

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

February 4, 2011

[REDACTED]  
Saint Cloud, FL [REDACTED]

Service Request: 71-594189365  
Customer Relationship Specialist: Pinkie Smith

Dear [REDACTED]:

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

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

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

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

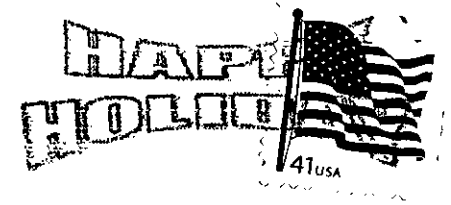
Sincerely,

Chevrolet Customer Assistance Center

From [redacted]  
[redacted]  
St. Cloud, Fl. [redacted]

ORLANDO FL 328

19 DEC 07 PM 6 T



DEC 26 2007

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

48232+5170





# CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-19-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT52895F [REDACTED]

Mileage at Time of Repair: 64414 Date of Repair: 11-1-07

Claimant Name (please print) [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: St. Cloud State: Fl. ZIP Code: [REDACTED]

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

Evening Telephone Number (include Area Code): Same

Amount of Reimbursement Requested: \$ 174.11

The following documentation must accompany this claim form.

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

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the amount claimed by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



## CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

**If your claim is:**

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

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



UNIT# UNIT

5F228168P

377989

**COGGIN**

CHEVROLET

\*INVOICE\*

2500 North Orange Blossom Trail  
Kissimmee, FL 34744  
(407) 933-8000

ST. CLOUD, FL

DUPLICATE 1

PAGE 1

Motor Vehicle Repair Registration # MV - 17410

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 7420 CHRIS YOUNGBLOOD

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG
WHITE	05	CHEVROLET MALIBU		1G1ZT52895F		64414/64414		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
08JAN05 IS			15:00 01NOV07		88.00	CASH	01NOV07	
R.O. OPENED		READY		OPTIONS: STK:5F228168P ENG:3.5 Liter SFI				

08:54 01NOV07 14:59 01NOV07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S HEATER SYSTEM IS INOP AND WILL ONLY BLOW OUT OUTSIDE TEMP OUT OF

VENTS; ADVISE FIDELITY

66 MISCELLANEOUS REPAIRS

7250 CC

179.52 179.52

1 15844096 ACTUATOR

41.34 41.34 41.34

SCAN TEST, CHECK SYSTEM OPERATION. DIAGNOSE AND REPLACED  
TEMPERATURE DOOR ACTUATOR

\*\*\*\*\*

B C/S CLUNK NOISE IN STEERING; ADVISE.

66 MISCELLANEOUS REPAIRS

7250 CC

106.87 106.87

1 22687711 SHAFT KIT

174.11 174.11 174.11

INSPECT AND REPLACED INTERMEDIATE STEERING SHAF T

\*\*\*\*\*

C C/S NOISE IN RIGHT REAR WHEEL AREA. (BEARING, TIRE??) ADVISE FIDELITY

66 MISCELLANEOUS REPAIRS

7250 CC

0.00 0.00

TIRE NOISE, ESTIMATE GIVEN

\*\*\*\*\*

D PERFORM GENERAL MOTORS MULTI POINT INSPECTION

MULTI PERFORM GENERAL MOTORS MULTI POINT

INSPECTION

7250 INSP

(N/C)

\*\*\*\*\*

MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL

19.98

\*THIS CHARGE REPRESENTS COSTS AND PROFITS TO  
THE MOTOR VEHICLE REPAIR FACILITY FOR  
MISCELLANEOUS SHOP SUPPLIES OR WASTE  
DISPOSAL. FLA. STAT. 559.905 (1) (h)*first one thank**These a 2 time I went to fix steering but I lost the*ALL PARTS ARE NEW OR FACTORY REBUILT  
UNLESS SPECIFIED OTHERWISEThe State of Florida requires a \$1.00 fee to be  
collected for each new tire sold in the state  
(s.403.718), and a \$1.50 fee to be collected for each  
new or remanufactured battery sold in the state  
(s.403.7185). Miscellaneous Charges: This charge  
represents costs and profits to the motor repair facility  
for miscellaneous shop supplies or waste disposal.  
(s.559.904(4)).LIMITED WARRANTY: All warranties are those of the  
parts manufacturer. GM branded parts and labor to  
replace them are warranted for 12 months or 12,000  
miles, whichever occurs first. 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  
products or service sold under the terms of this  
estimate.  
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE  
MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	286.39
PARTS AMOUNT	215.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	19.98
TOTAL CHARGES	521.82
LESS INSURANCE	0.00
SALES TAX	36.52
PLEASE PAY THIS AMOUNT	558.34

CUSTOMER COPY

377989

COGGIN CHEVROLET  
2500 N ORANGE BLOSSOM TRL  
KISSIMMEE FL 34744

DATE: 11/01/07 TIME: 15:51:10  
MEM#: 352353615384 STR#: 4301 TERM: 0002  
S-A-L-E-S D-R-A-F-T

REF: 2410 BATCH: 327  
CD TYPE: VI TR TYPE: PR

TOTAL: \$380.00

ACCT: [REDACTED] EXP: \*\*\*  
AP: 001286  
NAME: NORMA CORIANO

CARDMEMBER ACKNOWLEDGES RECEIPT OF  
GOODS AND/OR SERVICES IN THE AMOUNT OF  
THE TOTAL SHOWN HEREON AND AGREES TO  
PERFORM THE OBLIGATIONS SET FORTH BY THE  
CARDMEMBER'S AGREEMENT WITH THE ISSUER

THANK YOU FOR USING VISA

TOP COPY-MERCHANT COPY

377989

COGGIN CHEVROLET  
2500 N ORANGE BLOSSOM TRL  
KISSIMMEE FL 34744

DATE: 11/01/07 TIME: 15:51:53  
MEM#: 352353615384 STR#: 4301 TERM: 0002  
S-A-L-E-S D-R-A-F-T

REF: 2411 BATCH: 327  
CD TYPE: VI TR TYPE: PR

TOTAL: \$258.34

ACCT: [REDACTED] EXP: \*\*\*  
AP: 135613

CARDMEMBER ACKNOWLEDGES RECEIPT OF  
GOODS AND/OR SERVICES IN THE AMOUNT OF  
THE TOTAL SHOWN HEREON AND AGREES TO  
PERFORM THE OBLIGATIONS SET FORTH BY THE  
CARDMEMBER'S AGREEMENT WITH THE ISSUER

THANK YOU FOR USING VISA

ORIGINAL

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

## CDR File Information

Vehicle Identification Number	1G2ZH528254 [REDACTED]
Investigator	Ernie Frazier
Case Number	71-648275569
Investigation Date	Wednesday, August 10 1008
Crash Date	Saturday, July 12 2008
Filename	1G2ZH528254 [REDACTED].CDR
Saved on	Monday, August 11 2008 at 10:12:39 AM
Collected with CDR version	Crash Data Retrieval Tool 3.09
Reported with CDR version	Crash Data Retrieval Tool 3.09
EDR Device Type	airbag control module
Event(s) recovered	Non-Deployment

## Data Limitations

### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced.

The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

### SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrak 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

### SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's

communication network.

-The Belt Switch Circuit is wired directly to the SDM.

## Multiple Event Data

Associated Events Not Recorded	1
An Event(s) Preceded the Recorded Event(s)	Yes
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	Yes

## System Status At AE

Vehicle Identification Number	**2ZH528*5*154455
Low Tire Pressure Warning Lamp (If Equipped)	OFF
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

## System Status At 1 second

Transmission Range (If Equipped)	Shift in Progress
Transmission Selector Position (If Equipped)	Drive
Traction Control System Active (If Equipped)	No
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	76
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

## Pre-crash data

Parameter	-2 sec	-1 sec
Reduced Engine Power Mode	OFF	OFF
Cruise Control Active (If Equipped)	No	No
Cruise Control Resume Switch Active (If Equipped)	No	No
Cruise Control Set Switch Active (If Equipped)	No	No

## Pre-crash data

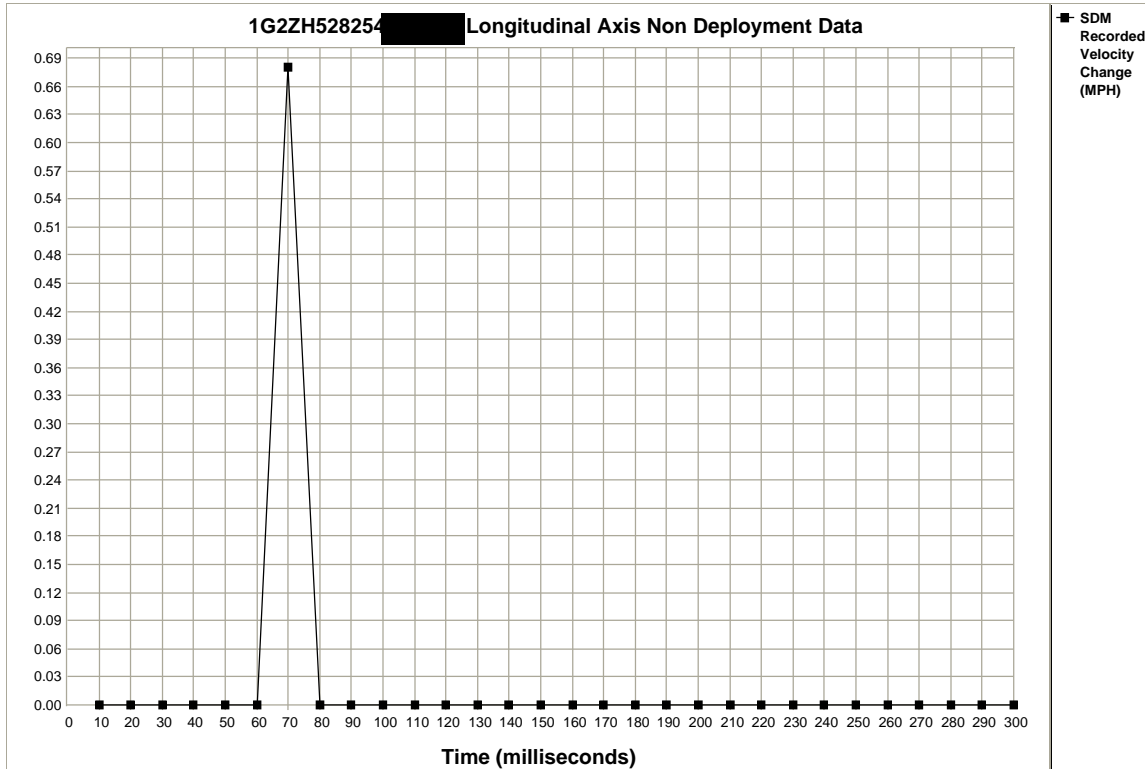
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	53	52	44	24	3
Engine Speed (RPM)	1664	1536	1280	832	768
Percent Throttle	20	0	0	0	0
Accelerator Pedal Position (percent)	24	0	0	0	0
Antilock Brake System Active (If Equipped)	No	No	Yes	Yes	Yes
Lateral Acceleration (feet/s <sup>2</sup> )(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	-32	96	-112	-176	64

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

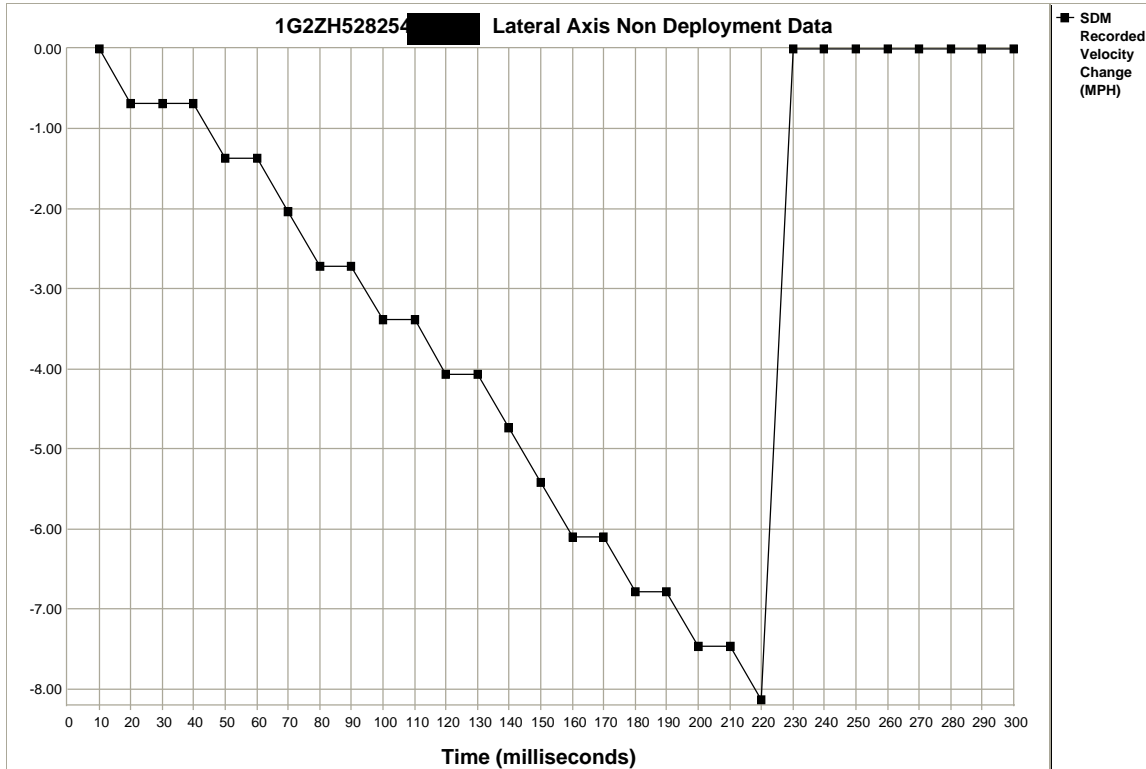


## System Status At Non-Deployment

Ignition Cycles At Investigation	7490
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	35880
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	47
Ignition Cycles At Event	7475
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	UNBUCKLED
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	8.13
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	220
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	No
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	0.00	0.00	0.00	0.00	0.00	0.00	0.68	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Lateral Axis Recorded Velocity Change (MPH)	0.00	-0.68	-0.68	-0.68	-1.36	-1.36	-2.03	-2.71	-2.71	-3.39	-3.39	-4.07	-4.07	-4.74	-5.42
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	-6.10	-6.10	-6.78	-6.78	-7.46	-7.46	-8.13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

## Hexadecimal Data

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

```
$01 00 03 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 69 82
$07 00 20 00 00 00 00 00
$08 EC 8D 00 00 00 00 00
$09 00 81 7E 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 4E C0 00 00 00 00
$0E D0 00 00 00 00 00 00
$0F BA 80 00 00 00 00 00
$10 47 32 5A 48 35 32 38
$11 32 35 34 31 35 34 34
$12 35 35 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 89 18 66 52 00 00 00
$15 EE 21 59 A7 00 00 00
$16 08 08 0B 2E 4D 4A 00
$17 03 03 02 03 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 30 00 66 00 78 00
$1C 3F 00 00 06 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 4F 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 89 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 0E 2A 00 3F 00 00
$2F 00 FE 1D 42 0F 00 00
$30 9D 00 00 00 00 00 00
$31 00 00 00 00 3C 00 00
$32 00 00 00 00 00 00 00
$33 00 00 00 00 32 00 00
$34 0C 0D 14 18 1A 00 00
$35 05 27 47 53 55 00 00
$36 04 F5 F9 06 FE 00 00
$37 E0 00 00 00 0B 00 20
$38 81 00 40 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 08 07 15 14 27 00 00
$3C 24 61 3D DC 51 3A 00
$3D 32 5A 48 35 32 38 00
$3E 35 15 44 55 00 00 00
$3F 89 00 90 00 00 00 00
$40 00 A5 00 00 00 00 00
$41 00 00 00 00 00 00 00
$42 00 0E 04 00 2F 00 00
```

```

$43 FE 1D 33 00 00 00 00
$44 00 00 00 00 00 00 00
$45 00 00 00 00 00 00 00
$46 00 00 00 00 00 00 00
$47 00 00 FF 00 FF 00 00
$48 FF 00 FE 00 FE 00 00
$49 FD 01 FC 00 FC 00 00
$4A FB 00 FB 00 FA 00 00
$4B FA 00 F9 00 F8 00 00
$4C F7 00 F7 00 F6 00 00
$4D F6 00 F5 00 F5 00 00
$4E F4 00 00 00 00 00 00
$4F 00 00 00 00 00 00 00
$50 00 00 00 00 00 00 00
$51 70 00 00 00 00 00 00
$52 80 00 00 00 00 00 00
$53 16 00 90 00 00 00 00
$54 00 00 00 00 00 00 00
$55 00 00 00 00 00 00 00
$67 00 00 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
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$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 35 36 36 36 52 34 33 31 35 33 33 38 52 31
$0E 01 5A 39 A4
$0F 41 4A 35 36 36 36 52 34 33 32 39 33 33 46 4A 39
$10 01 5A 39 A4
$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$14 FF FF FF FF
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 31 12 66 1A 5E 11 91 9A
$22 69 82
$23 32 5A FA FA FA FA 32
$24 32 5A FA FA FA FA 32
$25 32 5A FA FA FA FA 32
$26 32 5A FA FA FA FA 32
$40 00 00
$41 3F 00 00 06 00 18
$42 10 C4
$43 00 00 8C 80

```

```
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 04 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 36 39 38 32 32 33 31 33 48 4B 20 20 20 20
$B7 50 AA 01 0F 01
$B8 53 42 67 02 11
$C1 30 46 30 31
$CA 30 46 30 31
$CB 00 E8 A6 86
$CC 00 E8 A6 86
$D1 00 00
$DB 00 00
$DC 00 00
```

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>		<u>Inspection Date:</u>	08/11/2008
<u>Vehicle Brand:</u>	Pontiac	<u>Model:</u>	G6
<u>File #</u>	71-648275569	<u>VIN:</u>	1G2ZH528254

Inspector Ernie Frazier

Number of Rolls 1

Roll Number 1

<u>Neg.#</u>	<u>Description</u>
1166	<u>Left front door label</u>
1167	<u>VIN plate at windshield</u>
1169	<u>Tech 2 checking codes</u>
1170	<u>Front of vehicle</u>
1172	<u>Left front and side</u>
1173	<u>Left rear and side</u>
1174	<u>Rear</u>
1175	<u>Right rear and side</u>
1176	<u>Damaged left rear tire and wheel</u>
1177	<u>Left side</u>
1178	<u>Left front</u>
1179	<u>Damaged left front wheel</u>
1180	<u>Left side dash and steering</u>
1181	<u>Right side dash</u>
1182	<u>Instrument panel</u>
1183	<u>Engine compartment front</u>
1184	<u>Same from right side</u>
1185	<u>Same from left side</u>
1186	<u>Fuse panel engine compartment</u>
1187	<u>Left front wheel damage</u>
1188	<u>Left rear wheel damage</u>
1189	<u>Left rear tire angle to vehicle</u>
1190	<u>Tire contacting trailing arm</u>
1191	<u>Rear tire angle to vehicle</u>
1192	<u>Left rear knuckle cracked</u>
1193	<u>Same</u>
1194	<u>Right rear suspension components</u>
1195	<u>Left front steering and suspension components</u>
1196	<u>Right front steering and suspension components</u>
1197	<u>Same</u>
1198	<u>Same</u>
1199	<u>Brake and accelerator pedals</u>
1200	<u>Fuse panel right side console</u>
1201	<u>Right front outer wheel and tire</u>
1202	<u>Right rear outer wheel and tire.</u>

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 08/11/2008  
 Vehicle Brand: Pontiac Model: G6  
 File # 71-648275569 VIN: 1G2ZH528254 [REDACTED]

Mileage at Inspection: 40976

Inspection Location: George Matick Chevrolet  
 14001 Telegraph RD. Redford, MI. 48239

Inspector's phone number: 734-516-6562

Inspected By: Ernie Frazier / EAA

**Section 1 INSPECTION SUMMARY**

**BRIEFLY Describe the customer's ALLEGATION below:**

Steering did not respond while going around curve.

{

**Following the inspection, summarize the facts and observations:** (Additional cmts may be placed in section 9)

Vetronix download completed. Tech 2 used to check system codes. Code # C0545-Power Steering Control Module / Steering Wheel Torque Input Sensor. Damaged found on the outer surface of the left front wheel, no damage found on steering components. When the steering wheel was turned, all components moved together. Damage found on the outer surface of the left rear wheel and the knuckle is cracked at the bottom and top right. The tire is contacting the trailing arm. The wheel opening is also damaged. No damage found on any other suspension components. Damage appears to be caused by vehicle impact with wall.

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**Section 2 INTERVIEW - INCIDENT DETAILS**

Obtain all of the information for this section from the Driver/Claimant

**Provide a complete description of the incident according to the DRIVER / CLAIMANT**

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: 07/12/2008 / 04:30 PM

Interview date: 08/08/2008

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

[REDACTED] stated, she was driving and when she starting through a curve her vehicle starting to slide and when she tried to correct the slide the steering did not respond causing the vehicle to hit the wall on the left rear of the vehicle. She also stated that she took drivers training and she know how to steer a vehicle in a slide.

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Driver/other occupant's physical description (include name, gender, height, weight, & disabilities ):

Female, 5' 2" no disabilities

If there was a collision:

Describe extent of any injuries to the Driver: None reported

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**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **08/11/2008**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-648275569** VIN: **1G2ZH528254** [REDACTED]

Describe where other occupants were seated & extent of any injuries: **None reported**

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**What was the exact location of the incident. Davison expressway in Detroit Mi.**

**Driving conditions at the time of the incident:**

Weather conditions & Visibility: **Humid** Approximate Temp (°F): **75**

Road Surface: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt

Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

Shoulder ☐ Curb ☐: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt

Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

Posted Speed Limit **45**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) {

**Length of Drive Prior to incident:**

Total Time (hrs. & mins.): **20m** Distance (miles): **10**

Estimate of vehicle speed: **35** mph Source of est. **Owner**

Estimated vehicle speed at impact: **35** mph Source of est. **Owner**

**(Do Not report speed information from the Vetronix data here)**

**If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.**

<b>Steering</b>	<b>Normal</b> <input type="checkbox"/>	<b>Other</b> <input checked="" type="checkbox"/>	<b>Describe Did not respond during incident</b>
<b>Suspension</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b> {
<b>Brakes</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b> {
<b>Engine</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b> {
<b>Electrical</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b> {

**Were any warning lights illuminated or driver information center messages displayed?** ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☒ Yes ☐ No If "Yes", get the details and describe the event(s). **Vehicle steering was not normal in the past, dealer replaced steering shaft.**

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **None reported**

Describe any evasive action: ☒ Turning ☐ Braking ☐ Accelerating ☐ Other: {

Describe cargo (in the vehicle interior, trunk and/or trailer (if any)): **N/A**

Estimated total weight of cargo: **N/A** Estimated weight of the trailer, if any. **N/A**

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway?: ☐ Yes ☒ No Describe: {

Objects Impacted: **Wall**

How was the vehicle transported from the incident site to the present location? ☐ Tow Truck ☒ Flat Bed ☐ Other

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **08/11/2008**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-648275569** VIN: **1G2ZH528254** [REDACTED]

Additional comments concerning the incident: **None**

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**Section 3 INTERVIEW - VEHICLE HISTORY**

Source of information (name, address, phone number, & relationship), if other than claimant:

**Same**

Comments: (Additional cmts may be placed in section 9)

**None**

Did the owner purchase the vehicle new? ☐ Yes ☐ No Date \_\_\_\_\_ Used? ☒ Yes ☐ No Date **05/2008**

**VEHICLE MODIFICATIONS / ALTERATIONS**

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:

**None noticed**

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**VEHICLE REPAIR / SERVICE HISTORY**

Prior electrical system service? ☒ No ☐ Yes If yes, describe: {

{  
 Prior collision repair? ☒ No ☐ Yes If yes, describe: {

{  
 Repaired by whom? (name, address, phone) **N/A**

Prior chassis system service, repair, or replacement? ☐ No ☒ Yes If yes, describe what was done:

**7/15/2008 RO # 218016 Operation # E7680 Steering Column Replacement**

Prior electrical system components serviced, repaired, or replaced by whom? ( name, address, phone number)

**None**

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☐ No ☒ Yes

If yes, describe: **{7/15/2008 RO # 218016 Operation # E7680 Steering Column Replacement** \_\_

{

**Section 4 VEHICLE INSPECTION – VISUAL/PHOTO**

**THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.**

**PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.**

**DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:**

**Left rear quarter panel**

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**UNDERBODY / FRAME / CHASSIS AREA:** Describe any damage to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

**Left rear suspension knuckle broken**

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**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **08/11/2008**  
Vehicle Brand: **Pontiac** Model: **G6**  
File # **71-648275569** VIN: **1G2ZH528254** [REDACTED]

**CORNER ASSEMBLIES**

Struts/shocks

Springs

Control arms

Ball joints

Steering knuckles

Axle assemblies

Tire/wheel assemblies

Comments: **Photos taken****UNDERHOOD**

Engine compartment

Brake fluid level and condition

Power steering lines, hoses, clamps and connections

Power steering fluid level and condition

Comments:

**Photos taken****GENERAL OBSERVATIONS**

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.

Comments:

**No aftermarket equipment found****Section 5****VEHICLE INSPECTION - PASSENGER COMPARTMENT****INTERIOR**

Instrument panel

Controls

Overall view of seat position

Photo of options label-glove box/trunk

Personal items/cargo

Odometer

Steering wheel and column

Driver and passenger seat back angle (inclinometer measurement)

Sunvisors and headliner

**INTERIOR INSPECTION** (Describe any damage and photograph )**All normal, no damage.**

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	<b>08/11/2008</b>
<u>Vehicle Brand:</u>	<b>Pontiac</b>	<u>Model:</u>	<b>G6</b>
<u>File #</u>	<b>71-648275569</b>	<u>VIN:</u>	<b>1G2ZH528254</b> ██████████

**Section 6****STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **08/11/2008**  
Vehicle Brand: **Pontiac** Model: **G6**  
File # **71-648275569** VIN: **1G2ZH528254** [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	<b>Normal, all components moved together</b>
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	<b>Normal</b>
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	<b>Normal</b>
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	<b>Normal</b>
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	<b>Normal</b>
PS fluid level and condition-Color, contamination, odor	<b>Normal</b>
Steering knuckle-All attachments secure and proper?	<b>Normal</b>
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	<b>Normal</b>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	<b>Normal</b>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	<b>Knuckle broken</b>

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **08/11/2008**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-648275569** VIN: **1G2ZH528254** [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	<b>Normal</b>
Rear axle assembly-deformed, signs of impact, properly located, etc.	<b>Normal</b>
Deformation to the frame	{ _____ }
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	<b>Left rear tire contacting trailing arm</b>
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	<b>None noticed</b>
Stability Enhancement system/components-check for codes with Tech II	<b>C0545 Power steering Control Module-Steering Wheel Torque Input Sensor</b>
Engine (normal, other)-Obtain codes using a Tech II.	<b>None</b>
Electrical (normal, other)	<b>Normal</b>
Warning lights/messages displayed? Describe and obtain codes using a Tech II	<b>None</b>
Anything components missing?	<b>None noticed</b>
Other	<b>None</b>

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot".

**Vehicle was not driveable**

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

**TIRE AND WHEEL INSPECTION**

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **08/11/2008**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-648275569** VIN: **1G2ZH528254** [REDACTED]

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT Numbers
LF	<u>Continental</u>	<u>Contitouring</u>	<u>P225/50R17</u>	<u>25</u>	<u>8</u>	<u>A3YA</u>
RF	<u>Continental</u>	<u>Contitouring</u>	<u>P225/50R17</u>	<u>24</u>	<u>5</u>	<u>A3YA</u>
LR	<u>Continental</u>	<u>Contitouring</u>	<u>P225/50R17</u>	<u>27</u>	<u>8</u>	<u>A3YA</u>
RR	<u>Continental</u>	<u>Contitouring</u>	<u>P225/50R17</u>	<u>25</u>	<u>5</u>	<u>A3YA</u>

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF, RR and LR).

LF Outer surface of wheel damaged

RF No damage

LR Outer surface of wheel damaged

RR No Damage

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD (psi)
TIRES	<u>P225/50R17</u>	<u>32</u>	<u>Unk</u>
SPARE TIRE	<u>Unk</u>	<u>Unk</u>	<u>Unk</u>

Section 7

**SITE INSPECTION**

**SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:**

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
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**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **08/11/2008**  
Vehicle Brand: **Pontiac** Model: **G6**  
File # **71-648275569** VIN: **1G2ZH528254** [REDACTED]

Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

**Photograph the scene and property if involved.**

**Comments:**

**None**

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**Section 8 COMMENT OVERFLOW**

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

**None**

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**Section 9 OTHER REPORT INFORMATION**



**Check here if there was evidence of a "Fire-Related" event.**

According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

**Attachments: (Check all that apply)**

x **Photographs**      x **Data Downloads**      ☐ **Other Records**



January 24, 2011

[REDACTED]  
[REDACTED]  
Detroit, MI [REDACTED]

Service request: 71-648275569

Vehicle Identification Number: 1G2ZH528254 [REDACTED]

Customer Relationship Specialist: Fabiola Garcia

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 2005 Pontiac G6.

After careful investigation of your case, none of the available data suggests that the product allegation has any merit. If you'd like to provide us with any additional evidence that you feel would further support your claim, please contact us again. However at this time, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

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

Sincerely,

General Motors Corporation

PA0003  
V05112006

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	08/11/2008
<u>Vehicle Brand:</u>	Pontiac	<u>Model:</u>	G6
<u>File #</u>	71-648275569	<u>VIN:</u>	1G2ZH528254 [REDACTED]

Inspector Ernie Frazier

Number of Rolls 1

Roll Number 1

<u>Neg.#</u>	<u>Description</u>
1166	<u>Left front door label</u>
1167	<u>VIN plate at windshield</u>
1169	<u>Tech 2 checking codes</u>
1170	<u>Front of vehicle</u>
1172	<u>Left front and side</u>
1173	<u>Left rear and side</u>
1174	<u>Rear</u>
1175	<u>Right rear and side</u>
1176	<u>Damaged left rear tire and wheel</u>
1177	<u>Left side</u>
1178	<u>Left front</u>
1179	<u>Damaged left front wheel</u>
1180	<u>Left side dash and steering</u>
1181	<u>Right side dash</u>
1182	<u>Instrument panel</u>
1183	<u>Engine compartment front</u>
1184	<u>Same from right side</u>
1185	<u>Same from left side</u>
1186	<u>Fuse panel engine compartment</u>
1187	<u>Left front wheel damage</u>
1188	<u>Left rear wheel damage</u>
1189	<u>Left rear tire angle to vehicle</u>
1190	<u>Tire contacting trailing arm</u>
1191	<u>Rear tire angle to vehicle</u>
1192	<u>Left rear knuckle cracked</u>
1193	<u>Same</u>
1194	<u>Right rear suspension components</u>
1195	<u>Left front steering and suspension components</u>
1196	<u>Right front steering and suspension components</u>
1197	<u>Same</u>
1198	<u>Same</u>
1199	<u>Brake and accelerator pedals</u>
1200	<u>Fuse panel right side console</u>
1201	<u>Right front outer wheel and tire</u>
1202	<u>Right rear outer wheel and tire.</u>

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 08/11/2008  
 Vehicle Brand: Pontiac Model: G6  
 File # 71-648275569 VIN: 1G2ZH528254 [REDACTED]

Mileage at Inspection: 40976

Inspection Location: George Matick Chevrolet  
 14001 Telegraph RD. Redford, MI. 48239

Inspector's phone number: 734-516-6562

Inspected By: Ernie Frazier / EAA

**Section 1 INSPECTION SUMMARY**

**BRIEFLY Describe the customer's ALLEGATION below:**

Steering did not respond while going around curve.

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**Following the inspection, summarize the facts and observations:** (Additional cmts may be placed in section 9)

Vetronix download completed. Tech 2 used to check system codes. Code # C0545-Power Steering Control Module / Steering Wheel Torque Input Sensor. Damaged found on the outer surface of the left front wheel, no damage found on steering components. When the steering wheel was turned, all components moved together. Damage found on the outer surface of the left rear wheel and the knuckle is cracked at the bottom and top right. The tire is contacting the trailing arm. The wheel opening is also damaged. No damage found on any other suspension components. Damage appears to be caused by vehicle impact with wall.

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**Section 2 INTERVIEW - INCIDENT DETAILS**

Obtain all of the information for this section from the Driver/Claimant

**Provide a complete description of the incident according to the DRIVER / CLAIMANT**

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: 07/12/2008 / 04:30 PM

Interview date: 08/08/2008

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

[REDACTED] stated, she was driving and when she starting through a curve her vehicle starting to slide and when she tried to correct the slide the steering did not respond causing the vehicle to hit the wall on the left rear of the vehicle. She also stated that she took drivers training and she know how to steer a vehicle in a slide.

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Driver/other occupant's physical description (include name, gender, height, weight, & disabilities ):

Female, 5' 2" no disabilities

If there was a collision:

Describe extent of any injuries to the Driver: None reported

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**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **08/11/2008**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-648275569** VIN: **1G2ZH528254** [REDACTED]

Describe where other occupants were seated & extent of any injuries: **None reported**

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**What was the exact location of the incident. Davison expressway in Detroit Mi.**

**Driving conditions at the time of the incident:**

Weather conditions & Visibility: **Humid** Approximate Temp (°F): **75**

Road Surface: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt

Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

Shoulder ☐ Curb ☐: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt

Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

Posted Speed Limit **45**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) {

**Length of Drive Prior to incident:**

Total Time (hrs. & mins.): **20m** Distance (miles): **10**

Estimate of vehicle speed: **35** mph Source of est. **Owner**

Estimated vehicle speed at impact: **35** mph Source of est. **Owner**

**(Do Not report speed information from the Vetronix data here)**

**If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.**

<b>Steering</b>	<b>Normal</b> <input type="checkbox"/>	<b>Other</b> <input checked="" type="checkbox"/>	<b>Describe Did not respond during incident</b>
<b>Suspension</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b> {
<b>Brakes</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b> {
<b>Engine</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b> {
<b>Electrical</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b> {

**Were any warning lights illuminated or driver information center messages displayed?** ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☒ Yes ☐ No If "Yes", get the details and describe the event(s). **Vehicle steering was not normal in the past, dealer replaced steering shaft.**

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **None reported**

Describe any evasive action: ☒ Turning ☐ Braking ☐ Accelerating ☐ Other: {

Describe cargo (in the vehicle interior, trunk and/or trailer (if any)): **N/A**

Estimated total weight of cargo: **N/A** Estimated weight of the trailer, if any. **N/A**

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway?: ☐ Yes ☒ No Describe: {

Objects Impacted: **Wall**

How was the vehicle transported from the incident site to the present location? ☐ Tow Truck ☒ Flat Bed ☐ Other

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **08/11/2008**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-648275569** VIN: **1G2ZH528254** [REDACTED]

Additional comments concerning the incident: **None**

{  
 {

**Section 3 INTERVIEW - VEHICLE HISTORY**

Source of information (name, address, phone number, & relationship), if other than claimant:

**Same**

Comments: (Additional cmts may be placed in section 9)

**None**

Did the owner purchase the vehicle new? ☐ Yes ☐ No Date \_\_\_\_\_ Used? ☒ Yes ☐ No Date **05/2008**

**VEHICLE MODIFICATIONS / ALTERATIONS**

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:

**None noticed**

{  
 {

**VEHICLE REPAIR / SERVICE HISTORY**

Prior electrical system service? ☒ No ☐ Yes If yes, describe: {

{  
 Prior collision repair? ☒ No ☐ Yes If yes, describe: {

{  
 Repaired by whom? (name, address, phone) **N/A**

Prior chassis system service, repair, or replacement? ☐ No ☒ Yes If yes, describe what was done:

**7/15/2008 RO # 218016 Operation # E7680 Steering Column Replacement**

Prior electrical system components serviced, repaired, or replaced by whom? ( name, address, phone number)

**None**

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☐ No ☒ Yes

If yes, describe: **{7/15/2008 RO # 218016 Operation # E7680 Steering Column Replacement** \_\_

{

**Section 4 VEHICLE INSPECTION – VISUAL/PHOTO**

**THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.**

**PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.**

**DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:**

**Left rear quarter panel**

{

**UNDERBODY / FRAME / CHASSIS AREA:** Describe any damage to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

**Left rear suspension knuckle broken**

{

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **08/11/2008**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-648275569** VIN: **1G2ZH528254** [REDACTED]

**CORNER ASSEMBLIES**

Struts/shocks

Springs

Control arms

Ball joints

Steering knuckles

Axle assemblies

Tire/wheel assemblies

Comments: **Photos taken****UNDERHOOD**

Engine compartment

Brake fluid level and condition

Power steering lines, hoses, clamps and connections

Power steering fluid level and condition

Comments:

**Photos taken****GENERAL OBSERVATIONS**

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.

Comments:

**No aftermarket equipment found****Section 5****VEHICLE INSPECTION - PASSENGER COMPARTMENT****INTERIOR**

Instrument panel

Controls

Overall view of seat position

Photo of options label-glove box/trunk

Personal items/cargo

Odometer

Steering wheel and column

Driver and passenger seat back angle (inclinometer measurement)

Sunvisors and headliner

**INTERIOR INSPECTION** (Describe any damage and photograph )**All normal, no damage.**

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	<b>08/11/2008</b>
<u>Vehicle Brand:</u>	<b>Pontiac</b>	<u>Model:</u>	<b>G6</b>
<u>File #</u>	<b>71-648275569</b>	<u>VIN:</u>	<b>1G2ZH528254</b> [REDACTED]

**Section 6****STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **08/11/2008**  
Vehicle Brand: **Pontiac** Model: **G6**  
File # **71-648275569** VIN: **1G2ZH528254** [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	<b>Normal, all components moved together</b>
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	<b>Normal</b>
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	<b>Normal</b>
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	<b>Normal</b>
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	<b>Normal</b>
PS fluid level and condition-Color, contamination, odor	<b>Normal</b>
Steering knuckle-All attachments secure and proper?	<b>Normal</b>
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	<b>Normal</b>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	<b>Normal</b>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	<b>Knuckle broken</b>



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **08/11/2008**  
Vehicle Brand: **Pontiac** Model: **G6**  
File # **71-648275569** VIN: **1G2ZH528254** [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	<b>Normal</b>
Rear axle assembly-deformed, signs of impact, properly located, etc.	<b>Normal</b>
Deformation to the frame	{ _____ }
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	<b>Left rear tire contacting trailing arm</b>
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	<b>None noticed</b>
Stability Enhancement system/components-check for codes with Tech II	<b>C0545 Power steering Control Module-Steering Wheel Torque Input Sensor</b>
Engine (normal, other)-Obtain codes using a Tech II.	<b>None</b>
Electrical (normal, other)	<b>Normal</b>
Warning lights/messages displayed? Describe and obtain codes using a Tech II	<b>None</b>
Anything components missing?	<b>None noticed</b>
Other	<b>None</b>

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot".

**Vehicle was not driveable**

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

**TIRE AND WHEEL INSPECTION**

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **08/11/2008**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-648275569** VIN: **1G2ZH528254** [REDACTED]

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT Numbers
LF	<u>Continental</u>	<u>Contitouring</u>	<u>P225/50R17</u>	<u>25</u>	<u>8</u>	<u>A3YA</u>
RF	<u>Continental</u>	<u>Contitouring</u>	<u>P225/50R17</u>	<u>24</u>	<u>5</u>	<u>A3YA</u>
LR	<u>Continental</u>	<u>Contitouring</u>	<u>P225/50R17</u>	<u>27</u>	<u>8</u>	<u>A3YA</u>
RR	<u>Continental</u>	<u>Contitouring</u>	<u>P225/50R17</u>	<u>25</u>	<u>5</u>	<u>A3YA</u>

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF, RR and LR).

LF Outer surface of wheel damaged

RF No damage

LR Outer surface of wheel damaged

RR No Damage

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	<u>P225/50R17</u>	<u>32</u>	<u>Unk</u>
SPARE TIRE	<u>Unk</u>	<u>Unk</u>	<u>      </u>

Section 7

**SITE INSPECTION**

**SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:**

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
-

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **08/11/2008**  
Vehicle Brand: **Pontiac** Model: **G6**  
File # **71-648275569** VIN: **1G2ZH528254** [REDACTED]

Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

**Photograph the scene and property if involved.**

**Comments:**

**None**

{  
{  
{  
{

**Section 8 COMMENT OVERFLOW**

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

**None**

{  
{  
{  
{

**Section 9 OTHER REPORT INFORMATION**

☐ **Check here if there was evidence of a "Fire-Related" event.**

According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

**Attachments: (Check all that apply)**

x **Photographs**      x **Data Downloads**      ☐ **Other Records**

# **EAA Inspection Request - Austin**

Date: 8/5/08

**TO: EAA**

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: [eaafc@servicesolutions.spx.com](mailto:eaafc@servicesolutions.spx.com)

**From: Fabiola Garcia**

PAR Customer Relations Mgr

Email: [fabiola\\_garcia@gmexpert.com](mailto:fabiola_garcia@gmexpert.com)

Phone: 866-790-5600 ext.n/a

**or** 866-790-5700 ext.41006

Fax: 866-775-9474

Mailing Address:

**GM PAR Investigations**

**7401 E. Ben White**

**Austin, TX 78741**

## **Vehicle Information**

**VIN#: 1G2ZH528254**

**Year/Make: 2005 Pontiac**

**Model: G6**

**Contact's Name: John Petters**

**Contact's Number: (313) 531-7100**

**Vehicle Location: George Matick Chevrolet**

**14001 TELEGRAPH RD**

**REDFORD, MI 48239**

**If located at a Salvage/Auction Yard:**

**Ins. Adj. Name: n/a**

**Phone #: n/a**

**Claim or Salvage ID #: n/a**

## **Claimant Information**

**PAR File #: 71-648275569**

**Claimant Name:**

**Claimant Home #:**

**Claimant Work #:**

**Claimant Cell #:**

**Address:**

**DETROIT, MI**

## **Required Actions:**

- ☒ Advise PAR CRM via voicemail/email of inspection date.  
☐ Repair Estimate Required  
☒ Review All PAR File information  
☒ Contact PAR CRM After Inspection

## **Please Use Form(s):**

<input type="checkbox"/> Accelerator/Throttle Control	<input type="checkbox"/> Restraint-SIR/Seatbelts	<input type="checkbox"/> Seats
<input type="checkbox"/> Brake/ABS/TCS/VSES	<input type="checkbox"/> Side Impact	<input type="checkbox"/> Power Sliding Door
<input checked="" type="checkbox"/> Steering/Suspension/Tires/Wheels	<input type="checkbox"/> Inadvertent Deployment	<input type="checkbox"/> OnStar
<input type="checkbox"/> Engine Exhaust/Odor	<input type="checkbox"/> Transmission/Transaxle	<input type="checkbox"/> OTHER: _____
<input type="checkbox"/> Engine Stalling	<input type="checkbox"/> Thermal Events	

## **Special Instructions:**

<b>Interview Owner?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Vetronix Requested	<input type="checkbox"/> Obtain Fire/Police Report
<input checked="" type="checkbox"/> <u>Call Contact Prior To Insp</u>		

**Investigations can only be rushed if e-mailed by one of the following:**

☐ **RUSH** (Name of Team Manager or Ops Mgr Approving the Rush): \_\_\_\_\_

## **EAA Internal Use Only**

To: SA:	Date E-Mailed to SA: _____
From: <b>EAA Field Coordinator</b>	Due Date: _____

## **EAA SA Use Only**

Case Acceptance/Investigation: <input type="checkbox"/> YES <input type="checkbox"/> NO
<b>Please acknowledge acceptance of this case promptly by phone, fax or email.</b>
<b>Date Report Uploaded to EAA FTP SITE: _____</b>

## CDR File Information

Vehicle Identification Number	1G2ZH528254 [REDACTED]
Investigator	Ernie Frazier
Case Number	71-648275569
Investigation Date	Wednesday, August 10 1008
Crash Date	Saturday, July 12 2008
Filename	1G2ZH528254 [REDACTED].CDR
Saved on	Monday, August 11 2008 at 10:12:39 AM
Collected with CDR version	Crash Data Retrieval Tool 3.09
Reported with CDR version	Crash Data Retrieval Tool 3.09
EDR Device Type	airbag control module
Event(s) recovered	Non-Deployment

## Data Limitations

### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced.

The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

### SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrak 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

### SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's

communication network.

-The Belt Switch Circuit is wired directly to the SDM.

## Multiple Event Data

Associated Events Not Recorded	1
An Event(s) Preceded the Recorded Event(s)	Yes
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	Yes

## System Status At AE

Vehicle Identification Number	**2ZH528*5*154455
Low Tire Pressure Warning Lamp (If Equipped)	OFF
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

## System Status At 1 second

Transmission Range (If Equipped)	Shift in Progress
Transmission Selector Position (If Equipped)	Drive
Traction Control System Active (If Equipped)	No
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	76
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

## Pre-crash data

Parameter	-2 sec	-1 sec
Reduced Engine Power Mode	OFF	OFF
Cruise Control Active (If Equipped)	No	No
Cruise Control Resume Switch Active (If Equipped)	No	No
Cruise Control Set Switch Active (If Equipped)	No	No

## Pre-crash data

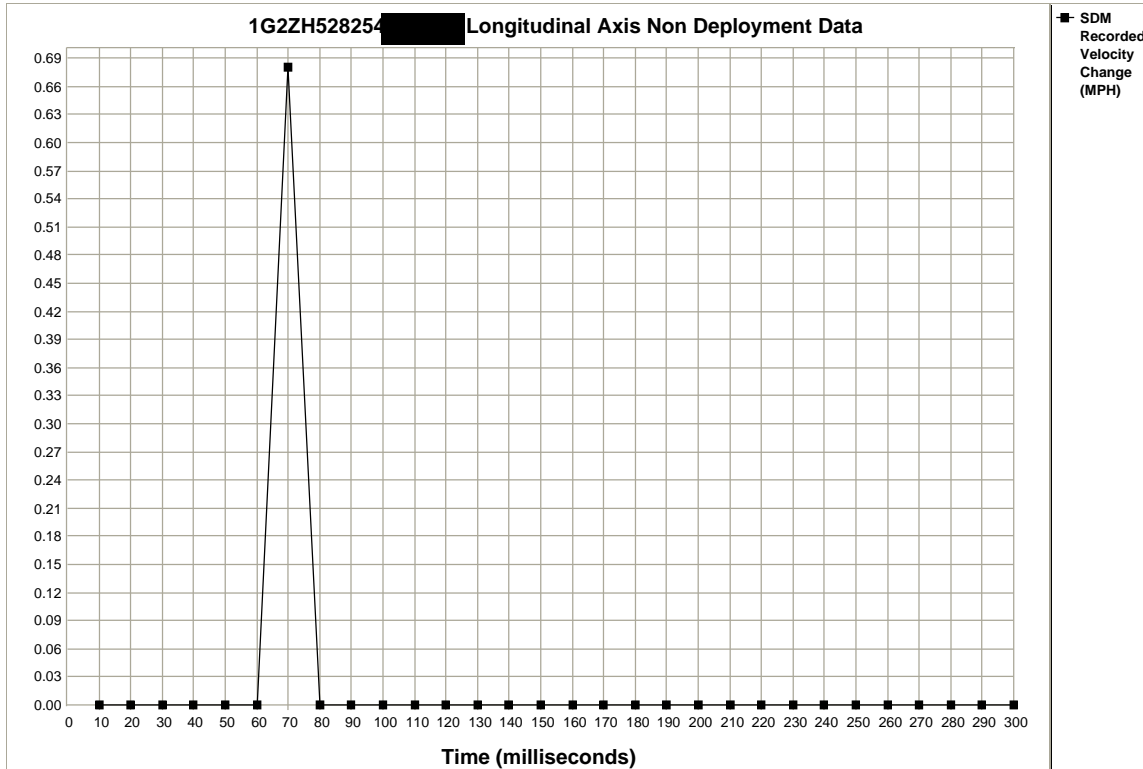
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	53	52	44	24	3
Engine Speed (RPM)	1664	1536	1280	832	768
Percent Throttle	20	0	0	0	0
Accelerator Pedal Position (percent)	24	0	0	0	0
Antilock Brake System Active (If Equipped)	No	No	Yes	Yes	Yes
Lateral Acceleration (feet/s <sup>2</sup> )(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	-32	96	-112	-176	64

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

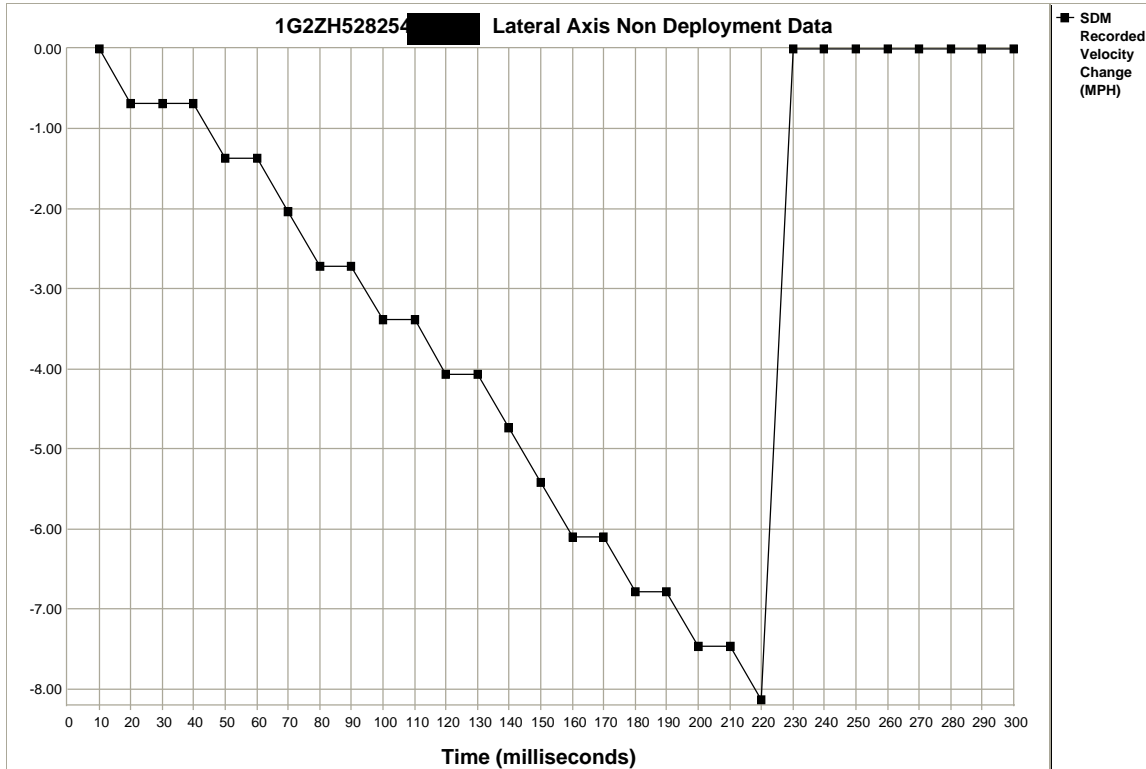


## System Status At Non-Deployment

Ignition Cycles At Investigation	7490
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	35880
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	47
Ignition Cycles At Event	7475
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	UNBUCKLED
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	8.13
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	220
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	No
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	0.00	0.00	0.00	0.00	0.00	0.00	0.68	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Lateral Axis Recorded Velocity Change (MPH)	0.00	-0.68	-0.68	-0.68	-1.36	-1.36	-2.03	-2.71	-2.71	-3.39	-3.39	-4.07	-4.07	-4.74	-5.42
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	-6.10	-6.10	-6.78	-6.78	-7.46	-7.46	-8.13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

## Hexadecimal Data

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

```
$01 00 03 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 69 82
$07 00 20 00 00 00 00 00
$08 EC 8D 00 00 00 00 00
$09 00 81 7E 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 4E C0 00 00 00 00
$0E D0 00 00 00 00 00 00
$0F BA 80 00 00 00 00 00
$10 47 32 5A 48 35 32 38
$11 32 35 34 31 35 34 34
$12 35 35 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 89 18 66 52 00 00 00
$15 EE 21 59 A7 00 00 00
$16 08 08 0B 2E 4D 4A 00
$17 03 03 02 03 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 30 00 66 00 78 00
$1C 3F 00 00 06 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 4F 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 89 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 0E 2A 00 3F 00 00
$2F 00 FE 1D 42 0F 00 00
$30 9D 00 00 00 00 00 00
$31 00 00 00 00 3C 00 00
$32 00 00 00 00 00 00 00
$33 00 00 00 00 32 00 00
$34 0C 0D 14 18 1A 00 00
$35 05 27 47 53 55 00 00
$36 04 F5 F9 06 FE 00 00
$37 E0 00 00 00 0B 00 20
$38 81 00 40 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 08 07 15 14 27 00 00
$3C 24 61 3D DC 51 3A 00
$3D 32 5A 48 35 32 38 00
$3E 35 15 44 55 00 00 00
$3F 89 00 90 00 00 00 00
$40 00 A5 00 00 00 00 00
$41 00 00 00 00 00 00 00
$42 00 0E 04 00 2F 00 00
```

\$43 FE 1D 33 00 00 00 00  
\$44 00 00 00 00 00 00 00  
\$45 00 00 00 00 00 00 00  
\$46 00 00 00 00 00 00 00  
\$47 00 00 FF 00 FF 00 00  
\$48 FF 00 FE 00 FE 00 00  
\$49 FD 01 FC 00 FC 00 00  
\$4A FB 00 FB 00 FA 00 00  
\$4B FA 00 F9 00 F8 00 00  
\$4C F7 00 F7 00 F6 00 00  
\$4D F6 00 F5 00 F5 00 00  
\$4E F4 00 00 00 00 00 00  
\$4F 00 00 00 00 00 00 00  
\$50 00 00 00 00 00 00 00  
\$51 70 00 00 00 00 00 00  
\$52 80 00 00 00 00 00 00  
\$53 16 00 90 00 00 00 00  
\$54 00 00 00 00 00 00 00  
\$55 00 00 00 00 00 00 00  
\$67 00 00 00 00 00 00 00  
\$68 F8 F8 90 C0 00 00 00  
\$69 80 FF FF FF FF 00 00  
\$6A FF FF FF 00 00 00 00  
\$6B FF FF FF FF FF FF 00  
\$6C FF FF FF FF FF FF 00  
\$6D FF FF FF FF FF FF 00  
\$6E FF FF FF FF FF FF 00  
\$6F FF FF FF FF FF FF 00  
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\$71 FF FF FF FF FF FF 00  
\$72 FF FF FF FF FF FF 00  
\$73 FF FF FF FF FF FF 00  
\$74 FF FF FF FF FF FF 00  
\$75 FF FF FF FF FF FF 00  
\$76 FF FF FF FF FF FF 00  
\$77 FF FF FF FF FF FF 00  
\$78 F0 00 00 F0 00 00 00  
\$79 81 FF FF FF 00 00 00  
\$7A 82 FF FF 00 00 00 00  
\$7B FF FF FF FF FF FF 00

\$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01  
\$02 01 02 03 04  
\$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01  
\$04 01 02 03 04  
\$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$06 FF FF FF FF  
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$08 FF FF FF FF  
\$0D 41 48 35 36 36 36 52 34 33 31 35 33 33 38 52 31  
\$0E 01 5A 39 A4  
\$0F 41 4A 35 36 36 36 52 34 33 32 39 33 33 46 4A 39  
\$10 01 5A 39 A4  
\$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$14 FF FF FF FF  
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$18 FF FF FF FF  
\$21 31 12 66 1A 5E 11 91 9A  
\$22 69 82  
\$23 32 5A FA FA FA FA 32  
\$24 32 5A FA FA FA FA 32  
\$25 32 5A FA FA FA FA 32  
\$26 32 5A FA FA FA FA 32  
\$40 00 00  
\$41 3F 00 00 06 00 18  
\$42 10 C4  
\$43 00 00 8C 80

```
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 04 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 36 39 38 32 32 33 31 33 48 4B 20 20 20 20
$B7 50 AA 01 0F 01
$B8 53 42 67 02 11
$C1 30 46 30 31
$CA 30 46 30 31
$CB 00 E8 A6 86
$CC 00 E8 A6 86
$D1 00 00
$DB 00 00
$DC 00 00
```



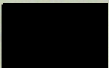
®

MFD BY GENERAL MOTORS CORP

DATE  
01/05GVWR  
2020 KG  
4453 LBGAWR FRT  
1099 KG  
2422 LBGAWR RR  
921 KG  
2031 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR  
VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN  
EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G2ZH528254



TYPE: PASS CAR



1G2ZH528254











































G6

MPH

4000

F

E







3500 V6

5W-30

ADA  
0018

12506396

**CAUTION**  
To help avoid engine damage, do not overfill the oil. Check the oil level regularly. If the oil level is low, add oil. Do not mix different grades of oil. Use only the oil recommended in the owner's manual.

