

TO:AUTOLINE NEW CASE COMPANY:

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

FACSIMILE TRANSMISSION



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

FROM: Name: Scott Estep
Fax Number: (703) 247-9700

TO: Name: AUTOLINE NEW CASE
Fax Number: 19314892926

MESSAGES:

Date and time of transmission: Wednesday, August 01, 2007 12:15:46 PM
Number of pages including this cover sheet: 02

TO: AUTOLINE NEW CASE COMPANY:

**BBB AUTO LINE**

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

August 1, 2007

Re: CC2 SAT0746989 [REDACTED] vs Saturn Corporation 1G8AJ52F85Z [REDACTED]

[REDACTED]
MESA AZ [REDACTED]

Dear [REDACTED]

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle exceeds the mileage requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to provide assistance to you.

Sincerely,

Scott Estep at Extension 515
CC: AUTOLINE NEW CASE

FACSIMILE TRANSMISSION



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

FROM: Name: Scott Estep
Fax Number: (703) 247-9700

TO: Name: AUTOLINE NEW CASE
Fax Number: 19314892926

MESSAGES:

Date and time of transmission: Thursday, July 12, 2007 3:15:40 PM
Number of pages including this cover sheet: 04



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

July 12, 2007

Re:m01 SAT0746989 [REDACTED] vs Saturn Corporation

AUTOLINE NEW CASE
SATURN CORPORATION
100 SATURN PARKWAY
SPRING HILL TN 37174

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

Scott Estep at Extension 515

Customer Claim Form

Contact Date: 07/08/07

Start Date:

Case Number : SAT0746989

Have you contacted the mfr regarding your claim? YES NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? YES NO

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

Titled Owner(s) Name&Address

[Redacted Name]

MESA, AZ [Redacted]

Day Phone: [Redacted]

Fax Number: [Redacted]

Customer Contact Info: [Redacted]

Evening Phone: [Redacted]

Cell Phone: [Redacted]

E-mail Address: [Redacted]

Vehicle Information

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

Vehicle Use: Personal Business Both Percentage of time vehicle used for business purposes:

Transmission Type: _____ Number of vehicles owned or leased by the business:

Make: Saturn Model: Ion2 Model Year: 2005 Current Mileage: 43000

Vehicle Identification Number: _____

Servicing Dealer/City/State : Saturn of Tempe,

Selling Dealer/City/State : Galpin Saturn of Santa Clarita, Santa Clarita, CA

Insurance Carrier : Unitrin Direct Policy Number: [Redacted]

Has vehicle been in an accident/had body damage? Yes ___ No X Date of accident: _____

Description of Damage : _____

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

Purchase Date: 10/27/04 Mileage at purchase: _____ Lease Date: _____ Mileage at lease: _____

Purchased As : New Used Demo Leased As : New Used Demo

Is the vehicle in your possession? yes Is the vehicle in your possession?

Lienholder's Name: GMAC Finance Leasing Company's Name: _____

Address: _____ Address: _____

City/St/Zip: _____ City/St/Zip: _____

Phone: () - _____ Phone: _____

Lienholder Acct # : _____ Leasing Company's Acct # : _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

In order for this to be 100% resolved with the Better Business Bureau, I expect my car to be repaired at NO cost to me. I know Rita says NO, and that is why I am reporting this to the BBB. If this is repair is not done, this complaint will be left UNRESOLVED with the Better Business Bureau.

Signature of Titled Owner(s)/Lessee(s): _____ Date: _____

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

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Name: [REDACTED]

Case Number: SAT0746989

First Repair Attempt (any reported problem)
Last Repair Attempt (last reported problem)
Total Days out of Service: _____

Date: 12/10/06 Mileage: 28000
Date: _____ Mileage: _____

Problems - describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Security Lock not disarming - Bad Ignition	no				
2. Cracked Stabilizer bar-making noises on bumps	no				
3. Power Steering goes out while driving	yes				

If you need additional space, please attach a separate sheet of paper following the above outline.

100 Saturn Parkway
P.O. Box 1500
Spring Hill, TN 37174-1500
Telephone: (800) 553-6000

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



July 12, 2007

██████████
Attn: W60165
██████████

Cincinnati, OH ██████████

RE: Service Request: 1-24162161
2006 Saturn ION2 Sedan
Vehicle Identification Number: 1G8AJ55F76Z ██████████
Customer Area Manager: Amanda

Dear ██████████:

This letter is a follow up to our conversation on Thursday, July 12, 2007, regarding the replacement of your vehicle by Saturn. As we discussed, we will need the enclosed 'Lienholder Information Request Form' completed and returned to me, along with the following items:

- a photocopy of your valid driver's license
- a photocopy of your valid registration
- a photocopy of your original title (from your lien holder, if applicable)

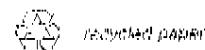
Please return the above-mentioned items to me, either by fax at 931-489-4245, or by mailing them to the above address. For additional assistance, feel free to contact me at the Saturn Customer Assistance Center at 1-800-553-6000, prompt 3. I look forward to receiving the information in order to proceed with your request for a replacement of your vehicle.

Sincerely,

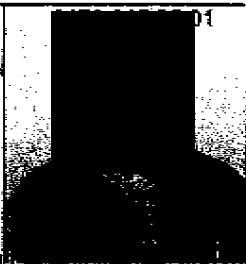
Saturn

Enclosure

a Subsidiary of General Motors



OHIO DRIVER LICENSE
BOB TAFT, GOVERNOR



CINCINNATI, OH
LICENSE NO. [REDACTED]
BIRTH DATE [REDACTED]
EXPIRES ON 10/30/2007

Initials [REDACTED]
DATE 2003

Sex	HT	WT	Hair	Eyes
F	5-0	110	BRO	BLU

Endorse: [REDACTED] Type Two Post
Restr: A



NON-NEGOTIABLE - FOR REGISTRATION ONLY

ISSUING ONLY HAMILTON
RESIDENT ONLY HAMILTON

STATE OF OHIO No. [REDACTED]
MEMORANDUM TITLE

ISSUE DATE
03/15/2006

IDENTIFICATION NUMBER
1G8AJ55F76Z [REDACTED]
COMMENT#

PURCHASE PRICE
\$15,405.00

TAX
\$578.83

MIG BRAND ACTUAL

YEAR 2006 MAKE STRN SATURN
BODY TYPE 4D MODEL SI2 ION
MILEAGE 12 EVIDENCE OH MCO - IN STATE

CONVERSION

BRAND(S)
OWNER

[REDACTED]
CINCINNATI, OH [REDACTED]

[REDACTED]
CINCINNATI, OH [REDACTED]

FIRST LIENHOLDER G M A C DATE OF LIEN 03/15/2006

P.O. BOX 5133
COCKEYSVILLE, MD 21030

[REDACTED] ND002700

FORM 3-B (REV. 3-2005)

WITNESS MY HAND AND OFFICIAL SEAL THIS 15th DAY OF MARCH, 2006

[REDACTED]

GREGORY HARTMANN
CLERK OF COURTS

L. WILHOIT
L. WILHOIT



**STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION**

PLATE NO.: [REDACTED] REG. DATE: 10/30/2006

EXP. DATE: 10/30/2007 ISSUE DATE: 10/20/2006

APP NO.: [REDACTED]
AGENCY: 3170
USER ID: RE
OLD APP NO.: [REDACTED]
OLD PLATE: [REDACTED]

VALIDATION NO.: [REDACTED]
OWNER NAME: [REDACTED]

VEHICLE OWNERSHIP: SINGLE

OWNER ADDR.: [REDACTED]

CITY: CINCINNATI
STATE: OH ZIP: [REDACTED]
TAX DISTRICT: CINCINNATI
COUNTY: HAMILTON

INSIDE CORP LIMIT: YES
VEHICLE YEAR: 2006
BODY TYPE: 4S

VEHICLE CLASS: PASSENGER
ODOMETER READING: 12
MAKE: STRN

STATE FEES: \$31.00

CERTIFICATE TITLE NO.: [REDACTED]
VEH. SERIAL NO.: 1G8AJ55F76Z [REDACTED]
PURCHASE DATE: 03/06/2006
NEW

PLATE TYPE: SUNBURST
REG TYPE: RENEWAL

LOCAL TAX: \$20.00
REFL./CO. FEE: \$0.00
DEPUTY FEE: \$3.50

SUSPENSION/REVOCAION: NO
PRIOR OPERATION: YES
FEES PAID: YES

TOTAL FEES: \$54.50

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
- PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for 90 days on first offense, one year on second offense* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$75.00 on first offense, \$250.00 for second offense, and \$500.00 on any additional offense*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability insurance of at least \$12,500 bodily injury per person, \$25,000 injury two or more persons, and \$7,500 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate.

X SIGNATURE ON FILE

SIGNATURE OF OWNER(S)

DATE

PROVIDING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.
SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.

THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

Printed on: 10/20/2006 11:09:14 PM

CUSTOMER COPY

Lienholder Information Request Form

Customer Name: _____

Social Security No: _____

VIN: 1G8AJ55F762 _____ YR/MAKE _____

Lending Institution Information:

Account #: _____

Institution Name: GMAC

Institution Address: PO BOX 2182

City: GREELEY State CO Zip Code: 80632

Contact Person: _____

Telephone #: _____

Payoff: \$ 4783.80

Good Until: _____ NEXT DATE DUE 8/21/07

Per Diem: \$ _____ (OR) % X

LATE CHARGES PAID: \$ _____ LATE CHARGES DUE: \$ _____

No. Payments Made: 16 at \$ 239.19 /month

Total payments made: \$ 3827.04

Total Interest Paid to Date: \$ X as of _____

2000 \$ _____ 2001 \$ _____ 2002 \$ _____ 2003 \$ _____

CURRENT MILEAGE OF VEHICLE: 11,130

DATE MILEAGE READ: 7/13/07

I, _____, hereby authorize
GMAC to release any and all information regarding the
above referenced account to General Motors Corporation, including but not limited
to a complete payment history of my account. Dated this 13th day of
July, 2007.

SIGNATURE

REV March 18, 2003

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number _____ Contract Number _____

Buyer's address (include county and zip code) CINCINNATI, OH HAMILTON	Creditor (Seller name and address) SATURN OF WESTERN HILLS 2301 FERGUSON ROAD CINCINNATI, OH 45238
---	--

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

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	SATURN ION 2 SDN	1G8AJ55F762	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> business

Your trade-in is a: Year **2002** Make **DODGE** Model **STRATUS SE**

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate. 0.00 %	The dollar amount the credit will cost you. 0.00	The amount of credit provided to you or on your behalf. 8,611.03	The amount you will have paid after you have made all payments as scheduled. 8,610.84	The total cost of your purchase on credit, including your down payment of \$ 500.00 . 16,110.84

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
36	\$ 239.19	Monthly beginning 4/21/2006	

Late Charge: If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of \$1.
Prepayment: If you pay off all your debt early, you will not have to pay a penalty.
Security Interest: You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED	
1 Cash price of vehicle, accessories, and taxes	\$ 15,883.83 (1)
2 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):	
A Official fees paid to government agencies	\$ N/A
B Government taxes not included in line 1 above	\$ N/A
C Government license and/or registration fees	LIC. 10.25 REG. 10.00 \$ 20.25
D Government certificate of title fees (includes security interest recording fee)	\$ 5.00
E Other charges (Seller must identify who is paid and describe purpose.)	
SATURN OF WE DOC FEE	\$ 100.00
to for	\$ N/A
to for	\$ N/A
to for	\$ N/A
to for	\$ N/A
to for	\$ N/A
to for	\$ N/A
F Net trade-in payoff to	\$ N/A
Total other charges and amounts paid to others on your behalf \$ 125.25 (2)	
3 Total cash price (1+2)	\$ 16,009.08 (3)
4 Total downpayment = (if negative enter "0" and see line 2F above)	
Gross trade-in \$ 5,500.00 - payoff by seller \$ N/A	
= net trade-in \$ 6,500.00 + cash \$ N/A	
+ other (describe) REBATE	\$ 1,000.00 \$ 7,500.00 (4)
5 Unpaid balance of cash price (3 minus 4)	\$ 8,509.08 (5)
6 Insurance	
A Cost of optional credit insurance paid to the insurance company or companies	
Life	\$ 101.95
Disability	\$ N/A \$ 101.95
B Other insurance paid to the insurance company	\$ N/A
Total insurance charges \$ 101.95 (6)	
7 Amount financed - principal balance (5+6)	\$ 8,611.03 (7)
8 Finance charge	\$ 0.00 (8)
9 Total of payments - time balance (7+8)	\$ 8,610.84 (9)

Insurance: You may buy the physical damage insurance 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. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

Check the insurance you want and sign below:

Optional Credit Insurance.

Credit Life Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

Premium: **101.95**
 Credit Life \$ _____
 Credit Disability \$ **N/A**

PROTECTIVE LIFE INSURANCE CO
 (Insurance Company)
Birmingham, AL 35223
 (Home Office Address)

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

Other Insurance.

_____ Type of Insurance _____ Term _____
 Premium \$ **N/A**

_____ (Insurance Company)
 _____ (Home Office Address)

I want the insurance checked above.

3/06/2006

Buyer Signature _____ Date _____

X _____
 Co-Buyer Signature _____ Date _____

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and changes are binding.

Buyer Signs X _____ Co-Buyer Signs X _____

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

See back for other important agreements.

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

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

TO:AUTOLINE NEW CASE COMPANY:

FACSIMILE TRANSMISSION



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

FROM: Name: Scott Estep
Fax Number: (703) 247-9700

TO: Name: AUTOLINE NEW CASE
Fax Number: 19314892926

MESSAGES:

Date and time of transmission: Thursday, July 05, 2007 11:57:52 AM
Number of pages including this cover sheet: 04

TO: AUTOLINE NEW CASE COMPANY:



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

July 5, 2007

Re:m01 SAT0746701 [REDACTED] vs Saturn Corporation

AUTOLINE NEW CASE
SATURN CORPORATION
100 SATURN PARKWAY
SPRING HILL TN 37174

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

Scott Estep at Extension 515

TO: AUTOLINE NEW CASE COMPANY:

Customer Claim Form

Contact Date: 07/04/07

Start Date:

Case Number : SAT0746701

Have you contacted the mfr regarding your claim? YES NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? YES NO

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

Titled Owner(s) Name&Address

[Redacted Name]

CINCINNATI, OH

Day Phone: [Redacted]

Evening Phone: [Redacted]

Cell Phone: [Redacted]

Fax Number:

E-mail Address: [Redacted]

Customer Contact Info:

Vehicle Information

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

Vehicle Use: Personal Business Both Percentage of time vehicle used for business purposes:

Transmission Type: _____ Number of vehicles owned or leased by the business:

Make: Saturn Model: Ion2 Model Year: 2006 Current Mileage: 10800

Vehicle Identification Number: _____

Service Dealer/City/State : Saturn of Western Hills,

Selling Dealer/City/State : Saturn of Western Hills, Cincinnati, OH

Insurance Carrier : Motorists Insurance Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No X Date of accident:

Description of Damage : _____
12

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

Purchase Date: 03/06/06 Mileage at purchase: _____ Lease Date: _____ Mileage at lease: _____

Purchased As : New Used Demo Leased As : New Used Demo

Is the vehicle in your possession? yes Is the vehicle in your possession?

Lienholder's Name: GMAC Leasing Company's Name: _____

Address: _____ Address: _____

City/St/Zip: _____ City/St/Zip: _____

Phone: () - _____ Phone: _____

Lienholder Acct # : _____ Leasing Company's Acct #:

Customer's Desired Outcome (Describe what you want done to resolve your concern)

Would like either car replaced or have the company buy it back.

Signature of Titled Owner(s)/Lessee(s): _____ Date _____

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

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

TO: AUTOLINE NEW CASE COMPANY:

Customer Name: [REDACTED]

Case Number: SAT0746701

First Repair Attempt (any reported problem)

Date: 12/15/06 Milcage: 6777

Last Repair Attempt (last reported problem)

Date: Mileage:

Total Days out of Service: _____

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Milcage on Date	Days Out of Service
1. Noise in steering column	yes				

If you need additional space, please attach a separate sheet of paper following the above outline.

