
- The time it took to	complete the	transaction?				x				
- The ease of gettir	ng your vehicle	∋?				囟				
- The condition in which it was returned?								X		
					Yes	No				
12. Were ALL of your s	ervice concerr	is corrected on	this service v	visit?		X				
IF NO, why not?(c	heck all that a	ipply)								
Condition explain	ained - repair n	ot necessary		🗆 Pa	rts not ava	ailable				
🕅 Work performe		-			eclined rep	pair				
Service Depart			olem	□ Ot						
□ Service Depart	ment was too	busy		L Do	n't Know					
				(Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
13. How satisfied are ye										
on this service visi	t?								X	
					Yes	No				
14. Were you given a c	opy of the corr	pleted repair o	rder/invoice?.	••	ম					
							Don't Know/			
					Yes	No	Not Sure			
15. Were you contacted determine your satis	•					 1	-			
determine your sati	Siddloff with th		30171001							
	Summing l	Jp Your Experie	nce							
				I	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
16. Based on this service	vice visit, ove	erall, how satis	sfied are you	u						
with Ed Schmidt Chevrolet?								X		
					Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not	
17. Would you recom										
for service?				••			团			
				(Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
18. Overall, how satis with your 2006 G	•								Ø	
19.Are you	Male	🗵 Female								
20.Your age	Under 25	25-34	□ 35-44		□ 45-54		55-64	🗆 65 c	or older	
21.May we include your	name when p	providing this in	formation to y	your de	alership ?)	Yes 🕅	No □		

22. Do you have any other comments/recommendations about Ed Schmidt Chevrolet? For GM to fix my steering issues & random squeeks in front end! April 19, 2011



Dear

We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Pontiac customer, we are pleased to provide you with this Component Coverage Letter. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 1G2ZH558364 and will begin on June 10, 2009 at 33,000 miles and will continue until June 10, 2012 or 78,000 miles, whichever occurs first.

The following Steering components will be covered: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets; steering column; ignition switch; ignition lock cylinder; and steering wheel..

Pontiac will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership. If you have any future questions, please call us at 1-800-762-2737. Any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center Service Request 71-726094879

ATTENTION: DEALERSHIP SERVICE MANAGER

Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.

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

April 19, 2011



Dear

We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Chevrolet customer, we are pleased to provide you with this Component Coverage Letter. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 1G1ZT518X6F and will begin on May 27, 2009 at 18,444 miles and will continue until May 27, 2011 or 48,444 miles, whichever occurs first.

The following Steering components will be covered: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets; steering column; ignition switch; ignition lock cylinder; and steering wheel..

Chevrolet will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership. If you have any future questions, please call us at 1-800-222-1020. Any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

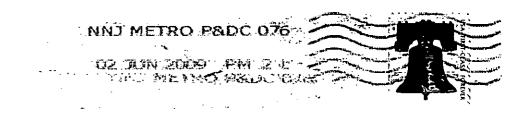
Chevrolet Customer Assistance Center Service Request 71-727536641

ATTENTION: DEALERSHIP SERVICE MANAGER

Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.



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03-05-09A00: C

MR. Ed Papper, Director Chay Duisur-PO Bay 33170

Detruit, Michigini

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H B

Fair Lawn, NJ

May 29, 2009

Mr. Ed Pepper Chevy Division Director PO Box 33170 Detroit Michigan 48232

Mr. Gene Myers, Owner Hawthorne Chevrolet via fax to 973-427-2775 1180 Goffle Road PO Box 8 Hawthorne, NJ 07507

Re: <u>Vehicle ID # 1G1ZT518x6F</u> - 2006 <u>Malibu</u> Case Number 866790-5700x42336

Dear Mr. Pepper & Mr. Myers:

I am requesting that you review and take action regarding the above captioned vehicle. I have not received a satisfactory resolution of my concern from Mr. Sherman Dodds, Chevrolet District Service Manage or Mr. Ken Grasso, Hawthorne Service Manager. I believe that the above noted vehicle has serious steering defects rendering it unsafe and hazardous to drive. Despite several multi day service visits Hawthorne Chevrolet has been unable to correct/repair the problem.

Both Mr. Dobbs and Mr. Grasso recently advised me that the vehicle is operating as designed. I find this to be contraindicated, considering that over the course of the past several months of multi day visits, Hawthorne Service staff have replaced several components of the steering mechanism in order to correct the noted problem.

In summary the vehicle steering freezes when moving from the reverse to forward gears. This problem occurs on a sporadic and unpredictable basis .On the May 6^{th} visit, where I was requested to personally meet with the Hawthorne senior service technician, who acknowledged the problem and then took the time to make a lengthy call to a central office technical support; it was suggested that to avoid the steering from locking between changing gear from reverse to forward, I wait a minute between shifting from reverse to forward. Additionally I was advised that if this process did not work, it would be necessary to replace the steering motor. The problem continues. I am now told that the vehicle is operating as designed, with no other service available.

No where in the owners' manual for this vehicle or in any other prior discussion was I advised that the minute wait between shifting from reverse to forward is the designed way to operate this vehicle as designed? It is not a satisfactory solution to the steering problem experienced with this vehicle. Rather it points out that the vehicle is not safe to drive as it is not operating properly. While, I appreciate the efforts of your respective staff to make the vehicle operate properly and safely, however they have not been successful.

I am requesting that you review this matter and make arrangements to provide me with a vehicle that operates safely. I appreciate your expeditious review of this matter.

Yours truly,

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

February 4, 2011



Service Request: 71-594279139 Customer Relationship Specialist: Katrina Blake

Dear

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

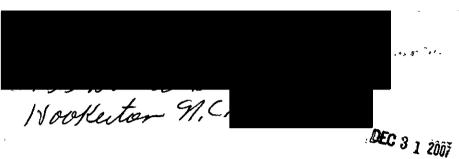
At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

We have reviewed your request for reimbursement on the motor that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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

Sincerely,

Chevrolet Customer Assistance Center



KINSTON NC 285



Reinhursement Department P.O. Bot 33170

Detwit, MI 48232-5170

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

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This section to be completed by Claimant
Date Claim Submitted: 12/22/07
Date Claim Submitted: $12/72 \int 0.7$ 17-Digit Vehicle Identification Number (VIN): <u>$IGIZT54805F$</u> Mileone et Time et Beneir (9000 Date et Beneir (11200
Mileage at Time of Repair: 69000 Date of Repair: 9124107
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>Hookerton</u> State: <u>M.C.</u> ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 200.00
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

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:

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- 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).

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HOOKERTON, NC HOME: BUS:		PAGE 1		Phone (919) 7 Fax (919) 73	4-5453	
HOME: BUS:	SEE	VICE ADVISOR:	1ጋ እለአጥጥ	www.deaconjone HEW JONES	snissan.com	
COLOR YEAR MAKE/MODEL		VIN			IN/ OUT TAG	
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SUBL BOB'S MUFFLER						
IUO **************					(N/C)	
B STEERING WHEEL GETS STUCK W M SUBLET TO SMITHFIELD C	HEN TURNING	*******	******	* * *		
999 IUO					(N/C)	
SUBL SMITHFIELD CHEVY					(N/C)	
*********	*****	*****	******	* * *	(11/ 0)	
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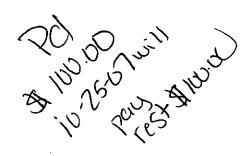
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In a few days you may receive a survey from Nissan. If for any reason you cannot answer . "YES" or "EXCELLENT" to all questions, please CALL SHARON GREEN TO DISCUSS YOUR CONCERNS

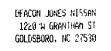


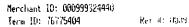
CUSTOMER PAY DEDUCTIBLE FOR LINE B		200:00
EXCLUSION OF WARRANTIES	DESCRIPTION	TOTALS
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The	LABOR AMOUNT	0.00
undersigned purchaser understands and agrees that dealer makes no warranties of any kind,		0.00
express or implied, and disclaims all warranties, including warranties of merchantability or		0.00
fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial		0.00
losses arising out of such purchase. The undersigned purchaser further agrees that the		200.00
warranties excluded by dealer, include, but are not limited to any warranties that such parts		200.00
and/or accessories are of merchantable quality or that they will enable any vehicle or any of its	LESS INSURANCE	0.00
systems to perform with reasonable safety, efficiency, or comfort.	SALES TAX	0.00
x	PLEASE PAY THIS AMOUNT	200,00
CUSTOMER SIGNATURE	· · · · · · · · · · · · · · · · · · ·	

CUSTOMER COPY

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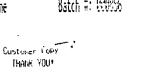






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Customer Copy THANK YOU!

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

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/ehicle Category:	GM, Used	Plan Customer:	Individual	
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/IN:	1G8AJ55FX6Z			
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		Evening Phone: Primary Language:	English	
		Secondary Language:		
ales Information				
ealer Code:	00288			
Action:	Add Protection Plan			
)dometer:	49000			
	Other			
	Other Saturn PO Box 33173 Detroit, Michigan - 48232			
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VIN: 168AJ55FX6Z Dealer Code: 00288	Status: Pendir User ID: 1w3qh		
Transaction Date: 06/10/2009	User Role: Centra	l Office Administrator	
Transaction Type: GM Protection Plan Transaction Messages: 1097 - GMPP sent to MIC	Timestamp Date: 2009-0	6-11-11.54.24.907000	
Done			
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April 19, 2011



Dear

Thank you for your support of Saturn. As we agreed, the necessary paperwork has been completed for the Saturn Basic Care Service Plan on your 2006 Saturn ION 2, Vehicle Identification Number 1G8AJ55FX6Z The processing time will take approximately eight weeks.

You will be notified once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation, simply bring this letter to your local Saturn dealership. Your complete satisfaction is very important to us at Saturn. We hope the issuance of this plan demonstrates our appreciation of you as a valued customer.

At Saturn, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

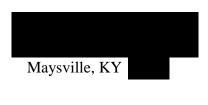
Sincerely,

Saturn Customer Assistance Center Service Request Number 71-727547698

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

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

April 20, 2011



Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

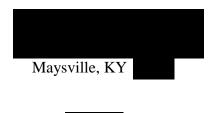
If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Pontiac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request Number: 71-728054558 April 20, 2011

Dear



We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Pontiac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request Number: 71-728054558 Privileged and Confidential Information INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CASE ASSESSMENT

By: Elizabeth Gonzalez State: New York

Customer Name:

731470594

Service Request: 71- BBB Case No.: PGM0939213

BAC Code:

115818

Only customer's last name to be recorded

Vehicle ID No.:	
1G2ZF58B074	

In Service Vehicle is: New Date: 2/15/2007

Year, Make & Model: 2007 Pontiac G6 Mileage at Time of BBB Filing 29,256 Lien holder: GMAC Other ∷: DVM Name: Dan Oldham Phone/Cell Number: 716-807-8758 Svc Mgr Name: Andy Luksch

Sale Type:	Purchase 🛛	Lease	Other :
CAM Name:			
Phone Numl	ber:		

Vehicle Purchased new on: 2/15/07.

VEHICLE REPAIR HISTORY

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

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

has tac been contacted for service history Y OR N.? If **yes** please include tac # and explanation tac was involved. If tac has

NA

IF TAC HAS NOT BEEN CONTACTED WHY NOT_____NA_____

Engine-Stalls

Date:	<u>RO #:</u>	<u>Days</u> Out:	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
04/16/0 8	32654	10	14,901	Cust sts: Intermittent engine stall while driving—Hot or cold— while driving at approximately 30 MPH. -Customer concern not duplicated. Road tested for approximately 60 miles. Could not duplicate customer concern. 3 hrs necessary to inspect stalling condition 4-17-09 Tech to take home PU9ZJ9995.
5/08/08	33597	2	15,682	 (Note: 1 day rental) Cust sts: Check for intermittent stalling—driving at 30 MPH, hot or cold, 2 days after filling tank, loose gas cap light comes on at times. -Road test vehicle 35 miles, unable to duplicate condition. Inspect fuses, relays, grounds and battery connections, all check good at this time. Road test vehicle 35 miles, unable to duplicate condition.

				connections, all check good at this time. Scan for diagnostic trouble codes, none stored at this time, current or history. Gas cap light comes on at times.
06/08/0 9	48782	*	29,271	(Note: 2 days car rental.) Cust sts: Car stalls when driving. Cause: No problem found. -Customer concern not duplicated. Engine controls and fuel. Tech road tested for 5 milesDid not stall. Scanned for codes. No codes present or stored.

Brakes

Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
01/10/0 8	28709	1	11,857	Cust sts: A brakes require excessive effort to stop. Road test and advice.
				Cause: Front rotors have excessive thickness variation. -Front brake rotor refinishing.
9/25/08	39,61 9	1	20,821	Cust sts: Brakes pulse when applied. Cause: Front brakes rusted -Front brake rotor refinishing and rear brake rotor refinishing. Front rotors rusted. Turned front rotors and test drove. Brakes still pulse when applied. Turned rear rotors and test drove. Vehicle is now operating as designed.

Steering

Date:	<u>RO #:</u>	<u>Days</u> Out:	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
07/23/0 7	21588	1	35	Cust sts: check for vehicle pulling right. Cause: Out of spec.
06/08/0 9	48782	1	29,271	-Wheel alignment check and/or adjust. Cust sts: Clunking noise when turning. Cause: Technical bulletin -Reposition shaft per bulletin. Tech repositioned and

lubricated intermediate steering shaft as per DOC #2244461.

Warning Lamps: Airbag

Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
12/14/0 7	27873	1	11,107	Cust sts: Airbag light is staying on, passenger side air bag "off". Light stays on when there is a passenger in vehicle. Cause: Scan for codes, one stored in history. -Scan for codes, one stored in history. Clear code, check all sensors, all operating as designed.
				Cust sts: Check gas cap and brake warning lamps come on at times. Cause: Scan for codes, one stored in history. -Scan for codes, one stored in history. Clear code, check all sensors, all operating as designed. Bulletin 06-09-41-008B

Possible cushions rust at one time. No problem found at current time.

Body

Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
02/27/0 8	30552	*	13,400	Cust sts: Check for wind noise from left front door. Cause: Door not aligned. -Door assembly, front left align.
Recall	/Campaig	n (Not Rela	ted to Oth	er Symptoms/Complaints)
Date:	<u>RO #:</u>	<u>Days</u> Out:	<u>Mileag</u> e:	Description of Complaint and Repair Performed:

Has the vehicle ever been involved in an accident Y or N? No Did you confirm your answer with the customer Y or N? Yes What type of damage was sustained (example front end collision) NA

Are the RO's attached if the vehicle was in an accident Y or N? NA

Has the customer filed any insurances claims on this Vehicle Y or N? No If Yes obtain the following information below:

Insurance Compar	יב יע	_ NA
Insurance Rep (Fi	rst and Last Name)	NA
Phone #	NA	
Claim Made? No	Claim Status: NA	
Claim #	NA	
	npany refer customer to	o GM? NA

Are there any Aftermarket Modifications to the Vehicle Y or N? No Have you confirm this with the customer Y or N? Yes List:

Was a Trade Repurchase offered to the customer, Y or N? Yes/No (A Trade Repurchase is to be offered as a settlement before a Straight can be considered) Date authorized by the DVM/CAM

Other

Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileag</u> <u>e:</u>	Description of Complaint and Repair Performed:
02/14/0 7	14343	*	35	-New York State Safety Inspection. -Car cleaning -Fill gas
07/23/0 7	21588	*	35	- (Maintenance) Service Advisor mileage op code tech type description: 6000 mile service. Lube oil and filter change, tire rotation, brake inspection, set tire pressure, check all fluids.
				Cust sts: For cigarette lighter inoperative. Cause: Wire Shorted.

-Wiring and/or connector power and grounds distribution

repair or replace.

11/13/0 7	26688	*	10,185	- (Maintenance) Service Advisor mileage op code tech type description: 6000 mile service. Lube oil and filter change with genuine GM quality parts, Lube chassis, Check and top off fluid levels, set tire pressure. Includes up to 6 quarts of oil. Misc. Shop charges. Wheel alignment check and/or adjust wiring and/or connector power and grounds DI -New York State Safety Inspection.
02/27/0 8	30552	*	13,400	 - (Maintenance) New York State Safety Inspection - 6000 mile service. Lube oil and filter change, tire rotation, brake inspection, set tire pressure, check all fluids.
9/25/08	39619	*	20,821	Cust sts: Request to replace front and rear pads (maintenance)
6/08/09	48782	*	29,271	- (Maintenance) Lube, oil, filter, change engine oil and filter with genuine GM quality parts. Lube chassis, check and top off fluid levels, set tire pressure. Includes up to 6 quarts of oil.

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: NA

Lemon Law Repurchase/Replacement: The vehicle is **eligible** for Repurchase/Replacement under the NY LL.

GM Program Summary Repairs/Reimbursement for past repairs: The customer is **eligible for repairs/reimbursement within** the 3/36 parameters.

THE STATE LEMON LAW READS:

Days out of service: 30 Repairs same nonconformity 4 or more times and the problem continues to exist Time period 24 months / 18,000 miles Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs NA Safety-related time period N / A

Number of repair attempts in the presumption period:7Total days out of service during the presumption period:17Total days out of service during customer's ownership:17

Vehicle Meets Presumption of Lemon Law YES

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: NA Date & Offer/Result: NA

Concern: NA Date & Offer/Result: NA

Concern: NA Date & Offer/Result: NA

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 sts: Car stalled 7 times, last year I wanted to return the car. Left messages with Mike Murphy, general message no callbacks. Seemed to be okay until 5/09 stalled and again on 6/1/09 6/5/09, brake issures-5746 miles. Dangerous situation. I want a replacement car. Appointment 6/07 for last 3 stalls and steering.