**ATTENTION**  
To help avoid engine damage, do not overfill the oil. Check the oil level regularly. If the oil level is low, add oil. Do not mix different grades of oil. Use only the oil recommended in the owner's manual.

**NOTES**  
1. Check the oil level regularly. 2. Do not mix different grades of oil. 3. Use only the oil recommended in the owner's manual.

**CAUTION**  
To help avoid engine damage, do not overfill the oil. Check the oil level regularly. If the oil level is low, add oil. Do not mix different grades of oil. Use only the oil recommended in the owner's manual.

**ATTENTION**  
To help avoid engine damage, do not overfill the oil. Check the oil level regularly. If the oil level is low, add oil. Do not mix different grades of oil. Use only the oil recommended in the owner's manual.

**VEHICLE EMISSION CONTROL INFORMATION**  
This vehicle is equipped with a catalytic converter. The catalytic converter is located under the hood, near the front of the vehicle. The catalytic converter is used to reduce the amount of pollutants in the exhaust gas. The catalytic converter is a part of the vehicle's emission control system. The catalytic converter is used to reduce the amount of pollutants in the exhaust gas. The catalytic converter is a part of the vehicle's emission control system.



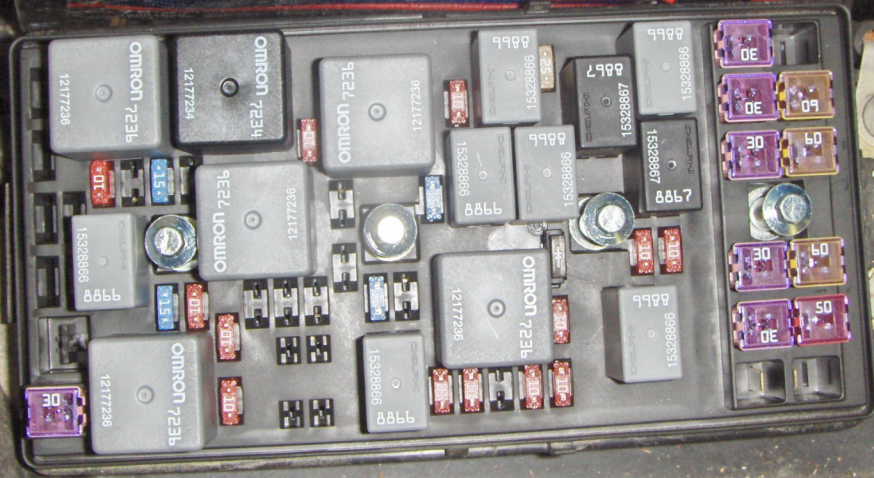




N° de série/N° de serie  
 165556  
 Warranty void if insert removed  
 Garantie nulle si l'insert  
 a été enlevé  
 Si se quita el inserto,  
 se anula la garantía.

P 048R  
**75-5YR**  
 Serial No.  
 N° de série/N° de serie  
 165556

**ACDelco**  
**Professional**  
 Car and Truck Battery Maintenance Free  
 Batterie pour voitures et camionnettes Sans entretien  
 Batería para automóviles y camionetas Sin mantenimiento  
 550 CCA Load Test/Amps/Essai de charge de A/Pueba de carga: 270  
 Model No./N° de modelo/N° de modelo **75-5YR**













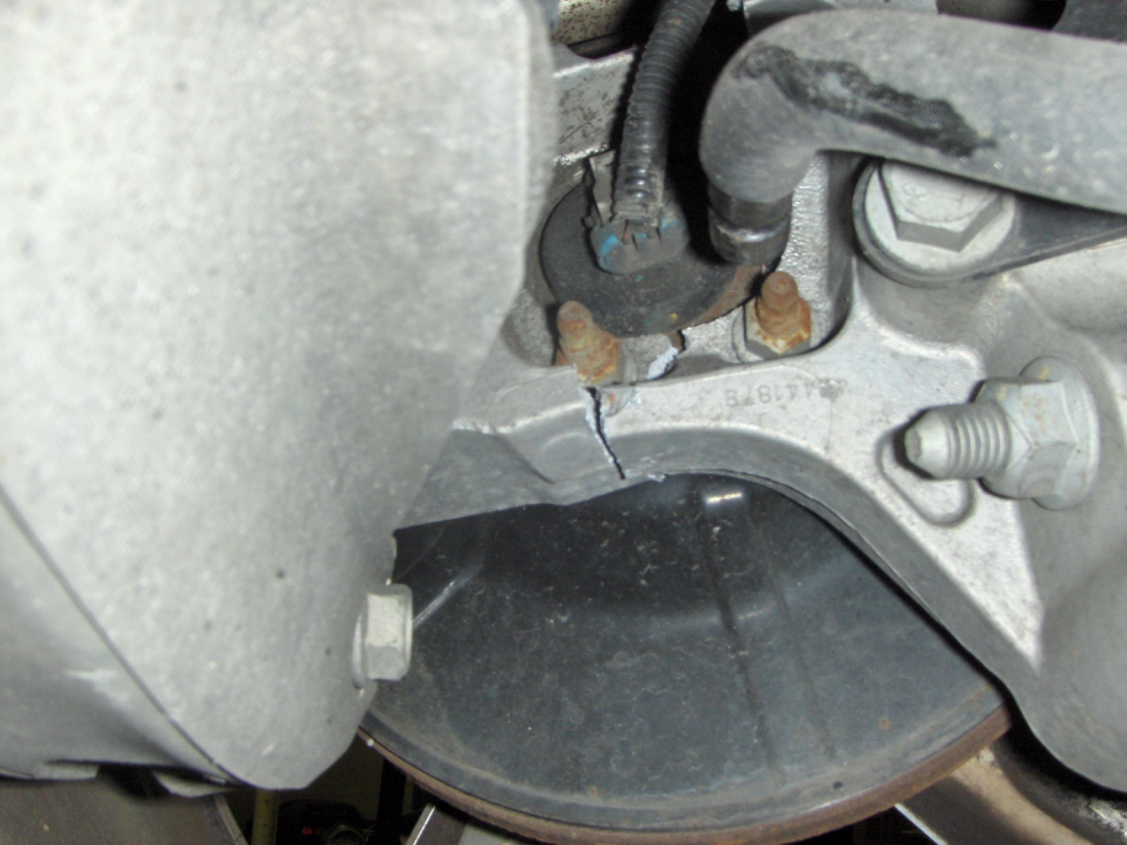




PONTIAC

INC. 800-555-5794  
D-H-Z-M-S-T-O-C-O  
800-555-5794



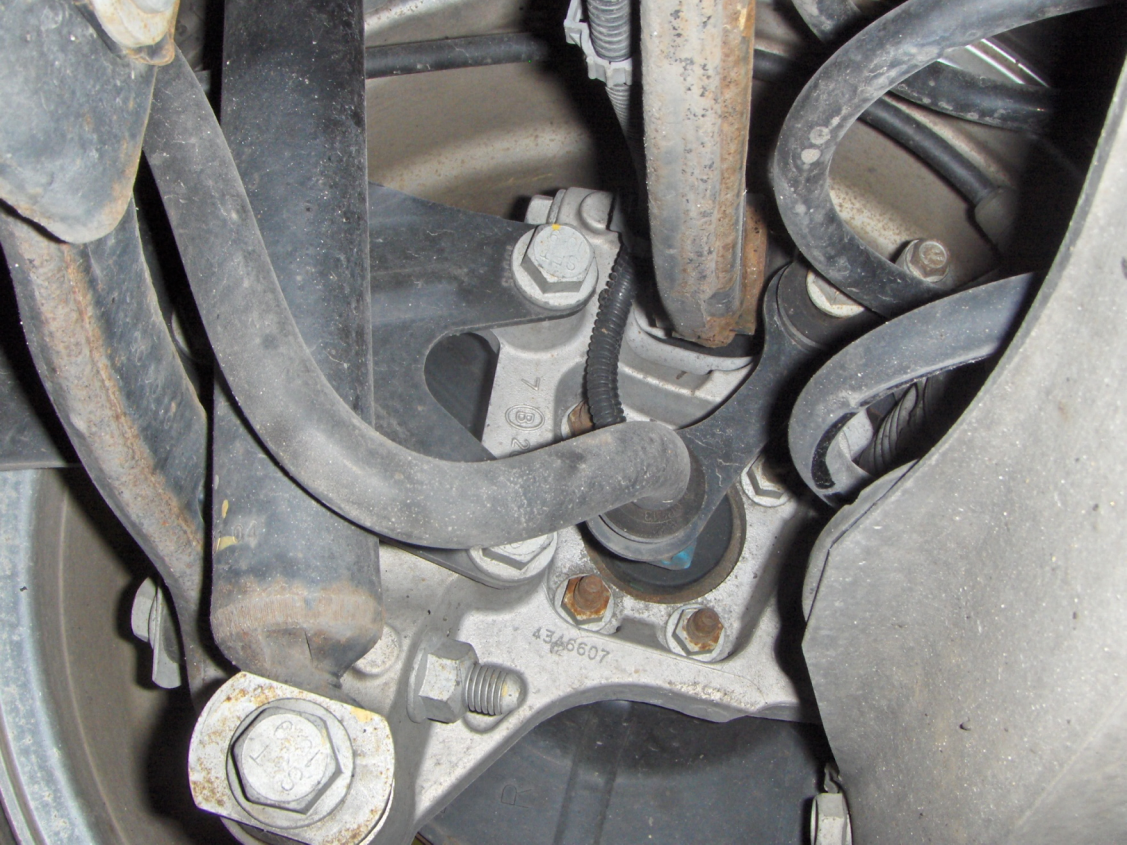






018 00 5

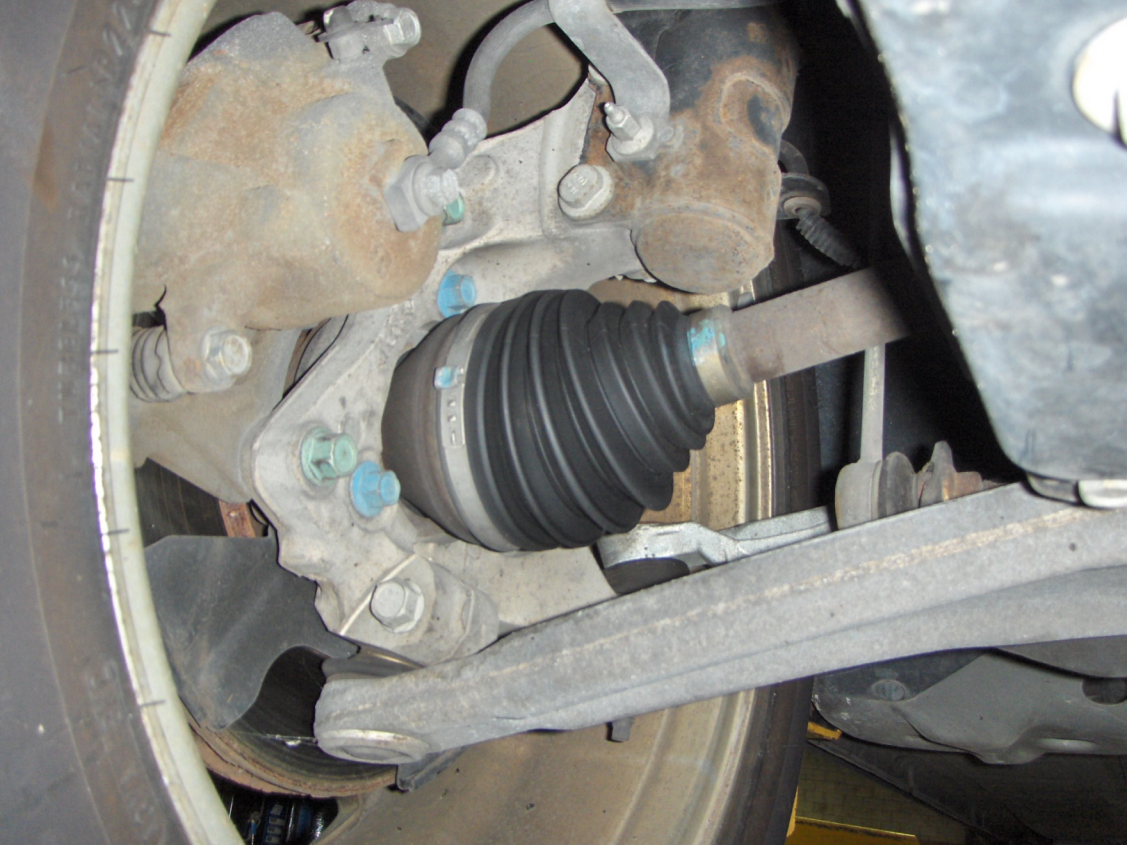
818177



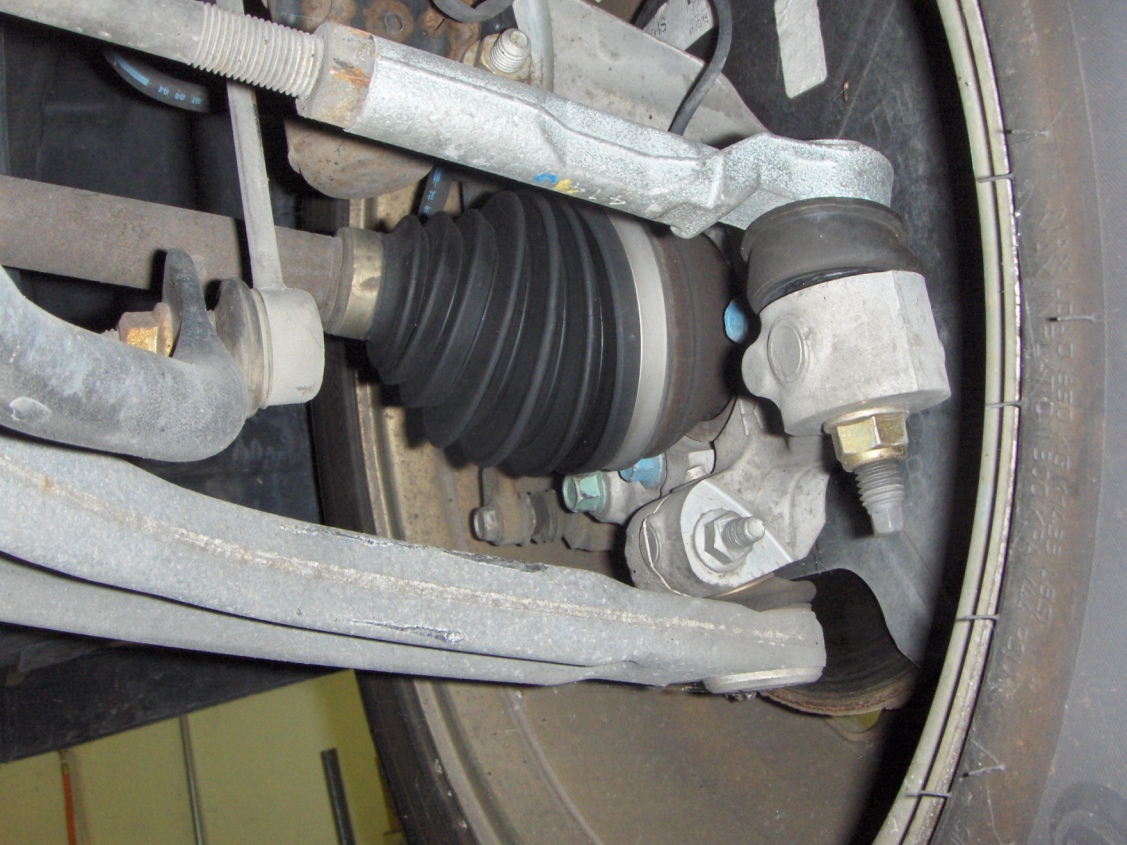














DELPHI

ASSEMBLED IN MEXICO

QTY P/N 22734684

DELPHI P/N 12247559



#07755980462

11111











**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

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

Aug 20 2008

Jerry Stealy  
Mills Chevrolet  
1610 39<sup>th</sup> Ave  
Moline, IL

Re:

[REDACTED]  
Siebel Request: 71-649587937  
2005 Chevrolet Malibu  
VIN # 1G1ZT54865F [REDACTED]

Dear Mr Stealy

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

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

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

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

Sincerely,

Richard Arsenault  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 31513  
FAX# 866- 256-2227

## Overallowance/Negative Equity/Incentives Form (Non-Florida)

<b>Customer:</b> [REDACTED]	<b>SR #:</b> 71-649587937	<b>BBB#:</b> Chv0845641
-----------------------------	---------------------------	-------------------------

This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

### Section 1

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	20284.00
<b>MSRP</b> (from BARS Invoice screen)	- 23710.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= 3426.00

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

### Section 2

<b>Trade Allowance</b> (from Bill of Sale)	0.00
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 0.00
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

### Section 3

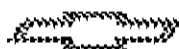
<b>Trade Allowance</b> (from Bill of Sale)	0.00
<b>Payoff on Trade</b> (from Bill of Sale)	- 0.00
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 00.00

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	20284.00
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 00.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price.</b> This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 20284.00

---

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.



**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTRE

Aug 27<sup>th</sup> 2008

Jerry Stealy  
Mills Chevrolet  
1610 39<sup>th</sup> Ave  
Moline, IL

Re: [REDACTED]  
Siebel Request: 71-649587937  
2005 Chevrolet Malibu  
VIN # 1G1ZT54865F [REDACTED]

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Sincerely,

Richard Arsenault  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 31513  
FAX# 866- 256-2227

**If anyone  
can,  
MILLS can.**

**MILLS CHEVROLET CO.**

1610 39th Avenue — MOLINE, ILLINOIS 61265

(309) 797-1241

RALPH W WOECKENER JR

SALESPERSON

☐ DEMO

☐ USED

07/28/2005

PURCHASER'S  
NAME

PRINT OR TYPE

IL

DATE

SILVIS

STATE

ZIP

REG. PHONE

STREET ADDRESS

CITY

09/21/1985

SOCIAL SECURITY NUMBER

DRIVERS LICENSE NUMBER

DATE OF BIRTH

BUS. PHONE

65

SOCIAL SECURITY NUMBER

DRIVERS LICENSE NUMBER

DATE OF BIRTH

MILEAGE

25334

YEAR

MAKE

MODEL

COLOR

TRIM

STOCK NO.

2005

CHEVROLET

MALIBU

GRAY

GRAY

SERIAL NO.

1G1ZT54865F

JUL 29 2005

**CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY**  
"The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

RETAIL

20284.00

**DESCRIPTION OF TRADE-IN**

ALLOWANCE TODAY

N/A

YEAR

MAKE

MODEL

CASH DIFFERENCE

20284.00

TYPE

COLOR

MILEAGE

DOC FEE

55 39

SERIAL NO.

OPTIONAL ELECTRONIC FILING FEE

N/A

BALANCE  
OWED TO:

CONTRACT FEE

N/A

ADDRESS:

STATE AND LOCAL TAXES

1271.2

LICENSE, LICENSE TRANSFER  
TITLE

143.0

21753.6

TRADE-IN ALLOWANCE

N/A SUBTOTAL

BALANCE OWED ON TRADE-IN

N/A CASH DOWN

300.00

REBATE

N/A

300.0

NET ALLOWANCE ON TRADE-IN

N/A UNPAID CASH BALANCE DUE ON DELIVERY

21453.6

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION. ALL IDENTIFYING NUMBERS ON SAID VEHICLE AGREE WITH THOSE ON THE CERTIFICATE OF TITLE OR THE STATEMENT OF ORIGIN.

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

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS.** Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order.

The purchaser represents and warrants that he is of legal age; that he has title to and good right to sell and dispose of the used car traded in described above, that there are no liens, claims and/or encumbrances thereon, that the vehicle does not have a REBUILT, SALVAGE or S.V. TYPE TITLE, and that he has not misrepresented the actual odometer mileage of the vehicle, and agrees to furnish good and sufficient title and hereby grants MILLS CHEVROLET CO., power of attorney to assign and endorse said title for him, and to sign any and all applications which would be necessary to register title to car being purchased in any state or territory. After careful inspection and demonstration, the undersigned purchases the above vehicle with equipment at the prices and on the terms specified above.

TRANSFER OF TITLE TO ABOVE AUTOMOBILE IS SUBJECT TO FULL PAYMENT AND ALL CHECKS CLEARING BANK UPON WHICH DRAWN.

X

SIGNATURE OF PURCHASER

2.

SIGNATURE OF PURCHASER

DEALER ACCEPTANCE



CHECK ONE	1. <input type="checkbox"/> TITLE & PLATES (1)	<input type="checkbox"/> STICKER ONLY (3)	<input type="checkbox"/> TRANSFER OF PLATES ONLY (5)	SPECIFY (5)	2. CURRENT IL PLATE NO. YEAR 05 [REDACTED]	4. EXPIRATION MONTH 7 YEAR 06	OFFICE USE ONLY
	<input checked="" type="checkbox"/> PLATES ONLY (3)	<input type="checkbox"/> TITLE & TRANSFER OF PLATES (8)	<input type="checkbox"/> CORRECTED IDENTIFICATION CARD ONLY (3)	<input type="checkbox"/> DUPLICATE IDENTIFICATION CARD ONLY (3)			
OWNER INFORMATION	5. OWNER'S IL DRIVER'S LICENSE NO. [REDACTED]	6. DATE OF BIRTH [REDACTED]	7. SEX XX <input type="checkbox"/> M <input type="checkbox"/> F	8. OWNER(S) NAME FIRST MIDDLE LAST (1) V.A.U.L. TRUST			
	CO-OWNER'S IL DRIVER'S LICENSE NO. [REDACTED]	DATE OF BIRTH [REDACTED]	6 SEX <input type="checkbox"/> M <input type="checkbox"/> F	(2) [REDACTED] LESSEE			
	9. COUNTY ROCK ISLAND	COUNTRY CODE (see next page for list of codes) 081		10. RESIDENT/BUSINESS ADDRESS [REDACTED]			ZIP CODE IL [REDACTED]
VEHICLE INFORMATION	11. CURRENT ODOMETER READING (No letters) 05	12. VEHICLE IDENTIFICATION NUMBER 1G1ZT548G5F [REDACTED] 2005		13. BARCODE 0027268136			
	ODOMETER READING STATED IS: (Check one box) <input checked="" type="checkbox"/> ACTUAL MILEAGE <input type="checkbox"/> NOT ACTUAL <input type="checkbox"/> IN EXCESS OF MECHANICAL LIMITS		CHEVROLET MALIBU 4DR LS				
	17. PURCHASE DATE 07 / 28 / 05 MONTH DAY YEAR	18. REBUILT VEHICLE <input type="checkbox"/> FLOOD <input type="checkbox"/> REBUILT	19. MOTORCYCLE NO. & C.C.	20. VEHICLE COLOR GRAY	21. RENTAL VEHICLE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	22. FILE NUMBER (if applicable)	
	23. SURRENDER TITLE NUMBER AND STATE OF ISSUANCE [REDACTED] CO STATE	24. For RV, RT, Truck Trailer & Bus Only.	NO. AXLES	GROSS WEIGHT	TYPE OF FUEL <input checked="" type="checkbox"/> GAS <input type="checkbox"/> DIESEL <input type="checkbox"/> OTHER	VEHICLE OPERATED <input type="checkbox"/> INTRA STATE <input type="checkbox"/> INTER STATE	FOR HIRE <input type="checkbox"/> YES <input type="checkbox"/> NO
MAIL TO	25. TITLE MAILING INSTRUCTIONS (if different from above and no lienholder) NAME STREET CITY STATE ZIP			26. PLATES/STICKER MAILING INSTRUCTIONS (if different from above) NAME STREET CITY STATE ZIP			
	27. FIRST LIENHOLDER NAME AND ADDRESS NAME [REDACTED] STREET [REDACTED] CITY [REDACTED] STATE [REDACTED] ZIP [REDACTED]			28. SECOND LIENHOLDER NAME AND ADDRESS NAME STREET CITY STATE ZIP			
TRANSFER - LIENHOLDER	PREVIOUS VEHICLE INFORMATION	29. VEHICLE IDENTIFICATION NUMBER		30. YEAR	31. MAKE OF VEHICLE		
	32. GROSS WEIGHT/NO. O.C.	33. DISPOSITION OF PREVIOUS VEHICLE <input type="checkbox"/> SOLD <input type="checkbox"/> SALVAGED <input type="checkbox"/> STOLEN <input type="checkbox"/> JUNKED <input type="checkbox"/> STORED		DATE OF DISPOSITION 07 / 28 / 05		OFFICE USE ONLY	
OTHER	34. FROM WHOM DID YOU BUY? NAME ADDRESS		35. IF PURCHASED FROM DEALER, DEALER MUST SIGN AND GIVE DEALER NUMBER		DEALER NUMBER	OFFICE CLASS CODE	
			36. ARE YOUR PLATES NOW SUSPENDED OR REVOKED? <input type="checkbox"/> YES <input type="checkbox"/> NO		37. USUAL FEES: TITLE: \$66 LICENSE PLATES: \$78 (PASSENGER/PICKUP TRUCK) TRANSFER OF LICENSE PLATES \$15 OTHER FEES: PLEASE CALL TOLL FREE 1-800-252-8880		

I/we hereby affirm the information provided is true and correct and, when applicable, will abide by the Mandatory Insurance Law requiring liability insurance throughout the registration period. If applying for title for a motor vehicle, I/we acknowledge awareness of the odometer certification made by the seller.

38. (OPTIONAL) DAYTIME TELEPHONE NUMBER [REDACTED]

39. SIGN HERE  
X (1)  
X (2)

YOUR SIGNATURE ON THIS APPLICATION AUTHORIZES THE SECRETARY OF STATE TO LOWER THE AMOUNT OF YOUR CHECK IF FEE SUBMITTER IS GREATER THAN THE REQUIRED FEE FOR MAIL-IN TRANSACTIONS.

AUDITORS USE ONLY: \$18.00		TAXPAYER NUMBER [REDACTED]
1st and 3rd 4th		
REMITTER AGENCY/DRIVERS FACILITY STAMP NAME HERE ONLY		

2005 MALIBU LS SEDAN  
 89U MEDIUM GRAY METALLIC  
 14E GRAY CUSTOM CLOTH  
 ORDER NO. MKOZ/S/RE STOCK NO.  
 VIN 1G1ZT54865F

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48246-1114  
 VEHICLE INVOICE 1A054082937

## MODEL &amp; FACTORY OPTIONS

1Z169 MALIBU LS SEDAN MSRP 21365.00  
 CH5 SUBROOF, POWER TILT AND SLIDE 725.00  
 FE9 50 STATE EMISSIONS N/C  
 LX9 3.0L V6 ENGINE 0.00  
 MK0 4-SPEED AUTO TRANSMISSION 0.00  
 VKS FRONT LICENSE PLATE BRACKET 0.00  
 138 MALIBU PREFERRED EQUIP GRP 158 1095.00

- \* FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS
- \* DRIVER SEAT 6-WAY POWER
- \* FLOOR MATS
- \* REMOTE VEHICLE STARTER SYSTEM

INV AMT 19457.48  
 RETAIL - STOCK  
 INVOICE 11/17/04  
 SHIPPED 11/17/04  
 EXP 1/1 11/24/04  
 INT COM 11/24/04  
 PRG EFF 11/17/04  
 KLYS 05011 02011  
 QFT-S CTR OPT-1  
 BANK# 5MRC - 007  
 CHO TO 47-391

SHIP WT# 3198  
 HP# 82.9  
 DNS# 21102.93  
 SUPPLR# 22049.19  
 MK# 23710.00  
 MEMO 1079.25

ADVERTISING

CORR. 231/237

CORR. 310

TOTAL MODEL & OPTIONS	23085.00	21095.48	ACT 231 21027.93
DESTINATION CHARGE	625.00	625.00	H/M 261 692.55
1AM DEALER CONTRIBUTION		115.43	ADV 261A 115.43
1AM GROUP CONTRIBUTION		115.43	EXP 65A 115.43

TOTAL	23710.00	21951.34	PAY 310 21951.34
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		20989.61	

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 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
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THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

MILLS CHEVROLET CO.

POSTED

REPLY TO GMAC NO. 007  
 VIN 1G1ZT54865F  
 \$ 21951.34 INV 1A054082937  
 ELE 11/24/04 DEALER 47-391

Maximum Agreed Upon Value of the Vehicle and Residualizable Amount		
(Lines 1, 2, 3 and 5 Apply Only to New Vehicles)	Agreed Upon Value	Residualizable Amount
1. MSRP from Factory Invoice	\$ 23710.00	\$ 23710.00
A. Times Markup Factor	x 1.13	
B. Marked Up MSRP	\$ 26881.00	
2. Preferred Equipment Group Discounts (PEG)	+ \$	N/A
3. Dealer Installed Options:		
A. Capitalized and Residualized	+ \$	N/A
B. Capitalized Only	+ \$	N/A
C. MSRP of Removable Equipment	+ \$	N/A
D. Total of Dealer Installed Options	+ \$	N/A
4. Maximum Agreed Upon Value (Line 1B + 3D if New Vehicle, Line 1B or 17 if Used)	\$ 26881.00	
5. Max. Residualizable Amount	\$	\$ 23710.00
Net Trade-In Value		
6. Gross Trade-In Value	\$	N/A
A. Less Payoff	- \$	N/A
B. Net Trade-In Value (Positive or Negative)	+ \$	N/A
C. Less Amount Used Towards Fees/Taxes/Title Pmt/Sec Dep	- \$	N/A
D. Less Amount Allocated To Capitalized Cost Reduction	- \$	N/A
E. Amount Retained by Lessee	- \$	N/A
Capitalized Cost		
7. Agreed Upon Value of the Vehicle (Not to Exceed Line 4)	\$	20284.00
8. GMAC Administrative Fee (If Capitalized)	+ \$	595.00
A. A. Optional Service Contract (If Capitalized)	+ \$	N/A
B. B. Optional Maintenance Contract (If Capitalized)	+ \$	N/A
10. Optional Life Insurance (If Capitalized)	+ \$	N/A
11. Optional Disability Insurance (If Capitalized)	+ \$	N/A
12. Other amounts Levied at Lease Inception Not Included in Amount Due at Signing or Delivery		
A. Title Fees	+ \$	55.00
B. License Fees	+ \$	75.00
C. Registration Fees	+ \$	N/A
D. Sales/Use Tax	+ \$	127.00
E. Other Tax (describe) N/A	+ \$	N/A
G. Total	+ \$	1469.50
13. Gross Capitalized Cost	\$	22348.60
14. Less Capitalized Cost Reduction		
A. Cash	+ \$	300.00
B. Trade-In Value Allocation (Line 6D)	+ \$	N/A
C. Other (describe) N/A	+ \$	N/A
D. Total Capitalized Cost Reduction	+ \$	300.00
15. Adjusted Capitalized Cost	\$	22048.60

Amount Due at Lease Signing or Delivery		
37. Capitalized Cost Reduction		
A. Cash (Line 14A)	+ \$	300.00
B. Trade-In Allocation (Line 6D)	+ \$	N/A
C. Capitalized Cost Reduction Allowance	+ \$	N/A
D. College Graduate Allowance	+ \$	N/A
E. GM Card Rebate Allowance	+ \$	N/A
F. Other (describe) N/A	+ \$	N/A
G. Total	+ \$	N/A
38. Total Capitalized Cost Reduction (equal to Line 14D)	→	\$ 300.00
39. First Monthly/Single Periodic Payment (Line 27)	+ \$	275.83
40. Refundable Security Deposit	+ \$	N/A
41. Additional Amounts		
A. Title Fees	+ \$	N/A
B. License Fees	+ \$	N/A
C. Registration Fees	+ \$	N/A
D. GMAC Administrative Fee	+ \$	N/A
E. Sales/Use Tax	+ \$	N/A
F. Other (describe) N/A	+ \$	N/A
H. Total	+ \$	N/A
42. Other (describe) N/A	+/- \$	N/A
43. Total Amount Due at Lease Signing or Delivery	= \$	675.83
Purchase Option at End of Lease Term		
44. Residual Value (Line 24)	= \$	11143.70
45. Purchase Option Increment	+ \$	600.00
46. Purchase Option at End of Lease Term	= \$	11643.70

Mileage Factors		
	Extra Mileage Calculated	Allowed Mileage
16. Starting Odometer Mileage		65
A. Expected Miles to be Driven for Term	48000	
B. Standard or Low Mileage Allowance for Term	48000	48000
C. Extra Miles for Term	N/A	N/A
D. Refundable Extra Mileage Cost (per mile)	x \$	N/A
E. Total Refundable Extra Mileage Cost	= \$	N/A
17. Total Allowed Lease End Odometer Mileage		48065
18. Annual Mileage ((Line 16A + Term) x 12)		12000
Residual Value		
19. Maximum Residualizable Amount (New Vehicles Only, Line 5)	\$	23710.00
20. Times Residual Percentage (New Vehicle Only)		
Rate 44 % + Low Mileage	x	428
21. Base Residual Value (for Used Vehicles obtain from Line R10 if Certified, Line R11 if Non-Certified)	= \$	11143.70
22. Less Total Cost for Refundable Extra Miles (Line 16E)	- \$	N/A
23. A. Beginning Mileage Adjustment (New Vehicles Only)	- \$	N/A
B. Other Factors Affecting Depreciation (describe) N/A	- \$	N/A
24. Residual Value	= \$	11143.70
Monthly Payments/Single Periodic Payment (Line 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100)		
25. Base Monthly/Single Periodic Payment	\$	275.83
A. Service Charge	N/A %	N/A
B. Total Base Monthly/Single Periodic Payment	= \$	275.83
26. Additions to Base Monthly/Single Periodic Payment		
A. Monthly Sales/Use Tax	N/A %	N/A
B. Personal Property Tax	N/A %	N/A
C. Other (describe) N/A	N/A %	N/A
27. Total Monthly/Single Periodic Payment	= \$	275.83
28. Total of Monthly Payments (Line 27 x Term)	= \$	13239.84
Depreciation and Other Amortized Amounts		
29. Adjusted Capitalized Cost (Line 15)	= \$	22048.60
30. Less Residual Value (Line 24)	- \$	11143.70
31. Depreciation and Other Amortized Amounts	= \$	10904.90
Rent Charge		
32. Total Base Monthly/Single Periodic Payment (Line 28B or Line R18)	\$	275.83
33. Times Number of Periodic Payments	x	48
34. Total Base Monthly/Single Periodic Payment for Lease Term	= \$	13239.84
35. Less Depreciation and Other Amortized Amounts (Line 31)	- \$	10904.90
36. Total Rent Charge	= \$	2334.94

Amount Due Dealer From GMAC		
47. Adjusted Capitalized Cost (Line 15)	\$	22048.60
48. Less Cash Adjustment		
A. First Monthly/Single Periodic Payment (Line 36)	+ \$	275.83
B. Refundable Security Deposit (Line 40)	+ \$	N/A
C. Total	→	275.83
49. A. Other (describe) N/A	+/- \$	N/A
B. Other (describe) N/A	+/- \$	N/A
50. Less GMAC Administrative Fee (Line 8 or 41D)	- \$	595.00
51. Amount Due Dealer	= \$	21177.77
For Vehicle Depreciation and Other Amortized Amounts		
Mileage and Term Parameters		
	Current Series	Prior Model Year
Maximum Term (months)	60	48
Starting Beginning Mileage	0	0
Unadjusted Beginning Miles May Not Exceed	200	200
501 or more	Not Demo or REP	Enter Actual Odometer Mileage on Line 59A
501 - 7,500	Prior Demo Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Lines 17 and Line 18 on Line 59A.
501 - 25,000	Prior REP/EM Employee Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Line 17 and Line 18 on Line 59A.
52. Beginning Mileage Adjustment		
A. Actual Odometer Mileage		N/A
B. Times Beginning Mileage Adjustment Rate	x \$	N/A
C. Residual Adjustment Attributed to Beginning Mileage (enter on Line 23A)	= \$	N/A

Salesperson: <b>RALPH W MOECKNER JR</b>		Submitted to GMAC: <b>07/28/2005</b>	
COMPUTER		07/28/2005	
Approved By: <b>2005</b>	Year: <b>2005</b>	Make: <b>CHEVROLET</b>	Model: <b>NALIQ</b>
Vehicle Description:	Year:	Make:	Model:
Administrative Messages:			
Security Deposit Waiver:	No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> XX	If Yes, Checkmate Rate Increase?	No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> →
Loyalty Program?	No <input checked="" type="checkbox"/> Yes <input type="checkbox"/>	If Yes, Authorization #:	
Other Reason for Security Deposit Waiver (describe):	<b>WAIVED UNDER PROGRAM NSDC</b>		
M/M/D: Program Lease Factor		Rate Adjustment:	
Single Payment Lease Discount:		Dealer Lease Factor:	
Security Deposit Waiver:		Federal Tax Exempt:	
Other Incentive:		Total Lease Factor:	

SEE REVERSE (LINES R1 - R13) FOR USED LEASE CALCULATIONS  
 SEE REVERSE (LINES R14 - R16) FOR WA AND LG SALES TAX EXEMPTION CALCULATIONS

# **MOTOR VEHICLE LEASE AGREEMENT** **GMAC SmartLEASE® - Monthly Payment**

LESSEE (and CO-LESSEE) ("You") name and address, including county

Residing address (if different)

N/A

Principal driver (if business use)

LESSOR (Retailer)

MILLS CHEVROLET CO.  
1610 39TH AVENUE  
MOLINE IL 61205

SILVIS IL ROCK ISLAND

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

If this box is checked, Lessor (Retailer) intends not to assign this lease.

## **THE VEHICLE YOU ARE LEASING**

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	CHEVROLET MALIBU	4DR LS	1G1ZT548G5E	65	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance
GVW (if truck)						N/A

Dealer Installed Options:

## **FEDERAL CONSUMER LEASING ACT DISCLOSURES**

<b>1. Amount Due at Lease Signing or Delivery (Itemized Below)</b> \$ 675.83	<b>2. Monthly Payments</b> Your first monthly payment of \$ 275.83 is due on 07/26/2008, followed by 47 payments of \$ 275.83 due on the 28th of each month. The total of your monthly payments is \$ 13239.84	<b>3. Other Charges (not part of your monthly payment)</b> Disposition fee (if you do not purchase the vehicle) \$ N/A Total \$ N/A	<b>4. Total of Payments (The amount you will have paid by the end of the lease.)</b> \$ 13539.84
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**Itemization of Amount Due at Lease Signing or Delivery will be paid:**

<b>5. Amount Due at Lease Signing or Delivery:</b> <ul style="list-style-type: none"> <li>a. Capitalized cost reduction \$ 300.00</li> <li>b. First monthly payment \$ 275.83</li> <li>c. Refundable security deposit \$ N/A</li> <li>d. Title fees \$ N/A</li> <li>e. Registration fees \$ N/A</li> <li>f. Sales/use tax \$ N/A</li> <li>g. \$ N/A</li> <li>h. \$ N/A</li> <li>i. \$ N/A</li> <li>j. Total \$ 675.83</li> </ul>	<b>6. How the Amount Due at Lease Signing or Delivery will be paid:</b> <ul style="list-style-type: none"> <li>a. Net trade-in allowance \$ N/A</li> <li>b. Rebate and noncash credits \$ N/A</li> <li>c. Amount to be paid in cash \$ 675.83</li> <li>d. Total \$ 675.83</li> </ul>
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**7. Your monthly payment is determined as shown below:**

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 20284.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ 22348.60
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	\$ 300.00
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ 22048.60
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	\$ 11143.70
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ 10904.90
f. Rent charges. The amount charged in addition to the depreciation and any amortized amounts plus the rent charge	\$ 2334.04
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	\$ 13239.84
h. Lease payments. The number of payments in your lease	48
i. Base monthly payment	\$ 275.83
j. Monthly sales/use tax (estimated)	\$ N/A
k. \$ N/A	\$ N/A
l. Total monthly payment	\$ 275.83

**8. Excessive Wear and Tear.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$0.20 per mile. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

**9. Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for \$ 11643.70, plus official fees and taxes.

**10. Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, title and default charges, and insurance.

**11. ITEMIZATION OF GROSS CAPITALIZED COST.**

a. Agreed upon value of the vehicle	\$ 20284.00
b. GMAC administrative fee	\$ 66.00
c. License/registration/title fees	\$ 143.00
d. Sales tax	\$ 1274.24
e. \$ N/A	\$ N/A

**16. CHARGE FOR FINES.** If the government imposes a fine related to the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the amount when we ask. If we have to pay a fine or take other action because you don't pay a fine promptly, you will also pay us \$35.

**17. SCHEDULED LEASE END DATE.** This lease is scheduled to end on 07/27/2009 (month) (day) (year). You are scheduled to return the vehicle on this date.

**18. TERMINATION CHARGE.** \$ 25.00 per day (plus tax), beginning on

1. OPTIONALLY FINANCING THROUGH THE LENDER: 2. 2004-2005 POTENTIAL USRA  
1. ☐ N/A  
2. ☐ N/A  
3. ☐ N/A  
4. ☐ N/A  
5. ☐ N/A  
6. ☐ N/A  
7. ☐ N/A  
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10. ☐ N/A  
11. ☐ N/A  
12. ☐ N/A  
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94. ☐ N/A  
95. ☐ N/A  
96. ☐ N/A  
97. ☐ N/A  
98. ☐ N/A  
99. ☐ N/A  
100. ☐ N/A

12. THE VEHICLE YOU ARE TRADING.

(year) (make) (model)  
Gross trade-in value \$ N/A  
Payoff \$ N/A  
Net trade-in value \$ N/A

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, tolling, and inspection fees for the vehicle. You will pay all taxes on the lease of the vehicle (not the government taxes on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1648.21  
The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees \$ 65.00  
b. Registration fees/taxes \$ N/A  
c. License fees/taxes \$ 312.00  
d. Sales/use taxes (including tax on capitalized cost reduction) \$ 1271.21  
e. Excise taxes \$ N/A  
f. Property taxes \$ N/A  
g. Other (describe) N/A \$ N/A  
h. Other (describe) N/A \$ N/A  
i. Other (describe) N/A \$ N/A

14. MILEAGE

Base Mileage Allowance: ☐ 15,000 miles/year. ☐ Low mileage: 12,000 miles/year.  
☐ Medium-duty truck (grossing): 25,000 miles/year  
☐ Medium-duty truck (clean): 30,000 miles/year

Extra Miles. You are buying N/A extra miles at \$ N/A per mile. If the lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 48065 miles.  
Starting odometer mileage 65 miles  
Base mileage allowance 48000 miles  
Purchased extra miles N/A miles

Excess Mileage Charge. The excess mileage charge is \$ 20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If we do not receive a full monthly payment within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

lease as follows:  
Insurance company name: STATE FARM INS  
Insurance agency name: KERRY STOUT  
Agency address: 4010 JOHN DEERE RD-MOLINE IL 61265  
Agency phone no.: (309) 291-0066  
Agent's name: N/A  
Policy no.: 304 0698-605-132  
Deductible: Collision \$ 500-00  
Comprehensive \$ 500-00  
Insurance company name: N/A  
Insurance agency name: N/A  
Agency address: N/A  
Agency phone no.: N/A  
Agent's name: N/A  
Policy no.: N/A  
Deductible: Collision \$ N/A  
Comprehensive \$ N/A  
NO PHYSICAL DAMAGE OR LIABILITY INSURANCE COVERAGE FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS IS INCLUDED IN THIS LEASE.

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance, if you sign below, we will try to get the coverage(s) checked for the loan term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A  
Address: N/A

☐ Life Insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A  
Coverage limit \$ N/A  
☐ Disability Insurance (Lessee only) Premium \$ N/A  
Monthly coverage limit \$ N/A

LESSEE'S SIGNATURE: X Age N/A

CO-LESSEE'S SIGNATURE: X Age N/A

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☐ Standard manufacturer's warranty  
☐ N/A

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name N/A Term N/A months N/A miles  
Name N/A Term N/A months N/A miles  
If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE: X BY: X CO-LESSEE: X  
We may delay or refuse to deliver the vehicle until the lease is signed by you and us.

YOU AGREE TO THE TERMS OF THIS LEASE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

NOTICE TO THE LESSEE: This is a lease. You have no ownership rights in the vehicle unless and until you exercise your option to purchase the vehicle. If this lease contains a purchase option. Do not sign this lease before you read it. Early termination may require you to pay a substantial amount. You are entitled to a completed copy of this lease when you sign it.

YOU CONFIRM THAT YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT MOLINE-IL (day) (date)  
ON 02/04/2005 2/04/2005

LESSEE: X BY: X CO-LESSEE: X  
LESSOR: HILLS CHEVROLET CO. SIGNATURE AND TITLE: X

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement, in effect from time to time with this assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: HILLS CHEVROLET CO. BY: X TITLE: X

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

671 MONTHLY IL 4/2004  
Copyright 2004 General Motors Acceptance Corporation. All Rights Reserved.

TRIPPLICATE ORIGINAL - DEALER

Lease Agreement 8

**Mills Chevrolet Co.**

1610 39th Avenue  
Moline, IL 61265  
Phone: (309) 797-5555

**SERVICE DEPARTMENT HOURS**  
7:00 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. - 1:00 p.m.-Saturday

R/O Open Date:	R/O Number:
7/30/08	6029357/1
R/O Close Date:	Station:
7/30/08	Reprint
Mileage In:	Mileage Out:
16863	
Service Advisor / Tech #	
JIM SPOONER/624	
Vehicle Identification Number	
1G12T54865F	
Delivery Date:	In Service Date:
7/28/05	8/01/05
Color:	License Number:
MED GRY ME	

Work Phone			Vehicle Identification Number		
Home Phone			Delivery Date		
Body			In Service Date		
2005			7/28/05		
CHEVROLET			MED GRY ME		
MALIBU			8/01/05		
4DR SDN LT			License Number		
25334					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<b>#1 - MR 180: BRAKES</b> CUSTOMER SAYS BRAKES PULSE WHEN STOPPING CHECK AND ADVISE Caused by TEST DRIVE TO DIAG BRAKE PULSE /BAD SHAKE FROM ALL SPEEDS WHEN BRAKES ARE APPLIED . MEASURED ROTORS LATERAL RUNOUT ON BOTH ROTORS / NEED TURNED Corrected by H0122: (OR) (03R04) Work performed by TIMOTHY JOHNSON (417) RESURFACED BOTH FRONT BRAKE ROTORS	Warranty
<b>#2 * MR 99CVZTWOWA: 2 WAY "SHUTTLE REQUIRED" MJ 98 Z7911</b> Corrected by Z7911: (MJ) (98) Work performed by TIMOTHY JOHNSON (417) Work performed by 649 : 6029357 2 WAY SHUTTLE REQUIRED	Warranty Warranty
<b>#3 - MR 31CVZ27INS: MULTI POINT INSPECTION</b> Work performed by TIMOTHY JOHNSON (417) Sub Total: Labor: .00 Parts: .00 Total: .00 PERFORMED MULTI POINT INSPECTION	
<b>#4 * MR 180: BRAKES</b> REAR BRAKES ARE WARPED /NEED TURNED Caused by MEASURED REAR ROTORS / EXCESS LATERAL RUNOUT OF THE REAR ROTORS / ROTORS NEED REFINISHED Corrected by H0132: (OR) (03R03) Work performed by TIMOTHY JOHNSON (417) RESURFACED REAR BRAKE ROTORS AND ROADTEST /OK	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

## WARRANTY REPAIR ORDER

SILVIS, IL

Work Phone

R/O Open Date

R/O Number

7/30/08

6029357/1

Home Phone

R/O Close Date

Class. Reference #

7/30/08

Original

Body

Mileage In

Mileage Out

4DR SDN LT

16863

License Number

Service Advisor

Year

Make

Model

2005

CHEVROLET

MALIBU

JIM SPOONER

5215

Vehicle Identification Number

Color

Delivery Date

In Service Date

1G1ZT54865F

MED GRY ME

7/28/05

8/01/05

25334

## DESCRIPTION OF SERVICE AND PARTS

Cost

Amount

## #1 - MR 180: BRAKES

CUSTOMER SAYS BRAKES PULSE WHEN STOPPING  
CHECK AND ADVISECause: TEST DRIVE TO DIAG BRAKE PULSE /BAD SHAKE  
FROM ALL SPEEDS WHEN BRAKES ARE APPLIED .  
MEASURED ROTORS LATERAL RUNOUT ON BOTH  
ROTORS / NEED TURNED

Op: H0122: (OR) (03R04)

Tech: 417/4509

1.90hrs @ 84.4

34.77

160.36

Sub-Total Labor: 34.77 160.36

RESURFACED BOTH FRONT BRAKE ROTORS

#2 \* MR 99CVZTWOWA: 2 WAY "SHUTTLE REQUIRED" MJ 98  
Z7911

Op: Z7911: (MJ) (98)

Tech: 417/4509

0.00hrs @ .0

10.00

.00

Sublet: 649:PO#7020398:IV#6029357:MILLS SHUTTLE

Sub-Total Sublet: 10.00 10.00

2 WAY SHUTTLE REQUIRED

## #4 \* MR 180: BRAKES

REAR BRAKES ARE WARPED /NEED TURNED

Cause: MEASURED REAR ROTORS / EXCESS LATERAL  
RUNOUT OF THE REAR ROTORS / ROTORS NEED  
REFINISHED

Op: H0132: (OR) (03R03)

Tech: 417/4509

2.00hrs @ 84.4

36.60

168.80

Sub-Total Labor: 36.60 168.80

RESURFACED REAR BRAKE ROTORS AND ROADTEST /OK

ACCOUNT #

LABOR

71.37

329.16

PARTS

METHOD

SUBLET

10.00

10.00

SHOP SUPPLIES

RECEIPT #

DEDUCTIBLE

SALES TAX OR TAX I.D.

TOTAL DUE

81.37

339.16



**MILLS CHEVROLET CO. CVIS243968**

SERVICE HOURS

1610 39th AVENUE • MOLINE, ILLINOIS 61265

**"QUAD CITIES SERVICE LEADER"**SERVICE  
OPERATIONS  
PHONES

309-797-5555

DEPT. PHONES

PARTS 797-8388

BODY 797-5555

SALES 797-1241

1-800-397-1241

/IS243968

**GM Goodwrench Service Plus**

0101CVIS243968

CUSTOMER NO. <b>74104</b>	ADVISOR <b>ANNE MARIA C. LONG</b>	TAB NO. <b>317</b>	INVOICE DATE <b>01/25/06</b>	INVOICE NO. <b>CVIS243968</b>
<b>SILVIS, IL</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>3,145</b>	COLOR <b>MED GRY MET</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4DR SDN LT</b>	DELIVERY DATE <b>07/28/05</b>		STOCK NO. <b>25334</b>
	VEHICLE I.D. NO. <b>1 G 1 Z T 5 4 8 6 5 F</b>	DELIVERY MILES <b>65</b>		PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	NEW 7/28/05	
BUSINESS PHONE	COMMENTS E# TFL	R. O. DATE <b>01/25/06</b>		

**LABOR & PARTS**

J# 1 43CVZPPMLOP PPM TEL LDR HOURS: TECH(S): 65199 6.47

PRE PAID/TIRES FOR LIFE: LUBRICATE, CHANGE OIL, CHANGE OIL  
 FILTER, PERFORM CHECKLIST  
 ROUTINE MAINTENANCE  
 LUBRICATED, CHANGED OIL, CHANGED OIL FILTER, PERFORMED  
 CHECKLIST

JOB # 1 TOTAL LABOR &amp; PARTS 6.47

MISC - CODE	DESCRIPTION	CONTROL NO.	CUSTOMER
JOB # 1	SD SERVICE DISCOUNT	243968	
JOB # 1	65F ADVERTIZING-PARTS DEPT	243968	-6.47
TOTAL - MISC			-6.47

**COMMENTS**

FIRST FREE LOF

CUSTOMER REQUESTED DURA BLEND- WILL NEED TO PAY DIFFERENCE \$10  
BC**TOTALS**

CONTROL#	ACCOUNT#	AMOUNT..
25334		
TOTAL LABOR....		6.47
TOTAL PARTS....		0.00
TOTAL SUBLET....		0.00
TOTAL G.O.G....		0.00
TOTAL MISC.CHG.		0.00
TOTAL MISC.DISC		-6.47
TOTAL TAX.....		0.00
<b>TOTAL INVOICE \$</b>		<b>0.00</b>

APPROVED BY SIGNATURE

**DISCLAIMER OF WARRANTIES**  
 The sellers, Mills Chevrolet Co., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Mills Chevrolet Co. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

**TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE**

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2% per month (which is an annual percentage rate of 18%) computed from the date of each repair. In the event I fail to pay any such amount due you I agree that your costs of collection, including court costs and reasonable attorney's fees shall be recoverable from me. I hereby 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 purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

THIS BUSINESS IS REQUIRED TO BE LICENSED BY THE SECRETARY OF STATE, PURSUANT TO ILLINOIS REVISED STATUTES, CHAPTER 98 1/2 SEC. 6-301. ANY COMPLAINTS AS TO THE QUALITY OF SERVICE OBTAINED HEREIN MAY BE BROUGHT TO THE ATTENTION OF THE ATTORNEY GENERAL.