*** GM INTERNAL USE ONLY ***

VEHICLE HISTORY - FULL DETAIL REPORT

1-24162161
TE: 07/06/07

CURRENT OWNER

[REDACTED]
[REDACTED]
[REDACTED] H [REDACTED]

SATURN OF WESTERN HILLS FACILITY: 11245 SALE DATE: 03/06/06
2301 FERGUSON ROAD OH [REDACTED]

FACILITY CODE: 1 SATURN OF WESTERN HILLS CASE TYPE: CP
VIN: 1G8AJ55F76Z [REDACTED] LINE SEQ: 281964 FAILED PART:
LABOR CODE: M508 WASH
CSO: 0072008 DATE: 02/22/06 TOTAL COST: 0 MILES: 1
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND
COMMENTS: 0000

FACILITY CODE: 1 SATURN OF WESTERN HILLS CASE TYPE: PD
VIN: 1G8AJ55F76Z [REDACTED] LINE SEQ: 281964 FAILED PART: 01051515
LABOR CODE: Z700 -DELIVERY INSPECT
CSO: 0072008 DATE: 02/22/06 TOTAL COST: 114 MILES: 1
COMPL: NOT FOUND COND: NOT FOUND CAUSE: M10 PDI
COMMENTS: PERFORMED PDI

FACILITY CODE: 1 SATURN OF WESTERN HILLS CASE TYPE: LR
VIN: 1G8AJ55F76Z [REDACTED] LINE SEQ: 281964 FAILED PART:
LABOR CODE: X504 [REDACTED] AILER ALLOWANCE PROGRAM
CSO: 0072716 DATE: 04/04/06 TOTAL COST: 250 MILES: 12
COMPL: NOT FOUND COND: NOT FOUND CAUSE: M13 RETAILER I
COMMENTS: SALE DATE: 3/6/06

FACILITY CODE: 1 SATURN OF WESTERN HILLS CASE TYPE: LR
VIN: 1G8AJ55F76Z [REDACTED] LINE SEQ: 281964 FAILED PART:
LABOR CODE: X516 [REDACTED]
CSO: 0072279 DATE: 03/09/06 TOTAL COST: 500 MILES: 12
COMPL: NOT FOUND COND: NOT FOUND CAUSE: M13 RETAILER I
COMMENTS: NAME: JOANNE KNOSP
SALE DATE: 3/6/06

FACILITY CODE: 1 SATURN OF WESTERN HILLS CASE TYPE: LR
VIN: 1G8AJ55F76Z [REDACTED] LINE SEQ: 281964 FAILED PART:
LABOR CODE: X516 [REDACTED]
CSO: 0072279 DATE: 03/09/06 TOTAL COST: 500 MILES: 12
COMPL: NOT FOUND COND: NOT FOUND CAUSE: M13 RETAILER I
COMMENTS: NAME: JOANNE KNOSP
SALE DATE: 3/6/06

FACILITY CODE: 1 SATURN OF WESTERN HILLS CASE TYPE: CP
VIN: 1G8AJ55F76Z [REDACTED] LINE SEQ: 281964 FAILED PART:
LABOR CODE: M500 [REDACTED] OFF ALL FLUIDS
CSO: 0075388 DATE: 09/13/06 TOTAL COST: 27 MILES: 3,338
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND
COMMENTS: 0000

FACILITY CODE: 11245 - SATURN OF WESTERN HILLS CASE TYPE: VW

*** GM INTERNAL USE ONLY ***

VIN: 1G8AJ55F76Z [REDACTED] LINE SEQ: 281964 FAILED PART:
LABOR CODE: E770 [REDACTED] FT/BOOT, STEERING
CSO: 0075388 DATE: 09/13/06 TOTAL COST: 14 MILES: 3,338
COMPL: N22 SQUEAL COND: NOT FOUND CAUSE: C37 FRICTION
COMMENTS: CUSTOMER STATES THERE IS A SQUEAL NOISE HEARD
FROM THE STEERING WHEEL/COLUMN WHEN TURNING. TECH
CONFIRMED NOISE TO BE CAUSED BY FRICTION BETWEEN
THE STEERING SHAFT AND BOOT. TECH LUBRICATED THE
STEERING SHAFT/BOOT TO CORRECT AND TESTED AFTER -
OPERATING AS DESIGNED NOW.

FACILITY CODE: 1 [REDACTED] - SATURN OF WESTERN HILLS CASE TYPE: CP
VIN: 1G8AJ55F76Z [REDACTED] 6 LINE SEQ: 281964 FAILED PART:
LABOR CODE: M500 [REDACTED] P OFF ALL FLUIDS
CSO: 0077006 DATE: 12/15/06 TOTAL COST: 66 MILES: 6,777
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND
COMMENTS: 0000

FACILITY CODE: 1 [REDACTED] SATURN OF WESTERN HILLS CASE TYPE: CP
VIN: 1G8AJ55F76Z [REDACTED] LINE SEQ: 281964 FAILED PART:
LABOR CODE: M531 [REDACTED] RTESY SERVICE PROVIDED
CSO: 0077006 DATE: 12/15/06 TOTAL COST: 0 MILES: 6,777
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND
COMMENTS: 0000

FACILITY CODE: 1 [REDACTED] SATURN OF WESTERN HILLS CASE TYPE: CP
VIN: 1G8AJ55F76Z [REDACTED] LINE SEQ: 281964 FAILED PART:
LABOR CODE: M500 [REDACTED] OFF ALL FLUIDS
CSO: 0079958 DATE: 06/06/07 TOTAL COST: 27 MILES: 10,141
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND
COMMENTS: 0000



FACILITY CODE: 1 [REDACTED] SATURN OF WESTERN HILLS CASE TYPE: CP
VIN: 1G8AJ55F76Z [REDACTED] LINE SEQ: 281964 FAILED PART:
LABOR CODE: X505 [REDACTED] TS ON ORDER
CSO: 0079958 DATE: 06/06/07 TOTAL COST: 0 MILES: 10,141
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND
COMMENTS: 0000

FACILITY CODE: 1 [REDACTED] SATURN OF WESTERN HILLS CASE TYPE: CP
VIN: 1G8AJ55F76Z [REDACTED] LINE SEQ: 281964 FAILED PART:
LABOR CODE: M508 [REDACTED] WASH
CSO: 0080140 DATE: 06/15/07 TOTAL COST: 0 MILES: 10,403
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND
COMMENTS: 0000

FACILITY CODE: 1 [REDACTED] SATURN OF WESTERN HILLS CASE TYPE: VW
VIN: 1G8AJ55F76Z [REDACTED] LINE SEQ: 281964 FAILED PART: 10392742
LABOR CODE: E768 [REDACTED] UMN ASSEMBLY, STE
CSO: 0080140 DATE: 06/15/07 TOTAL COST: 698 MILES: 10,403
COMPL: N21 SQUEAK COND: NOT FOUND CAUSE: C37 FRICTION
COMMENTS: TECH CONFIRMED CUST COMPLAINT SQUEAK NOISE WHEN TUR
NING TECH FOUND THE NOISE TO BE COMING FROM THE ST
EERING COLOMN USING CHASSIS EARS TECH REPLACED STE
ERING COLUMN ASSEMBLY DUE TO THE BEARING BEING
BAD RETESTED CHECKED OUT GOOD
~OTHER HOURS OK'D FOR USING CHASIS EARS TO CONFIRM
~SOURCE OF SQUEAK NOISE IN STEERING - CPC

FAX TRANSMITTAL FORM

SATURN OF WESTERN HILLS
2301 FERGUSON RD.
CINCINNATI, OH 45238

To: 
Name: _____
Organization Name/Dept: Saturn Customer Assistance
C.C: _____
Ph. #: _____
Fax: 

From: Cary Cunningham
Saturn of Western Hills
Phone # 513-699-4900
Fax # 513-699-4901
Email www.saturnofwesternhills.com

Date sent: 7/5/07
Time sent: 5:05
Number of pages including cover 16

Message:

Following are copies of the service orders you requested

- Cary -

Urgent For review Please comment Please reply



SATURN OF WESTERN HILLS

2301 Ferguson Road
Cincinnati, OH 45238
(513) 899-4900

3:00

ESTIMATE
(UNDER OHIO LAW) YOU HAVE THE
RIGHT TO AN ESTIMATE IF THE
ESTIMATED COST OF REPAIRS OR
REPLACEMENT PARTS WILL BE MORE THAN
TWENTY-FIVE DOLLARS. INITIAL
YOUR CHOICE.

WRITTEN
ESTIMATE
ORAL
ESTIMATE
I DO NOT REQUEST
AN ESTIMATE

ORIGINAL
ESTIMATE

CUSTOMER'S
ACCEPTANCE

AUTHORIZED
ADDITIONS

DATE

TIME

BY

WORK
ORDER

Date 09/13/06 VIN 1G8AJ55F76Z Mileage 3338 Del. Date 03/06/06 Miles 12 In-Serv-Date 03/06/06 License No. Yr 06 Make SATURN Model ION 2 SDN

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

In the event that you, the customer,
authorizes commencement but do
not authorize completion of a repair
or service, a charge will be imposed
for disassembly, reassembly of partially
completed work. Such charge
will be directly related to the actual
amount of labor or parts involved in
the inspection, repair or service.

Name
Address
City / State / Zip
CINCINNATI OH

Eng L61 2.2LL4 4 SPD AUTO
Transmission 4
Color STORM GREY
SA# 611 SO# 75388
Home Business Phone Tag# 341 Ref SO# 04
Customer Number Stock # W60165 Labor Rate .00
Payment Type 01 Promise Date / Time 09/13/06

PRINTED: 13:18:43 Attention: W60165

Doc Cnt: 1
Prk Lot:

Diag Codes

***** ESTIMATE *****

L#	Codes	Description	ST	Hrs	Labor	Parts	Total
1		CUSTOMER STATES THERE IS A SQUEAL/SQUEAK NOISE HEARD FROM THE STEERING WHEEL/ COLUMN WHEN TURNING RIGHT OR LEFT AT TIMES.	W				
2	L03M4 M5005 M5008 M5010	3000 MI. MAINT LS/VUE/ION-4000 TOP OFF ALL FLUIDS CHECK AND/OR ADJUST TIRE PRESSURE CHANGE ENGINE OIL AND FILTER OT OILEY OIL SN 12605566	QS	.30	15.06	12.55	
				5	SHOP		
				1	99D		



AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with 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 unavail-
ability 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.

SA: CARY CUNNINGHAM
HOURS .30 LABOR 15.06
HAZDS DISC

ESTIMATE TOTAL:

NT ITEM MISC
12.55 .60
TAXES TOTAL
1.79

- Line 1
- Line 2
- Line 3
- Line 4
- Line 5
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- Line 98
- Line 99
- Line 100

3347
 Last 2 hrs stem is a squish/squint noise from steering wheel/feature noise coming from rear.
 SP removed front wheel, identifying what squats when turning to right caused by friction between steering shaft
 and steering boot, to correct problem tech lubricated boot with grease.
 622 (B) of

SP: REYNOLDS, BECKY D
 E7701 (2)

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME OFF
		5102	9:15

322
 21



SATURN OF WESTERN HILLS

2301 Ferguson Road
Cincinnati, OH 45238
(513) 899-4900

SERVICE
INVOICE

** ACCOUNTING COPY **

SO# 75388 DATE/TIME IN: 9/13/2006 13:18 DATE/TIME OUT: 9/13/2006 16:04
TAG# 341 SA: CARY CUNNINGHAM DOC COUNT: 1 PAGE: 1

04 1G8AJ55F76Z 2006 SATURN ION 2 SDN STORM GREY
ENGINE: L61 2.2LL4
STK#: W60165
MILES IN/OUT 3338 / 3347
SVC DATE: 3/06/2006
SALESPERSON: REYNOLDS, BECKY D
TOTAL EST.: 30.00

LINE 1 N22 CUSTOMER STATES THERE IS A SQUEAL/SQUEAK NOISE
HEARD FROM THE STEERING WHEEL/ COLUMN WHEN
TURNING RIGHT OR LEFT AT TIMES.
CAUSE: FRICTION
TECH COMM: CUSTOMER STATES THERE IS A SQUEAL NOISE HEARD
FROM THE STEERING WHEEL/COLUMN WHEN TURNING. TECH
CONFIRMED NOISE TO BE CAUSED BY FRICTION BETWEEN
THE STEERING SHAFT AND BOOT. TECH LUBRICCATED THE
STEERING SHAFT/BOOT TO CORRECT AND TESTED AFTER -
OPERATING AS DESIGNED NOW.

REPAIR 1 SHAFT/BOOT, STEERING INTERMEDIATE - GREASE
OPCODE: E7701 SALE RATE: A COST RATE: A COST: 2.90
HRS: .20 SALE TYPE: W \$14.53
PRIMARY TECH: ANDREW FUTSCHER

LINE TOTAL \$2.90 \$14.53

LINE 2* 3000 MI. MAINT LS/VUE/ION-4CYL EST.: \$28.21

REPAIR 1 TOP OFF ALL FLUIDS
OPCODE: M5005 SALE RATE: A COST RATE: A COST:
HRS: SALE TYPE: QS \$0.00
PRIMARY TECH: ANDREW FUTSCHER

REPAIR 2 CHECK AND/OR ADJUST TIRE PRESSURE (ALL)
OPCODE: M5008 SALE RATE: A COST RATE: A COST:
HRS: SALE TYPE: QS \$0.00
PRIMARY TECH: ANDREW FUTSCHER

REPAIR 3 CHANGE ENGINE OIL AND FILTER
OPCODE: M5010 SALE RATE: A COST RATE: A COST: 4.35
HRS: .30 SALE TYPE: QS \$15.06
PRIMARY TECH: ANDREW FUTSCHER

PARTS	DESC	FP	QTY	PRICE	COST	ST	
OT	OILEY OIL	N	5	1.330	5.35	QS	\$6.65
SN	12605566 FILTER-OI	N	1	5.900	3.61	QS	\$5.90

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



SATURN OF WESTERN HILLS

2301 Ferguson Road
Cincinnati, OH 45238
(513) 699-4900

White
ESTIMATE
(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

WRITTEN ESTIMATE

ORAL ESTIMATE

I DO NOT REQUEST AN ESTIMATE

ORIGINAL ESTIMATE

CUSTOMER'S ACCEPTANCE

AUTHORIZED ADDITIONS

DATE

TIME

BY

WORK ORDER

Date 12/15/06 VIN 1G8AJ55F76Z Mileage 6777 Del. Date 03/06/06 Miles 12 In-Serv. Date 03/06/06 License No. 06 Yr Make SATURN Model ION 2 SDN

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

In the event that you, the customer, authorize commencement, but do not authorize completion of a repair or service, a charge will be assessed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

Name [Redacted] Address [Redacted] City / State / Zip CINCINNATI OH [Redacted]
Eng L61 Transmission 2.2LL4 4 SPD AUTO Color STORM GREY SA# 692 SO# 77006
Home [Redacted] Business Phone [Redacted] Tag# 997 Ref SO# 04
Customer Number [Redacted] Stock # W60165 Labor Rate .00

PRINTED: 8:13:25 Attention: W60165 Doc Cnt: 1 Prk Lot: Payment Type 01 Promise Date / Time 12/15/06
Diag Codes ***** ESTIMATE *****

L# Codes ST Hrs Labor Parts Total

1 *#600* CUST STATES THERE IS A SQUEAKING NOISE COMEING FROM W THE STEERING WHEEL WHEN YOU TURN IT LEFT OR RIGHT

- M5005 ✓ TOP OFF ALL FLUIDS
- M5008 ✓ CHECK AND/OR ADJUST TIRE PRESSURE (ALL) *30*
- M5010 ✓ CHANGE ENGINE OIL AND FILTER *30*
- OT OILEY OIL 5 SHOP
- SN 12605566 FILTER-OIL 1 99D
- M5020 ✓ INSPECT EXHAUST SYSTEM AND SHIELDS
- M5024 ✓ LUBRICATE DOOR HINGES, CHECK LINKS, HOOD, SUNROOF
- M5026 ✓ INSPECT BRAKE SYSTEM AND ROTATE TIRES AND WHEELS

Done

Done

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with 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.

SA: ANTHONY CASADA
HOURS LABOR PARTS
.90 53.90 12.55
HAZDS DISC DEDCT

ESTIMATE TOTAL:
NT ITEM MISC
TAXES TOTAL

4.32 *91.33* (0000)

SP: REYNOLDS, BECKY D.

01 (600) C/s squeak noise from steering wheel when turning
Left ~~to~~ or right. Confirmed - Applied Krytox Lube to
int steering shaft boot and rechecked - No more
noise.

E7701

(N/C)

02 (600) .9 6-K Serv.