DVM sts: No repurchase. Any goodwill will be fine to offer.

SVM sts: NA

CRS Rationale: Vehicle's concerns were not able to be duplicated. CRS's first offer to customer was on 6/23/2009. Offer was a 1 month vehicle payment of \$285 in addition to a 12/12 GMPP Smart Care. Customer declined offer

CRS's second offer to customer was on 6/26/2009. Customer currently has a GMPP 72/60000 GMPP Major Guard. CRS explained to customer if that plan was cancelled, would offer it to her again and it would be updated from the time and mileage customer accepted. Customer contact CRS and left message declining offer on 7.2.09.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law? Customer's concerns could not be duplicated.

Decision reached by CRS: Arbitrate case: x

Settle case:

CRS FINAL OFFER:	72/60000 GMPP Major Guard	DATE : 7/2/ 09	CUST Declined
Goodwill: {Type}	Attorney Fees (if applicable): \${Amount}		

TEAM LEAD APPROVING:	Laura Forster	Date: July 28, 2009

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Contract Reg	istration	[gmpp X	MRP	Medium Duty	GM (Cert		enter de la composition de la	MRP L	w
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NAME OF BUSINESS OR MUNI	CIDALITY						ODE & PHO	NE NUME	BCD		
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MAILING ADDRESS (must include	apt. or suite #, if applicable)		C	CITY			STA		ZI	P CODE	
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If not submitted by GM Access (CDR), mail to National Mechanical Service Center, P.O. Box 6855, Chicago, IL 60680-6855. In Anzona, the service company is GMAC Service Agreement Corp. In Florida, the insurer is MIC Property and Casualty Insurance Corporation, P.O. Box 5074, Southfield, MI 48086. FL Lic. #9299. 2005 General Motors Corporation. All Rights Reserved. Litho U.S.A. 10/05 701ALL6

WORK SHEET		EXACT DELIVERY DATE AND TIME:
Stock No. P70589		EXACT ORDER DATE:
Source	—	
Sales Person Date Z - 5 - 0 - 7	IIM M	URPHY AND A SUICK GMC, INC.
Home Phone	PONTIAC B	BUICK GMC, INC.
Bus.Phone Cell Phone		0 WALDEN AVENUE New York 14043-2608
E-Mail		(716) 684-8900
Purchaser		(PAT)
Address	City	Zip
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Sobiomite #: Sibili		40702	IM MU Pontiac Buic	
		INVOICE	3000 Walden A Phone (716) 684-	venue · Depew, NY 14043 ·8900 · Fax (716) 684-9050
ALDEN, NY		PAGE 1		mmurphycars.com
HOME CONT:N/A BUS: CELL:	ļ	SERVICE ADVISOR:	87 ANDY LUI	EG# R-7029773 KSCH
COLOR YEAR MAKE/MODEL	N	VIN ,		MILEAGE IN / OUT TAG
GR 07 PONTIAC G6		2ZF58B074		29271/29271
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OWNER. THERE WAS NO INDICATION FROM THE APPEAF VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY W/	OR REPLACED	the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or	PARTS AMOUNT GAS, OIL, LUBE	·····
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPP CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE	ORTING THIS	implied, including any implied warranty of merchantability or fitness for a particular purpose.	SUBLET AMOUNT	
NOTIFICATION AT THE SERVICING DEALER FOR IN: MANUFACTURER'S REPRESENTATIVE.		Seller neither assumes nor authorizes any other person to assume for it any liability in	MISC. CHARGES	
		connection with the sale of this item/items.	LESS INSURANCE	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSO	N (DATE)	CUSTOMER SIGNATURE	SALES TAX	
			THIS AMOUNT	

CUSTOMER #	‡: 318	44			48782	τιλη Ν	AIIDI	
					INVOICE		AURI C BUICK GN	AC, INC.
ALDEN, NY HOME		CONT:N/A			PAGE 2	Phone (7	16) 684-8900 · www.jimmurph NYS REG# R-3	Fax (716) 684-9050 lycars.com
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GR		PONTIAC G6	- 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1		F58B074			L/29271
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31844	39619 J	IM MUR PONTIAC BUICK G	
	INVOICE	3000 Walden Avenue Phone (716) 684-8900 www.jimmurg	 Depew, NY 14043 Fax (716) 684-9050
ALDEN, NY HOME: BUS:	PAGE 1	NYS REG# F	
	SERVICE ADVISOR:	174 ADAM REGDO	
COLOR YEAR MAKE/MODEL		LICENSE MILEA	GE IN / OUT TAG
DEL. DATE PROD. DATE WARR. EXP. PROMISED	G2ZF58B074 PO NO.	RATE PAYMENT	1/20821 INV. DATE
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00 CAR MAINTENANCE			<u>~~</u>
117 C / 1 19201445 PAD KIT		79.90 49.	00 0.00 95 49.95
1 96538 BRAKE KIT 1 19201450 PAD KIT		14.00 14. 79.90 49.	00 14.00 95 49.95
1 96538 BRAKE KIT		14,00 14.	
PARTS: 127.90 LABOR: 0.00 OT	HER: 0.00	TOTAL LINE B?	127.90
******	* * * * * * * * * * * * * * * * * *	·∗Æ₽₽₽₽₽₩€⊂₽	¢
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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 the sale of this item\items. The	LABOR AMOUNT	0.00 127.90
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	Seller berehv expressly disclaims all	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.	SUBLET AMOUNT MISC. CHARGES	0.00
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 CHARGES	127.90
	connection with the sale of this item/items.		0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX PLEASE PAY	11.19
	l	THIS AMOUNT	139.09

31844	33597	IM MUR Pontiac Buick G	рну 💸
	INVOICE	3000 Walden Avenue Phone (716) 684-8900	· Depew, NY 14043 · Fax (716) 684-9050
ALDEN, NY BUS:	PAGE 1	www.jimmurp NYS REG# R	-7029773
COLOR YEAR MAKE/MODEL	SERVICE ADVISOR:	27 KAREN FITZP LICENSE MILEA	ATRICK GEIN/OUT TAG
GR 07 PONTIAC G6 DEL. DATE PROD. DATE WARR. EXP. PROMISE	1G2ZF58B074		2/15717
15FEB07 IS 15FEB07 DD 18:00 08		87.00 CASH	09MAY08
R.O. OPENED READY OPTIONS ENG:2. 08MAY08 09MAY08	STK:P70532 4_Liter_MFi_DOHC_H	D_ECOTEC TRN:A	
LINE OPCODE TECH TYPE HOURS	¢	LIST N	ET TOTAL
A CK FOR INTERMITTENT STALLINGDR	IVING AT 30 MPH, HO		
AFTER FILLING TANK, LOOSE GAS			
<pre></pre>	OTHER: 0.00	0. TOTAL LINE A:	00 0.00 0.00
15682 ROAD TEST VEHICLE 35 MILES, UN CONDITION.INSPECT FUSES, RELAYS, GROU CHECK GOOD AT THIS TIME.SCAN FOR DI AT THIS TIME, CURRENT OR HISTORY. ************************************	NDS AND BATTERY CON AGNOSTIC TROUBLE CO		D (N/C)
SUBL CAR RENTAL PO#8676 FC: PARTS: 0.00 LABOR: 0.00	OTHER: 0.00	TOTAN LINE B.	(N/C) 0.00
PONTIAC	******	"BUICI	у г . х.
	inae.		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT TH INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWIS SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE T OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF TH VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACE UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING TH	SE The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied by warranty of merchantability or	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT	TOTALS 0.00 0.00 0.00 0.00 0.00 0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMEN NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION E	IT fitness for a particular purpose. SY Seller neither assumes nor authorizes any other person to	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	0.00

 connection with the sale of this item/items.
 LESS INSURANCE
 0.00

 (SIGNED)
 DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
 (DATE)
 CUSTOMER SIGNATURE
 PLEASE PAY THIS AMOUNT
 0.00

31844	32654	JIM MURPHY			
	ACCOUNTING	PONTIAC BUICK GMC, INC. 3000 Walden Avenue · Depew, NY 14043			
	DUPLICATE 3	Phone (716) 684-8900 · Fax (716) 684-9050 www.jimmurphycars.com			
ALDEN, NY HOME: BUS	PAGE 1	NYS REG# R-7029773			
	SERVICE ADVISOR:	27 KAREN FITZPATRICK LICENSE MILEAGE IN / OUT TAG			
COLOR YEAR MAKE/MODEL		LICENSE MILEAGE IN / CC1 TAG			
DEL. DATE PROD. DATE WARR. EXP. PROMISED	LG2ZF58B074 PO NO.	14901/14967 RATE PAYMENT INV. DATE			
15FEB07 IS 15FEB07 DD 18:00 16AB	PR08	81.25 CASH 25APR08			
R.O. OPENED READY OPTIONS:	STK: P70532	ECOTEC TEN. A			
16APR08 25APR08	_Liter_MFi_DOHC_HO				
LINE OPCODE TECH TYPE A/HRS S/HRS CO A CK FOR INTEREMITTENT ENGINE STALL WE	OST SALE COMP	LIST NET TOTAL			
DRIVING AT APPROX 30 MPH	ILLE DRIVINGNOI	OR COLDWHILE			
J9995 CUSTOMER CONCERN NOT DUPLIC		22.55 22.55			
107 W 0.30 0.30 5 FC: 9Z PART#: COUNT: 0	530 2255	22.55 22.55			
CLAIM TYPE: AUTH CODE:					
PU					
2	0 0 TPARTS 530 2255 TLABOR				
		TOTAL LINE A: 22.55			
VERSION 1 (EMP# 27,17APR08 15:04): 14	4901 ROAD TESTED F	OR APPROX 60			
MILES. COULD NOT DUPLICATE CUSTOMER (
B RENTAL/SUBLET/SHUTTL 26 RENTAL/SUBLET/SHUTTL					
27 C 0.00 0.00	0 0	0.00 0.00			
SUBL RENTAL ISP 18	300 1800	18.00 18.00			
PARTS: 0.00 LABOR: 0.00 OT	THER: 18.00	TOTAL LINE B: 18.00			
ACCOUNT SALE COST CONTROL 46200 2255 530	ACCOUNT SALE 46000	COST CONTROL			
46600 1800 1800	26300 22	55 *****			
22500 0 ******	6704 18	00 *****			
COST, SALE, & COMP TOTALS 23	<u>330 4055 0</u>	DESCRIPTION TOTALS			
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT 0.00			
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	the sale of this item\items. The	PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00			
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or	GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00			
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	fitness for a particular purpose. Seller neither assumes nor	MISC. CHARGES 0.00			
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES 0.00			
	connection with the sale of this item/items.	LESS INSURANCE 0.00 SALES TAX 0.00			
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY			
		THIS AMOUNT 0,00			

ACCOUNTING COPY

31844	30552 T		
51011		ONTIAC BUICK GM	C. INC.
	INVOICE	3000 Walden Avenue · D	Depew, NY 14043
	DUPLICATE 1	Phone (716) 684-8900 · F www.jimmurphy	
ALDEN, NY HOME BUS:	PAGE 1	NYS REG# R-70	029773
		27 KAREN FITZPA	
COLOR YEAR MAKE/MODEL	VIN	LICENSE MILEAGE	IN / OUT TAG
	1G2ZF58B074		/13400
DEL. DATE PROD. DATE WARR. EXP. PROMISED	PO NO.	RATE PAYMENT	INV. DATE
15FEB07 DD 18:00 27F		81.25 SCOUP	27FEB08
R.O. OPENED READY OPTIONS:	STK: P70532		
27FEB08 27FEB08	_Liter_MFi_DOHC_HO	ECOIEC IRN:A	
LINE OPCODE TECH TYPE HOURS		LIST NET	<u>r total</u>
A NEW YORK STATE SAFETY INSPECTION NYSIS NEW YORK STATE SAFETY INSP	ECTION		
73 CSI		10.00	
PARTS: 0.00 LABOR: 10.00 O	THER: 0.00	TOTAL LINE A:	10.00
************	*****	****	
B CK FOR WINDNOISE FROM LEFT FRONT DO	OR		
CAUSE: door not aligned B4001 DOOR ASSEMBLY, FRONT LEFT.	ALTON		
73 W			(N/C)
FC: 3A PART#: COUNT: 0 CLAIM TYPE:	rchanch		
AUTH CODE:	e vinne av in a vinnen. It vinne a		
WN			
PARTS: 0.00 LABOR: 0.00 O	THER: 0.00	TOTAL LINE B;	0.00
13400 door not alighed align door			
C 6000 MILE SERVICE. LUBE OIL AND FIL	*****	*********	
C 6000 MILE SERVICE LUBE OIL AND FIL INSPECTION, SET TIRE PRESSURE	TER CHANGE, TIRE R CHECK ALL FLUIDS	OTALLEO, BRAKE	*
6K 6000 MILE SERVICE. LUBE OIL A	ND FILTER CHANGE,	• • • • • • • • • • • • • • • • • • • •	
TIRE ROTATIIO, BRAKE INSPEC PRESSURE, CHECK ALL FL <mark>UIDS</mark>			
73 C		33.2 5.85 5.8	5 33.25
	· LA TRY III AMERICA ·	5.85 5.8 2.52 2.1	5 5.85 7 10.85
5 5W30 OIL PARTS: 16.70 LABOR: 33.25 O	THER: 0.00	TOTAL LINE C:	
*******************	*****************	****	
	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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	The factory warranty constitutes all	LABOR AMOUNT	43.25
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	Seller hereby expressly disclaims all	PARTS AMOUNT GAS, OIL, LUBE	16.70
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCUDENT, NEGLIGENCE, OR MISLISE, RECORDS, SUPPORTING, THIS	warranties either express or implied, including any implied	SUBLET AMOUNT	0.00
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	Seller neither assumes nor	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	59.95
	connection with the sale of this item/items.	LESS INSURANCE SALES TAX	<u> 11.00</u> <u> 4.37</u>
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	
		THIS AMOUNT	53.32

31844	27873	im Murphy 🎎
	INVOICE	PONTIAC BUICK GMC, INC. 3000 Walden Avenue · Depew, NY 14043 Phone (716) 684-8900 · Fax (716) 684-9050
ALDEN. NY		www.jimmurphycars.com
HOME: BUS:	PAGE 1	NYS REG# R-7029773
	SERVICE ADVISOR:	27 KAREN FITZPATRICK
COLOR YEAR MAKE/MODEL	VIN	LICENSE MILEAGE IN / OUT TAG
GR 07 PONTIAC G6 DEL. DATE PROD. DATE WARR. EXP. PROMI	1G2ZF58B074 SED PO NO.	11107/11107 RATE PAYMENT INV. DATE
15FEB07 IS		
15FEB07 DD 18:00 1 R.O. OPENED READY		81.25 CASH 14DEC07
	.4_Liter_MFi_DOHC_H	DECOTEC TRN:A
<u>14DEC07</u> 14DEC07		
LINE OPCODE TECH TYPE HOURS A CUSTOMER STATES;AIRBAG LIGHT IS S	WAYTNO ON DACCENCED	LIST NET TOTAL
"OFF" LIGHT STAYS ON WHEN T	•	
CAUSE: SCAN FOR CODES, ONE STORED I		
25 ACCESSORIES		
167 C PARTS: 0.00 LABOR: 0.00	OTHER: 0.00	0.00 0.00 TOTAL LINE A: 0.00
PARIS: 0.00 LABOR: 0.00	OTHER: 0.00	TOTAL LINE A: 0.00
11107 SCAN FOR CODES, ONE STORED I	N HISTORY CLEAR CODI	E, CHECK ALL
SENSORS, ALL OPERATING AS DESIGNED		
	×****************	
B CUSTOMER STATES: CHECK GAS CAP AND TIMES.	BRAKE WARNING BAMPS	5 COME ON AT
25 ACCESSORIES	 Negre vision and an an viger in a viger of a second se	
167 C		0.00 0.00
PARTS: 0.00 LABOR: 0.00	OTHER: 0.00	TOTAL LINE B: 0.00
11107		
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		e e
PONTIAC		BUICK
		enseen adda a co adda e co
í literatura de la companya de la co		
	milit ist the management	
·		DESCRIPTION TOTALS
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERV	VISE The factory warranty constitutes all	LABOR AMOUNT 0.00
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF	TO of the warranties with respect to THE the sale of this item\items. The	PARTS AMOUNT 0.00
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLA UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH	CED Seller nereby expressly disclaims all warranties either express or	GAS, OIL, LUBE 0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING	THIS warranty of merchantability or	SUBLET AMOUNT 0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYM NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION	by I Seller neither assumes nor	MISC. CHARGES 0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in connection with the sale of this	TOTAL CHARGES 0.00 LESS INSURANCE 0.00
	item/items.	SALES TAX 0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DAT	E) CUSTOMER SIGNATURE	PLEASE PAY
		THIS AMOUNT 0.00