**CHEVROLET****SERVICE****GM Goodwrench Service***Plus* offers:

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

SERVICE HOURS

**MILLS CHEVROLET CO. CVCS251394**

1610 39th AVENUE • MOLINE, ILLINOIS 61265

**"QUAD CITIES SERVICE LEADER"**SERVICE  
OPERATIONS  
PHONES

309-797-5555

DEPT. PHONES  
PARTS 797-8388  
BODY 797-5555  
SALES 797-1241  
1-800-397-1241

CVCS251394



0101CVCS251394

**GM Goodwrench Service Plus**

CUSTOMER NO. <b>74104</b>	ADVISOR <b>LOF</b>	TAG NO. <b>102 978</b>	INVOICE DATE <b>08/28/06</b>	INVOICE NO. <b>CVCS251394</b>
<b>SILVIS, IL</b>	LABOR RATE	102	COLOR <b>MED GRY MET</b>	STOCK NO. <b>25334</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4DR SDN LT</b>	102	DELIVERY DATE <b>07/28/05</b>	DELIVERY MILES <b>65</b>
	VEHICLE I.D. NO. <b>1 G 1 Z T S 4 8 6 5 F</b>	102	SELLING DEALER NO. <b>NEW 7/28/05</b>	PRODUCTION DATE
	P. T. E. NO.	P. O. NO.	R. O. DATE <b>08/28/06</b>	
BUSINESS PHONE	COMMENTS E# TFL			

**LABOR & PARTS**

**J# 1 04CVZ** DRIVEABILITY TECH(S):31 30.00  
C/S THE SES LIGHT IS ON AND THE REMOTE START IS INOPERATIVE  
DTC P0171,0174. LEAN ON BOTH BANKS. FUEL TRIMS ARE GOING  
TO 21%-FOUND 73% ETHANOL IN FUEL-THIS IS NOT AN E-85  
VEHICLE.  
DIAGNOSED AND ADVISED OWNER USING E-85-- ADVISED OWNER  
TO RUN TANK DOWN AS LOW AS POSSIBLE AND ADD NON  
ALCOHOL FUEL. WILL THEN NEED TO BRING BACK AND HAVE  
% CHECKED AND IF OK WILL THEN CLEAR CODES AND AT THAT  
TIME REMOTE START WILL OPERATE--- NOTE TO OWNER  
THERE WILL BE A \$40 CHARGE AT THAT TIME TO DO THIS

JOB # 1 TOTAL LABOR &amp; PARTS 30.00

**J# 2 35CVZPPMROTATE PPM TFL ROTATE** TECH(S):31 10.95  
PRE PAID / TIRES FOR LIFE: ROTATE TIRES  
ROUTINE MAINTENANCE  
ROTATED TIRES

JOB # 2 TOTAL LABOR &amp; PARTS 10.95

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$10.95 (+TAX)  
APPROVED REVISED ESTIMATE (# 1) OF \$40.95 (+TAX) ON 08/28/06 AT 12:11pm  
BY OWNER COMMENTS  
SHUTTLE-

NOTE TO OWNER --THERE WILL BE A \$40 CHARGE WHEN VEHICLE IS  
RETURNED FOR FINAL REPAIR  
BC

**TOTALS**

YOU MAY RECIEVE A CUSTOMER SATISFACTION SURVEY FROM  
CHEVROLET IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU  
CANNOT GRADE US "COMPLETELY SATISFIED" WITH YOUR SERVICE  
EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT (SEE ADVISOR  
BOX ABOVE) OR JERRY STEALY (SERVICE DIRECTOR) IMMEDIATELY.  
YOUR "COMPLETE SATISFACTION" IS OUR NUMBER 1 CONCERN.  
THANK YOU!

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME  
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

CUSTOMER SIGNATURE

TOTAL LABOR....	40.95
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

**TOTAL INVOICE \$ 40.95**

**DISCLAIMER OF WARRANTIES**  
The seller, Mills Chevrolet Co., hereby expressly disclaims all  
warranties, either express or implied, including any implied  
warranty of merchantability or fitness for a particular pur-  
pose, and Mills Chevrolet Co. neither assumes nor subho-  
dizes any other person to assume for it any liability in  
connection with the sale of the vehicle or product.

**TERMS STRICTLY CASH UNLESS  
ARRANGEMENTS MADE**

I hereby authorize all such repair work, including installation  
of necessary parts, materials and equipment as may be  
reasonably necessary to alleviate the complaint set forth  
herein. I hereby agree that I shall pay your customary price  
for such labor, parts, materials and equipment. All sums  
due you shall be paid immediately upon completion of the  
necessary repairs; any unpaid balance shall bear interest  
at the rate of 1 1/2% per month (which is an annual per-  
centage rate of 18%) computed from the date of such  
results. In the event I fail to pay any such amount due you  
I agree that your costs of collection, including court costs  
and reasonable attorney's fees shall be recoverable from  
me. I hereby 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  
shipment 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  
purpose of testing and/or inspection. An express mechanic's  
lien is hereby acknowledged on vehicle to secure the  
amount of repairs.

THIS BUSINESS IS REQUIRED TO BE LICENSED BY  
THE SECRETARY OF STATE, PURSUANT TO ILLINOIS  
REVISED STATUTES, CHAPTER 88 1/2 SEC. 6-301.  
ANY COMPLAINTS AS TO THE QUALITY OF SERVICE  
OBTAINED HERE MAY BE BROUGHT TO THE  
ATTENTION OF THE ATTORNEY GENERAL.

**GM Goodwrench Service***Plus* offers:

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

## SERVICE HOURS

**MILLS CHEVROLET CO. CVCS239174**

1610 39th AVENUE • MOLINE, ILLINOIS 61265

**"QUAD CITIES SERVICE LEADER"**SERVICE  
OPERATIONS  
PHONES

309-797-5555

DEPT. PHONES

PARTS 797-8388

BODY 797-5555

SALES 797-1241

1-800-397-1241

5239174



0101CVCS239174

**Goodwrench Service Plus**

CUSTOMER NO. <b>74104</b>	ADVISOR <b>SANDY FUNK</b>	TAG NO. <b>65</b>	INVOICE DATE <b>09/16/05</b>	INVOICE NO. <b>CVCS239174</b>
[REDACTED] <b>SILVIS, IL</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>1,059</b>	COLOR <b>MED GRY MET</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4DR SDN LS</b>	DELIVERY DATE <b>07/28/05</b>		STOCK NO. <b>25334</b>
	VEHICLE I.D. NO. <b>1 G 1 Z T 5 4 8 6 5 F</b>	SELLING DEALER NO. <b>NEW 7/28/05</b>		DELIVERY MILES <b>65</b>
	R. T. E. NO.	P. O. NO.	R. O. DATE <b>09/16/05</b>	PRODUCTION DATE
BUSINESS PHONE	COMMENTS <b>E# TFL</b>			

**LABOR & PARTS**  
J# 1 04CVZ**DRIVEABILITY**

TECH(S) 331  
C/S THE CHECK GAS CAP LIGHT IS COMING ON IN THE DASH.  
FOUND DTC P0455 EVAP LEAK-POSSIBLE LOOSE GAS CAP  
WG 9Z J9995 .3  
PERFORMED SCAN CHECK AND CLEARED CODE

**WARRANTY**

**DISCLAIMER OF WARRANTIES**  
The sellers, Mills Chevrolet Co., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Mills Chevrolet Co., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

**TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE**

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2% per month (which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you I agree that your costs of collection, including court costs and reasonable attorney's fees shall be recoverable from me. I hereby 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 your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

THIS BUSINESS IS REQUIRED TO BE LICENSED BY THE SECRETARY OF STATE, PURSUANT TO ILLINOIS REVISED STATUTES, CHAPTER 95 1/2 SEC. 5-301. ANY COMPLAINTS AS TO THE QUALITY OF SERVICE OBTAINED HERE MAY BE BROUGHT TO THE ATTENTION OF THE ATTORNEY GENERAL.

**COMMENTS**  
WAITING  
BC**TOTALS**

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT (SEE ADVISOR BOX ABOVE) OR JERRY STEALY (SERVICE DIRECTOR) IMMEDIATELY. YOUR "COMPLETE SATISFACTION" IS OUR NUMBER 1 CONCERN. THANK YOU!

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

JOB # 1 TOTAL LABOR &amp; PARTS 0.00

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

\* TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

**CHEVROLET****SERVICE****Goodwrench Service***Plus* offers:

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

SERVICE HOURS

**MILLS CHEVROLET CO. CVCS231021**

1610 39th AVENUE • MOLINE, ILLINOIS 61265

**"QUAD CITIES SERVICE LEADER"**SERVICE  
OPERATIONS  
PHONE

309-797-5555

DEPT. PHONES  
PARTS 797-8380  
BODY 797-5555  
SALES 797-1241  
1-800-397-1241

231021

**Goodwrench Service Plus**

0101|CVCS231021

CUSTOMER NO. <b>1</b>	ADVISOR <b>ANNE MARIA C. LONG</b>	TAB NO. <b>317</b>	INVOICE DATE <b>02/04/05</b>	INVOICE NO. <b>CVCS231021</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>11</b>	COLOR <b>MED GRY MET</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4DR SDN LS</b>		DELIVERY DATE	DELIVERY MILES
<b>MOLINE, ILLINOIS</b>	VEHICLE I.D. NO. <b>1 G 1 Z T 5 4 8 6 5 F</b>		SELLING DEALER NO.	PRODUCTION DATE
	R. T. E. NO.	P. O. NO.	R. O. DATE <b>02/04/05</b>	
RESIDENCE PHONE	COMMENTS			

**LABOR & PARTS**

CVCS231021 05/04/05 1610 39th AVENUE • MOLINE, ILLINOIS 61265 TECH(S) 1417/65199 WARRANTY

PERFORM BULLETIN 05016  
IN STOCK REQUIREMENTS  
MG 99 Y0027 .2, LUBED LATCHES PER BULLETIN 05016.

JOB # 1 TOTAL LABOR &amp; PARTS 0.00

COMMENTS  
NAN**TOTALS**

YOU MAY RECIEVE A CUSTOMER SATISFACTION SURVEY FROM  
CHEVROLET IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU  
CANNOT GRADE US "COMPLETELY SATISFIED" WITH YOUR SERVICE  
EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT (SEE ADVISOR  
BOX ABOVE) OR JERRY STEALY (SERVICE DIRECTOR) IMMEDIATELY.  
YOUR "COMPLETE SATISFACTION" IS OUR NUMBER 1 CONCERN.  
THANK YOU!

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME  
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

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

TOTAL INVOICE \$ 0.00

**DISCLAIMER OF WARRANTIES**

The sellers, Mills Chevrolet Co., hereby expressly disclaims all  
warranties, either express or implied, including any implied  
warranty of merchantability or fitness for a particular pur-  
pose, and Mills Chevrolet Co. neither assumes nor sub-  
scribes any other person to assume for it any liability in  
connection with the sale of the vehicle or product.

**TERMS STRICTLY CASH UNLESS  
ARRANGEMENTS MADE**

I hereby authorize all such repair work, including installation  
of necessary parts, materials and equipment as may be  
reasonably necessary to alleviate the complaint set forth  
herein. I hereby agree that I shall pay your customary price  
for such labor, parts, materials and equipment. All sums  
due you shall be paid immediately upon completion of the  
necessary repairs; any unpaid balance shall bear interest  
at the rate of 1 1/2% per month (which is an annual per-  
centage rate of 18%) computed from the date of such  
repairs. In the event I fail to pay any such amount due you  
I agree that your costs of collection, including court costs  
and reasonable attorney's fees shall be recoverable from  
me. I hereby 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  
shipment by the supplier or transporter. I hereby grant you  
and your employees permission to operate the vehicle  
herein described on streets, highways or elsewhere for  
purpose of testing and/or inspection. An express mechanic's  
lien is hereby acknowledged on vehicle to secure the  
amount of repairs.

THIS BUSINESS IS REQUIRED TO BE LICENSED BY  
THE SECRETARY OF STATE, PURSUANT TO ILLINOIS  
REVISED STATUTES, CHAPTER 96 1/2 SEC. 8-301.  
ANY COMPLAINTS AS TO THE QUALITY OF SERVICE  
OBTAINED HERE MAY BE BROUGHT TO THE  
ATTENTION OF THE ATTORNEY GENERAL.

CUSTOMER SIGNATURE

**CHEVROLET****SERVICE****Goodwrench Service***Plus* offers:

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

SERVICE HOURS

**MILLS CHEVROLET CO. CVCP228557**

1610 39th AVENUE • MOLINE, ILLINOIS 61265

**"QUAD CITIES SERVICE LEADER"**SERVICE  
OPERATIONS  
PHONES

309-797-5555

DEPT. PHONES  
PARTS 797-8389  
BODY 797-5555  
SALES 797-1241  
1-800-397-1241

0101CVCP228557

**GM Goodwrench Service Plus**

CUSTOMER NO. <b>1</b>	ADVISOR <b>SANDY FUNK</b>	TAG NO. <b>65 0163</b>	INVOICE DATE <b>12/02/04</b>	INVOICE NO. <b>CVCP228557</b>
[REDACTED] <b>MOLINE, ILLINOIS</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>10</b>	COLOR <b>MED GRY MET</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4DR SDN LS</b>			STOCK NO. <b>25334</b>
	VEHICLE I.D. NO. <b>1 G 1 Z T 5 4 8 6 5 F</b>			DELIVERY DATE <b>12/01/04</b>
	F. T. E. NO.			DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE		SELLING DEALER NO.	PRODUCTION DATE
COMMENTS		P. O. NO.		
		P. O. DATE <b>12/01/04</b>		

**LABOR & PARTS****PRE DELIVERY INSPECTION NEW VEHICLE**

REQUIREMENT OF CHEVROLET MOTOR DIVISION  
MG 99 27000 1.3  
COMPLETION OF PRE DELIVERY INSPECTION

JOB # 1 TOTAL LABOR &amp; PARTS 0.00

**COMMENTS**TAG#375  
NAN**TOTALS**

YOU MAY RECIEVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT (SEE ADVISOR BOX ABOVE) OR JERRY STEALY (SERVICE DIRECTOR) IMMEDIATELY. YOUR "COMPLETE SATISFACTION" IS OUR NUMBER 1 CONCERN. THANK YOU!

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

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

TOTAL INVOICE \$ 0.00

**DISCLAIMER OF WARRANTIES**

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

**TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE**

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2% per month (which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you I agree that your costs of collection, including court costs and reasonable attorney's fees shall be recoverable from me. I hereby 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 shipment by the supplier of transportation. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

THIS BUSINESS IS REQUIRED TO BE LICENSED BY THE SECRETARY OF STATE, PURSUANT TO ILLINOIS REVISED STATUTES, CHAPTER 95 1/2 SEC. 6-301. ANY COMPLAINTS AS TO THE QUALITY OF SERVICE OBTAINED HERE MAY BE BROUGHT TO THE ATTENTION OF THE ATTORNEY GENERAL.

CUSTOMER SIGNATURE

**GM Goodwrench Service***Plus* offers:

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

**If anyone  
  
can,  
MILLS can.**

1610 39th Avenue  
Moline, Illinois 61265  
(309) 797-1241

New and Used  
Cars and Trucks

**MILLS CHEVROLET CO.**  
1610 39th Avenue  
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Bus. Phone (309) 797-1241  
[www.millschevrolet.com](http://www.millschevrolet.com)

**Mills Chevrolet Company**  
1610-39th Avenue  
Moline, Illinois 61265

**JERRY STEALY**  
Service Director

**If anyone  
  
can,  
MILLS can.**

Service Phone (309) 797-5555  
Business Fax (309) 797-1562  
Direct Line (309) 314-5053  
Web Site [www.millschevy.com](http://www.millschevy.com)

Number of Pages Including This Page 15

Date: 9-2-08

To: R. ARSENAULT Location: \_\_\_\_\_

From: Jerry Phone: \_\_\_\_\_

Note: \_\_\_\_\_

INFO YOU REQUESTED

ADVISE IF YOU REQUIRE

ANYTHING ELSE

Jerry



**Privileged and Confidential Information**

**CASE ASSESSMENT**

By: Richard Arsenault State: IL

Customer Name: [REDACTED] Service Request: 71- BBB Case No.: CHV0845641  
649587937

Vehicle ID No.: 1G1ZT54865F [REDACTED] In Service Date: 8/1/2005 Vehicle is: New BAC Code: 113288  
Year, Make & Model: 2005 Chevrolet Malibu LS Vehicle Purchased Used on: N/A  
Mileage at Time of BBB Filing 16821  
Lien holder: GMAC ☐ OtherX: {Name} Sale Type: Purchase ☐ Lease X Other ☐ :  
DVM Name: Larry Regan CAM Name: Rob Johnson  
Phone/Cell Number: 6300928080 Phone Number: 630-961-6817 or 8-530-6817  
Svc Mgr Name: Melissa Corken

**VEHICLE REPAIR HISTORY**

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

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

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

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT? The dealership was quite capable of resolving the issue.

X Power Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
05/02/07	248227	1	11,631	C/S has power steering message across radio...Check power steering system...Check for codes has code C0460...Steering position sensor recalibrate...Sensor clear codes retest OK.
05/08/07 – 05/11/07	248539	4	11,729	C/S power steering message on...Check history...Check for codes has code C0460...Try to recalibrate wont reset...Follow diagnosis number, fault found clear codes, road test code came back, test circuit 556 and 1059 OK...All circuits test OK...Qualify the steering position sensor and circuit fault internal to power steering cont module...Replace PCM and motor assembly relearn...Position and torque sensor and turning was calibrated OK.

07/16/08	271317	1	16,530	C/S Power steering indicator on radio on...Checked and found code C0460...Steering position sensor...Ground check and found 5 volt reference in steering column...Replaced steering column...Tested and all is fine at this time.
07/31/08	272050	?	16,899	C/S Power steering message on radio...C0460 Steering position sensor. <i>Given verbal confirmation that dealer is replacing steering column.</i>

☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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X Brakes

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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06/14/07 – 06/19/07	250486	6	11,966	C/S brakes pulsate...Brakes pulsate road test hoist and inspect...Check rear brakes...Turned rotors and clean hubs...Recheck run-out road tested...Still pulsation...Recheck front turn rotors and clean hubs.
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07/28/08 – 07/29/08	271894	2	16,823	Inspect brakes and advise...C/S feels pulsation when stopping...Had rotors turned before...Checked and found vehicle has pulsation when stopping...No warranty coverage per Melissa.
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7/30/08	29357	1	16863	Customer sts: Brakes pulse bad shake from all speeds when brakes are applied.  Measured rotors lateral runout on both rotors/need turned Resurfaced Both front Rotors Rear brakes are warped /need to be turned/Rotors need refinished.
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☐ Emissions

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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10/23/06	238623	1	8,572	C/S check engine light was on after adding E85 fuel...Since then MPG dropped from 24MPG to 19.4MPG...Scan systems and found no codes stored...Recommend run several tanks of fuel to allow PCM to relearn systems.
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8/28/06	251394	1	7533	Service engine light was on, the customer had put E85 fuel in the gas tank, advise customer to run the engine down and put proper gas in the tank
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9/16/05	23917	1	65	Gas cap light is coming on in the dash, found DTC P0455 evap
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leak possible loose gas cap.

Performed scan checked and clear codes

☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1/22/07	243008	1	9,979	C/S remote start inoperable with one remote transmitter...Loose connection in transmitter...Replace one transmitter and program to car.
09/19/07	255526	1	12,828	C/S drivers seat inoperable...Check drivers seat operation...Check switch and connections...Connector at seat switch loose...Re-install connector...Recheck operation OK.

☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
2/4/5	231021	1	0	Performed bulleting 05016 Lubed Latches per bulletin

Has the vehicle ever been involved in a accident **N**Did you confirm your answer with the customer **Y**What type of damage was sustained (example front end collision)Are the RO's attached if the vehicle was in an accident **Y or N**Are there any Aftermarket Modifications to the Vehicle **N**Have you confirm this with the customer **Y**List:Was a Trade Repurchase offered to the customer **N**(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)Date authorized by the DVM/CAM \_\_\_\_\_☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: A claim seeking repurchase or replacement must be received by BBB Auto Line within one year or 12,000 miles-whichever come first-from the date the vehicle was first put into use. Customer only filed recently

Lemon Law Repurchase/Replacement: The lemon law requires that a manufacturer repurchase or replace a vehicle if the manufacturer (including its agents and dealers) is unable to conform the new vehicle to any of its applicable express warranties after a reasonable number of attempts. Did not fit the criteria for lemon law. Not enough repairs. Vehicle was a lease

GM Program Summary Repairs/Reimbursement for past repairs A claim seeking repairs or reimbursement for past repairs must be received by BBB Auto Line before the expiration of the General Motors Bumper-to Bumper new vehicle warranty. The Repair part of the summary, we could con't working within the bumper to bumper to resolve the issues. This could be done without going to arbitration.

#### THE STATE LEMON LAW READS:

**Days out of service: 30 days or more**

**Repairs 4 or more**

**Time period of one year or 12000 miles**

**Does Lemon Law state nonconformity must continue to exist? yes**

**If applicable, safety-related repairs n/a**

**Safety-related time period n/a**

**Number of repair attempts in the presumption period: 0**

**Total days out of service during the presumption period: 0**

**Total days out of service during customer's ownership: 17**

<b>Vehicle Meets Presumption of Lemon Law</b>	<b>NO</b>
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#### PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Customer refused my g/w gesture of a component coverage letter. Vehicle was a lease  
Date & Offer/Result: {TEXT}

Concern: Received the Sales and Ro's from Mills, saw that on one repair order he had put e85 in the fuel tank, second time that happened.  
Date & Offer/Result: {TEXT}

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

#### RECOMMENDATION AND RATIONALE

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

Cust sts: Power steering and the brakes was a concern. The customer brought the vehicle in and they replaced the power steering column

DVM sts: Was in favour of offering a CCI at my suggestion

SVM sts: They knew that his warranty was going to be up shortly and replaced the steering column

CRS Rationale: Customer refused my offer of a CCL on the steering column, I told him I could not do the brakes because that is considered maintenance

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law  
Issue was resolved customer did not want to pursue the LL

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What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law  
Issue was resolved customer did not want to pursue the LL

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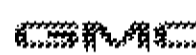
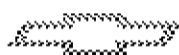
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Decision reached by CRS:     Arbitrate case: ☐     Settle case: ☐

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

**\* SES light is to be captured under affected component above.**





**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 31, 2008

Melissa Corken  
Green Chevrolet  
1703 Avenue of the Cities  
East Moline, IL 61244-4172

Re: [REDACTED]  
Siebel Request: 71-649587937  
2005 Chevrolet Malibu LS  
VIN # 1G1ZT54865F [REDACTED]

Dear Ms. Corken

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

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

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

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

Sincerely,

Richard Arsenault  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 31513  
FAX# 866-256-2227

**BBB AUTO LINE**  
**Customer Claim Form**

Case number: CHV0845641  
Contact Date: 07/29/08  
Start Date:

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

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]			
Mailing address: [REDACTED]			
City: Silvis	State: IL	Zip code: [REDACTED]	
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:	
Fax:	E-mail address: [REDACTED]		

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Malibu LS	Year: 2005	Current mileage: 16821
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: Mills Chevrolet, Moline, IL			
<b>Primary Servicing</b> dealer/city/state: GREEN CHEVROLET ,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input checked="" type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 07/28/05		Mileage at purchase/lease:	
First repair attempt date: 05/02/07		First repair attempt mileage: 11631	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

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

I would just like to get my money back which I invested in this car, all of these problems in 16,000 miles. I'm sure the future will be more of the same.

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

**VEHICLE IDENTIFICATION NUMBER** \_\_\_\_\_

**Lienholder/Leasing Company** \_\_\_\_\_ **Phone Number** \_\_\_\_\_

**Account Number** \_\_\_\_\_

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: CHV0845641

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
Power Steering message shown on radio, code C0460		3		no
Brakes pulse when driving		2		no

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_  
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

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



## BBB AUTO LINE

July 29, 2008

JEAN LANDRY  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Re:m01 CHV0845641: [REDACTED] vs Chevrolet Motor Division

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*, if the case is deemed eligible, it 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,  
John Ryan at Extension 529



## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

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

#### LEMON LAW CLAIMS

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

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

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

Please note:

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

#### WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

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

BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

## **CUSTOMER RESPONSIBILITIES**

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

## **CLAIMS THAT WILL NOT BE ARBITRATED**

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

## **OTHER IMPORTANT INFORMATION**

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

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



# **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

## **Time Period for Filing Claims**

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

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

## **Eligible Claims**

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

## **Eligible Vehicles**

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- ♦ Owned or leased in the name of an individual;
- ♦ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ♦ Covered by a United States warranty.

## **Remedies for Warranty Claims**

The arbitrator may award the following remedies:

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

## **Repairs/Reimbursement for Repairs**

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

## **Repurchase or Replacement**

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- ♦ The alleged defect does not meet General Motors specifications for the particular make and model vehicle, provided that specifications pertaining to the defect were given to the arbitrator;
- ♦ The alleged defect continues to exist at the time of the hearing; and

- ♦ The alleged defect was subject to repair at least three times by an authorized General Motors dealer.

If a repurchase or replacement is awarded, the arbitrator may award up to the following remedies:

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

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

### **Deductions/Exclusions from a Repurchase or Replacement Award**

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

$$\begin{array}{lcl} \text{Use} & & \text{Vehicle purchase} \\ \text{Deduction/} & = & \text{price or gross} \\ \text{Payment} & = & \frac{\text{\# miles attributable to the customer}}{100,000} \times \text{capitalized cost} \\ & & \text{at the time of the arbitration hearing} \end{array}$$

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

## **STANDARDS OF THE ILLINOIS LEMON LAW New Vehicle Buyer Protection Act**

The following is a brief explanation of most relevant provisions of the Illinois lemon law. The complete text of the lemon law can be found at 815 Ill. Comp. Stat. Sec. 380/1-8.

### **VEHICLES COVERED**

The Illinois lemon law covers the following new motor vehicles:

1. Passenger cars;
2. Motor vehicles with a vehicle weight of under 8,000 pounds that are designed for carrying more than 10 persons or used for living quarters, for pulling or carrying freight, cargo or implements of husbandry; and
3. Specified recreational vehicles.

Does not cover used vehicles.

### **CONSUMERS COVERED**

Individuals who purchase or lease [for a period of at least one year] a new vehicle for the purposes of transporting himself and others, as well as their personal property, for primarily personal, household or family purposes.

### **VEHICLE CONVERTERS**

The lemon law applies to vehicle converters.

### **PROBLEMS COVERED**

The lemon law covers vehicle “nonconformities.” A nonconformity is defined as a vehicle’s failure to conform to all express warranties applicable to such vehicle, which failure substantially impairs the use, market value or safety of that vehicle.

The lemon law does not cover problems if the manufacturer can show that they are the result of abuse, neglect or unauthorized modifications or alterations.

### **MANUFACTURER’S DUTY TO REPURCHASE OR REPLACE A VEHICLE**

The lemon law requires that a manufacturer repurchase or replace a vehicle if the manufacturer (including its agents and dealers) is unable to conform the new vehicle to any of its applicable express warranties after a reasonable number or attempts.

### **REASONABLE NUMBER OF REPAIR ATTEMPTS**

The Illinois lemon law establishes a presumption that a reasonable number of repair attempts have been made if either of the following occurs during the period of one year or 12,000 miles, whichever occurs first, after the date of delivery of a new vehicle to the consumer who purchased or leased it :

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
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1. The same nonconformity has been subject to repair 4 or more times by the manufacturer, its agents or authorized dealers and such nonconformity continues to exist; or
2. The vehicle has been out of service by reason of repair of nonconformities for a total of 30 or more business days.

The presumption does not apply unless the consumer (or someone on the consumer's behalf) provides prior direct written notice of the alleged defect to the manufacturer, and the manufacturer has an opportunity to correct the alleged defect.

## **DISPUTE RESOLUTION**

The provisions requiring refund or replacement do not apply unless the consumer has first resorted to an informal dispute settlement procedure established by the manufacturer if (1) the informal dispute settlement procedure substantially conforms with 16 C.F.R. Part 703 and discloses certain information to the consumer about the consumer's rights under the lemon law with its decision, and (2) the consumer has received adequate written notice from the seller of the existence of the procedure. Adequate written notice includes but is not limited to the incorporation of the informal dispute settlement procedure into the terms of the vehicle's written warranty.

## **TIME PERIOD FOR FILING CLAIMS**

An action must be commenced within 18 months following the date of the vehicle's original delivery to the consumer. This period is extended by the number of days that the subject matter of the action was pending in an informal dispute settlement procedure.

## **REMEDIES UNDER THE ILLINOIS LEMON LAW**

### **REPURCHASE OF OWNED VEHICLES**

The Illinois lemon law provides that a manufacturer must pay the following amounts to the consumer when it repurchases an owned vehicle under the lemon law:

1. Full purchase price of the new vehicle, minus a reasonable use allowance; and
2. Collateral charges, not including taxes paid by the purchaser on the initial purchase of the vehicle\*.

The refund is made to the consumer and lienholder, if any, as their respective interests may appear.

The Illinois lemon law provides that a reasonable allowance for the consumer's use of the vehicle shall be deducted from the consumer's award. The "reasonable allowance" is the amount directly attributable to the wear and tear incurred by the new vehicle as a result of its having been used prior to the first report of a nonconformity to the manufacturer (including its agents and dealers), and during any subsequent period in which it is not out of service by reason of repair.

### **REPURCHASE OF LEASED VEHICLES**

The Illinois lemon law provides that a manufacturer must pay the following amounts to the consumer when it repurchases a leased vehicle under the lemon law:

1. Lease cost (including deposits, fees, taxes, downpayments, periodic payments, and any other amount paid to a seller/lessor by a consumer in connection with the lease of a new vehicle) minus a reasonable use allowance;
2. Collateral charges; and
3. Although not specifically provided in the lemon law, the manufacturer should also pay to the lessor the pay-off amount.

The refund is made to the consumer and lienholder, if any, as their respective interests may appear.

The Illinois lemon law provides that a reasonable allowance for the consumer's use of the vehicle shall be deducted from the consumer's award. The "reasonable allowance" is the amount directly attributable to the wear and tear incurred by the new vehicle as a result of its having been used prior to the first report of a nonconformity to the manufacturer (including its agents and dealers), and during any subsequent period in which it is not out of service by reason of repair.

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\* The lemon law indicates that the retailer may claim a credit from the state for these taxes, suggesting that the retailer should refund taxes to the purchaser.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
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## **REPLACEMENT**

When replacing a vehicle under the Illinois lemon law, the manufacturer must provide a new vehicle of like model line, if available, or otherwise a comparable vehicle. The reasonable allowance for use appears not to apply to a replacement.





**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

Aug 27<sup>th</sup> 2008

Jerry Stealy  
Mills Chevrolet  
1610 39<sup>th</sup> Ave  
Moline, IL

Re: [REDACTED]  
Siebel Request: 71-649587937  
2005 Chevrolet Malibu  
VIN # 1G1ZT54865F [REDACTED]

Dear Mr Stealy

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

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

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

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

Sincerely,

Richard Arsenault  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 31513  
FAX# 866- 256-2227



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 31, 2008

Melissa Corken  
Green Chevrolet  
1703 Avenue of the Cities  
East Moline, IL 61244-4172

Re:

██████████  
Siebel Request: 71-649587937  
2005 Chevrolet Malibu LS  
VIN # 1G1ZT54865F ██████████

Dear Ms. Corken

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

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

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

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

Sincerely,

Richard Arsenault  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 31513  
FAX# 866-256-2227

**Privileged and Confidential Information**

**CASE ASSESSMENT**

By: Richard Arsenault State: IL

Customer Name: [REDACTED] Service Request: 71- BBB Case No.: CHV0845641  
649587937

Vehicle ID No.: 1G1ZT54865F [REDACTED] In Service Date: 8/1/2005 Vehicle is: New BAC Code: 113288  
Year, Make & Model: 2005 Chevrolet Malibu LS Vehicle Purchased Used on: N/A  
Mileage at Time of BBB Filing 16821  
Lien holder: GMAC ☐ Other ☐: {Name} Sale Type: Purchase ☐ Lease X Other ☐ :  
Lease  
DVM Name: Larry Regan CAM Name: Rob Johnson  
Phone/Cell Number: 6300928080 Phone Number: 630-961-6817 or 8-530-6817  
Svc Mgr Name: Melissa Corken

**VEHICLE REPAIR HISTORY**

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

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

☐ **#1 – Power Steering**

<b><u>Date:</u></b>	<b><u>RO #:</u></b>	<b><u>Days Out:</u></b>	<b><u>Mileage:</u></b>	<b><u>Description of Complaint and Repair Performed:</u></b>
05/02/07	248227	1	11,631	C/S has power steering message across radio...Check power steering system...Check for codes has code C0460...Steering position sensor recalibrate...Sensor clear codes retest OK.
05/08/07 – 05/11/07	248539	4	11,729	C/S power steering message on...Check history...Check for codes has code C0460...Try to recalibrate wont reset...Follow diagnosis number, fault found clear codes, road test code came back, test circuit 556 and 1059 OK...All circuits test OK...Qualify the steering position sensor and circuit fault internal to power steering cont module...Replace PCM and motor assembly relearn...Position and torque sensor and turning was calibrated OK.
07/16/08	271317	1	16,530	C/S Power steering indicator on radio on...Checked and found code C0460...Steering position sensor...Ground check and found 5 volt reference in steering column...Replaced steering column...Tested and all is fine at this time.
07/31/08 - ?	272050	?	16,899	C/S Power steering message on radio...C0460 Steering position sensor. <i>Given verbal confirmation that dealer is replacing steering column.</i>

☐ **#2 – Brake Pulsation**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
06/14/07 – 06/19/07	250486	6	11,966	C/S brakes pulsate...Brakes pulsate road test hoist and inspect...Check rear brakes...Turned rotors and clean hubs...Recheck run-out road tested...Still pulsation...Recheck front turn rotors and clean hubs.
07/28/08 – 07/29/08	271894	2	16,823	Inspect brakes and advise...C/S feels pulsation when stopping...Had rotors turned before...Checked and found vehicle has pulsation when stopping...No warranty coverage per Melissa.

☐ **Other - Emissions**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/23/06	238623	1	8,572	C/S check engine light was on after adding E85 fuel...Since then MPG dropped from 24MPG to 19.4MPG...Scan systems and found no codes stored...Recommend run several tanks of fuel to allow PCM to relearn systems.

☐ **Other - Electrical**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1/22/07	243008	1	9,979	C/S remote start inoperable with one remote transmitter...Loose connection in transmitter...Replace one transmitter and program to car.
09/19/07	255526	1	12,828	C/S drivers seat inoperable...Check drivers seat operation...Check switch and connections...Connector at seat switch loose...Re-install connector...Recheck operation OK.

☐ **{Symptom}**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ **Recall/Campaign (Not Related to Other Symptoms/Complaints)**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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**Has the vehicle ever been involved in a accident N**  
**Did you confirm your answer with the customer Y**

What type of damage was sustained (example front end collision)

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

Are there any Aftermarket Modifications to the Vehicle Y or N

Have you confirm this with the customer Y or N

List:

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: No. Customer's vehicle is 35months old at time of filing.

Lemon Law Repurchase/Replacement: No. The customer is outside out 12/12,000

GM Program Summary Repairs/Reimbursement for past repairs: Yes. Customer's vehicle is 35months old at time of filing.

#### THE STATE LEMON LAW READS:

Days out of service: 30 or more business days

Repairs 4 or more attempts by the manufacture and continues to exist

Time period 12 / 12,000

Does Lemon Law state nonconformity must continue to exist? N

If applicable, safety-related repairs { # of repair attempts}

Safety-related time period { # of months} / { # of miles}

Number of repair attempts in the presumption period: { # of repair attempts}

Total days out of service during the presumption period: { # of Days}

Total days out of service during customer's ownership: { # of Days}

Vehicle Meets Presumption of Lemon Law	NO
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#### PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

## RECOMMENDATION AND RATIONALE

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

Cust sts:

DVM sts:

SVM sts:

CRS Rationale:

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

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What are the 3 mains weaknesses of the customer’s case to win repurchase through Lemon Law

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Decision reached by CRS:

Arbitrate case:

☐

Settle case:

☐

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

**\* SES light is to be captured under affected component above.**



**Privileged and Confidential Information**

**CASE ASSESSMENT**

By: Richard Arsenault State: IL

Customer Name: [REDACTED]n Service Request: {Number} BBB Case No.: {Number}

Vehicle ID No.: {17 digit VIN} In Service Date: {mm/dd/yy} Vehicle is: {New/Used} BAC Code: {Selling Dealer}

Year, Make & Model: 2005 Chevrolet Malibu  
Mileage at Time of BBB Filing 16821  
Lien holder: GMAC ☐ Other ☐: {Name}  
DVM Name: Larry Regan  
Phone/Cell Number: 6300928080  
Svc Mgr Name:  
Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}  
Sale Type: Purchase ☐ LeaseX Other ☐ : {Type}  
CAM Name: Rob Johnson  
Phone Number: 630-961-6817

**VEHICLE REPAIR HISTORY**

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

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

X Power Steering message shown on radio, code C0460

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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X Brakes pulse when driving

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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Has the vehicle ever been involved in a accident Y or N

Did you confirm your answer with the customer Y or N

What type of damage was sustained (example front end collision)

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

Are there any Aftermarket Modifications to the Vehicle Y or N

Have you confirm this with the customer Y or N

List:

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement:

Lemon Law Repurchase/Replacement:

GM Program Summary Repairs/Reimbursement for past repairs:

## THE STATE LEMON LAW READS:

Days out of service: {# of Days}

Repairs {# of repair attempts}

Time period {# of months} / {# of miles}

Does Lemon Law state nonconformity must continue to exist? {Y or N}

If applicable, safety-related repairs {# of repair attempts}

Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period: {# of repair attempts}

Total days out of service during the presumption period: {# of Days}

Total days out of service during customer's ownership: {# of Days}

Vehicle Meets Presumption of Lemon Law	YES or NO
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## PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

## RECOMMENDATION AND RATIONALE

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

Cust sts:

DVM sts:

SVM sts:

CRS Rationale:

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

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

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

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

**\* SES light is to be captured under affected component above.**



Aug 20 2003

Jerry Stealy  
Mills Chevrolet  
1610 39<sup>th</sup> Ave  
Moline, IL

Re: [REDACTED]  
Siebel Request: 71-649587937  
2005 Chevrolet Malibu  
VIN # 1G1ZT54865F [REDACTED]

Dear Mr Stealy

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

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

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

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

Sincerely,

Richard Arsenault  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 31513  
FAX# 866- 256-2227

[illegible]

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

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

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

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	----------------------------	-----------------	---

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

GM Program Summary Repurchase/Replacement: A claim seeking repurchase or replacement must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the veh was first put into use.

Lemon Law Repurchase/Replacement: 1 repair attempt for a for a serious safety defect in the braking or steering system. 3 repair attempts or 30 calendar days out of service. .

GM Program Summary Repairs/Reimbursement for past repairs: A claim seeking repairs or reimbursement for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

#### THE STATE LEMON LAW READS:

Days out of service: 30 Calendar days 15 must be within 12/12  
Repairs Serious defect is 1 repair with 12/12, 1 repairs within 24/24  
Same nonconformity 1 repair 12/12 and 2 more times 24/24 & FRA  
Time period 24 / 24000 miles  
Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs 1 repairs in 12/12 and 1 more 24/24  
Safety-related time period 12/12 – 24/24

Number of repair attempts in the presumption period:

{ # of repair attempts }



Total days out of service during the presumption period: { # of Days}  
Total days out of service during customer's ownership: { # of Days}

Vehicle Meets Presumption of Lemon Law    YES or    NO
--

**PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION**

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

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

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

**RECOMMENDATION AND RATIONALE**

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

Cust sts:

DVM sts:

SVM sts:

CRS Rationale:

CRS's opinion regarding the 3 main Strengths of the case

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CRS's opinion regarding the 3 mains weaknesses of the Case

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

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

CUSTOMER #: 51004

306586

## GINN MOTOR COMPANY

## WARRANTY

8153 ACCESS RD. NW  
COVINGTON, GA  
30014-2099  
(770) 786-3421

LITHONIA, GA

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 231 YOLANDA CASTRO ORMSBY

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
SILVER		06	CHEVROLET MALIBU		1G1ZS51F36F		74984/74984		T3449
DEL DATE		PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE
01JAN06 IS									
01JAN06 DD				18:00 31JUL08				CASH	31JUL08
R.O. OPENED		READY		OPTIONS: DLR:508200 ENG:2.2 Liter MFI DOHC					

07:32 30JUL08 18:07 31JUL08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST SAYS SVC POWER STEERING SHOWS ON DISPLAY

CAUSE: code diag. c 460

E7680 STEERING COLUMN REPLACEMENT

134 W 0.00

1 15926870 COLUMN

FC: 1H PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

WG

20463 28648 TPARTS

0 0 TLABOR

TECH: 134 ACTUAL HRS.: 1.10 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 286.48 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 286.48  
 COST-LBR: 0.00 PTS: 204.63 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 204.63

VERSION 1 (EMP# 134,31JUL08 14:20): 74984 code diag. c 460 replaced  
 power steering column and calibrated tuning center, and torque sensors.

\*\*\*\*\*

\*\*\* THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#306586C \*\*\*

B Moved to: 306586C Line: A

C Moved to: 306586C Line: B

D Moved to: 306586C Line: C

E Moved to: 306586C Line: D

TECH: 134 ACTUAL HRS.: 1.10 SOLD HRS.: 0

SALE-LBR: 0.00 PTS: 286.48 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 286.48  
 COST-LBR: 0.00 PTS: 204.63 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 204.63

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE  
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE  
 SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO  
 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE  
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED  
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY  
 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS  
 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT  
 NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY  
 MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

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

## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY  
THIS AMOUNT

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

CUSTOMER SIGNATURE

CUSTOMER #: 51004

306586

## GINN MOTOR COMPANY

## WARRANTY

8153 ACCESS RD. NW  
COVINGTON, GA  
30014-2099  
(770) 786-3421

PAGE 2

LITHONIA, GA

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 231 YOLANDA CASTRO ORMSBY

SERVICE ADVISOR: 231 YOLANDA CASTRO ORMSBY									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT		TAG
SILVER	06	CHEVROLET MALIBU		1G1ZS51F36F			74984/74984		T3449
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN06 IS									
01JAN06 DD			18:00 31JUL08				CASH	31JUL08	
R.O. OPENED		READY		OPTIONS: DLR:508200 ENG:2.2 Liter MFI DOHC					

07:32 30JUL08 18:07 31JUL08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-31-08	13:14	14:20	1.10	W	134	A	
ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	0	0		480	28648	20463	
263	28648	*****					

COST, SALE, &amp; COMP TOTALS 20463 28648 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	286.48
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	286.48
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	286.48

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

CUSTOMER SIGNATURE

**Privileged and Confidential Information**

**CASE ASSESSMENT**

By: Lana Robinson / Revised by: Maria Dagleish

State: GA

Customer Name: [REDACTED]

Service Request: 71-  
649966677

BBB Case No.: CHV0845728

Vehicle ID No.:  
1G1ZS51F36F [REDACTED]

In Service  
Date:  
2/25/2006

Vehicle is: New

BAC Code:  
112498

Year, Make & Model: 2006 Chevrolet Malibu  
Mileage at Time of BBB Filing: 74,984

Vehicle Purchased Used on: n/a

Lien holder: GMAC ☐ Other ☐: {Name}

Sale Type: Purchase ☐ Lease ☐ Other ☐ :  
{Type}

DVM Name: Martin Cleypool  
Phone/Cell Number: 770-312-4843  
Svc Mgr Name: Keith Black

CAM Name: Aubery Washington  
Phone Number: 678-240-9832

**VEHICLE REPAIR HISTORY**

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

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

☐ Power steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/31/08	30658	1	74984	C/S: SVC power steering shows on display Cause: code diag. C460 Repairs: steering column replacement Tech notes: replaced power steering column and calibrated turning, center, and torque sensors
	6			

☐ RECALL

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

**Has the vehicle ever been involved in an accident? Yes...**

**Did you confirm your answer with the customer? Yes...**

**What type of damage was sustained (example front end collision)**

**hit in the seat behind the driver, repair was done at chev dlr in conyers, and again on the back passanger side. All repairs were done.**

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

**Are there any Aftermarket Modifications to the Vehicle? No...**  
**Have you confirm this with the customer? Yes...**

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

GM Program Summary Repurchase/Replacement: A claim seeking repurchase or replacement must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the veh was first put into use.

Lemon Law Repurchase/Replacement: 1 repair attempt for a for a serious safety defect in the braking or steering system. 3 repair attempts or 30 calendar days out of service. .

GM Program Summary Repairs/Reimbursement for past repairs: A claim seeking repairs or reimbursement for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

**THE STATE LEMON LAW READS:**

**Days out of service: 30 Calendar days 15 must be within 12/12**

**Repairs Serious defect is 1 repair with 12/12, 1 repairs within 24/24**

**Same nonconformity 1 repair 12/12 and 2 more times 24/24 & FRA**

**Time period 24 / 24000 miles**

**Does Lemon Law state nonconformity must continue to exist? Yes**

**If applicable, safety-related repairs 1 repairs in 12/12 and 1 more 24/24**

**Safety-related time period 12/12 – 24/24**

<b>Number of repair attempts in the presumption period:</b>	{ # of repair attempts }
<b>Total days out of service during the presumption period:</b>	{ # of Days }
<b>Total days out of service during customer's ownership:</b>	{ # of Days }

<b>Vehicle Meets Presumption of Lemon Law</b>	<b>NO</b>
---	-----------

**RECOMMENDATION AND RATIONALE**

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

Cust sts: Since Chevrolet sent out letters regarding the same problem for the 2005 Chevrolet Malibu's. My outcome is to have some help, I feel like they should pay for the whole problem since the car was supposedly brand new, but I will settle for some help but I cannot afford to pay a large amount.

DVM sts:

SVM sts:

CRS Rationale: OCRS advised the customer that the steering went due to an electrical failure. Customer said that she wasn't satisfied with that and was going to pursue through the BBB. BBB closed the case Ineligible due to mileage 8/13/2008. ACRS closing the case 8/13/2008.

CRS's opinion regarding the 3 main Strengths of the case

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CRS's opinion regarding the 3 main weaknesses of the Case

1. Out of B2B warranty

2. Repairs didn't happen within GA LL

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



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

**ADR File Checklist**

**SR Number: 71-649966677**

**BBB Case: CHV0845728**

**Customer:** [REDACTED]

**VIN: 1G1ZS51F36F** [REDACTED]

**Make/Model/Year: Chevrolet/Malibu/2006**

**In Service: 2/25/2006 Mileage: 74,000**

**Received Date: 7/30/08**

**Day 15 Date: 8/14/08**

**Goes Active: 08/13/08**

**Primary Concern: find out why veh broke**

☒ **Case Scan / Acknowledgement (24 hrs) Completion Date/Time:**

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time: 7/31/08 / 10:53**

☒ **Dealer Svc Mgr**

**Completion Date/Time: 8/1/08 / 3:57**

☐ **Dealer Finance Mgr**

**Completion Date/Time: /**

☒ **AVM**

**Completion Date/Time: 8/1/08 / 3:39**

☒ **Repair Orders Requested:**

**Received: 8/1/08**

☐ **Sales Documents:**

**Received:**

☐ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

**Lemon Law Eligible:**

**Yes** ☐

**No** ☒

**Presumption:**

**Yes** ☐

**No** ☒

☒ **GM Position – Customer / BBB Due Date (7-10 days):**

☒ **Settlement / Goodwill Offered Date:**

☒ **All Documents Attached (by Day 15)**

☐ **Arbitration Date:**

☒ **Closing Activities:**

**Settlement**

**Completion Date/Time: 08/13/08 / 9:09am**

**Executive Summary**

**Completion Date/Time: 08/13/08 / 9:08am**

**Close Siebel**

**Completion Date/Time: 08/13/08 / 9:18am**

**DVM: Martin Cleypool**

**Node/Box: 770-312-4843**

**Service Dealer: Ginn Chevrolet**

**Svc Mgr:**

**Selling Dealer: Bill Heard Chevrolet, Kennesaw, GA**

**Contact:**

**NOTES:**



## BBB AUTO LINE

July 30, 2008

LANA ROBINSON  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Re:m01 CHV0845728: [REDACTED] vs Chevrolet Motor Division

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*, if the case is deemed eligible, it 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,  
Carolyn Hill at Extension 509

***Council of Better Business Bureaus, Inc.***

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



## BBB AUTO LINE

### WAIVER REQUIRED BY GEORGIA LAW

Section 10-1-784(d) of the Georgia Motor Vehicle Warranty Rights Act (the "Lemon Law") requires that consumers who wish to arbitrate a claim under the Georgia Lemon Law must waive their rights to pursue legal action under the Uniform Commercial Code provisions listed below. Please understand that, by signing this waiver form, you are *not* waiving any right you may have to file a legal action under the Georgia Lemon Law.

If you have any questions about the rights that you are waiving, you may call the Georgia Governor's Office of Consumer Affairs at 404-656-3790.

Please sign and return this waiver form to the BBB along with your *Customer Claim Form*. IF THE VEHICLE IS REGISTERED UNDER JOINT OWNERSHIP, ALL OWNERS SHOULD SIGN THIS FORM.

**I understand that state law provides that if I participate in proceedings under the Georgia Motor Vehicle Warranty Act, I will be deemed to have waived and given up other rights I might have under the Uniform Commercial Code provisions of Georgia state law (Official Code of Georgia Annotated Sections 11-2-602 through 11-2-609). I understand that I have a right to consult with the Georgia Governor's Office of Consumer Affairs and with a private attorney prior to signing this form and surrendering these rights.**

**I hereby surrender and waive any rights I may have under provisions of the Official Code of Georgia Annotated Sections 11-2-602 through 11-2-609.**

\_\_\_\_\_  
vehicle owner

\_\_\_\_\_  
vehicle co-owner

\_\_\_\_\_  
printed name

\_\_\_\_\_  
printed name

\_\_\_\_\_  
date

\_\_\_\_\_  
date

**Council of Better Business Bureaus, Inc.**

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



## BBB AUTO LINE

### Earned Finance Charge Statement

\* If you are seeking a repurchase of a financed vehicle, Georgia lemon law provides for a refund of earned finance charges when a vehicle is bought back. Please contact your leinholder to obtain the following information and return this form, along with your *Customer Claim Form*, to our office.

Through \_\_\_\_\_, I have paid \$ \_\_\_\_\_ in finance/interest charges.  
(mm/dd/yy)

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Customer Printed Name

***Council of Better Business Bureaus, Inc.***

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



## BBB AUTO LINE

July 30, 2008

Re: GAC01 CHV0845728: [REDACTED] vs Chevrolet Motor Division

[REDACTED]  
LITHONIA GA [REDACTED]

Dear [REDACTED]:

Thank you for contacting the BBB AUTO LINE program. Your claim will be opened once your properly completed *Customer Claim Form* is returned to our office.

Please review the information outlined below and follow the instructions.

- \* *Completing Your BBB AUTO LINE Claim* - Please read this document first. It explains what you need to do to help us handle your claim.
- \* *Program Summary* - This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- \* *Customer Claim Form (CCF)* - Information we have on file regarding your complaint is recorded on the CCF. Please verify the accuracy of the information and make any necessary changes. Please provide the Vehicle Identification Number (VIN).
- \* *Waiver Required by Georgia Law* - Georgia law requires that you sign this form before pursuing your claim in BBB AUTO LINE. Please read the waiver, and sign and return it along with your completed CCF.
- \* *Earned Finance Charge Statement* - If you are seeking a repurchase of a financed vehicle, please complete this form, sign it and return it along with your completed CCF and other documentation.

If you would like to review the programs rules and policies, please visit <http://www.dr.bbb.org/autoline/alprocess.asp>

The Georgia Motor Vehicle Warranty Rights Act (i.e., the Georgia Lemon Law) requires that claims filed with BBB AUTO LINE and seeking remedies under the Act be submitted on forms approved by the Governor's Office of Consumer Affairs. **If you wish to pursue a claim under the Georgia Motor Vehicle Warranty Rights Act, we must received the completed *Customer Claim Form* and *Waiver Required by Georgia Law*, both signed by the titled owner(s).**

**Council of Better Business Bureaus, Inc.**

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

To initiate a claim under the Act, please submit the completed *Customer Claim Form* and *Waiver*. **Unless we receive these forms, completed and properly signed, we must determine that you are not seeking remedies under the Act.**

We have notified the manufacturer about your contact with us. The manufacturer may contact you to discuss your case. Please let us know if you reach a settlement so we can record that information in your file.

Once we receive your signed *CCF* with the VIN, if eligible, we will officially open your case. Within a few days, we will contact you by phone to discuss your claim. Our goal is to help you and the manufacturer in reaching a mutually satisfactory resolution to your dispute.