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		91402	3:00	2-15
				ON

12 91
12 90



SATURN OF WESTERN HILLS

2301 Ferguson Road
Cincinnati, OH 45238
(513) 698-4900

SERVICE
INVOICE

** ACCOUNTING COPY **

SO# 77006 DATE/TIME IN: 12/15/2006 8:13 DATE/TIME OUT: 12/15/2006 9:24
TAG# 997 SA: ANTHONY CASADA DOC COUNT: 1 PAGE: 1

04 1G8AJ55F76Z
2006 SATURN ION 2 SDN STORM GREY
ENGINE: L61 2.2LL4
STK#: W60165
MILES IN/OUT 6777 / 6777
SVC DATE: 3/06/2006
SALESPERSON: REYNOLDS, BECKY D
TOTAL EST.: 71.33

LINE 1 CUST STATES THERE IS A SQUEAKING NOISE COMEING FROM EST.: \$.00
THE STEERING WHEEL WHEN YOU TURN IT LEFT OR RIGHT
TECH COMM: TECK LUBBED STEERING RETESTED CHEKED OUT GOOD
REPAIR 1 COURTESY SERVICE PROVIDED
OPCODE: M5310 SALE RATE: A COST RATE: A COST: \$.00
HRS: SALE TYPE: C
PRIMARY TECH: PAUL KURRE
LINE TOTAL \$.00

LINE 2* 6000 MI. MAINT LS/VUE/ION-4CYL EST.: \$67.01
REPAIR 1 TOP OFF ALL FLUIDS
OPCODE: M5005 SALE RATE: A COST RATE: A COST: \$.00
HRS: SALE TYPE: QS
PRIMARY TECH: PAUL KURRE

REPAIR 2 CHECK AND/OR ADJUST TIRE PRESSURE (ALL)
OPCODE: M5008 SALE RATE: A COST RATE: A COST: \$.00
HRS: SALE TYPE: QS
PRIMARY TECH: PAUL KURRE

REPAIR 3 CHANGE ENGINE OIL AND FILTER
OPCODE: M5010 SALE RATE: A COST RATE: A COST: 5.70 \$14.50
HRS: .30 SALE TYPE: QS
PRIMARY TECH: PAUL KURRE

PARTS	DESC	FP	QTY	PRICE	COST	ST	
OT	OILEY OIL	N	5	1.550	6.80	QS	\$7.75
SN	12605566 FILTER-OI	N	1	4.800	3.61	QS	\$4.80

REPAIR 4 INSPECT EXHAUST SYSTEM AND SHIELDS
OPCODE: M5020 SALE RATE: A COST RATE: A COST: 1.90 \$7.70
HRS: .10 SALE TYPE: QS
PRIMARY TECH: PAUL KURRE

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



SATURN OF WESTERN HILLS

2301 Ferguson Road
Cincinnati, OH 45238
(513) 699-4900

WARRANTY

ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE ESTIMATED COST OF REPAIRS OR SERVICES WILL BE MORE THAN FORTY-FIVE DOLLARS. INITIAL YOUR CHOICE.	WRITTEN ESTIMATE	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE	AUTHORIZED ADDITIONS	DATE
	ORAL ESTIMATE				TIME
	I DO NOT REQUEST AN ESTIMATE		INITIAL HERE	\$	BY

WORK ORDER

Date 06/06/07 VIN 1G8AJ55F76Z Mileage 10141 Del. Date 03/06/06 Miles 12 In-Serv-Date 03/06/06 License No. 06 Yr 06 Make SATURN Model ION 2 SDN

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

At the time that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

Name [Redacted]
Address [Redacted]
City / State / Zip CINCINNATI OH [Redacted]
Eng L61 Transmission 2.2LL4 4 SPD AUTO Color STORM GREY SA# 611 SO# 79958
Home [Redacted] Business Phone [Redacted] Tag# 711 Ref SO# 04
Customer Number [Redacted] Stock # W60165 Labor Rate .00
Payment Type 01 Promise Date / Time 06/06/07

PRINTED: 12:38:41 Attention: W60165
Comments:

Doc Cnt: 1
Prk Lot:

Diag Codes ***** ESTIMATE *****

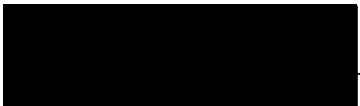
L#	Codes	ST	Hrs	Labor	Parts	Total
1	CUSTOMER STATES THERE IS STILL A SQUEAKING NOISE NOISE HEARD FROM THE STEERING WHEN TURNING TO THE LEFT PRIMARILY. NOISE IS NOTICEABLE WHEN WEATHER IS WARM. * See History	W				
2	L09M4 9000 MI. MAINT LS/VUE/ION-4CYL M5005 TOP OFF ALL FLUIDS M5008 CHECK AND/OR ADJUST TIRE PRESSURE (ALL) M5010 CHANGE ENGINE OIL AND FILTER	QS	.30	14.50	12.55	
	SN 12605566 FILTER OIL		1	99D		
	OT OILEY OIL		5	SHOP		

EMAIL ADDRESS:
[Redacted]

AUTHORIZATION FOR REPAIRS
I hereby authorize the repair work herein set forth to be done along with 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.

SA: CARY CUNNINGHAM
HOURS 12.55
LABOR 14.50
PARTS 12.55
HAZDS DISC

ESTIMATE TOTAL:
NT ITEM MISC .56
TAXES TOTAL
1.76



SP: REYNOLDS, BECKY D

HISTORY

SO NO	OP CODE	DESCRIPTION	MILES	DATE	SALE TYPE	TEC	SA
77006	M5310	COURTESY SERVICE PROVIDED	6777	12/15/06	C	600	692
77006	M5005	TOP OFF ALL FLUIDS	6777	12/15/06	QS	600	692
77006	M5008	CHECK AND/OR ADJUST TIRE PRESSURE (ALL)	6777	12/15/06	QS	600	692
77006	M5010	CHANGE ENGINE OIL AND FILTER	6777	12/15/06	QS	600	692
77006	M5020	INSPECT EXHAUST SYSTEM AND SHIELDS	6777	12/15/06	QS	600	692
77006	M5024	LUBRICATE DOOR HINGES, CHECK LINKS, HOOD, SUNROOF	6777	12/15/06	QS	600	692
77006	M5026	INSPECT BRAKE SYSTEM AND ROTATE TIRES AND WHEELS	6777	12/15/06	QS	600	692
75388	E7701	SHAFT/BOOT, STEERING INTERMEDIATE - GREASE	3347	09/13/06	W	602	611
75388	M5005	TOP OFF ALL FLUIDS	3347	09/13/06	QS	602	611
75388	M5008	CHECK AND/OR ADJUST TIRE PRESSURE (ALL)	3347	09/13/06	QS	602	611
75388	M5010	CHANGE ENGINE OIL AND FILTER	3347	09/13/06	QS	602	611
72716	X5044	RETAILER ALLOWANCE PROGRAM	12	04/05/06	WLR	611	611
72279	X5167	AUTO SHOW CALENDAR YR 05/06 BONUS	12	03/09/06	WLR	611	611
72279	X5165	MY 2006 DOWN PAYMENT ASSISTANCE	12	03/09/06	WLR	611	611
72008	Z7000	NEW VEHICLE INSPECTION - BASE TIME	11	02/23/06	WI	629	692
72008	M5088	COURTESY CAR WASH	11	02/23/06	C		692

#662 LOF, YOF, CT

① #661 + 600 - Cfs Squeaking Noise from Steering on left turns. Confirmed noise on road test. Used Chassis cars to help determine source. Found the bearing in the top of the column to be making noise intermittently. - Part on order.

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	B.O. NO.	TIME	OFF
	3210	7458		11
		OPER. NO.		ON 6-6

25
22
14



SATURN OF WESTERN HILLS

2301 Ferguson Road
Cincinnati, OH 45238
(513) 899-4900

SERVICE
INVOICE

** ACCOUNTING COPY **

SO# 79958 DATE/TIME IN: 6/06/2007 12:38 DATE/TIME OUT: 6/06/2007 14:51
TAG# 711 SA: CARY CUNNINGHAM DOC COUNT: 1 PAGE: 1

04 1G8AJ55F76Z
2006 SATURN ION 2 SDN STORM GREY
ENGINE: L61 2.2LL4
STK#: W60165
MILES IN/OUT 10141 / 10145
SVC DATE: 3/06/2006
SALESPERSON: REYNOLDS, BECKY D
TOTAL EST.: 29.37

-----email:----- EST.: \$0.00

LINE 1 CUSTOMER STATES THERE IS STILL A SQUEAKING NOISE
NOISE HEARD FROM THE STEERING WHEN TURNING TO THE
LEFT PRIMARILY. NOISE IS NOTICEABLE WHEN WEATHER
IS WARM. EST.: \$0.00

TECH COMM: CUSTOMER STATES THERE IS A SQUEAKING NOISE HEARD
FROM THE STEERING WHEN TURNING. TECH CONFIRMED
NOISE AND FOUND IT TO BE COMING FROM INSIDE THE
STEERING COLUMN. TECH ORDERED PART AT THIS TIME.

REPAIR 1 PARTS ON ORDER
OPCODE: X5050 SALE RATE: A COST RATE: A COST: \$0.00
HRS: SALE TYPE: C
PRIMARY TECH: PAUL KURRE

LINE TOTAL \$0.00 \$0.00

-----LINE 2* 9000 MI. MAINT LS/VUE/ION-4CYL EST.: \$27.61

REPAIR 1 TOP OFF ALL FLUIDS
OPCODE: M5005 SALE RATE: A COST RATE: A COST: \$0.00
HRS: SALE TYPE: QS
PRIMARY TECH: LUKE ZIEGLER

REPAIR 2 CHECK AND/OR ADJUST TIRE PRESSURE (ALL)
OPCODE: M5008 SALE RATE: A COST RATE: A COST: \$0.00
HRS: SALE TYPE: QS
PRIMARY TECH: LUKE ZIEGLER

REPAIR 3 CHANGE ENGINE OIL AND FILTER
OPCODE: M5010 SALE RATE: A COST RATE: A COST: 4.20 \$14.50
HRS: .30 SALE TYPE: QS
PRIMARY TECH: LUKE ZIEGLER

PARTS	DESC	FP	QTY	PRICE	COST	ST	
SN	12605566 FILTER-OI	N	1	4.800	3.68	QS	\$4.80
OT	OILEY OIL	N	5	1.550	6.50	QS	\$7.75

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



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Cincinnati, OH 45238
(513) 699-4900

ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.	WRITTEN ESTIMATE	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE	AUTHORIZED ADDITIONS	DATE
	ORAL ESTIMATE				TIME
	I DO NOT REQUEST AN ESTIMATE		INITIAL HERE	\$	BY

WORK ORDER

Date 06/15/07 VIN 1G8AJ55F76Z Mileage 10403 Del. Date 03/06/06 Mils 12 In-Serv-Date 03/06/06 License No. Yr 06 Make SATURN Model ION 2 SDN

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

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

Name _____
Address _____
City / State / Zip CINCINNATI OH _____
Eng L61 Transmission 2.2LL4 4 SPD AUTO Color STORM GREY SA# 692 SO# 80140
Home _____ Business Phone _____ Tag# 474 Ref SO# 04

PRINTED: 9:21:12 Attention: W60165
Comments:

Customer Number _____ Stock # W60165 Labor Rate .00
Payment Type 01 Promise Date / Time 06/15/07
Doc Cnt: 1 Prk Lot: _____
Diag Codes

L#	Codes	ST	Hrs	Labor	Parts	Total
----	-------	----	-----	-------	-------	-------

#600

15

CUSTOMER STATES THERE IS A SQUEAKING NOISE WHEN TURNING W THE CAR FROM THE INSIDE S.O.P

DONE

98 CAR WASH M5088 COMPLIMENTARY CAR WASH COURTESY CAR WASH

6/25/07
AUTH. CODE 2
SIGNATURE Anthony Casada
REASON Incorrect primary labor code used, corrected to 6760 and used 69995 as secondary op for diagnosis from prior inspection.

EMAIL ADDRESS:

[Redacted Email Address]

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with 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.

SA: ANTHONY CASADA
HOURS LABOR PARTS NT ITEM MISC
HAZDS DISC DEDCT TAXES TOTAL

RECALL CAMPAIGNS

EXT. PLAN DATE MILES DATE: 6/15/07

SP: REYNOLDS, BECKY D

HISTORY
SO NO OP CODE

79958 X5050
79958 M5005
79958 M5008
79958 M5010
77006 M5310
77006 M5005
77006 M5008
77006 M5010
77006 M5020
77006 M5024
77006 M5026
75388 E7701
75388 M5005
75388 M5008
75388 M5010
72716 X5044
72279 X5167
72279 X5165
72008 Z7000
72008 M5088

DESCRIPTION

PARTS ON ORDER
TOP OFF ALL FLUIDS
CHECK AND/OR ADJUST TIRE PRESSURE (ALL)
CHANGE ENGINE OIL AND FILTER
COURTESY SERVICE PROVIDED
TOP OFF ALL FLUIDS
CHECK AND/OR ADJUST TIRE PRESSURE (ALL)
CHANGE ENGINE OIL AND FILTER
INSPECT EXHAUST SYSTEM AND SHIELDS
LUBRICATE DOOR HINGES, CHECK LINKS, HOOD, SUNROOF
INSPECT BRAKE SYSTEM AND ROTATE TIRES AND WHEELS
SHAFT/BOOT, STEERING INTERMEDIATE - GREASE
TOP OFF ALL FLUIDS
CHECK AND/OR ADJUST TIRE PRESSURE (ALL)
CHANGE ENGINE OIL AND FILTER
RETAILER ALLOWANCE PROGRAM
AUTO SHOW CALENDAR YR 05/06 BONUS
MY 2006 DOWN PAYMENT ASSISTANCE
NEW VEHICLE INSPECTION - BASE TIME
COURTESY CAR WASH

MILES	DATE	SALE TYPE	TEC	SA
10145	06/06/07	C	600	611
10145	06/06/07	QS	610	611
10145	06/06/07	QS	610	611
10145	06/06/07	QS	610	611
6777	12/15/06	C	600	692
6777	12/15/06	QS	600	692
6777	12/15/06	QS	600	692
6777	12/15/06	QS	600	692
6777	12/15/06	QS	600	692
6777	12/15/06	QS	600	692
6777	12/15/06	QS	600	692
6777	12/15/06	QS	600	692
3347	09/13/06	W	602	611
3347	09/13/06	QS	602	611
3347	09/13/06	QS	602	611
3347	09/13/06	QS	602	611
12	04/05/06	WLR	611	611
12	03/09/06	WLR	611	611
12	03/09/06	WLR	611	611
11	02/23/06	WI	629	692
11	02/23/06	C		692

DIAGNOSIS
#600

C/S Noise when turning steering wheel
Tech. Confirmed Noise Found Noise in Column
E9995 CK out, test drive/ CHASSIS EARS
E7680 1.5 Replaced BEARING AT TOP OF COLUMN
Steering ASSEMBLY

Total 2.0

STRAIGHT TIME #HRS.	FLAT RATE PRICE	F.O. NO.	TIME	OFF
	2000	80140	6-15	ON

Other hours OK for diagnostic time spent on CSO # 79958 to confirm source of noise with clearance.
Chy Chen



SATURN OF WESTERN HILLS

2301 Ferguson Road
Cincinnati, OH 45236
(513) 699-4900

SERVICE
INVOICE

** ACCOUNTING COPY **

SO# 80140 DATE/TIME IN: 6/15/2007 9:21 DATE/TIME OUT: 6/15/2007 14:29
TAG# 474 SA: ANTHONY CASADA DOC COUNT: 1 PAGE: 1

04 1G8AJ55F76Z
2006 SATURN ION 2 SDN STORM GREY
ENGINE: L61 2.2LL4
STK#: W60165
MILES IN/OUT 10403 / 10404
SVC DATE: 3/06/2006
SALESPERSON: REYNOLDS, BECKY D

-----email:-----

LINE 1 N21 CUST STATES THERE IS A SQUEAKING NOISE WHEN TURNING
THE CAR FROM THE INSIDE S.O.P

CAUSE: FRICTION
TECH COMM: TECH CONFIRMED CUST COMPLAINT SQUEAK NOISE WHEN TUR
NING TECH FOUND THE NOISE TO BE COMING FROM THE ST
EERING COLOMN USING CHASSIS EARS TECH REPLACED STE
ERING COLUMN ASSEMBLY DUE TO THE BEARING BEING
BAD RETESTED CHECKED OUT GOOD

REPAIR 1 WHEELS AND TIRE, STEERING, FRONT AND REAR SUSPENS
OPCODE: E9995 SALE RATE: A COST RATE: A COST: 9.50
HRS: .50 SALE TYPE: W \$37.69
PRIMARY TECH: PAUL KURRE
WARR PARTS: 1 AMT: 548.10

PARTS	DESC	FP	QTY	PRICE	COST	ST	
SN	10392742 COLUMN KI	Y	1	548.100	391.50	W	\$548.10
LINE TOTAL						\$401.00	\$585.79

LINE 98 COMPLIMENTARY CAR WASH EST.: \$.00

REPAIR 1 COURTESY CAR WASH
OPCODE: M5088 SALE RATE: A COST RATE: A COST: \$.00
HRS: SALE TYPE: C \$.00
LINE TOTAL \$.00 \$.00

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO	CUSTOMER TOTAL
462	37.69-	9.50		\$.00
480	548.10-	391.50		
263	585.79			

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



SATURN OF WESTERN HILLS

2301 Ferguson Road
Cincinnati, OH 45238
(513) 699-4900

ESTIMATE
(UNDER OHIO LAW) YOU HAVE THE
RIGHT TO AN ESTIMATE IF THE
EXPECTED COST OF REPAIRS OR
SERVICES WILL BE MORE THAN
TWENTY-FIVE DOLLARS. INITIAL
YOUR CHOICE.