31844	28709 J	IM MURI PONTIAC BUICK GA	HY MA
	INVOICE	3000 Walden Avenue · Phone (716) 684-8900 ·	Depew, NY 14043 Fax (716) 684-9050
ALDEN, NY HOME BUS:	PAGE 1	www.jimmurph NYS REG# R-	
COLOR YEAR MAKE/MODEL	SERVICE ADVISOR:	27 KAREN FITZPZ LICENSE MILEAG	ATRICK BEIN/OUT TAG
	1G2ZF58B074	11857	7/11857
DEL. DATE PROD. DATE WARR. EXP. PROMISED	PO NO.	RATE PAYMENT	INV. DATE
15FEB07 DD 18:00 10J. R.O. OPENED READY	AN08 STK: P70532	81.25 CASH	10JAN08
10JAN08 10JAN08 ENG:2.4	_Liter_MFi_DOHC_HC	D_ECOTEC TRN:A	
LINE OPCODE TECH TYPE HOURS A BRAKES REQUIRE EXCESSIVE EFFORT TO	STOD POADTEST AND	LIST NE	ET TOTAL
CAUSE: FRONT ROTORS HAVE EXCESSIVE TH H0122 FRONT BRAKE ROTOR REFINISH	ICKNESS VARIATION		
167 W	TING		(N/C)
FC: 01R02 PART#:			
COUNT: 0 CLAIM TYPE:			
AUTH CODE: OR			
Goo	kawrench -		
	THER: 0.00	TOTAL LINE A:	0.00
11857 FRONT ROTORS HAVE EXCESSIVE TH ROTORS		REFACE FRONT	
***************************************	****************	*****(******))	
		6	
PONTIAC		BUICK	τ.g. ⊾
	ing and the summing o		
•			
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE	STATEMENT OF DISCLAIMER The factory warranty constitutes all	DESCRIPTION LABOR AMOUNT	TOTALS 0.00
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	of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all	PARTS AMOUNT GAS, OIL, LUBE	0.00
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.	SUBLET AMOUNT	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	Seller neither assumes nor authorizes any other person to	MISC. CHARGES	0.00
	assume for it any liability in connection with the sale of this item/items.	LESS INSURANCE	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	0.00
(JOINE)		PLEASE PAY THIS AMOUNT	0.00
· · ·			

31844	26688 J	IM MURP Pontiac Buick GM	HY 🗱
	INVOICE	ONTIAC BUICK GN 3000 Walden Avenue	
ALDEN, NY	DUPLICATE 1 PAGE 1	Phone (716) 684-8900 · www.jimmurph	Fax (716) 684-9050 ycars.com
HOME : BUS	SERVICE ADVISOR:	NYS REG# R-7 174 ADAM REGDOS	
COLOR YEAR MAKE/MODEL	VIN		E IN / OUT. TAG
GR 07 PONTIAC G6 10	G2ZF58B074	10185	5/10185
DEL. DATE PROD. DATE WARR. EXP. PROMISED	PO NO.	RATE PAYMENT	INV. DATE
15FEB07 IS 15FEB07 DD WAIT 13NO	V07	81.25 SCOUP	13NOV07
R.O. OPENED READY OPTIONS:	STK:P70532 Liter MFi DOHC HC		
<u> </u>	DICEL_MEI_DONC_NC		
LINE OPCODE TECH TYPE HOURS A LUBE,OIL, FILTER, CHANGE ENGINE OIL .		LIST NE	<u>TTTTOTAL</u>
QUALITY PARTS, LUBE CHASSIS, CH	ECK AND TOP OFF P		T
TIRE PRESSURE, INCLUDES UP TO LOF LUBE,OIL, FILTER, CHANGE ENGI			
FILTER WITH GENUINE G.M. QUA	LITY PARTS, LUBE		
CHASSIS, CHECK AND TOP OFF FL TIRE PRESSURE. INCLUDES UP T			
107 C 1 89029265 FILTER	(<u>41</u>)	11.2 5.85 5.8	
5 5W30 OIL PARTS: 16.70 LABOR: 11.25 OT	HER: 000	2.52 2.1 TOTAL LINE A	.7 10.85 27.95
UOOU ******************	9N///C/IICII *******	*****	
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PONTIAC		BUICK	*3
S TT Avenue A Van B startman Van A		Church P. HOUSE ER BE "Manager 5 "G	
	6×/7 (7=====		
	r an the second s		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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	The factory warranty constitutes all of the warranties with respect to the sale of this item items. The	PARTS AMOUNT	$\frac{11.25}{16.70}$
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or implied including any implied	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	fitness for a particular purpose.	SUBLET AMOUNT MISC. CHARGES	0.00
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 CHARGES	27.95
	connection with the sale of this item/items.	LESS INSURANCE SALES TAX	6.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	24.39
	<u>I</u> .		<u>24.37</u>

×		3	1844			21588	J	IM N Pontiac		PHY	総
						*INVOICE	*	3000 Wa	lden Avenue	· Depew, NY	
									5) 684-8900 vww.jimmurp	• Fax (716) 68 hycars.com	84-9050
ALDEN, NY			DUG			PAGE 2			NYS REG# R	-7029773	
HOME :			BUS:		SE	RVICE ADV	ISOR:		N FITZP		
COLOR	YEAR		MAKE/MO	DEL		VIN		LICENSE	Contraction of the second s	GE IN / OUT	TAG
GR DEL. DATE	07 PROD. C		TIAC G6 WARR.EXP.	PROMIS		2F58B074 PO NO.		RATE	PAYMENT	<u>6/5748</u>	. DATE
15FEB07 IS			WARTE EXT.		//	10.10.					
<u>15FEB07 DD</u>				18:00 2	3JUL07	7		81.25	CASH	<u>23JU</u>	L07
R.O. OPENE	ED		READY			K:P70532					
23JU	11.07		23JUL		.4_Lit	er_MFi_D	энс_но	D_ECOTEC	'TRN:A		
		НТ	YPE HOUR			· · · · · · · ·		LIST	' N	ET TO	OTAL
			861352								
The second	COUNT:		<u></u>	A activities constantions							
	LAIM UTH C										
 Next the contract of a second sec second second sec) Д	ODF	•								
PARTS:	0.0	0	LABOR:	0.00	OTHEF	ζ ; Ο	.00	TOTAL I	INE C:)	0.00
5746 WIRE	SHOR	TED	REPAIR A	AND REROU	TE WIF	Æ		•		000000000000000000000000000000000000000	
	Contract Constants in Constants	anna an		********		·	****	******	***		
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								a de la companya de la			
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									Q.Y.Y. / .!		
a u u setal sata se accesa		990999999 - 15			, 1997, 2007, 2007, 2007, 2007, 2007, 2007, 2007, 2007, 2007, 2007, 2007, 2007, 2007, 2007, 2007, 2007, 2007, 2				ennan Cal	************	
			1					8739-88	19 19 <i>Al^{anna} La</i>	garta.	
		'C) (NTIAC					~~~~	IICK	%. .	
		896396468									
		6.00				Anne An <u>nemer</u> e					
					nnyy? (dadd y	or jang successioner	12				
				-							
											·
	***************	8888888888									
ON BEHALF OF	SERVICIN	G DEA	LER, I HEREBY	CERTIFY THAT		ATEMENT OF DIS	CLAIMER	DESCI			ALS
INFORMATION CO SHOWN. SERVICE	ONTAINED	HEREC BED W	ON IS ACCURATE	UNLESS OTHERW	/ISE Th TO of	e factory warranty co the warranties with	respect to				3.25
OWNER. THERE V	VAS NO IN	IDICAT THAT	ION FROM THE A	APPEARANCE OF 1 AIRED OR REPLAC	THE the	e sale of this item\ ller hereby expressly of grantice either	lisciaims all	GAS, OIL, L			<u>5.70</u> 0.00
UNDER THIS CLA	AM HAD E	BEEN C	CONNECTED IN A	ANY WAY WITH A	ANY im	irranties either explicitly contractions of the policy of	y implied	SUBLET AM			<u></u>
CLAIM ARE AVAI	ILABLE FO	B (1)	YEAR FROM THE	OR INSPECTION	ENT fitr	ness for a particula ller neither assu	r purpose. mes nor	MISC. CHAR	RGES	- (5.00
MANUFACTURER	'S REPRES	ENTAT	IVE.	ON MORECHUN	aul	horizes any other sume for it any	person to liability in	TOTAL CHA			3.95
					CO	nnection with the s m/items.	ale of this	LESS INSUR			<u>0.00</u> 3.84
(SIGNED) DEALE	R, GENERAL	MANA	GER OR AUTHORIZE	D PERSON (DATE	i) CL	STOMER SIGNATURE		PLEASE PA		· · · · ·	<u>,04</u>
								THIS AMO		4'	7.79

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CUSTOMER COPY

47.79

	3	31844			21588	Γτλλ Ν	A URF			
	-						PONITIAC BUICK GMC INC			
					INVOICE	Phone (71	6) 684-8900 · I	Depew, NY 14043 Fax (716) 684-9050		
ALDEN, NY					PAGE 1	١	www.jimmurph			
HOME :		BUS		000			NYS REG# R-7	1		
COLOR	/EAR	MAKE/MO		<u> </u>	VICE ADVISOR:	LICENSE	EN FITZPA	EIN/OUT TAG		
		Wirkite/Wie			****					
GR		TIAC G6			F58B074			/5748		
	PROD. DATE	WARR, EXP.	PROMISE	D	PO NO.	RATE	PAYMENT	INV. DATE		
15FEB07 IS			10.00.00			01 25	CACU	23JUL07		
15FEB07 DD R.O. OPENED	γ	READY	18:00 23 OPTIONS:		K:P70532	81.25	CASH			
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, **, ,** "

My correspondence with Jim Murphy Pontiac has been through phone calls and an email.

When my car stalls, I immediately call their office. I have my cell phone times for the last 2 Incidents:

June 5 - called 5:58 pm left a general message - no call back

June 1 - called 7:42 am talked to service department

I may be able to get copies of the phone bills from the other 4 times

I did a general email after the April 2009 incident and received a reply from Andy -service manager.

He emailed me something that was sent out by GM concerning fuel. I asked him where to purchase it and he said it was not available in this area

Mike Murphy - I left 2 voice messages for him - 1 last year and 1 this year to see if we could work out something so I could turn this car back. He never replied

I even left a voice message last year with the lady that calls to see how your previous appointment went and she never called back

The bottom line is my car stalled 6 times that I can account for

1st stall - stalled on Broadway in Alden - I had my 2 year old grandson - able to pull over - called service department - Saturday. Did not go in for service thought it might be one time only

2nd stall - stalled on Exchange Street - Alden -able to pull over - called - serviced

3rd stall - stalled on Broadway - Lancaster - able to pull over - called - serviced

4th stall - stalled on Exchange Street - Alden - able to pull over - called

5th stall - stalled going onto the Thruway in Cheektowaga -- able to pull over - called

 6^{th} stall - stalled on a side street in Lancaster 6/5 because of an accident, it was a detour and I did not

check the street name - able to pull over - called

ins set e

The last 3 were serviced at the same time - I had scheduled an appointment for a steering problem.

I had a period of time where the car did not stall - but - now it has started again. I moved and I am still trying to find any notes etc that may help

Another problem - which is documented 1 time is my gas cap warning light comes on quite often. Andy the manager is aware of that issue- said it could loosen as you drive



BBB AUTO LINE Council of Better Business Bureaus, Inc. 4200 Wilson Blvd. Suite 800 Arlington, VA 22203

FACSIMILE TRANSMISSION

MESSAGES:

Date and time of transmission: Monday, July 27, 2009 5:00:42 PM Number of pages including this cover sheet: 05 **BBB AUTO LINE**

TO:Elizabeth Gonzalez COMPANY:



July 27, 2009

ELIZABETH GONZALEZ PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Re:M11 PGM0939213: vs Pontiac/GMC Division 1G2ZF58B074

Dear Madam/Sir:

Enclosed are the technical expert's findings and credentials pursuant to the arbitrator's request. You may submit comments regarding both the findings and qualifications of the expert for the arbitrator's consideration.

The BBB AUTO LINE office must receive any comments **within four days** from the date of this letter. If your comments are received within this four-day period, they will be sent to the arbitrator together with the expert's report. If we do not receive your comments by that time, the technical expert's report will be sent to the arbitrator without your comments.

If the customer has any comments to make concerning the expert's report, and they are received by the BBB AUTO LINE within this same time frame, they will be sent to the arbitrator. You will also receive a copy for your information.

You may fax your comments to us at 703.247.9700, or call me at 800.334.2406 if you have any questions.

Sincerely,

John Ryan at Extension 529

TO:Elizabeth Gonzalez COMPANY:

Inspection Report

Page 1 of 3

			BBB Au	uto Line		
		Те	chnical Ex	pert's Repo	rt	
			Start Date: 06/22/09	9	Arb. Date:	
Bureau:	CBB	BB Case Number: PGM0939213		39213		
Staff Contact	& Exte	nsion #:	: John Ryaı	n, Ext. 529	Fax:	954-539-3225
Customer:						• • • • • • • • • • • • • • • • • • •
Address:			, Alder	n, NY		
Telephone:	Day	:	Evening:	····		
Alternate Pho	ne - Co	ontact In	formation:	716-225-321	9	
Vehicle Locat	ion:	At the a	above addres	S		

Vehicle Information

Make:	Pontia	IC	м	odei:	G6	Y	ear:	2007
Mileage:	29,250	56 V.I.N.: 1G2ZF58B074						
Request I	Date:	2009-07-1	0 10:08	:30	Comp	lete By:	ASAP	
Any Special Instructions:								
Completio	on Date	/Time:	7/24/09	9 12:25	PM	Inspect	or: Ro	onald LoCurto
Odometer	at Sta	r t: 308	521 A	After Ro	oad Tes	st:	305	32

Miles Driven: 11 Date/Time Inspected: 7/23/09 9:30 AM

Technical Inspection Request

Problem:	Car stalled.
Does Problem Exist:	No
Probable Cause(s):	Unknown
Test, Evaluation and Basis for Conclusion(s):	The inspector verified the engine turned over and started easily when repeatedly tested over 10 different times before, at various intervals during and after the 11 mile road test and noted no binding, laboring, sticking, unusual noises or excessive cranking times were present and the subject vehicle started quickly and easily each time. The inspector test drove the subject vehicle, both cold and after reaching full operating temperatures, under light, medium and heavy throttle applications, on the highway and in stop and go traffic with the accessories on and off and verified that the engine performance was good with no jumping, shaking, hesitating, missing or stalling at any time

TO:Elizabeth Gonzalez COMPANY:

Inspection Report

Page 2 of 3

	throughout the road test or inspection. The check engine and oil warning lights illuminated during the initial self-tests as designed; however, none of the dashboard warning lights illuminated at any other times during the road test or inspection to indicate a current fault was stored in the vehicle's computer. There were no unusual noises emanating from the engine. The engine idled flawlessly and the engine performance was normal while accelerating, decelerating and coasting with the A/C and various other accessories on and off. The inspector noted the engine was started cold and it was raining with an ambient temperature of 65 degrees Fahrenheit at the time of this inspection. The inspector verified the subject vehicle started normally and ran smooth. The idle was normal at about 800 RPM. No misfiring was detected at idle. During the road test the inspector confirmed the engine performance was good with no hesitation, stalling or irregular pinging noises audible emanating from the engine and the engine ran smooth at any speed he was driving. The fuel tank was full.
--	--

Technical Expert's Biography

Technical Expert:	Ronald LoCurto	
Years of Experience:	35+	· · · ·
Certified By:	ASE Master	
ASE Identification #:	099238395814LOCUR	

Areas of Certification

Engine Repair:	12/2012	Suspension & Steering:	12/2012
Electrical / Electronic Systems:	12/2012	Auto Trans / Transaxle:	12/2012
Engine Performance:	12/2012	Manual Drive Train & Axles:	12/2012
Brakes:	12/2012		·

Ron has over 35 years experience in the automotive repair industry. Ron has been performing mechanical inspections for eight years. Ron completed the Nissan paint training course where he gained valuable experience offer training in different areas including paint, refinishing, and rust and has been performing paint inspections for Nissan and Infiniti during the last 4 years as well.

See Images:

PGM0939213_2817_6183.JPG | PGM0939213_2817_2513.JPG | PGM0939213_2817_1320.JPG |

TO:Elizabeth Gonzalez COMPANY:

Inspection Report

Page 3 of 3

PGM0939213_2817_5216.JPG | PGM0939213_2817_7002.JPG | PGM0939213_2817_1189.JPG | PGM0939213_2817_3976.JPG | PGM0939213_2817_5652.JPG | PGM0939213_2817_6556.JPG | PGM0939213_2817_7975.JPG |

. . .

Nationwide Inspections, Inc., reserves the right to review any additional information, evidence, etc. as it becomes available and to amend this report and its findings further, should it become necessary. Liability limited to cost of service.



June 11, 2009

Re:

Andy Luksch Jim Murphy Pontiac-Buick-GMC, INC. 3000 Walden Ave Depew, NY 14043-3608

> Siebel Request: 71-731470594 2007 Pontiac G6 VIN # 1G2ZF58B074

Dear Mr. Luksch:

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 within 24 hours. The specific documents needed are:

- Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.
- All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.

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,

Elizabeth Gonzalez BRC Customer Relationship Specialist Ph# 866-790-5700, extension 41342 FAX# 866-597-4483



GENERAL MODIES BUSINESS RESOURCE CENTER

Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer:	SR #: 71-731470594	BBB#: PGM0939213

This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price	17330.23
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 17790.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -459.77
(If positive, look for Overallowance)	

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2 Trade Allowance (from Bill of Sale) Actual Cash Value (ACV) (from ACV Statement) Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.