Please call me at (800)955-5100 if you have any questions or if I may be of help.

Sincerely,

Carolyn Hill at Extension 509



**BBB AUTO LINE**  
**Customer Claim Form**

Case number: CHV0845728  
Contact Date: 07/30/08  
Start Date:

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

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]			
Mailing address: [REDACTED]			
City: Lithonia		State: GA	Zip code: [REDACTED]
Day phone: [REDACTED], Ext 2	Evening phone: [REDACTED]	Cell phone: [REDACTED]	
Fax: [REDACTED]		E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Malibu	Year: 2006	Current mileage: 74465
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: Bill Heard Chevrolet in Town Center, Kennesaw, GA			
<b>Primary Servicing</b> dealer/city/state: Ginn Chevrolet,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 02/23/06		Mileage at purchase/lease:	
First repair attempt date: 12/20/06		First repair attempt mileage: 30000	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

Since, chevrolet sent out letters regarding this same problem for the 2005 chevrolet malibu. My outcome is to have some help I feel like they should pay for the whole problem since the car was supposedly brand new, but I will settle for some help, but I can not afford pay a large amount.

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

**VEHICLE IDENTIFICATION NUMBER** \_\_\_\_\_

**Lienholder/Leasing Company** \_\_\_\_\_ **Phone Number** \_\_\_\_\_

**Account Number** \_\_\_\_\_

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: CHV0845728

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

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_  
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

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



## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors – Georgia*

General Motors has agreed to arbitrate certain claims covered by the Georgia Lemon Law. General Motors has also agreed to arbitrate certain warranty claims not covered by the Lemon Law.

#### **LEMON LAW CLAIMS**

A claim seeking relief under the Georgia Lemon Law must meet all standards set out by that law. Please see the attached description of the standards of the Georgia Lemon Law.

If the claim meets all standards set out by the Georgia Lemon Law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. This may include attorney's fees, but will not include any penalties or multiple damages. Please see the attached description of the remedies under the Georgia Lemon Law.

Please note:

- ♦ The award will be reduced for the customer's use of the vehicle in accordance with the Georgia Lemon Law. Please see the attached description of the remedies under the Georgia Lemon Law.
- ♦ The arbitrator will decide whether the Georgia Lemon Law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.

#### **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

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

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

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

## **DEDUCTIONS FROM AWARDS**

A repurchase or replacement award will require payment for any damage to the current vehicle exceeding normal wear and tear, if applicable.

A repurchase award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a downpayment or capitalized cost reduction.

## **CUSTOMER RESPONSIBILITIES**

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

## **CLAIMS THAT WILL NOT BE ARBITRATED**

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

## **OTHER IMPORTANT INFORMATION**

- ◆ The customer must own or lease the vehicle throughout the entire arbitration process.

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

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

# **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

## **Time Period For Filing Claims**

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

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

## **Eligible Claims**

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

## **Eligible Vehicles**

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

The customer's vehicle must be:

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

## **Remedies For Warranty Claims**

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ Reimbursement for money the customer paid to repair the vehicle.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle.

## **Repairs/Reimbursement For Repairs**

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

## Repurchase Or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the Georgia Lemon Law, the arbitrator may award up to the following remedies:

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

## Deductions/Exclusions From A Repurchase Or Replacement Award

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

$$\begin{array}{lcl} \text{Use} & & \text{Vehicle purchase} \\ \text{Deduction/} & = & \text{price or gross} \\ \text{Payment} & = & \frac{\text{\# miles attributable to the customer}}{100,000} \times \text{capitalized cost} \\ & & \text{at the time of the arbitration hearing} \end{array}$$

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



## **STANDARDS OF THE GEORGIA LEMON LAW**

### **Motor Vehicle Warranty Rights Act**

The following is a brief explanation of most relevant provisions of the Georgia lemon law. The complete text of the lemon law can be found at Georgia Code Section 10-1-780 *et seq.*

#### **VEHICLES COVERED**

The Georgia lemon law covers new motor vehicles, including demonstrators, that are leased or purchased in Georgia or registered in Georgia by the original consumer. It also covers the self-propelled vehicle and chassis of motor homes. The lemon law does not cover motorcycles, trucks with a G.V.W. rating of 10,000 pounds or more, or vehicles that are bought used.

#### **CONSUMERS COVERED**

The lemon law covers consumers who buy or lease a new motor vehicle primarily for personal, family, or household purposes. It also covers small businesses [the business must have ten or fewer employees and a net income after taxes of less than \$100,000.00 per year] that own or lease no more than three new motor vehicles.

#### **PROBLEMS COVERED**

The lemon law covers vehicle nonconformities. A nonconformity is a defect, serious safety defect, or condition that substantially impairs the use, value, or safety of a new motor vehicle to the consumer. A nonconformity does not include a defect or condition that is the result of abuse, neglect, or unauthorized modification or alteration of the new motor vehicle.

As used in the lemon law, “substantially impair” means to render the new motor vehicle unreliable, or unsafe for ordinary use, or to diminish the resale value of the vehicle more than a meaningful amount below the average resale value for comparable motor vehicles.

#### **MANUFACTURER’S DUTY TO REPURCHASE OR REPLACE A VEHICLE**

The lemon law establishes a lemon law rights period, which is the period ending one year after the date of the original delivery of a new motor vehicle to a consumer OR the first 12,000 miles of operation after delivery of a new motor vehicle to a consumer, whichever occurs first.

#### **NONCONFORMITY MUST BE REPORTED WITHIN LEMON LAW RIGHTS PERIOD**

The Georgia lemon law provides that, if a new motor vehicle has a nonconformity (see above definition) and the consumer reports the nonconformity during the lemon law rights period to the manufacturer, its agent, or the dealer who sold the vehicle, the nonconformity must be corrected at the manufacturer’s expense.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Georgia

## **MANUFACTURER'S RIGHT TO FINAL REPAIR ATTEMPT AFTER REASONABLE NUMBER OF REPAIR ATTEMPTS**

If the manufacturer, its agent, or the new motor vehicle dealer is unable to repair or correct any nonconformity after a reasonable number of attempts, the consumer must notify the manufacturer by certified mail, return receipt requested, at the address provided by the manufacturer. The manufacturer is then entitled to a final repair attempt, as long as the manufacturer notifies the consumer of a reasonably accessible repair facility within seven days of receiving the consumer's notice. Within fourteen days after the consumer has delivered the vehicle to that facility, the nonconformity must be corrected. If it is not corrected, the consumer must request, by certified mail, that the manufacturer either replace or repurchase the vehicle. The manufacturer must, within 30 days of receipt of this last request, replace or repurchase the vehicle.

### **REASONABLE NUMBER OF REPAIR ATTEMPTS**

The Georgia lemon law provides that a reasonable number of repair attempts has been undertaken to repair or correct a nonconformity if any of the following situations occur:

1. A serious safety defect in the braking or steering system is not corrected after being subject to repair at least once during the lemon law rights period;
2. Any other serious safety defect is not corrected after being subject to repair at least once during the lemon law rights period and at least one more time within two years or 24,000 miles (whichever comes first) after the first repair attempt that occurs during the lemon law rights period;
3. The same nonconformity is not corrected after being subject to repair at least once during the lemon law rights period and at least two more times within two years or 24,000 miles (whichever comes first) after the first repair attempt that occurs within the lemon law rights period; or
4. The vehicle is out of service by reason of repair to one or more nonconformities for at least 15 days during the lemon law rights period, and for a total of 30 days within any period of 24 months or 24,000 miles (whichever occurs first) after the first repair attempt that occurs during the lemon law rights period. If less than 15 days remain under the lemon law rights period when the vehicle is first brought in for diagnosis or repair, the lemon law rights period for that particular problem shall be extended for a period of 90 days.

### **DISPUTE RESOLUTION**

If a manufacturer participates in an informal dispute resolution mechanism that has been certified by the Administrator of the Georgia Governor's Office of Consumer Affairs as complying with rules promulgated by the Administrator, then a consumer must submit a dispute under the lemon law to the informal dispute resolution procedure before submitting it to the Georgia new motor vehicle arbitration panel. A consumer must exhaust any certified informal dispute resolution procedure and the Georgia new motor vehicle arbitration panel remedy before filing any superior court action. The consumer has the option of either accepting or rejecting the decision of an informal dispute resolution mechanism.

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Georgia

## **PERIOD FOR FILING CLAIMS**

The lemon law does not specify a time period for filing a claim with an informal dispute resolution mechanism.

A consumer who rejects the decision of an informal dispute resolution mechanism may request a hearing with the state-operated panel by requesting, completing, and submitting forms to the Georgia Governor's Office of Consumer Affairs, within **sixty (60) days** from the date of the rejection. To request a state arbitration application, please call (404) 656-3790.

# REMEDIES UNDER THE GEORGIA LEMON LAW

## REPURCHASE OF OWNED VEHICLES

The Georgia lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the lemon law:

1. *Purchase price.* This means the cash price of the vehicle appearing in the sales agreement, including any reasonable allowance for a trade-in vehicle. In determining whether the trade-in allowance was reasonable, an arbitrator may take into account whether the purchase price of the vehicle was at a fair market value. The arbitrator may make appropriate adjustments to ensure that the consumer is made whole but not unjustly enriched.
2. *Collateral charges.* Collateral charges are those additional charges to a consumer which are wholly incurred as a result of the purchase of the vehicle. Collateral charges include but are not limited to:
  - Sales tax;
  - Title charges;
  - Tag, license and registration fees;
  - Manufacturer or dealer installed items or service charges;
  - Earned finance charges;
  - "WRA" \$3.00 fee;
  - Credit life and disability insurance;
  - Extended warranty/service contract charges; and
  - Any other related charges.
3. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
  - Payments to dealers for attempted repairs of nonconformities;
  - Towing charges; and
  - Costs of obtaining alternative transportation.
4. *Reasonable offset for use.* A reasonable offset for the consumer's use is subtracted from the amounts paid to the consumer. The Georgia lemon law provides that the reasonable offset for use is computed using the following formula:

$$\text{reasonable offset} = \frac{\begin{array}{l} \# \text{ miles directly attributable to use by the} \\ \text{consumer before the consumer's request of} \\ \text{repurchase or replacement} \end{array}}{100,000} \times \begin{array}{l} \text{vehicle's} \\ \text{purchase} \\ \text{price} \end{array}$$

## REPLACEMENT OF OWNED VEHICLES

If a manufacturer replaces a vehicle under the Georgia lemon law, it must give the consumer a new motor vehicle that is identical or reasonably equivalent to the motor

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Georgia

vehicle to be replaced, as the vehicle to be replaced existed at the time of purchase or lease. In addition, the manufacturer must pay:

1. *Collateral charges.* All collateral charges, which are wholly incurred as a result of the acquisition purchase of the vehicle, which the consumer or lessor incurs a second time and which would not have been incurred again except for the replacement.
2. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
  - Payments to dealers for attempted repairs of nonconformities;
  - Towing charges; and
  - Costs of obtaining alternative transportation.

If a vehicle is replaced, the consumer must pay the manufacturer a reasonable offset for the vehicle's use (see formula under preceding section).

## REPURCHASE OF LEASED VEHICLES

For repurchase of a leased vehicle, the Georgia lemon law requires that the manufacturer pay a certain amount to the lessor, and that the lessor pay certain amounts to the lessee. The lease agreement is terminated upon the manufacturer's payment to the lessor, without any penalty for early termination.

A repurchase award will consist of the amounts that the manufacturer must pay to the lessor and the amounts the lessor must pay to the lessee:

To the lessor:

1. *Purchase price.* This means the cash price paid by the lessor to a dealer or distributor to purchase the new motor vehicle.
2. *Reasonable offset for use.* A reasonable offset for the lessee's use is subtracted from the amounts the manufacturer pays to the lessor. The Georgia lemon law provides that the reasonable offset for use is computed by the following formula:

$$\text{reasonable offset} = \frac{\begin{array}{l} \# \text{ miles directly attributable to use by} \\ \text{the lessee before the lessee's} \\ \text{request of repurchase} \end{array}}{100,000} \times \begin{array}{l} \text{vehicle's} \\ \text{purchase} \\ \text{price} \end{array}$$

From the lessor to the lessee: *Value of any trade-in and down payment or balloon payment.*

### NOTE:

In the event the arbitrator renders a decision awarding a repurchase of a leased vehicle, and the lessee accepts the decision, if the lessor does not provide the refund as specified

by the arbitrator and does not terminate the lease and release title to the vehicle, the lessee may contact the Georgia Governor's Office of Consumer Affairs for assistance.

## REPLACEMENT OF LEASED VEHICLES

If a manufacturer replaces a vehicle under the Georgia lemon law, the manufacturer must give the lessee a new motor vehicle that is identical or reasonably equivalent to the motor vehicle to be replaced, as the vehicle to be replaced existed at time of purchase. The contractual obligation between the lessor and lessee will not be altered except for the terms of the agreement that identified the vehicle. In addition, the manufacturer must pay *collateral charges and incidental costs* as defined below:

1. *Collateral charges.* All collateral charges that are wholly incurred as a result of the acquisition of the vehicle, which the lessor or lessee incurs a second time and which would not have been incurred again except for the replacement.
2. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the lessor or lessee in connection with the repair of the vehicle, including but not limited to:
  - Payments to dealers for attempted repairs of nonconformities;
  - Towing charges; and
  - Costs of obtaining alternative transportation.

In addition, if a manufacturer replaces a vehicle under the Georgia lemon law, the lessee must pay the manufacturer a reasonable offset for use, as defined below:

*Reasonable offset for use.* A reasonable offset for the lessee's use shall be paid by the lessee to the manufacturer. The Georgia lemon law provides that the reasonable offset for use is computed by the following formula:

$$\text{reasonable offset} = \frac{\begin{array}{l} \# \text{ miles directly attributable to use by} \\ \text{the lessee before the lessee's} \\ \text{request of replacement} \end{array}}{100,000} \times \begin{array}{l} \text{vehicle's} \\ \text{purchase} \\ \text{price} \end{array}$$

### NOTE:

Under some circumstances, the lessee may be able to seek a reimbursement for the reasonable offset for use from the lessor at the end of the lease term. Please contact the Georgia Governor's Office of Consumer Affairs for further information.

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

March 28, 2011

[REDACTED]  
[REDACTED]  
Culver City, CA [REDACTED]

Service Request: 71-651141252  
Customer Relationship Specialist: Michael Brent

Dear [REDACTED]

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

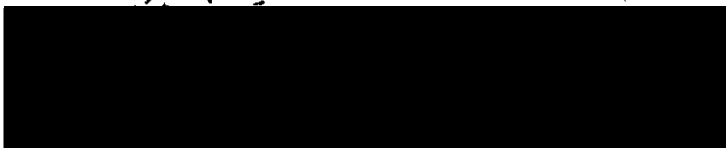
At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

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

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

Sincerely,

Pontiac Customer Assistance Center



Culver City, CA



LOS ANGELES CA 900

31 10



USA FIRST-CLASS FOREVER



USA FIRST-CLASS FOREVER



USA FIRST-CLASS FOREVER



USA FIRST-CLASS FOREVER

AUG 04 1996

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

48232+5170





## CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 7/30/08

17-Digit Vehicle Identification Number (VIN): 1G2ZH548554 [REDACTED]

Mileage at Time of Repair: 6597 Date of Repair: 6/16/08

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Culver City State: CA ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 725.11

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



## CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

**If your claim is:**

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

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





# HOOMAN PONTIAC GMC BUICK OF CULVER CITY

6101 W. Slauson Avenue • Culver City, CA 90230-6419

Ph (310) 636-4800 • Fax (310) 636-1115

www.hoomanautomotive.com

FOR YOUR CONVENIENCE OUR SERVICE DEPARTMENT HOURS ARE:  
MONDAY - FRIDAY 7:00 A.M. - 7:00 P.M.  
SATURDAY 7:00 A.M. - 2:00 P.M.

PNC5125744

## GMC

PNC5125744

COPY

CELL: [REDACTED]

CUSTOMER NO. <b>16605</b>	ADVISOR <b>JOSE GUZMAN</b>	38469	TAG NO. <b>6184</b>	INVOICE DATE <b>06/16/08</b>	INVOICE NO. <b>PNC5125744</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>65,921</b>	COLOR <b>WHITE/</b>	STOCK NO. <b>C5T5331A</b>
<b>CULVER CITY, CA</b>	YEAR / MAKE / MODEL <b>05/PONTIAC/G6/GT</b>	DELIVERY DATE <b>03/02/05</b>		DELIVERY MILES <b>11,453</b>	
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 4 8 5 5 4</b>	SELLING DEALER NO. <b>HOOMAN PONT</b>		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>06/15/08</b>		
COMMENTS					MO: 65923

TOTALS

\*-----\*

[ ] CASH [ ] CHECK -> CHECK # [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMEX [ ] OTHER [ ] CHARGE

\*-----\*

SCHEDULE YOUR NEXT SERVICE APPOINTMENT ONLINE  
WWW.HOOMANAUTOMOTIVE.COM

PARTS AND LABOR WARRANTY IS  
12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST

TOTAL LABOR.... 330.00  
TOTAL PARTS.... 365.00  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 30.11

**TOTAL INVOICE \$ 725.11**

CUSTOMER SIGNATURE

Hooman Pontiac GMC Buick  
6101 W Slauson Ave  
Culver City, CA 90230  
(310) 636-4800

COPY

06/16/2008 18:42

Sale:

Transaction # 9  
Card Type: VISA  
Acc: [REDACTED]  
Entry: Swiped  
Clrk # 98  
Sale: 725.11  
Reference No.: 816901879840  
Auth.Code: 00557B  
Response: APPROVAL 00557B  
Sequence Number: 0010

Thank You.

[ END OF INVOICE ] 04:43pm



# Hooman Pontiac GMC Buick of Culver City

PNC5125744

PNC5125744

6101 W. Slauson Avenue • Culver City, CA 90230-6419

Ph (310) 636-4800 • Fax (310) 636-1115

www.hoomanautomotive.com

FOR YOUR CONVENIENCE OUR SERVICE DEPARTMENT HOURS ARE:  
MONDAY - FRIDAY 7:00 A.M. - 7:00 P.M.  
SATURDAY 7:00 A.M. - 2:00 P.M.

**GMC**

CELL: [REDACTED]

CUSTOMER NO. <b>16605</b>	ADVISOR <b>JOSE GUZMAN</b>	38469	TAG NO. <b>6184</b>	INVOICE DATE <b>06/16/08</b>	INVOICE NO. <b>PNC5125744</b>
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CULVER CITY, CA	YEAR / MAKE / MODEL <b>05/PONTIAC/G6/GT</b>	DELIVERY DATE <b>03/02/05</b>		DELIVERY MILES <b>11,453</b>	
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 4 8 5 5 4</b>	SELLING DEALER NO. <b>Hooman Pont</b>		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>06/15/08</b>		
COMMENTS			MO: 65923		

**JOB# 1 CHARGES**

LABOR-----  
J# 1 32PNZ INTERIOR TRIM TECH(S):29363 330.00  
CUSTOMER STATES " POWER STEERING " LIGHT IS DISPLAYED  
ON RADIO . CUSTOMER HAS NOTICED LIGHT TO COME ON WHEN  
VEHICLE IS BACKING UP AND MAKING SLIGHT TURN MAKING A  
LEFT . VEHICLE POWER STEERING WAS DISABLED. CUSTOMER  
TURNED VEHICLE OFF AND POWER STEERING WORKING AGAIN.  
CHECK AND ADVISE  
DIAGNOSES CHARGE \$125.00  
FOUND DTC C0425// POWER STEERING ANGEL/TORQUE SYSTEM  
MALFUNCTION  
REPLACED AND PROGRAMED POWER STEERING MOTOR. ROAD TESTED  
VEHICLE AFTER REPAIR AND TESTED GOOD.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	25805894	MOTOR 6.605	365.00	365.00
				TOTAL - PARTS	365.00

JOB# 1 TOTALS-----  
LABOR 330.00  
PARTS 365.00

JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 695.00

**JOB# 2 CHARGES**

LABOR-----  
J# 2 02PNZ1 \*KNOW YOUR VEHICLE TECH(S):29363 INTERNAL  
"KNOW YOUR VEHICLE" INSPECTION REPORT  
COURTESY VEHICLE INSPECTION.  
COMPLETED THE "KNOW YOUR VEHICLE INSPECTION" REPORT GROUP  
YOU WILL RECEIVE A COMPLETED DETAILED REPORT.  
MPI INSPECTION JUST PERFORMED

JOB# 2 TOTALS-----  
JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL 0.00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$125.00 (+TAX)  
APPROVED REVISED ESTIMATE (# 1) OF \$695.00 (+TAX) ON 06/15/08 AT 11:39am  
BY 125.00 COMMENTS REPLACE POWER STEERING MOTOR  
COMMENTS-----  
WAITER!!!!!!  
CALLED TANZANIA 6-16-08 @ 2:38PM AND ADVISED VEHICLE IS READY  
FOR PICK UP.

BAR # ARD 231962 • EPA # CAL000269112

©2008 The Reynolds and Reynolds Company All Rights Reserved EPA/NTS/114 DC630173-0 (05/08)

**Privileged and Confidential Information**

**CASE ASSESSMENT**

By: Jen Decan                      State: Michigan

Customer Name: [REDACTED]                      Service Request: 71-                      BBB Case No.:  
655203634    PGM0847293

Vehicle ID No.:                      In Service                      Vehicle is: New                      BAC Code:  
1G2ZG558364 [REDACTED]                      Date:    115926  
1/31/2006

Year, Make & Model: 2006 Pontiac G6  
Mileage at Time of BBB Filing (42500)  
Lien holder: GMAC \$260.31/month                      Sale Type: Lease  
DVM Name: Bruce Bicknell                      CAM Name: Rob Johnson  
Phone/Cell Number: 630092 8400 / (586) 899-1247                      Phone Number: 630-961-6817  
Svc Mgr Name: Don Figurski – Shelton Pontiac

**VEHICLE REPAIR HISTORY**

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

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

**HAS TAC BEEN CONTACTED FOR SERVICE HISTORY - N.**

**IF TAC HAS NOT BEEN CONTACTED WHY NOT – Unclear at this time. Will follow-up with the dealership.**

☐ Concern #1 – Noisy Brakes

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/26/06	22948	1	6265	C/S: The brakes are very squeaky -Front pads and rotors are glazed. Resurfaced front rotors and deglazed pads
3/23/07	24328	***1***	19800	C/S: Brakes have squealing noise. Not sure if rear or front, some history. Noisy after they start to squeal -Replace front pads, glazed -Sand Rotors

**First Repair Attempt w/in one year? Y, 6/26/06**  
**Two year time frame? 6/26/08**  
**30 days out of service within one year? N**  
**2 more repairs plus FRA within two years? N**

**Does this meet definition? N**

☐ Concern #2 – Clunk from Steering Column

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/26/06	236082	2	12702	C/S: There is a clunk in the steering column about a quarter of a turn -Check suspension and strut -Replace steering gear per bulletin -Reset front toe chamber RF -Road test
11/16/07	254105	***1***	31041	C/S: There is a clunk in steering when turning to the left then back -Will check on later date
2/28/08	258230	1	35324	C/S: Clunk type noise when turning all the way to the left and then back to the right -Check suspension and steering -Lube Steering, shaft binds -Recalibrate steering sensors -Road Tested

**First Repair Attempt w/in one year? Y, 10/26/06**

**Two year time frame? 10/26/08**

**30 days out of service within one year? N**

**2 more repairs plus FRA within two years? N**

**Does this meet definition? N**

☐ Concern #3 – Battery Low power

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
11/16/07	254105	1	31041	<b>Concern #1 – Security Light on (Result of Low Voltage/Poor Battery)</b> C/S: The security light is on -Found code B1325, low voltage. After battery replacement, cleared code and code did not return
11/16/07	254105	***1***	31041	<b>Concern #2 – Remote Start Clicking (Result of Low Voltage/Poor Battery)</b> C/S: The remote start will intermittently only click -Charged at tested battery. Battery failed -Bad Cell, replaced battery

**First Repair Attempt w/in one year? N, First repair completed on 11/16/07**

**Two year time frame? N/A**

**30 days out of service within one year? N**

**2 more repairs plus FRA within two years? N/A**

**Does this meet definition? N**

☐ Other – Fog Lamp

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/26/06	236082	***2***	12702	C/S: Fog light indicator isn't working -Complete at later date
10/27/06	236141	1	12755	C/S: the fog light indicator is inoperative -Replace switch to resolved inoperative indicator lamp

☐ Other – Passenger door reflector

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1/19/07	239912	1	16723	C/S: Passenger inside door reflector has come loose -Ordered reflector
1/22/07	239965	1	16792	C/S: Passenger inside door reflector has come loose -Part arrived at the dealer -Installed

☐ Other – Headliner Rattle

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1/19/07	239912	***1***	16723	C/S: Etching type rattle from headliner/dome light area over bumps -R&R Lamp -Re-secure switch that was loose causing rattle
6/13/07	247003	***1***	23729	C/S: Road test and check for rattle in headliner near dome light -Road test, found to be reposition & lube it, run channel to resolve etching/ticking

☐ Other – Power Steering Light

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/23/07	243286	1	19800	C/S: Power Steering light has been coming on DIC -Diagnose Code C0460 -Necessary to replace steering motor assembly and recalibrate
6/19/07	247314	1	24037	C/S: Power Steering come and goes -DTC C0545 set for power steering torque sensor. -Code set due to internal failure in steering column assembly -Replace steering column and road tested

☐ Other – Dome Light

<u>Date:</u>	<u>RO #:</u>	<u>Days</u>	<u>Mileage</u>	<u>Description of Complaint and Repair Performed:</u>
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		<u>Out:</u>	<u>e:</u>	
6/13/07	24700	1	23729	C/S: Dome Light does not come on with door open -Electrical code C26863 -Replace lamp, switch Inoperative
	3			

☐ Other – Horn Inoperative

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
8/15/07	249738	1?	27149	C/S: Horn is Inoperative -No Work Done -Car was in a collision Note: Car had front end damage. Repairs done at an independent. Customer would not pay out for repair

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
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Has the vehicle ever been involved in a accident Y

Did you confirm your answer with the customer Y

What type of damage was sustained – Front end collision

Are the RO's attached if the vehicle was in an accident Y – pending fax receipt from customer

Are there any Aftermarket Modifications to the Vehicle N

Have you confirm this with the customer Y

List:

Was a Trade Repurchase offered to the customer N

(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)

Date authorized by the DVM/CAM \_\_\_\_\_

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

GM Program Summary Repurchase/Replacement: The customer is outside of the 12/12 time frame for filing to be eligible to seek repurchase/replacement under the terms of the GM Program Summary. The customer does not appear to be eligible to seek repurchase/replacement under GM PS.

Lemon Law Repurchase/Replacement: The customer does appear to be eligible to seek repurchase/replacement under the terms of the MI LL. There is no time frame for filing, however the customer would have to have had one repair within the first one year of ownership, plus 2 more and one FRA within 2 years from the first repair attempt. The customer would also have had to have had 30



or more days out of service within the first year of ownership. The customer does not appear to meet the definition outlined in the Michigan Lemon Law.

GM Program Summary Repairs/Reimbursement for past repairs: The customer is not longer within the terms of the General Motors bumper to bumper warranty and does not appear to be eligible to seek repairs under the terms of the GM PS.

#### THE STATE LEMON LAW READS:

Days out of service: 30

Repairs - 1 w/in 1st year plus 2 and FRA within 2 years from the date of the 1st repair attempt

Time period 12 months / unlimited

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs { # of repair attempts}

Safety-related time period { # of months} / { # of miles}

Number of repair attempts in the presumption period:

2- Brakes  
2- Steering Clunk  
2- Battery Low  
Voltage

Total days out of service during the presumption period:

12

Total days out of service during customer's ownership:

12

Vehicle Meets Presumption of Lemon Law	NO
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#### PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

#### RECOMMENDATION AND RATIONALE

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

Cust sts: The customer is seeking to be reimbursed all vehicle payments made to this point and to give the vehicle back to the dealership OR the customer would like to trade his vehicle for another vehicle

DVM sts: No Response yet

SVM sts: This vehicle was in a front end collision and the vehicle is out of warranty. Any repairs that need to be made that are related to the collision need to be handled through insurance. If the vehicle is exhibiting a manufacturing defect, gw assistance might be considered, however cannot make that guarantee and the customer would be responsible for the diagnostic fees.

CRS Rationale: Agree with SM. Will advise that we will not be repurchasing vehicle. Will discuss case with DVM to determine if gw is appropriate in this case

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

The first repair attempt did happen within the first year on two items

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The customer is claiming that the concern continues to exist

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The customer does appear to be eligible to seek repurchase/replacement under MI LL

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

The customer does not appear to meet definition of the LL in Michigan

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The vehicle was in a front end collision that the dealer has documented took place prior to the date that the customer advised.

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The customer does not appear to be eligible for either repurchase/replacement or repairs under GMPS.

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Decision reached by CRS:

Arbitrate case:

☐

Settle case:

☐

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

**\* SES light is to be captured under affected component above.**

## Overallowance/Negative Equity/Incentives Form (Non-Florida)

**Customer:** XXXXXXXXXX **SR #:** 71-655203634 **BBB#:** PGM0847293

This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

### Section 1

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	19375.35
<b>MSRP</b> (from BARS Invoice screen)	- 21570.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= 2194.65

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

### Section 2

<b>Trade Allowance</b> (from Bill of Sale)	0.00
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 0.00
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

### Section 3

<b>Trade Allowance</b> (from Bill of Sale)	0.00
<b>Payoff on Trade</b> (from Bill of Sale)	- 0.00
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 0.00

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	19375.35
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer Incentives. GM Card points must be included.	- 1960.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price.</b> This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 17415.35

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If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

**ADR File Checklist**

**SR Number: 71-655203634**

**BBB Case: PGM0847293**

**Customer:** [REDACTED]

**VIN: 1G2ZG558364** [REDACTED]

**Make/Model/Year: Pontiac/G6/2006**

**In Service: 1/31/2006 Mileage: 42500**

**Received Date: 8/19/08**

**Day 15 Date: 9/2/08**

**Goes Active:**

**Primary Concern: Clunk noise in steering, noise brakes, Low battery power**

☒ **Case Scan / Acknowledgement (24 hrs) Completion Date/Time:**

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time: 8/20/08 / 11:23 am**

☒ **Dealer Svc Mgr**

**Completion Date/Time: 8/20/08 / 10:29 am**

☒ **Dealer Finance Mgr**

**Completion Date/Time: 8/20/08 / 9:46 am**

☒ **AVM**

**Completion Date/Time: 8/20/08 / 10:58 am**

☒ **Repair Orders Requested:**

**Received: 8/20/08**

☒ **Sales Documents:**

**Received: x**

☒ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

**Lemon Law Eligible:**

**Yes** ☒

**No** ☐

**Presumption:**

**Yes** ☐

**No** ☒

☒ **GM Position – Customer / BBB Due Date (7-10 days):**

☐ **Settlement / Goodwill Offered Date:**

☒ **All Documents Attached (by Day 15)**

☐ **Arbitration Date:**

☒ **Closing Activities:**

**Settlement**

**Completion Date/Time: 11/10/08 / 9:07 am**

**Executive Summary**

**Completion Date/Time: 11/10/08 / 9:06 am**

**Close Siebel**

**Completion Date/Time: 11/10/08 / 9:20 am**

**DVM: Bruce Bicknell**

**Node/Box: 630092 8400**

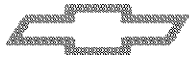
**Service Dealer: Shelton Pontiac**

**Svc Mgr: Don Figurski**

**Selling Dealer: Noonan Pontiac**

**Contact: Steve Herston**

**NOTES:**



GMC

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 20, 2008

Don Figurski  
Shelton Pontiac  
PO Box 1400  
Rochester Hills, MI, 48308-1400

Re: [REDACTED]  
Siebel Request: 71-655203634  
2006 Pontiac G6  
VIN # 1G2ZG558364 [REDACTED]

Dear Don:

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle **within 24 hours**. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible. If at all possible, please black out any private, personal or confidential (such as Social Security numbers, credit card information etc.) information prior to faxing.

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

Sincerely,

Jen Decan  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 11688  
FAX# 866-256-2827

## Lifetime Guarantee

By selecting us to assist you in arranging the Covered Repair or by selecting an Authorized Repair Facility to perform the Covered Repair, you receive a Lifetime Guarantee of the Covered Repair ("Guarantee") for as long as you own or lease your vehicle.

The Covered Repair is a repair of damage to your vehicle that is described in a written damage assessment prepared by Progressive Claims Service ("Progressive") and completed by an Authorized Repair Facility. An Authorized Repair Facility means a repair facility in Progressive's repair shop network.

### What This Guarantee Covers:

This Guarantee covers, and is limited to, the Covered Repair. Under this Guarantee, Progressive, at no cost to you, will arrange for the correction of any Covered Repair that fails to meet generally accepted industry standards for form, fit, finish, durability and functionality, as commonly recognized in the U.S. automobile repair industry at the time of the Covered Repair ("Generally Accepted Industry Standards"). Additionally, Progressive, at no cost to you, will provide you with a rental vehicle while the corrective repairs provided under this Guarantee are being completed.

### What This Guarantee Does Not Cover:

This Guarantee does not cover normal wear and tear or damage caused by improper maintenance, neglect, abuse or subsequent accident.

This Guarantee does not apply to any work on the Covered Repair performed by anyone other than an Authorized Repair Facility. Work on the Covered Repair by anyone other than an Authorized Repair Facility will void this Guarantee.

### How Long This Guarantee Lasts:

This Guarantee applies for as long as you own or lease your vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

### How To Get Service:

To get service under this Guarantee, notify Progressive of any problems related to the Covered Repair by calling 1-800-274-4641.

To report a claim or get service on an existing claim, call 1-800-PROGRESSIVE.

THIS GUARANTEE IS PROGRESSIVE'S EXCLUSIVE OBLIGATION WITH RESPECT TO THE COVERED REPAIR. PROGRESSIVE DISCLAIMS ALL EXPRESS AND IMPLIED WARRANTIES.

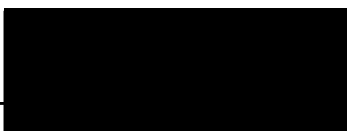
THIS GUARANTEE IS LIMITED TO THE CORRECTION OF ANY COVERED REPAIR THAT FAILS TO MEET GENERALLY ACCEPTED INDUSTRY STANDARDS. ACCORDINGLY, PROGRESSIVE SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE COVERED REPAIR.

Some states may not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you.

Claim #:

06-8276117-01

Name of Vehicle Owner:



Date Repair Complete:

5-18-06

Authorized Repair Facility's Name:

Greenfield Collision

Authorized Signature:

Don Lane

**PROGRESSIVE®**



8394

RECEIVED		PROMISED	
AM	PM	AM	PM
DATE		CALL WHEN READY	
4/2/64		YES	NO
CUSTOMER NOTIFIED			
1 / 1		T M	AM PM

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SUB-TOTAL	
TAX	545.21
TOTAL	14660.35

The limited warranties applying to the parts listed herein are those which may be offered by the manufacturer. We hereby expressly disclaim all warranties, either expressed or implied, including any implied warranties of the merchantability or fitness for a particular purpose and neither assumes, nor authorizes any other person to assume for the company any liability in connection with the sale of this product. The company shall not be entitled to redress from the company any consequential damages for loss of time, loss of profits, loss of income, loss of use of property, or loss of data.

A-NC  
4 U.S.

1234567890

249738

249738



SERVICE HOURS  
MONDAY, THURSDAY 6:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J249738

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
PARTS	ORIGINAL ESTIMATE LABOR	TOTAL	TOTAL HOURS
PARTS	AUTHORIZED ADDITIONS LABOR	TOTAL	HOURS
DATE	TIME	BY	
IDENTIFICATION			



Visit us 24 hours a day at [www.shelton.com](http://www.shelton.com)  
855 South Rochester Road • Rochester Hills, Michigan 48307  
Phone (248) 651-5500 • Fax (248) 651-7234

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/19/07	247314	24037	513	426	W	39PNZ	11-STEERING
06/13/07	247003	23129	503	403	W	03PNZRENTAL	RENTAL CAR
05/23/07	243286	19800	503	475	W	55PNZ	SQUEAKS AND RATTLES
					W	39PNZ	11-STEERING
					W	08PNZSQUEAL	CORRECT BRAKE SQUEAL

## SERVICE

SALESPERSON NO.

VEHICLE ID NO. <b>1G2ZG558364</b>		YEAR / MAKE / MODEL <b>06 / PONTIAC / G6 / GT SEDAN</b>		STOCK NO.	LICENSE NO.	R.O. NO. <b>249738</b>
CUSTOMER NO. <b>53554</b>		SERVICE CONTRACT		DELIVERY DATE <b>01/31/06</b>	DELIVERY MILES	SELLING DEALER NO. <b>NOONAN</b>
COLOR <b>GRAY</b>		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	H.O. DATE <b>08/15/07</b>
BRUCE TOWNSHIP, MI		MILEAGE <b>27,149</b>		ADVISOR NO. <b>513</b>	TAG NO. <b>6780</b>	
RESIDENCE PHONE	TIME RECEIVED <b>07:23am</b>	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE				
LABOR RATE	PRIORITY <b>1</b>	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.				
DATE / TIME PROMISED <b>08/15/07 06:00pm</b>	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	POWER OF ATTORNEY KNOWN ALL MEN BY THESE PRESENTS: That the undersigned do hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by _____ (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.				
Advisor: <b>GERALD BAROODY</b>		X _____ CUSTOMER'S SIGNATURE				

## LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X

W 18PNZ 54-ELECTRICAL  
CUSTOMER STATES HORN IS INOPERATIVE

No WORK DONE CAR WAS IN COLLISION.

FACILITY REGISTRATION NUMBER F-103588

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

NOTE: CAR HAD FRONT END DAMAGE  
D. REPAIRS DONE AT INDEPENDENT

PAGE 1 OF 1 CUSTOMER 249738 WOULD NOT TECHNICIAN COPY PAY OUT

258230

258230

**SHELTON**

PONTIAC BUICK GMC

855 South Rochester Road • Rochester Hills, Michigan 48307  
Phone (248) 651-5500 • Fax (248) 651-7234

FACILITY REGISTRATION NO. F-103588

VISIT US 24 HOURS A DAY AT  
www.shelton.com"ASK ABOUT OUR WORLD PERKS MILES  
FOR SERVICE PROGRAM"

- Competitive Up-Front Pricing
- Courtesy Transportation



0101J258230

## RECOMMENDED SERVICES

03PNZZ36K

00

MI

0.00

PARTS

ORIGINAL ESTIMATE  
LABOR

TOTAL

TOTAL  
HOURS

PARTS

AUTHORIZED ADDITIONS  
LABOR

TOTAL

HOURS

DATE

TIME

BY

IDENTIFICATION

03PNZZ36K Q. (01/07)

**SHELTON**  
PONTIAC BUICK GMCVisit us 24 hours a day at www.shelton.com  
855 South Rochester Road • Rochester Hills, Michigan 48307  
Phone (248) 651-5500 • Fax (248) 651-7234

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/16/07	254105	31041	435	409 409 409	W W W	18PNZ 18PNZBATCHG 39PNZ	54-ELECTRICAL BATTERY CHARGE 11-STEERING
08/15/07	249738	27149	513	420	W	39PNZ	11-STEERING
06/19/07	247314	24037	513	426 426	W W	03PNZRENTALCAR	"RENTAL CAR"

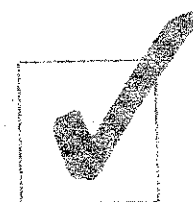
## SERVICE

SALESPERSON NO.

VEHICLE ID NO. <b>1G2ZG558364</b>	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/GT SEDAN</b>	STOCK NO.	LICENSE NO.	R.O. NO. <b>258230</b>
CUSTOMER NO. <b>53554</b>	SERVICE CONTRACT	DELIVERY DATE <b>01/31/06</b>	DELIVERY MILES	SELLING DEALER NO. <b>NOONAN</b>
COLOR <b>GRAY/</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R.O. DATE <b>02/28/08</b>
CHESTERFIELD, MI	TURBO <b>PNZZ</b>	M/MC <b>Y</b>	AIR COND. <b>Y</b>	P.S. <b>Y</b>
	TRANS <b>A</b>	MILEAGE <b>35,324</b>	ADVISOR NO. <b>513</b>	PRODUCTION DATE
RESERVE PHONE	TIME RECEIVED <b>12:24pm</b>	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		
BUSINESS PHONE	LABOR RATE			
DATE / TIME PROMISED <b>02/28/08 06:00pm</b>	PRIORITY <b>1</b>	POWER OF ATTORNEY KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Credits issued by _____ (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: <b>GERALD BAROODY</b>			
		CUSTOMER'S SIGNATURE		

## LABOR INSTRUCTIONS

JOB: ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

**CUSTOMER STATES KLUNK TYPE NOISE WHEN TURNING ALL THE WAY TO THE LEFT AND BACK TO THE RIGHT****CK SUSP STRG - LUBE STRG -  
SHAFT BINDS -  
RECALIBRATE STRG SENSORS -  
ROAD TEST -**FACILITY REGISTRATION  
NUMBER  
F-103588CUSTOMER LABOR RATE IS  
BASED ON A PER FLAT RATE  
UNIT WHICH IS PREDICATED  
ON A TIME STUDY GUIDE AND  
MAY NOT REFLECT THE  
ACTUAL HOURS WORKED.ALL PARTS ARE NEW  
UNLESS SPECIFIED  
OTHERWISE.THE ONLY WARRANTIES APPLYING  
TO THIS PART(S) ARE THOSE WHICH  
MAY BE OFFERED BY THE MANUFACTURER.  
THE SELLING DEALER  
HEREBY EXPRESSLY DISCLAIMS ALL  
WARRANTIES, EITHER EXPRESS OR  
IMPLIED, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY  
OR FITNESS FOR A PARTICULAR  
PURPOSE, AND NEITHER ASSUMES  
NOR AUTHORIZES ANY OTHER  
PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE  
SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED  
TO RECOVER FROM THE SELLING  
DEALER ANY CONSEQUENTIAL  
DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE, LOSS  
OF TIME, LOSS OF PROFITS, OR  
INCOME OR ANY OTHER INCIDENTAL  
DAMAGES.Completely  
Satisfied**RK**

254105

**SHELTON**

PONTIAC BUICK GMC

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Phone (248) 651-5500 • Fax (248) 651-7234

FACILITY REGISTRATION NO. F-103588

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- Competitive Up-Front Pricing
- Courtesy Transportation



0101J254105

## RECOMMENDED SERVICES

RECOMMENDED			
OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ30K	00	MI	0.00
PARTS		ORIGINAL ESTIMATE LABOR	TOTAL HOURS
PARTS		AUTHORIZED ADDITIONS LABOR	TOTAL HOURS
DATE	TIME	BY	
IDENTIFICATION			

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## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/15/07	249738	27149	513	426	C	18PNZ	54-ELECTRICAL
06/19/07	247314	24037	513	426	W	39PNZ	11-STEERING
				426	W	03PNZRENTAL	"RENTAL CAR"
06/13/07	247003	23729	505	403	W	55PNZ	SQUEAKS AND RATTLES
03/23/07	245286	10800	503	475	W	39PNZ	11-STEERING

## SERVICE

SALESPERSON NO.

VEHICLE ID NO. <b>1G2ZG558364</b>	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/GT SEDAN</b>	STOCK NO.	LICENSE NO.	R.O. NO. <b>254105</b>
CUSTOMER NO. <b>53554</b>	SERVICE CONTRACT	DELIVERY DATE <b>01/31/06</b>	DELIVERY MILES	SELLING DEALER NO. <b>NOONAN</b>
COLOR <b>GRAY</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>7731</b>
CHESTERFIELD, MI	PNZZ	M/MC <b>Y</b>	AIR COND. <b>Y</b>	P.S. <b>Y</b>
		TRANS <b>A</b>	MILEAGE <b>31,041</b>	ADVISOR NO. <b>435</b>
RESIDENCE PHONE	TIME RECEIVED <b>12:13pm</b>	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		
BUSINESS PHONE	LABOR RATE	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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.		
DATE / TIME PROMISED <b>11/16/07 06:00pm</b>	PRIORITY <b>5</b>	POWER OF ATTORNEY KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises.		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: PETE ADAIR	CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.		
CUSTOMER'S SIGNATURE		X		

JOB	LABOR INSTRUCTIONS	FACILITY REGISTRATION NUMBER F-103588
X	ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL  CUST STATES THE SECURITY LIGHT IS ON found code 81325, low voltage. After battery replacement, cleared code and code did not return. J9995 .3  CUST STATES THE REMOTE START WILL INT. ONLY CLICK Charged at tested battery. Battery failed Bad cell Replaced battery 1U3PB-RL  CUST STATES THERE IS A CLUNKING IN STEERING WHEN TURNING TO THE LEFT THEN BACK  Later Date  Completely Satisfied	CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.  ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.  THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

247314



SERVICE HOURS  
MONDAY, THURSDAY 8:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J247314

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ24K	00	MI	0.00
ORIGINAL ESTIMATE		TOTAL	
PARTS	LABOR	TOTAL	
AUTHORIZED ADDITIONS		HOURS	
PARTS	LABOR	TOTAL	
DATE	TIME	BY	
IDENTIFICATION			
<p>Visit us 24 hours a day at <a href="http://www.shelton.com">www.shelton.com</a> 855 South Rochester Road • Rochester Hills, Michigan 48307 Phone (248) 651-5500 • Fax (248) 651-7234</p>			

24043

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/13/07	247003	23729	503	403	W	18PNZ	54-ELECTRICAL
				403	W	55PNZ	SQUEAKS AND RATTLES
				403	W	55PNZ	11-STEERING
03/23/07	243286	19800	503	475	W	08PNZSQUEAL	CORRECT BRAKE SQUEAL
01/22/07	239905	16702	503	403	W	52PNZ	INTERIOR TRIM
01/19/07	239912	16723	503	403	W	52PNZ	INTERIOR TRIM

SALESPERSON NO.

## SERVICE

VEHICLE ID NO. 1G2ZG558364	YEAR / MAKE / MODEL 06/PONTIAC/G6/GT SEDAN	STOCK NO.	LICENSE NO.	R.O. NO. 247314
CUSTOMER NO. 53554	SERVICE CONTRACT DELIVERY DATE 01/31/06	DELIVERY MILES	SELLING DEALER NO. NOONAN	R.O. DATE 06/19/07
COLOR GRAY	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 4567
BRUCE TOWNSHIP, MI	TURBO PNZZ	M/MC Y	AIR COND. Y	P.S. Y
	TRANS A	MILEAGE 24,037	ADVISOR NO. 513	PRODUCTION DATE
RESIDENCE PHONE	TIME RECEIVED 04:16pm	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		
BUSINESS PHONE	LABOR RATE	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		
DATE / TIME PROMISED 06/19/07 06:30pm	PRIORITY 1	POWER OF ATTORNEY KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: GERALD BAROODY	CUSTOMER'S SIGNATURE X		

## LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL	FACILITY REGISTRATION NUMBER F-103588
<p>11-STEERING</p> <p>CUSTOMER STATES POWER STEERING COMES AND GOES</p> <p>DTC C0645 set for P/S torque sensor. Code set due to internal fault in steering column assembly. Replaced steering column and retested.</p>				CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.
<p>2 W 03PNZRENTAL CAR "RENTAL CAR"</p> <p>RENTAL VEHICLE</p>				ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
<p>THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.</p>				

247003

247003



SERVICE HOURS  
MONDAY, THURSDAY 6:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J247003

By 1 PM

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ24K	00	MI	0.00

PARTS	ORIGINAL ESTIMATE	LABOR	TOTAL	TOTAL HOURS
PARTS	AUTHORIZED ADDITIONS	LABOR	TOTAL	HOURS
DATE	TIME	BY		

IDENTIFICATION



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DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/23/07	243286	19800	503	475	W	39PNZ	11-STEERING
01/22/07	239903	16723	503	475	W	08PNZSQUEAL	CORRECT BRAKE SQUEAL
01/19/07	239912	16723	503	403	W	52PNZ	INTERIOR TRIM
10/27/06	236141	12755	435	403	W	55PNZ	SQUEAKS AND RATTLES
					W	18PNZ	54-ELECTRICAL

SALESPERSON NO.

## SERVICE

VEHICLE ID NO. 1G2ZG558364	YEAR / MAKE / MODEL 06/PONTIAC/G6/GT SEDAN	STOCK NO.	LICENSE NO.	R.O. NO. 247003
CUSTOMER NO. 53554	SERVICE CONTRACT	DELIVERY DATE 01/31/06	DELIVERY MILES	SELLING DEALER NO. NOONAN
COLOR GRAY	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R.O. DATE 06/13/07
BRUCE TOWNSHIP, MI	TURBO PNZZ	M / MC Y	AIR COND. Y	P. S. A
	TRANS A	MILEAGE 23,729	ADVISOR NO. 503	PRODUCTION DATE
RESIDENCE PHONE	TIME RECEIVED 07:39am	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		
BUSINESS PHONE	LABOR RATE	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's lien is hereby acknowledged on above vehicle.		
DATE / TIME PROMISED 06/13/07 06:30pm	PRIORITY 5	POWER OF ATTORNEY KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: MARC CORTOPASSI	CUSTOMER'S SIGNATURE		

JOB	LABOR INSTRUCTIONS	FACILITY REGISTRATION NUMBER F-103588
X	ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00	CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.
1	W 18PNZ 54-ELECTRICAL 403 DOME LIGHT DOES NOT COME ON WITH DOOR OPEN c2686.3 see dr. replace lamp/switch insp.	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
2	W 55PNZ SQUEAKS AND RATTLES 403 ROAD TEST AND CHECK FOR RATTLE IN HEADLINER NEAR DOME LIGHT c1043.8 road test, found nil to re-position of bulb at sun channel - strapping (tucking)	THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

243286



SERVICE HOURS  
MONDAY, THURSDAY 6:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J243286

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ21K	00	MI	0.00
PARTS	ORIGINAL ESTIMATE	TOTAL	TOTAL HOURS
	LABOR		
PARTS	AUTHORIZED ADDITIONS	TOTAL	HOURS
	LABOR		
DATE	TIME	BY	

IDENTIFICATION



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PAGE 1 OF 1

END OF DAY

## SERVICE HISTORY

DATE	REPAIR ORDER	WILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/22/07	239965	16792	503	403	W	52PNZ	INTERIOR TRIM
01/19/07	239912	16723	503	403	W	52PNZ	INTERIOR TRIM
10/27/06	236141	12755	435	403	W	39PNZ	SQUEAKS AND RATTLES
10/26/06	236082	12702	435	475	W	39PNZ	11-STEERING
				403	W	XPNZ	54-ELECTRICAL

SALESPERSON NO.

## SERVICE

VEHICLE ID NO.	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.	R.O. NO.
1G2ZG558364	06/PONTIAC/G6/GT SEDAN			243286
CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
53554		01/31/06		NOONAN
COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R.O. DATE
GRAY/				03/23/07
BRUCE TOWNSHIP, MI	TURBO	M / MC	AIR COND.	P. S.
	PNZZ	Y	Y	A
	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
		19,800	503	
REFERENCE PHONE	TIME RECEIVED	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		
	07:15am	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's lien is hereby acknowledged on above vehicle.		
DATE / TIME PROMISED	PRIORITY	POWER OF ATTORNEY		
03/23/07 06:30pm	5	KNOWN ALL MEN BY THESE PRESENTS:		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: MARC CORTOPASSI	That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks, or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises.		
		CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.		

## LABOR INSTRUCTIONS

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL	FACILITY REGISTRATION
X		0.00	0.00	0.00	NUMBER F-103558
1	W 39PNZ 11-STEERING				CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.
	POWER STEERING HAS BEEN COMING ON DIC				ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
475	DIAGNOSE CODE - C0460 - NBL TO REPLACE STRG MOTOR ASSY. & RECALIBRATE				THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.
2	W 08PNZSQUEAL CORRECT BRAKE SQUEAL				
	BRAKES HAVE INT. SQUEALING...NOT SURE IF REAR OR FRONTS				
475	SOME HISTORY..NOISY AFTER THEY START TO SQUEAL.				
	REPLACE FRT PADS - GLAZED - SAND ROTORS -				

243286

TECHNICIAN COPY

239965



SERVICE HOURS  
MONDAY, THURSDAY 8:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 8:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J239965

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ18K	00	MI	0.00
ORIGINAL ESTIMATE		TOTAL	TOTAL HOURS
PARTS	LABOR		
AUTHORIZED ADDITIONS		TOTAL	HOURS
PARTS	LABOR		
DATE	TIME	BY	
IDENTIFICATION			



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## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/19/07	239912	16723	503	403	W	52PNZ	INTERIOR TRIM
10/27/06	236141	16733	435	403	W	55PNZ	SOUEAKS AND RATTLES
10/26/06	236082	12702	435	475	W	18PNZ	ELECTRICAL
06/26/06	229488	6265	435	426	W	39PNZ	ELECTRICAL

SALESPERSON NO.

## SERVICE

VEHICLE ID NO. 1G2ZG558364

YEAR / MAKE / MODEL 06/PONTIAC/G6/GT SEDAN

CUSTOMER NO. 53554 SERVICE CONTRACT DELIVERY DATE 01/31/06

COLOR GRAY/

BRUCE TOWNSHIP, MI

TURBO M/MC PNZZ AIR COND. Y P.S. Y TRANS A MILEAGE 16,792

ADVISOR NO. 503 PRODUCTION DATE

RESIDENCE PHONE TIME RECEIVED 09:48am

LABOR RATE

DATE / TIME PROMISED 01/22/07 08:00pm PRIORITY 5

APPOINTMENT ☒ Yes ☐ No

Advisor: MARC CORTOPASSI

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's lien is hereby acknowledged on above vehicle.

POWER OF ATTORNEY

KNOWN ALL MEN BY THESE PRESENTS:

That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises.

CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.

CUSTOMER'S SIGNATURE

JOB	LABOR INSTRUCTIONS	PARTS	LABOR	TOTAL	FACILITY REGISTRATION NUMBER
X	ORIGINAL CUSTOMER ESTIMATE:	0.00	0.00	0.00	F-103588

COMMENTS : =====WAITER=====

W/ 52PNZ INTERIOR TRIM

PASS INSIDE DOOR REFLECTOR HAS COME LOOSE...PART IN 403

63348.2

partial

install missing

reflector on

panel.