WRITTEN
ESTIMATE

ORAL
ESTIMATE

I DO NOT REQUEST
AN ESTIMATE

ORIGINAL
ESTIMATE

CUSTOMER'S
ACCEPTANCE

AUTHORIZED
ADDITIONS

DATE

TIME

BY

**WORK
ORDER**

6:00

Date 06/27/07 VIN 1G8AJ55F76Z Mileage 10786 Del. Date 03/06/06 Mils 12 In-Serv-Date 03/06/06 License No. Yr 06 Make SATURN Model ION 2 SDN

DISCLAIMER OF WARRANTIES
THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL
WARRANTIES, EITHER EXPRESSED OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTY OF MERCHANT
ABILITY OR FITNESS FOR A PARTICULAR PURPOSE,
AND NEITHER ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT ANY LIABILITY
IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

In the event that you, the customer,
authorizes commencement but do
not authorize completion of a repair
or service, a charge will be imposed
for disassembly, reassembly of parts
for completed work. Such charge
will be directly related to the actual
amount of labor or parts involved in
the inspection, repair or service.

Name [Redacted]
Address [Redacted]
City / State / Zip CINCINNATI OH [Redacted]
Eng L61 2.2LL4 4 SPD AUTO Transmission Color STORM GREY SA# 611 SO# 80345
Home [Redacted] Business Phone [Redacted] Tag# 144 Ref SO# 04
Customer Number [Redacted] Stock # W60165 Labor Rate .00

PRINTED: 12:14:26 Attention: W60165
Comments: [Redacted]

Doc Cnt: 1 Payment Type 01 Promise Date / Time 06/27/07
Prk Lot: Diag Codes

***** ESTIMATE *****

L#	Codes	ST	Hrs	Labor	Parts	Total
1	CUSTOMER STATES THERE IS A RUBBING/SQUEAK NOISE HEARD FROM THE STEERING WHEN MAKING LEFT TURNS.	W				
2	CUSTOMER STATES THE TRUNK LID SWITCH IS INOP ON THE DASH.	C				
3	RENTAL CAR	C				
98	CAR WASH COMPLIMENTARY CAR WASH M5088 COURTESY CAR WASH	C				

DONE

MAIL ADDRESS:

[Redacted Mail Address]

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with 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 thereat. The dealership is not responsible for damages from freezing due to lack of antifreeze.

SA: CARY CUNNINGHAM
HOURS LABOR PARTS
HAZDS DISC DEDCT

ESTIMATE TOTAL:
NT ITEM MISC
TAXES TOTAL

RECALL CAMPAIGNS	1ST	2ND	3RD	4TH	5TH
					10817
HISTORY	SO NO	OP CODE	DESCRIPTION		
	80140	E7680	COLUMN ASSEMBLY, STEERING - REPLACE		
	80140	E9995	WHEELS AND TIRE, STEERING, FRONT AND REAR SUSPENS		
	80140	M5088	COURTESY CAR WASH		
	79958	X5050	PARTS ON ORDER		
	79958	M5005	TOP OFF ALL FLUIDS		
	79958	M5008	CHECK AND/OR ADJUST TIRE PRESSURE (ALL)		
	79958	M5010	CHANGE ENGINE OIL AND FILTER		
	77006	M5310	COURTESY SERVICE PROVIDED		
	77006	M5005	TOP OFF ALL FLUIDS		
	77006	M5008	CHECK AND/OR ADJUST TIRE PRESSURE (ALL)		
	77006	M5010	CHANGE ENGINE OIL AND FILTER		
	77006	M5020	INSPECT EXHAUST SYSTEM AND SHIELDS		
	77006	M5024	LUBRICATE DOOR HINGES, CHECK LINKS, HOOD, SUNROOF		
	77006	M5026	INSPECT BRAKE SYSTEM AND ROTATE TIRES AND WHEELS		
	75388	E7701	SHAFT/BOOT, STEERING INTERMEDIATE - GREASE		
	75388	M5005	TOP OFF ALL FLUIDS		
	75388	M5008	CHECK AND/OR ADJUST TIRE PRESSURE (ALL)		
	75388	M5010	CHANGE ENGINE OIL AND FILTER		
	72716	X5044	RETAILER ALLOWANCE PROGRAM		
	72279	X5167	AUTO SHOW CALENDAR YR 05/06 BONUS		
	72279	X5165	MY 2006 DOWN PAYMENT ASSISTANCE		
	72008	Z7000	NEW VEHICLE INSPECTION - BASE TIME		

DATE: 6/27/07
EXT. PLAN DATE MILES

SP: REYNOLDS, BECKY D

MILES	DATE	TYPE	TEC	SA
10404	06/15/07	W	600	692
10404	06/15/07	W	600	692
10404	06/15/07	C		692
10145	06/06/07	C	600	611
10145	06/06/07	QS	610	611
10145	06/06/07	QS	610	611
10145	06/06/07	QS	610	611
6777	12/15/06	C	600	692
6777	12/15/06	QS	600	692
6777	12/15/06	QS	600	692
6777	12/15/06	QS	600	692
6777	12/15/06	QS	600	692
6777	12/15/06	QS	600	692
6777	12/15/06	QS	600	692
3347	09/13/06	W	602	611
3347	09/13/06	QS	602	611
3347	09/13/06	QS	602	611
3347	09/13/06	QS	602	611
12	04/05/06	WLR	611	611
12	03/09/06	WLR	611	611
12	03/09/06	WLR	611	611
11	02/23/06	WI	629	692

#611
①

Customer States there is a rubbing/ Squeak noise heard from the steering on left turns. Road tested Vehicle in City and parking lots for a total of 31 miles over several days and was able to confirm a slight rubbing noise very briefly (less than 20 seconds) on a two occasions during testing. Noise is not consistent or loud enough at this time to confirm the source. Advised owner that the noise needs to become more consistent in order to diagnose properly.

#600

② - Confirmed Trunk

Switching - Found the connector had a poor connection. Secured connection + tested good after.

N/C

3 17
5 19
1 42



SATURN OF WESTERN HILLS

2301 Ferguson Road
Cincinnati, OH 45238
(513) 699-4900

SERVICE
INVOICE

Co.# 0

Sold To: CINCINNATI OH W60165 Business Phone: Home Phone:	Service Order Number		Service Advisor		VIN		
	80345		CARY CUNNINGHAM		1G8AJ55F76Z		
	Color	Year	Make/Model		License	Engine	Stk.#
	STORM GREY	2006	SATURN ION 2 SDN			L61 2.2LL4	W60165
	Mileage In/Out	Tag	Delivery Date		Rate	Doc. Count	Plan
	10786 / 10817	144	3/06/2006			1	
Tax Exempt		Date/Time In			Date/Time Out		
		6/27/2007 12:14			7/05/2007 16:42		

SALESPERSON: REYNC

-----email-----

LINE 1	CUSTOMER STATES THERE IS A RUBBING/SQUEAK NOISE HEARD FROM THE STEERING WHEN MAKING LEFT TURNS.	EST.:	\$.00
TECH COMM:	CUSTOMER STATES THERE IS A RUBBING/SQUEAK NOISE FROM STEERING ON LEFT TURNS. ROAD TESTED VEHICLE IN CITY & PARKING LOTS MAKING ATTEMPTING TO CONFIRM NOISE. THERE WAS A SLIGHT RUBBING NOISE HEARD ON 2 OCCASIONS FOR LESS THAN 20 SECONDS EACH TIME BUT NOT LOUD OR CONSISTENT ENOUGH TO DIAGNOSE. ADVISED OWNER THAT THE NOISE WOULD NEED TO BE MORE CONSISTENT AND LOUDER IN ORDER TO PROPERLY DIAGNOSE AND REPAIR.		
REPAIR 1	INFORMATION LINE	SALE TYPE: CASH - GM	\$.00
OPCODE: M5300			
PRIMARY TECH: CARY CUNNINGHAM			
LINE 2	CUSTOMER STATES THE TRUNK LID SWITCH IS INOP ON THE DASH.	EST.:	\$.00
TECH COMM:	TECH CONFIRMED THE TRUNK LAMP SWITCH TO BE INOP ON THE DASH, THE POWER CONNECTOR WAS FOUND TO BE LOOSE. TECH SECURED THE CONNECTOR AND OPERATION IS AS DESIGNED NOW.		
REPAIR 1	INFORMATION LINE	SALE TYPE: CASH - GM	\$.00
OPCODE: M5300			
PRIMARY TECH: PAUL KURRE			
LINE 3	RENTAL CAR	EST.:	\$.00
REPAIR 1	RENTAL CAR.	SALE TYPE: CASH - GM	\$.00
OPCODE: M5300			
PRIMARY TECH: CARY CUNNINGHAM			
LINE 98	COMPLIMENTARY CAR WASH	EST.:	\$.00
REPAIR 1	COURTESY CAR WASH	SALE TYPE: CASH - GM	\$.00
OPCODE: M5088			

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TO:AUTOLINE NEW CASE COMPANY:

FACSIMILE TRANSMISSION



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

FROM: Name: Scott Estep
Fax Number: (703) 247-9700

TO: Name: AUTOLINE NEW CASE
Fax Number: 19314892926

MESSAGES:

Date and time of transmission: Monday, July 09, 2007 10:56:26 AM
Number of pages including this cover sheet: 18

TO: AUTOLINE NEW CASE COMPANY:



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

July 9, 2007

Re:m09 SAT0746701 : [REDACTED] vs Saturn Corporation 1G8AJ55F76Z [REDACTED]

AUTOLINE NEW CASE
SATURN CORPORATION
100 SATURN PARKWAY
SPRING HILL TN 37174

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form (CCF)*, and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

Sincerely,

Scott Estep at Extension 515

TO: AUTOLINE NEW CASE COMPANY:



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

Council of Better Business Bureaus, Inc.

MANUFACTURER RESPONSE FORM

Case Number: SAT0746701 Start Date: 07/09/07
Customer Name: [Redacted] State: OH
VIN: 1G8AJ55F76Z Probable Hearing Location: Cincinnati
This claim is [] IN Warranty [] OUT of Warranty
I has the customer contacted you regarding the claim? [X] YES [] NO
Is the VIN listed above correct? [] YES [] NO
If you checked NO, please indicate the correct VIN: _____
Customer Contact Info:

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? [] YES [] NO

If you checked YES, please indicate the customer's response below:

- [] The customer accepted the offer on ___/___/___
[] The customer rejected the offer on ___/___/___
[] The customer has not indicated a response to the offer.

If the customer accepts this offer, when will the settlement be performed? Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the Customer Claim Form.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$ _____

I will participate [] By phone [] In person [] In writing

Return this form as soon as possible

To: Completed by: _____ Date: ___/___/___

BBB AUTO LINE Future contact: _____

Fax: 703.247.9700 Phone: _____ Fax: _____

TO: AUTOLINE NEW CASE COMPANY:
 07/08/2007 09:32 5135748935

HILSINGER MANAGEMENT

PAGE 05



**STATE OF OHIO - BUREAU OF MOTOR VEHICLES
 CERTIFICATE OF REGISTRATION**

PLATE NO.: [REDACTED] REG. DATE: 10/30/2006 EXP. DATE: 10/30/2007 ISSUE DATE: 10/20/2006 APP NO.: [REDACTED]
 VALIDATION NO.: [REDACTED] AGENCY: 3170
 OWNER NAME: [REDACTED] VEHICLE OWNERSHIP: SINGLE USER ID: RE
 OLD APP NO.: [REDACTED]
 OLD PLATE: [REDACTED]
 OWNER ADDR.: [REDACTED]
 CITY: CINCINNATI
 STATE OH ZIP: [REDACTED]
 TAX DISTRICT: CINCINNATI
 COUNTY: HAMILTON
 INSIDE CORP LIMIT: YES VEHICLE CLASS: PASSENGER
 VEHICLE YEAR: 2006 ODOMETER READING: 12
 BODY TYPE: 45 MAKE: STRN STATE FEES: \$31.00
 CERTIFICATE TITLE NO.: [REDACTED] PLATE TYPE: SUNBURST LOCAL TAX: \$20.00
 VEH. SERIAL NO.: 1G8AJ55F76Z [REDACTED] REG TYPE: RENEWAL REFL./CO. FEE: \$0.00
 PURCHASE DATE: 03/06/2006 SUSPENSION/REVOCAION: NO DEPUTY FEE: \$3.50
 NEW PRIOR OPERATION: YES TOTAL FEES: \$54.50
 FEES PAID: YES

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
- PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for 90 days on first offense, one year on second offense* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$75.00 on first offense, \$250.00 for second offense, and \$500.00 on any additional offense*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION FOR TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING: *AN INSURANCE POLICY showing automobile liability insurance of at least \$12,500 bodily injury per person, \$25,000 injury two or more persons, and \$7,500 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X SIGNATURE ON FILE

DATE

SIGNATURE OF OWNER(S)

PROVIDING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.
 PROVIDED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.

THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

Printed on: 10/26/2006 1:09:34 PM

CUSTOMER COPY

TO:AUTOLINE NEW CASE COMPANY:
07/08/2007 09:32 5135748935

HILSINGER MANAGEMENT

PAGE 04

OHIO INSURANCE IDENTIFICATION CARD

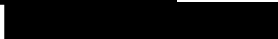
MOTORISTS MUTUAL INSURANCE COMPANY

471 East Broad Street, Columbus, Ohio 43215-3061

INSURED



POLICY NUMBER



EFFECTIVE DATE 05/18/2007

EXPIRATION DATE 11/18/2007

VEHICLE IDENTIFICATION

YR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER
2006	SATURN	ION	1G8AJ55F762



----- fold here -----

IN THE EVENT OF AN ACCIDENT:

1. Notify police immediately.
2. Do not admit liability.
3. Do not show your policy or reveal its limits except when requested to do so by police or state authority.
4. See inside of this card.

Notify your agent as soon as you can. If you need service immediately, and cannot reach your agent, use one of the numbers below.

Toll free at 1-800-876-8788 OR for Glass Claims, 1-877-378-4888

You can also file a claim at WWW.MOTORISTSGROUP.COM

-- BAIL BONDS --

In addition to our limit of liability, we will pay on behalf of the insured up to \$250 for the cost of bail bonds required because of an accident including related traffic violations. The accident must result in bodily injury or property damage covered under this policy.

CTIONS:

READ CAREFULLY

THE
WIT
IN
REC

TO:AUTOLINE NEW CASE COMPANY:

07/08/2007 09:32 5135748935

HILSINGER MANAGEMENT

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ODOMETER DISCLOSURE STATEMENT

FEDERAL LAW (AND STATE LAW IF APPLICABLE) REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP, FAILURE TO COMPLETE OF PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

SATURN OF WESTERN HILLS STATE THAT THE ODOMETER
(TRANSFEROR'S NAME - PRINT)

NOW READS 12 (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED BELOW, UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

- (1) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.
- (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE.

(WARNING - ODOMETER DISCREPANCY)

YEAR 2006	MAKE SATURN	MODEL ION 2 SDN
BODY TYPE 4DR SEDAN		VEHICLE IDENTIFICATION NUMBER 1G8AJ55F76Z

TRANSFEROR'S STREET ADDRESS 2301 FERGUSON ROAD		
CITY CINCINNATI	STATE OH	ZIP CODE 45238
TRANSFEROR'S SIGNATURE X	DATE OF STATEMENT 3/06/06	
PRINT NAME OF ABOVE SIGNATURE		

TRANSFEREE'S NAME (PRINT)		
TRANSFEREE'S STREET ADDRESS		
CITY CINCINNATI	STATE OH	ZIP CODE
TRANSFEREE'S SIGNATURE X	I HEREBY CERTIFY THAT I HAVE RECEIVED A COPY OF THIS ODOMETER DISCLOSURE STATEMENT.	
TRANSFEREE'S SIGNATURE		

FORM 112

White
Title Copy

Yellow
Buyer's Copy

Pink
Seller's Copy

TO: AUTOLINE NEW CASE

COMPANY:

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HILSINGER MANAGEMENT

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TURN

SATURN OF WESTERN HILLS

2801 Ferguson Road
Cincinnati, OH 45236
(513) 699-4100

SERVICE INVOICE

Co.# 0

Sold To: CINCINNATI OH W60165 Business Phone: Home Phone:	Service Order Number			Service Advisor		VIN	
	77008			ANTHONY CASADA		1G8AJ55F76Z	
	Color	Year	Make	Model	License	Engine	Stk #
	STORM GREY	2006	SATURN	ION 2 SDN		L61 2.2LL4	W60165
	Mileage In Out		Tag	Delivery Date	Rate	Doc. Count	Plan
	6777 / 6777		997	3/06/2006		1	
	Tax Exempt			Date Time In		Date Time Out	
			12/15/2006 8:13		12/15/2006 9:24		

SALESPERSON: REYN

TOTAL EST.: 71.33

REVISED CUSTOMER ESTIMATE

\$71.33	12/15/2006	8:13	Original Estimate
\$.00	12/15/2006	8:13	Original Estimate

LINE 1 CUST STATES THERE IS A SQUEAKING NOISE COMEING FROM EST.: \$.00
 THE STEERING WHEEL WHEN YOU TURN IT LEFT OR RIGHT
 TECH COMM: TECK LUBBED STEERING RETESTED CHIKED OUT GOOD

REPAIR 1 COURTESY SERVICE PROVIDED SALE TYPE: CASH - GM \$.00
 OPCODE: M5310
 PRIMARY TECH: PAUL KURRE

LINE 2* 6000 MI. MAINT LS/VUE/ION-4CYL EST.: \$67.0

REPAIR 1 TOP OFF ALL FLUIDS SALE TYPE: Quick servi \$.00
 OPCODE: M5005
 PRIMARY TECH: PAUL KURRE

REPAIR 2 CHECK AND/OR ADJUST TIRE PRESSURE (ALL) SALE TYPE: Quick servi \$.00
 OPCODE: M5008

REPAIR 3 CHANGE ENGINE OIL AND FILTER SALE TYPE: Quick servi \$14.5
 OPCODE: M5010
 HRS: .30

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
OT	OILEY OIL	N	5	1.550	Quick service	\$7.7
SN	12605566 FILTER-OI	N	1	4.800	Quick service	\$4.8

REPAIR 4 INSPECT EXHAUST SYSTEM AND SHIELDS SALE TYPE: Quick servi \$7.7
 OPCODE: M5020
 HRS: .10

REPAIR 5 LUBRICATE DOOR HINGES, CHECK LINKS, HOOD, SUNROOF AND HEADLI SALE TYPE: Quick servi \$7.7
 OPCODE: M5024
 HRS: .10

REPAIR 6 INSPECT BRAKE SYSTEM AND ROTATE TIRES AND WHEELS SALE TYPE: Quick servi \$24.0
 OPCODE: M5026
 HRS: .40

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products

TO: AUTOLINE NEW CASE COMPANY:
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HILSINGER MANAGEMENT

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SATURN

SATURN OF WESTERN HILLS

2301 Ferguson Road
Cincinnati, OH 45238
(513) 651-4900

**SERVIC
INVOIC**

Co.#

Co.	Service Order Number	Service Advisor	VIN
[REDACTED]	77006	ANTHONY CASADA	1G8AJ55F76Z [REDACTED]
	Tag	Doc Count	Date Time In
	997	1	12/15/2006 8:13
			Date Time Out
			12/15/2006 9:24

LINE TOTAL \$66.4

*** Following the line number denotes added operation.

COULD YOU "DEFINITELY RECOMMEND" OUR SERVICE TODAY?