Section 3	
Trade Allowance	1622.18
(from Bill of Sale)	
Payoff on Trade	- 0
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 1622.18
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4	
Purchase Price	17330.23
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 2000.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 15330.23
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

2007 G6 - 1SV SEDAN 38U EMERALD GREEN METALLIC	/L4G	GENERAL M & SUBSIDI	OTORS CORPORATION ARIES
19B EBONY	,	RENAISSAN	CE CENTER
ORDER NO. KJQK4W/TDC STO			MI 48243-1114
VIN 1G2 ZF58 B0 74		VEHICLE I	NVOICE 2AD55997587
* * * * * * * * * * * * * * * * * * * *	* * * * * * * * * * * * * * * *	* * * * * * * * * * *	********16*06067S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL – STOCK
2ZF69 G6 - 1SV SEDAN	17060.00	16121.70	INVOICE 09/12/06
B37 FLOOR MATS, FRONT/REAR	80.00	66.40	SHIPPED 09/12/06
FAD TRIM, SIMULATED WALNUT BU	URL N/C	N/C	EXP I/T 09/15/06
FX2 AXLE RATIO 3.91	N/C	N/C	INT COM 09/15/06
LE5 ENGINE, 2.4L HO 4-CYL DO	HC MFI N/C	N/C	PRC EFF 09/12/06
NE1 50-STATE EMISSIONS	N/C	N/C	KEYS G2987 G2987
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	WFP-S QTR OPT-1
VK3 LICENSE PLATE BRACKET, FI	RONT N/C	N/C	BANK: GMAC - 004
			CHG-TO 06-067

SHIP WT:	3232
HP:	19.3
GMS:	16490.40
SUPPLR:	17225.72
MRM:	17790.00
MEMO	707.00

TOTAL MODEL & OPTIONS	17140.00	16204.60	ACT 231	16340.40
DESTINATION CHARGE	650.00			514.20
LAM DEALER CONTRIBUTION		171.40	ADV 261	171.40
LAM GROUP CONTRIBUTION		171.40	EXP 65A	171.40

REMIT TO GMAC NO. 004 VIN 1G2ZF58B074 \$ 17197.40 INV 2AD55997587 DUE 09/15/06 DEALER 06-067

BBB AUTO LINE



NOTICE OF HEARING/INSPECTION

Date: 07/10/09

Case Number: PGM0939213 Customer: Business: Pontiac/GMC Mfr Info: 1712 NY 1G2ZF58B074

Arbitrators: Mr Jason A Botticelli

Hearing Date, Time, Place: 07/27/09 11 AM EDT BBB of Western New York, Inc. 100 Bryant Woods South Amherst, NY 142280000

Hearing Site Phone: (716) 881-5222 Ext: 294 AUTOLINE Director Phone: (585) 546-6868 Fax : (585) 454-7025

Customer Will Participate: ⊠ in person □ by phone □ in writing Manufacturer Will Participate: □ in person ⊠ by phone □ in writing

Customer Represented By: ⊠ Self □ Attorney

INSTRUCTIONS

- 1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
- 2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
- 3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
- 4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Council of Better Business Bureaus, Inc. 4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



Denial Decision

Submitted Date: 07/27/09 PGM0939213 VIN: 1G2ZF58B074 Customer: Cus

Question 1

The customer's request (listed below) is denied. Repurchase

CASE: PGM0939213 Arbitrator: Jason A Botticelli Customer:

,

Date: 07/27/09



Reasons for Decision

Submitted Date: 07/27/09 PGM0939213 VIN: 1G2ZF58B074 Customer: Arbitrator: Jason A Botticelli

Hearing Date: 07/27/09

Question 1

It is determined that a { Please list below } decision is a fair resolution of this dispute.

Denial

b For the following reasons, the decision listed above is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)

Under NY lemon law a repurchase is warranted if during the first 18,000 miles of operation or during the first two years following original delivery to the consumer, whichever is earlier, the same nonconformity has been subject to repair four or more times or the vehicle was out of service for a total of thirty or more days. While the presumption under the lemon law does not require that the defect continue to exist until the hearing date, it does obligate the consumer to establish that the vehicle was subject to repair at least four times. In the case at hand, the vehicle was in for service for stalling only three times. Additionally, no repair was done during those three occasions since no problem could be diagnosed by the service technicians. The vehicle is still under manufacturer's warranty, which the manufacturer is honoring. The vehicle has been out of service for only four days.

Question 2

If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem.

Question 3

Please indicate the cumulative number of days the vehicle was out of service for all problems

4

Question 4

Was final notice given? (Yes / No / Not Applicable) NA

1.42.0

Question 5

Please identify the mileage on the vehicle at the time of the hearing/inspection: 30,647

CASE: PGM0939213 Arbitrator: Jason A Botticelli Customer:

Date: 07/27/09

		n North Carlo The State Carlo			\$ 	n an	
Bank of Ame	rica	genner e Simer 2013 (gener gener for gener		LMENT CONTRACT			
n Martin de la composition de		Dealer	Number 7029773	Contract Number	<u></u>	装饰的钢铁 经海边利益	a Station - Station
Buyer (and Co-Buy ALDEN NY ERIE	/er) Name an	d Address (Incl	uding County and Zip Code)	JIM MURPHY P 3000 WALDEN	ONTIAC AVENUE	BUICK GMC INC.	
on credit under the	agreement	ts on the front e according to	y buy the vehicle below for and back of this contract. Yo the payment schedule belo	u agree to pay the Seller (s	ometimes "	we" or "us" in this contra	ct) the Amoun
New/Used/Demo	Year	Make and Model	Vehicle Identific	cation Number	Pi	rimary Use For Which Purc	hased
NEW	2007	PONTIAC G6	e sectore para sectores of post gars sectores 1622F58	BOZ4	Derson □ busine □ agricu	걸쳐 눈가슴은 그는 것 것같은 그는	in an ann an Anna Anna An Anna an Anna Anna

and a second	EDERAL TRUT	TH-IN-LENDING	DISCLOSURES	nan ann an ann ann ann ann ann ann ann	Insurance. You may buy the physical damage insur-
ANNUAL PERCENTAGE BATE The cost of your credit as a yearly rate. 7,69 %	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$_5922.18 is \$_31130_30	ance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.
Your Payment So	والمعادية والمتقاربة فالمتعادية والمتحاط والمتحاط والمحاط	ايخارف-تداويد توادم الحدق	in the second br>Second second br>Second second	<u> </u>	Check the insurance you want and sign below:
Number of Payments	Amount of Payments	When Pa Are I			Optional Credit Insurance
60	286.77	Monthly beginning	04/01/07		Credit Disability (Buyer Only)
Or As Follows:					Premium:
				personal to jugy	Credit Life \$
			ys after it is due, you v		Credit Disability \$1/A
			that is late, whichever	s greater	Insurance Company Name
		ly, you will not have to p			(a) And a set of the set of th
Additional Informati	are giving a security	interest in the vehicle t	including information	about nonnavment	Home Office Address
		e the scheduled date a		about nonpaymont,	Credit life insurance and credit disability insurance are
		and the second secon			not required to obtain credit. Your decision to buy or no
ITEMIZATION OF AMOL	コリー ビー ちゃかい ようなほど ひぞうにし どうしんり	in a state of the second			buy credit life insurance and credit disability insurance
1 Cash Price (inclusing		sales tax)		5- <u>18809.68</u> -(1)	will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay
2 Total Downpayment =	No ourunau e	مېرىمى مەربىيە ئەر ئەر ئەر			the extra cost. If you choose this insurance, the cost is
(Year	99 CHEVROLE	CAVAL TEF			shown in Item 4A of the Itemization of Amoun
16	1.JC1241X7		•		Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay
Gross Trade-In	the state of the second se		\$ 1622.18		all you owe on this contract if you make late payments.
Less Pay Off M			\$ <u>N/A</u>		Credit disability insurance does not cover any increase
Equals Net Tra	te in		\$ 1622.18		in your payment or in the number of payments. Coverage for credit life insurance and credit disability
+ Cash			\$-2300.00-		insurance ends on the original due date for the last
+ Other	BATE		- ^{\$} -2000.00-	and the second second	payment unless a different term for the insurance is
	yment is negative, ente	er "0" and see 4I below)		5-5922 10 (2)	shown below.
3 Unpaid Balance of Ca	• •		,	$5 - \frac{3322 \cdot 10}{12887 \cdot 50} (3)$	
4 Other Charges Includi	-	hers on Your Behalf		******	
(Seller may keep part					Other Insurance
A Cost of Optional C					Type of Instruction
	Company or Companies	S.			Premium \$
Life	S	A 1 4		1	- 1 音
	ter				
Disability B Vendor's Single Int	\$		\$ <u>N/A_</u>	the second s	Insurance Company Name

a de la companya de l	Ψ	
C Other Insurance Paid to the Insurance Company	\$ <u></u>	[11] M. S. Barraka, "An effective static sta static static sta
D Fees Paid to Government Agencies		I want the insurance checked above.
to	\$	
to for	\$	Buyer Signature Date
to for	\$ <u>N/A</u> \$ <u>N/A</u>	
E Government Taxes Not Included in Cash Price	\$ <u>N/A</u>	· · · · · · · · · · · · · · · · · · ·
F Government License and/or Registration Fees	10773 	Co-Buyer Signature Date
G Government Certificate of The Feese	\$ <u>10.00</u>	a <u>an an /u> an
H Government Waste Tire Management Fee	\$ 50.00	THIS INSURANCE DOES NOT INCLUDE
Other Charges (Seller must identify who is paid and	12.50	INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE.
describe purpose)		
to for Prior Credit or Lease Balance	\$	VENDOR'S SINGLE INTEREST INSURANCE (VSI insur-
to for	s N/A	ance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor
to for	\$ <u>N/A</u>	for loss or damage to the vehicle (collision, fire, theft). VSI
to for a sure of	\$ <u>N/A</u>	insurance is for the Creditor's sole protection. This insurance does
UIN MURPHY BERVICE CONTRACT	\$ 1200.00	not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is
JIM NURPHY toDoc Fee	\$45.00	insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the
Total Other Charges and Amounts Paid to Others on Your Beha	<u>II N/A \$ 1305.00</u> (4)	Creditor, the cost of this insurance is \$ and is also shown in Item 4B of the ITEMIZATION OF AMOUNT
5 Amount Financed (3 + 4)	\$ <u>14205.00</u> ⁽⁵⁾	FINANCED. The coverage is for the initial term of the contract.
a an		
		Returned Check Charge: You agree to pay a charge
	and the second	of \$ if any check you give us is dishonored.
		에 같은 것을 알려서 한 것을 같은 것을 알았다. 것 같은 것은 것을 했다.
· · · · · · · · · · · · · · · · · · ·	a data ang katalong k	
OPTION: 🖾 You pay no finance charge if the amount financed, ite	em 5, is paid in full on or before	, Year , SELLERS INITIALS
State law does not provide for a "cooling you may only cancel it if the seller agree you change your mind. This notice does The Annual Percentage Rate may be	not apply to home solicitation and apply to home solicitation	sales.
and retain its right to receive a part of HOW THIS CONTRACT CAN BE CHANGED. This contract contain	ns the entire agreement between you and us relating	to this contract. Any change to this contract must be in writing
and we must sign it. No oral changes are binding. Buyer Sign if any part of this contract is not valid, all other parts stay valid. We may extend the time for making some payments without extending	le may delay or refrain from enforcing any of our rig	b-Buyer Signs X Its under this contract without losing them. For example, we
See back for other important agreements. NOTICE TO BUYER: 1. Do not sign this agree	ement before you read it or if it con	tains any blank space. 2. You are entitled
to a completely filled in copy of the agreement	ent. 3. Under the law, you have a right	int to pay off in advance the full amount
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Seller signs	0000/	ודX	tle
Seller assigns its interest in this contract to	02/15/07	(Assignee) under the terms of Seller's agreement	(s) with Assignee.
Assigned with recourse	Assigned witho	ut recourse Assigned with lim	nited recourse
Seller	By	Title	
TM MURPHY PONTLAC BUI CON FORM NO. 553-NY-BANK OF AMERICA (REV 800 ©2005 Reynolds and Reynolds TO ORDER: 1-800 344 0998; 1498 ©2005 Reynolds and Reynolds TO ORDER: 1-800 344 0998; 1498 (14) 14) 14) 14) 14) 14) 14) 14) 14) 14)	CK GMC INC.) U.S. PATENT NO. D460,782 1:800-531-9055 D CONTENT OP	CUSTOMER/TRUTH-IN-LENDING COPY	CC638977 (8/

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THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

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BBB AUTO LINE Customer Claim Form

Case number: PGM0939213 Contact Date: 06/07/09 Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner:		
Mailing address:		
City: Alden	State: NY	Zip code:
Day phone:	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model:	G6	Year: 2007	Current mileage: 29256
Name(s) that appears on the ve	hicle title:			
Selling dealer/city/state: jim i	nurphy pontia	ac, depev	v, NY	
Primary Servicing dealer/city/	state: jim mu	rphy pont	iac,	
Acquired as 🛛 new 🗌 used	🗌 demo 🔲 I	eased	Is the vehicle in your po	ossession? 🛛 yes 🔲 no
Purchase/lease date: 02/15/0	17		Mileage at purchase/lea	se:
First repair attempt date: 05/0	9/08		First repair attempt mile	eage: 15682
How often is the vehicle used for business purposes (percenta	•		er of vehicles owned ed by the business:	Transmission type:
Has the vehicle been in an accic	 lent/had body d	amage? [] yes ⊠ no	Date of accident:
Description of damage				

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Car stalled 7 times, last year I wanted to return the car left messages with Mike Murphy, general messages no call backs. seemed to be ok until 5/09 stalled & again on 6/1/09 6/5/09, brake issues - 5746 miles. dangerous situation -I want a replacement car - appt 6/08 for last 3 stalls & steering

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER	
Lienholder/Leasing Company	Phone Number
Account Number	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
car stalled		4		yes
brakes		3		no
sterring - thumping in the steering wheel				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) ______ Date _____

Printed Name of Titled Owner(s) _____

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

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

BBB AUTO LINE 4200 Wilson Blvd., Suite 800 Arlington VA, 22203-1838 Fax: 703-247-9700 Page 2

Location of Better Business Bureau

Better Business Bureau

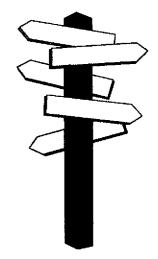
Name of building (if any)

100 Bryant Woods South, Amherst, NY 14228

Bureau Address and City

(585) 546-6868

Bureau Phone Number (Emergencies Only)



DIRECTIONS

Parking is free and on-site

From the South:

Take the 219N to 90E Take 90E until exit 50 (I-290W merge) Take 290W to exit 4 (I-990N merge) While on the 990N, take exit 3 for Audubon Pkwy Turn right at John James Audubon Pkwy Turn right at Bryant Woods S

Our office is approx 1/4mi down the road on the left hand side.

From the North:

Take the 190S to exit 16 (I-290E merge) Take 290E to exit 4 (I-990N merge) While on the 990N, take exit 3 for Audubon Pkwy Turn right at John James Audubon Pkwy Turn right at Bryant Woods S

Our office is approx 1/4mi down the road on the left hand side.

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FAX

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FROM:	Andy	1 Luksch
DATE:	6-12	2-09
PAGES:	50	(NOT INCLUDING COVER)
RE: $\sqrt{2}$	N# 74	

3000 WALDEN AVENUE DEPEW, NEW YORK 716.684.8900 716.683~0/2**6** Fax WWW.JIMMURPHYCARS.COM

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If not submitted by GM Access (CDR), mail to National Mechanical Service Center, P.O. Box 6855, Chicago, IL 60680-6855. In Arizona, the service company is GMAC Service Agreement Corp. In Florida, the insurer is MIC Property and Casualty Insurance Corporation, P.O. Box 5074, Southfield, Mi 48086, FL Lic. #9299.

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EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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Page Tor 1

2007 Pontiac G6 | G6 (VIN Z) Service Manual | Brakes | Disc Brakes | Specifications | Document ID: 1480530

Disc Brake Component Specifications

	Specit	lication
Application	Metric	English
Caliper Bore Diameter-Front	60.0 mm	2.36 in
Caliper Bore Diameter-Rear	38.0 mm	1.50 in
Front Brakes JL9/J65		
Rotor Diameter	296.0 mm	11.653 in
Rotor Discard Thickness*	22.8 mm	0.898 in
 Rotor Maximum Allowable Assembled Lateral Runout 	0.05 mm	0.002 in
Rotor Maximum Allowable Scoring	1.50 mm	0.059 in
 Rotor Minimum Allowable Thickness After Refinish 	23.0 mm	0.906 in
 Rotor Maximum Allowable Thickness Variation 	0.025 mm	0.001 in
Rotor Thickness New	26.0 mm	1.023 in
Rear Brakes JL9/J65		· <u> </u>
Rotor Diameter	270.0 mm	10.630 in
Rotor Discard Thickness*	11.8 mm	0.465 in
 Rotor Maximum Allowable Assembled Lateral Runout 	0.05 mm	0.002 in
Rotor Maximum Allowable Scoring	1.50 mm	0.059 in
 Rotor Minimum Allowable Thickness After Refinish 	12.0 mm	0.472 in
 Rotor Maximum Allowable Thickness Variation 	0.025 mm	0.001 in
Rotor Thickness New	14.0 mm	0.551 in

meet this specification. After refinishing the rotor, replace any rotor that does not meet the minimum thickness specification.