CAN

Gond

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.



08/20/2008 10:07 FAX 248 651 7234  
SHELTON PONT BUICK GMC

239912



SERVICE HOURS  
MONDAY, THURSDAY 6:30 A.M. - 9:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J239912

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ18K	00	MI	0.00
PARTS	ORIGINAL ESTIMATE	TOTAL	TOTAL HOURS
PARTS	AUTHORIZED ADDITIONS	TOTAL	HOURS
DATE	TIME	BY	
IDENTIFICATION			



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Phone (248) 651-5500 • Fax (248) 651-7234

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/27/06	236141	12755	435	403	W	18PNZ	54-ELECTRICAL
10/26/06	236082	12702	435	475	W	39PNZ	11-STEERING
				403	W	18PNZ	54-ELECTRICAL
06/26/06	229488	6265	435	420	C	04PNZCLOFCS	51-DRIVE
06/02/06	228337	5209	435	497			LUBE/OIL/FILTER

SALESPERSON NO.

### SERVICE

VEHICLE ID NO. 1G2ZG558364		YEAR / MAKE / MODEL 06/PONTIAC/G6/GT SEDAN		STOCK NO.	LICENSE NO.	R.O. NO. 239912
CUSTOMER NO. 53554		SERVICE CONTRACT		DELIVERY DATE 01/31/06	DELIVERY MILES	SELLING DEALER NO. NOONAN
COLOR GRAY		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO. 6633
BRUCE TOWNSHIP, MI		TURBO	M/MC PNZZ	AIR COND. Y	P.S. Y	TRANS A
RESIDENCE PHONE		TIME RECEIVED 09:30am		MILEAGE 16,723	ADVISOR NO. 503	PRODUCTION DATE
BUSINESS PHONE		LABOR RATE		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		
DATE / TIME PROMISED 01/19/07 06:30pm		PRIORITY 5		I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repair charges.		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Advisor: MARC CORTOPASSI		POWER OF ATTORNEY KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and seal of the undersigned on any Insurance Checks or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a costable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.		
CUSTOMER'S SIGNATURE		X				

### LABOR INSTRUCTIONS

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL	FACILITY REGISTRATION NUMBER F-103588
X		0.00	0.00	0.00	
COMMENTS: END OF DAY					
1. W 52PNZ INTERIOR TRIM 403 PASS INSIDE DOOR REFLECTOR HAS COME LOOSE order reflector - Fred					
2. W 55PNZ SQUEAKS AND RATTLES 403 CUST. STATES ETCHING TYPE RATTLE FROM HEADLINER/DOME LIGHT AREA OVER BUMPS. pin lamp & no secure screws - loose rattling					

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.

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08/20/2008 10:07 FAX 248 651 7234  
SHELTON PONT BUICK GMC

236141

236141



SERVICE HOURS  
MONDAY, THURSDAY 6:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available  
"Ask About Our World Perks Miles  
For Service Program"



0101J236141

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ12K	00	MI	0.00
236022			
PARTS	ORIGINAL ESTIMATE	TOTAL	TOTAL HOURS
PARTS	AUTHORIZED ADDITIONS	TOTAL	HOURS
DATE	TIME	BY	
IDENTIFICATION			



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SERVICE HISTORY							
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/26/06	236082	12702	435	475 403	W	39PNZ	11-STEERING
06/26/06	229488	6263	435	403	W	18PNZ	54-ELECTRICAL
06/02/06	228337	5209	435	497	C	04PNZCLOFQS	51-BRAKES LUBE OIL FILTER

SERVICE

SALESPERSON NO. \_\_\_\_\_

VEHICLE ID NO. 1G2ZG558364

YEAR / MAKE / MODEL 06/PONTIAC/G6/GT SEDAN

CUSTOMER NO. 53554 SERVICE CONTRACT DELIVERY DATE 01/31/06

COLOR GRAY/

BRUCE TOWNSHIP, MI

TURBO M/MC AIR COND. P.S. TRANS MILEAGE ADVISOR NO. PRODUCTION DATE

PNZZ Y Y A 12,755 435

TIME RECEIVED 06:52am

LABOR RATE

DATE / TIME PROMISED 10/27/06 06:30pm PRIORITY 5

APPOINTMENT ☐ Yes ☒ No

Advisor: PETE ADAIR

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 guarantee is hereby acknowledged on above vehicle.

POWER OF ATTORNEY

KNOWN ALL MEN BY THESE PRESENTS:

That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises.

CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.

X

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X

W 18PNZ 54-ELECTRICAL

CUST STATES THAT THE FOG LIGHT INDICATOR IS INOP

2362.5 replace switch - indicator inop.

403

FACILITY REGISTRATION NUMBER F-103588

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.

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BO

diag - By 12 - update  
236082



SERVICE HOURS  
MONDAY, THURSDAY 6:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ12K	00	MI	0.00
15858368			1.2
17			
ORIGINAL ESTIMATE		TOTAL HOURS	
PARTS	LABOR	TOTAL	
AUTHORIZED ADDITIONS		HOURS	
PARTS	LABOR	TOTAL	
DATE	TIME	BY	
IDENTIFICATION			
VISIT US 24 hours a day at <a href="http://www.shelton.com">www.shelton.com</a> 855 South Rochester Road • Rochester Hills, Michigan 48307 Phone (248) 651-5500 • Fax (248) 651-7234			

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/26/06	220488	6265	435	426	W	08PNZ	51-BRAKES
06/02/06	228337	5209	435	497	L	04PNZCLOP	LOOSE BOLT

### SERVICE

SALESPERSON NO.

VEHICLE ID NO. <b>1G2ZG558364</b>	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/GT SEDAN</b>	STOCK NO.	LICENSE NO.	R.O. NO. <b>236082</b>
CUSTOMER NO. <b>53554</b>	SERVICE CONTRACT	DELIVERY DATE <b>01/31/06</b>	DELIVERY MILES	SELLING DEALER NO. <b>NOONAN</b>
COLOR <b>GRAY</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>2459</b>
BRUCE TOWNSHIP, MI	TURBO <b>PNZZ</b>	M/MC <b>Y</b>	AIR COND. <b>Y</b>	P.S. <b>Y</b>
	TRANS <b>A</b>	MILEAGE <b>12,702</b>	ADVISOR NO. <b>435</b>	PRODUCTION DATE
RESIDENCE PHONE	TIME RECEIVED <b>07:13am</b>	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		
BUSINESS PHONE	LABOR RATE	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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. I expressly acknowledge that I am hereby acknowledging on above vehicle to receive the amount of repairs thereon.		
DATE / TIME PROMISED <b>10/27/06 06:30pm</b>	PRIORITY <b>5</b>	POWER OF ATTORNEY KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Advisor: PETE ADAIR	CUSTOMER'S SIGNATURE		

JOB	ORIGINAL CUSTOMER ESTIMATE	PARTS	LABOR	TOTAL	FACILITY REGISTRATION NUMBER
X		0.00	0.00	0.00	F-103588
1	W 39PNZ	11-STEERING			CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.
	CUST STATES THERE IS A CLUNK IN THE STEERING COLUMN ABOUT A QUATER OF TURN	REPLACE STRG GEAR - PER BULLETIN			
2	W 18PNZ	54-ELECTRICAL			ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
	CUST STATES THAT THE FOG LIGHT INDICATOR ISNT WORKING	RESET FRT TOE - CAMBER R/F			THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE BUYER ASSUMES NOR AUTHORIZES AN OTHER PERSON TO ASSUME FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, LOSSES TO PROPERTY, DAMAGES TO PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGE.
		ROAD TEST			
		Later date			

229488

6275



SERVICE HOURS  
MONDAY, THURSDAY 6:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J229488

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ6K	00	MI	0.00
PARTS	ORIGINAL ESTIMATE LABOR	TOTAL	TOTAL HOURS
PARTS	AUTHORIZED ADDITIONS LABOR	TOTAL	HOURS
DATE	TIME	BY	
IDENTIFICATION			
<p>Visit us 24 hours a day at <a href="http://www.shelton.com">www.shelton.com</a> 855 South Rochester Road • Rochester Hills, Michigan 48307 Phone (248) 651-5500 • Fax (248) 651-7234</p>			

## SERVICE HISTORY

DATE	REPAIR ORDER	MI	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/02/06	228337	5209	435	497	C	04PNZCLOFQ\$	LUBEOILFILTER

## SERVICE

SALESPERSON NO.

VEHICLE ID NO. <b>1G2ZG558364</b>		YEAR / MAKE / MODEL <b>06/PONTIAC/G6/GT SEDAN</b>		STOCK NO.	LICENSE NO.	R. O. NO. <b>229488</b>
CUSTOMER NO. <b>53554</b>		SERVICE CONTRACT		DELIVERY DATE <b>01/31/06</b>	DELIVERY MILES	SELLING DEALER NO. <b>NOONAN</b>
COLOR <b>GRAY/</b>		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>6069</b>
TURBO <b>PNZZ</b>		M / MC <b>Y</b>	AIR COND. <b>Y</b>	P. S. <b>A</b>	TRANS <b>6,265</b>	MILEAGE <b>435</b>
RESIDENCE PHONE		TIME RECEIVED <b>06:46am</b>		LABOR RATE		
BUSINESS PHONE		DATE / TIME PROMISED <b>06/26/06 08:00pm</b>		PRIORITY <b>5</b>		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Advisor: <b>PETE ADAIR</b>		CUSTOMER'S SIGNATURE		

## LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE:	PARTS 0.00	LABOR 0.00	TOTAL 0.00	FACILITY REGISTRATION NUMBER <b>F-103588</b>
COMMENTS : CALL [REDACTED] 1.7 Front pads and rotors are glazed. Resurfaced front rotors and deglazed pads.				CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.				THE ONLY WARRANTIES APPLYING TO THIS PART ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR ACCEPTS ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER WILL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGE TO LOSS OF USE, LOSS OF TIME OR OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

**ADR File Checklist**

**SR Number: 71-655203634**

**BBB Case: PGM0847293**

**Customer:** [REDACTED]

**VIN: 1G2ZG558364** [REDACTED]

**Make/Model/Year: Pontiac/G6/2006**

**In Service: 1/31/2006 Mileage: 42500**

**Received Date: 8/19/08**

**Day 15 Date: 9/2/08**

**Goes Active:**

**Primary Concern: Clunk noise in steering, noise brakes, Low battery power**

☒ **Case Scan / Acknowledgement (24 hrs) Completion Date/Time:**

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time: 8/20/08 / 11:23 am**

☒ **Dealer Svc Mgr**

**Completion Date/Time: 8/20/08 / 10:29 am**

☒ **Dealer Finance Mgr**

**Completion Date/Time: 8/20/08 / 9:46 am**

☒ **AVM**

**Completion Date/Time: 8/20/08 / 10:58 am**

☒ **Repair Orders Requested:**

**Received: 8/20/08**

☒ **Sales Documents:**

**Received:**

☒ **BARS / Finance Sheet**

☐ **Case Assessment (by Day 14):**

**Lemon Law Eligible:**

**Yes** ☐

**No** ☐

**Presumption:**

**Yes** ☐

**No** ☐

☐ **GM Position – Customer / BBB Due Date (7-10 days):**

☐ **Settlement / Goodwill Offered Date:**

☐ **All Documents Attached (by Day 15)**

☐ **Arbitration Date:**

☐ **Closing Activities:**

**Settlement**

**Completion Date/Time: /**

**Executive Summary**

**Completion Date/Time: /**

**Close Siebel**

**Completion Date/Time: /**

**DVM: Bruce Bicknell**

**Node/Box: 630092 8400**

**Service Dealer: Shelton Pontiac**

**Svc Mgr: Don Figurski**

**Selling Dealer: Noonan Pontiac**

**Contact: Steve Herston**

**NOTES:**



## BBB AUTO LINE

August 19, 2008

ROSE WILLIMOT  
PONTIAC/GMC  
P O BOX 33172  
DETROIT MI 48232

Re:m01 PGM0847293 [REDACTED] vs Pontiac/GMC Division

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*, if the case is deemed eligible, it 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,  
Carolyn Hill at Extension 509

**BBB AUTO LINE  
Customer Claim Form**

Case number: PGM0847293  
Contact Date: 08/19/08  
Start Date:

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

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]			
Mailing address: [REDACTED]			
City: Chesterfield	State: MI	Zip code: [REDACTED]	
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:	
Fax:	E-mail address: [REDACTED]		

**SECTION 2: VEHICLE INFORMATION**

Make: Pontiac/GMC	Model: G6	Year: 2006	Current mileage: 42500
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , ,			
Primary Servicing dealer/city/state: shelton pontiac,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input checked="" type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 01/31/06		Mileage at purchase/lease:	
First repair attempt date: 02/28/08		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

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

Refund of payments for lease or replacement of vehicle.
---

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

<b>VEHICLE IDENTIFICATION NUMBER</b> _____	
<b>Lienholder/Leasing Company</b> _____	<b>Phone Number</b> _____
<b>Account Number</b> _____	

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: PGM0847293

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
"Clunking" noise in steering column		3		yes
Noise/vibrating brakes		2		yes
Electrical-low battery power		2		yes

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_  
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

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





# BBB AUTO LINE PROGRAM SUMMARY

## *General Motors*

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

### LEMON LAW CLAIMS

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

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

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

Please note:

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

### WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

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

BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

## **CUSTOMER RESPONSIBILITIES**

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

## **CLAIMS THAT WILL NOT BE ARBITRATED**

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

## **OTHER IMPORTANT INFORMATION**

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

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

# **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

## **Time Period for Filing Claims**

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

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

## **Eligible Claims**

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

## **Eligible Vehicles**

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- ♦ Owned or leased in the name of an individual;
- ♦ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ♦ Covered by a United States warranty.

## **Remedies for Warranty Claims**

The arbitrator may award the following remedies:

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

## **Repairs/Reimbursement for Repairs**

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

## **Repurchase or Replacement**

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- ♦ The alleged defect does not meet General Motors specifications for the particular make and model vehicle, provided that specifications pertaining to the defect were given to the arbitrator;
- ♦ The alleged defect continues to exist at the time of the hearing; and

- ♦ The alleged defect was subject to repair at least three times by an authorized General Motors dealer.

If a repurchase or replacement is awarded, the arbitrator may award up to the following remedies:

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

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

### **Deductions/Exclusions from a Repurchase or Replacement Award**

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

$$\begin{array}{lcl} \text{Use} & & \text{Vehicle purchase} \\ \text{Deduction/} & = & \text{price or gross} \\ \text{Payment} & = & \frac{\text{\# miles attributable to the customer}}{100,000} \times \text{capitalized cost} \\ & & \text{at the time of the arbitration hearing} \end{array}$$

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

## **STANDARDS OF THE MICHIGAN LEMON LAW**

The following is a brief explanation of most relevant provisions of the Michigan lemon law. The complete text of the lemon law can be found at M.C.L. § 257.1401 *et seq.*

### **VEHICLES COVERED**

The Michigan lemon law covers any motor vehicle designed as a passenger vehicle, sports utility vehicle, pickup truck, or van. The lemon law does not cover buses, trucks, and motor homes.

A “new motor vehicle” is a motor vehicle that is purchased or leased in Michigan or purchased or leased by a resident of Michigan, and that is covered by a manufacturer’s express warranty at the time of purchase or lease. The lemon law covers used motor vehicles transferred during the manufacturer’s express warranty.

### **CONSUMERS COVERED**

The lemon law covers a person who:

1. Purchases or leases a new motor vehicle for personal, family, or household use and not for the purpose of selling or leasing the new motor vehicle to another person;
2. Purchases or leases less than 10 new motor vehicles a year;
3. Purchases or leases 10 or more new motor vehicles a year only if the vehicles are purchased or leased for personal, family, or household use; or
4. Is entitled to enforce the provisions of an express warranty pursuant to the terms of that warranty.

A “person” under the lemon law is a natural person, a sole proprietorship, partnership, corporation, association, unit or agency of government, trust, estate, or other legal entity.

### **VEHICLE CONVERTERS**

The lemon law applies to vehicle converters.

### **PROBLEMS COVERED**

The lemon law covers any defect or condition that impairs the use or value of the new motor vehicle to the consumer or prevents the new motor vehicle from conforming to the manufacturer’s express warranty.

The lemon law does not cover any defect or condition that is the result of a modification not installed or made by or for the manufacturer, or abuse or neglect of the new motor vehicle or damage due to an accident occurring after the new motor vehicle’s purchase or lease.

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Michigan

## MANUFACTURER'S DUTY TO REPAIR

If a new motor vehicle has any defect or condition that impairs the use or value of the new motor vehicle to the consumer or that prevents the new motor vehicle from conforming to the manufacturer's express warranty, the manufacturer or its dealer must repair the defect or condition if the consumer initially reported the defect or condition to the manufacturer or the new motor vehicle dealer within the term of the manufacturer's express warranty or one year from the date of delivery of the new motor vehicle to the original consumer, whichever is earlier.

Any repairs required under this act must be made even if the repairs need to be performed after the expiration of the manufacturer's express warranty. The defect needing repair must be a continuation of the original attempt to repair the defect.

## MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

The Michigan lemon law requires that a manufacturer repurchase or replace a new motor vehicle if all of the following criteria are met:

1. The new motor vehicle has one or more defects or conditions that impair the use or value of the vehicle to the consumer or that prevent the vehicle from conforming to the manufacturer's express warranty;
2. The defect or condition was reported to the manufacturer or dealer within the period of the manufacturer's express warranty or one year from the date of delivery to the original consumer, whichever is earlier; and
3. The new motor vehicle was subjected to a reasonable number of repair attempts as determined by the *presumption* set out below; and
4. The defect or condition continues to exist<sup>1</sup>.

## REASONABLE NUMBER OF REPAIR ATTEMPTS

The Michigan lemon law requires that the vehicle was subjected to a reasonable number of repair attempts as determined by the section describing the presumption. A reasonable number of repair attempts is established if either of the following occurs:

1. The same defect or condition that *substantially* impairs the use or value of the motor vehicle to the consumer has been subject to repair four or more times by the manufacturer or new motor vehicle dealer in Michigan within two years of the date of the first repair attempt, and the defect or condition continues to exist; or
2. The defect or condition continues to exist after the vehicle is out of service for 30 or more days or parts of days for repairs to the same defect or condition<sup>2</sup> during

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<sup>1</sup> *Computer Network, Inc. v. AM General Corp.*, 265 Mich. App. 309, 696 N.W.2d 49 (2005).

<sup>2</sup> *Hines v. Volkswagen of America, Inc.*, 265 Mich. App. 432, 695 N.W.2d 84 (2005); appeal denied, 474 Mich. 956, 706 N.W.2d 740 (2005).

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the term of the manufacturer's express warranty, or within one year from the date of delivery to the original consumer, whichever is earlier.

The *presumption* is irrebuttable; once satisfied, the manufacturer is deemed to have been afforded a reasonable number of attempts to repair a nonconformity.<sup>3</sup>

The term of the manufacturer's express warranty, the one-year period and the 30 day period are extended if repair services were not available to the consumer because of war, invasion, strike, fire, or other natural disaster.

## **FINAL REPAIR ATTEMPT**

Prior to availing himself or herself of any remedy under the lemon law, the consumer must notify the manufacturer to allow it an opportunity to cure the nonconformity. The notice must be sent in writing by the consumer or his or her representative, by return receipt service, and any time after the third attempt to repair the same nonconformity or after the vehicle has been out of service for at least 25 days in a repair facility.

After receiving the notice, the manufacturer must notify the consumer as soon as reasonably possible of a reasonably accessible repair facility. The manufacturer must repair the defect or condition within 5 business days after the consumer delivers the vehicle to the designated repair facility.

The 5 day period is extended if repair services were not available to the consumer because of war, invasion, strike, fire, or other natural disaster.

## **DISPUTE RESOLUTION**

The provisions of the lemon law do not apply to any consumer who has not first resorted to a manufacturer's informal dispute settlement procedure if the procedure:

1. Complies with the Magnuson-Moss Warranty Act and 16 C.F.R. Part 703, then the consumer must first resort to the informal dispute settlement procedure;
2. Requires the manufacturer to be bound by a decision that the consumer agrees to;
3. Provides that the consumer is not obligated to accept the decision and may pursue the remedies provided by the lemon law; and
4. Requires the manufacturer to begin the process of implementing any final settlement not more than 30 days after the settlement has been reached.

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<sup>3</sup> *Ayer v. Ford Motor Co.*, 200 Mich. App. 337, 503 N.W.2d 767 (1993); *Telly's, Inc. v. Land Rover North America, Inc.*, 2001 Mich. App. LEXIS 1413 (2001).

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## **TIME PERIOD FOR FILING CLAIMS**

Not specified. Assuming that the UCC statute of limitations applies, a claim must be filed with BBB AUTO LINE within four years from the date the alleged defect is discovered.

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Michigan



# REMEDIES UNDER THE MICHIGAN LEMON LAW

## REPURCHASE OF OWNED VEHICLE

The Michigan lemon law provides that the manufacturer must refund the following amounts when repurchasing an owned vehicle:

1. *Purchase price of the vehicle.* This is the actual vehicle sales price listed on the buyer's order including any cash payment by the consumer, and the sum equal to any allowance for any trade-in excluding debt from any other transaction as well as any manufacturer or consumer discount, rebate, or incentive appearing in the agreement or contract that the consumer received or that was applied to reduce the purchase cost.

The refund will also include any sales tax, license and registration fees, and similar government charges not elsewhere paid by the consumer; the cost of any options or other modifications installed or made by or for the manufacturer, and the amount of all other charges made by or for the manufacturer.

2. *Towing and rental costs.* If towing services and rental vehicles were not made available without cost to the consumer, the manufacturer must also reimburse the consumer for towing costs and reasonable costs for a comparable rental vehicle that were incurred as a direct result of the defect or condition.
3. Less a *reasonable allowance for the consumer's use of the vehicle.*
4. Less an amount equal to any appraised damage that is not attributable to normal use or to the defect or condition.

A refund is made to the consumer and the secured party, if any, as their interests exist at the time the refund is to be made.

## REPURCHASE OF A LEASED VEHICLE

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

1. *Lease price.* This is the actual vehicle sales price paid by the lessor including any cash payment by the consumer, and the sum equal to any allowance for any trade-in excluding debt from any other transaction as well as any manufacturer or consumer discount, rebate, or incentive appearing in the agreement or contract that the consumer received or that was applied to reduce the purchase cost.

The refund will also include any sales tax, license and registration fees, and similar government charges not included elsewhere paid by the lessor on behalf of the lessee; the cost of any options or other modifications installed or made by or for the manufacturer; and the amount of all other charges made by or for the manufacturer.

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Michigan

2. *Towing and rental costs.* If towing services and rental vehicles were not made available without cost to the consumer, the manufacturer shall also reimburse the consumer for towing costs and reasonable costs for a comparable rental vehicle that were incurred as a direct result of the defect or condition.
3. Less a *reasonable allowance for the consumer's use of the vehicle.*
4. Less an amount equal to any appraised damage that is not attributable to normal use or to the defect or condition.

A refund is made to the consumer and the secured party, if any, as their interests exist at the time the refund is to be made. The lessor must be notified if a refund is made to a lessee, and may not assess a fee for early termination of a lease under the lemon law.

## USAGE DEDUCTION

The Michigan lemon law provides that a reasonable allowance for the consumer's use of the vehicle be deducted from any repurchase award. A reasonable allowance for use is defined as the following formula:

$$\frac{\text{Miles directly attributable to use by the consumer and any previous consumer before the first report of a defect or condition that substantially purchase or impairs the use or value of the vehicle, plus all miles beyond 25,000 miles}}{\text{X lease price}} \times 100,000$$

If the vehicle did not provide reliable transportation for ordinary personal and household use for any period beyond the first 25,000 mileage usage period of the vehicle, the arbitrator may reduce the vehicle usage deduction for mileage beyond the first 25,000 mileage use period only for the period beyond the 25,000 mileage usage period that the arbitrator determines that the vehicle did not provide useful transportation for ordinary personal or household use. To determine if the vehicle did not provide useful transportation the arbitrator must consider all of the following:

1. The number of repairs.
2. The cost of repairs.
3. The number of days the vehicle was out of service.
4. Whether the vehicle's need for repairs significantly affected the consumer's ability to use the vehicle for personal and household functions.

## **REPLACEMENT**

When replacing a vehicle under the Michigan lemon law, the manufacturer must provide a comparable replacement motor vehicle currently in production and acceptable to the consumer. The reasonable allowance for use does not apply to a replacement.

If the replacement motor vehicle is comparable in value to the original motor vehicle, the secured party must consent to the replacement of the security interest with a corresponding security interest on the replacement motor vehicle. If a leased vehicle is replaced, the lease agreement may not be altered except with respect to the identification of the vehicle.

If for any reason the security interest in the motor vehicle having the defect or condition is not able to be replaced with a corresponding security interest on a replacement motor vehicle, the consumer must accept a refund.

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Michigan

2006 G6 - 6CYL SEDAN  
59U GRANITE METALLIC /V6G  
19B EBONY  
ORDER NO. JMVKR0/TRE STOCK NO.  
VIN 1G2 ZG55 83 64  
\*\*\*\*\*  
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
2ZG69 G6 - 6CYL SEDAN 20030.00 18527.75 INVOICE 10/14/05  
AP3 REMOTE VEHICLE STARTER SYSTEM 190.00 157.70 SHIPPED 10/14/05  
FE9 50-STATE EMISSIONS N/C N/C EXP I/T 10/16/05  
F83 AXLE RATIO 3.05 N/C N/C INT COM 10/17/05  
LX9 ENGINE, 3.5L V6 SFI N/C N/C PRC EFF 10/14/05  
MX0 AUTOMATIC TRANSMISSION 0.00 0.00 KEYS G2743 G2743  
PCI DRIVER'S PACKAGE INCLUDES: 650.00 539.50 WFP-S QTR OPT-1  
\* PWR ADJ BRAKE & ACCEL. PEDALS BANK: GMAC - 045  
\* FLOOR MATS, CARPET CHG-TO 07-688  
\* CARGO NET  
\* (4) 16" PAINTED ALLOY WHEELS SHIP WT: 3359  
HP: 32.9  
R6J CUSTOMER DIALOG NETWORK 0.00 16.50 GMS: 19375.35  
T43 SPOILER 225.00 186.75 SUPPLR: 20243.87  
1SZ DRIVER PACKAGE DISCOUNT 150.00- 124.50- MRM: 21720.00  
MEMO 972.25

TOTAL MODEL & OPTIONS 20945.00 19303.70 ACT 231 19300.35  
DESTINATION CHARGE 625.00 625.00 H/B 261 628.35  
DEALER CO-OP ADVERTISING 209.45 ADV 261 209.45  
  
TOTAL 21570.00 20138.15 PAY 310 20138.15  
MEMO: TOTAL LESS HOLDBACK AND  
APPROX WHOLESALE FINANCE CREDIT 19209.35

\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*  
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

SAWYERS PONTIAC, INC.  
REMIT TO GMAC NO. 045  
VIN 1G2ZG558364  
\$ 20138.15 INV 2AD52907407  
DUE 10/17/05 DEALER 07-688

# NOONAN PONTIAC-GMC



## FAX FORM

To: Ten Decan From the desk of: Sandy @Ext. 821

Date: 8-20-08 Number of Pages Sent: 13

Company: BRC Fax Number: 866-256-2827

Comments:

Response Required: \_\_\_\_\_

**GMC****HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 20, 2008

Jan Alderman  
Mike Noonan Pontiac, Inc.  
42111 Van Dyke Ave  
Sterling Heights, MI, 48314-3673

Re: [REDACTED]  
Siebel Request: 71-655203634  
2006 Pontiac G6  
VIN # 1G2ZG558364 [REDACTED]

Dear Jane:

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle **within 24 hours**. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible. If at all possible, please black out any private, personal or confidential (such as Social Security numbers, credit card information etc.) information prior to faxing.

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

Sincerely,

Jen Decan  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 11688  
FAX# 866-256-2827

<b>LESSEE (and CO-LESSEE) ("You") name and address, including county</b> BRUCE TWP, MI	<b>Garaging address (if different)</b> Principal driver (if business use)	<b>LESSOR (Retailer)</b> ADDISON PONTIAC, INC. 42111 VAN DYKE STEWING HEIGHTS, MI 48078
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This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

- ☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- ☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.
- ☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to \_\_\_\_\_.
- ☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

### THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	PONTIAC	LS	1G2EJ55H150000000	70	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance
Dealer Installed Options:						
GW (If truck)						

### FEDERAL CONSUMER LEASING ACT DISCLOSURES

<b>1. Amount Due at Lease Signing or Delivery.</b> (Itemized Below) \$ 3429.39	<b>2. Monthly Payments</b> Your first monthly payment of \$ 250.31 is due on 01/31/2008, followed by 38 payments of \$ 250.31 due on the 31st of each month. The total of your monthly payments is \$ 10132.89	<b>3. Other Charges</b> (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ N/A Total \$ N/A	<b>4. Total of Payments</b> (The amount you will have paid by the end of the lease.) \$ 13321.17
<b>5. Amount Due at Lease Signing or Delivery:</b>			
a. Capitalized cost reduction \$ 2368.00 b. First monthly payment \$ 250.31 c. Refundable security deposit \$ N/A d. Title fees \$ 15.00 e. Registration fees \$ N/A f. Sales/use tax \$ 178.00 g. Other taxes \$ 5.00 h. Total \$ N/A i. Total \$ 3429.39			
<b>6. How the Amount Due at Lease Signing or Delivery will be paid:</b>			
a. Net trade-in allowance \$ N/A b. Rebates and non-cash credits \$ 1568.00 c. Amount to be paid in cash \$ 1861.39 d. Total \$ 3429.39			
<b>7. Your monthly payment is determined as shown below:</b>			
a. Gross capitalized cost: The agreed-upon value of the vehicle \$ 13475.35 and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) \$ 19570.35 b. Capitalized cost reduction: The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost \$ 2368.00 c. Adjusted capitalized cost: The amount used in calculating your base monthly payment \$ 11107.35 d. Residual value: The value of the vehicle at the end of the lease used in calculating your base monthly payment \$ 10792.66 e. Depreciation and any amortized amounts: This amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term \$ 229.70 f. Rent charge: The amount charged in addition to the depreciation and any amortized amounts \$ 229.70 g. Total of base monthly payments: The depreciation and any amortized amounts plus the rent charge \$ 229.70 h. Lease payments: The number of payments in your lease 38 i. Base monthly payment \$ 245.58 j. Monthly sales/use tax (estimated) \$ 5.00 k. Total monthly payment \$ 250.31			

**Early Termination:** You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

<b>8. Excessive Wear and Tear:</b> You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15,000 miles per year at the rate of \$ .13 per mile.	<b>9. Purchase Option at End of Lease Term:</b> You have an option to buy the vehicle at the end of the lease term for \$ 11292.66 plus official fees and taxes.
<b>10. Other Important Terms:</b> See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.	
<b>11. ITEMIZATION OF GROSS CAPITALIZED COST</b>	
a. Agreed-upon value of the vehicle \$ 13475.35 b. GMAC administrative fee \$ 595.00 c. License/registration/title fees \$ N/A d. Sales tax \$ N/A e. Other tax (describe) \$ N/A f. Optional service contract \$ N/A g. Optional maintenance contract \$ N/A h. Optional life insurance \$ N/A i. Optional disability insurance \$ N/A j. Total \$ 13475.35	
<b>12. THE VEHICLE YOU ARE TRADING:</b> (Year) (Make) (Model) Gross trade-in value \$ N/A Payoff \$ N/A Net trade-in value \$ N/A	
<b>13. OFFICIAL FEES AND TAXES:</b> You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may charge your monthly payment if taxes change. We may bill you separately for official fees and taxes. <b>TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE</b> \$ 1187.05 The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.	
a. Title/lien fees \$ 15.00 b. Registration fees/taxes \$ N/A c. License fees/taxes \$ 391.39 d. Sales/use taxes (including tax on capitalized cost reduction) \$ 752.55 e. Excise taxes \$ N/A f. Property taxes \$ N/A g. Other (describe) \$ N/A h. Other (describe) Transfer Fee \$ 0.00 i. Other (describe) \$ N/A	
<b>14. MILEAGE:</b> Base Mileage Allowance: <input checked="" type="checkbox"/> 15,000 miles/year <input type="checkbox"/> Low mileage: 12,000 miles/year <input type="checkbox"/> Medium-duty truck (gasoline): 25,000 miles/year <input type="checkbox"/> Medium-duty truck (diesel): 35,000 miles/year	
<b>15. CHARGE FOR FINES:</b> If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.	
<b>17. SCHEDULED LEASE END DATE:</b> This lease is scheduled to end 38 months (day) (year) 01/31/2008. You are scheduled to return the vehicle on this date.	
<b>18. LEASE END DAILY EXTENSION CHARGE:</b> \$ 25.00 per day (plus tax) beginning on the eighth day after scheduled lease end date.	
<b>19. REQUIRED VEHICLE INSURANCE INFORMATION:</b> You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows: Insurance company name: IMPRESSIVE Insurance agency name: IMPRESSIVE Agency address: 211 W 312th St, TWIN FALLS, ID 83403 Agency phone no.: 888-688-7754 Agent's name: HELEN SOI Policy: <input checked="" type="checkbox"/> Liability <input checked="" type="checkbox"/> Physical damage Deductibles: Collision \$ 1000.00 Comprehensive \$ 1000.00 Insurance company name: N/A Insurance agency name: N/A Agency address: N/A Agency phone no.: N/A Agent's name: N/A Policy: <input checked="" type="checkbox"/> Liability <input checked="" type="checkbox"/> Physical damage Deductibles: Collision \$ N/A Comprehensive \$ N/A	
<b>20. OPTIONAL LIFE AND DISABILITY INSURANCE:</b> We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will then do the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment. Insurance company name: N/A Agency address: N/A Agency phone no.: N/A Agent's name: N/A Policy: <input type="checkbox"/> Life insurance <input type="checkbox"/> Life insurance <input type="checkbox"/> Life insurance Premium: \$ N/A Coverage limit: \$ N/A <input type="checkbox"/> Disability insurance (Lessee only) Premium: \$ N/A Monthly coverage limit: \$ N/A	
<b>LESSEE'S SIGNATURE:</b> X Age	
<b>CO-LESSEE'S SIGNATURE:</b> X Age	
<b>21. WARRANTY AND EXCLUSION OF WARRANTY:</b> You have the benefit of any warranty checked below: <input type="checkbox"/> Standard manufacturer's warranty Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease.	

**Extra Miles:** You are buying N/A extra miles at \$ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	\$2955.00
b. First monthly payment	\$ 258.31
c. Refundable security deposit	\$ N/A
d. Title fees	\$ 15.00
e. Registration fees	\$ N/A
f. Sales/use tax	\$ 178.00
g. License fees	\$ 8.00
h. Other (describe)	\$ N/A
i. Total	\$3429.39

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	\$ N/A
b. Rebates and noncash credits	\$ 1958.00
c. Amount to be paid in cash	\$ 1461.39
d. Total	\$ 3429.39

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$19275.39) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit lease balance)	\$ 19978.33
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	\$ 2955.00
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ 17023.33
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	\$ 10792.18
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ 6231.15
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 3367.87
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	\$ 9599.02
h. Lease payments. The number of payments in your lease	+
i. Base monthly payment	\$ 245.58
j. Monthly sales/use tax (estimated)	\$ 14.73
k. Total monthly payment	\$ 260.31

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater the charge is likely to be.

Excessive Wear and Tear. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15,000 miles per year at the rate of \$ .15 per mile.

Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 11292.00 plus official fees and taxes.

Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST:

a. Agreed upon value of the vehicle	\$19275.39
b. GMAC administrative fee	\$ 500.00
c. License, registration, title fees	\$ N/A
d. Sales tax	\$ N/A
e. Other tax (describe)	\$ N/A
f. Optional service contract	\$ N/A
g. Optional maintenance contract	\$ N/A
h. Optional life insurance	\$ N/A
i. Optional disability insurance	\$ N/A
j. Total	\$ 19978.33

12. THE VEHICLE YOU ARE TRADING IN:

Gross trade-in value	\$ N/A
Payoff	\$ N/A
Net trade-in value	\$ N/A

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1167.85

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/ten fees	\$ 15.00
b. Registration fees/taxes	\$ N/A
c. License fees/taxes	\$ 311.50
d. Sales/use taxes (including tax on capitalized cost reduction)	\$ 752.35
e. Excise taxes	\$ N/A
f. Property taxes	\$ N/A
g. Other (describe)	\$ N/A
h. Other (describe) Transfer Fee	\$ 8.00
i. Other (describe)	\$ N/A

14. MILEAGE:

Base Mileage Allowance: 15,000 miles/year. Low mileage: 12,000 miles/year.  
☐ Medium-duty truck (gasoline): 25,000 miles/year  
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are paying \$ .15 extra miles at \$ .15 per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ .15 per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 4800 miles.

Starting odometer mileage	70 miles
Base mileage allowance	+ 4800 miles
Purchased extra miles	+ N/A miles

Excess Mileage Charge. The excess mileage charge is \$ .15 per mile for each mile beyond the total allowed miles plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If you do not pay a monthly payment 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.

THIS IS THE ENTIRE AGREEMENT. The entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this agreement must be in writing and signed by both parties.

LESSOR: X BY: X  
 We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE: 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AT STERLING HEIGHTS, MI

LESSOR: X BY: X

LESSOR: NURON PONTRE, INC. SIGNATURE AND TITLE: X

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: NURON PONTRE, INC. BY: X TITLE: MCR

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end on 08/31/2009 (month) (day) (year). You are scheduled to return the vehicle on this date.

18. LEASE END DAILY EXTENSION CHARGE \$ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: UNICO INSURANCE  
 Insurance agency name: UNICO INSURANCE  
 Agency address: 211 BOX 31250 TAMPA FL 33631  
 Agency phone no.: 800-888-7764  
 Agent's name: GENE RO  
 Policy: UNICO  
 Deductibles: Collision \$ 1000.00 Comprehensive \$ 1000.00  
 Insurance company name: N/A  
 Insurance agency name: N/A  
 Agency address: N/A  
 Agency phone no.: N/A  
 Agent's name: N/A  
 Policy: N/A  
 Deductibles: Collision \$ N/A Comprehensive \$ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurance company name: N/A  
 Insurance agency name: N/A  
 Agency address: N/A  
 Agency phone no.: N/A  
 Agent's name: N/A  
 Policy: N/A  
 Deductibles: Collision \$ N/A Comprehensive \$ N/A

21. LIFE INSURANCE (Lessee) ☐ Co-Lessee ☐ Both Premium \$ N/A  
 Coverage limit \$ N/A  
☐ Disability Insurance (Lessee only) Premium \$ N/A  
 Monthly coverage limit \$ N/A

LESSOR SIGNATURE: X Age: \_\_\_\_\_  
 CO-LESSEE SIGNATURE: X Age: \_\_\_\_\_

22. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below:  
☐ Standard manufacturer's warranty

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS:

Name: N/A Term: N/A months N/A times  
 Name: N/A Term: N/A months N/A times

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.





# VEHICLE PURCHASE ORDER

## NOONAN PONTIAC



42111 Van Dyke Avenue at 18 1/2 Mile  
STERLING HEIGHTS, MI 48314-3673  
PHONE (586) 739-9100 • FAX (586) 739-7793

www.noonanpontiac.com

STOCK #	YEAR	MAKE	MODEL	BODY	COLOR	TRIM
61525	06	PONT	GL6	4 DOOR	GRANITE	

☐ CAR ☐ TRUCK ☐ NEW ☐ USED ☐ DEMO ☐ OTHER

VIN
1G2ZG55F364

Subject to terms and conditions below and on the reverse side of this Order,

### NOONAN PONTIAC

("Dealer") agrees to sell and Buyer(s) agrees to purchase the above vehicle.

### IMPORTANT BUYER INFORMATION

- Any warranties from a Manufacturer or supplier, including warranties on any Dealer-installed Non-Manufacturer accessories, are theirs, not Dealer's, and only such Manufacturer or other supplier will be liable for performance under those warranties. All goods, services and Vehicles sold by Dealer are sold "AS IS" unless Dealer furnished Buyer with a separate written warranty or service contract or the used car sticker on the window on the vehicle indicates otherwise. (SEE PARAGRAPH 10 ON REVERSE SIDE.) This disclaimer in no way affects the Manufacturer's Vehicle warranty.
- If this is a credit sale and a financing disclosure statement has not been completely filled in, this Order is not binding on the Buyer and the Buyer can cancel it and recover the deposit. However, this Order shall become binding on the Buyer when Buyer receives a completely filled in financing disclosure statement.
- THE SALESPERSON HAS NO AUTHORITY TO MAKE AND DEALER SHALL NOT BE BOUND BY ANY PROMISES OR REPRESENTATIONS UNLESS THEY ARE WRITTEN ON THIS ORDER AND APPROVED BY DEALER'S AUTHORIZED REPRESENTATIVE.
- THE ADDITIONAL TERMS AND CONDITIONS PRINTED ON THE REVERSE SIDE ARE PART OF THIS ORDER.
- Unless otherwise noted, the Buyer listed on "A" will be the registered owner of the Vehicle.

### IMPORTANT NOTICE CONCERNING INSURANCE

Buyer(s) must have insurance for liability for injury to person or damage to property of others (PL & PD) in order to take title to the Vehicle.

Buyer(s) Note: Neither accident and health insurance nor credit life insurance provide PL & PD coverage.

If a credit sale, Buyer is required to maintain collision insurance on the Vehicle during the term of the finance contract.

A Buyer may not be eligible for either credit life insurance or accident and health insurance. Buyer is not required to obtain either accident and health insurance or credit life insurance. Buyer may choose the agent from which said insurance will be obtained.

### TRADE-IN COMPUTATION

Make of Trade-In: \_\_\_\_\_ Year: \_\_\_\_\_

Plate Number \_\_\_\_\_ Model: \_\_\_\_\_ Body: \_\_\_\_\_

MVI or Serial No. \_\_\_\_\_

Insurance Company: \_\_\_\_\_

Policy Number: \_\_\_\_\_

Agent's Name: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Balance Owed To: \_\_\_\_\_ Date Good To: \_\_\_\_\_

Address \_\_\_\_\_ Phone No.: \_\_\_\_\_

Trade-In Allowance (Subject to reappraisal see Paragraph 3 on reverse side) \$ \_\_\_\_\_

Less Balance Owed On Trade-In \$ \_\_\_\_\_

Net Allowance On Trade-In \$ \_\_\_\_\_

MILEAGE \_\_\_\_\_ CUSTOMER INITIALS \_\_\_\_\_

### BUYER'S REPRESENTATIONS

Buyer certifies that no credit has been either extended by Dealer or arranged by Dealer for the cash downpayment unless it appears in writing on the face of this Order. The front and back of this Order comprises the entire agreement affecting this purchase and no other agreement or understanding on any nature concerning same has been made or entered into, or will be recognized.

I have read the material printed on the back and agree to it as a part of this Order as if it were printed above my signature. I certify that I am at least 18 years old, and acknowledge receipt of this Order.

SIGNED \_\_\_\_\_ BUYER (A)

Date \_\_\_\_\_

SIGNED \_\_\_\_\_ BUYER (B)

Date \_\_\_\_\_

Buyer's Name: (A) \_\_\_\_\_ Please Print \_\_\_\_\_ Title Will Read \_\_\_\_\_  
Buyer's Name: (B) \_\_\_\_\_ Please Print \_\_\_\_\_  
Buyer's Address \_\_\_\_\_ Apt.: \_\_\_\_\_  
City Bruce Twp State: MI  
County: MACOMB Zip Code: \_\_\_\_\_  
Buyer's Driver's License No. \_\_\_\_\_  
Co-Buyer's Driver's License No.: \_\_\_\_\_  
Social Security No.: \_\_\_\_\_ Birth Date: 5-3-81  
Home Phone No. \_\_\_\_\_ Business Phone No.: \_\_\_\_\_  
E Mail: \_\_\_\_\_  
Salesperson NORM Estimated Delivery Date: 1-31-06

### DEALER INSTALLED ACCESSORIES

(See Paragraph 1 under "Important Buyer Information")

### MANUFACTURER'S OPTIONS:

<u>AV 1st WINDOW LOCKER</u>

WE AGREE TO RECEIVE CALLS PLACED BY OR ON THE BEHALF OF NOONAN PONTIAC AT THE NUMBER(S) LISTED BELOW, EVEN IF MY/OUR NAME(S) AND NUMBER(S) ARE ON THE NATIONAL DO-NOT-CALL REGISTRY.

Customer Name(s): _____
Phone Number(s): _____
Signature(s): _____

### NON-VEHICLE MANUFACTURER'S OPTIONS:


Vehicle Selling Price: \$ 19375.35

Documentary Fee: \$ N/C

TOTAL TAXABLE PRICE: \$ \_\_\_\_\_ PLUS

Taxes: Sales: \$ \_\_\_\_\_

Other: \$ \_\_\_\_\_

License: Weight: \_\_\_\_\_ Mth. \$ 15.00

Transfer Fee: \$ \_\_\_\_\_

Title & Registration: \$ 8.00

Extended Service Plan: \$ \_\_\_\_\_

TOTAL CASH PRICE: \$ \_\_\_\_\_ LESS

Net Allowance On Trade-In: \$ \_\_\_\_\_

Cash Deposit: \$ \_\_\_\_\_

Other Credits: \$ \_\_\_\_\_

Cash On Delivery: \$ \_\_\_\_\_

AMOUNT TO BE FINANCED: \$ \_\_\_\_\_

This Order shall not become binding until Dealer's authorized representative's signature appears here.

SIGNED \_\_\_\_\_ Date: 1-31-06

Form VPO 100 1/04 AMERICAN SOLUTIONS FOR BUSINESS (248) 650-5023

GMAC FINANCIAL SERVICES

BRANCH NUMBER

CSG NUMBER

DEALER NUMBER

539

693

Business Type: ☐ Corp ☐ Part ☐ LLC ☐ Prop

DATE OF BIRTH (MMDDYY)

5130181

LAST NAME OR BUSINESS NAME

FIRST NAME

MI

SOCIAL SECURITY NUMBER or (TAX ID #)

PO BOX NUMBER

CURRENT STREET NUMBER

CURRENT STREET NAME (MAILING ADDRESS)

CITY

STATE

ZIP CODE

(AREA CODE)

HOME PHONE

MTG PAYMENT OR RENT

TIME AT ADDRESS

☐ Own ☐ Other ☐ Rent ☐ Family

YRS MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application)

OCCUPATION

HEALTH QUEST THERAPY

Physical Therapist Aid

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

GROSS ANNUAL INCOME (ALL SOURCES)

TIME EMPLOYED

(AREA CODE)

BUSINESS PHONE

15000

3

YRS MOS

- ☐ Car
- ☐ Light Truck
- ☐ Med. Duty Truck
- ☐ Conversion Van

- ☐ Demo
- ☐ Off-Lease

- ☐ College Grad Plan
- ☐ Lease Loyalty
- ☐ Single Pmt. Lease
- ☐ SmartBeginnings
- ☐ Custom Pmt. Plan
- ☐ Lease to Retail

- ☐ Finance ☐ SmartLease ☐ SmartBuy ☐ ComTRAC

PRODUCT USE: ☐ Personal ☐ Commercial

- ☐ New ☐ Used ☐ Certified Used ☐ Auction

☐ Credit Line

CASH SELLING PRICE	MSRP	TERM	EST PAYMENT	SEC DEP
NET TRADE	(yr) TRADE-IN (make)	MILEAGE (thousands)	UPFIT COST	
CASH/CAP RED/REBATE	VEHICLE YR	MAKE	CYL	# of UNITS
CAP COST OR UNPAID BAL	MODEL CODE	MODEL DESCRIPTION		
COST OF CHASSIS				

USED VEHICLE OPTIONS

- ☐ W/O Air
- ☐ Sunroof
- ☐ Tape/Disc
- ☐ Cruise
- ☐ Pwr Windows
- ☐ Pwr Seats
- ☐ Leather Seats
- ☐ 4 WD
- ☐ Manual Trans
- ☐ Alum/Wire Wheels
- ☐ TTops
- ☐ Third Door

LAST NAME OR BUSINESS NAME

DATE OF BIRTH (MMDDYY)

FIRST NAME

MI

SOCIAL SECURITY NUMBER or (TAX ID #)

PO BOX NUMBER

CURRENT STREET NUMBER

CURRENT STREET NAME (MAILING ADDRESS)

CITY

STATE

ZIP CODE

(AREA CODE)

HOME PHONE

MTG PAYMENT OR RENT

TIME AT ADDRESS

☐ Own ☐ Other ☐ Rent ☐ Family

YRS MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application)

OCCUPATION

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

(AREA CODE) BUSINESS PHONE

GROSS ANNUAL INCOME (ALL SOURCES)

TIME EMPLOYED

This application will be submitted to GMAC (GMAC North America for Ohio Dealers), GMAC Automotive Bank, and C.O.L. Trust (if this is a lease application), all at P.O. Box 5192, Southfield, MI 48066, and (if this is a purchase application) to Nuvel Credit Corp. (a GMAC affiliate) at P.O. Box 242510, Little Rock, AR 72223, so that they may decide whether or not to purchase the transaction.

**Your Opt-Out Right:** If you want GMAC's and GMAC Automotive Bank's vehicle financing operations not to share non-public personal information about you related to this application with affiliates and non-affiliated third parties, you may opt out of information sharing, that is, you may direct us not to share information (other than as permitted by law). See the GMAC Privacy Notice for more information.

☐ To opt-out now -- Fill in this circle to opt out of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

We intend to apply for joint credit. Applicant \_\_\_\_\_ Co-Applicant \_\_\_\_\_ (initials only)

See the other side for important notices. By signing below, I certify that (1) I have read and agree to the terms of this application, including terms on the other side, and (2) I have received

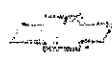
Applicant's Signature

Co-Applicant's Signature

Date

1/31/06

## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: [REDACTED]

## 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
CUSTOMER CASH INCENTIVE	\$ 1,000.00	CNV
CUSTOMER CASH INCENTIVE	\$ 500.00	CCR
CUSTOMER CASH INCENTIVE	\$ 400.00	DXL
CUSTOMER CASH INCENTIVE	\$ 500.00	CRW
	\$ N/A	

Total Incentive Amount Received \$ 1,900.00

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

a. I elect to receive \_\_\_\_\_  
in lieu of \_\_\_\_\_

and/or

b. I elect to receive \_\_\_\_\_

## -- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE --

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

Is vehicle equipped with OnStar? \_\_\_ Yes \_\_\_ No

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

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my services be cancelled.

Purchaser/Lessee Sign: [REDACTED]

Date: \_\_\_/\_\_\_/\_\_\_

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

Authorized Dealer Signature: Steve KlineDate: 1/31/06

Dealership Name: \_\_\_\_\_

Dealer Code: \_\_\_\_\_

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

**General Motors - Vehicle Purchase Program  
Customer-Dealer Agreement and Pricing Sheet**

Eligible Participant: [REDACTED] Relationship to Eligible Participant: CHILD

Purchaser's First Name: [REDACTED] Purchaser's Last Name: [REDACTED]

Purchaser's Date Of Birth: 05/31/1981

Vehicle Identification Number (VIN): 1G2ZG558364 [REDACTED]

Authorization Number: 400351442

Incentive Code: GMS

Approval Number: 515173212

Approval Date: 02/02/2006  
00:00:00 08 2006

Dealer Name: NOONAN PONTIAC GMC

Dealer Code: 07158

Division: PONTIAC

Program Name: GM EMPLOYEE PURCHASE

Company Name: GM TRUCK GROUP

Secondary Company Name:

(1) Amount listed on invoice below caption Employee Price (GMS/GMU) or Supplier Price, as applicable to the program referenced above. Copy of invoice must be shown to customer for verification.

\$ 19375.75

(2) I have confirmed that the Employee or Supplier price shown on line (1) above is correct.

Customer Initials

(3) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final purchase price.

Customer Initials

(4) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price

Customer Initials

**Customer Agreement and Verification of Delivery**

1. By signing this form, the Purchaser acknowledges the following:

- A. Receipt of the vehicle designated above and a copy of this form
- B. The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program.
- C. The Purchaser agrees that he/she will not violate any Program provision
- D. Penalties for violation of Program provisions may include one or more of the following:
  - i. Termination of Program privileges
  - ii. Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
  - iii. Disciplinary action up to and including termination of employment (for GM Employees)
- E. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be able to bring lawsuit for any dispute involving repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration that is binding on both GM and me. I acknowledge that this Authorization evidences a transaction involving interstate commerce. The Federal Arbitration Act ("FAA") (9 U.S.C. 1 et seq.) shall govern the interpretation, enforcement, and proceedings of the arbitration. For matters the FAA does not cover, the laws of the State in which I reside shall govern.

Customer Signature: [REDACTED]

Date: 7-31-06

Dealer Agreement

1. By signing this form, the dealer agrees to the following:

- A. Assume General Motors's obligation for delivery of the vehicle
  - B. Collect from the purchaser the amount specified in the Purchase Contract
  - C. Comply with the Rules and Guidelines of The Program
  - D. Review the Factory Invoice with the customer
  - E. Complete this form and provide a copy of it to the purchaser under any GM Discount Program and provide a completed agreement supplement for all SmartLease / SmartBuy transactions.
  - F. Maintain the original copy of this form in the deal jacket
2. General Motors agrees to pay the Dealer the incentive or allowance in effect under the applicable Program. If a Participant does not accept delivery of the vehicle within five working days of notification by the Dealer that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealer and the Participant, the Dealer is relieved of all obligations to the Purchaser. The vehicle then becomes the responsibility of the Dealer, and no incentive or allowance will be paid by GM.
3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:

A. Comply with the terms and conditions contained in The Program Rules and Guidelines

FEB 08 2006

2/2/2006

- B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
- Declared ineligible to participate further in the Program
  - Charged back any incentive or allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature:

Steve A. Blinn

Date:

1-31-08

- GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.



**MECHANICAL SERVICE CONTRACT  
DECLINATION FORM**

**36 Month/36,000 Mile**  
**Limited Manufacturer**  
**Warranty**  
**Defects Related to Materials and**  
**Workmanship**  
**Only**

**Bumper to Bumper**  
**General Motors Protection**  
**Plan**

Enhances factory warranty and  
extends beyond.....