LABOR	\$53.9
PARTS	\$12.5
MISC MATERIALS	\$2.1
TAX (Ohio State Tax)	\$4.3
CUSTOMER TOTAL	\$72.9
PAYMENT (CASH)	\$72.9

CUSTOMER SIGNATURE _____

PAID
12/15/06

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2301 Ferguson Road
Cincinnati, OH 45238
(513) 699-4100

SERVICE INVOICE

Co.# 0

SATURN OF WESTERN HILLS

CINCINNATI OH
W60165
Business Phone:
Home Phone:

Service Order Number			Service Advisor		VIN	
79960			CARY CUNNINGHAM		1G8AJ55F76Z	
Color	Year	Make	Model	License	Engine	Stk #
STORM GREY	2008	SATURN	ION 2 SDN		L61 2.2LL4	W60165
Mileage In/Out		Tag	Delivery Date	Rate	Doc. Count	Plan
10141 / 10145		711	3/06/2006		1	
Tax Exempt			Date/Time In		Date/Time Out	
			6/06/2007 12:38		6/06/2007 14:51	

SALESPERSON: REYN

TOTAL EST.: 29.37

-----email: [REDACTED]
REVISED CUSTOMER ESTIMATE
\$29.37 6/06/2007 12:38 Original Estimate
\$.00 6/06/2007 12:38 Original Estimate

-----email: [REDACTED]
LINE 1 CUSTOMER STATES THERE IS STILL A SQUEAKING NOISE EST.: \$0.00
NOISE HEARD FROM THE STEERING WHEN TURNING TO THE
LEFT PRIMARILY. NOISE IS NOTICEABLE WHEN WEATHER
IS WARM.

TECH COMM: CUSTOMER STATES THERE IS A SQUEAKING NOISE HEARD
FROM THE STEERING WHEN TURNING. TECH CONFIRMED
NOISE AND FOUND IT TO BE COMING FROM INSIDE THE
STEERING COLUMN. TECH ORDERED PART AT THIS TIME.

REPAIR 1 PARTS ON ORDER SALE TYPE: CASH - GM \$0.00
OPCODE: X5050
PRIMARY TECH: PAUL KURRE

LINE 2* 9000 MI. MAINT LS/VUE/ION-4CYL EST.: \$27.60

REPAIR 1 TOP OFF ALL FLUIDS SALE TYPE: Quick servi \$0.00
OPCODE: M5005
PRIMARY TECH: LUKE ZIEGLER

REPAIR 2 CHECK AND/OR ADJUST TIRE PRESSURE: (ALL) SALE TYPE: Quick servi \$0.00
OPCODE: M5008

REPAIR 3 CHANGE ENGINE OIL AND FILTER SALE TYPE: Quick servi \$14.50
OPCODE: M5010
HRS: .30

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
SN	12605566 FILTER-OI	N	1	4.800	Quick service	\$4.80
OT	OILEY OIL	N	5	1.550	Quick service	\$7.75

LINE TOTAL \$27.05

*** Following the line number denotes added operation.

COULD YOU "DEFINITELY RECOMMEND" OUR SERVICE TODAY?

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.



TO:AUTOLINE NEW CASE

COMPANY:

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HILSINGER MANAGEMENT

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SERVICE INVOICE

SATURN OF WESTERN HILLS

2301 Ferguson Road
Cincinnati, OH 45238
(513) 699-4900

Co.# 0

[Redacted]	Service Order Number		Service Advisor		VIN
	79958		CARY CUNNINGHAM		1G8AJ55F76Z
[Redacted]	Tag	Doc	Count	Date Time In	Date Time Out
	711		1	6/06/2007 12:38	6/06/2007 14:51

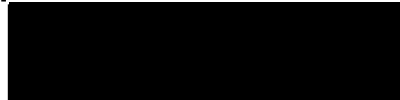
LABOR \$14.50
 PARTS \$12.55
 MISC MATERIALS \$.56
 TAX (Ohio State Tax) \$1.76
 CUSTOMER TOTAL \$29.37
 PAYMENT (CASH) \$29.37

CUSTOMER SIGNATURE _____

[Handwritten Signature]
~~SALES~~
 6/12/07

Disclaimer of Warranties

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TO: AUTOLINE NEW CASE

COMPANY:

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HILSINGER MANAGEMENT

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SATURN OF WESTERN HILLS

2301 Ferguson Road
Cincinnati, OH 45238
(513) 699-4100

SERVICE INVOICE

Co.#

Sold To: CINCINNATI OH Business Phone: Home Phone:	Service Order Number			Service Advisor		VIN	
	80140			ANTHONY CASADA		1GBAJ55F76Z	
	Color	Year	Make	Model	License	Engine	Stk #
	STORM GREY	2006	SATURN	ION 2SDN		L61 2.2LL4	W60165
	Mileage In/Out		Tag	Delivery Date	Rate	Doc. Count	Plan
	10403 / 10404		474	3/06/2006		1	
Tax Exempt			Date/Time In		Date/Time Out		
			6/15/2007 9:21		6/15/2007 14:29		

SALESPERSON: REYN

email: [REDACTED]

LINE 1 N21 CUST STATES THERE IS A SQUEAKING NOISE WHEN TURNING THE CAR FROM THE INSIDE S.O.P

CAUSE: FRICTION
TECH COMM: TECH CONFIRMED CUST COMPLAINT SQUEAK NOISE WHEN TURNING TECH FOUND THE NOISE TO BE COMING FROM THE STEERING COLUMN USING CHASSIS EARS TECH REPLACED STEERING COLUMN ASSEMBLY DUE TO THE BEARING BEING BAD RETESTED CHECKED OUT GOOD

REPAIR 1 WHEELS AND TIRE, STEERING, FRONT AND REAR SUSPENSION
OPCODE: E9995 SALE TYPE: WARRANTY - WT
HRS: .50
PRIMARY TECH: PAUL KURRE
WARR PARTS: 1

PARTS	SN	DESC	FP	QTY	PRICE	SALE TYPE
	10392742	COLUMN KI Y		1		WARRANTY - GM

LINE 98 COMPLIMENTARY CAR WASH EST.: \$.00

REPAIR 1 COURTESY CAR WASH
OPCODE: M5088 SALE TYPE: CASH - GM \$.00

COULD YOU "DEFINITELY RECOMMEND" OUR SERVICE TODAY?

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL \$.00

Disclaimer of Warranties

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PRINT DATE: 7/07/07 10:56:53
REPORT DATE: 7/07/07

CUSTOMER: HILSINGER MANAGEMENT
ADDRESS: 10000 WILSON BLVD
CITY: WASHINGTON DC

PROGRAM: 0010000 PAGE: 1
USER: JIMMILL

Vehicle Type: C Make: SATURN
Year: 2004 Model: ION 2.0N VIN: 1G0A1500700000000000
Unit Number: Sheet Number: W00165

SO No	Close	SAE	Mileage	Amount	INS	DDS	Type	Op Code	Description	Technician
25148	06/15/07	200	12885	525.18	1	1	W	20600	COLUMN ASSEMBLY, STEERING - REPLACE	PAUL KIRRR
						2	W	20495	WHEELS AND TIRE, STEERING, FRONT AND REA	PAUL KIRRR
					08	1	C	M5008	COURTESY CAR WASH	** Unknown **
78958	06/06/07	611	10143	22.61	1	1	C	X5050	PARTS ON ORDER	PAUL KIRRR
					2*	1	C	M5005	TOP OFF ALL FLUIDS	LUKE ETZLER
						2	C	M5008	CHECK AND/OR ADJUST TIRE PRESSURE (ALL)	LUKE ETZLER
						3	C	M5010	CHANGE ENGINE OIL AND FILTER	LUKE ETZLER
77005	12/15/06	652	7377	58.54	1	1	C	M5310	COURTESY SERVICE PROVIDED	PAUL KIRRR
					2*	1	C	M5005	TOP OFF ALL FLUIDS	PAUL KIRRR
						2	C	M5008	CHECK AND/OR ADJUST TIRE PRESSURE (ALL)	PAUL KIRRR
						3	C	M5010	CHANGE ENGINE OIL AND FILTER	PAUL KIRRR
						4	C	M5020	INSPECT EXHAUST SYSTEM AND SHIELDS	PAUL KIRRR
						5	C	M5024	LUBRICATE DOOR HINGERS, CHECK LINES, HOOD	PAUL KIRRR
						6	C	M5026	INSPECT BRAKE SYSTEM AND ROTATE TIRES AN	PAUL KIRRR
77005	07/07/07	652	7377	58.54	1	1	C	M5310	COURTESY SERVICE PROVIDED	ANDREW PITSCHER
					2*	1	C	M5005	TOP OFF ALL FLUIDS	ANDREW PITSCHER
						2	C	M5008	CHECK AND/OR ADJUST TIRE PRESSURE (ALL)	ANDREW PITSCHER
						3	C	M5010	CHANGE ENGINE OIL AND FILTER	ANDREW PITSCHER
72716	04/05/06	611	12	250.00	1	1	W	X5044	RETALIAR ALLOWANCE PROGRAM	CARY CIRMINGHAM
72778	07/04/06	611	12	1888.00	1	1	W	X5167	AUTO SNOW CALNDAR YR 05/06 BONUS	CARY CIRMINGHAM
					2	1	W	X5165	MY 2006 DOWN PAYMENT ASSISTANCE	CARY CIRMINGHAM
75428	02/23/06	652	1	114.21	1	1	W	27000	NRV VEHICLE INSPECTION - BASK TIME	JAMES JEWELL
					08	1	C	M5008	COURTESY CAR WASH	** Unknown **

** Following the line number denotes added operation. ** End of Report. **

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HILSINGER MANAGEMENT

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[REDACTED]
Apt. 23
Cincinnati, OH
[REDACTED]

**Better Business Bureau
To Whom It May Concern**

The following is an outline of the problem we have had with our 2006 Saturn Ion 2 which we purchased in March of 2006. During the summer of 2006 we started hearing a squeaking noise coming from the steering column. On September 15, 2006 we took the car to Saturn of Western Hills and informed them we were hearing a squeaking noise in the power steering - they checked it out and said it was the boot at the bottom of the steering column rubbing and they lubricated it.

On September 22 we heard the noise again and drove to Saturn of Western Hills and informed them we were hearing the squeaking noise again. Same thing they said it was the boot at the bottom of the steering column rubbing and they lubricated it again. September 27, 2006 the noise was back again and we took it to Saturn, once again they lubricated down around the boot and said that should fix the problem. December 15, 2006 we took the car to the service department for the oil change and once again told the service department that the noise was still there. June 6, 2006 reported the same problem to Saturn when we took the car in for oil change. At that time the tech confirmed the noise to be coming from inside the steering column. Tech ordered a part at that time. June 15, 2007 the part came in and they replaced the steering column. We were given a loaner at that time. Picked the car up on the 17th and they said the problem was fixed. A day later the same noise was coming from the steering column once again. On Monday, June 25, 2007 the noise was consistent the whole day from the time I drove to work and back home. Took the car to Saturn on June 27, 2007 and they again gave us a loaner and said to give them one more chance to fix the problem. They kept the car until Monday, July 2, 2007 and said they were unable to fix the car because the noise was not consistent enough to determine what the problem was. The work order for that service was left open since they were unable to solve the problem. We asked the service manager if in his opinion the car was fixed and he stated that the problem was not fixed. I asked for a print out of the history of the car and the enclosed service history summary was what I was given. I have enclosed the work orders we received at the time we had the car in.

My husband talked to the Customer Service Rep on July 3, 2007 with little or no satisfaction from Amanda other than the fact that we were still under warranty and until the tech could find the problem there was nothing they could do. We do not want to keep having to take the car back every time we hear the noise for the next 18 months until the warranty runs out. The noise is not consistent - it comes and goes - mostly in the hot summer time. It makes the noise mostly when you turn the steering wheel to the left - not to the right. It comes and goes. I don't think we should have to keep a brand new car that the dealership cannot fix the problem. We don't know

TO: AUTOLINE NEW CASE COMPANY:
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if it is a hazard to the power steering. Will the power steering go out? The dealership doesn't want to take the car back because it is still under warranty and they have not fixed the problem and if they re-sell the car the new owner may still have the same problem with the noise coming and going.

In all fairness to my husband and myself we feel the only solution since the dealership states they are unable to fix the problem that they should show good faith and either replace the vehicle with one of the same value or buy back the car from us.

I am enclosing copies of the original purchase agreement and the work history on the car. I hope to hear from you shortly concerning your findings in this matter.

Sincerely,

[Redacted signature area]

Cincinnati, OH

E-Mail:

[Redacted email address]

TO: AUTOLINE NEW CASE COMPANY:

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HILSINGER MANAGEMENT

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RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number Contract Number

Buyer information section including name (CINCINNATI, OH HAMILTON), address, and creditor (SATURN OF WESTERN HILLS).

Buyer agreement text: You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit...

Vehicle information table with columns: New or Used, Year, Make and Model, Vehicle Identification No., and Primary Use for Which Purchased.

Your trade-in is a: Year 2002 Make DODGE Model STRATUS SE

FEDERAL TRUTH-IN-LENDING DISCLOSURES table with columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE, Amount Financed, Total of Payments, Total Sale Price.

Your Payment Schedule Will Be: table with columns: Number of Payments, Amount of Payments, When Payments Are Due, Or a Follow.

Late Charge, Prepayment, Security Interest, and Additional Information text blocks.

ITEMIZATION OF AMOUNT FINANCED table with rows 1-9 detailing cash price, fees, trade-in, and insurance costs.

Insurance text: You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us.

Check the insurance you want and sign below: section with checkboxes for Credit Life, Credit Disability, and Proteactive Life Insurance.

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance...

Other Insurance section with checkboxes for Type of Insurance and Term.

I want the insurance checked above. section with signature and date lines for Buyer and Co-Buyer.

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract.

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them.

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

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it.