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PART MEASUREMENT/REPLACEMENT DOCUMENTATION

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Dealer Code:

Repair Order Number:		
Front Rotor - ORIGINAL/REFINISHED thickness measurements (require	d when front	labor
operation is used):		
Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI)	898	
inch/mm (Circle One)	• • • • • • • • • • • • • • • • • • •	
ORIGINAL measured thickness before refinish: Left Front (OLF) $\frac{199}{100}$ Front (ORF) $\frac{199}{100}$ inch/mm	inch/mm	Right
REFINISHED measured thickness after refinish: Left Front (RLF), Y2	· · · · · · · · · · · · · · · · · · ·	
Front (RRF) <u>42</u> inch/mm	Incn/mm	Right
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operation is used):	l when rear la	abor
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Rear Rotor - ORIGINAL/REFINISHED thickness measurements (required operation is used): Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): inch/mm (Circle One)	,465	
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operation is used): Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): inch/mm (Circle One) SSO ORIGINAL measured thickness before refinish: Left Rear (OLR) Rear (ORR) Rear (ORR) REFINISHED measured thickness after refinish: Left Rear (RLR) 1525	inch/mm	
operation is used): Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): inch/mm (Circle One) ORIGINAL measured thickness before refinish: Left Rear (OLR) : 555 Rear (ORR) _555 inch/mm	inch/mm	Right

Pad Replacement:

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LATERAL RUN OUT (LRO) DOCUMENTATION

Front Rotor (requi	red when front	t rotor labor	operation is u	sed):			
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Front (LRF)	² inch	•		——•			
If above LRO great	er than 0.050	mm (0.002 j	n). document (correctio	on plate	nart num	her
used: Left(\mathcal{L}	Right	<i>"</i> 0	(Exampl	e: 801-0	3)	
Rear Rotor (require	d when rear r	otor labor o	peration is use	eq):		-,	
LRO measurement	after rotor ref	finish/replac	e: Left Rear (L	LR)	ð	inch	Right
Rear (LRR)	inch	•					night
If above LRO great	er than 0.050	mm (0.002 ii	1). document d	correctio	n niato i	oart num	hor
used: Left(2	、	-,,		- plate		M-1

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AUTHORIZATION FOR REPAIRS

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	Driver's License No. State	E.	xp Date		DOB	Model		Solur
						Expiration [Date and Tr	ime Due In
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	Address City			tate		· · · · · · · · · · · · · · · · · · ·		р m
	GAS MUST BE REPLACE	D WHEN VEH	ICLE IS RE	TURNED **	i In	l		
	**** CUSTOMER IS RESPONSI	BLE FOR ANY	AND ALL	DAMAGE *	r • • · · · · · · · · · · · · · · · · ·	t		
		ard No	<u> </u>	ODOMETER				
	Customer may permit following persons to c	trive if they are				Date /	/ Tin	ne a.m p.m
· · · · <u> </u>	qualified licensed drivers and 21 years of ag	Reason	┉┥┟┯┥			4-11	608	a.m. p.m.
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	Name Age				GAS	((t <u></u>		
	I certify that the insurance coverages	VEH	ICLE CONDI		HOURS	S ar		
	as checked below are now in force on my presently owned automobile. (Check	Fenders		<u>IN</u>				1700
	those applicable).	Body			WEEK	"-100	בי אב	1200-
	Comprehensive Fire and Theft.	Glass		<u> </u>	MONTI	на 10	\$	<u> </u>
	Physical Damage Coverage with Deductable	Bumpers Tires			TOTAL	TIME AND	<u> </u>	
		Wheel					5	
	Liability and Property Damage	Grill				ES TAX	\$	··
	The name of my insurance company(s) is as fotlows:	Lights Tools				LISION TECTION	\$	
		Spare Tire			TOTAL	CHARGES	s	
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	NAME OF INSURANCE COMPANY	Seat Speedo Warranty			LESS	DEPOSIT	s/	VW
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	BY ANY DRIVER UNDER 21 YEARS OF AGE IS PROHIBITED UNDER	Checked By			CASH	REFUND	\$	
	THIS AGREEMENT. LIABILITY IN- SURANCE DOES NOT PROTECT	,		<u>1</u>	SER AGREES	TO THE TERMS	AND CONE	DITIONS
	USER OR ORIVER IF DRIVER IS UNDER 21.	(K. Karen GA	Full_	1 8	TATED ABOVE	AND ON THE	REVERSE SI	DE FOR
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	· · · · · ·			SERVIC	CE ADVISOR:		N FITZPAI		
COLOR	YEAR	MAKE/MOD	DEL		VIN	LICENSE	MILEAGE		TAG
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VEHICLE OR OTHE	ERWISE, M HAD	NDICATION FROM THE API THAT ANY PART REPAIR BEEN CONNECTED IN ANY	ED OR REPLACED	Sel er hereby wa ranties	expressly disclaims all	GAS, OIL, LUE			·
CLAIM ARE AVAIL	GENCE	OR MISUSE, RECORDS () (1) YEAR FROM THE D	SUPPORTING THIS	warranty c	either express or cluding any implied of merchantability or	SUBLET AMOU	JNT		
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				item/items.		SALES TAX			
(SIGNED) DEALER	, GENERAL	MANAGER OR AUTHORIZED P	ERSON (DATE)	CUSTOMER	SIGNATURE	PLEASE PAY		· · · ·	1
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	3	31844			30552	JI		RPHY	
]	ACCOUNTING	PONT	AC BUICK	GMC, I	NC.
ALDEN. NY				DI	JPLICATE 1 PAGE 2	Phone (71	6) 684-8900 · Fa www.jimmurphy	ax (716) 684	-9050
HOME ;		BUS:					NYS REG# R-70	29773	
COLOR	AB			· · · · · · · · · · · · · · · · · · ·	VICE ADVISOR:	<u>27 KAR</u>	<u>EN_FITZPA</u>	<u> </u>	
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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	43.25
UWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	the sale of this item\items. The	PARTS AMOUNT	16.70
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	fitness for a particular purpose. Seller neither assumes nor	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	59.95
	connection with the sale of this item/items,	LESS INSURANCE	11.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED DERSON (DATE)		SALES TAX	4.37
(SIGNED) DEALER, GENERAL MANAGER OF AUTHORIZED PERSON (DATÉ)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	53.32

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CUSTOMER #:31844				PONT		RPHY	
		М	ORKORDER	300	0 Waldon Ave	nue · Danaw	NY 14042
ALDE <u>N, NY</u>		Ę	AGE 1	Phone) (716) 684-8	900 - Fax (716 murphycars.co)	0.684.9050
HOME BUS:				~	NYS RE	G#R 7029773	
COLOR YEAR MAKE/MO	DEL	<u>564</u>	VICE ADVISO	H: 27 FI	TZPATRI	CK, KAREN IILEAGE IN/ OU	
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Any warranties on the parts and accessories sold hereby are	manda har than a t				STIMATE \$		
express or implied, and disclaims all warranties, including warranties of a particular ourpose, with repard to the second	akes no warranties of anties of merchantability	any kind, or fitness	AUTHORIZED BY	×			
out of such purchase. The undersigned purchaser further agree dealer, include, but are not limited to any warrantice that and	ages or commercial loss s that the warranties ex	tes arising	REVISED		DATE	TIME	BY
merchantable quality or that they will enable any vehicle or an reasonable safety, efficiency, or comfort.	y of its systems to per	form with	ESTIMATE (1) REVISED	— — —			
AUTHORIZATION FOR REPA I hereby authorize the repair work herein set forth to be done of and area that you are not compatible for the set for the		r material	ESTIMATE (1) REVISED			<u> </u>	- <u> </u>
case of fire, theft or any other cause beyond your contro unavailability of parts or delays in parts shipments by the supe	ehicle or articles left in 1 or for any delays ca	vehicle in aused by	ESTIMATE (1)	VLEDGE THAT			
you and/or your employees permission to operate the vehi highways or elsewhere for the purpose of testing and/or inspecti hereby acknowledged on above vehicle to secure the amount of	te herein described or	streets,		EVISED ESTIM	ATES:	LD & GAVE URA	L APPROVAL
not responsible for damages from freezing due to lack of antifree	repars thereto. The dea 26.	uersnip is	<u>^</u>		-		

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CUSTOMER #:31844 ALDEN, NY	30552 WORKORDER PAGE 2	3000 Walde Phone (716) 6	URPHY JICK GMC, INC. n Avenus - Depaw, NY -1 84-8900 - Fax (716) 68 v.Jimmurphycars.com	14043 4 9050
HOME : BUS :	SERVICE ADVISOR:		S REG# R-7029773	
COLOR YEAR MAKE/MODEL	VIN	27 FITZPA	TRICK, KAREN MILEAGE IN/ OUT	TAG
GR07_PONTIAC G6	1 <u>G2ZF58B</u> 074			
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EXCLUSION OF WARRANTIES

EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

AUTHORIZATION FOR REPAIRS I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for bass or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from thereing due to lack of antifrage. not responsible for damages from freezing due to lack of antifreeze.

AUTHORIZED BY X			
REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (1)	_		
REVISED ESTIMATE (1)			

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I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

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CUSTOMER	SIGNA	TURE

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VIN: 1G2/ YEAR: 2007 MAKE: PON	Test ZF58B074	INSPECT	N	Initial FUEL TYPE:	Page 1 of 1 : Gasoline /T. 0 - 8500 ibs.	
	N RESULT: PASS		Inspection F	ee	\$10.00	
SAFETY:	PASS		STICKER NUMB			
EMISSIONS:	N/A		EXPIRATION:	2/28/2		
ATTENTION You may be requ	MOTORIST: Congratulation if red to present this receipt in or	is, your vehicle has passed rder to renew your vehicle	its annual New York State inspecti registration.	ion. Please n	retain this receipt for your re	cords.
The results of th	e inspection will be transmitte	ed electronically to DMV	, usually within 24 hours.			
Wheel(s) removed	d to inspect brakes:L/F, L/R, R/	'F, R/R				
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Station Name	JIM MURPHY PONTIAC H	BUICK GMC INC	Inspection Performed Online:	YES		
Address	3000 WALDEN AVENUE		NYVIP Record Number	2775		1
	DEPEW, NY 14043		DMV RECORD MATCH:	D		
Phone:	(716) 684-8900					
Station No.	7029773	and the first of the state of the state state of the stat	VEHICLE INS			
Inspector No.	RB09		For additional information Motor Vehicles at:	. piease conta	act the Department of	
NYVIP Unit No.	B000002919	\$7\$E7\$**** E4\$E46**********************************		w.NYSDMV	.com/vehsafe.htm	
Name / RO#:						

	31844					28709	JIM MURPHY				
]	ACCOUNTING	PONTIA 3000 Wal	AC BUICK den Avenue · De) 684-8900 · Fa	GMC, II	043	
ALDEN: NY						PAGE 1		ww.jimmurphyc		0000	
HOME :			BUS					NYS REG# R-70	29773		
COLOR	YEAR				SER	VICE ADVISOR	<u>, .,</u> .	N FITZPAT			
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SHOWN, SERVICES OWNER, THERE W	S DESCRI	BED W	FRE PESEORMED	AT NO CHARGE T	Ο of the ⊫ the s	warranties with respect to ale of this item\items. The	PARTS AMOU		<u>0.0</u>		
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(SIGNED) DEALER,	, GENERAL	MANAG	ER OR AUTHORIZED	PERSON (DATE)	CUST	DMER SIGNATURE	SALES TAX		0.0	0	
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CUSTOMER #:31844	28709	IMN	URPH	IY 🛠	念
	WORKORDER		SUICK GMC, Jen Avenue · Dep		
ALDEN, NY	PAGE 1	Phone (716)	884-8900 · Fax ww.jimmurphycar	(716) 684 906	Ø
HOME : BUS :			IYS REG# R-7029		
COLOR YEAR MAKE/MODEL	TVICE ADVISOR:	<u>27 FITZP</u> LICENSE	ATRICK, KAR MILEAGE IN		AG
GR. 07 PONTIAC G6 1622 DEL DATE PROD. DATE WARR. EXP. PROMISED	F' <u>58B074</u> PO NO,	RATE	- <u>1-1857/-</u> PAYMENT		·
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EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer. The understand outscharts understand determined by the manufacturer.		IMINARY ESTIMA	TE \$		_
undersigned purchaser understands and agrees that dealer makes or warranties of any kind express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no			, - 1 	·	
out of such purchase. The undersigned nurchaser further agrees that the warranties evoluted by	REVISED	DATE	TIME	BY	«
dealer, include, but are not limited to any warranties that such parts and/or accessories are or merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	ESTIMATE (1)				
AUTHORIZATION FOR REPAIRS	ESTIMATE (1)				
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by	ESTIMATE (1)				
unavailability of parts or delays in parts shipmonts by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on stroogs		EDGE THAT I WAS	S NOTIFIED & GAV	E ORAL APPROV	'AL
highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is	x		.		
not responsible for damages from freezing due to lack of antifreeze.	CUSTOMER SIGNATUR				

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

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PART MEASUR	REMENT/REPLACEMENT DOCU	MENTATION	
Dealer Code:	Repair Order Nur	mber: <u>2</u> 8	5709
Front Rotor - ORIGINAL/REFINISHED thick	kness moasurements (required)	when front lab	or operation is used):
Thickness Specification (Min. Thickness/Dis	scard Stamped on Rotor/SI)	22 8	inch/mm (Circle One)
 ORIGINAL measured thickness before refined 		2 inch/m	
 REFINISHED measured thickness after refi 	nish: Left Front (RLF) <u>2.5.5</u> Right Front (RRF) <u>2.5.32</u>	/inch(mpa 2inch/mpa	•
Rear Rotor - ORIGINAL/REFINISHED thick	ness measurements (required w	hen rear labor	operation is used):
Thickness Specification (Min. Thickness/Dis			
 ORIGINAL measured thickness before refinition 		inch/mm	
REFINISHED measured thickness after refir		inch/mm	•
	for replacement		
ad Replacement: Pads are replaced, you must indicate reason fo			
ad Replacement: Pads are replaced, you must indicate reason fo	or replacement:		•
ad Replacement: Pads are replaced, you must indicate reason fo TERAL RUN OUT (LRO) DOCUMENTATION Front Rotor (required when front rotor labor	or replacement:		·
ad Replacement: Pads are replaced, you must indicate reason fo TERAL RUN OUT (LRO) DOCUMENTATION Front Rotor (required when front rotor labor LRO measurement after rotor refinish/replace:	or replacement: operation is used): : Left Front (LLF) <u>・ひクノ</u> Right Front (LRF) <u>・ひクノ</u>	inch	
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31844		27873	JIN	/I MURP	нү
		ACCOUNTING	PONTIA 3000 Wald		AC, INC.
ALDEN, NY				684-8900 · Fax (71 vw.jimmurphycars.c	
HOME: BUS:		PAGE 1	N	YS REG# R-702977	3
COLOR YEAR MAKE/MO		SERVICE ADVISOR:		FITZPATRIC	
		VIN	LICENSE	MILEAGE IN / C	DUT TAG
GR 07 PONTIAC G6 DEL. DATE PROD. DATE WARREXP.	PROMISED	1G2ZF58B074	A BAGER AND	11107/111	
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"OFF" LIGHT STAYS C	N WHEN THE	RE IS A PASSENGER	IN VEHIC	LE.	•
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OWNER. THERE WAS NO INDICATION FROM THE AF VEHICLE OR OTHERWISE, THAT ANY PART REPAI	PEARANCE OF THE	of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all	PARTS AMOUN		0.00
UNDER THIS CLAIM HAD BEEN CONNECTED IN AN	Y WAY WITH ANY	warranties either express or implied, including any implied	GAS, OIL, LUBE		0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE L NOTIFICATION AT THE OFFICIENCE DESCRIPTION	DATE OF PAYMENT	warranty of merchantability or fitness for a particular purpose,	SUBLET AMOUI		0.00
NOTIFICATION AT THE SERVICING DEALER FOI MANUFACTURER'S REPRESENTATIVE.	K INSPECTION BY	Seller neither assumes nor authorizes any other person to assume for it any liability in	TOTAL CHARGE		0.00
		connection with the sale of this iten/items,	LESS INSURAN	CE	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED F	PERSON (DATE)		SALES TAX		0.00
	UATE		PLEASE PAY THIS AMOUN	T :	0.00

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CUSTOMER #:31844				WORKORDIND	PONTIAC	BUICK GM	i i i I. Inc.	
				WORKORDER	3000 Wa	ilden Avenue · De	apaw, NY 1	4043
ALDEN, NY				PAGE 1		3) 684-8900 - Fa vww.jimmurphyc		4-9050
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for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

AUTHORIZATION FOR HEPAIRS I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (1)			
I HEREBY ACKNOWLEDGE THA	T I WAS NOTIFIE	D & GAVE ORAL	APPROVAL
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ALDEN NY				D	JPLICATE 1		Phone (716)	en Avenue · De 684-8900 · Fa /w.jimmurphyc	x (716) 684-9)43 }050
HOME :		BUS:			PAGE 1		N	YS REG# R-70	29773	
COLOR	YEAR	MAKEANO			VICE ADVISO		.7 <u>4 ADAM</u>	REGDOS		
		MAKE/MO			VIN	<u> </u>	LICENSE	MILEAGE	IN / OUT	TAG
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OWNER, THERE W	AS NO INDICAT	(ERE PERFORMED /	AT NO CHARGE TO	of the	ctory warranty constitutes warranties with respect le of this item\items, T	t to 🗕 🔤	ABOR AMOUN		11.2	
VEHICLE OR UTHE	RWISE, THAT	ANY PART REPAIR	RED OR REPLACED	Sel'er h	ties either express	e all 🛏	AS, OIL, LUBE	·	-16.70	
UNDER THIS CLAIN ACCIDENT, NEGLIC	GENCE OR MI	SUSE RECORDS	SHIDDODTING THE	wa ran	, including any impli ty of merchantability	or SI	UBLET AMOUN	IT	<u> </u>	
NOTIFICATION AT	ABLE FOR (1) THE SERVIC	YEAR FROM THE D	NATE OF DAVINENT	fitness Seler	for a particular purpos neither assumes r	ose. M	ISC. CHARGES		0.00	
MANUFACTURER'S	REPRESENTAT	IVE.		authori: assume	zes any other person for it any liability	to T(OTAL CHARGE	s	27.95	