Covers Wear and Tear  
Only a small list of exclusions  
(Primarily maintenance items and  
physical damage)

Rental Coverage or Alternate  
Transportation

Towing Coverage

Roadside Assistance

24 hours "No Cash Needed"

Good Anywhere in the  
U.S. and Canada

Transferable  
Cancelable

I DO NOT WISH TO PURCHASE  
CUSTOMER SIGNATURE  
DATE

11/31-86

## STATEMENT OF VEHICLE SALE

Purchase Date 01/31/2006

Invoice/Stock No.

Delivery Date 01/31/2006

61525

Invoice/Stock No.

Dealer **MIKE NOONAN PONTIAC, Inc.  
dba NOONAN PONTIAC-GMC**CUST# 48435Address 42111 Van Dyke Avenue At 18 1/2 MileCity STERLING HEIGHTSCounty MACOMB State MICHIGAN Zip Code 48314Dealer License A 001250 Sales Tax License 38-3001687 Phone Number (586) 739-9100Vehicle Sold New ☒ Used ☐ Demo ☐ Trade-In Yes ☐ No ☒Trade-In Year 92 Make Toyota Vehicle No. 1G2EY344N4TEMPORARY VEHICLE REGISTRATION  
USED TO TRANSFER PLATES  
Expires 15 days after delivery datePlate transferred from: Year 92 Make Toyota  
Vehicle No. 1G2EY344N4 Plate No. 1G2EY344N4 Temp. Expiration Date 02/15/2006

## VEHICLE USE AND HISTORY DISCLOSURE:

- ☐ POLICE VEHICLE ☐ VEHICLE HAS BEEN FLOOD-DAMAGED  
☐ GOVERNMENT VEHICLE ☐ SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED  
☐ TAXI ☐

## ODOMETER MILEAGE

The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement.

0	0	0	0	7	0
---	---	---	---	---	---

NO TENTHS

- ☒ actual mileage ☐ not actual mileage ☐ exceeds mechanical limits of odometer

Factory Installed Accessories ☒ Factory List Affixed To VehicleDealer Installed Accessories  
When Optional to Purchaser

## REMARKS:

Unless a separate written document showing the terms of any Dealer Warranty or Service Contract is furnished by the Dealer to the Purchaser, any Warranties on this product are those made by the manufacturer. The Seller, MIKE NOONAN PONTIAC, Inc. dba NOONAN PONTIAC-GMC, hereby expressly disclaims all Warranties, either express or implied, including any implied Warranty of merchantability or fitness for a particular purpose, and MIKE NOONAN PONTIAC, Inc. dba NOONAN PONTIAC-GMC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

## CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM. I WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE.

Dealer's Signature

AGENT

Title

## PURCHASER WARNING: DO NOT SIGN BLANK FORM

I am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration or, if the lessee, applying for a registration. I certify my driver license is not suspended, revoked, or denied as a result of a traffic violation.

Date 01/31/2006

Date

Date

Purchaser/Lessor's Signature(s)

Date

Date

Date

Lessee's Signature(s)

Expires On  
Month 1 Day 30 Year 06  
☐ NEW PLATE  
☐ RENEWAL  
☐ TRANSFER

Year 2006 Make PONTIAC Body Style 4 DR Code 1 County 50

Vehicle No. 1G2EY344N4 Fee Category/Weight 20 License Fee N/A

Driver License No./IDs of All Owners or Lessees [REDACTED] Title 15.00

County of Residence MACOMB Title Late Fee N/A

Complete Names and Addresses of All Owners or Lessors  
V.A.U.L. TRUST LGR N/A

P.O. BOX 867  
SOUTHFIELD, MI 48037-0867 Reg. Transfer Fee 8.00

Complete Names and Addresses of All Lessees  
[REDACTED] LSE 23.00

BRUCE TWP, MI Full Rights to Survive Yes ☐ No ☒

Insurance Company PROGRESSIVE Policy No. or Binder No. [REDACTED]

First Secured Interest 6 H A C Filing Date 31 JAN 2006

Address PO BOX 8117

City-State Zip CUCKEYSVILLE MD 21030

Second Secured Interest [REDACTED] Filing Date [REDACTED]

Address [REDACTED]

City-State Zip [REDACTED]

1. PURCHASE PRICE OF VEHICLE (including Freight & Accessories) 19375.35

2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.) 23.00

3. TOTAL TAXABLE PRICE 19375.35

4. (Above total) SALES TAX - LICENSE - TITLE N/A

5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.) 19398.35

6. TOTAL DELIVERED PRICE 1966.00

7. CASH ON DEPOSIT 19398.35

8. CASH DUE ON DELIVERY N/A

9. TRADE-IN N/A

10. LESS LIEN N/A

11. TOTAL DOWN PAYMENT 19398.35

12. UNPAID BALANCE TO BE FINANCED N/A

13. INSURANCE CHARGE N/A

14. TOTAL AMOUNT OF FINANCE CONTRACT N/A

## TYPE OF INSURANCE

WARNING: This insurance is not PL/PO No Fault Insurance required by Michigan Law.

- ☐ CREDIT LIFE ☐ HEALTH & ACCIDENT  
☐ GAP INSURANCE ☐

Temporary Registration No. [REDACTED] Temporary Fee Charged Yes ☐ No ☐

Salesperson WALKOVER, NORMAN

PURCHASERS NOTE: IF VEHICLE TITLE IS NOT RECEIVED WITHIN 30 DAYS, CONTACT THE BUREAU OF AUTOMOTIVE REGULATION AT 1-800-282-4204





## MICHIGAN REGISTRATION

TERRI LYNN LAND  
Secretary of State

Plate: [REDACTED] 01 Expires: 05/30/2006 12

## TRANSFER REGISTRATION

2006 PONTIAC

4 DOOR 4D

Vehicle No.: 1G2ZG558364 [REDACTED]

Fee Cat. or Wt.: 000020

H 530 440 755 406

County: MACOMB

50

VAULT TRUST LSR  
[REDACTED]

BRUCE TOWNSHIP

MI 48065

8.00

02102006 P9 T041 169 0048

23.00

ORIG TITLE/TRANS PLATE

RD-108

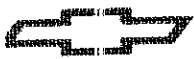
Amount received	Change

TR-1L

Fax Server

8/20/2008 10:32:23 AM PAGE 1/002

Fax Server

**GMC****HUMMER****General Motors Business Resource Center****FAX**

**To: Don Figurski**  
Company:  
Fax: (243) 651-7234  
Phone:

**From: Jennifer Decan**  
Fax: 1-866-256-2827  
Phone: 1-800-231-1841 ext 11688  
E-mail:

**CC:**

---

**NOTES:**

Attn: Don Figurski  
Re: BBB Claim filed by Joshua Hunt

Fax Server

8/20/2008 10:32:23 AM PAGE 2/002 Fax Server

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 20, 2008

Don Figurski  
Shelton Pontiac  
PO Box 1400  
Rochester Hills, MI, 48303- 400

Re:

Siebel Request: 71-655203634  
2006 Pontiac G6  
VIN # 1G2ZG558264

Dear Don:

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within **24 hours**. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible. If at all possible, please black out any private, personal or confidential (such as Social Security numbers, credit card information etc.) information prior to faxing.

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

Sincerely,

Jen Decan  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 11688  
FAX# 866-256-2827

249738

249738



SERVICE HOURS  
MONDAY, THURSDAY 6:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J249738

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
PARTS	ORIGINAL ESTIMATE LABOR	TOTAL	TOTAL HOURS
PARTS	AUTHORIZED ADDITIONS LABOR	TOTAL	HOURS
DATE	TIME	BY	
IDENTIFICATION			



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Phone (248) 651-5500 • Fax (248) 651-7234

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/19/07	247314	24037	513	426 426	W W	39PNZ 03PNZRENTAL	11-STEERING "RENTAL CAR" CA ELECTRICAL
06/13/07	247003	23129	503	403 403	W W	55PNZ 39PNZ	SQUEAKS AND RATTLES 11-STEERING
05/23/07	243286	19800	503	475 475	W W	08PNZSQUEAL	CORRECT BRAKE SQUEAL

SALESPERSON NO.

## SERVICE

VEHICLE ID NO. 1G2ZG558364		YEAR / MAKE / MODEL 06 / PONTIAC / G6 / GT SEDAN		STOCK NO.	LICENSE NO.	R.O. NO. 249738
CUSTOMER NO. 53554		SERVICE CONTRACT		DELIVERY DATE 01/31/06	DELIVERY MILES	SELLING DEALER NO. NOONAN
COLOR GRAY		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	H.O. DATE 08/15/07
BRUCE TOWNSHIP, MI		MILEAGE 27,149		ADVISOR NO. 513	PRODUCTION DATE	TAG NO. 6780
RESIDENCE PHONE	TIME RECEIVED 07:23am	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.				POWER OF ATTORNEY KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by _____ (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.
BUSINESS PHONE	LABOR RATE					
DATE / TIME PROMISED 08/15/07 06:00pm	PRIORITY 1					
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: GERALD BAROODY	X _____ CUSTOMER'S SIGNATURE				

## LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X

W 18PNZ 54-ELECTRICAL  
CUSTOMER STATES HORN IS INOPERATIVE

No WORK DONE CAR WAS IN  
COLLISION.

FACILITY REGISTRATION  
NUMBER  
F-103588

CUSTOMER LABOR RATE IS  
BASED ON A PER FLAT RATE  
UNIT WHICH IS PREDICATED  
ON A TIME STUDY GUIDE AND  
MAY NOT REFLECT THE  
ACTUAL HOURS WORKED.

ALL PARTS ARE NEW  
UNLESS SPECIFIED  
OTHERWISE.

THE ONLY WARRANTIES APPLYING  
TO THIS PART(S) ARE THOSE WHICH  
MAY BE OFFERED BY THE MANUFACTURER.  
THE SELLING DEALER  
HEREBY EXPRESSLY DISCLAIMS ALL  
WARRANTIES, EITHER EXPRESS OR  
IMPLIED, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY  
OR FITNESS FOR A PARTICULAR  
PURPOSE, AND NEITHER ASSUMES  
NOR AUTHORIZES ANY OTHER  
PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE  
SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED  
TO RECOVER FROM THE  
SELLING DEALER ANY CONSEQUENTIAL  
DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE,  
LOSS OF TIME, LOSS OF PROFITS,  
OR INCOME OR ANY OTHER INCIDENTAL  
DAMAGES.

NOTE: CAR HAD FRONT END DAMAGE  
D. REPAIRS DONE AT INDEPENDENT

258230

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PONTIAC BUICK GMC

855 South Rochester Road • Rochester Hills, Michigan 48307  
Phone (248) 651-5500 • Fax (248) 651-7234FACILITY REGISTRATION NO. F-103588  
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www.shelton.com"ASK ABOUT OUR WORLD PERKS MILES  
FOR SERVICE PROGRAM"

- Competitive Up-Front Pricing
- Courtesy Transportation



0101J258230

## RECOMMENDED SERVICES

RECOMMENDED SERVICE

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ36K	00	MI	0.00
ORIGINAL ESTIMATE LABOR			TOTAL HOURS
PARTS			
AUTHORIZED ADDITIONS LABOR			HOURS
PARTS			
DATE	TIME	BY	
IDENTIFICATION			

see 26 Q. (01/07)

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Phone (248) 651-5500 • Fax (248) 651-7234

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/16/07	254105	31041	435	409 409 409	W W W	18PNZ 18PNZBATCHG 39PNZ	54-ELECTRICAL BATTERY CHARGE 11-STEERING
08/15/07	249738	27149	513	420	W	39PNZ	11-STEERING
06/19/07	247314	24037	513	426 426	W W	03PNZRENTALCAR	"RENTAL CAR"

## SERVICE

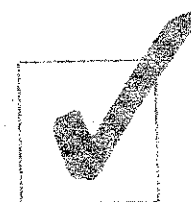
SALESPERSON NO.

VEHICLE ID NO. <b>1G2ZG558364</b>	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/GT SEDAN</b>	STOCK NO.	LICENSE NO.	R.O. NO. <b>258230</b>
CUSTOMER NO. <b>53554</b>	SERVICE CONTRACT	DELIVERY DATE <b>01/31/06</b>	DELIVERY MILES	SELLING DEALER NO. <b>NOONAN</b>
COLOR <b>GRAY/</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	DATE <b>02/28/08</b>
CHESTERFIELD, MI	TURBO <b>PNZZ</b>	M/MC <b>Y</b>	AIR COND. <b>Y</b>	P.S. <b>Y</b>
	TRANS <b>A</b>	MILEAGE <b>35,324</b>	ADVISOR NO. <b>513</b>	PRODUCTION DATE
RESIDENCE PHONE	TIME RECEIVED <b>12:24pm</b>	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		
BUSINESS PHONE	LABOR RATE	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		
DATE / TIME PROMISED <b>02/28/08 06:00pm</b>	PRIORITY <b>1</b>	POWER OF ATTORNEY		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: <b>GERALD BAROODY</b>	KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Credits issued by _____ (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.		
CUSTOMER'S SIGNATURE		X		

## LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

CUSTOMER STATES KLUNK TYPE NOISE WHEN TURNING ALL THE WAY TO THE LEFT AND BACK TO THE RIGHT

CK SUSP STRG - LUBE STRG -  
SHAFT BINDS -  
RECALIBRATE STRG. SENSORS -  
ROAD TEST -FACILITY REGISTRATION  
NUMBER  
F-103588CUSTOMER LABOR RATE IS  
BASED ON A PER FLAT RATE  
UNIT WHICH IS PREDICATED  
ON A TIME STUDY GUIDE AND  
MAY NOT REFLECT THE  
ACTUAL HOURS WORKED.ALL PARTS ARE NEW  
UNLESS SPECIFIED  
OTHERWISE.THE ONLY WARRANTIES APPLYING  
TO THIS PART(S) ARE THOSE WHICH  
MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER  
HEREBY EXPRESSLY DISCLAIMS ALL  
WARRANTIES, EITHER EXPRESS OR  
IMPLIED, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY  
OR FITNESS FOR A PARTICULAR  
PURPOSE, AND NEITHER ASSUMES  
NOR AUTHORIZES ANY OTHER  
PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE  
SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED  
TO RECOVER FROM THE SELLING  
DEALER ANY CONSEQUENTIAL  
DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE, LOSS  
OF TIME, LOSS OF PROFITS, OR  
INCOME OR ANY OTHER INCIDENTAL  
DAMAGES.Completely  
Satisfied

254105

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0101J254105

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ30K	00	MI	0.00
ORIGINAL ESTIMATE LABOR		TOTAL	TOTAL HOURS
AUTHORIZED ADDITIONS LABOR		TOTAL	HOURS
DATE	TIME	BY	
IDENTIFICATION			

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## SERVICE HISTORY

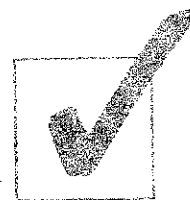
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/15/07	249738	27149	513	426	C	18PNZ	54-ELECTRICAL
06/19/07	247314	24037	513	426	W	39PNZ	11-STEERING
				426	W	03PNZRENTAL	CAR "RENTAL CAR"
06/13/07	247003	23729	505	403	W	55PNZ	SQUEAKS AND RATTLES
03/23/07	245286	10800	503	475	W	39PNZ	11-STEERING

## SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1G2ZG558364	YEAR / MAKE / MODEL 06/PONTIAC/G6/GT SEDAN	STOCK NO.	LICENSE NO.	R.O. NO. 254105
CUSTOMER NO. 53554	SERVICE CONTRACT DELIVERY DATE 01/31/06	DELIVERY MILES	SELLING DEALER NO. NOONAN	R.O. DATE 11/16/07
COLOR GRAY/ CHESTERFIELD, MI	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 7731
TURBO PNZZ	M/MC Y	AIR COND. Y	P.S. A	TRANS MILEAGE 31,041
RESIDENCE PHONE	TIME RECEIVED 12:13pm	ADVISOR NO. 435	PRODUCTION DATE	
BUSINESS PHONE	LABOR RATE	POWER OF ATTORNEY KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stand of the undersigned on any insurance checks or drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.		
DATE / TIME PROMISED 11/16/07 06:00pm	PRIORITY 5	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's receipt is hereby acknowledged on above vehicle to secure the amount of cash on hand.		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: PETE ADAIR			

JOB	LABOR INSTRUCTIONS	FACILITY REGISTRATION NUMBER F-103588
X	ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL CUST STATES THE SECURITY LIGHT IS ON found code 81325, low voltage. After battery replacement, cleared code and code did not return. J9995 .3 BATTERY CHARGE CUST STATES THE REMOTE START WILL INT. ONLY CLICK Charged at tested battery. Battery failed Bad cell Replaced battery 1U3PB-RL NATIS 1.5	CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED. ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

CUST STATES THERE IS A CLUNKING IN STEERING WHEN  
TURNING TO THE LEFT THEN BACKLater Date  
Completely  
Satisfied

247314



SERVICE HOURS  
MONDAY, THURSDAY 8:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 8:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J247314

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ24K	00	MI	0.00
ORIGINAL ESTIMATE		TOTAL	
PARTS	LABOR	TOTAL	
AUTHORIZED ADDITIONS		HOURS	
PARTS	LABOR	TOTAL	
DATE	TIME	BY	
IDENTIFICATION			

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Phone (248) 651-5500 • Fax (248) 651-7234

24043

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/13/07	247003	23729	503	403	W	18PNZ	54-ELECTRICAL
				403	W	55PNZ	SQUEAKS AND RATTLES
						308PNZ	11-STEERING
03/23/07	243286	19800	503	475	W	08PNZSQUEAL	CORRECT BRAKE SQUEAL
				403	W	52PNZ	INTERIOR TRIM
01/22/07	239905	16702	503	403	W	52PNZ	INTERIOR TRIM
01/19/07	239912	16723	503	403	W	52PNZ	INTERIOR TRIM

SALESPERSON NO.

## SERVICE

VEHICLE ID NO. 1G2ZG558364		YEAR / MAKE / MODEL 06/PONTIAC/G6/GT SEDAN		STOCK NO.	LICENSE NO.	R.O. NO. 247314
CUSTOMER NO. 53554		SERVICE CONTRACT		DELIVERY DATE 01/31/06	DELIVERY MILES	SELLING DEALER NO. R.O. DATE NOONAN 06/19/07
COLOR GRAY		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO. 4567
BRUCE TOWNSHIP, MI		MILEAGE 24,037		ADVISOR NO. 513	PRODUCTION DATE	
RESIDENCE PHONE		TIME RECEIVED 04:16pm		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		
BUSINESS PHONE		LABOR RATE		I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		
DATE / TIME PROMISED 06/19/07 06:30pm		PRIORITY 1		POWER OF ATTORNEY KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Advisor: GERALD BAROODY		CUSTOMER'S SIGNATURE X		

## LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE:			PARTS	LABOR	TOTAL	FACILITY REGISTRATION NUMBER F-103588
<p>11-STEERING</p> <p>CUSTOMER STATES POWER STEERING COMES AND GOES</p> <p>DTC C0645 set for P/S torque sensor. Code set due to internal fault in steering column assembly. Replaced steering column and retested.</p>						CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.
<p>2 W 03PNZRENTAL CAR "RENTAL CAR"</p> <p>RENTAL VEHICLE</p>						ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
<p>THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.</p>						

247003



SERVICE HOURS  
MONDAY, THURSDAY 6:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J247003

By 1 PM

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ24K	00	MI	0.00

PARTS	ORIGINAL ESTIMATE	LABOR	TOTAL	TOTAL HOURS
PARTS	AUTHORIZED ADDITIONS	LABOR	TOTAL	HOURS
DATE	TIME	BY		

IDENTIFICATION



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SERVICE HISTORY							
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/23/07	243286	19800	503	475	W	39PNZ	11-STEERING
01/22/07	239903	16723	503	475	W	08PNZSQUEAL	CORRECT BRAKE SQUEAL
01/19/07	239912	16723	503	403	W	52PNZ	INTERIOR TRIM
10/27/06	236141	12755	435	403	W	55PNZ	SQUEAKS AND RATTLES
					W	18PNZ	54-ELECTRICAL

SALESPERSON NO.

## SERVICE

VEHICLE ID NO. 1G2ZG558364	YEAR / MAKE / MODEL 06/PONTIAC/G6/GT SEDAN	STOCK NO.	LICENSE NO.	R.O. NO. 247003
CUSTOMER NO. 53554	SERVICE CONTRACT	DELIVERY DATE 01/31/06	DELIVERY MILES	SELLING DEALER NO. NOONAN
COLOR GRAY	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R.O. DATE 06/13/07
BRUCE TOWNSHIP, MI	TURBO PNZZ	M / MC Y	AIR COND. Y	P. S. A
	TRANS A	MILEAGE 23,729	ADVISOR NO. 503	PRODUCTION DATE
RESIDENCE PHONE	TIME RECEIVED 07:39am	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's lien is hereby acknowledged on above vehicle.		
BUSINESS PHONE	LABOR RATE	POWER OF ATTORNEY KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.		
DATE / TIME PROMISED 06/13/07 06:30pm	PRIORITY 5	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Advisor: MARC CORTOPASSI				

LABOR INSTRUCTIONS				FACILITY REGISTRATION	
ORIGINAL CUSTOMER ESTIMATE:				NUMBER	
PARTS				F-103588	
LABOR				CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.	
TOTAL				ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.	
X				THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.	
1. W 18PNZ 54-ELECTRICAL 403					
DOME LIGHT DOES NOT COME ON WITH DOOR OPEN					
C2686.3				road test, found mil to re-position & lubes it. run channel - strapping (ticking)	
2. W 55PNZ SQUEAKS AND RATTLES 403					
ROAD TEST AND CHECK FOR RATTLE IN HEADLINER NEAR DOME LIGHT					
C1043.8					



243286

243286



SERVICE HOURS  
MONDAY, THURSDAY 6:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J243286

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ21K	00	MI	0.00
PARTS	ORIGINAL ESTIMATE LABOR	TOTAL	TOTAL HOURS
PARTS	AUTHORIZED ADDITIONS LABOR	TOTAL	HOURS
DATE	TIME	BY	

IDENTIFICATION



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Phone (248) 651-5500 • Fax (248) 651-7234

Miles 000 - 19,802

END OF DAY

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/22/07	239965	16792	503	403	W	52PNZ	INTERIOR TRIM
01/19/07	239912	16723	503	403	W	52PNZ	INTERIOR TRIM
				403	W	55PNZ	SQUEAKS AND RATTLES
10/27/06	236141	12755	435	403	W	39PNZ	11-STEERING
10/26/06	236082	12702	435	475	W	11XPNZ	54-ELECTRICAL

SALESPERSON NO.

## SERVICE

VEHICLE ID NO. 1G2ZG558364		YEAR / MAKE / MODEL 06/PONTIAC/G6/GT SEDAN		STOCK NO.	LICENSE NO.	R.O. NO. 243286
CUSTOMER NO. 53554		SERVICE CONTRACT		DELIVERY DATE 01/31/06	DELIVERY MILES	SELLING DEALER NO. NOONAN
COLOR GRAY/		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	R.O. DATE 03/23/07
BRUCE TOWNSHIP, MI		TURBO PNZZ		M / MC Y	AIR COND. Y	P. S. A
		TRANS A		MILEAGE 19,800	ADVISOR NO. 503	PRODUCTION DATE
TIME RECEIVED 07:15am		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE				
LABOR RATE		I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon.				
DATE / TIME PROMISED 03/23/07 06:30pm		PRIORITY 5		POWER OF ATTORNEY KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		CUSTOMER'S SIGNATURE				
Advisor: MARC CORTOPASSI		X				

## LABOR INSTRUCTIONS

JOB	ORIGINAL CUSTOMER ESTIMATE	PARTS	LABOR	TOTAL
X		0.00	0.00	0.00

W 39PNZ 11-STEERING  
POWER STEERING HAS BEEN COMING ON DIC

475 DIAGNOSE CODE - C0460 - N.B. TO REPLACE STRG MOTOR ASSY. & RECALIBRATE

W 08PNZSQUEAL CORRECT BRAKE SQUEAL  
BRAKS HAVE INT. SQUEALING...NOT SURE IF REAR OR FRONTS  
SOME HISTORY..NOISY AFTER THEY START TO SQUEAL.

475 REPLACE FRT PADS - GLAZED - SAND ROTORS -

FACILITY REGISTRATION  
NUMBER  
F-103558

CUSTOMER LABOR RATE IS  
BASED ON A PER FLAT RATE  
UNIT WHICH IS PREDICATED  
ON A TIME STUDY GUIDE AND  
MAY NOT REFLECT THE  
ACTUAL HOURS WORKED.

ALL PARTS ARE NEW  
UNLESS SPECIFIED  
OTHERWISE.

THE ONLY WARRANTIES APPLYING  
TO THIS PART(S) ARE THOSE WHICH  
MAY BE OFFERED BY THE MANUFACTURER.  
THE SELLING DEALER  
HEREBY EXPRESSLY DISCLAIMS ALL  
WARRANTIES, EITHER EXPRESS OR  
IMPLIED, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY  
OR FITNESS FOR A PARTICULAR  
PURPOSE, AND NEITHER ASSUMES  
NOR AUTHORIZES ANY OTHER  
PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE  
SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED  
TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL  
DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE,  
LOSS OF TIME, LOSS OF PROFITS,  
OR INCOME OR ANY OTHER INCIDENTAL  
DAMAGES.

BOOK

239965



SERVICE HOURS  
MONDAY, THURSDAY 8:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 8:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J239965

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ18K	00	MI	0.00
PARTS	ORIGINAL ESTIMATE	TOTAL	TOTAL HOURS
PARTS	AUTHORIZED ADDITIONS	TOTAL	HOURS
DATE	TIME	BY	
IDENTIFICATION			



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## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/19/07	239912	16723	503	403	W	52PNZ	INTERIOR TRIM
10/27/06	236141	16723	435	403	W	55PNZ	SOUEAKS AND RATTLES
10/26/06	236082	12702	435	475	W	18PNZ	ELECTRICAL
06/26/06	229488	6265	435	426	W	39PNZ	ELECTRICAL
					W	18PNZ	ST-BRACKS
					W	00PNZ	

SALESPERSON NO.

## SERVICE

VEHICLE ID NO. 1G2ZG558364

YEAR / MAKE / MODEL 06/PONTIAC/G6/GT SEDAN

CUSTOMER NO. 53554 SERVICE CONTRACT DELIVERY DATE 01/31/06

COLOR GRAY/

BRUCE TOWNSHIP, MI

TURBO M/MC PNZZ AIR COND. Y P.S. Y TRANS A MILEAGE 16,792

ADVISOR NO. 503 PRODUCTION DATE

RESIDENCE PHONE BUSINESS PHONE 248-650-4404

TIME RECEIVED 09:48am

DATE / TIME PROMISED 01/22/07 08:00pm PRIORITY 5

APPOINTMENT ☒ Yes ☐ No

Advisor: MARC CORTOPASSI

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's lien is hereby acknowledged on above vehicle.

POWER OF ATTORNEY

KNOWN ALL MEN BY THESE PRESENTS:

That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises.

CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.

CUSTOMER'S SIGNATURE

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00

COMMENTS : =====WAITER=====

W-52PNZ INTERIOR TRIM

PASS INSIDE DOOR REFLECTOR HAS COME LOOSE...PART IN 403

63348.2 partial

install missing reflector on panel.

CAN GOING

FACILITY REGISTRATION NUMBER F-103588

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

08/20/2008 10:07 FAX 248 651 7234  
SHELTON PONT BUICK GMC

239912



SERVICE HOURS  
MONDAY, THURSDAY 6:30 A.M. - 9:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J239912

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ18K	00	MI	0.00
ORIGINAL ESTIMATE		TOTAL	TOTAL HOURS
PARTS	LABOR		
AUTHORIZED ADDITIONS		TOTAL	HOURS
PARTS	LABOR		
DATE	TIME	BY	
IDENTIFICATION			



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### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/27/06	236141	12755	435	403	W	18PNZ	54-ELECTRICAL
10/26/06	236082	12702	435	475	W	39PNZ	11-STEERING
				403	W	18PNZ	54-ELECTRICAL
06/26/06	229488	6265	435	420	C	04PNZCLOFCS	51-DRIVE
06/02/06	228337	5209	435	497			LUBE/OIL/FILTER

SALESPERSON NO.

### SERVICE

VEHICLE ID NO. 1G2ZG558364	YEAR / MAKE / MODEL 06/PONTIAC/G6/GT SEDAN	STOCK NO.	LICENSE NO. 239912
CUSTOMER NO. 53554	SERVICE CONTRACT DELIVERY DATE 01/31/06	DELIVERY MILES	SELLING DEALER NO. NOONAN
COLOR GRAY	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES 6633
ADDRESS BRUCE TOWNSHIP, MI	TURBO PNZZ	M / MC Y	AIR COND. Y
	P. S. Y	TRANS A	MILEAGE 16,723
RESIDENCE PHONE	TIME RECEIVED 09:30am	ADVISOR NO. 503	PRODUCTION DATE
BUSINESS PHONE	LABOR RATE	POWER OF ATTORNEY	
DATE / TIME PROMISED 01/19/07 06:30pm	PRIORITY 5	KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and seal of the undersigned on any Insurance Checks or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a costable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: MARC CORTOPASSI	CUSTOMER'S SIGNATURE	

### LABOR INSTRUCTIONS

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
X		0.00	0.00	0.00

COMMENTS: END OF DAY

1. W 52PNZ INTERIOR TRIM  
PASS INSIDE DOOR REFLECTOR HAS COME LOOSE

order reflector - Fred

2. W 55PNZ SQUEAKS AND RATTLES  
CUST. STATES ETCHING TYPE RATTLE FROM HEADLINER/DOME LIGHT AREA OVER BUMPS.

W 240.55  
no parts

pin lamp &  
no secure screw - loose  
rattling

FACILITY REGISTRATION  
NUMBER  
F-103588

CUSTOMER LABOR RATE IS  
BASED ON A PER FLAT RATE  
UNIT WHICH IS PREDICATED  
ON A TIME STUDY GUIDE AND  
MAY NOT REFLECT THE  
ACTUAL HOURS WORKED.

ALL PARTS ARE NEW  
UNLESS SPECIFIED  
OTHERWISE.

THE ONLY WARRANTIES APPLYING  
TO THIS PART(S) ARE THOSE WHICH  
MAY BE OFFERED BY THE MANUFACTURER.  
THE SELLING DEALER  
HEREBY EXPRESSLY DISCLAIMS ALL  
WARRANTIES, EITHER EXPRESS OR  
IMPLIED, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY  
OR FITNESS FOR A PARTICULAR  
PURPOSE, AND NEITHER ASSUMES  
NOR AUTHORIZES ANY OTHER  
PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE  
SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED  
TO RECOVER FROM THE  
SELLING DEALER ANY CONSEQUENTIAL  
DAMAGES, DAMAGES FOR LOSS OF USE,  
LOSS OF TIME, LOSS OF PROFITS,  
OR INCOME OR ANY OTHER INCIDENTAL  
DAMAGES.

08/20/2008 10:07 FAX 248 651 7234 SHELTON PONT BUICK GMC

236141



SERVICE HOURS  
MONDAY, THURSDAY 6:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 8:00 P.M.

Free Local Shuttle Service Available  
"Ask About Our World Perks Miles  
For Service Program"



0101J236141

RECOMMENDED SERVICES

OPERATION		OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ12K		00	MI <i>236022</i>	0.00
ORIGINAL ESTIMATE			TOTAL	
PARTS	LABOR	TOTAL HOURS		
AUTHORIZED ADDITIONS			HOURS	
PARTS	LABOR	TOTAL		
DATE		TIME	BY	
IDENTIFICATION				



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SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/26/06	236082	12702	435	475 403	W	39PNZ	11-STEERING
06/26/06	229488	6263	435	403	W	18PNZ	54-ELECTRICAL
06/02/06	228337	5209	435	497	C	04PNZCLOFQS	51-BRAKES LUBE OIL FILTER

SALESPERSON NO.

SERVICE

VEHICLE ID NO. <b>1G2ZG558364</b>	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/GT SEDAN</b>	STOCK NO.	LICENSE NO.	P.O. NO. <b>236141</b>
CUSTOMER NO. <b>53554</b>	SERVICE CONTRACT <b>01/31/06</b>	DELIVERY MILES	SELLING DEALER NO. <b>NOONAN</b>	R.O. DATE <b>10/27/06</b>
COLOR <b>GRAY</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>2508</b>
BRUCE TOWNSHIP, MI	TURBO <b>PNZZ</b>	M / MC <b>Y</b>	AIR COND. <b>Y</b>	P. S. <b>Y</b>
	TRANS <b>A</b>	MILEAGE <b>12,755</b>	ADVISOR NO. <b>435</b>	PRODUCTION DATE
TIME RECEIVED <b>06:52am</b>	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper is hereby acknowledged on above vehicle to secure the amount of repairs thereon.			
LABOR RATE	POWER OF ATTORNEY KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any (Insurance Checks or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.			
DATE / TIME PROMISED <b>10/27/06 06:30pm</b>	PRIORITY <b>5</b>			
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Advisor: PETE ADAIR			

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X

~~W\* 18PNZ 54-ELECTRICAL~~  
CUST STATES THAT THE FOG LIGHT INDICATOR IS INOP

*2232.5 replace switch - indicator inop.*

FACILITY REGISTRATION  
NUMBER  
F-103588

CUSTOMER LABOR RATE IS  
BASED ON A PER FLAT RATE  
UNIT WHICH IS PREDICATED  
ON A TIME STUDY GUIDE AND  
MAY NOT REFLECT THE  
ACTUAL HOURS WORKED.

ALL PARTS ARE NEW  
UNLESS SPECIFIED  
OTHERWISE.

THE ONLY WARRANTIES APPLYING  
TO THIS PART(S) ARE THOSE WHICH  
MAY BE OFFERED BY THE MANUFACTURER.  
THE SELLING DEALER  
HEREBY EXPRESSLY DISCLAIMS ALL  
WARRANTIES, EITHER EXPRESS OR  
IMPLIED, INCLUDING ANY IMPLIED  
WARRANTY OF MERCHANTABILITY  
OR FITNESS FOR A PARTICULAR  
PURPOSE, AND NEITHER ASSUMES  
NOR AUTHORIZES ANY OTHER  
PERSON TO ASSUME ANY LIABILITY  
IN CONNECTION WITH THE  
SALE OF THIS PART AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED  
TO RECOVER FROM THE SELLING  
DEALER ANY CONSEQUENTIAL  
DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE,  
LOSS OF TIME, LOSS OF PROFITS,  
OR INCOME OR ANY OTHER INCIDENTAL  
DAMAGES.

B

diag - By 12 - update  
236082



SERVICE HOURS  
MONDAY, THURSDAY 6:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J236082

(586) 292-5772

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ12K	00	MI	0.00
15858368			
17			
PARTS	ORIGINAL ESTIMATE	LABOR	TOTAL
PARTS	AUTHORIZED ADDITIONS	LABOR	TOTAL
DATE	TIME	BY	
IDENTIFICATION			



VISIT US 24 hours a day at [www.shelton.com](http://www.shelton.com)  
855 South Rochester Road • Rochester Hills, Michigan 48307  
Phone (248) 651-5500 • Fax (248) 651-7234

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/26/06	220488	6265	435	426	W	08PNZ	51-BRAKES
06/02/06	228337	5209	435	497	L	04PNZCLOP	LOOSE BOLT

### SERVICE

SALESPERSON NO.

VEHICLE ID NO. <b>1G2ZG558364</b>		YEAR / MAKE / MODEL <b>06/PONTIAC/G6/GT SEDAN</b>		STOCK NO.	LICENSE NO.	R.O. NO. <b>236082</b>
CUSTOMER NO. <b>53554</b>		SERVICE CONTRACT		DELIVERY DATE <b>01/31/06</b>	DELIVERY MILES	SELLING DEALER NO. <b>NOONAN</b>
COLOR <b>GRAY/</b>		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	R.C. DATE <b>10/26/06</b>
BRUCE TOWNSHIP, MI		MILEAGE <b>12,702</b>		ADVISOR NO. <b>435</b>	PRODUCTION DATE	TAG NO. <b>2459</b>
RESIDENCE PHONE	TIME RECEIVED <b>07:13am</b>	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE				
BUSINESS PHONE	LABOR RATE	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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. I expressly acknowledge that I am hereby acknowledging on above vehicle to require the amount of repairs therefor.				
DATE / TIME PROMISED <b>10/27/06 06:30pm</b>	PRIORITY <b>5</b>	POWER OF ATTORNEY KNOWN ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by (Insurance Company) covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises. CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.				
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Advisor: PETE ADAIR	CUSTOMER'S SIGNATURE				

JOB	ORIGINAL CUSTOMER ESTIMATE	PARTS	LABOR	TOTAL	FACILITY REGISTRATION NUMBER
X		0.00	0.00	0.00	F-103588
1	W 39PNZ	11-STEERING			
	CUST STATES THERE IS A CLUNK IN THE STEERING COLUMN ABOUT A QUATER OF TURN				
	REPLACE STRG GEAR - PER BULLETIN				
	RESET FRT TOE - CAMBER R/F				
	ROAD TEST -				
2	W 18PNZ	54-ELECTRICAL			
	CUST STATES THAT THE FOG LIGHT INDICATOR ISNT WORKING				
	Later date				

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE BUYER ASSUMES NOR AUTHORIZES AN OTHER PERSON TO ASSUME FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVERY FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, LOSSES TO PROPERTY, DAMAGES TO PROFITS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGE.

BOC

229488

6275



SERVICE HOURS  
MONDAY, THURSDAY 6:30 A.M. - 8:00 P.M.  
TUESDAY - FRIDAY 6:30 A.M. - 6:00 P.M.

Free Local Shuttle Service Available

"Ask About Our World Perks Miles  
For Service Program"



0101J229488

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03PNZZ6K	00	MI	0.00

PARTS	ORIGINAL ESTIMATE LABOR	TOTAL	TOTAL HOURS

PARTS	AUTHORIZED ADDITIONS LABOR	TOTAL	HOURS

DATE	TIME	BY

IDENTIFICATION



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855 South Rochester Road • Rochester Hills, Michigan 48307  
Phone (248) 651-5500 • Fax (248) 651-7234

## SERVICE HISTORY

DATE	REPAIR ORDER	MLEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/02/06	228337	5209	435	497	C	04PNZCLOFQ\$	LUBEOILFILTER

## SERVICE

SALESPERSON NO.

VEHICLE ID NO. <b>1G2ZG558364</b>		YEAR / MAKE / MODEL <b>06 / PONTIAC / G6 / GT SEDAN</b>		STOCK NO.	LICENSE NO.	R. O. NO. <b>229488</b>
CUSTOMER NO. <b>53554</b>		SERVICE CONTRACT		DELIVERY DATE <b>01/31/06</b>	DELIVERY MILES	SELLING DEALER NO. <b>NOONAN</b>
COLOR <b>GRAY /</b>		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	R. O. DATE <b>06/26/06</b>
TURBO <b>PNZZ</b>		M / MC <b>Y</b>	AIR COND. <b>Y</b>	P. S. <b>Y</b>	TRANS <b>A</b>	TAG NO. <b>6069</b>
MILEAGE <b>6,265</b>		ADVISOR NO. <b>435</b>		PRODUCTION DATE		

RESIDENCE PHONE: [REDACTED] TIME RECEIVED: **06:46am**

BUSINESS PHONE: [REDACTED] LABOR RATE: [REDACTED]

DATE / TIME PROMISED: **06/26/06 08:00pm** PRIORITY: **5**

APPOINTMENT ☒ Yes ☐ No

Advisor: **PETE ADAIR**

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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 garagekeeper's receipt is hereby acknowledged on above vehicle to secure the amount of cash hereon.

POWER OF ATTORNEY  
KNOWN ALL MEN BY THESE PRESENTS:  
That the undersigned does hereby constitute and appoint SHELTON PONTIAC, BUICK, GMC, INC. my (or our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by [Insurance Company] covering any repairs to my (or our) automobile authorized by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. I (or we) hereby ratify and confirm whatever action said Attorney shall or may take by virtue hereof in the premises.  
CUSTOMER ACKNOWLEDGES RECEIPT OF INSURANCE ESTIMATE AND ISSUANCE OF POWER OF ATTORNEY.

CUSTOMER'S SIGNATURE: [REDACTED]

## LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
	0.00	0.00	0.00

COMMENTS: CALL [REDACTED]

WV 08PNZ 51 BRAKES  
CUST STATES THAT THE BRAKES ARE VERY SQUEAKY

1.7 Front pads and rotors are glazed. Resurfaced  
front rotors and deglazed pads.

HO27  
.9  
.8

FACILITY REGISTRATION  
NUMBER  
**F-103588**

CUSTOMER LABOR RATE IS  
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HEREBY EXPRESSLY DISCLAIMS ALL  
IMPLIED WARRANTIES, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY  
OR FITNESS FOR PARTICULAR  
PURPOSE, AND NEITHER ASSUMES  
NOR AGREES TO ANY OTHER  
PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE  
SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED  
TO RECOVER FROM THE  
SELLING DEALER ANY CONSEQUENTIAL  
DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE,  
LOSS OF PROFITS, OR INCOME  
OR ANY OTHER INCIDENTAL DAMAGES.

Global Automall  
1099 Route 22 West  
North Plainfield, NJ 07060

CVCS470864

CVCS470864

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

CELL: [REDACTED]

CUSTOMER NO. <b>2702</b>	ADDRESS <b>SCOTT HIRSCH</b>	AGE NO. <b>3031</b>	INVOICE NO. <b>095</b>
LABOR RATE <b>120.00</b>	LICENSE NO.	MILEAGE <b>8,316</b>	INVOICE DATE <b>09/30/08</b>
YEAR / MAKE / MODEL <b>08/CHEVROLET/MALIBU/LS 2.4L</b>	STOCK NO. <b>H272CV</b>	DELIVERY DATE <b>11/23/07</b>	DELIVERY MILES <b>459</b>
VEHICLE ID NO. <b>1 G 1 Z G 5 7 B 3 8 F</b>	SELLING DEALER NO.	PRODUCTION DATE	
KEY NO.	R.O. NO.	A.C. DATE <b>08/20/08</b>	
COMMENTS			MO: 8387

REPAIR PARTS  
JOB # 1 03CV2  
\*STEERING DUAL  
CUSTOMER VEH LOST POWER STEERING WHEN MAKING TURN  
CAUSING VEHICLE TO CRASH INTO ANOTHER VEH DRIVING NEXT  
TO IT DUE TO STEERING UNABLE TO BE TURNED.  
STEERING MODULE MOTOR ASSEMBLY FAILED  
REPLACE POWER STEERING MODULE AND MOTOR ASSEMBLY  
REPAIR BODY DAMAGE . SUBLET REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25805894	MOTOR 6.605	393.12	393.12
JOB # 1	1	15825373	FENDER 8.130	221.46	221.46
JOB # 1	1	15918541	PANEL 12.895	312.68	312.68
JOB # 1	1	25853517	MIRROR 10.185	118.37	118.37
JOB # 1	1	25909256	SHIELD 8.153	56.78	56.78
JOB # 1	1	9596919	COVER 5.858	44.00	44.00
JOB # 1 TOTAL PARTS				1146.41	
JOB # 1 TOTAL LABOR & PARTS				1256.23	

JOB # 2 03CV2  
RENTAL VEHICLE  
SUPPLY ALTERNATE TRANSPORTATION

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

JOB # 3 03CV2  
RIGHT INNER TIE ROD END IS BENT  
RESULT OF ACCIDENT  
REPLACE INNER TIE ROD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	15944083	BOOT KIT 6.242	43.86	43.86
JOB # 3	1	15944072	ROD KIT 6.230	54.01	54.01
JOB # 3 TOTAL PARTS				97.87	
JOB # 3 TOTAL LABOR & PARTS				185.36	

JOB # 4 03CV2  
CUSTOMER REQUESTS STEERING COMPONENTS INSPECTION  
RESISTANCE AND NOISE FROM STEERING GEAR  
REPLACE STEERING RACK ASSY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	25902150	GEAR 6.508	395.46	395.46
JOB # 4	1	25902150	CORE RETURN	100.00	100.00
JOB # 4 TOTAL PARTS				295.46	
JOB # 4 TOTAL LABOR & PARTS				468.27	

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	65972	4768	09/30/08	09/30/08	BODYREPAIRS DRIVER SIDE	2090.21
JOB # 2	65823	774673	09/26/08	09/26/08	RENTAL SILVA	1517.00

PAGE 1 OF 2

ACCOUNTING COPY

(CONTINUED ON NEXT PAGE) 03:08pm

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PLAINTIVE: 09/28/08 Q 101/057

P - B

00056928061

778W 01U0 788019

30 Sep 2008 14:16

100/100

10/08/2008 14:02 FAX

**Global Automall**  
**1099 Route 22 West**  
**North Plainfield, NJ 07060**

**CVCS470864**

**CVCS470864**

CELL: [REDACTED]

CUSTOMER NO. <b>2702</b>	ADVISOR <b>SCOTT HIRSCH</b>	TRD NO. <b>3031</b>	INVOICE DATE <b>09/30/08</b>	INVOICE NO. <b>CVCS470864</b>
[REDACTED]	LABOR RATE <b>120.00</b>	RELEASE <b>8, 36</b>	COLOR <b>BLK GRANITE</b>	STOCK NO. <b>H272CV</b>
PLAINFIELD, NJ [REDACTED]	YEAR / MAKE / MODEL <b>08/CHEVROLET/MALIBU/LS 2.4L</b>	VEHICLE ID NO. <b>1 G 1 Z G 5 7 8 3 8 F [REDACTED]</b>	DELIVERY DATE <b>11/23/07</b>	DELIVERY MILES <b>459</b>
[REDACTED]	KEY NO.	WARRANTY	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE <b>08/20/08</b>	
[REDACTED]	BUSINESS PHONE	COMMENTS	<b>MO: 8387</b>	

TOTAL - SUBLET 360 21

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

\*ALL REPAIRS WARRANTED\* SEE REVERSE FOR DETAILS\*  
 CUSTOMER LABOR RATE \$30.00 - \$120.00  
 \*\*\*\*\*  
 YOU WILL BE RECEIVING A WRITTEN SURVEY ASKING YOU THE  
 LEVEL OF SATISFACTION YOU RECEIVED FROM GLOBAL ON THIS  
 VISIT. \*\*\*PLEASE DO NOT THROW IT AWAY\*\*\*  
 WE STRIVE FOR EXCELLENCE AND NOTHING LESS.  
 PLEASE COMPLETE THE SURVEY AND MAIL IT IN THE ENVELOPE  
 PROVIDED. IF FOR ANY REASON YOU CANNOT FILL OUT THE  
 SURVEY WITH ALL "COMPLETELY SATISFIED" RESPONSES. PLEASE  
 CONTACT ME IMMEDIATELY!! IT IS VERY IMPORTANT!!  
 IT IS GLOBAL'S "REPORT CARD".  
 THANK YOU FOR ALLOWING US TO SERVICE YOU AND YOUR VEHICLE  
 CHARLIE CHIRICHELLO (908)-757-5000 EXT. 404  
 (SERVICE DIRECTOR)

TOTAL LABOR....	374	12
TOTAL PARTS....	153	74
TOTAL SUBLET....	360	21
TOTAL G.O.G....	0	00
TOTAL MISC CHG.	0	00
TOTAL MISC DISC	0	00
TOTAL TAX.....	0	00

**TOTAL INVOICE \$ 5623 17**

CUSTOMER SIGNATURE \_\_\_\_\_



Date: 9/30/2008 01:40 PM  
 Estimate ID: 7817  
 REPAIR ORDER: 4768  
 Estimate Version: 0  
 Preliminary  
 Final  
 Price ID: CUSTOMIZED

AUTHORIZED SIGNATURE REQUIRED FOR WORK TO BE STARTED:

FAX TO 973 576 4991

## CITY AUTO BODY II

84 JOHNSON STREET, NEWARK, NJ 07105  
 (973) 576-2070  
 Fax: (973) 576-4991  
 BAR #: NJ Lic.#03651A

Damage Assessed By: FRANCO CARLOS

Deductible: UNKNOWN

Insured: Global Auto Mail

Mitchel Service: 911028

Description: 2008 Chevrolet Malibu LS  
 Body Style: 4D Sed  
 VIN: 1G1ZG57838F  
 OEM/ALT: O

Drive Train: 2.4L Inj 4 Cyl 4dr FWD

Search Code: None

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
<b><u>FRONT BUMPER</u></b>							
1	101659	BDY	OVERHAUL	FRT BUMPER COVER ASSY			2.9 #
2	100008	BDY	REPAIR	FRT BUMPER COVER	Existing		2.5 #
3		REF	REFINISH	FRT BUMPER COVER			C 3.0
<b><u>HOOD</u></b>							
4	101661	REF	BLEND	HOOD OUTSIDE			C 1.1
<b><u>FRONT FENDER</u></b>							
5	100110	BDY	REMOVE/REPLACE	L FENDER PANEL	15825973 C 1 PART	INC*	1.6 #
6		REF	REFINISH	L FENDER OUTSIDE			C 2.0
7		REF	REFINISH	L FENDER EDGE			C 0.5
8	100189	BDY	REMOVE/REPLACE	L FENDER SPLASH SHIELD	25909258 C 1 PART	INC*	0.3
<b><u>FRONT DOOR</u></b>							
9	100935	BDY	REMOVE/REPLACE	L FRT DOOR REPAIR PANEL	15918541 C 1 PART	INC*	8.5 #
10		REF	REFINISH	L FRT DOOR OUTSIDE			C 1.7
11		REF	REFINISH	L FRT ADD FOR JAMBS			C 0.5
12	100955	BDY	REMOVE/REPLACE	L FRT DOOR REAR VIEW MIRROR	25853517 C 1 PART	108.01	INC #
13	100966	BDY	REMOVE/REPLACE	L FRT DOOR MIRROR HOUSING	22898316 C 1 PART	INC*	0.3 #
14	101058	BDY	REPAIR	L FRT DOOR OUTSIDE HANDLE	Existing		0.5 #
15		REF	REFINISH	L FRT OTR HANDLE			C 0.5
<b><u>REAR DOOR</u></b>							
16	100939	BDY	REPAIR	L REAR DOOR SHELL	Existing		4.0 #
17		REF	REFINISH	L REAR DOOR OUTSIDE			C 1.5
18	101825	BDY	REMOVE/INSTALL	L REAR OTR DOOR HANDLE			C 0.2
<b><u>SIDE BODY</u></b>							

ESTIMATE RECALL NUMBER: 09/19/2008 14:22:21 7817

Mitchel Date Version: OEM: AUG\_08\_V

UltraMate Version: 8.7.014

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Page 1 of 3

19	101704	REF	BLEND	L SIDE BODY PANEL COMPLETE		C 2.8
20	101823	BDY	REMOVE/INSTALL	L ROCKER MouldING		INC
21	101285	BDY	REPAIR	L ROCKER MouldING	Exclng	2.0*
22		REF	REFINISH	L ROCKER MouldING		C 1.8
<u>ADDITIONAL OPERATIONS</u>						
23		REF	ADD'L OPR	CLEAR COAT		3.0
<u>ADDITIONAL COSTS &amp; MATERIALS</u>						
24			ADD'L COST	PAINT/MATERIALS		513.00 *
25			ADD'L COST	HAZARDOUS WASTE DISPOSAL		8.00 *

\* - Judgment Item  
# - Labor Note Applies  
C - Included in Clear Coat Calc

I. Labor Subtotals						II. Part Replacement Summary	
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals		Amount
Hourly	20.0	37.00	0.00	0.00	762.20 T	Taxable Parts	108.01
Retiree	19.0	37.00	0.00	0.00	703.00 T		
Taxable Labor					1,465.20	Total Replacement Parts (Amount)	108.01
Labor Summary					39.0		
					1,465.20		
III. Additional Costs					Amount	IV. Adjustments	
Taxable Costs					519.00	Customer Responsibility	
Total Additional Costs					519.00	0.00	
						I. Total Labor:	1,465.20
						II. Total Replacement Parts:	108.01
						III. Total Additional Costs:	519.00
						Gross Total:	2,090.21
						IV. Total Adjustments:	0.00
						Net Total:	2,090.21

This is a preliminary estimate.  
Additional changes to the estimate may be required for the actual repair.

I hereby authorize the repairs described herein to be done along with the necessary parts and labor. This company does not assume in any way, any liability whatsoever either to the vehicle or content left in the vehicle for repairs, storage, or any other purpose or while being driven by our employees for testing and or inspection. The terms are strictly cash unless other arrangements were made management before the completed repair.