TO: AUTOLINE NEW CASE COMPANY:

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Saturn of WESTERN HILLS

Phone (513) 699-4900 • FAX (513) 699-4901 • 2301 FERGUSON ROAD • CINCINNATI, OH 45238



Purchaser		Salesperson		BECKY D REYNOLDS		Date		3/06/2006	
Address		City/State/Zip		CINCINNATI, OH		County		HAMILTON	
Res Ph		Bus Ph							
VEHICLE BEING PURCHASED					USED CAR BUYER'S GUIDE				
PLEASE ENTER MY ORDER FOR: <input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> LEASE					THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY PROVISIONS IN THE CONTRACT OF SALE				
Yr. 2006 Make SATURN Model ION 2 SD ^{Stock} V60165					MILEAGE / APPEARING ON ODOMETER <input checked="" type="checkbox"/> Odometer Mileage IS ACCURATE				
Color STORM GREY Body 4DR SEDAN Mileage 12					<input type="checkbox"/> Odometer Mileage IS NOT ACCURATE				
Serial No. 1G8AJ55F76Z									
Yr. 2002 Make DODGE Model STRATUS SE Stock No.									
Body 2D PILLAR Balance ACV 6,200.00									
Serial No. 4B3AG42R12									
Account No.									
Payoff Address					SELLING PRICE \$ 15,305.00				
Payoff Good Until					DEALER INSTALLED OPTIONS \$ N/A				
Yr. Make Model Stock No.					GAP CONTRACT \$ N/A				
Body Balance ACV					EXTENDED SERVICE CONTRACT \$ N/A				
Serial No.					LIFE INS \$ 101.95				
USED TRADE-IN ALLOWANCE \$ 6,500.00					DOCUMENTARY FEE \$ N/A				
BALANCE OWED ON TRADE-IN \$ N/A					TOTAL SELLING PRICE \$ 15,500.95				
NET ALLOWANCE ON USED TRADE-IN \$ 6,500.00					STATE TAX \$ 578.83				
DEPOSIT \$ N/A					TITLE FEE \$ 5.00				
CASH ON DELIVERY \$ N/A					<input checked="" type="checkbox"/> 30 DAY or <input type="checkbox"/> TRANSFER TAGS \$ 20.25				
MFG \$ 1,000.00					TOTAL PRICE \$ 16,111.03				
					TOTAL CREDIT (TRANSFER FROM LEFT TOTAL CREDIT COLUMN) \$ 7,500.00				
					\$ 8,611.03				
					Control No.				
THIS VEHICLE IS PURCHASED WITH THE FOLLOWING WARRANTY: <input checked="" type="checkbox"/> Remainder of Manufacturer's Existing Warranty per Manufacturer's specifications. <input type="checkbox"/> Limited Power Train Warranty as described on the Used Car Buyer's Guide Label. <input type="checkbox"/> No Warranty by Saturn of Western Hills expressed or implied (Vehicle is sold by Saturn of Western Hills AS-IS). <input type="checkbox"/> Red Label <input type="checkbox"/> Green Label <input type="checkbox"/> Blue Label									
WARRANTY DISCLAIMER									
DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND OR CHARACTER, EITHER EXPRESSED OR IMPLIED (INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) concerning the motor vehicle to be delivered to buyer and buyer acknowledges and accepts such disclaimer. It is further agreed, however, that neither the dealer nor the manufacturer will be liable for failure to effect delivery.					USED OR IMPLIED (INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) concerning the motor vehicle to be delivered to buyer and buyer acknowledges and accepts such disclaimer. It is further agreed, however, that neither the dealer nor the manufacturer will be liable for failure to effect delivery.				
JURY WAIVER: THE UNDERSIGNED DOES WAIVE THE RIGHT TO A TRIAL BY JURY CONCERNING ANY AND ALL MATTERS ARISING OUT OF OR IN ANY WAY ASSOCIATED WITH THE PURCHASE OR FINANCE OF THE MOTOR VEHICLE DESCRIBED ABOVE.					JURY WAIVER: THE UNDERSIGNED DOES WAIVE THE RIGHT TO A TRIAL BY JURY CONCERNING ANY AND ALL MATTERS ARISING OUT OF OR IN ANY WAY ASSOCIATED WITH THE PURCHASE AND/OR OTHER AGREEMENT OF ANY KIND, VERBAL UNDERSTANDING OR PROMISE WHATSOEVER WILL BE RECOGNIZED.				
THE FRONT AND THE BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT PERTAINING TO THE PURCHASE AND/OR OTHER AGREEMENT OF ANY KIND, VERBAL UNDERSTANDING OR PROMISE WHATSOEVER WILL BE RECOGNIZED.					THE FRONT AND THE BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT PERTAINING TO THE PURCHASE AND/OR OTHER AGREEMENT OF ANY KIND, VERBAL UNDERSTANDING OR PROMISE WHATSOEVER WILL BE RECOGNIZED.				
This Order is not valid unless accepted in writing by an agent of the Dealer and approved by a responsible finance company as to any balance to be financed.					This Order is not valid unless accepted in writing by an agent of the Dealer and approved by a responsible finance company as to any balance to be financed.				
I HAVE READ THE PRINTED MATTER ON THE FRONT AND THE BACK OF THIS ORDER AND AGREE TO IT AS PART OF THIS ORDER, THE SAME AS IF IT WERE PRINTED ABOVE MY SIGNATURE. I represent that I am at least 18 years of age. I hereby acknowledge receipt of a copy of this Order and authorize Saturn of Western Hills to initiate a credit check through the Credit Bureau.					I HAVE READ THE PRINTED MATTER ON THE FRONT AND THE BACK OF THIS ORDER AND AGREE TO IT AS PART OF THIS ORDER, THE SAME AS IF IT WERE PRINTED ABOVE MY SIGNATURE. I represent that I am at least 18 years of age. I hereby acknowledge receipt of a copy of this Order and authorize Saturn of Western Hills to initiate a credit check through the Credit Bureau.				
CUSTOMER WARRANTIES USED VEHICLE TRADED IN IS NOT A REBUILT SALVAGE VEHICLE OR PREVIOUS FARE DAMAGE VEHICLE.					CUSTOMER WARRANTIES USED VEHICLE TRADED IN IS NOT A REBUILT SALVAGE VEHICLE OR PREVIOUS FARE DAMAGE VEHICLE.				
COMPLIANCE AGREEMENT: The undersigned Borrower(s) and Seller(s) agree, if requested by Lender or Closer, to provide all necessary and desirable information to enable Lender to complete loan documentation if deemed necessary or desirable in the reasonable discretion of the Lender to enable Lender to complete loan documentation.					COMPLIANCE AGREEMENT: The undersigned Borrower(s) and Seller(s) agree, if requested by Lender or Closer, to provide all necessary and desirable information to enable Lender to complete loan documentation if deemed necessary or desirable in the reasonable discretion of the Lender to enable Lender to complete loan documentation.				
The undersigned Borrower(s) and Seller(s) do hereby so agree and covenant in order to assure that this documentation executed this date will conform and be acceptable in the market place in the instance of transfer, sale or conveyance by Lender of its interest in and to said loan documentation.					The undersigned Borrower(s) and Seller(s) do hereby so agree and covenant in order to assure that this documentation executed this date will conform and be acceptable in the market place in the instance of transfer, sale or conveyance by Lender of its interest in and to said loan documentation.				
OPTIONAL EXTENDED SERVICE CONTRACT WAS FULLY EXPLAINED AND ACCEPTED (Initial) _____ OPTIONAL CREDIT LIFE ACCEPTED (Initial) _____ OPTIONAL ACCIDENT & HEALTH ACCEPTED (Initial) _____ OPTIONAL GAP COVERAGE ACCEPTED (Initial) _____					REJECTED (Initial) _____ REJECTED (Initial) _____ REJECTED (Initial) _____ REJECTED (Initial) _____				
I HAVE RECEIVED A COPY OF THIS ORDER AND AT THE TIME OF SIGNING, READ, UNDERSTOOD AND AGREED:					I HAVE RECEIVED A COPY OF THIS ORDER AND AT THE TIME OF SIGNING, READ, UNDERSTOOD AND AGREED:				
Buyer's Signature		Date		3/06/2006		Accepted		SATURN OF WESTERN HILLS	
Co-Buyer's Signature		Date				by		[Signature]	
MUST BE ACCEPTED BY AN AGENT OF THE COMPANY									

TO: AUTOLINE NEW CASE

COMPANY:

07/08/2007 09:32

5135748935

HILSINGER MANAGEMENT

PAGE 02

Customer Claim For n

Contact Date: 07/04/07

Start Date: _____

Case Number : SAT0746701

Have you contacted the mfr regarding your claim? YES NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? YES NO

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

Titled Owner(s) Name&Address

[Redacted Name]

CINCINNATI, OH

Day Phone: [Redacted]

Evening Phone: [Redacted]

Cell Phone: [Redacted]

Fax Number: [Redacted]

E-mail Address: [Redacted]

Customer Contact Info:

Vehicle Information

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

Vehicle Use: Personal Business Both Percentage of time vehicle used for business purposes:

Transmission Type: AUTOMATIC Number of vehicles owned or leased by the business:

Make: Saturn Model: Ion2 Model Year: 2006 Current Mileage: 10800

Vehicle Identification Number: LG8AJ55F16Z [Redacted]

Servicing Dealer/City/State : Saturn of Western Hills,

Selling Dealer/City/State : Saturn of Western Hills, Cincinnati, OH

Insurance Carrier : Motorists Insurance Policy Number: [Redacted]

Has vehicle been in an accident/had body damage? Yes ___ No X Date of accident: [Redacted]

Description of Damage : 12

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

Purchase Date: 03/06/06 Mileage at purchase: 12 Lease Date: _____ Mileage at lease: _____

Purchased As : New Used Demo Leased As : New Used Demo

Is the vehicle in your possession? yes Is the vehicle in your possession?

Lienholder's Name: GMAC Leasing Company's Name: _____

Address: PO Box 2182 Address: _____

City/St/Zip: Greely, CO 80632 City/St/Zip: _____

Phone: 800 200 4622 Phone: _____

Lienholder Acct #: 611-9090-79481 Leasing Company's Acct #: _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

Would like either car replaced or have the company buy it back.

Signature of Titled Owner(s)/Lessee(s): [Redacted Signature]

Date 7-9-07

I am submitting this dispute for resolution in the _____ the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

TO: AUTOLINE NEW CASE COMPANY:
07/08/2007 09:32 5135748935

HILSINGER MANAGEMENT

PAGE 03

Customer Name: [REDACTED]

Case Number: SAT0746701

First Repair Attempt (any reported problem)

Date: 12/15/06 Mileage: 6777

Last Repair Attempt (last reported problem)

Date: 6/27/07 Mileage: 10,600

Total Days out of Service: _____

Problems - describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Noise in steering column	yes	SATURN OF WESTERN HILLS	9/15/06	2800	SAME DAY
		SAME	9/22/06	2900	SAME DAY
		SAME	9/27/06	3000	SAME DAY
		SAME	9/15/06	6777	1
		SAME	6/6/07	10141	1
		SAME	6/15/07	10403	1
		SAME	6/20/07	10550	6

If you need additional space, please attach a separate sheet of paper following the above outline.

RELEASE OF CLAIM

1. I, [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain 2006, Saturn, ION, bearing Vehicle Identification Number 1G8AJ55F76Z [REDACTED] (hereinafter referred to as "Vehicle") and in consideration of payment by Saturn Corporation (hereinafter referred to as "Saturn") of \$14,478.88, said payment to be made as outlined below, does for herself and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges Saturn, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$4,783.80, made payable to GMAC; the second in the amount of \$ 9,695.08, made payable to [REDACTED]

Note: These checks are subject to change if Releases are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to Saturn Corporation, will execute a limited Power of Attorney in favor of Saturn Corporation to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner after Releasor(s) executes this Release, but before Saturn tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to Saturn upon receipt of \$14,478.88, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Saturn shall make payment of said consideration to Releasor(s) of \$14,478.88, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2006, Saturn, ION, as determined by the NADA book, at the time this Release is executed by Releasor(s),

(iv) That the Vehicle shall not exceed 12,200 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 10 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Saturn or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Saturn by Releasor(s);

(d) That neither Saturn's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by Saturn to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) have reviewed the provisions of this Release and have had an opportunity to have an attorney explain the contents of the release prior to its execution;

(f) That Releasor(s) represents and warrant(s) that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) 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;

(i) That Releasor(s) does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless Saturn from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to be relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and Saturn.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE
UNDERSIGNED HAS AFFIXED HER SIGNATURE THIS _____ DAY
OF _____, 20_____.

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

CURRENT VEHICLE MILEAGE _____

DATE SIGNED: _____

WITNESS: _____

Claimant's Signature

Claimant's Signature

Address


Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed to me this _____ day of _____, 20_____, by


Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____



5515 West Irving Park Road
Chicago, IL 60641
(773) 282-9000
www.saturnofchicago.com

The dealership utilizes the hours published in the Factory Labor Time Guide, Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

WORK ORDER

253

ASAP N/A

Date 09/26/07 VIN 1G8AJ52F652 Mileage 31034 Del. Date 07/02/05 Miles 12 In-Serv-Date 06/30/05 License No. AUTO Yr 05 Make SATURN Model ION 2 SDN

Disclaimer of Warranties
The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Name [Redacted] Eng L61 2.2LL4 4 SPD AUTO Transmission 4 SPD AUTO Color PACIFIC BL SA# 855 SO# 282511
Address [Redacted] Home [Redacted] Business Phone [Redacted] Tag# 538 Ref SO# 02
City / State / Zip Chicago IL [Redacted] Customer Number [Redacted] Stock # 55286 Labor Rate .00

PRINTED: 10:13:40 Attention:
Comments:

Doc Cnt: 1 Payment Type 01 Promise Date / Time 09/26/07

L# Codes
1

Prk Lot: Diag Codes ***** ESTIMATE *****

TOWED IN. CUSTOMER STATES THE CHECK ENGINE LIGHT CAME ON AND THE POWER STEERING STOPPED WORKING.
CAR JERKS WHILE DRIVING.

Odle

APPOINTMENT YES NO

MOTOR VEHICLE REPAIR WORK REQUIRED UNDER CHAP. 4-228 MUN. CODE CITY OF CHICAGO.
YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE BUT WILL NOT EXCEED THE ESTIMATE BY MORE THAN 10% OR \$15.00, WHICHEVER IS LESS WITHOUT YOUR CONSENT.
YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED.
YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION.

(a) I request an estimate in writing before you begin repairs.
YOUR SIGNATURE SIGNATURE X _____
WILL INDICATE SIGNATURE X _____
YOUR SELECTION SIGNATURE X _____
(b) Proceed with repairs but call me for approval before continuing if price exceeds \$ _____
(c) I do not want an estimate and you may set the price for repairs.

THIS ESTIMATE PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 10 DAYS.
You are entitled by law to the return of all parts replaced, except those which are too heavy or large, and those required to be sent back to the manufacturer or distributor because of warranty work or an exchange agreement. You are entitled to inspect the parts which cannot be returned to you.

Do You Want The Replacement Parts YES NO

Do You Want The Replaced Parts You Are Entitled To? Yes No

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles 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 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 the repairs thereto. Not responsible for damage from freezing due to anti-freeze.

SA: Allen Odle ESTIMATE TOTAL:
HOURS LABOR PARTS NI ITEM MISC
HAZDS DISC DEDCT TAXES TOTAL

X TOW IN

P.1
17732821341
Saturn Of Chicago
Oct 16 07 10:22a

P.3
17732821341
Saturn Of Chicago
Oct 16 07 10:22a

Complaint		Parts	Labor	Total
Cause				
Correction				
Complaint				
Cause	753			
Correction	1) Folds			
Complaint	COMMUNICATION CODES IN E.C.M + T.C.M IN HISTORY NOT CURRENT.			
Cause				
Correction	AT T.C.M. ✓ ALL CONNECTIONS AND E.C.M.			
Complaint				
Cause	✓ OK CLEARED CODES TEST DRIVE CODES DID NOT RETURN MOST LIKELY CODE CONNECTION			
Correction				
Complaint				
Cause				
Correction				

Did NOT Verify
COMPLAINT
Actual
NO COMPLAINT
Just checked
connections

SEP27 12:35
SEP27 12:35



Leo Stec Automotive Family

5515 West Irving Park Road
Chicago, IL 60641
(773) 282-9000
www.saturnofchicago.com

The dealership utilizes the hours published in the Factory Labor Time Guide, Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

WORK ORDER

Keith
9930653

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
10/15/07	1G8AJ52F65Z [REDACTED]	31358	07/02/05	12	07/02/05	AUTO	05	SATURN	ION 2 SDN

Disclaimer of Warranties.
The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Name	Eng	Transmission	Color	SA#	SO#
[REDACTED]	L61 2.2LL4	4 SPD AUTO	PACIFIC BL	790	282849
Address	Home	Business Phone	Tag#	Ref SO#	
[REDACTED]	[REDACTED]	[REDACTED]	61	02	
City / State / Zip	Customer Number	Stock #	Labor Rate		
Chicago IL [REDACTED]		55286	.00		
Doc Cnt:	Prk Lot:	Payment Type	Promise Date / Time		
1		01	10/15/07		
Diag Codes	***** ESTIMATE *****				
	ST	Hrs	Labor	Parts	Total
	W				

PRINTED: 8:22:59 Attention:

Comments: *753*

2500
2500

Done

L#	Codes	Description
1	O13	POWER STEERING INOP, CAR SHAKING, KEY STICKS IN IGNITION

APPOINTMENT YES NO

MOTOR VEHICLE REPAIR WORK REQUIRED UNDER CHAP. 4-228 MUN. CODE CITY OF CHICAGO.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE BUT WILL NOT EXCEED THE ESTIMATE BY MORE THAN 10% OR \$15.00, WHICHEVER IS LESS WITHOUT YOUR CONSENT.

YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED. YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION.

(a) I request an estimate in writing before you begin repairs.

YOUR SIGNATURE _____

(b) Proceed with repairs but call me for approval before continuing if price exceeds \$ _____

INDICATE YOUR SELECTION _____

(c) I do not want an estimate and you may set the price for repairs.

YOUR SIGNATURE _____

THIS ESTIMATE PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 10 DAYS.