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CUSTOMER #:31844 WORKORDER	
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ALDEN, NY MARKAN ALDEN, NY 14040 ALDEN, NY 14040 ALDEN, NY 14040 PAGE 1 ALDEN NY 14040 PAGE 1 ALDEN NY 14040 PAGE 1 ALDEN NY 14040 PAGE 1	0
HOME: BUS: NYS REG# R-7029773	
COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN/ OUT	
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GR 07 PONTIAC G6 1G2ZF58B074 10185/ DEL DATE PROD. DATE WARR. EXP. PROMISED PO.NO. RATE PAYMENT INV. DATE	·
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15FEB07 DD ** WAITER ** 81.25 CASH R.O. OPENED READY OPTIONS: STK: P70532 STK: P70532	
ENG:2.4_Liter_MFi_DOHC_HO_ECOTEC TRN:A	
VEHICLE SERVICE HISTORY CLSD DTE	· · · · · ·
RO# S/A MILEAGE OP CODE TECH. TYPE DESCRIPTION	
21588 27 5748 23JUL07	
6K 84 C 6000 MILE SERVICE. LUBE OIL AND FILTER (9997 C MISC SHOP CHAPCES	HAN
E2020 84 W WHEEL ALIGNMENT CHECK AND/OR ADJUST	··· ·
N6620 84 W WIRING AND/OR CONNECTOR POWER & GROUNDS	DI
NYSIS 20 ISI NEW YORK STATE SAFETY INSPECTION	÷
02 48 IND NYSI 28 48 IND CAR CLEANING	
28 48 IND CAR CLEANING	
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LINE OP CODE TECH. WPE DESCRIPTIONS/INSTRUCTIONS # A LOF LUBE,OIL, FILTER, CHANGE ENGINE OIL AND FLETER WITH	
GENUINE G.M. QUALITY PARTS, LUBE CHASSES CHECK AND TOP	
OFF FLUID LEVELS, SET TIRE PRESSURE. INCLUDES UP TO 6 OTS OF OIL.	
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EXCLUSION OF WARRANTIES

EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agress that dealer makes no <u>warranties</u> of any kind, express or implied, and disclaims all warranties, including warranties of improbantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort. <u>,</u> 22

AUTHORIZATION FOR REPAIRS

AUTHORIZATION FOR REPAIRS I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, there or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not reprossible for damains from freezing due to lack of antifreeze. not responsible for damages from freezing due to lack of antifreeze.

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

PRELIMINARY ESTIMATE \$_

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					*	ACCOUNTING*	PONTIA	AC BUICK	GMC, IN Depew, NY 140	
ALDEN <u>, NY</u> HOME:						PAGE 1	Phone (716) W) 684-8900 · F ww.jimmurphy	ax (716) 684-9 cars.com	050
			BUS:		SED	VICE ADVISOR:		NYS REG# R-7(
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		31844		21588		URPHY
				ACCOUNTING	3000 Walden Avenu	CK GMIC, INC. e · Depew, NY 14043
ALDEN, NY				PAGE 2		D · Fax (716) 684-9050 rphycars.com
HOME :		BUS:				R-7029773
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	X		WORKORDER		BUICK GMC, 1 Idan Avanua - Dapar	
ALDEN, NY			PAGE 1	Phona (71)	3) 684 8900 · Fax (7 /ww.jimmurphycars.	16) 684-9060
HOME:	BUS:		, 		NYS REG# R-70297	73
COLOR YE	AR MAKE/M	ODEL	SERVICE ADVISC	DR: 27 FITZE	ATRICK, KARE	a second s
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EXCLUSION OF WARRANTIES

EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implification disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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REVISED ESTIMATE (1)	DATE	TIME	BY
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CUSTOMER SIGNATURE

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JIM MURPHY PONTIAC-GMC TRUCKS 3000 Walden Ave. Depew, NY 14043

	/10-084-8900	
Name		
Address		
Telephone		
Vehicle (VIN)		
License		
Technician		
Mileage		
Time Printed	7/23/07 11:59 AM	
	Pontiac : G6 : with Electronically Controlled Power Steering : 2005-07	

Front : Left

Actual	Before	Specified Range
-1.3°	-1.2°	-1.7° -0.2°
		2.4° 3.9°
0.06°	0.00°	0.00° 0.20°
		· · · · · · · · · · · · · · · · · · ·

Camber
Caster
Тое
SAI
Included Angle
Turning Angle Diff.

Front : Right					
Actual 0.0°	Before 0.2"	Specified Range -1.5° 0.1°			
0.06°	0.15°	2.4° 3.9° 0.00° 0.20°			
		· · · · · · · · · · · · · · · · · · ·			

Front

	Actual	Before	Specified Range
Cross Camber	-1.2°	-1.4°	-1.0° 0.6°
Cross Caster			-0.8° 0.8°
Cross SAI			· · · · · · · · · · · · · · · · · · ·
Total Toe	0.12°	0.16°	0.00° 0.40°
Cross Turn Diff.		·	

Rear · Left

Rear : Left				Rear : Right				
Actual	Before	Specified Range		Actual	Before	Specified Range		
-0.9°	-1.0°	-1.3° -0.3°	Camber	-1.2°	-1.1°	-1.3° -0.3°		
0.05°	0.03°	0.00° 0.20°	Тое	0.16°	0.15°	0.00° 0.20°		

	Actual
Cross Camber	0.3°
Total Toe	0.21°
Thrust Angle	-0.06°

21 _

Rear								
Actual	Before	Specified Range						
0.3°	0.2°							
0.21°	0.18°	0.00° 0.40°						
-0.06°	-0.06°	-0.30° 0.30°						

14343

ACCOUNTING

PONTIAC BUICK GMC, INC. 3000 Walden Avenue · Depew, NY 14043 Phone (716) 684-8900 · Fax (716) 684-9050 www.jimmurphycars.com

JIM MURPHY

HOME:

BUS:

PAGE 1

none:		BUS:							
				SEF	VICE ADVISOR	: 152 MEI	LISSA M RO	רדא גי. דעור	
COLOR	YEAR	MAKE/MOL	DEL		VIN	LICENSE	MILEAGE	IN / OUT	TAG.
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<u>COST, SALE, & COMP_TOTALS 12</u>	00 <u>1000</u> 0	tantin aya bira	
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	0.00
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	the sale of this item\items. The Seller hereby expressly disclaims all	PARTS AMOUNT	0.00
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	fitness for a particular purpose. Seller neither assumes nor	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	0.00
	cornection with the sale of this iten/items.	LESS INSURANCE	0.00
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EXCLUSION OF WARRANTIES

EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned <u>purchaser</u> understands and agrees that dealer makes no warranties of any kind, express or implied, and disclatms all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

AUTIONIZATION FOR HEPAINS I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

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ALDEN NY			PAGE 1		www.jimmurph		9050
HOME: CONT:N/A	* *	* PRE	E-INVOICE **		NYS REG# R-7	029773	
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UWNER, THERE WAS NO INDICATION FROM THE APPEARANCE (AF THE	I the sa	warranties with respect to le of this item\items, The pereby expressly disclaims all	I PARTS AMO			
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CUSTOMER #: 31844		48782	JIN	/I MUR	PHY
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ALDEN, NY		PAGE 2		/w.jimmurphyca	
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VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REP UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WIT		eller hereby expressly disclaims all arranties either express or	GAS, OIL, LUBE		0.00
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Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased: and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

AUTIONIZATION FOR REPAIRS and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is here by acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

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I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

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Any warranties on the parts and accessories sold hereby are made by the man undersigned purchaser understands and agrees that dealer makes no warranties express or implied, and disclaims all warranties, including warranties of merchantat	of any kind.			11		-	
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AUTHORIZATION FOR REPAIRS

AUTIONIZATION FOR REPAIRS I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

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July 10, 2009

ELIZABETH GONZALEZ PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Re:m03 PGM0939213: vs Pontiac/GMC Division 1G2ZF58B074

Dear Madam/Sir:

Enclosed are:

- * the Agreement to Arbitrate;
- * Arbitrator Listing Sheet(s);
- * a map to the hearing site;
- * Hearing Format Outline;
- * Notice of Hearing/Inspection; and,
- * a Technical Expert's Report, if it is applicable to your case.

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 -- you will have that opportunity at the hearing. 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.

In preparation for your case, you may want to consider the following: 1) for each problem listed on the *Agreement to Arbitrate*, how many times has the vehicle been subject to repair, 2) the total number of days the vehicle has been out of service due to repair, 3) the cause of the problem(s) and whether or not the problem(s) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is eligible for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and tear.

You must bring TWO copies of all information you plan to present at your hearing; one for the arbitrator and one for the opposing party. Also, if this case involves a repurchase request, please bring a copy of the sales agreement to confirm the purchase price.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

John Ryan at Extension 529

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

April 20, 2011



Service Request: 71-735398268

Dear

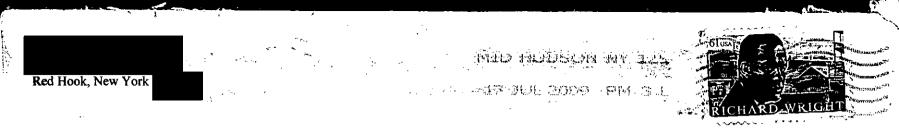
We sincerely regret that you experienced a concern with your 2006 Chevrolet Malibu, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$243.38. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

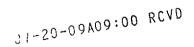
At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

General Motors Executive Office



Chevrolet Motor Division Attention Mr. Thomas Brown PO Box 33170 Detroit, MI 48232-5170



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48232+5170



July 16, 2009

Chevrolet Motor Division Attention Mr. Thomas Brown Case Number 71-735398268 PO Box 33170 Detroit, MI 48232-5170

Mr. Thomas Brown,

Thank you for responding to my letter. As per our conversation July 16th enclosed are the documents you have requested.

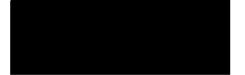
1. Original bill for the parts (Power Steering Column).

2. Receipt for payment of the part

3. Copy of my registration

Thank you for looking into this matter for me.

Sincerely,

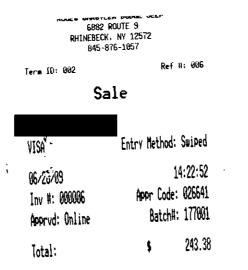


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Customer Copy THANK YOU FOR YOUR BUSINESS!

Ruge's PARTS CENTER

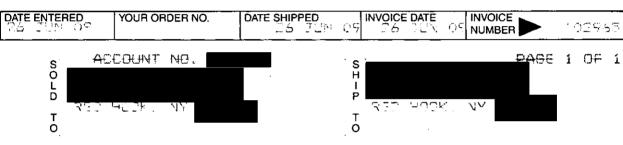
7293 South Broadway • Red Hook, NY 12571 845-876-1090 • FAX 845-758-1766 • 800-343-7843 www.rugesparts.com







ATTENTION VALUED CUSTOMER: Due to manufacturers rigid return standards, parts cannot be returned if the packages are opened, damaged, or have writing on them. Transparent packaging containers now allow for visual inspection and part verification - PLEASE VISUALLY INSPECT PARTS BEFORE OPENING THE CONTAINER.



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Returnable parts must be new and in their original undamaged or unopened container. Electrical and Special Order parts are NOT returnable.

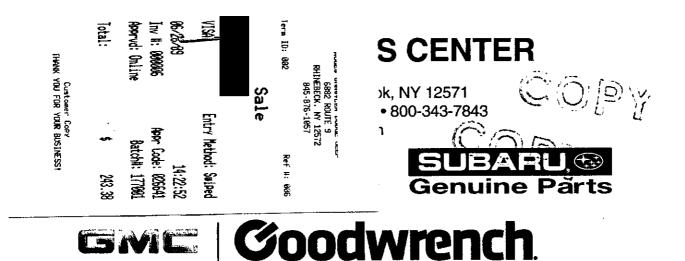
Minimum 20% Handling Charge on ALL parts accepted for return.

Return Policy: There will be a restocking fee charged on ALL acceptable returned parts packaged in their original unopened container valued over \$10.00 per item. Packaging must not be altered, written on damaged or solied. Per Mauntacturer guidelines, open electrical items and opened kits are nonreturnable. Exchange or core items accepted for return must be the Manufacturer's Original Equipment part, in the original container, and must be complete, assembled and reusable. No Refunds after 60 days from the original purchase date. Original sale invoice or pick label required to authenticate purchase.

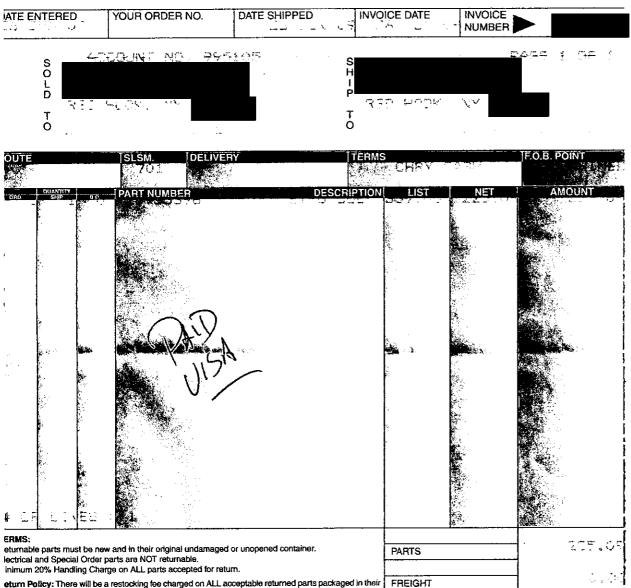
DISCLAIMER OF WARRANTIES: All warranties on products sold are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes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

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CUSTOMER'S SIGNATURE



TENTION VALUED CUSTOMER: Due to manufacturers rigid return standards, parts cannot be returned if the packages e opened, damaged, or have writing on them. Transparent packaging containers now allow for visual inspection and art verification - PLEASE VISUALLY INSPECT PARTS BEFORE OPENING THE CONTAINER.



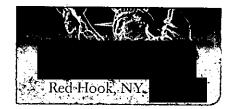
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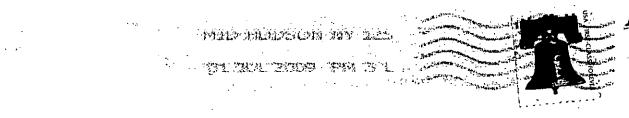
ISCLAIMER OF WARRANTIES: All warranties on products sold are those made by the manufacturer. he seller hereby expressly disclaims all warranties, either expressed or implied, including any implied arranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes by other person to assume for it any liability in connection with the sale of said products. TÓTAL CUSTOMER'S SIGNATURE

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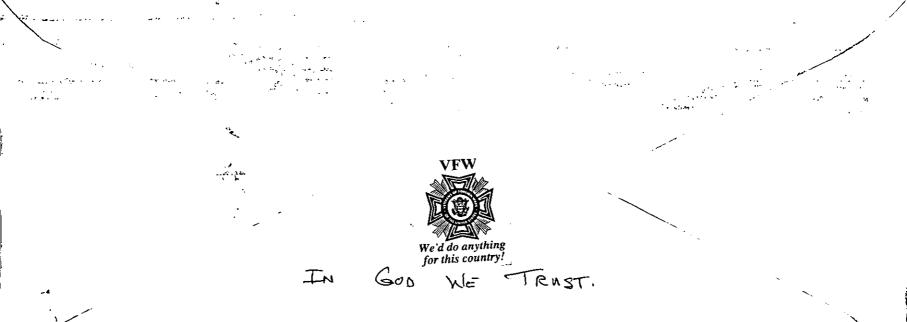




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General Motors Headquarters CEO Mr. Fritz Henderson 300 Renaissance Center Detroit, MI 48265

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RECEIVED JUL - 8 2009 F.A. HENDERSON

June 30, 2009

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CEO GM Motors - Fritz Henderson 300 Renaissance Center Detroit, MI 48265

Mr. Henderson,

I am writing this letter to you in pure frustration. I have been a General Motors customer for over 30 years. I have had 10 GM cars over the years. I purchased a 2006 Chevy Malibu new from a Chevy Dealer back in 2006.