ESTIMATE RECALL NUMBER: 09/19/2008 14:22:21 7617  
 Mitchell Data Version: OEM: AUG\_08\_V UltraMate is a Trademark of Mitchell International  
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 Ultra Mate Version: 6.7.014 All Rights Reserved

Page 2 of 3

ELRAC, INC, 49 US HIGHWAY 22, GREEN BROOK, NJ 088122107 (732) 424-1300

RENTAL AGREEMENT REF#  
774673 3KS2VT

**RENTER**

**DATE & TIME OUT**  
08/20/2008 10:17 AM  
**DATE & TIME IN**  
09/24/2008 02:30 PM

**BILLING CYCLE**  
74 HOUR

VEH #2 2009 BUIC LUCE 1CKL  
VIN# 1G4HDS7199U  
LIC#  
MILES DRIVEN 894

VEH #1 2008 CHEV S15C LT4W  
VIN# 2GCEK13C881  
LIC#  
MILES DRIVEN 354

**BILL TO ACCOUNT#** GLP24EE  
GLOBAL MOTORS-62\*\*  
ATTN: MIKE  
1099 R1 22 WEST, PO BOX 1305  
NORTH PLAINFIELD, NJ 07060

**CLAIM INFO**

INSURED: SAME  
INSURED  
SHOP: GLOBAL MOTORS-62\*\*  
PHONE: (908) 757-5000  
ATTN: MIKE

**SUMMARY OF CHARGES**

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	08/20 - 08/21	1	DAY	\$47.00	\$47.00
TIME & DISTANCE	08/21 - 09/24	35	DAY	\$42.00	\$1,470.00
REFUELING CHARGE	08/20 - 09/24				\$0.00
<b>Subtotal</b>					<b>\$1,517.00</b>
<b>Taxes &amp; Surcharges</b>					
DOMESTIC SECURITY FEE	08/20 - 09/17	28	DAY	\$5.00	\$140.00
<b>Total Charges</b>					<b>\$1,657.00</b>
<b>Bill-To / Deposits</b>					
<b>GLOBAL MOTORS-62**</b>					
TIME & DISTANCE	08/20 - 09/24	1	DAY		
<b>Subtotal</b>					<b>(\$1,517.00)</b>
<b>DEPOSITS</b>					<b>(\$140.00)</b>

**Total Amount Due** \$0.00

**PAYMENT INFORMATION**

**AMOUNT PAID** \$140.00  
**TYPE** American Express  
**CREDIT CARD NUMBER**

9/25/2008

30 Sep 2008 14:16 00056928061 19087695000



1099 ROUTE 22 WEST, NORTH PLAINFIELD, NEW JERSEY 07060  
SALES (908) 757-4000 • SERVICE & PARTS (908) 757-4000 • RECEIVABLE (908) 757-4000

## PURCHASE ORDER TO

21446

CITY AUTO BODY II  
84 JOHNSON ST.  
NEWARK NJ 07105

## SHIP TO

GLOBAL MOTORS CORP  
P.O. BOX 1305  
1099 RT.22 WEST  
NORTH PLAINFIELD NJ 07060

## NUMBER

85072

## DUPLICATE

WRITTEN BY

MICHAEL CHIRICHILLO

DEPARTMENT

SERVICE

DATE

08/28/08

P.O. AMOUNT

2090.21

## BILL TO

GLOBAL MOTORS CORP  
P.O. BOX 1305  
1099 RT.22 WEST  
NORTH PLAINFIELD NJ 07060

TAX EXEMPT #

22218765

QTY.	DESCRIPTION	PRICE	AMOUNT
	470864 BODYREPAIRS DRIVER SIDE	2090.21	

ACCT.	AMOUNT	CONTROL NUMBER	ACCT	AMOUNT	CONTROL NUMBER
246	2090.21	470864			

SIGNATURE

PAGE 1 OF 1

PURCHASE ORDER

30 Sep 2008 14:15

GLOBAL AUTO MALL

19087695000

P.5



1089 ROUTE 22 WEST, NORTH PLAINFIELD, NEW JERSEY 07060  
SALES (800) 737-4000 • SERVICE & PARTS (800) 737-0000 • FINANCE (800) 737-4000

**PURCHASE ORDER TO**

0821

ELRAC INC.  
DBA ENTERPRISE RENT-A-CAR  
P.O. BOX 795029  
ST. LOUIS MO 63179-0795

SHIP TO

GLOBAL MOTORS CORP  
P.O. BOX 1305  
1089 RT.22 WEST  
NORTH PLAINFIELD NJ 07060

**NUMBER**

85823

WRITTEN BY

MICHAEL CHIRI

DEPARTMENT

SERVICE

DATE

08/20/08

P.O. AMOUNT

1517.00

**DUPLICATE**

HELLO

BILL TO

GLOBAL MOTORS CORP

P.O. BOX 1305

1089 RT.22 WEST

NORTH PLAINFIELD NJ 07060

TAX EXEMPT #

222187015

QTY.	DESCRIPTION	PRICE	AMOUNT
	470884 RENTAL SILVA	1517.00	

ACCT.	AMOUNT	CONTROL NUMBER	ACCT.	AMOUNT	CONTROL NUMBER
248	1517.00	470884			

PAGE 1 OF 1

**PURCHASE ORDER**

SIGNATURE

# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	October 8, 2008	Service Request #	71-656530621
Customer Name			
VIN	1G1ZG57B38F		
In-Service Date	11/23/2007	Service Contract?	No
Current Mileage	8386	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Global Motors Corp.		
Dealer Svc Mgr	Jim Drowery	Dlr Warranty Admin:	Jim Drowery
Dealer Phone	(908) 757-4000	Dealer Fax	(908) 769-5000
Dealer BAC	111225		
Dealer Division and Code	13-Chev-02273		
Repair Order Number	470864		
Repair Order Close Date	9/30/08		
Labor Op. Code Z1242	Dollar Amt:	5523.07	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	5523.07		
<b>DO NOT ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP</b>			
<b>AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b>			
	Steering failed and caused collision		
<b>Cause:</b>			
	Possible manufacturing concern		
<b>Correction:</b>			
	Repair replace all related components		
<b>Justification:</b>			
	Steering module motor failed		
<b>PAR CRM</b>			
	Fabiola Garcia/PAR/ATX		

# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
<b>Date</b>	October 8, 2008	<b>Service Request #</b>	71-656530621
<b>Customer Name</b>	[REDACTED]		
<b>VIN</b>	1G1ZG57B38F [REDACTED]		
<b>In-Service Date</b>	11/23/2007	<b>Service Contract?</b>	No
<b>Current Mileage</b>	8386	<b>Purchased New/Used?</b>	New
<b>Warranty Blocked?</b>	No		
<b>Branded Title?</b>	No	<b>Mileage at Purchase</b>	0
Dealer and Claim Information			
<b>Dealer Name</b>	Global Motors Corp.		
<b>Dealer Svc Mgr</b>	Jim Drowery	<b>Dir Warranty Admin:</b>	Jim Drowery
<b>Dealer Phone</b>	(908) 757-4000	<b>Dealer Fax</b>	(908) 769-5000
<b>Dealer BAC</b>	111225		
<b>Dealer Division and Code</b>	13-Chev-02273		
<b>Repair Order Number</b>	470864		
<b>Repair Order Close Date</b>	9/30/08		
<b>Labor Op. Code Z1242</b>	Dollar Amt:	5523.07	
<b>Labor Op. Code Z1243</b>	Dollar Amt:		
<b>Cause Code (CC)</b>	MJ		
<b>Failure Code (FC)</b>	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
<b>Net Amount:</b>	5523.07		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP</b>			
<b>AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b>			
	Steering failed and caused collision		
<b>Cause:</b>			
	Possible manufacturing concern		
<b>Correction:</b>			
	Repair replace all related components		
<b>Justification:</b>			
	Steering module motor failed		
<b>PAR CRM</b>			
	Fabiola Garcia/PAR/ATX		

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

October 15, 2008

Michael Power, Esq.  
Power & Associates PC  
1790 Wilmington Pike Ste 200  
Glen Mills, PA 19342-8171

RE: [REDACTED] v. General Motors Corporation  
Service Request: 71-656864815  
2005 Pontiac G6  
Vehicle Identification Number: 1G2ZG528554 [REDACTED]  
Customer Relationship Specialist: Benjamin Patterson

Dear Mr. Power:

Enclosed please find a check in the amount of \$5,900.00 made payable to [REDACTED] and [REDACTED], P.C. to settle the above-referenced case.

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

Sincerely,

General Motors Corporation

LG0062  
V07092007



**North American Operations**

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

**GM**

CHECK No. [REDACTED]

50-937  
213DATE  
10/17/08

\*\*\*\*\*5,900 DOLLARS

\*\*\*\*\*00 CENTS

AMOUNT

\*\*\*\*\*5,900.00

PAY  
TO THE  
ORDER  
OF[REDACTED]  
GLEN MILLS PA [REDACTED]North American Operations  
General Motors Corporation  
Disbursement Account

SIGNATURE

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

AUDIT

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT  
DATE

10/17/08

VENDOR  
DUNS NO

BB 000000077

1

VENDOR NAME [REDACTED]

REGISTER NO.  
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G2ZG528554

10/16/08

71-656864815.1-B3VY1D

VM 1-B3VY1D

00.0000

5,900.00

.00

5,900.00

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

H3

TOTAL

5,900.00

.00

5,900.00

## RELEASE OF CLAIM

I, [REDACTED], (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$4,900 inclusive and a 60 month/60,000 mile (whichever comes first) Steering Component Letter paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Pontiac G6 bearing Vehicle Identification Number 1G2ZG528554 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is \_\_\_\_\_ on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I/We agree to the terms of this Release of All Claims

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
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 before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by [REDACTED].

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006

POWER & ASSOCIATES, P.C.

ATTORNEYS AT LAW

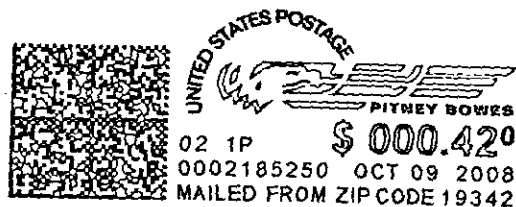
THE SPEAKMAN HOUSE

1790 WILMINGTON PIKE, SUITE 200

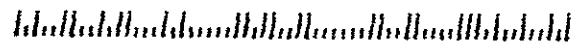
GLEN MILLS, PA 19342

OCT 14 2008

48091+6013



Benjamin Patterson  
General Motors Corporation-CARS- Legal  
c/o MSX International  
1919 Concept Drive  
Warren, MI 48091-6013



# POWER & ASSOCIATES, P.C.

*Attorneys at Law*

1790 WILMINGTON PIKE, SUITE 200  
GLEN MILLS, PA 19342  
(610) 558-6220  
FAX (610) 558-7861

ONE GREENTREE CENTRE  
SUITE 201  
MARLTON, NJ 08053  
(856) 616-0086  
REPLY TO GLEN MILLS

October 9, 2008

Benjamin Patterson  
General Motors Corporation-CARS- Legal  
c/o MSX International  
1919 Concept Drive  
Warren, MI 48091-6013

RE: [REDACTED] v. GMC

Dear Mr. Patterson:

I have enclosed the signed and notarized Release relating to the above referenced case. Please expedite the settlement drafts as soon as possible. If you have any questions, please call this office.

Very truly yours,



MICHAEL POWER

MDP/gmm  
Encl:  
4630



General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

VIA FAX ONLY

September 12, 2008

Michael Power, Esq.  
Power & Associates PC  
1790 Wilmington Pike Ste 200  
Glen Mills, PA 19342-8171

RE:

Service Request: 71-656864815  
2005 Pontiac G6  
Vehicle Identification Number: 1G2ZG528554  
Customer Relationship Specialist: Benjamin Patterson

Dear Mr. Power:

We regret that your client(s) is dissatisfied with his 2005 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$5,900 inclusive.

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

Your client(s) would retain the vehicle.

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



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

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044  
V01032008

Attach.

30,066

\_\_\_\_\_  
Client's Signature  
10/7/08  
Date

\_\_\_\_\_  
Client's Signature  
10/7/08  
Date



## RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$5,900 inclusive paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Pontiac G6 bearing Vehicle Identification Number 1G2ZG528554 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 30,066 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I/We agree to the terms of this Release of All Claims

DATE SIGNED: 11/07/08

[REDACTED]  
Claimant's Signature

[REDACTED]  
Address

Glendora N.J.

City, State, Zip Code

[REDACTED]  
Claimant's Signature

[REDACTED]  
Address

Glendora N.J.

City, State, Zip Code

STATE OF NEW JERSEY  
COUNTY OF CAMDEN



Sworn to (or affirmed) and subscribed before me this 7<sup>th</sup> day of October, 2008,  
by [REDACTED]

Carol Riggins  
\_\_\_\_\_  
Signature of Notary Public

CAROL RIGGINS  
NOTARY PUBLIC OF NEW JERSEY  
MY COMMISSION EXPIRES 10-20-2010

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification ✓

Type of identification New Jersey Driver's License

My commission expires: 10-20-2010

CC: File

LG0024  
V6302006

**Motor Vehicle  
Commission**

**NEW JERSEY**  
*Richard D. Unzueta*  
CHIEF ADMINISTRATOR  
MOTOR VEHICLE COMMISSION

LEASED VEHICLE REGISTRATION



PLATE [REDACTED] VIN [REDACTED] 1G2ZG528554 [REDACTED] GOOD THRU 05/2009  
PON 2005 4 DR. BK G6 WC: 7  
VAULT PASSENGER 07  
555 BUSINESS CENTER DR DL [REDACTED] 00001 90440  
HORSHAM PA 19044 RENEWAL PT: PA  
EQ: 7 FEE: 46.50 RH RH20081790387



203 S. BROAD ST. - WOODBURY, NJ 08096  
(856) 845-2020 (856) 456-7807 Fax (856) 845-5445  
www.barlowautogroup.com

SERVICE ADVISOR MICHAEL CARTY

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
09FEB07	26FEB07	158700	1G2ZG528554	7500			26FEB07	85250
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A	
11:12	08:42	05 PONTIAC G6		VAR1	19FEB05	207	4	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14956	15012							

## RESPONSE.

B OWNER REQUEST RENTAL VEHICLE. NOTE (OWNER ASSUMES RESPONSIBILITY FOR ANY AND ALL CHARGES THAT ARE NOT COVERED BY WARRANTY. EXAMPLE OPTIONAL INSURANCE, HOMELAND SECURITY TAX \$5.00 PER DAY, OTHER TAX OR CHARGES DURING NON WARRANTY REPAIR TIME. -

## CAUSE:

Z7907 14 DAY RENTAL

99 WAR 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

SUBL 14 DAY RENTAL

WAR

2G4WJ15K479

## "LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

## DESCRIPTION

## TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00

PLEASE PAY  
THIS AMOUNT

0.00

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

X

**BARLOW BUICK PONTIAC GMC**  
203 S. BROAD ST.  
WOODBURY, NJ 08096  
(856) 845-2020

GM PARTS INSTALLED BY BARLOW BUICK PONTIAC & GMC TRUCK ARE NOW WARRANTED AGAINST DEFECT FOR 12 MONTHS/12000 MILES (WHICHEVER COMES FIRST). COVERAGE INCLUDES REPLACEMENT PART AND LABOR. THANK YOU FOR YOUR BUSINESS.

CUSTOMER COPY

HP LASERJET FAX

Sep 05 2008 15:50

TIME

2/8/07

called

Road side to Tow

2/9/07

No Repair

~~Locks good  
to Left  
Pulls Right~~

81057

2/14/07  
18:20 A  
21051

8 01051 58:1  
4 01051 17:20  
0 14995 10:58

01051 m 8/1  
56641 050  
10641 080

Station	Time	Interval
11:00	-	14958
11:15	-	14965
11:35	-	14977
12:53	-	14992

Record Dr. in miles + 5707

[illegible]



203 S. BROAD ST. - WOODBURY, NJ 08096  
(856) 845-2020 (856) 456-7807 Fax (856) 845-5445  
www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
01FEB07	02FEB07	158700	1G2ZG528554	7500			02FEB07	85020
TIME IN		YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	REPAIRED BY	S/A
07:41	15:50	05	PONTIAC G6		VARI	19FEB05	207	207
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14948	14948							

### A COMPLIMENTRY LUBE, OIL & FILTER CHANGE AND VEHICLE INSPECTION

CAUSE: OAD

Z2132 OWNER APPRECIATION FREEE - OIL & FILTER MULTI-POINT INSPECTION

508 WAR 0.30

1 25010792 OIL FLTR

5 LUBE1 OIL

FC: 95

PART#: 25010792

COUNT: 6

CLAIM TYPE:

AUTH CODE:

MF

MULTI PERFORM MULTI POINT INSPECTION

5081FROM 0.70

(N/C)

(N/C)

(N/C)

(N/C)

### "LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

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ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

### B OWNER STATES STEERING LIGHT CAME ON WHILE DRIVING- VEHICLE HARD TO TURN WHEN LIGHT IS ON

CAUSE:

E3530 ARM ASSEMBLY, FRONT CONTROL LOWER RIGHT REPLACE

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

#### DESCRIPTION

#### TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

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

X

BARLOW BUICK PONTIAC GMC

203 S. BROAD ST.

WOODBURY, NJ 08096

(856) 845-2020

CUSTOMER COPY



203 S. BROAD ST. - WOODBURY, NJ 08096  
(856) 845-2020 (856) 456-7807 Fax (856) 845-5445  
www.barlowautogroup.com

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
01FEB07	02FEB07	158700	1G2ZG528554	7500			02FEB07	85020
TIME IN	TIME OUT	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:41	15:50	05	PONTIAC G6		VAR1	19FEB05	207	207
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14948	14948							

TECH.	TYPE	HOURS	LIST/LAB	NET/UNIT	TOTAL
508	WAR	1.60			(N/C)
2	11589341 BOLT				(N/C)
1	22730775 ARM				(N/C)
FC: 2W					
PART#: 22730775					
COUNT: 4					
CLAIM TYPE:					
AUTH CODE:					
OA					
E3531 ARM ASSEMBLY, FRONT CONTROL LOWER					
LEFT REPLACE					
508	WAR	1.10			(N/C)
1	22730776 ARM				(N/C)
FC: 3A PART#: COUNT: 0					
CLAIM TYPE:					
AUTH CODE:					
OA					
5THS OIL USED FOR SCAN & BULLETIN SEARCH...					
DIAG NOSES TIME NOT INCLUDED IN LABOR OF					
USED...					
C** OWNER REQUEST RENTAL VEHICLE. NOTE (OWNER					
ASSUMES RESPONSIBILITY FOR ANY AND ALL					

**"LIMITED LABOR WARRANTY"**

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

X

**BARLOW BUICK PONTIAC GMC**  
203 S. BROAD ST.  
WOODBURY, NJ 08096  
(856) 845-2020



203 S. BROAD ST. WOODBURY, NJ 08096  
(856) 845-2020 (856) 456-7807 Fax (856) 845-5446  
www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
01FEB07	02FEB07	158700	1G2ZG528554	7500			02FEB07	85020
TIME IN		YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SA
07:41	15:50	05	PONTIAC G6		VAR	19FEB05	207	207
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14948	14948							

### CHARGES THAT ARE NOT COVERED BY

WARRANTY. EXAMPLE OPTIONAL

INSURANCE, HOMELAND SECURITY TAX \$5.00 PER  
DAY, OTHER TAX OR CHARGES DURING NON

WARRANTY REPAIR TIME. -

CAUSE: RENTAL

Z7902 2 DAY ENTERPRISE RENTAL

99 WAR 0.00 (N/C)

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

SUBL 2 DAY RENTAL INV #918170 AMOUNT \$89.00 AS  
PER RON

WAR

2G1WB55K269

(N/C)

### "LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN  
PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER  
FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER  
COMES FIRST) FROM THE DATE SUCH REPAIRS WERE  
COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY  
EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING  
AND SHORTS, AND FUEL SYSTEM WHEN DUE TO  
CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO  
THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE  
TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED  
WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL  
LABOR AT NO EXPENSE TO CUSTOMER, FOR ANY  
ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT  
OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING  
THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY,  
CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE  
ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN  
LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER  
DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH  
DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE  
REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD  
OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B)  
DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE  
ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5)  
DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE  
THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND  
(D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS  
REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON  
COMPLETION OF SUCH REPAIR.

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WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A  
PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION  
PERIOD OF THIS LIMITED WARRANTY. UNDER NO  
CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO  
CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL  
DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR  
LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME,  
LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO  
THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE  
MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY  
DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED,  
INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR  
FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING  
DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR  
ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY  
EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO  
SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY",  
NEGLIGENCE OR OTHERWISE.

### DESCRIPTION

### TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00

PLEASE PAY  
THIS AMOUNT 0.00

I hereby authorize the repair work herein set forth to be done,  
along with the necessary material and agree that you are not  
responsible for loss or damage to vehicle or articles left in  
vehicle in case of fire, theft, or any other cause beyond your  
control or for any delays caused by unavailability of parts or  
delays in parts shipments by the supplier or transporter. I  
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mechanic's lien is hereby acknowledged on above vehicle to  
secure the amount of repairs thereto.

X

BARLOW BUICK PONTIAC GMC

203 S. BROAD ST.

WOODBURY, NJ 08096

(856) 845-2020

GM PARTS INSTALLED BY BARLOW BUICK PONTIAC  
& GMC TRUCK ARE NOW WARRANTED AGAINST DEFECT  
FOR 12 MONTHS/12000 MILES (WHICHEVER COMES  
FIRST). COVERAGE INCLUDES REPLACEMENT PART  
AND LABOR. THANK YOU FOR YOUR BUSINESS.

CUSTOMER COPY









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www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR LEAH MANGANARO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
22MAY06	24MAY06	158700	1G2ZG528554	7500	T618		24MAY06	78332
TIME IN		YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:42	13:52	05	PONTIAC G6		VARI	19FEB05	805	805
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
8144	8144							

A TOWIN-OWNER STATES LOSS OF POWER STEERING  
WHEN IN REVERSE-VEHICLE STARTED  
SHAKING-ENGINE STALLED-POWER STEERING  
FAILURE MESSAGE DISPLAYED ON RADIO

CAUSE:

E7680 REPLACE POWER STEERING COLUMN/MODULE

301 WAR 3.20

1 88967179 S/COL REM

FC: 6D

PART#: 88967179

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OL

1.2 OLH USED TO FOLLOW DOC# 1241508

B\*\* RENTAL

CAUSE: REQUESTED

Z7902 2 DAY ENTERPRISE RENTAL

99 WAR 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

### "LIMITED LABOR WARRANTY"

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### DESCRIPTION

### TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS,OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

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X

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203 S. BROAD ST.  
WOODBURY, NJ 08096  
(856) 845-2020

CUSTOMER COPY

HP LASERJET FAX

Sep 05 2008 15:57



203 S. BROAD ST. • WOODBURY, NJ 08096  
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www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR LEAH MANGANARO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
22MAY06	24MAY06	158700	1G2ZG528554	7500	T618		24MAY06	78332
TIME IN		YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:42	13:52	05	PONTIAC G6		VARI	19FEB05	805	805
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
8144	8144							
TECH.			TYPE	HOURS	LIST UNIT	NET AMT	TOTAL	
MJT								
SUBL 2 DAY ENTERPRISE RENTAL-INVOICE# 712376 AS PER DONNA @ ENTERPRISE @ 2:00PM 5/24/06 \$89.00+TAX+MALIBU WAR (N/C)								
<b>"LIMITED LABOR WARRANTY"</b> THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIR. ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR								
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			LABOR AMOUNT	0.00				
			PARTS AMOUNT	0.00				
			GAS,OIL, LUBE	0.00				
			SUBLET AMOUNT	0.00				
			MISC. CHARGES	0.00				
			TOTAL CHARGES	0.00				
			LESS INSURANCE	0.00				
SALES TAX	0.00							
PLEASE PAY THIS AMOUNT	0.00	X						
GM PARTS INSTALLED BY BARLOW BUICK PONTIAC & GMC TRUCK ARE NOW WARRANTED AGAINST DEFECT FOR 12 MONTHS/12000 MILES (WHICHEVER COMES FIRST). COVERAGE INCLUDES REPLACEMENT PART AND LABOR. THANK YOU FOR YOUR BUSINESS.								

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SERVICE ADVISOR LEAH MANGANARO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	F.O. NO.	INVOICE PRINTED	INVOICE NO.
25AUG05	25AUG05	158700	1G2ZG528554	7500	T755		25AUG05	70908
TIME IN		YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
06:34	07:24	05	PONTIAC G6		VAR	19FEB05	805	805
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
4316	4316							

A RECALL 05548

CAUSE: RECALL

Y0042 RETOUQUED HARMONIC BALANCER BOLT

508 WAR 0.30

FC: 96 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MA

(N/C)

**"LIMITED LABOR WARRANTY"**

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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X

**BARLOW BUICK PONTIAC GMC**  
203 S. BROAD ST.  
WOODBURY, NJ 08096  
(856) 845-2020

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CUSTOMER COPY

HP LASERJET FAX

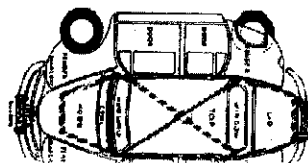
Sep 05 2008 16:02

P.10

# TIME TICKET

[illegible]

STRAIGHT		FLAT RATE		R/O NO. 70908	TIME	OFF	7:42
STRAIGHT TIME (HOURS)		0 3		OPER. NO. ROWAN		ON	7:12
				EMP. NO. 508			
		EMP. NO.		OPER. NO.	TIME	OFF	



LABOR RECORD					
PART NO.	EMP. NO.	ELAPSED TIME		TIME	
	508			OFF	AUG 27 90
				ON	AUG 27 09
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
TOTALS					



203 S. BROAD ST. • WOODBURY, NJ 08096  
(856) 845-2020 (856) 456-7807 Fax (856) 845-5445  
www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR CHRISTINE BRIDGEMAN

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
15JUL05	15JUL05	158700	1G2ZG528554	7500			15JUL05	69789
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A	
08:54	09:07	05 PONTIAC G6		VAR	19FEB05	2020	2020	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
2651	2651							

### A RETURN RO AND PART

CAUSE: REQUESTED

Z7200 REQUEST#518900825 FOR RO# 68760 AND  
PART

99 WAR 0.30

FC: 00 PART#: COUNT: 0

CLAIM TYPE: F

AUTH CODE:

MD

UPS TRACKING# 12:91W 649 06 2501 0916

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### DESCRIPTION

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SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER COPY

HP LASERJET FAX

Sep 05 2008 16:03

**CORRECTION**

Requested

**CORRECTION**

turned  
type  
of  
CORRECTION  
ups Tracking # 1Z 91W 649 06 25010916

7-15-05

CAUSE

## CORRECTION

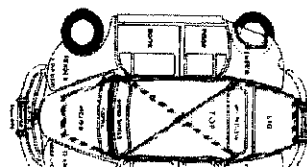
COMPLAINT

CAUSE

**CORRECTION**

TIME  
TICKET

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO.		TIME	OFF
		EMP. NO.	OPER. NO.		ON
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO.		TIME	OFF
		EMP. NO.	OPER. NO.		



## LABOR RECORD

LABOR RECORD					
PART NO.	EMP. NO.	ELAPSED TIME		TIME	
16				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
				OFF	
				ON	
TOTALS					





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(856) 845-2020 (856) 456-7807 Fax (856) 845-5445  
www.barlowautogroup.com

SERVICE ADVISOR LEAH MANGANARO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
15JUL05	15JUL05	158700	1G2ZG528554	7500	T763		15JUL05	69783
TIME IN		YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:15	09:13	05	PONTIAC G6		VAR	19FEB05	805	805
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
3325	3325							

A CHANGE OIL & FILTER / RESET OIL CHANGE  
REMINDER LIGHT / CHECK AND SET TIRE  
PRESSURE TO SPECS / CHECK AND RECORD  
COOLANT PROTECTION LEVEL

LOF1 CHANGE OIL & FILTER/RESET OIL  
MONITOR/SET TIRE PRESSURE

502 IN/C 0.30

1 25010792 OIL FLTR

5 LUBE1 OIL

(N/C)

(N/C)

(N/C)

Goodwrench  
Service

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PLEASE PAY  
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Sep 05 2008 16:06







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GLENDORA, NJ

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
08JUN05	10JUN05	158700	1G2ZG528554	7500			10JUN05	68760
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A	
07:44	10:51	05 PONTIAC G6		VARI	19FEB05	207	207	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
2651	2651							

A OWNER STATES STEERING INTERMITTANTLY GETS  
STIFF WHEN MAKING TURNS- SERVICE STEERING  
LIGHT COMES ON- SHUDDER FELT IN STEERING  
AT IDLE

CAUSE: REPLACED AS PER TAC CENTER TAC CASE  
#8236632

E7631 REPLACED POWER STEERING CONTROLLER  
MOTOR

67 WAR 4.70

1 15225637 MOTOR

FC: 6D

PART#: 15225637

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OL

3.1 OILH USED FOR EXTENDED DIAGNOSES 3THS  
TO CONTACT TAC 2.5 TO PERFORM CIRCUIT CHECKS  
3THS TO REFLASH PCM TAC CASE #8236632

B 1 WAY CUSTOMER SHUTTLE

CAUSE: SHUTTLE

Z7910 1 WAY CUSTOMER SHUTTLE

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#### DESCRIPTION

#### TOTALS

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PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY  
THIS AMOUNT

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GLENDORA, NJ

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MILEAGE IN	MILEAGE OUT	LICENSE NO.						
2651	2651							

TECH.	TYPE	HOURS	DISCOUNT	NET/UNIT	TOTAL
99	WAR	0.00			(N/C)
FC: 98 PART#: COUNT: 0					
CLAIM TYPE:					
AUTH CODE:					
MJ					
C** RENTAL					
CAUSE: RENTAL					
Z7902 2 DAY ENTERPRISE RENTAL					
67	WAR	0.00			(N/C)
FC: 98 PART#: COUNT: 0					
CLAIM TYPE:					
AUTH CODE:					
MJ					
SUBL 2 DAY RENTAL INV #904135 AMOUNT \$89.00					
WAR					
(N/C)					

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LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

**BARLOW BUICK PONTIAC GMC**  
**203 S. BROAD ST.**  
**WOODBURY, NJ 08096**  
**(856) 845-2020**

GM PARTS INSTALLED BY BARLOW BUICK PONTIAC & GMC TRUCK ARE NOW WARRANTED AGAINST DEFECT FOR 12 MONTHS/12000 MILES (WHICHEVER COMES FIRST). COVERAGE INCLUDES REPLACEMENT PART AND LABOR. THANK YOU FOR YOUR BUSINESS.

COMPLAINT

CAUSE

Steering intern. stiff / receive steer. message on D1 C

CORRECTIONS

Perform integrated computer system test - Record all  
 dte's on front R.D. / addressed C0475 - Elec. Steer. Mtr. Circuit  
 R/R Connectors C1, C2, & C3 of MTR/MODULE ASSEMBLY & check terminal  
 integrity - OK (Note: no SI bulletins or PI's prior to testing.)  
 Cleared all dte's & set Tech 2 for snap shot / R. test to  
 induce symptoms - unable to reproduce / Called TAC -  
 several cases related - mtr. / module replacement was  
 recommended - ordered P/S assist MTR/MODULE ASSEMBLY

COMPLAINT  
RECU  
CAUSE

## CORRECTION

CORRECTION	<p>R &amp; R P/S master/module assembly &amp; replaced / Perform Steering Position Sensor calibration with Tech 2 / Perform Torque Sensor Calibration with Tech 2 / Perform steering tuning selection with Tech 2 / <u>NOTE!</u> PSCH was not a selection from SPS program page as per Doc ID #1506571 stated - was unable to program thru SPS but PCM calibration was available - reflashed PCM / cleared all DTC's &amp; road test to verify if any programming errors took place - none took place - PSCH functioning as designed</p>	ref
COMPLAINT		
CAUSE		
CORRECTION		

COMPLAINT  
to RX  
CAUSE

## CORRECTION

TIME TICKET	STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. 68760	TIME	OFF	2
								12 13
			3	0				8 49
	STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. 68760	TIME	OFF	3
								10 03
	STRAIGHT TIME (HRS.)		FLAT R/ PRICE		OPER. NO. ROWAN			
					EMP. NO. 67		ON	7 47

## LABOR RECORD

[illegible]



troy.m.grant@gm.com  
08/25/2008 06:26 PM

To Maggie\_Davis@gmexpert.com  
cc  
bcc  
Subject Re: [REDACTED] 71-656864815

B.

I am not aware of this, but would like to be involved in the decision.

Troy.

Maggie\_Davis@gmexpert.com

08/25/2008 01:32 PM

To troy.m.grant@gm.com  
cc  
Subject [REDACTED] 71-656864815

DVM Troy Grant:

Hi, my name is Maggie Davis. This email is to follow up on my voicemail regarding Service Request 71-656864815 for customer [REDACTED]. The customer's vehicle is a 2005 Pontiac G6 VIN 1G2ZG528554 [REDACTED] with approx. 15,000 miles. The customer has been working with Barlow Pontiac in Woodbury, NJ. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. To make it easier for you to meet the 24 hour turnaround, please review the following options and reply with your choice:

A) I am familiar with this customer and vehicle and I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel. (If selecting this option,

please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

B) I am not aware of this particular customer or vehicle. However, I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.

C) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement. If the settlement requires a Repurchase, I would like to re-engage in this case. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

D) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement including a Repurchase, if necessary. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.

Please reply with your choice of the above options within 24 hours. Your feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

Thank you,

Maggie Leung-Davis  
GM BRC-Legal  
7401 E. Ben White Bldg. 3  
Austin, TX 78744  
Phone 866-790-5600 Ext 11137  
Fax 866-775-9473

**Privileged and Confidential Information****CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Maggie Davis

State: PA

Customer Name: [REDACTED]

Service Request: 71-656864815 GM Legal File No.: N/A

Vehicle ID No.: 1G2ZG528554 [REDACTED]

In Service Date: 02/19/2005

Vehicle is: New

BAC Code: 185170

Year, Make &amp; Model: 2005 Pontiac G6

Lien holder: GMAC Smart Lease

DVM requests

Purchase Price of

involvement?:

Vehicle: \$ 21980

Was TAC contacted for this vehicle (Y/N)? : Y

Yes

**VEHICLE REPAIR HISTORY**☐ **Steering**

<b><u>Date:</u></b>	<b><u>RO #:</u></b>	<b><u>Days Out:</u></b>	<b><u>Mileage:</u></b>	<b><u>Description of Complaint and Repair Performed:</u></b>
06/08/05	68760	2	2651	C/S steering intermittently gets strip with making turn, service steering light comes on shudder felt in steering at idle Repair: replace as per TAC center TAC case 8236632 replaced power steering controller
05/22/06	78332	2	8144	Towed in C/S loss of power steering when in reverse vehicle started shaking engine stalled power steering failure message displayed on radio Repair: replace power steering module/column
02/09/07	85250	14	14956	Towed in C/S steering intermittently lock when turning left vehicle pulls to the right Repair: inspected front end, steering and suspension ok road tested 56 miles could not verify concern. 2/23/07 road tested with AVM Ed Gnadinger no loss or binding of power steering or no pull present owner insisted he only wants repurchase and is not satisfied feels nobody wants to help him and threatened to display vehicle in front of dealership as a lemon. Owner also presented what looked like a CSI return mailer and threatened with a bad response
09/02/08	99968	2	29075	Final repair inspection and repair requested by GM BRC Legal steering intermittently binds when turning shudder is felt in steering wheel until wheel is turned Repair: road tested 22 miles no stiffness in steering felt, inspected front end no looseness found scanned failure codes no steering codes  C/S clunking noise heard in steering while driving Repair: lubricated intermediate steering shaft and replaced power steering gear assembly

☐ **Suspension**

<b><u>Date:</u></b>	<b><u>RO #:</u></b>	<b><u>Days Out:</u></b>	<b><u>Mileage:</u></b>	<b><u>Description of Complaint and Repair Performed:</u></b>
02/01/07	85020	2	14948	C/S steering light came on while driving, vehicle hard to turn when light is on Repair: replace right front lower control arm assembly

09/02/08 99968 \* 29075 C/S groaning noise heard when making slow turns  
Repair: replace left and right front mount strut bearing assembly

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/25/05	70908	1	4316	Recall 05548 Retouqued harmonic balance bolt

### THE STATE LEMON LAW READS:

**Days out of service: 30**

**Repairs: 3**

**Time period: Months 12/12,000 Miles**

**Must continue to exist? : Yes**

**If applicable, safety-related repairs:**

**Safety-related time period: Months / Miles.**

**Does Lemon Law state nonconformity must continue to exist? Yes**

Usage: Lesser of 10% of purchase price or .10 per mile for miles prior to 1<sup>st</sup> report.

**Number of repair attempts in the presumption period: 2**

**Total days out of service during the presumption period: 4**

**Total days out of service during customer's ownership: 23**

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

### PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: 71-477801610 Steering-Wheel(Touch Controls) No symptom indicated.

Date & Offer/Result: 02/02/07 No goodwill offered

Concern: 71-584422757 Steering-General Loose

Date & Offer/Result: 12/14/07 No goodwill offered

Concern: 71-657134407 FRA-NJ Steering-General No Symptom Indicated



Date & Offer/Result: 08/25/08

## RECOMMENDATION

CRS recommends cash offer of \$5,900 inclusive.

## RATIONALE

Vehicle has continued to have steering and suspension problems. A final repair attempt was done on the vehicle correcting the problem. Only two repairs inside the presumption. Vehicle has relatively low miles.

## REASON FOR REMOVAL

**CRS FINAL OFFER:**

**DATE: 10/14/08**

<b>OFFER TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$5,900</b>
--

**PLAINTIFF'S FINAL  
DEMAND:**

**DATE:**

<b>AMOUNT TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
--

TEAM MANAGER APPROVING:

Date:

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

**\* SES light is to be captured under affected component above.**

Benjamin  
Patterson/Austin/GM1  
10/14/2008 04:23 PM

To troy.m.grant@gm.com  
cc  
bcc  
Subject Field Contact Email- Resolution

Troy Grant-DVM:

This email is to follow up on Service Request 71-656864815 for customer [REDACTED]. The customer's vehicle is a 2005 Pontiac G6. The customer has been working with Barlow Buick/Pontiac/GMC dealership in Woodbury, NJ 08095.

After negotiations with the plaintiff's counsel, the final offer of \$5,900 inclusive was accepted.

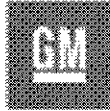
There is no need to reply to this email. It is sent for notification purposes only.

Thank you,

Ben Patterson  
GM Legal Agent  
PH#800-2311841 ext 41231  
Fax#866-629-2944  
Benjamin\_Patterson@gmexpert.com

Please consider the environment before printing this e-mail. 1 ton of paper = 17 trees. Reduce. Reuse. Recycle. THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded



General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

**VIA FAX ONLY**

August 25, 2008

Mike Carty  
BARLOW BUICK PONTIAC GMC  
663 MANTUA AVE RT 45  
WOODBURY , NJ 08096-3234

RE: [REDACTED]  
Service Request: 71-656864815  
2005 Pontiac G6  
Vehicle Identification Number: 1G2ZG528554 [REDACTED]  
Customer Relationship Specialist: Maggie Davis

Dear Mr. Carty:

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

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

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

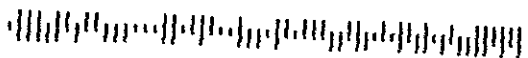
In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040  
V6302006





**POWER & ASSOCIATES, P.C.**

ATTORNEYS AT LAW

THE SPEAKMAN HOUSE

1790 WILMINGTON PIKE, SUITE 200

GLEN MILLS, PA 19342

**TO:**

General Motors Corporation-CARS L

c/o MSX International

1919 Concept Drive

Warren, MI 48091-6013

AUG 18 2008

# POWER & ASSOCIATES, P.C.

*Attorneys at Law*

1790 WILMINGTON PIKE, SUITE 200  
GLEN MILLS, PA 19342  
(610) 558-6220  
FAX (610) 558-7861

ONE GREENTREE CENTRE  
SUITE 201  
MARLTON, NJ 08053  
(856) 616-0086  
REPLY TO GLEN MILLS

August 15, 2008

General Motors Corporation-CARS- Legal  
c/o MSX International  
1919 Concept Drive  
Warren, MI 48091-6013

Re: [REDACTED] v. GMC

Dear Sir or Madam:

Please find additional documentation regarding the above-referenced case. Thank you. If you have any questions please feel free to contact this office.

Very truly yours,



MICHAEL POWER, ESQ.

MDP/gmm  
encls:  
4630

PAGE 1



203 S. BROAD ST. - WOODBURY, NJ 08096  
(856) 845-2020 (856) 468-7807 Fax (856) 845-5445  
www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR LEAH MANGANARO

REPAIR ORDER WHITTEN	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUST NO	TAG NO	P.O. NO	INVOICE PRINTED	INVOICE NO
22MAY06	24MAY06	158700	1G2ZG528554	7500	T618		24MAY06	78332
TIME IN		YEAR	MAKE & MODEL	TELEPHONE NO	LABOR RATE	DATE	BY	SA
07:42	13:52	05	PONTIAC G6		VARI	19FEB05	805	805
MILEAGE IN	MILEAGE OUT	ODOMETER NO						
8144	8144							

A TOWIN-OWNER STATES LOSS OF POWER STEERING  
WHEN IN REVERSE VEHICLE STARTED  
SHAKING-ENGINE STALLED-POWER STEERING  
FAILURE MESSAGE DISPLAYED ON RADIO

CAUSE:

E7680 REPLACE POWER STEERING COLUMN/MODULE

301 WAR 3.20

1 889671179 SYC05180M

FC: 6D

PART#: 889671179

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OF

1.2 OLH USED TO FOLLOW DOC# 1241508

B\*\* RENTAL

CAUSE: REQUESTED

Z7902 2 DAY ENTERPRISE RENTAL

99 WAR 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

**"LIMITED LABOR WARRANTY"**

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN  
PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER  
FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER  
COMES FIRST) FROM THE DATE SUCH REPAIRS WERE  
COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY  
EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING  
AND SHORTS, AND FUEL SYSTEM--WHEN DUE TO  
CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO  
THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE  
TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED  
WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL  
LABOR AT NO EXPENSE TO CUSTOMER, FOR ANY  
ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT  
OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING  
THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY,  
CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE  
ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN  
LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER  
DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH  
DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE  
REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD  
OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B)  
DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE  
ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5)  
DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE  
THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND  
(D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS  
REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON  
COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A  
PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION  
PERIOD OF THIS LIMITED WARRANTY. UNDER NO  
CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO  
CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL  
DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR  
LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME,  
LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO  
THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE  
MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY  
DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED,  
INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR  
FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING  
DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR  
ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY  
EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO  
SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY",  
NEGLIGENCE OR OTHERWISE.

**DESCRIPTION****TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY  
THIS AMOUNT

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

X

**BARLOW BUICK PONTIAC GMC**  
203 S. BROAD ST.  
WOODBURY, NJ 08096  
(856) 845-2020

CUSTOMER COPY

PAGE 2



203 S. BROAD ST. · WOODBURY, NJ 08096  
(856) 845-2020 (856) 456-7807 Fax (856) 845-6445  
www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR LEAH MANGANARO

REPAIR ORDER NUMBER	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUST NO	TAX NO	P.D. NO	INVOICE PRINTED	INVOICE NO
22MAY06	24MAY06	158700	1G2ZG528554	7500	T618		24MAY06	78332
TIME IN	TIME OUT	YEAR	MAKE & MODEL	TELEPHONE NO	LAST PAY LABOUR RATE	DELIVERY DATE	PREPARED BY	SA
07:42	13:52	05	PONTIAC G6		VARI	19FEB05	805	805
MILEAGE IN	MILEAGE OUT	LICENSE NO						
8144	8144							

MJ

SUBL 2 DAY ENTERPRISE RENTAL INVOICE# 712376  
AS PER DONNA ENTERPRISE @ 2:00PM  
5/24/06 \$89.00 TAX INCLIBU

WAR

(N/C)

**"LIMITED LABOR WARRANTY"**

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

X

**BARLOW BUICK PONTIAC GMC**  
203 S. BROAD ST.  
WOODBURY, NJ 08096  
(856) 845-2020

GM PARTS INSTALLED BY BARLOW BUICK PONTIAC & GMC TRUCK ARE NOW WARRANTED AGAINST DEFECT FOR 12 MONTHS/12000 MILES (WHICHEVER COMES FIRST). COVERAGE INCLUDES REPLACEMENT PART AND LABOR. THANK YOU FOR YOUR BUSINESS.

CUSTOMER COPY



DUPLICATE 1 PAGE 1



203 S. BROAD ST. • WOODBURY, NJ 08096  
(856) 845-2020 (856) 456-7807 Fax (856) 845-5445  
www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAX NO.	P.O. NO.	INVOICE NUMBER	INVOICE NO.
08JUN05	10JUN05	158700	1G2ZG528554	7500			10JUN05	68760
TIME IN	TIME OUT	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER LABOR RATE	DELIVER DATE	REPAIR BY	SEA
07:44	10:51	05	PONTIAC G6		VARI	19FEB05	207	207
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
2651	2651							

A OWNER STATES STEERING INTERMITTANTLY GETS  
STIFF WHEN MAKING TURNS. SERVICE STEERING  
LIGHT COMES ON- SHUDDER FELT IN STEERING  
AT IDLE

CAUSE: REPLACED AS PER TAC CENTER TAC CASE  
#8236632  
E7631 REPLACED POWER STEERING CONTROLLER  
MOTOR

67 WAR 4.70

1 15225637 MOTOR

EC- 6D

PARTS 15225637 15225637

COUNT 1

CLAIM TYPE:

AUTH CODE:

OL

(N/C)

(N/C)

3.1 OIL USED FOR EXTENDED DIAGNOSES 3THS  
TO CONTACT TAC 2.5 TO PERFORM CIRCUIT CH ECKS  
3THS TO REFLASH PCM TAC CASE #8236632

B 1 WAY CUSTOMER SHUTTLE

CAUSE: SHUTTLE

27910 1 WAY CUSTOMER SHUTTLE

**"LIMITED LABOR WARRANTY"**

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN  
PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER  
FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER  
COMES FIRST) FROM THE DATE SUCH REPAIRS WERE  
COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY  
EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING  
AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO  
CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO  
THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE  
TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED  
WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL  
LABOR AT NO EXPENSE TO CUSTOMER, FOR ANY  
ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT  
OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING  
THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY,  
CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE  
ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN  
LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER  
DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH  
DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE  
REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD  
OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B)  
DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE  
ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5)  
DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE  
THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND  
(D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS  
REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON  
COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A  
PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION  
PERIOD OF THIS LIMITED WARRANTY. UNDER NO  
CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO  
CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL  
DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR  
LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME,  
LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO  
THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE  
MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY  
DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED,  
INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR  
FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING  
DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR  
ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY  
EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO  
SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY",  
NEGLIGENCE OR OTHERWISE.

**DESCRIPTION****TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS,OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY  
THIS AMOUNT

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

X

**BARLOW BUICK PONTIAC GMC**  
203 S. BROAD ST.  
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DUPLICATE 1 PAGE 2



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(856) 845-2020 (856) 458-7807 Fax (856) 845-5445  
www.barlowautogroup.com

SERVICE ADVISOR RICHARD A CREMEENS

08JUN05	10JUN05	158700	1G2ZG528554	7500	10JUN05	68760
07:44	10:51	05 PONTIAC G6	VARI	19FEB05	207	207
2651	2651					

99 WAR 0.00	(N/C)
PC 98 PARTS COUNT: 0	
CLAIM TYPE:	
AUTH CODE:	
MJ	
C** RENTAL	
CAUSE: RENTAL	
27902 2 DAY ENTERPRISE RENTAL	
67 WAR 0.00	(N/C)
PC 98 PARTS COUNT: 0	
CLAIM TYPE:	
AUTH CODE:	
MJ	
SUBL 2 DAY RENTAL INV 598435 AMOUNT \$89.00	(N/C)
WAR	

**"LIMITED LABOR WARRANTY"**

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DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

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ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

X

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CUSTOMER COPY

PAGE 1

GLENDORA, NJ



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 (856) 845-2020 (856) 456-7807 Fax (856) 845-5445  
 www.barlowautogroup.com

SERVICE ADVISOR LEAH MANGANARO

REPAIR ORDER DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PARTS	INVOICE NO.
25AUG05	25AUG05	158700	1G2ZG528554	7500	T755		25AUG05	70908
TIME IN	TIME OUT	YEAR	MAKE & MODEL	TELEPHONE NO.	CURT. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
06:34	07:24	05	PONTIAC G6		VARI	19FEB05	805	805
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
4316	4316							

A RECALL 05548

CAUSE: RECALL

Y0042 RETOUQUED HARMONIC BALANCER BOLT

508 WAR 0.30

FC: 96 PARTS COUNT: 0

CLAIM TYPE:

AUTH CODE:

NA

(N/C)

**"LIMITED LABOR WARRANTY"**

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

X

**BARLOW BUICK PONTIAC GMC**  
 203 S. BROAD ST.  
 WOODBURY, NJ 08096  
 (856) 845-2020

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CUSTOMER COPY

**PONTIAC · GMC**

Division of General Motors Corporation

August 2005

Dear Pontiac Customer:

This notice is sent to inform you that Pontiac is conducting a voluntary customer satisfaction program that affects certain 2005 model year Pontiac G6 vehicles, equipped with a 3.5L V6 engine.

We have learned that your vehicle may have been built with an engine harmonic balancer that is not completely seated. An engine harmonic balancer that is not completely seated may cause crankshaft key failure and lead to internal engine damage requiring engine repair or replacement.

**What We Will Do:** To prevent this condition from occurring, your Pontiac dealer will retorque the engine harmonic balancer bolt. This service will be performed for you at **no charge until August 31, 2006.**

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your Pontiac dealer as soon as possible to schedule an appointment for this repair.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

If you have any questions or need any assistance, just contact your Pontiac dealer or the Pontiac Customer Assistance Center. The Customer Assistance Center's hours are 8:00 AM - 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.7668.

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.

**Information Online:** The Owner Center at My GMLink, which is a free online service, offers vehicle and ownership-related information along with tools tailored to your specific vehicle. To join, visit [www.gm.com/recall](http://www.gm.com/recall) and enter your vehicle's 17-character vehicle Identification number (VIN), shown on the enclosed customer reply form.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Pontiac G6 provides you with many miles of enjoyable driving.

Pontiac-GMC Division  
General Motors Corporation

Enclosure  
05548B

PAGE 2



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 (856) 845-2020 (856) 456-7807 Fax (856) 845-5445  
 www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
01FEB07	02FEB07	158700	1G2ZG528554	7500			02FEB07	85020
TIME IN	TIME OUT	YEAR	MAKE & MODEL	TELEPHONE NO.	CURT. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:41	15:50	05	PONTIAC G6		VARI	19FEB05	207	207
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14948	14948							

508 WAR 1.60

(N/C)

2 11589341 BOLT

(N/C)

1 22730775 ARM

(N/C)

FC. 2W

PART#: 22730775

COUNT: 4

CLAIM TYPE:

AUTH CODE: 10

OA

E3531 ARM ASSEMBLY, FRONT CONTROL LOWER  
LEFT REPLACE

508 WAR 1.60

(N/C)

1 22730775 ARM

(N/C)

FC. 3A PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE: 10

OA

**"LIMITED LABOR WARRANTY"**

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

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STHS OLN USED FOR SCAN &amp; BULLETIN SEARCH

DIAG NOSES TIME NOT INCLUDED IN LABOR OF USED

C\*\* OWNER REQUEST RENTAL VEHICLE. NOTE (OWNER ASSUMES RESPONSIBILITY FOR ANY AND ALL

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

**DESCRIPTION****TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY  
THIS AMOUNT

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employee 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.

X

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GLENDORA, NJ

SERVICE ADVISOR RICHARD A CREMEENS

PAGE 3


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REPAIR ORDER DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
01FEB07	02FEB07	158700	1G2ZG528554	7500			02FEB07	85020
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA	
07:41	15:50	05 PONTIAC G6		VARI	19FEB05	207	207	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14948	14948							

CHARGES THAT ARE NOT COVERED BY  
 WARRANTY. EXAMPLE OPTIONAL  
 INSURANCE, HOMELAND SECURITY TAX \$5.00 PER  
 DAY, OTHER TAX OR CHARGES DURING NON  
 WARRANTY REPAIR TIME.

CAUSE: RENTAL

Z7902 2 DAY ENTERPRISE RENTAL

99 WAR 0.00

FC: 98 PARTS COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

SUBL 2 DAY RENTAL INV #918170 AMOUNT \$89.00 AS  
 PER RON

2G1WB55K269

WAR

(N/C)

(N/C)

**"LIMITED LABOR WARRANTY"**

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN  
 PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER  
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 AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO  
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 TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED  
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 LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY  
 ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT  
 OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING  
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 TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY,  
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 ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN  
 LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER  
 DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH  
 DEFECT, SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE  
 REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD  
 OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B)  
 DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE  
 ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5)  
 DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE  
 THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND  
 (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS  
 REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON  
 COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED  
 WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A  
 PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION  
 PERIOD OF THIS LIMITED WARRANTY. UNDER NO  
 CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO  
 CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL  
 DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR  
 LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME,  
 LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

IF PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO  
 THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE  
 MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY  
 DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED,  
 INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR  
 FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
 AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY  
 CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE.  
 BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING  
 DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
 DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR  
 ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY  
 DISCLOSED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO  
 SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY",  
 NEGLIGENCE OR OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

X

**BARLOW BUICK PONTIAC GMC**  
 203 S. BROAD ST.  
 WOODBURY, NJ 08096  
 (856) 845-2020

GM PARTS INSTALLED BY BARLOW BUICK PONTIAC  
 & GMC TRUCK ARE NOW WARRANTED AGAINST DEFECT  
 FOR 12 MONTHS/12000 MILES (WHICHEVER COMES  
 FIRST). COVERAGE INCLUDES REPLACEMENT PART  
 AND LABOR. THANK YOU FOR YOUR BUSINESS.



PAGE 1



203 S. BROAD ST. • WOODBURY, NJ 08098  
 (856) 845-2020 (856) 466-7807 Fax (856) 845-5445  
 www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	YAC. NO.	P.O. NO.	VEHICLE PARTS	VEHICLE NO.
01FEB07	02FEB07	158700	1G2ZG528554	7500			02FEB07	85020
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DEALER RATE	RECEIVED BY	S/A	
07:41	15:50	05 PONTIAC G6		VARI	19FEB05	207	207	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14948	14948							

### A COMPLIMENTRY LUBE, OIL & FILTER CHANGE AND VEHICLE INSPECTION

CAUSE: OAD

Z2132 OWNER APPRECIATION FREE - OIL &  
FILTER MULTI-POINT INSPECTION

508-111-1111

1 25010792 OIL FLTR

5 LUBE1 OIL

PC: 95

PART#: 25010792

COUNT: 6

CLAIM TYPE: 1

AUTH CODE:

MF

MULTI PERFORM MULTI-POINT INSPECTION

508-111-1111

B OWNER STATES STEERING LIGHT CAME ON WHILE  
DRIVING VEHICLE HARD TO TURN WHEN LIGHT  
IS ON

CAUSE:

E3530 ARM ASSEMBLY, FRONT CONTROL LOWER  
RIGHT REPLACE

### "LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN  
PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER  
FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER  
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COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY  
EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING  
AND SHORTS, AND FUEL SYSTEM WHEN DUE TO  
CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO  
THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE  
TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED  
WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL  
LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY  
ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT  
OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING  
THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY,  
CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE  
ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN  
LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER  
DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH  
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REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON  
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ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A  
PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION  
PERIOD OF THIS LIMITED WARRANTY. UNDER NO  
CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO  
CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL  
DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR  
LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME,  
LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

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SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY",  
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I hereby authorize the repair work herein set forth to be done  
along with the necessary materials 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 employee permission to operate  
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X

BARLOW BUICK PONTIAC GMC  
203 S. BROAD ST.  
WOODBURY, NJ 08096  
(856) 845-2020

CUSTOMER COPY

FRIDAY 2/23/07

SERVICE

Ed Naghger

DUPLICATE 1 PAGE 1

GLENDORA, NJ



203 S. BROAD ST. - WOODBURY, NJ 08096  
 (856) 845-2020 (856) 456-7807 Fax (856) 845-5445  
 www.barlowautogroup.com

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
09FEB07	15FEB07	158700	1G2ZG528554	7500			15FEB07	85250
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	COST PER LABOR RATE	DELIVERY DATE	PREPARED BY	SIA	
11:12	07:03	05 PONTIAC G6		VARI	19FEB05	207	207	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14956	15012							

A OWNER STATES STEERING INTERMITTANTLY LOCK  
 WHEN TURNING LEFT VEHICLE PULLS TO THE  
 RIGHT

MISC INSPECTED FRONT END, STEERING &  
 SUSPENSION. ROADTESTED 56 MILES-  
 COULD NOT VERIFY CONCERN.