You are entitled by law to the return of all parts replaced, except those which are too heavy or large, and those required to be sent back to the manufacturer or distributor because of warranty work or an exchange agreement. You are entitled to inspect the parts which cannot be returned to you.

Do You Want The Replacement Parts YES NO

Do You Want The Replaced Parts You Are Entitled To? Yes No

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles 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 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 the repairs thereto. Not responsible for damage from freezing due to anti-freeze.

X _____

SA: ARNOLD ARQUINES	ESTIMATE TOTAL:
HOURS LABOR	PARTS NT ITEM MISC
HAZDS DISC	DEDCT TAXES TOTAL

17732821341

Saturn Of Chicago

Oct 16 07 10:23a

NEW LIBERTY C.E.

Fax

To: Amanda@Saturn Corp. From: [REDACTED]
Fax: 931-489-4245 Pages: 4 (includes cover)
Phone: Date: 10/18/07
Re: Case 1-251-62-115 CC:

- Urgent For Review Please Comment Please Reply Please Recycle

• Comments:

10/18/07

To: Amanda, Saturn Corporation Customer Service Representative
Fax: 931-489-4245

From: [REDACTED] Case #: 1-251-62-115

Dear Amanda,

The following are receipts for the Budget Rent-a-Car in the amount of \$232.84 which I needed for the week of 10/10/07-10/17/07; the cab receipt in the amount of \$27.65 (which includes tip), to take me from the Budget Rent-a-Car location at 714 S. Wabash, Chicago, IL 60605 to Saturn of Chicago at 55515 W. Irving Park Road, Chicago, IL 60641 on the morning of Wednesday, 10/17/07. Also included is the gasoline receipt in the amount of \$19.28 needed to fill up the rental car before returning it.

The recent major breakdowns of this vehicle within the last two weeks have forced me to miss a day of work, taking sick-time due to the fact that I have no personal time leftover for the year and this sick time is time which I will not be able to recover. The failure of this car to operate and the failure of Saturn's technicians to fix the various problems with this car have caused me damages above and beyond reimbursement for my out of pocket costs. I suggest replacement of this vehicle with a current model which, hopefully, will be reliable the remainder of my lease.

I'd appreciate your thoughts on this matter. Please contact me at [REDACTED] (w) [REDACTED] (cell); [REDACTED] (h).

Thank you for your assistance.

Sincerely,

[REDACTED]

cc: [REDACTED]

Budget Rent A Car System, Inc.

CHICAGO, IL, US

0961

RA DOCUMENT 266721302 F-133IL 0806
CAR# 1 6 1 3 5 0 0 GRP C

RENTED: 10OCT07/1739 AT: WABASH CHICAGO
DUE IN: 17OCT07/1740 AT: WABASH CHICAGO

PHONE: [REDACTED] 122775
RATE CODE: CQ/C

MI OUT: 476
PLATE# I [REDACTED] FUEL OUT: 8/8
WHI CHEV CLAS 4DR

*****OPTIONAL SERVICES*****
DAMAGE RESPONSIBILITY IS \$13000.00

*MIN 99 HRS
*MAX 28 DAY

MOP: VISA AUTH: 71010B/232L

DRIVERS LIC# [REDACTED]
ESTIMATED RENTAL CHARGES \$ 232.84

LDW: 10.50/DAY DECLINED
PAE: 6.95/DAY DECLINED
ESP: 5.00/DAY DECLINED
SLI: 12.95/DAY DECLINED

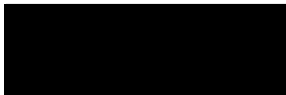
HOURLY: 32.51
DAILY: 65.00
ADD'L DY: 38.99
WEEKLY: 194.99

* * * R A 2 6 6 7 2 1 3 0 2

<>BY MY INITIALS I ACCEPT OR
DECLINE OPTIONAL COVERAGES AS
SHOWN ABOVE. X [REDACTED]

MONTHLY:
MILEAGE CHG: UNLIMITED
FUEL SERVICE: .3888/MI
6.999/GAL

* TX 18¢ + 2.75
TAX INCL \$2.75 CITY TAX
AND 6¢ MPBA RENTAL TAX



-----NOTICES-----NOTICES-----NOTICES-----NOTICES-----NOTICES-----NOTICES-----NOTICES-----NOTICES-----

NOTICE: THIS CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE,
A LOSS DAMAGE WAIVER (LDW) TO COVER YOUR FINANCIAL
RESPONSIBILITY FOR DAMAGE TO THE RENTAL VEHICLE. THE
PURCHASE OF A LOSS DAMAGE WAIVER IS OPTIONAL AND MAY BE
DECLINED. YOU ARE ADVISED TO CAREFULLY CONSIDER WHETHER TO
SIGN THIS WAIVER IF YOU HAVE RENTAL VEHICLE COLLISION
COVERAGE PROVIDED BY YOUR CREDIT CARD OR COLLISION
INSURANCE ON YOUR OWN VEHICLE. BEFORE DECIDING WHETHER TO
PURCHASE THE LOSS DAMAGE WAIVER, YOU MAY WISH TO DETERMINE
WHETHER YOUR OWN VEHICLE INSURANCE AFFORDS YOU COVERAGE FOR
DAMAGE TO THE RENTAL CAR AND THE AMOUNT OF THE DEDUCTIBLE
UNDER YOUR OWN INSURANCE.

IF I RETURN THE CAR PRIOR TO THE DUE IN TIME
SET FORTH ABOVE, I MAY BE CHARGED A HIGHER RATE.
NO ADDITIONAL OPERATORS ARE AUTHORIZED OR PERMITTED
WITHOUT BUDGET'S PRIOR WRITTEN APPROVAL IN ACCORDANCE
WITH THE TERMS AND CONDITIONS OF THE RENTAL AGREEMENT
OR APPLICABLE STATE LAW.

YOU MAY BILL ALL CHARGES, PARKING/TRAFFIC TICKETS
INCLUDED, TO THE CARD I USE FOR PAYMENT, WITHOUT
ADDITIONAL SIGNATURE BY ME ON A VOUCHER.

BY MY SIGNATURE, I ACKNOWLEDGE RECEIPT OF ALL NOTICES
WHICH APPEAR ON THIS RENTAL DOCUMENT. I AGREE TO THE
TERMS AND CONDITIONS INCLUDING WHO MAY DRIVE THE CAR,
WHICH IS STATED ON THE RENTAL DOCUMENT JACKET PROVIDED.

00-74 MILES, \$10.50 REFUELING SERVICE CHGE WILL APPLY
FUEL SERVICES ADD'L IF CAR IS RETURNED WITH LESS
FUEL THAN WHEN RENTED.

X [REDACTED]

MINIMUM CHARGE IS 1 DAY (24 HRS) PLUS MILEAGE.

PREPARED BY: 11122
00DB/29CA/07283/18:40/0 RENTAL# 2-6-6-7-2-1-3-0-2

MHH

F19FFB

VEHICLE HISTORY - FULL DETAIL REPORT

MITNICK-1-25207354-STEPHEN
RUN DATE: 10/17/07

CURRENT OWNER



PENNSAUKEN NJ [REDACTED]
SATURN OF MT. LAUREL FACILITY: 10156 SALE DATE: 07/10/06
1311 ROUTE 73 NJ 08054

FACILITY CODE: 1 SATURN OF TURNERSVILLE CASE TYPE: PD
VIN: 1G8AL55F27Z [REDACTED] LINE SEQ: 611552 FAILED PART:
LABOR CODE: Z700 [REDACTED]-DELIVERY INSPECT
CSO: 2150413 DATE: 06/16/06 TOTAL COST: 98 MILES: 1
COMPL: NOT FOUND COND: NOT FOUND CAUSE: M10 PDI
COMMENTS: 0000

FACILITY CODE: 1 SATURN OF MT. LAUREL CASE TYPE: VW
VIN: 1G8AL55F27Z [REDACTED] LINE SEQ: 611552 FAILED PART: 10392742
LABOR CODE: E768 [REDACTED] UMN ASSEMBLY, STE
CSO: 0201358 DATE: 10/26/06 TOTAL COST: 700 MILES: 2,610
COMPL: 000 OPERATION COND: NOT FOUND CAUSE: C29 INOPERATIV
COMMENTS: ROAD TESTED - VERIFIED CONCERN - NECESSARY TO
REPLACE THE STEERING COLUMN - ROAD TESTED - OK.

FACILITY CODE: 1 SATURN OF MT. LAUREL CASE TYPE: CP
VIN: 1G8AL55F27Z [REDACTED] LINE SEQ: 611552 FAILED PART:
LABOR CODE: E999 [REDACTED] SSIS DIAGNOSIS
CSO: 0202470 DATE: 11/29/06 TOTAL COST: 0 MILES: 3,251
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND
COMMENTS: 0000

FACILITY CODE: 1 SATURN OF MT. LAUREL CASE TYPE: VW
VIN: 1G8AL55F27Z [REDACTED] LINE SEQ: 611552 FAILED PART:
LABOR CODE: H020 [REDACTED] M, BRAKE - REAR -
CSO: 0202470 DATE: 11/29/06 TOTAL COST: 64 MILES: 3,251
COMPL: N21 SQUEAK COND: NOT FOUND CAUSE: C02 ALIGNMENT/
COMMENTS: VERIFIED CONCERN NECESSARY TO CLEAN AND ADJUST REA
R BRAKES

FACILITY CODE: 1 SATURN OF MT. LAUREL CASE TYPE: CP
VIN: 1G8AL55F27Z [REDACTED] LINE SEQ: 611552 FAILED PART:
LABOR CODE: M530 [REDACTED]
CSO: 0209803 DATE: 07/11/07 TOTAL COST: 0 MILES: 4,670
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND
COMMENTS: 0000

FACILITY CODE: 1 SATURN OF MT. LAUREL CASE TYPE: VW
VIN: 1G8AL55F27Z [REDACTED] LINE SEQ: 611552 FAILED PART:
LABOR CODE: E999 [REDACTED] SSIS DIAGNOSIS
CSO: 0209803 DATE: 07/11/07 TOTAL COST: 8 MILES: 4,670
COMPL: 001 BINDS COND: NOT FOUND CAUSE: M05 COULD NOT
COMMENTS: UNABLE TO VERIFY CONCERN-FOUND STEERING SYSTEM OPE
RATING AS DESIGNED-SCAN COMPUTER DATA TO FIND NO D
IAGNOSTIC TROUBLE CODES AND NO NOISES FROM STEERIN

*** GM INTERNAL USE ONLY ***

G SYSTEM-RECOMMEND ROADTEST WITH TECHNICIAN TO VERIFY CONCERN

FACILITY CODE: 1 SATURN OF MT. LAUREL CASE TYPE: CP
VIN: 1G8AL55F27Z LINE SEQ: 611552 FAILED PART:
LABOR CODE: R999 ACCESSORIES DIAGNOS
CSO: 0211846 DATE: 09/11/07 TOTAL COST: 0 MILES: 5,837
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND
COMMENTS: 0000

FACILITY CODE: 1 SATURN OF MT. LAUREL CASE TYPE: VW
VIN: 1G8AL55F27Z LINE SEQ: 611552 FAILED PART: 15778696
LABOR CODE: C880 L (SUPPLEMENTAL I
CSO: 0212118 DATE: 09/19/07 TOTAL COST: 91 MILES: 6,046
COMPL: 013 INOPERATIV COND: NOT FOUND CAUSE: C29 INOPERATIV
COMMENTS: VERIFIED CONCERN NECESSARY TO REPLACE SIR COIL

FACILITY CODE: 1 SATURN OF MT. LAUREL CASE TYPE: CP
VIN: 1G8AL55F27Z LINE SEQ: 611552 FAILED PART:
LABOR CODE: M530
CSO: 0212859 DATE: 10/11/07 TOTAL COST: 0 MILES: 6,988
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND
COMMENTS: 0000

NO. 694 P. 2/12

SATURN OF MT. LAUREL

OCT. 23. 2007 12:32PM

HISTORY			SALE				
SO NO	OP CODE	DESCRIPTION	MILES	DATE	TYPE	TEC	SA
202470	E9995	WHEELS AND TIRE, STEERING, FRONT AND REAR SUSPENSI	3252	11/29/06	C	99	222
202470	H0207	DRUM, BRAKE - CLEAN AND ADJUST REAR, BOTH	3252	11/29/06	W	99	222
201358	E7680	COLUMN ASSEMBLY, STEERING - REPLACE	2610	10/27/06	W	4	12
2150413	Z7000	NEW VEHICLE INSPECTION - BASE TIME	6	06/16/06	WI	10	200

OCVI

O Stearns Key Aboard
 - Vehicle to Party
 - Operates as designed
 - No OTC's Present
 in any Condition

[Large handwritten checkmark or signature]

DATE: 7/11/07

TIME: 12:32 PM

DATE: 9/11/07

EXT. PLAN DATE MILES

RECALL CAMPAIGNS

P. 4/12

HISTORY

SO NO	OP CODE	DESCRIPTION	MILES	DATE	TYPE	TEC	SA
209803	E9995	STEERING SYSTEM DIAGNOSIS	4670	07/11/07	W	88	12
209803	M5307	VISUAL VEHICLE INSPECTION	4670	07/11/07	CV	88	12
202470	E9995	WHEELS AND TIRE, STEERING, FRONT AND REAR SUSPENS	3252	11/29/06	C	99	222
202470	HC207	DRUM, BRAKE - CLEAN AND ADJUST REAR, BOTH	3252	11/29/06	W	99	222
201358	E7680	COLUMN ASSEMBLY, STEERING - REPLACE	2610	10/27/06	W	4	12
2150413	Z7000	NEW VEHICLE INSPECTION - BASE TIME	6	06/16/06	WI	10	200

① Squads when Turning
 - Ventured on LEFT
 of Cent.
 - Found Coil to be
 making noise when
 Rep. - Part MS

② Air Bag Light On
 - Proper Operation

10/23/07

NO. 694

SATURN OF MT. LAUREL

OCT. 23. 2007 12:32PM

NO. 694 P. 5/12

HISTORY

SO NO	OP CODE	DESCRIPTION	MILES	DATE	SALE	
					TYPE	TEC SA
211846	X5050	PARTS ON ORDER	5838	09/11/07	W	88 222
211846	R9995	AIR BAG - SYMPTOM DIAGNOSIS	5838	09/11/07	C	88 222
209803	E9995	STEERING SYSTEM DIAGNOSIS	4670	07/11/07	W	88 12
209803	M5307	VISUAL VEHICLE INSPECTION	4670	07/11/07	CV	88 12
202470	E9995	WHEELS AND TIRE, STEERING, FRONT AND REAR SUSPENS	3252	11/29/06	C	99 222
202470	H0207	DRUM, BRAKE - CLEAN AND ADJUST REAR, BOTH	3252	11/29/06	W	99 222
201358	E7680	COLUMN ASSEMBLY, STEERING - REPLACE	2610	10/27/06	W	4 12
2150413	Z7000	NEW VEHICLE INSPECTION - BASE TIME	6	06/16/06	WT	10 200

SATURN OF MT. LAUREL

OCT. 23. 2007 12:33PM



Handwritten scribble or signature.

Handwritten scribble or signature.

Vertical handwritten signature: DRCAR SFR Co. / Assm.





- ① Inter-Queue Jam Tuning
- Verified Concern on RTH w/ Customer
 - Decommed Intermediate Shaft to find Noise Goes Away with it Decommed
 - Rear Inter Shaft
 - RTH Vehicle after Repair Queue Returned
 - Found Steering Gear Bushings causing the Intermittent Issue
 - Necessary to Repl. Rack
 - Rear Steering Rack
 - 4 wheel Alignment
 - RTH after Repair
 - No Noise Heard

RECALL CAMPAIGNS

DATE: 11/29/06

EXT. PLAN DATE MILES

HISTORY

SO NO	OP CODE	DESCRIPTION
201358	E7680	COLUMN ASSEMBLY, STEERING - REPLACE
2150413	Z7000	NEW VEHICLE INSPECTION - BASE TIME

MILES	DATE	SALE		
		TYPE	TEC	SA
2610	10/27/06	W	4	12
6	06/16/06	WI	10	200



574 910.1000 622

124 580.1000 622

#99
 2) unable to verify concern. NDF.
 no DTC's present.
 3) unable to verify concern. Please and adjust the
 rear brakes.

RECALL CAMPAIGNS

EXT. PLAN DATE MILES DATE: 10/26/06

P.12/12 NO.694

SATURN OF MT. LAUREL

12:34PM

OCT.23.2007

HISTORY

SO NO	OP CODE	DESCRIPTION
2150413	27000	NEW VEHICLE INSPECTION - BASE TIME

MILES	DATE	SALE		
		TYPE	TEC	SA
6	06/16/06	WI	10	200

- DISCOVERED INTERUMDATE SHAFER
- STEERING UPPER STRUT ROD.
- HEARD BIRDING NOISES FROM STEERING MAN.
- Repaired Power Steering Man.
- RHT.