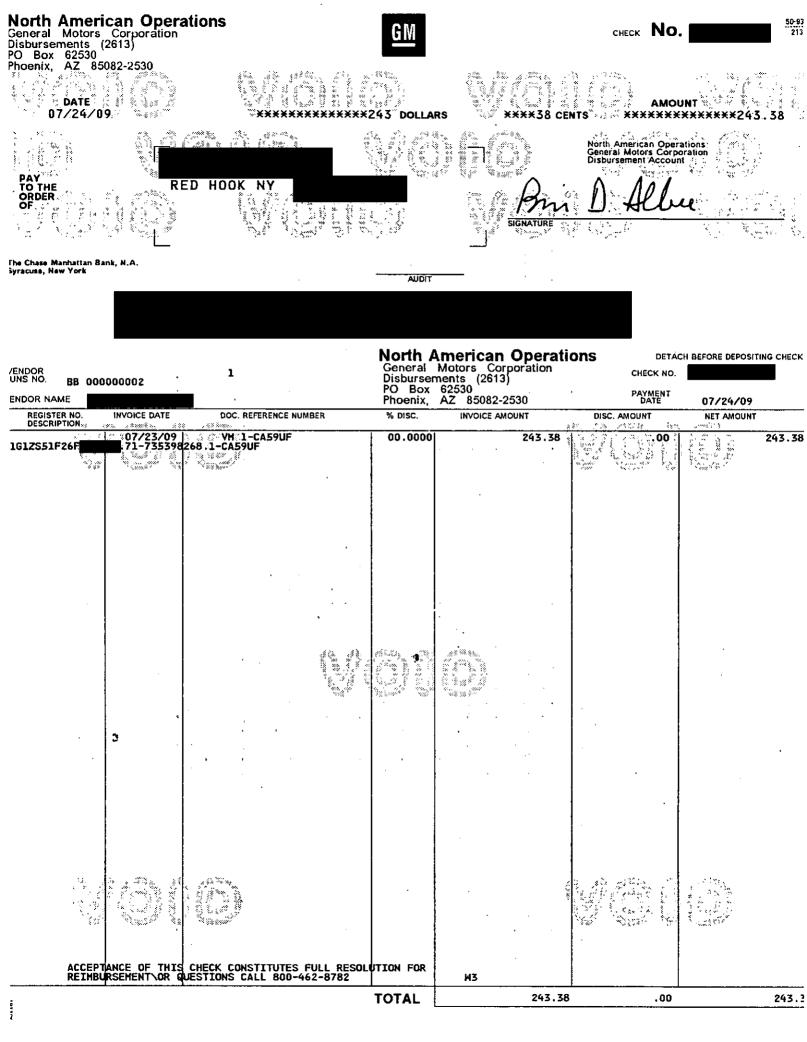
I did not purchase an extended warranty with the car or after the fact. I recently had a problem with the car. The power steering went out on the car while I was coming home from the store. I pulled into a Dodge dealer because I couldn't steer the vehicle. I sent an Email via the Chevy help site. I didn't receive an response for a couple of days. I then called the hot line. I explained what had happened and a case number was opened (71-735398268). I was told I had to bring the car to a GM dealer. One, I could not drive the car and the representative told me they couldn't authorize that GM would pay the towing cost. I am retired and have limited income. I was told I could have to car either towed to a GM dealer at my cost or pay the Dodge dealer to repair the power steering and may be reimbursed for the repairs.

I elected to have the car repaired at the Dodge dealer who, has 3 former GM mechanics working there because a dealerships going out of business. The GM called the dealer and was told that I had the car repaired. Your GM representative called me and told me they would not reimburse me for anything. I am really annoyed with GM and will make sure I let other people know that GM is still going business as usual.

I have heard though various mechanics that the power steering problem is a known problem. The whole steering column has to be replaced. I have paid for the repairs and lost faith in General Motors products.

Sincerely,









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15 JUL 2009 PM ST



1-00 : 2 2022 GENERAL MOTORS P. D. BOX 33170 DETROIT, MI 48232-5170

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Customer Assistance Center Pontiac PO Box 33172 Detroit, MI 48232-5172

Product Recall or Special Coverage Customer Reimbursement Claim Form

This section to be completed by Claimant
Date Claim Submitted: 7/16/69
17-Digit Vehicle Identification Number (VIN): <u>IG2 군H 5 2 88 중</u> 식
Current Mileage of Vehicle:
Mileage at Time of Repair: <u>49,418</u> Date of Repair: <u>4/6/09</u>
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>OKC</u> State: <u>OK</u> Zip Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 522.33
THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.
Original or clear copy of all receipts, invoices and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall. Claimant's Signature:
Please mail this claim form and the required documents to: General Motors

PO Box 33170 Detroit, MI 48232-5170

All recall and Special Coverage reimbursement questions should be directed to 1-800-204-0261

GM General Motors Corporation

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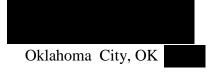
CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

522.33

OPEN MONDAY - FRIDAY FROM 7:00 AM UNTIL 6:00 PM

. • April 20, 2011



Dear

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

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 performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement 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 \$522.33.

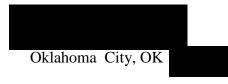
At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request: 71-737659928

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

April 20, 2011



Dear

Enclosed is the GM Product Recall/Special Coverage Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement for the listed repair once we have received this completed form.

At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request: 71-737659928

GENERAL MOTORS PRODUCT RECALL OR SPECIAL COVERAGE CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition related to the recall or special coverage notification you received corrected before **December 2007**, you may be eligible to receive reimbursement.

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GM Medium Duty	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

Product Recall or Special Coverage Customer Reimbursement Claim Form

This section to be completed by Claimant					
Date Claim Submitted:					
17-Digit Vehicle Identification Number (VIN):					
Current Mileage of Vehicle:					
Mileage at Time of Repair: Date of Repair:					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: State: Zip Code:					
Daytime Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: <u>\$</u>					
THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.					
Original or clear copy of all receipts, invoices and/or repair orders that show:					
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 					
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.					
Claimant's Signature:					
Please mail this claim form and the required documents to: General Motors PO Box 33170					

Detroit, MI 48232-5170

All recall and Special Coverage reimbursement questions should be directed to 1-800-204-0261

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

Issued by: Saturn Certificate No. 1G8AL55F26Z

Issue Date: April 20, 2011

Issued exclusively for:



Valid through: July 30, 2010

Amount: One Thousand Dollars and Zero Cents ****\$1,000.00**** April 20, 2011



Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Saturn your choice when you purchased your 2006 ION 3 and trust you will give us the opportunity to retain you as a valued Saturn customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-522-5000. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Saturn Customer Assistance Center Service Request: 71-738051900

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

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April 20, 2011



Dear

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2006 Pontiac G6, Vehicle Identification Number 1G2ZG558264 The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Pontiac Dealership. Your complete satisfaction is very important to us at Pontiac. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request: 71-738194131

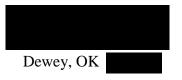
For more information regarding the maintenance and care of your vehicle, please visit www.gmownercenter.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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

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	Detroit, Michigan - 48232			
Protection Plans				
Plan Purchase Date:	07/31/2009			
In Service Date:	07/31/2009			
Schedule Type Promotion Code:	GMPP Retail			
Promotion Lode:				
lan Type:	Smart Care Retail			
'erm: fileage Limit:	12 12000			
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lan Price:	\$ 0.00			
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GM OrderWORKBENCH		
Transaction Details	2	: _
Click the "Print" button in order to keep a record of this t "Close Window".	transaction detail. After you review the transaction details, cli	ck
VIN: 1G2ZF55B484 Dealer Code: 32888 Transaction Date: 07/31/2009 Transaction Type: GM Protection Plan Transaction Messages: 1097 - GMPP sent to MIC	Status: Pending User ID: 1w3qhs User Role: Central Office Administrator Timestamp Date: 2009-08-05-14.25.27.217000	
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April 20, 2011



Dear

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2006 Pontiac G6, Vehicle Identification Number 1G2ZF55B464 The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Pontiac Dealership. Your complete satisfaction is very important to us at Pontiac. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request: 71-738516540

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

BBB AUTO LINE Customer Claim Form

Case number: Contact Date: 07/10/09 Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner:		
Mailing address:		
City: Germantown	State: TN	Zip code:
Day phone:	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Saturn	Model:	Ion3	Year: 200	5 Current	mileage: 67000
Name(s) that appears on the vehi	icle title:				
Selling dealer/city/state: Saturr	n of germant	own, ge	rmantown, TN		
Primary Servicing dealer/city/st	ate: saturn	of germa	ntown,		
Acquired as 🛛 new 🗌 used [🗌 demo 🔲 le	eased	Is the vehicle in you	r possession?	🕽 yes 🔲 no
Purchase/lease date: 07/20/05			Mileage at purchase	/lease:	
First repair attempt date: 07/09/	/09		First repair attempt	mileage: 0	
How often is the vehicle used for business purposes (percentage	•		er of vehicles owned sed by the business:		ission type: matic 🔲 Manual
Has the vehicle been in an accide		amage?	yes 区 no	 Date of	accident:
Description of damage					

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I have reviewed so many complaints on line by Saturn Ion owners with cars less than 5 and 10 yrs old. The power steering device selected for the cars have to be defected in some sort of way, because the complaint is the same. the part is called POWER STEERING UNIT OR POWER STEERING COLUMN. RECALL!

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER	
Lienholder/Leasing Company	Phone Number
Account Number	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)						
Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?		
Example:			4/23/06_3.500 miles_5 days			
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes		
power steering failure				yes		

Total days out of service for all problems: _____

Signature of Titled Owner(s) ______ Date _____

Printed Name of Titled Owner(s) _____

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

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

BBB AUTO LINE 4200 Wilson Blvd., Suite 800 Arlington VA, 22203-1838 Fax: 703-247-9700 Page 2

Privileged and Confidential Information

CASE ASSESSMENT

By: Heather Morris State: FL

Customer Name:

Service Request: 71-739770370 BBB Case No.: SAT0940963

BAC Code:

122019

Only customer's last name to be recorded

Vehicle ID No.: 1G8AL52FX5Z In Service Date: 5/20/2005

Year, Make & Model: 05 Saturn Ion 3 Mileage at Time of BBB Filing: 67,000 Lien holder: unknown DVM Name: N/A-ineligible case Phone/Cell Number: N/A Svc Mgr Name: N/A-ineligible case Vehicle Purchased Used on: n/a At odometer: n/a Sale Type: Purchase CAM Name: N/A-ineligible case Phone Number: N/A

Vehicle is: New

VEHICLE REPAIR HISTORY

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

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

has tac been contacted for service history: N if **yes** please include tac # and explanation tac was involved. If tac has: N/A

IF TAC HAS NOT BEEN CONTACTED WHY NOT: N/A

NO REPAIR ORDERS, INELIGIBLE CASE

Date:RO #:DaysMileaqDescription of Complaint and Repair Performed:Out:e:

Has the vehicle ever been involved in an accident N Did you confirm your answer with the customer Y What type of damage was sustained: N/A Are the RO's attached if the vehicle was in an accident N

ny insurances claims on this Vehicle N
ng information below
d Last Name)
Claim Status: Pending/Denied/NA

Did Insurance Company refer customer to GM? NA

Are there any Aftermarket Modifications to the Vehicle N Have you confirm this with the customer Y List: N/A

Was a Trade Repurchase offered to the customer N (A Trade Repurchase is to be offered as a settlement before a Straight can be considered) Date authorized by the DVM/CAM

Other

Date:	<u>RO #:</u>	<u>Days</u>	<u>Mileag</u>	Description of Complaint and Repair Performed:
		<u>Out</u> :	<u>e:</u>	

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: Cust filed outside time period for claim.

Lemon Law Repurchase/Replacement: Cust filed outside time period for claim.

GM Program Summary Repairs/Reimbursement for past repairs: Cust filed outside time period for claim.

THE STATE LEMON LAW READS:

Days out of service: 30 days Repairs: 3 plus fra Time period: 6 mos after warranty / 1 yr from original del. Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs: n/a Safety-related time period: n/a

Number of repair attempts in the presumption period:IneligibleTotal days out of service during the presumption period:IneligibleTotal days out of service during customer's ownership:Ineligible

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: No previous SRs. Date & Offer/Result: {TEXT}

Concern: {TEXT} Date & Offer/Result: {TEXT} Concern: {TEXT} Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

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

Cust sts: Looking for GM to complete repairs.

DVM sts: No input, ineligible case.

SVM sts: No input, ineligible case.

CRS Rationale: Denied assistance due to time/mileage for claim. Adv cust to contact CAC for further assistance.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law Ineligible case.

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law? Ineligible case.

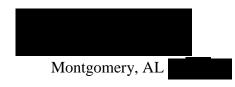
Decision reached by CRS: Settle case: ineligible case

CRS FINAL OFFER:	, C	DATE : 7- 10-9	CUST {Accepted / Declined}
Goodwill: {Type}	Attorney Fees (if applicable): \${Amount}		

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

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

April 20, 2011



Dear

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

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 performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and are happy to inform you that you are being reimbursed for your repair based on the amount the repair would have cost if completed by an authorized General Motors dealer. Additionally, the reimbursement only includes elements of the repair which pertain to the specific recall or special coverage notice. With this in place, we have enclosed a check in the amount of \$488.40.

If your vehicle has not been inspected by your local GM dealership, we request you set up an appointment to ensure all necessary steps have been taken to repair your vehicle.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

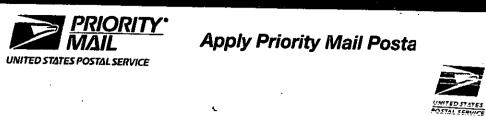
Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-740494177

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



General Motors PUBOX 33170 Detroit, MI 48232-5170



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United States Postal Service® **DELIVERY CONFIRMATION**[™]



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CHEVROLET

Customer Assistance Center

Chevrolet Divis Product Recall or Special Coverage Customer Reimbursement Claim (Fort Motors C در المند عنه المنابع	
Dotroit, MI 4823	-5170
This section to be completed by Claimant	
Date Claim Submitted:	
17-Digit Vehicle Identification Number (VIN): 1G1ZTS4845F	
Current Mileage of Vehicle: <u>U9402</u>	
Mileage at Time of Repair: 18916 Date of Repair: 7232009	-
Claimant Name (please print): _	
Street Address or PO Box Number:	
City: Montgomery State: A Zip Code:	
Daytime Telephone Number (include Area Code):	
Evening Telephone Number (include Area Code):	
Amount of Reimbursement Requested: <u>\$ 574.90</u>	
THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.	
Original or clear copy of all receipts, invoices and/or repair orders that show:	
Control Con	·
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.	
A 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 Hincurred for the repair covered by this	
Claimant's Signature:	•
Please mail this claim form and the required documents to:	L.
PO Box 33170	
Detroit, MI 48232-5170	

All recall and Special Coverage reimbursement questions should be directed to 1-800-204-0261

GM General Motors Corporation

_	ALL PARTS INSTALLED	ARE NEW UNLESS SPECI	FIED OTHERWISE		
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CUSTOMER'S NAME

REPAIR ORDER NO.

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(334) 272-9595

1-800-392-1559

(334) 270-9162

www.capitolchevrolet.com

DISCLAIMERS OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller, Capitol Chevrolet, hereby expressly disclaim all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Capitol Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NO GUARANTEE ON KEY CUTS. NO RETURN OF ELECTRICAL, SPECIAL ORDERED OR INSTALLED PARTS. RETURNABLE PARTS SUBJECT TO A 15% HANDLING CHARGE. CAUTION!!! RETURNABLE PARTS MUST BE IN ORIGINAL CARTONS. DO NOT RESEAL WITH TAPE. NO RETURNS WITHOUT THIS INVOICE. NO CREDIT WILL BE ALLOWED AFTER 15 DAYS FROM PURCHASE DATE.

DATE ENTERI	1	YOUR ORDER NO.	DATE SHIPPED 23 JUL 09	INVOICE DATE	INVOICE NUMBER		
SOLD	CASH	ACCOUNT 1	NO.	S H P		PAGE 1 OF 1	
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THE ABOVE SIGNATURE LIMITATION, SHALL BE SUBM	ACKNOWLED	GES AND AGREES THAT IN LIEU OF UT DING ARBITRATION, PURSUANT TO THE I G IN THE COUNTY AND STATE WHERE T	GATION IN ANY	COURT, ALL DI 9 U.S.C. §1, ET.	SEQ. AND	RESUL	TING FROM OR ARISING	OUT OF THIS SALE, WITHOUT CIAL RULES OF THE AMERICAN

ANDITABLE ASSOCIATION THE VENTION THE COUNTY AND STATE WHENE THIS SALE IS MADE, EXCEPT THAT THE ANBITHATON ON ARBITHATONS INVANCED TO ANDITATE THIS MATTER SHALL BE SELECTED BY THE PARTIES TO THIS AGREEMENT FROM LISTS OF SUITABLE ARBITRATOR SUPPLIED BY THE AMBITHATON ASSOCIATION. THE FEDERAL RULES OF EVIDENCE SHALL APPLY. THE ARBITRATION FILING FEES AND COSTS OF THE ARBITRATION PROCEEDING SHALL BE TAXED AGAINST THE PARTY WHO ASSERTS ANY CLAIM AGAINST THE OTHER PARTY TO THIS AGREEMENT. THE CUSTOMER AND DEALER AGREE THAT THE ARBITRATION PROCEEDINGS TO RESOLVE ALL SUCH DISPUTES SHALL BE CONDUCTED IN THE CITY OF MONTGOMERY, AL. x1pi1.100_1

Hello,

This is Ms Wrench and I can help you with your 2005 Malibu LS 3.5 V6 power steering problem. It is possible that your problem is being caused by the electric steer system and there is a bulleting regarding column replacement. Read through this GM bulletin and see if you think it applies to your car le: chime, warning light etc.

07126 Special Coverage Adjustment - Loss of Power Steering Assist; Hodels 2005 Chevr

GM PARTS BULLETINS & INFORMATION - TO CHEVROLET AND PONTIAC DEALERS

Attachments are only available to registered users.
users.
<u>Register Here</u>

Subject:Bulletin GMP07-217 - 07126 Special Coverage Adjustment - Loss of Power Steering Assist; Models 2005 Chevrolet Mallbu, Malibu Maxx and 2005 Pontiac G6Message #:VSU20071643 SPECIAL COVERAGE ADJUSTMENT #07126 DATED: DECEMBER 3, 2007

DESCRIPTION:

CONDITION

Some customers of 2005 model year Chevrolet Malibu, Malibu Maxx, and Pontiac G6 vehicles may experience a loss of power steering assist 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.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 7 years or 70,000 miles (110,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealersare to replace the steering column assembly. This repair will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after December 3, 2007, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to December 3, 2007, must be submitted to the Service Contract provider.