#4

1. RIT VEHICLE - FELT STEERING SLIGHTLY LIGHT.

27 OCT 06 12:12

27 OCT 06 12:12

26 OCT 06 11:54

26 OCT 06 11:54



SATURN OF MT. LAUREL

1311 Route 73 / P.O. Box 817
Mount Laurel, N.J 08054
(856) 778-3000

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE
OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

WORK
ORDER

WAIT

P. 1.1/12
NO. 695

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
10/26/06	1G8AL55F27Z	30	07/10/06	6	07/10/06		07	SATURN	ION 3 SDN
Disclaimer of Warranties The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.		Name	2610		Eng	Transmission	Color	SA#	SO#
		Address	L61		2.2LL4	4 SPD AUTO	SILVER	111	201358
		City / State / Zip	NJ		Home	Business Phone	Tag#	Ref SO#	
		Pennsauken			Customer Number	Stock #	Labor Rate		
					Payment Type	Promise Date / Time			
					Doc Cnt: 1	01	10/26/06		
					Prk Lot:	Diag Codes			

PRINTED: 9:32:24 Attention:
Comments:

L#	Codes	ST	Hrs	Labor	Parts	Total
1	C/S THE STEERING IS TIGHT AND MAKES NOISE EVERY TIME WHEN TURNING -INSPECT AND ADVISE					

***** ESTIMATE *****

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles 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 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 the repairs thereto. Not responsible for damage from freezing due to lack of anti-freeze.

X _____

HOURS	LABOR	PARTS	ESTIMATE	TOTAL:
HAZDS	DISC	DEDCT	NT ITEM	MISC
			TAXES	TOTAL

OCT. 23. 2007 12:34PM SATURN OF MT. LAUREL

(#4) 1. RIT VEHICLE - FELT STEERING SLIGHTLY TIGHT.

- DISCONNECTED INTERMEDIATE SHAFT
- STEERING WHEEL STILL TIGHT.
- HEARD BINDING NOISE COMING FROM STEERING MOTOR.
- REPAIRS POWER STEERING MOTOR.
- R/T.

22 OCT 2006 10 11
22 OCT 2006 10 11

DATE: 10/26/06
EXT. PLAN DATE MILES

SALE
MILES DATE TYPE TEC SA
6 06/16/06 WJ 10 200

HISTORY
SO NO DP CODE DESCRIPTION
2150413 Z7000 NEW VEHICLE INSPECTION - BASE TIME

RECALL CAMPAIGNS



SATURN OF MT. LAUREL

1311 Route 73 / P.O. Box 617
Mount Laurel, NJ 08054
(856) 778-3000

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE
OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

WORK
ORDER

NO. 695 P. 3/12

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
11/29/06	1G8AL55F27Z [REDACTED]	3000	07/10/06	6	07/10/06		07	SATURN	ION 3 SDN

Disclaimer of Warranties

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Name	Eng	Transmission	Color	SA#	SO#
[REDACTED] 3352	L61 2.2LL4	4 SPD AUTO	SILVER	222	202470
Address	Home	Business Phone	Tag#	Ref SO#	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	01	
City / State / Zip	Customer Number	Stock #	Labor Rate		
Pennsauken NJ [REDACTED]	[REDACTED]	[REDACTED]	.00		

PRINTED: 7:03:22 Attention:
Comments:

Doc Cnt: 1
Prk Lot:

Payment Type: 01
Diag Codes
Promise Date / Time: 11/29/06

***** ESTIMATE *****

L#	Codes	ST	Hrs	Labor	Parts	Total
1	XREF SO 201358 - C/S THE STEERING STILL FEELS HARD W					
2	C/S BRAKES SQUEAK INTERMITTENTLY					

HOURS LABOR PARTS NT ITEM MISC

HAZDS DISC DEDCT TAXES TOTAL

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles 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 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 the repairs thereto. Not responsible for [REDACTED]

OCT. 23. 2007 12:34PM SATURN OF MT. LAUREL

#99

1) unable to verify concern. NPF
no DTC's present.

2) unable to verify concern. Cleared and adjusted
rear brakes.

DATE: 11/29/06

EXT. PLAN DATE MILES

* EXT. PLAN DATE MILES

SALE	
MILES	DATE
2610	10/27/06
6	06/16/06

DESCRIPTION	TEC	SA
COLUMN ASSEMBLY, STEERING - REPLACE	4	12
NEW VEHICLE INSPECTION - BASE TIME	10	200

RECALL CAMPAIGNS

HISTORY

SD NO	OP CODE
201358	E7680
2150473	Z7000

201358 E7680

2150473 Z7000



WNAIT
SATURN OF MT. LAUREL

1311 Route 73 / P.O. Box 817
Mount Laurel, NJ 08054
(856) 778-3000

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OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

**WORK
ORDER**

NO. 695 P. 5/12

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
10/11/07	1G8AL55F27Z	9000	07/10/06	6	07/10/06		07	SATURN	ION 3 SDN

Disclaimer of Warranties

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Name	Eng	Transmission	Color	SA#	SO#
[Redacted]	L61 2.2LL4	4 SPD AUTO	SILVER	111	212859
Address	Home	Business Phone	Tag#	Ref SO#	
[Redacted]	[Redacted]	[Redacted]	[Redacted]	01	
City / State / Zip	Customer Number	Stock #	Labor Rate		
Pennsauken NJ [Redacted]	[Redacted]	[Redacted]	.00		

PRINTED: 8:24:51 Attention:
Comments:

Doc Cnt: 1
Prk Lot: 01

Payment Type: 01
Diag Codes: 10/11/07

*****ESTIMATE*****

L#	Codes	ST	Hrs	Labor	Parts	Total
1	XREF CSO 201358/209803-C/S WHEN TURNING THE STEERING WHEEL INTERMITTENTLY THE STEERING WHEEL STILL SQUEAKS - INSPECT AND ADVISE					
2	CVI M5307 COURTESY VEHICLE INSPECTION VISUAL VEHICLE INSPECTION	CV				

OCT. 23. 2007 12:35PM SATURN OF MT. LAUREL

[Redacted Signature]

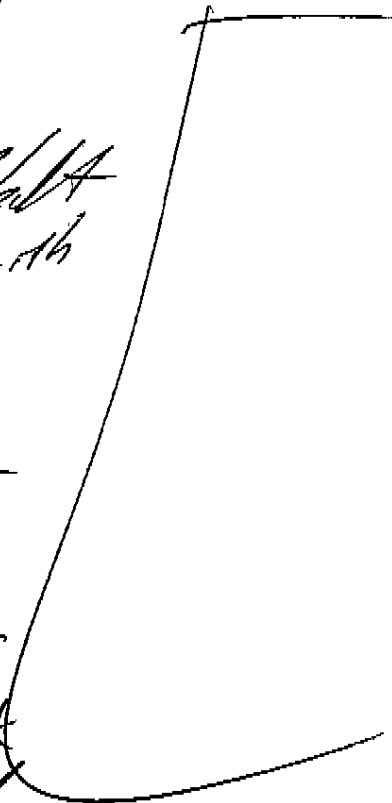
HOURS	LABOR	PARTS	NT ITEM	ESTIMATE TOTAL:
HAZDS	DISC	DEDCT	TAXES	MISC
				TOTAL

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles 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 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 in the amount of the repairs thereto. (Not responsible for damage from freezing due to lack of anti-freeze.)

X



- ① Inter-Squeak when Turning
- Verified Concern on R/TT w/ Customer
- Decombed Intermediate Shaft to find Noise Goes Away with it Decombed
- Rear Inter Shaft
- R/TT Vehicle after Repair Squeak Returned
- Found Steering Gear Bushings causing the Intermediate Squeak
- Necessary to Repl. Rack
- Rear Steering Rack
- 4 wheel Alignment
- R/TT after Repair
- No Noise Heard





SATURN OF MT. LAUREL

1311 Route 73 / P.O. Box 617
Mount Laurel, NJ 08054
(856) 778-3000

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE
OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

WORK
ORDER

P: 7/12
NO. 6915

Date	VIN	Mileage	Del. Date	Miles	In Serv-Date	License No.	Yr	Make	Model
09/19/07	1G8AL55F27Z	6000	07/10/06	6	07/10/06		07	SATURN	ION 3 SDN

Disclaimer of Warranties
The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Name	Eng	Transmission	Color	SA#	SO#
[Redacted] 6047	L61 2.2LL4	4 SPD AUTO	SILVER	222	212118
Address	Home	Business Phone	Tag#	Ref SO#	
[Redacted]	[Redacted]	[Redacted]	[Redacted]	01	
City / State / Zip	Customer Number	Stock #	Labor Rate		
Pennsauken NJ [Redacted]	[Redacted]	[Redacted]	.00		

PRINTED: 10:06:54 Attention:
Comments:

Doc Cnt:	1	01	09/19/07
Prk Lot:		Diag Codes	

***** ESTIMATE *****

L#	Codes	ST	Hrs	Labor	Parts	Total
1	XREF 211846 TO REPLACE SO COIL	W				

B

OCT.23.2007 12:36PM SATURN OF MT. LAUREL

HOURS	LABOR	PARTS	NT ITEM	ESTIMATE TOTAL:
HAZDS	DISC	DEDCT	TAXES	MISC TOTAL

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles 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 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 merchant's sign is hereby acknowledged on above vehicle to secure the amount of the repairs thereto. Not responsible for damage from freezing due to lack of anti freeze.

X *Helen E. Mitchell*

RECALL CAMPAIGNS

EXT. PLAN DATE MILES DATE: 9/19/07

HISTORY

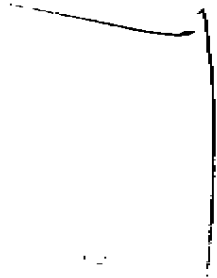
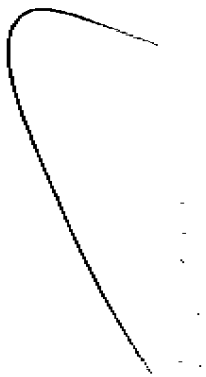
SO NO	OP CODE	DESCRIPTION
211846	X5050	PARTS ON ORDER
211846	R9995	AIR BAG - SYMPTOM DIAGNOSIS
209803	E9995	STEERING SYSTEM DIAGNOSIS
209803	M5307	VISUAL VEHICLE INSPECTION
202470	E9995	WHEELS AND TIRE, STEERING, FRONT AND REAR SUSPENS
202470	H0207	DRUM, BRAKE - CLEAN AND ADJUST REAR, BOTH
20135B	E7680	COLUMN ASSEMBLY, STEERING - REPLACE
2150413	Z7000	NEW VEHICLE INSPECTION - BASE TIME

		SALE			
MILES	DATE	TYPE	TEC	SA	
5838	09/11/07	W	88	222	
5838	09/11/07	C	88	222	
4670	07/11/07	W	88	12	
4670	07/11/07	CV	88	12	
3252	11/29/06	C	99	222	
3252	11/29/06	W	99	222	
2610	10/27/06	W	4	12	
6	06/16/06	NI	10	200	

OCT. 23. 2007 12:36PM SATURN OF MT. LAUREL

NO. 695 P. 8/12

DRIVE SFR Col/Assm





SATURN OF MT. LAUREL

1311 Route 73 / P.O. Box 817
Mount Laurel, NJ 08054
(856) 778-3000

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE
OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

WORK
ORDER

NO. 1595 P. 9/12

Date	VIN	Mileage	Del. Date	Miles	Invo. Date	License No.	Yr	Make	Model
09/11/07	1G8AL55F27Z	7000	07/10/06	6	07/10/06		07	SATURN	ION 3 SDN

Disclaimer of Warranties
The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Name: [Redacted] 5538
 Address: [Redacted]
 City/State/Zip: Pennsauken NJ [Redacted]
 Eng: L61 2.2LL4 4 SPD AUTO
 Transmission: 4 SPD AUTO
 Color: SILVER
 SA#: 222 SO#: 211846
 Tag#: 01 Ref SO#: 01
 Business Phone: [Redacted]
 Customer Number: [Redacted]
 Stock #: [Redacted] Labor Rate: .00
 Promise Date/Time: 09/11/07

PRINTED: 10:42:25 Attention:
Comments:

Doc Cnt: 2
Prk Lot: 01
Payment Type: 01
Diag Codes

***** ESTIMATE *****

L#	Codes	ST	Hrs	Labor	Parts	Total
1	XREF 209803- C/S INTERMITTENTLY WHEN TURNING TO THE RIGHT THE STEERING WHEEL MAKES A SQUEAKING NOISE AND DIFFICULT TO TURN - C/R ROAD TEST WITH TECH - INSPECT AND ADVISE					

2	C/S THE AIR BAG LIGHT WILL NOT SHUT OFF INSPECT AND ADVISE					
---	--	--	--	--	--	--

15778686

10:30
wed
M

OCT. 23. 2007 12:36PM SATURN OF MT. LAUREL

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicles or articles left in vehicles 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 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 diagnosis and repair. I hereby acknowledge on above vehicle to secure the amount of the repairs thereto. Not responsible for damage to vehicle.

HOURS	LABOR	PARTS	NT	ESTIMATE	TOTAL:
MAZDS	DISC	DEDCT	TAXES	ITEM	MISC
					TOTAL

HISTORY			SALE			
SO NO	OP CODE	DESCRIPTION	MILES	DATE	TYPE	TEC SA
209803	E9995	STEERING SYSTEM DIAGNOSIS	4670	07/11/07	W	88 12
209803	M5307	VISUAL VEHICLE INSPECTION	4670	07/11/07	CV	88 12
202470	E9995	WHEELS AND TIRE, STEERING, FRONT AND REAR SUSPENS	3252	11/29/06	C	99 222
202470	H0207	DRUM, BRAKE - CLEAN AND ADJUST REAR, BOTH	3252	11/29/06	W	99 222
201358	E7680	COLUMN ASSEMBLY, STEERING - REPLACE	2610	10/27/06	W	4 12
2150413	Z7000	NEW VEHICLE INSPECTION - BASE TIME	6	06/16/06	WI	10 200

*Spurred when turning
- Verified on RPT
w/ Cust.
- Found coil to be
making noise
Rep'l - Part N/S*

*② Added coil on
- Paper Operator*



SATURN OF MT. LAUREL

1311 Route 73 / P.O. Box 817
Mount Laurel, NJ 08054
(856) 778-3000

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE
OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

WORK
ORDER

NO. 1695 P. 11/12

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
07/11/07	1G8AL55F27Z	3300	07/10/06	6	07/10/06		07	SATURN	ION 3 SDN

Disclaimer of Warranties
The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

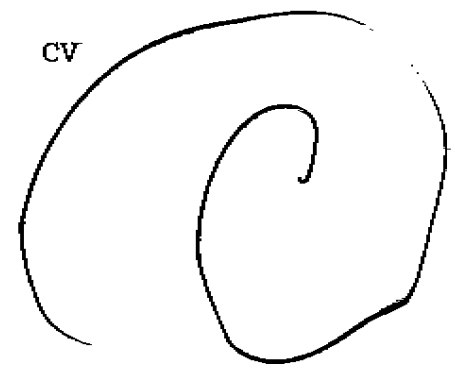
Name: [Redacted] 4670
 Address: [Redacted]
 City / State / Zip: Pennsauken NJ [Redacted]
 Eng: L61 2.2LL4
 Transmission: 4 SPD AUTO
 Color: SILVER
 SA#: 12 SO#: 209803
 Tag#: [Redacted] Ref SO#: 01
 Business Phone: [Redacted]
 Customer Number: [Redacted]
 Stock #: 111591 Labor Rate: .00
 Payment Type: 01 Promise Date / Time: 07/11/07
 Diag Codes: [Redacted]

PRINTED: 9:53:44 Attention:
Comments:

Doc Cnt: 3
Prk Lot: [Redacted]
***** ESTIMATE *****

L#	Codes	ST	Hrs	Labor	Parts	Total
1	C/S THE STEERING IS NOISEY AND DIFFICULT TO TURN-I W NSPECT AND ADVISE					

3	CVI M5307					
	COURTESY VEHICLE INSPECTION VISUAL VEHICLE INSPECTION					



OCT. 23. 2007 12:37PM SATURN OF MT. LAUREL

HOURS	LABOR	PARTS	ESTIMATE	TOTAL:
HAZDS	DISC	DEDCT	NT ITEM	MISC
			TAXES	TOTAL

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles 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 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 the repairs thereto. Not responsible for damage from slipping due to lack of anti-freeze.

X

RECALL CAMPAIGNS

DATE: 7/11/07
 EXT. PLAN DATE MILES

HISTORY			SALE			
SD NO	OP CODE	DESCRIPTION	MILES	DATE	TYPE	TEC SA
202470	E9995	WHEELS AND TIRE, STEERING, FRONT AND REAR SUSPENS	3252	11/29/06	C	99 222
202470	H0207	DRUM, BRAKE - CLEAN AND ADJUST REAR, BOTH	3252	11/29/06	W	99 222
201358	E7680	COLUMN ASSEMBLY, STEERING - REPLACE	2610	10/27/06	W	4 12
2150413	Z7000	NEW VEHICLE INSPECTION - BASE TIME	6	06/16/06	WI	10 200

Steering Knives at hand
- Unable to verify
- Operating as designed
- No OTC's present
in any condition

BCVI