Refer to Special Coverage Bulletin #07126 for the service procedure and other detailed information.

EFFECTIVE DATE:

Owner mailing is scheduled to begin December 10, 2007.

GENERAL INFORMATION:

PARTS INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Service and Parts Operations (GMSPO).

> Part Number Description Quantity/Vehicle 15926870 Column Kit, Strg

NEW Pt # 933396

There are other TSB's for that year regarding the hydraulic power assist also. Here is a list of the TSB's.

STEERING: HYDRAULIC POWER ASSIST SYSTEM STEERING: LISS OF POWER STEERING ASSIST AT HIGH ENGINE RPM. *TT UPDATED 08:15-07. *KB UPDATED ON 10/03/07. *NI (NHTSA ID #10020217, no date provided) STEERING: ELECTRIC POWER ASSIST SYSTEM ISB #3795 -- ELECTRIC STEERING IS INOPERATIVE WITH C0545. *AK (NHTSA ID #10019283, no date provided) ISB # 3797 -- INTERMITTENT STEERING WHEEL DITHER AFTER FRONT END ALIGNMENT WAS PERFORMED. TT (NHTSA ID #10018531, no date provid STEERING : COLUMN TSB #07126 -- SPECIAL COVERAGE ADJUSTMENT - LOSS OF POWER STEERING ASSIST. *NJ (NHTSA ID #10023644, DECEMBER 01 2007) You can refer directly to these bulletin numbers and print a copy of the GM bulletin to take with you to the dealer. DARI# 25805894. 47.7 Hope this helps, let me know if you need more assistance.

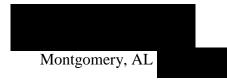
Thanks for using 1A

Alor -

COPY

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530	GM	снеск No.
DATE 09/28/09	**************************************	AMOUNT **40 CENTS ************************************
PAY TO THE ORDER OF		North American Operations. General Motors Corporation Disbursement Account Disbursement Account SNATURE
Tha Chase Manhattan Bank, N.A. Syracuse, New York	AUDIT	
/ENDOR 1 UNS NO BB 000000010 , ENDOR NAME	North American (General Motors Corpo Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-253	Derations DETACH BEFORE DEPOSITING CHECK Dration CHECK NO. PAYMENT DATE 09/28/09
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April 20, 2011



Dear

Enclosed is the GM Product Recall/Special Coverage Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement for the listed repair once we have received this completed form.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-740494177

GENERAL MOTORS PRODUCT RECALL OR SPECIAL COVERAGE CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition related to the recall or special coverage notification you received corrected before December, 2007, you may be eligible to receive reimbursement.

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GM Medium Duty	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

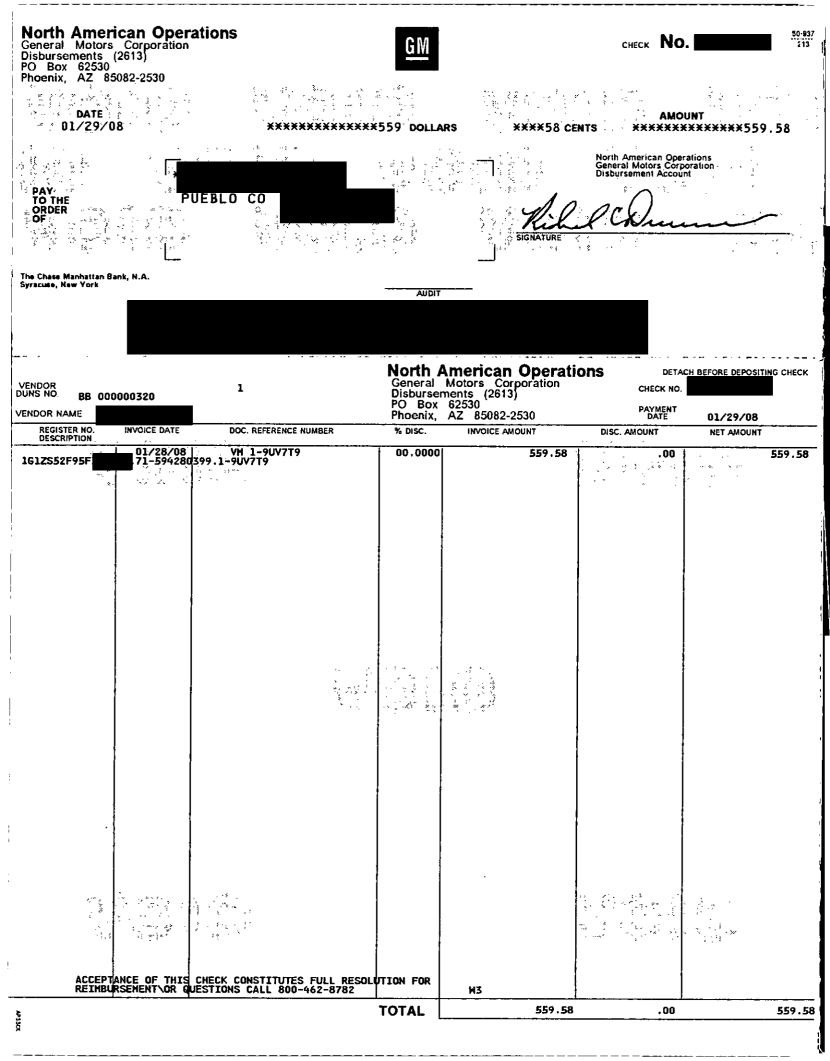
* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

Product Recall or Special Coverage Customer Reimbursement Claim Form

This section to be completed by Claimant							
Date Claim Submitted:							
17-Digit Vehicle Identification Number (VIN):							
Current Mileage of Vehicle:							
Mileage at Time of Repair: Date of Repair:							
Claimant Name (please print):							
Street Address or PO Box Number:							
City: State: Zip Code:							
Daytime Telephone Number (include Area Code):							
Evening Telephone Number (include Area Code):							
Amount of Reimbursement Requested: <u>\$</u>							
THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.							
Original or clear copy of all receipts, invoices and/or repair orders that show:							
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 							
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.							
Claimant's Signature:							
Please mail this claim form and the required documents to: General Motors PO Box 33170							

Detroit, MI 48232-5170

All recall and Special Coverage reimbursement questions should be directed to 1-800-204-0261



Coradorado Springs Corbos 25 Dec 2007 FM 31



Reimbursement Department 190. Box 33170 Detroit, MI 248232-5170

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48232\$5170

DEC 2 7 2234



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant				
Date Claim Submitted:				
17-Digit Vehicle Identification Number (VIN): 1G1ZS52F95F				
Mileage at Time of Repair: 40,544 Date of Repair: 8/25/06				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: <u>Pueblo</u> State: <u>CO</u> ZIP Code				
Daytime Telephone Number (include Area Code): _				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$ 559,58				
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: 13/18/3007				

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).

	TWORK Aercury @	Origina		SPRADLEY CHEVR 2146 HWY. Pueblo, Color Main 719-5 Parts Hotline 7 www.sprad	50 West ado 81008 44-8162 19-543-7278 ley.com
CUSTOMER NO. 73724 PUEBLO, CO	LABOR RATE VEAR / MAKE / MODEL US/CHEVROLET/M VEHICLE LD NOZ S 5 2 F. T. E. NO.	MILEAGE	54	INVOICE DATE 08/25/06 GOLD/ DELIVERY DATE 08/04/04 SELLING DEALER NO. 08/25/06	INVOICE NO. CVCS209478 STOCK NO. DELIVERY MILES 0
SVC POWER STEERING IS ON MESSAG FAILED PART REPLACE STRG COLUMN AND VERIFY	URS: TECH(S):510 E CENTER INSTALL(SOP) OKAY		174.00	to recovery of all costs of collection and interest at the rate of 1½ per commencing at the time any such chi REPAIR ORDER NOTICE - Colorado in favor of any person who repairs o such as motor vehicles. If the repair o	 law provides for imposition of a lien or bestows labor on personal property r service work authorized in this Service
JOB # 1 -1 88967179 COR	OL REM 6.518 45 E RETURN 10 JOB # JOB # 1 TOTA	RICE-UNIT PRICE- 9.00 459.00 0.00 100.00 1 TOTAL PARTS L LABOR & PARTS	459.00 -100.00 359.00 533.00	Order is not paid for, or is paid will subsequently dishoncered for any rea- is not paid when due, the law gives ti to take possession of the motor vitik to foreclass the lien which may resu- court order. EXCLUSION OF WARRANTIES: A sories soid hereby are thoses made purchaser understands and agrees kind, express or implied, and discla of merchantability or litness for a par- and/or accessories purchased, and for incidental or consequential dam	th a check, draft, or order which is soon, or is charged to an account which he motor which arepair garage the right de and/or commence an action in court it in the vehicle being sold pursuant to hy warranties on the parts and access- by the manufacture. The undersigned had dealer makes no warranties of any mis all warranties, including warranties localar purpose, with regard to the parts that no event shat dealer be liable gaes, or for commercial losses anising
TOTALS	ORTANT NOTICE! SATISFACTION SFIED OR NLL US IF YOU	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TAL INVOICE \$	174.00 359.00 0.00 0.00 0.00 26.58 559.58	warranties excluded by dealer includ that such parts and/or accessories i with enable any vehicle or any of it safety, efficiency, or comfort. Customer labor of on labor time gui	Pred purchaser further agrees that the e, but are not limited to, any warrantes re of mechanizable quality or that they s systems to perform with reasonable charges are based des. PROPRIATE BOX) AUTHORIZATION TO SUBMIT CLAIM
CUSTOMER SIGNATURE ************************************	TE INVOICE	******	******	PARTS PARTS SCRAP OUT S TOTAL	S LABOR MILEAGE OUT
1314E GGS 14788 Q (13706)				MATION CONTAINED HEREON IS AC SERVICES WERE PERFORMED AT NO NO INDICATION FROM THE APPEAR THAT ANY CHEET CON DEC ON DEC	And Dete I HEREBY CERTIFY THAT THE INFOR- CURATE UNLESS OTHERMISE SHOWN. OTHARGE TO THE OWNER THERE WAS NOCE OF THE VEHICLE OR OTHERWISE NOCE OF THE VEHICLE OR OTHERWISE LACED UNDER THIS CLAMP AND BEEN ACCIDENT, NEGULERCE OF MISSIE MARE AVAILABLE FOR (I) THAT FROM ION AT THE SERVICING DEALER FOR OF PORD.
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PAGE 1 OF 1 CUSTOMER CO	ΡΥ	[END OF INVOICE] 01	:10pm	THANK Y YOUR BI	OU FOR

February 4, 2011



Service Request: 71-594280399 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 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 \$559.58.

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

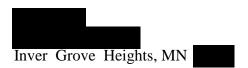
Sincerely,

Chevrolet Customer Assistance Center

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

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

April 22, 2011



Dear

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2006 Pontiac G6, Vehicle Identification Number 1G2ZG558564 The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Pontiac Dealership. Your complete satisfaction is very important to us at Pontiac. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request: 71-740781675

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

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	Detroit, Michigan - 48232			
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In Service Date:	08/13/2009			
Schedule Type	GMPP Retail			
Promotion Code:				
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Rental Type:	None			
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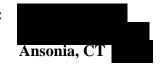
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Transaction Details			
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VIN: 102Z0558564	Status:	Pending	
Dealer Code: 32888	User ID:	1w3qhs	
Transaction Date: 08/13/2009	User Role:	Central Office Administrator	
Transaction Type: GM Protection Plan	Timestamp Date:	2009-08-19-12.21.49.302000	
Transaction Messages:			
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Issued by: *Pontiac* Certificate No. 1G2ZF55B564

Issue Date: April 22, 2011

Issued exclusively for:



Valid through: July 28, 2010

Amount: Seven Hundred Dollars and Zero Cents ****\$700.00**** April 22, 2011



Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Pontiac your choice when you purchased your 2006 G6 and trust you will give us the opportunity to retain you as a valued Pontiac customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-276-6842. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Pontiac Customer Assistance Center Service Request: 71-741464696

MAY & KULAS, P.C. 12 Bank Street Seymour, Connecticut 06483 (203) 888-4144

FAX TRANSMISSION COVER SHEET

DATE:	September 22, 2009	
	A	

 TO:
 Alex Jaros / General Motors

 FAX NO.:
 866-962-2868

FROM: ______

RE: <u>Service request number 71-741464696</u>

TELEPHONIC ACKNOWLEDGMENT REQUESTED: YESNOORIGINAL BEING SENT BY MAIL:YESNO

CONFIDENTIALITY NOTE:

THE INFORMATION CONTAINED IN THIS FAX IS CONFIDENTIAL AND PRIVILEGED AND IS INTENDED ONLY FOR THE USE OF THE NAMED RECEIVER. IF YOU ARE NOT THE NAMED RECEIVER OR THE PERSON RESPONSIBLE FOR DELIVERING THIS FAX TO THE NAMED RECEIVER, YOU ARE NOTIFIED THAT ANY USE OF THIS FAX OR ITS CONTENTS, INCLUDING ANY DISSEMINATION OR COPYING, IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS FAX IN ERROR, PLEASE NOTIFY MAY & KULAS, P.C. IMMEDIATELY BY TELEPHONE AT (203) 888-4144 AND RETURN THE FAX TO US AT THE ABOVE ADDRESS, VIA MAIL. WE WILL REIMBURSE YOUR TELEPHONE AND POSTAGE EXPENSE FOR DOING SO. THANK YOU.

MESSAGE: <u>Attached please find a copy of the investigation report with regards to</u> the above referenced matter.

Service Request 71 - 741464696

« back to Pontiac G6 Complaints

[switch models]

« search for something else

[switch years]

Pontiac Recalls Defect Investigatio

2006 Pontiac G6

2006 DEFECT INVESTIGATIONS

There are also 2 Pontiac recalls » 70 TSBs » for the Pontiac G6.

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STOP LAMP MALFUNCTION: Exterior Lighting:Brake Lights:Switch**

** This defect investigation is filed under 2 related vehicle components.

RECALL » 2006 PONTIAC G6 -- GM notified the Agency by letter dated January 28, Recall #09V036000 safety recall of Pontiac G6 vehicles built from January 3 through January during this time period have shown a highly elevated incident rate of improper operation of the bi investigation after receiving reports that consumers would use their brakes and discover that the I Also, consumers report that the brake lamps would illuminate when the brake pedal was not appli data finds that the complaint rate for the January 2005 production is 20 times greater than for the vehicle population. Likewise, the warranty rate for the January 2005 production is 11 times greate subject vehicle population. In its letter to the NHTSA, General Motors (GM) explained that the prin condition was fretting corrosion (oxidation) of the connector pins on the body control module (BC/ brake pedal position sensor (bpps). The corrosion prevents the BCM from receiving the correct sign December 2008, GM released technical service bulletin (tsb) #08-05-22-009 to provide technicians subject vehicles that experience improper illumination of the brake lamps. This action taken by G issues raised by this investigation. Investigation was initiated on September 15 2008. Closed on Jai information & supporting documents, see the official NHTSA page concerning investigation #PE08054

LOSS OF POWER STEERING ASSIST: Steering: Electric Power Assist System



no recall issued

CLOSED 2006 PONTIAC G6 -- During this investigation, General Motors (GM) indic model year (MY) 2005 Pontiac G6 vehicles built from November 3, 2004 t experience a loss of power steering assist due to an insufficient crimp at

transducer located in the steering column assembly. GM has indicated that it plans to send letters to inform them that it will extend the warranty coverage for the eps system in their vehicles to 7 analysis of the failures in the population affected by the wiring crimp problem indicate that the p should occur within the terms of the extended coverage. GM's investigation of eps failures in the s problem with the connector crimps during the two month production range covered by the warran the crimps may be asymmetrical, resulting ininadequate pressure on the wire that can lead to elethe sensor to the controller. The controller may interpret this electrical noise as a malfunction of manual mode (I. E., turn off the eps system). If the power steering assist is lost, the driver inform power steering warning message, a chime is sounded, and the service vehicle soon light will illumin steering requires increased effort, especially at speeds less than 20 miles per hour (mph). ODI's an that approximately 30 percent of the complaints and field reports (569 of 1913) involve vehicles b

2006 Pontiac G6 NHTSA Investigations -- [CarComplaints.com]

Service Request 71-741464696

extended policy, which account for only about 7 percent of the subject vehicle population. The commonths is relatively high, at 673 per 100,000 vehicles. The rate for the peak months is 5 times hig vehicles. Similar differences are evident in the warranty data, with approximately 27 percent of t 4145) involving vehicles built in the peak months. The warranty rate for the non-peak months is 1. months is 7.2%. ODI identified 9 crashes that are potentially related to eps system failure in the su occurred at low speeds, such as driveway and parking lot type maneuvers. The crashes resulted in unable to obtain information about the type or severity of the injury. None of the crashes involve period covered by GM's extended warranty coverage. The subject vehicles use the same eps system Malibu vehicles investigated by ODI in EA04-018. Although the failure rates are high in this investig months, they are significantly lower than for the Malibu vehicles investigated in EA04-018. As in the steering effort are small at speeds greater than 15-20 mph. Accordingly, this investigation is close investigation does not constitute a finding by NHTSA that a safety-related defect does not exist. T monitor complaints and information relating to the alleged defect in the subject vehicles and take warranted. Investigation was initiated on April 25 2007. Closed on September 25 2007. For detaile documents, see the official NHTSA page concerning investigation #PE07023 **



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