99 CC 0.00 0.00 0.00  
 ROADTEST 1.) START MILEAGE 14958 - STOP  
 MILEAGE 14965 (OK) ROADTEST 2.) START MILEAGE  
 14965 - STOP MILEAGE 14977 (OK) ROADTEST 3.)  
 START MILEAGE 14977 - STOP MILEAGE 14922 (OK)..  
 ROADTEST 4.) START MILEAGE 14992 - STOP MILEAGE  
 14994 (OK) ROADTEST 5.) START MILEAGE 14994 -  
 STOP MILEAGE 14995 (OK) ROADTEST 6.) START  
 MILEAGE 14995 - STOP MILEAGE 15010 (OK)..  
 ROADTEST 7.) START MILEAGE 15010 - STOP MILEAGE  
 15012 (OK) ..

B. OWNER REQUEST RENTAL VEHICLE. NOTE (OWNER  
 ASSUMES RESPONSIBILITY FOR ANY AND ALL  
 CHARGES THAT ARE NOT COVERED BY  
 WARRANTY. EXAMPLE OPTIONAL  
 INSURANCE, HOMELAND SECURITY TAX \$5.00 PER  
 DAY, OTHER TAX OR CHARGES DURING NON  
 WARRANTY REPAIR TIME.

## "LIMITED LABOR WARRANTY"

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 PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER  
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 NEGLIGENCE OR OTHERWISE.

## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY  
THIS AMOUNT

I hereby authorize the repair work herein set forth to be done  
 along with the necessary material and agree that you are not  
 responsible for loss or damage to vehicle or articles left in  
 vehicle in case of fire, theft, or any other cause beyond your  
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 secure the amount of repairs thereto.

X

BARLOW BUICK PONTIAC GMC

203 S. BROAD ST.

WOODBURY, NJ 08096

(856) 845-2020



DUPLICATE 1 PAGE 2

GLENDDORA, NJ



203 S. BROAD ST. WOODBURY, NJ 08096  
 (856) 845-2020 (856) 458-7807 Fax (856) 845-3445  
 www.barlowautogroup.com

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
09FEB07	15FEB07	158700	1G2ZG528554	7500			15FEB07	85250
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DEPOSIT DATE	PREPARED BY	S/A	
11:12	07:03	05 PONTIAC G6		VARI	19FEB05	207	207	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14956	15012							

RENTAL OWNER REQUEST RENTAL VEHICLE. NOTE  
 (OWNER ASSUMES RESPONSIBILITY FOR ANY  
 AND ALL CHARGES THAT ARE NOT COVERED  
 BY WARRANTY EXAMPLE OPTIONAL  
 INSURANCE, HOMEOWNERS SECURITY TAX \$5.00  
 PER DAY OTHER TAXES OR CHARGES DURING  
 NON WARRANTY REPAIR TIME.

999.00 0.00 0.00

**"LIMITED LABOR WARRANTY"**

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 PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER  
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**\*\* PRE-INVOICE \*\***

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**DESCRIPTION TOTALS**

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

I hereby authorize the repair work herein set forth to be done  
 along with the necessary material and agree that you are not  
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X

**BARLOW BUICK PONTIAC GMC**  
**203 S. BROAD ST.**  
**WOODBURY, NJ 08096**  
**(856) 845-2020**

GM PARTS INSTALLED BY BARLOW BUICK PONTIAC  
 & GMC TRUCK ARE NOW WARRANTED AGAINST DEFECT  
 FOR 12 MONTHS/12000 MILES (WHICHEVER COMES  
 FIRST). COVERAGE INCLUDES REPLACEMENT PART  
 AND LABOR. THANK YOU FOR YOUR BUSINESS.

CUSTOMER COPY

Sales/use tax	\$	N/A	
ADMIN FEE	\$	38.00	
VEHICLE TIRE FEE	\$	7.50	
<b>Total</b>	\$	225.64	
		<b>Total</b>	\$ 225.64

Your monthly payment is determined as shown below:

Gross capitalized cost. The agreed upon value of the vehicle (\$ 21,375.00) and any lease you pay for over the lease term (such as service contract, insurance, and any outstanding prior credit or lease balance).	\$	22,764.54
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	\$	1,750.10
Adjusted capitalized cost. The amount used in calculating your base monthly payment.	\$	22,014.44
Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment.	\$	1,0435.10
Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term.	\$	10,579.34
Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	\$	2,300.10
Total of lease monthly payments. The depreciation and any amortized amounts plus the rent charge.	\$	12,879.44
Lease term. The number of months in your lease.		60
Base monthly payment.	\$	214.32
Monthly sales/use tax (estimated).	\$	N/A
<b>Total monthly payment</b>	\$	214.32

**Early Termination.** You may have to pay a substantial charge if you end this lease early. The charge may be up to the amount of the total monthly payment. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

**Excessive Wear and Tear.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of \$20.00 per mile.

**Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for \$ 10,435.10, plus official fees and taxes.

**Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, title and interest charges, and insurance.

**1. ITEMIZATION OF GROSS CAPITALIZED COST.**

Agreed upon value of the vehicle	\$	21,375.00
GMAC administrative fee	\$	635.00
Licensing/insurance fee	\$	N/A
Sales tax	\$	634.54
Other fee (describe)	\$	110.00
Optional service contract	\$	N/A
Optional life insurance	\$	N/A
Optional disability insurance	\$	N/A
<b>Gross Capitalized Cost</b>	\$	22,764.54

**2. THE VEHICLE YOU ARE TRADING.**

Gross trade-in value	\$	N/A
Pay-off	\$	N/A
Net trade-in value	\$	N/A

**3. TOTAL COST OF THE LEASE.** If you are newer in default, and you use your option to buy the vehicle at scheduled lease end:

Amount due at lease signing or delivery	\$	2,225.64
Total of monthly payments (other than first monthly payment)	\$	12,879.44
Security deposit and any life or disability insurance	\$	N/A
Plus if you buy at scheduled lease end	\$	10,435.10
<b>Total cost of the lease plus any related official fees and taxes</b>	\$	25,540.18

**4. OFFICIAL FEES AND TAXES.** You will pay all government license, title, registration, testing, and inspection fees for the vehicle. We will pay all taxes on the lease or the vehicle but the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if these change. We may bill you separately for official fees and taxes.

**5. TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY BEFORE LEASE.**

Title fee	\$	113.74
Registration fees	\$	N/A
Licensing fee	\$	444.50
Sales/use taxes (including tax on capitalized cost reduction)	\$	634.54
Excise taxes	\$	N/A
Personal property taxes	\$	N/A
Other (describe)	\$	N/A

**6. LATE CHARGE.** If you do not pay a monthly payment 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.

**7. EXCESS MILE CHARGE.** The total allowed mileage on the odometer of lease end is:

Starting odometer mileage	45 miles
Standard mileage allowance	\$8,000/mile
Purchased extra miles	\$2/Arbitration
<b>Total allowed mileage</b>	48,045 miles

You are paying \$2,225.64 for extra miles. At scheduled lease end, we will credit you with \$2,225.64 per mile for each unused extra mile you purchased. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

The excess mileage charge is \$20.00 per mile for each mile beyond 48,045 miles. If the lease ends early, any excess mileage and wheel charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

**8. WARRANTY AND EXCLUSION OF WARRANTY.** You have the benefit of any warranty checked below:

☒ Standard manufacturer's warranty

Warranty papers that are separate from this lease state any coverage limits. We are giving you a warranty that the vehicle conforms to the description in this lease.

**THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.**

**9. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.**

Name: N/A/Arbitration N/A/Arbitration

Term: N/A/Arbitration N/A/Arbitration

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost, and you will pay rent charges on the price.

**10. ASSIGNMENT BY LESSOR.**

☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation (GMAC).

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to General Motors Acceptance Corporation.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A.

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

Assignee's address and telephone number:  
655 BUSINESS CTR DR  
HORSNASH, PA 17044  
1-800-200-4522

The assignee may designate Vehicle Asset Universal Lending Trust, or its trustee, as agent to hold this for the benefit of the assignee on the vehicle's certificate of title and/or registration.

The sale and assignment will not be considered to change materially your duties, burden, or risk under this lease. However, the assignee not Vehicle Asset Universal Lending Trust will have to make any repairs to the vehicle, get any insurance, or perform any service Lessor has agreed to perform under this lease. You will look only to Lessor for these services.

After assignment, GMAC will service this lease. If GMAC is the assignee or if GMAC helped to arrange this lease, you must then make all payments to GMAC (or its or the assignee's secured or as otherwise directed). If we assign this lease, you will not receive notice of assignment.

**THIS IS THE ENTIRE AGREEMENT.** This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by both parties. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them. Lessor (and Co-Lessor) agrees.

**NOTICE TO LESSEE.** 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT 100681011 (City) PA (State) ON 08/15/08 (Day) 08 (Month) 08 (Year)

LESSEE: [Signature]

BY: [Signature]

CO-LESSEE: [Signature]

BY: [Signature]

LESSOR: BARLOW BUICK PONTIAC, INC. TITLE: [Signature] DATE: 08/15/08

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the lease plan dealer agreement as in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: BARLOW BUICK PONTIAC, INC. BY: [Signature] TITLE: [Signature]

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

674 62 ANJ 6-06 (8) (For use in the State of New Jersey) Lease Agreement 8

## GMAC SmartLease® - Monthly Payment

LESSOR (and CO-LESSOR, if any) name and address, including county		LESSOR (dealer) name, address, and telephone number	
GLENDORA, NJ		BARLOW BUICK PONTIAC GMC TRUCK 203 SOUTH BROAD STREET WOODSBURY, NJ 08096 6084452020	

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

Year	Make & Model	Body Style	Vehicle ID#	Mileage	Primary Use
2008	PONTIAC	6	1617652854	0	<input type="checkbox"/> Personal, Family or Household <input type="checkbox"/> Business or Agricultural
Number of Engine Cylinders					
Transmission	Brakes	Steering Mechanism	Air Conditioning	Other Uses	
<input type="checkbox"/> Automatic <input type="checkbox"/> Manual	<input type="checkbox"/> Disc <input type="checkbox"/> Drum	<input type="checkbox"/> Power assisted <input type="checkbox"/> Manual	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 1,000 miles or less on odometer <input type="checkbox"/> Personal, family, or household <input type="checkbox"/> Demonstrator <input type="checkbox"/> Light <input type="checkbox"/> Daily rental <input type="checkbox"/> Police <input type="checkbox"/> Prior wreckage <input type="checkbox"/> Unknown	
Dealer Installed Options				Manufacturer's Suggested Retail Price shown on window sticker, if any \$	
				21,490.00	

Amount Due at Lease Signing or Delivery (Estimated Below)	Monthly Payments	Other Charges (not part of your monthly payment)	Total of Payments
\$ 2,225.64	Your first monthly payment of \$ 268.94 is due on 02/15/09, followed by 60 payments of \$ 268.94 due on the 15th of each month. The total of your monthly payments is \$ 12,509.12.	Disposition fee (if you do not purchase the vehicle) \$ N/A Total \$ N/A	(The amount you will have paid by the end of the lease.) \$ 14,365.82

Amount Due at Lease Signing or Delivery:	Net trade-in allowance	Vehicle and remark charges	Amount to be paid in cash
Capitalized cost reduction \$ 1,750.00	\$ N/A	\$ 1,750.00	\$ 475.64
First monthly payment \$ 268.94			
Refundable security deposit \$ N/A			
Tire wear \$ N/A			
Registration fee \$ 117.20			
Sales tax \$ N/A			
ADDITIONAL FEE \$ 38.00			
VEHICLE TIRE FEE \$ 7.50			
Total \$ 2,225.64			Total \$ 2,225.64

Your monthly payment is calculated as shown below:

Gross capitalized cost. The agreed upon value of the vehicle (\$ 21,275.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior month or lease balance)	\$ 22,264.54
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	\$ 1,750.00
Adjusted capitalized cost. The amount used in calculating your lease monthly payment	\$ 21,014.54
Residual value. The value of the vehicle at the end of the lease used in calculating your lease monthly payment	\$ 10,495.10
Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ 10,519.44
Finance charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 2,309.28
Total of base monthly payments. The depreciation and any amortized amounts plus the finance charge	\$ 12,828.72
Lease term. The number of months in your lease	60
Base monthly payment	\$ 213.81
Monthly sales tax (estimated)	\$ N/A
Total monthly payment	\$ 213.81

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater the charge is likely to be.

Excessive Wear and Tear. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of \$2.00 per mile.

Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 10,935.10, plus offset fee and taxes.

Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, title and default charges, and insurance.

## 1. ITEMIZATION OF GROSS CAPITALIZED COST

Agreed upon value of the vehicle	\$ 21,275.00
GMAC administrative fee	\$ 635.00
License/registration/title fees	\$ N/A
Sales tax	\$ 634.54
Other tax (vehicle)	\$ N/A

7. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$25.

8. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the appropriate insurance for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describing the insurance(s). The insurance may not cover lease and other



LEASED VEHICLE REGISTRATION



PLATE NO: [REDACTED] GOOD THRU: 08/2009

VIN: 1G2ZG528554 [REDACTED]

PON 2005 4 DR. BK GS WC: 7 PASSENGER 07

VAULT  
555 BUSINESS CENTER DR DI [REDACTED]  
MORSHAM PA 19044 RENEWAL PT: PA  
EQ: 7 FEE: 46.50 RH HH20081790387

GMAC

CUSTOMER'S NAME

156700

## ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, BARLOW BUICK PONTIAC GMC TRUCK (transferor's name, Print)

state that the odometer now reads 45 (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.

MAKE	MODEL	BODY TYPE
PON	66	C
VEHICLE IDENTIFICATION NUMBER		YEAR
1627G528554		2005

X

TRANSFEROR'S SIGNATURE

BARLOW BUICK PONTIAC GMC TRUCK  
PRINTED NAME

203 SOUTH BROAD STREET  
TRANSFEROR'S ADDRESS (STREET)

WOODBURY, NJ 08096  
CITY

STATE

ZIP CODE

TRANSFEREE'S SIGNATURE

GMAC  
PRINTED NAME

SAME  
TRANSFEREE'S NAME

PO BOX 8140  
TRANSFEREE'S ADDRESS (STREET)

COCKEYSVILLE  
CITY

MD 21030

STATE

ZIP CODE



OWNER OF VEHICLE: ENTERPRISE LEASING COMPANY, OF PHILADELPHIA  
BRANCH ADDRESS: 1101 N. EVERGREEN AVE  
DORCHESTER, MA 01928-1500

MO 8:00A- 5:00P TU 9:00A- 5:00P  
WE 8:00A- 5:00P TH 8:00A- 5:00P  
FR 8:00A- 5:00P SA 9:00A- 12:00P  
SUN CLOSED

## STENFALL

<b>RENTAL TYPE</b>		<b>RENTAL AGREEMENT NO.</b>		<b>D</b>	
<b>RENTAL TYPE</b> [Redacted]		<b>RENTAL AGREEMENT NO.</b> [Redacted]		<b>D</b> [Redacted]	
<b>ORIGINAL VEHICLE</b>		<b>DATE &amp; TIME PERIOD</b>			
COLOR [Redacted] LICENSE NO. [Redacted]		DATE [Redacted] TIME [Redacted]			
MODEL [Redacted] YEAR [Redacted]					
MILEAGE AGE	IN OUT	DAYS [Redacted] HOURS [Redacted]			
DRIVEN		SPECIAL MILES [Redacted]			
CONDITION ADDED TO RENTAL		DAYS [Redacted] HOURS [Redacted]			
 <input type="checkbox"/> NO DAMAGE		BILL TO COMPANY			
		BILL TO [Redacted]			
REFERENCE NUMBER: [Redacted]		PHONE [Redacted] EXT. [Redacted]			
ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL		NO OTHER DRIVERS PERMITTED			
WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME, AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR VIOLATING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT LIABILITY AND RIGHTS UNDER THIS AGREEMENT.					
PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATES:		OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.			
RENTER DEC. OR (OWN) AND BILTY. SECT. [Redacted]		RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT DAILY FEE SHOWN IN COLUMN TO RIGHT SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3. PARAGRAPH 15. DW IS NOT INSURANCE.			
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI)		RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3. PARAGRAPH 17.			
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP)		RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3. PARAGRAPH 19.			
<p><b>OPTIONAL PRODUCTS NOTICE:</b> OUR CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, OPTIONAL PRODUCTS INCLUDING DAMAGE WAIVER, PERSONAL ACCIDENT INSURANCE AND SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT VEHICLE.</p>					
<b>REPLACEMENT VEHICLE</b>		<b>DATE</b>			
COLOR [Redacted] LICENSE NO. [Redacted]	OWNER REP. X				
MODEL [Redacted] YEAR [Redacted]	EMPL. # [Redacted]				
MILEAGE AGE	IN OUT	TAX [Redacted]			
DRIVEN		TOTAL CHARGES			
CONDITION ADDED TO RENTAL		DEPOSITS			



IR OF VEHICLE:  
NCH ADDRESS:

**CUSTOMER COPY**

PAGE 1 of 4

17ENJFALL03

RENTAL TYPE RENTED		RENTAL TYPE RENTED	
ORIGINAL VEHICLE MAKE: FORD MODEL: MUSTANG YEAR: 1964		ORIGINAL VEHICLE MAKE: FORD MODEL: MUSTANG YEAR: 1964	
BILL TO ATTN:		BILL TO ATTN:	
COMPANY ADDRESS:		COMPANY ADDRESS:	
PHONE EXT:		PHONE EXT:	
REFERENCE NUMBER 1000000000		REFERENCE NUMBER 1000000000	

PAGE 1



203 S. BROAD ST. • WOODBURY, NJ 08096  
 (856) 846-2020 (856) 456-7807 Fax (856) 846-5445  
 www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR LEAH MANGANARO

REPAIR ORDER DATE	GATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	WARRANTY PRINTED	INVOICE NO.
22MAY06	24MAY06	158700	1G2ZG528554	7500	T618		24MAY06	78332
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	CURT. PAY LABOR RATE	DELIVERY DATE	PRE-PAID BY	EIA	
07:42	13:52	05 PONTIAC G6		VARI	19FEB05	805	805	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
8144	8144							

A TOWIN-OWNER STATES LOSS OF POWER STEERING  
 WHEN IN REVERSE-VEHICLE STARTED  
 SHAKING-ENGINE STALLED-POWER STEERING  
 FAILURE MESSAGE DISPLAYED ON RADIO

CAUSE:

E7580 REPLACE POWER STEERING COLUMN/MODULE

301 WAR 13.20

1 88967179 ST. COL. REM.

FC: 6D

PART#: 88967179

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OL

1.2 OLH USED TO FOLLOW DOC# 1241508

B\*\* RENTAL

CAUSE: REQUESTED

27902 2 DAY ENTERPRISE RENTAL

99 WAR 0.00

FC: 9B PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

**"LIMITED LABOR WARRANTY"**

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

**DESCRIPTION****TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS,OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

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

X

**BARLOW BUICK PONTIAC GMC**  
 203 S. BROAD ST.  
 WOODBURY, NJ 08096  
 (856) 846-2020

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PAGE 2



203 S. BROAD ST. · WOODBURY, NJ 08096  
(856) 845-2020 (856) 456-7807 Fax (856) 845-5445  
www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR LEAH MANGANARO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAB NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
22MAY06	24MAY06	158700	1G2ZG528554	7500	T618		24MAY06	78332
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DEBIT DATE	REPAIRED BY	S/A	
07:42	13:52	05 PONTIAC G6		VARI	19FEB05	805	805	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
8144	8144							

MJ

SUBL 2 DAY ENTERPRISE RENTAL INVOICE# 712376  
AS PER DONNA @ ENTERPRISE @ 2:00PM  
5/24/06 \$89.00 @ DONALD LBO

WAR

(N/C)

**"LIMITED LABOR WARRANTY"**

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

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TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

X

**BARLOW BUICK PONTIAC GMC**  
203 S. BROAD ST.  
WOODBURY, NJ 08096  
(856) 845-2020

GM PARTS INSTALLED BY BARLOW BUICK PONTIAC & GMC TRUCK ARE NOW WARRANTED AGAINST DEFECT FOR 12 MONTHS/12000 MILES (WHICHEVER COMES FIRST). COVERAGE INCLUDES REPLACEMENT PART AND LABOR. THANK YOU FOR YOUR BUSINESS.

CUSTOMER COPY



DUPLICATE 1 PAGE 1



203 S. BROAD ST. WOODBURY, NJ 08096  
 (856) 845-2020 (856) 458-7807 Fax (856) 845-5445  
 www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR RICHARD A CREMBENS

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
08JUN05	158700	1G2ZG528554	7500			10JUN05	68760
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	CURT. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SA
07:44	10:51	05 PONTIAC G6			VARI 19FEB05	207	207
MILEAGE IN	MILEAGE OUT	ALICEVE NO.					
2651	2651						

A OWNER STATES STEERING INTERMITTANTLY GETS STIFF WHEN MAKING TURNS. SERVICE STEERING LIGHT COMES ON- SHUDDER FELT IN STEERING AT IDLE  
 CAUSE: REPLACED AS PER TAC CENTER TAC CASE #8236632  
 E7631 REPLACED POWER STEERING CONTROLLER MOTOR.  
 67 WAR 4.70  
 1. 15225637 MOTOR  
 FC: GD  
 PARTS: 15225637  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 OL

3.1 OIL USED FOR EXTENDED DIAGNOSES 3THS TO CONTACT TAC 2.5 TO PERFORM CIRCUIT CM ECK3 3THS TO REPLASH PCM TAC CASE #8236632  
 B 1 WAY CUSTOMER SHUTTLE  
 CAUSE: SHUTTLE  
 Z7910 1 WAY CUSTOMER SHUTTLE

THIS PART IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART. BUYER AND/OR SERVICE BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR ANY OTHER INCIDENTAL DAMAGES, IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	X

"LIMITED LABOR WARRANTY"  
 THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THE LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.  
 DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR AT NO EXPENSE TO CUSTOMER FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.  
 TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THE LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIRS.  
 ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss of or damage to vehicle or anyone else 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 of 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 repairs thereto.

BARLOW BUICK PONTIAC GMC  
 203 S. BROAD ST.  
 WOODBURY, NJ 08096  
 (856) 845-2020

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DUPLICATE 1 PAGE 2



203 S. BROAD ST. WOODBURY, NJ 08096  
(856) 845-2020 (856) 455-7807 Fax (856) 845-5445  
www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE NO.
08JUN05	10JUN05	158700	1G2ZG528554	7500			10JUN05 68760
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVER DATE	REPAIRS BY	EA
07:44	10:51	05 PONTIAC G6		VARI	19FEB05	207	207
MILEAGE IN	MILEAGE OUT	LICENSE NO.					
2651	2651						

99 WAR 0.00 FC: 98 PARTS COUNT: 0 CLAIM TYPE: AUTH CODE: MJ	(N/C)	<b>"LIMITED LABOR WARRANTY"</b> THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM—WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIR. ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR
C** RENTAL CAUSE: RENTAL Z7902 2 DAY ENTERPRISE RENTAL 67 WAR 0.00 FC: 98 PARTS COUNT: 0 CLAIM TYPE: AUTH CODE: MJ	(N/C)	
SUBL 2 DAY RENTAL INV #904135 AMOUNT \$89.00 WAR	(N/C)	

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

X

**BARLOW BUICK PONTIAC GMC**  
203 S. BROAD ST.  
WOODBURY, NJ 08096  
(856) 845-2020

GM PARTS INSTALLED BY BARLOW BUICK PONTIAC & GMC TRUCK ARE NOW WARRANTED AGAINST DEFECT FOR 12 MONTHS/12000 MILES (WHICHEVER COMES FIRST). COVERAGE INCLUDES REPLACEMENT PART AND LABOR. THANK YOU FOR YOUR BUSINESS.

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 (856) 845-2020 (856) 456-7807 Fax (856) 845-5445  
 www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR LEAH MANGANARO

REPAIR ORDER DATE WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	COST NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
25AUG05	25AUG05	158700	1G2ZG528554	7500	T755		25AUG05	70908
TIME IN	TIME OUT	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
06:34	07:24	05	PONTIAC G6		VARI	19FEB05	805	805
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
4316	4316							

A RECALL 05548

CAUSE: RECALL

Y0042 RETOUQUED HARMONIC BALANCER BOLT

508 WAR 0.30

(N/C)

FC: 96 PARTS COUNT: 0

CLAIM TYPE:

AUTH CODE:

MA

**"LIMITED LABOR WARRANTY"**

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

X

**BARLOW BUICK PONTIAC GMC**  
**203 S. BROAD ST.**  
**WOODBURY, NJ 08096**  
**(856) 845-2020**

GM PARTS INSTALLED BY BARLOW BUICK PONTIAC & GMC TRUCK ARE NOW WARRANTED AGAINST DEFECT FOR 12 MONTHS/12000 MILES (WHICHEVER COMES FIRST). COVERAGE INCLUDES REPLACEMENT PART AND LABOR. THANK YOU FOR YOUR BUSINESS.

CUSTOMER COPY

**PONTIAC · GMC**

Division of General Motors Corporation

August 2005

Dear Pontiac Customer:

This notice is sent to inform you that Pontiac is conducting a voluntary customer satisfaction program that affects certain 2005 model year Pontiac G6 vehicles, equipped with a 3.5L V6 engine.

We have learned that your vehicle may have been built with an engine harmonic balancer that is not completely seated. An engine harmonic balancer that is not completely seated may cause crankshaft key failure and lead to internal engine damage requiring engine repair or replacement.

**What We Will Do:** To prevent this condition from occurring, your Pontiac dealer will retorque the engine harmonic balancer bolt. This service will be performed for you at **no charge until August 31, 2006.**

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your Pontiac dealer as soon as possible to schedule an appointment for this repair.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

If you have any questions or need any assistance, just contact your Pontiac dealer or the Pontiac Customer Assistance Center. The Customer Assistance Center's hours are 8:00 AM - 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.7668.

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.

**Information Online:** The Owner Center at My GMLink, which is a free online service, offers vehicle and ownership-related information along with tools tailored to your specific vehicle. To join, visit [www.gm.com/recall](http://www.gm.com/recall) and enter your vehicle's 17-character vehicle Identification number (VIN), shown on the enclosed customer reply form.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Pontiac G6 provides you with many miles of enjoyable driving.

Pontiac-GMC Division  
General Motors Corporation

Enclosure  
05548B

PAGE 2



203 S. BROAD ST. • WOODBURY, NJ 08098  
(856) 845-2020 (856) 456-7807 Fax (856) 845-5445  
www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAX NO.	P.O. NO.	WARRANTY PARTS	INVOICE NO.
01FEB07	02FEB07	158700	1G2ZG528554	7500			02FEB07	85020
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	LAST LAB. DATE	PREP. DATE	PREP. BY	AIA	
07:41	15:50	05 PONTIAC G6		VARI	19FEB05	207	207	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14948	14948							

508 WAR 1.60 2. 11589341 BOLT 1. 22730775 ARM FC: 2W PART#: 22730775 COUNT: 4 CLAIM TYPE: AUTH CODE: OA E3531 ARM ASSEMBLY FRONT CONTROL LOWER LEFT REPLACE 1. 22730775 ARM FC: 3A PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: OA	(N/C) (N/C) (N/C) (N/C)	<b>"LIMITED LABOR WARRANTY"</b> THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIR. ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR
5THS OLN USED FOR SCAN & BULLETIN SEARCH DIAG NOSES TIME NOT INCLUDED IN LABOR OP USED. C** OWNER REQUEST RENTAL VEHICLE. NOTE (OWNER ASSUMES RESPONSIBILITY FOR ANY AND ALL		

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#### DESCRIPTION TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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X

BARLOW BUICK PONTIAC GMC  
203 S. BROAD ST.  
WOODBURY, NJ 08096  
(856) 845-2020

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08/15/2008 13:36 18662706393

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GLENDDORA, NJ



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(856) 845-2020 (856) 466-7807 Fax (856) 846-5445  
www.barlowautogroup.com

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	VEHICLE LIMITED	INVOICE NO.
01FEB07	02FEB07	158700	1G2ZG528554	7500				02FEB07 85020
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	CURR. PAY	LABOR RATE	DELIVER DATE	INSURED BY	SA
07:41	15:50	05 PONTIAC G6		VARI	19FEB05	207	207	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14948	14948							

CHARGES THAT ARE NOT COVERED BY  
WARRANTY. EXAMPLE OPTIONAL  
INSURANCE, HOMELAND SECURITY TAX \$5.00 PER  
DAY, OTHER TAX OR CHARGES DURING NON  
WARRANTY REPAIR TIME.

CAUSE: RENTAL

Z7902 2 DAY ENTERPRISE RENTAL

99.00 WAR 20.00

FC: 98 PARTS COUNT: 0

CLAIM TYPE:

AUTH CODE:

SUBL 2 DAY RENTAL INVT \$918.00 AMOUNT \$89.00 AS  
PER ROW

2G1WB55K269

**"LIMITED LABOR WARRANTY"**

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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X

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(856) 845-2020

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GLENDORA, NJ

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST NO.	TAG NO.	P.O. NO.	MOBILE PHONE	INVOICE NO.
01FEB07	02FEB07	158700	1G2ZG528554	7500				02FEB07 85020
TIME IN	TIME OUT	YEAR	MAKE & MODEL	TELEPHONE NO.	COST PAY LABOR RATE	DEPOSIT DATE	PREPARED BY	SA
07:41	15:50	05	PONTIAC G6		VARI	19FEB05	207	207
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14948	14948							

### A COMPLIMENTRY LUBE, OIL & FILTER CHANGE AND VEHICLE INSPECTION

CAUSE: OAD

Z2132 OWNER APPRECIATION FREE OIL &  
FILTER MULTI-POINT INSPECTION

5062 WAS 10.30

1 25010792 OIL FLTR

5 LUBE1 OIL

FC: 95

PART#: 25010792

COUNT: 6

CLAIM TYPE: 1

AUTH CODE: 1

MF

MULTI PERFORM MULTI POINT INSPECTION

5062 FROM 10.30

(N/C)

(N/C)

(N/C)

(N/C)

### "LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

### B OWNER STATES STEERING LIGHT CAME ON WHILE DRIVING- VEHICLE HARD TO TURN WHEN LIGHT IS ON

CAUSE:

E3530 ARM ASSEMBLY, FRONT CONTROL LOWER  
RIGHT REPLACE

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

### DESCRIPTION

### TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

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

X

**BARLOW BUICK PONTIAC GMC**  
**203 S. BROAD ST.**  
**WOODBURY, NJ 08096**  
**(856) 845-2020**

CUSTOMER COPY



FRIDAY 2/23/07

SERVICE

Ed Naghoger

DUPLICATE 1 PAGE 1

GLENDORA, NJ



203 S. BROAD ST. · WOODBURY, NJ 08096  
(856) 845-2020 (856) 456-7807 Fax (856) 845-5445  
www.barlowautogroup.com

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
09FEB07	15FEB07	158700	1G2ZG528554	7500			15FEB07	85250
TIME IN	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A	
11:12	07:03	05 PONTIAC G6		VARI	19FEB05	207	207	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14956	15012							

A OWNER STATES STEERING INTERMITTANTLY LOCK  
WHEN TURNING LEFT- VEHICLE PULLS TO THE  
RIGHT  
MISC INSPECTED FRONT END, STEERING &  
SUSPENSION- OK. ROADTESTED 56 MILES-  
COULD NOT VERIFY CONCERN.  
99 CC 0.00 0.00 0.00  
ROADTEST 1.) START MILEAGE 14958 - STOP  
MILEAGE 14965 (OK) ROADTEST 2.) START MILEAGE  
14965 - STOP MILEAGE 14977 (OK) ROADTEST 3.)  
START MILEAGE 14977 - STOP MILEAGE 14922 (OK)..  
ROADTEST 4.) START MILEAGE 14922 - STOP MILEAGE  
14994 (OK) ROADTEST 5.) START MILEAGE 14994 -  
STOP MILEAGE 14995 (OK) ROADTEST 6.) START  
MILEAGE 14995 - STOP MILEAGE 15010 (OK)..  
ROADTEST 7.) START MILEAGE 15010 - STOP MILEAGE  
15012 (OK)..  
B. OWNER REQUEST RENTAL VEHICLE. NOTE (OWNER  
ASSUMES RESPONSIBILITY FOR ANY AND ALL  
CHARGES THAT ARE NOT COVERED BY  
WARRANTY. EXAMPLE OPTIONAL  
INSURANCE, HOMELAND SECURITY TAX \$5.00 PER  
DAY, OTHER TAX OR CHARGES DURING NON  
WARRANTY REPAIR TIME.

**"LIMITED LABOR WARRANTY"**

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN  
PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER  
FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER  
COMES FIRST) FROM THE DATE SUCH REPAIRS WERE  
COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY  
EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING  
AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO  
CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO  
THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE  
TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED  
WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL  
LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY  
ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT  
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THE REPAIRS LISTED ON THIS REPAIR ORDER.

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CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE  
ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN  
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REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD  
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DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE  
THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND  
(D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS  
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ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED  
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DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR  
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LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO  
THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE  
MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY  
DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED,  
INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR  
FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING  
DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR  
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SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY",  
NEGLIGENCE OR OTHERWISE.

**DESCRIPTION****TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY  
THIS AMOUNT

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

X

BARLOW BUICK PONTIAC GMC

203 S. BROAD ST.

WOODBURY, NJ 08096

(856) 845-2020

CUSTOMER COPY



DUPLICATE 1 PAGE 2



203 S. BROAD ST. WOODBURY, NJ 08096  
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GLENDORA, NJ

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
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11:12	07:03	05	PONTIAC G6		VARI	19FEB05	207	207
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14956	15012							

RENTAL OWNER REQUEST RENTAL VEHICLE. NOTE  
(OWNER ASSUMES RESPONSIBILITY FOR ANY  
AND ALL CHARGES THAT ARE NOT COVERED  
BY WARRANTY. EXAMPLE OPTIONAL  
INSURANCE, HOMELAND SECURITY TAX \$5.00  
PER DAY, OTHER TAX OR CHARGES DURING  
NON WARRANTY REPAIR TIME. -

99.00 CC 0.00

**"LIMITED LABOR WARRANTY"**

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN  
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CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL  
DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR  
LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME,  
LOSS OF INCOME AND PROFITS, INCONVENIENCE OR

**\*\* PRE-INVOICE \*\***

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO  
THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE  
MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY  
DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED,  
INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR  
FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING  
DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR  
ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY  
EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO  
SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY",  
NEGIGENCE OR OTHERWISE.

**DESCRIPTION****TOTALS**

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

X

**BARLOW BUICK PONTIAC GMC**  
203 S. BROAD ST.  
WOODBURY, NJ 08096  
(856) 845-2020

GM PARTS INSTALLED BY BARLOW BUICK PONTIAC  
& GMC TRUCK ARE NOW WARRANTED AGAINST DEFECT  
FOR 12 MONTHS/12000 MILES (WHICHEVER COMES  
FIRST). COVERAGE INCLUDES REPLACEMENT PART  
AND LABOR. THANK YOU FOR YOUR BUSINESS.

CUSTOMER COPY

**LEASE**  
**GMAC SMARTLEASE® - Monthly Payment**

<b>LESSEE (and CO-LESSEE)</b> ("You") name and address, including county: [REDACTED] GLENDORA, NJ	<b>LESSOR (Retailer)</b> name, address, and telephone number: EARLON BUICK PONTIAC GEN. TRUCK 203 SOUTH BROAD STREET WOODBURY, NJ 08096 8568452020
---	--

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom the lease is assigned (if it is assigned).

<b>New/Used</b> New	<b>Year</b> 2008	<b>Make &amp; Model</b> PONTIAC G6	<b>Body Style</b> C	<b>Vehicle ID#</b> 1G27G528554	<b>Mileage</b> 15	<b>Primary Use</b> <input type="checkbox"/> Personal, Family or Household <input type="checkbox"/> Business or Agricultural
<b>Number of Engines/Cylinders</b> 4						<b>Prior Use</b> <input type="checkbox"/> 1,000 miles or less on odometer <input type="checkbox"/> Personal, family, or household <input type="checkbox"/> Demonstrator <input type="checkbox"/> Leased <input type="checkbox"/> Daily rental <input type="checkbox"/> Police <input type="checkbox"/> Prior wreckage <input type="checkbox"/> Unknown
<b>Transmission</b> <input type="checkbox"/> Automatic <input type="checkbox"/> Manual						<b>Steering Mechanism</b> <input type="checkbox"/> Power assisted <input type="checkbox"/> Manual
<b>Air Conditioning</b> <input type="checkbox"/> Yes <input type="checkbox"/> No						<b>Manufacturer's Suggested Retail Price shown on window sticker, if any \$</b> 21,980.00

Dealer Installed Options:

<b>Amount Due at Lease Signing or Delivery (Itemized below)</b> \$ 2,225.64	<b>Monthly Payments</b> Your first monthly payment of \$ 268.94 due on 02/15/09, followed by 47 payments of \$ 268.94 due on the 15th of each month. The total of your monthly payments is \$ 12,909.18	<b>Other Charges (not part of your monthly payment)</b> Depreciation fee (if you do not purchase the vehicle) \$ 8.75 Total \$ 8.75	<b>Total of Payments (The amount you will have paid by the end of the lease.)</b> Your \$ 13,917.92
--	---	---	--

<b>Amount Due at Lease Signing or Delivery:</b>	<b>How the Amount Due at Lease Signing or Delivery will be paid:</b>
Capitalized cost reduction \$ 1,250.00 First monthly payment \$ 268.94 Refundable security deposit \$ 8.75 This fee \$ 8.75 Registration fee \$ 111.20 Sales/use tax \$ 8.75 ADMIN FEE \$ 38.00 VEHICLE TIRE FEE \$ 2.50 <b>Total</b> \$ 2,225.64	Net trade-in allowance \$ 8.75 Rebate and noncash credits \$ 1,250.00 Amount to be paid in cash \$ 475.64

<b>Gross capitalized cost.</b> The agreed upon value of the vehicle (\$ 21,375.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balances) \$ 22,764.94 <b>Capitalized cost reduction.</b> The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost \$ 1,250.00 <b>Adjusted capitalized cost.</b> The amount used in calculating your lease monthly payments \$ 21,514.94 <b>Residual value.</b> The value of the vehicle at the end of the lease used in calculating your lease monthly payment \$ 10,455.10 <b>Depreciation and any amortized amounts.</b> The amount charged for the vehicle's decline in value through normal use and for other items sold over the lease term \$ 10,059.84 <b>Rent charge.</b> The amount charged in addition to the depreciation and any amortized amounts \$ 2,389.28 <b>Total of lease monthly payments.</b> The depreciation and any amortized amounts plus the rent charge \$ 12,909.12 <b>Lease term.</b> The number of months in your lease 48 <b>Base monthly payment</b> \$ 268.94 <b>Monthly sales/use tax (estimated)</b> \$ 8.75 <b>Total monthly payment</b> \$ 268.94
--

Early Termination. You may have to pay a substantial charge if you end this lease early. This charge can be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of \$20 per mile.  
 Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 10,935.10, plus official fees and taxes.  
 Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

<b>1. ITEMIZATION OF GROSS CAPITALIZED COST.</b> Agreed upon value of the vehicle \$ 21,375.00 GMAC administrative fee \$ 695.00 License/registration/fee \$ 8.75 Sales tax \$ 694.94 Other tax (described) 10% TAX \$	<b>7. CHARGE FOR FINES.</b> If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20. <b>8. OPTIONAL LIFE AND DISABILITY INSURANCE.</b> We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover losses and other
---	---

Base/Net cost	\$ 2,225.00	Total	\$ 2,225.00
ADMIN FEE	\$ 88.00		
VEHICLE TIRE FEE	\$ 7.50		
Total	\$ 2,320.50		

Your monthly payment is determined as shown below:

Gross capitalized cost. The agreed upon value of the vehicle (\$ 2,320.50) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ 2,320.50
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	\$ 1,750.00
Adjusted capitalized cost. The amount used in calculating your lease monthly payment.	\$ 570.50
Residual value. The value of the vehicle at the end of the lease used in calculating your lease monthly payment.	\$ 1,049.50
Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term.	\$ 1,049.50
Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	\$ 2,289.36
Total of lease monthly payments. The depreciation and any amortized amounts plus the rent charge.	\$ 1,730.86
Lease term. The number of months in your lease.	48
Monthly payment.	\$ 36.06
Monthly sales/use tax (estimated)	\$ 1.14
Total monthly payment.	\$ 37.20

**Early Termination.** You may have to pay a substantial charge if you end this lease early. The charge may be an amount based on the difference between the actual charge and the amount you would have paid if the lease had been completed. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater the charge is likely to be.

**Excessive Wear and Tear.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of \$20 per mile. Purchaser Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 10,995.00, plus official fees and taxes.

**Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, title and default charges, and insurance.

**1. IDENTIFICATION OF GROSS CAPITALIZED COST.**

Agreed upon value of the vehicle	\$ 2,320.50
GMAC administrative fee	\$ 88.00
Lessor's registration fee	\$ 7.50
State tax	\$ 88.00
Other tax (described)	\$ 0.00
Optional service contract	\$ 0.00
Optional life insurance	\$ 0.00
Optional disability insurance	\$ 0.00
Gross Capitalized Cost	\$ 2,504.00

**2. THE VEHICLE YOU ARE TRADING.**

Year	2007	Make	GMAC	Model	SAFARI
Gross trade-in value	\$ 0.00				
Payoff	\$ 0.00				
Net trade-in value	\$ 0.00				

**3. TOTAL COST OF THE LEASE.** If you are never in default and you use your option to buy the vehicle at scheduled lease end.

Amount due at lease signing or delivery	\$ 2,225.00
Total of monthly payments (other than first monthly payment)	\$ 1,730.86
Security deposit and any life or disability insurance	\$ 0.00
Price if you buy at scheduled lease end	\$ 10,995.00
Total cost of the lease plus any related official fees and taxes	\$ 14,950.86

**4. OPTIONAL FEES AND TAXES.** You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease of the vehicle plus the government taxes on you, the vehicle, or us (except our net income taxes). We may charge you monthly payment if these change. We may bill you separately for official fees and taxes.

**5. TOTAL MONTHLY PAYMENT AND TAXES YOU MUST PAY DURING LEASE.**

Registration fee	\$ 7.50
Title fee	\$ 88.00
License fee	\$ 88.00
Sales/use tax (including tax on capitalized cost reduction)	\$ 1.14
Monthly rental	\$ 36.06
Personal property taxes	\$ 0.00
Other (described)	\$ 0.00
Total Monthly Payment	\$ 37.20

**6. LATE CHARGE.** If you do not pay a monthly payment 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.

**7. EXCESS MILEAGE CHARGE.** The total allowed mileage on the odometer at lease end is:

Starting odometer mileage	0 miles
Maximum mileage allowance	48,000 miles
Purchased extra miles	\$ 0.00
Total allowed mileage	48,000 miles

You are paying \$0.15 per mile for extra miles. At scheduled lease end, we will credit you with \$0.15 per mile for each unused extra mile you purchased. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

The excess mileage charge is \$0.15 per mile for each mile beyond 48,005 miles. If the lease ends early, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

**8. WARRANTY AND EXCLUSION OF WARRANTY.** You have the benefit of any warranty checked below.

☒ Standard manufacturer's warranty

☐ Other (described)

Warranty papers that are separate from this lease state any coverage limits. We are giving you a warranty that the vehicle conforms to the description in this lease. THERE ARE NO OTHER EXPRESS WARRANTIES ON THIS VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

**9. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.**

Name \_\_\_\_\_

Term \_\_\_\_\_

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost, and you will pay rent charges on the price.

**10. ASSIGNMENT BY LESSOR.**

☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation (GMAC).

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If the box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to \_\_\_\_\_.

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

Assignee's address and zip \_\_\_\_\_

Assignee's name \_\_\_\_\_

Assignee's phone number \_\_\_\_\_

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

The sale and assignment will not be considered to change materially your duties, burden, or risk under this lease. Neither the assignee nor Vehicle Asset Universal Leasing Trust will have to make any means to the vehicle, get any insurance, or perform any before Lessor has agreed to perform under this lease. You will look only to Lessor for these services.

After assignment, GMAC will service this lease. If GMAC is the assignee or if GMAC helped to arrange this lease, you must then make all payments to GMAC (or to the assignee's account) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

**THIS IS THE ENTIRE AGREEMENT.** This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them. Lessor (and Co-Lessor) hereby

**NOTICE TO LESSEE.** 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT UNDER THE FOLLOWING CIRCUMSTANCES: (SEE) (SEE) ON 08/15/08 (SEE) (SEE)

LESSOR: RARLON BUICK PONTIAC BY: \_\_\_\_\_ TITLE: \_\_\_\_\_ DATE: 08/15/08

LESSEE: \_\_\_\_\_ BY: \_\_\_\_\_ CO-LESSEE: \_\_\_\_\_ BY: \_\_\_\_\_

**NOTICE: THE LESSOR AND THE LESSOR SHALL BE ENTITLED TO REVIEW THE CONTRACT FOR ONE BUSINESS DAY BEFORE SIGNING THE CONTRACT.** Lessor and any Co-Lessor representative, and any other person who has had at least one business day to review this lease before signing.

LESSEE (and Co-Lessor) hereby \_\_\_\_\_

LESSOR: RARLON BUICK PONTIAC BY: \_\_\_\_\_ TITLE: \_\_\_\_\_

SEE OTHER SEES FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

871 344-4444 (S) (For use in the State of New Jersey)

Lease Agreement 8



LEASED VEHICLE REGISTRATION



PLATE NO: [REDACTED] GOOD THRU 05/2008

VIN: 1G2ZG52854 [REDACTED]

PON 2005 4 DR. BK 00 WC:7

VAULT PASSENGER 07

555 BUSINESS CENTER DR DL:94000 00001 90440

HORSHAM PA 19044 RENEWAL PT:PA

EQ:7 FEE: 46.50 RM [REDACTED]

GMAC

CUSTOMER'S NAME

146700

**ODOMETER DISCLOSURE STATEMENT**

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

1. ~~BARLOW BUICK PONTIAC GMC TRUCK~~ (transferor's name, Print)

state that the odometer now reads 45 (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.**

MAKE	MODEL	BODY TYPE
PON	G6	C
VEHICLE IDENTIFICATION NUMBER		YEAR
1G27G528554		2005

X.   
TRANSFEROR'S SIGNATURE

~~BARLOW BUICK PONTIAC GMC TRUCK~~  
PRINTED NAME

~~203 SOUTH BROAD STREET~~  
TRANSFEROR'S ADDRESS (STREET)

~~WOODBURY, NJ 08096~~  
CITY

STATE

ZIP CODE

  
TRANSFEEE'S SIGNATURE

~~GMAC~~  
PRINTED NAME

~~SAME~~  
TRANSFEEE'S NAME

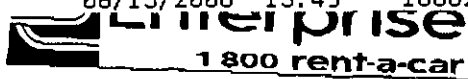
~~PO BOX 9140~~  
TRANSFEEE'S ADDRESS (STREET)

~~COCKEYSVILLE~~  
CITY

MD 21030

STATE

ZIP CODE



CUSTOMER COPY

PAGE 1 of

17ENJFALL

 OWNER OF VEHICLE:  
 BRANCH ADDRESS:

RENTAL TYPE		SOURCE #	NO.	RENTAL AGREEMENT NO. D
RENTER				
TAX CHARGES IF DIFFERENT				
ORIGINAL VEHICLE				
COLOR	LICENSE NO.			
MODEL	ECAR#			
MILE-AGE	IN			
	OUT	1599		
DRIVEN				
CONDITION AGREED TO		NO DAMAGE		
BILL TO		COMPANY		
ATTN:		PHONE EXT.		
REFERENCE NUMBER:				
ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. I REQUEST OWNER'S PERMISSION TO ALLOW				
WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT.				
RENTER X				
PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):				
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.				
RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2.		RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18. DW IS NOT INSURANCE.		
RENTER X		RENTER X		
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI).		RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18.		
RENTER X		RENTER X		
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2.		RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.		
RENTER X		RENTER X		
ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, PAGES 1 THROUGH 4. I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT, AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED.				



CUSTOMER COPY

PAGE 1 of

17ENJFALL

 OWNER OF VEHICLE:  
 BRANCH ADDRESS:

 ENTERPRISE LEASING COMPANY OF PHILADELPHIA  
 1101 N. EVERGREEN AVE  
 DEPT 0000  
 215-381-0000

 MO 8:00A- 6:00P TU 8:00A- 6:00P  
 WE 8:00A- 6:00P TH 8:00A- 6:00P  
 FR 8:00A- 6:00P SA 8:00A- 12:00P  
 SUNDAY CLOSED

RENTAL TYPE		SOURCE #	NO.	RENTAL AGREEMENT NO. D
RENTER				
TAX CHARGES IF DIFFERENT				
ORIGINAL VEHICLE				
COLOR	LICENSE NO.			
MODEL	ECAR#			
MILE-AGE	IN			
	OUT	15097		
DRIVEN				
CONDITION AGREED TO		NO DAMAGE		
BILL TO		COMPANY		
ATTN:		PHONE EXT.		
REFERENCE NUMBER:		JIN# 25021812911		
ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. I REQUEST OWNER'S PERMISSION TO ALLOW				
NO OTHER DRIVERS PERMITTED				

DAY = 24 HOUR PERIOD

NO EXCESSIVE MILEAGE CHARGES

MILES 2 10.00 MILES

DAYS 0 42.00 MILES

SPECIAL: 40 MILES  
DAYS 0 47.00 MILES

DRIVEN

CONDITION AGREED TO: ☒ RENTER

☐ NO DAMAGE

X - DENT    - - - SCRATCH    O - MISSING

OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

**OPTIONAL PRODUCTS NOTICE:**  
OUR CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, OPTIONAL PRODUCTS INCLUDING DAMAGE WAIVER, PERSONAL ACCIDENT INSURANCE AND SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT VEHICLE

REPLACEMENT VEHICLE

COLOR

LICENSE NO.

MODEL

ECAR#

MILE-AGE

IN

OUT

DRIVEN

CONDITION AGREED TO: ☒ RENTER

☐ NO DAMAGE

X - DENT    - - - SCRATCH    O - MISSING

OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

ATTN: SERVICE #1014

PHONE 215-685-2854 EXT.

REFERENCE NUMBER: JIN# 2306131251197255E

NO 48748

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL

I REQUEST OWNER'S PERMISSION TO ALLOW NO OTHER DRIVERS PERMITTED

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR VIOLATING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT. USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY.

RENTER: X

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

RENTER: X

WAY- ON-S-

RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3. PARAGRAPH 15. DW IS NOT INSURANCE.

RENTER: X

RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI)

RENTER: X

RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3. PARAGRAPH 17.

RENTER: X

RENTER: X

AL

RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3. PARAGRAPH 18.

RENTER: X

RENTER'S ACCEPTANCE OF THE ENTIRE AGREEMENT PAGES 1 THROUGH 4. BY SIGNING BELOW, I AM THE RENTER UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING RENTER TO PROCESS CHANGES ON MY CREDIT CARD AND DEBIT CARD. I AM AUTHORIZING RENTER TO INCREASE MY AUTHORIZATIONS/DEPOSITS AND CHARGES. MY CURRENT CREDIT CARD IS CURRENTLY VALID AND IS NOT BEING CANCELLED OR REVOKED.

RENTER: X

DATE 6/28/85

OWNER REP X

EMPL # 78584

I WILL RETURN CAR BY:

DATE	TIME	DEPOSIT(S):	PAID BY	DATE PAID
6/28/85	9:04 AM			

ADDITIONAL INFORMATION

SPECIAL: 47 MILES  
DAYS @ 47.00 MILES

FUEL 2.50/EIGHTH

DOMESTIC 2.00/DAY

TAX 6.00

TOTAL CHARGES

DEPOSITS

REFUNDS

AMOUNT DUE

CLOSED BY

PAID BY	CASH	CHECK	CHARGE
---------	------	-------	--------

RECEIPT OF CASH REFUND	DATE	AMOUNT	RECEIVED BY
------------------------	------	--------	-------------



General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

**VIA FAX ONLY**

September 12, 2008

Michael Power, Esq.  
Power & Associates PC  
1790 Wilmington Pike Ste 200  
Glen Mills, PA 19342-8171

RE: [REDACTED]  
Service Request: 71-656864815  
2005 Pontiac G6  
Vehicle Identification Number: 1G2ZG528554 [REDACTED]  
Customer Relationship Specialist: Benjamin Patterson

Dear Mr. Power:

We regret that your client(s) is dissatisfied with his 2005 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$4,900 inclusive.

A 60 month/60,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles. Coverage includes: Steering

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good





for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044  
V01032008

Attach.

---

Odometer

---

Client's Signature

---

Date

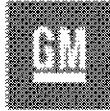
---

Client's Signature

---

Date





General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

**VIA FAX ONLY**

August 25, 2008

Michael Power, Esq.  
Power & Associates PC  
1790 Wilmington Pike Ste 200  
Glen Mills, PA 19342-8171

RE: [REDACTED]  
Service Request: 71-656864815  
2005 Pontiac G6  
Vehicle Identification Number: 1G2ZG528554 [REDACTED]

Dear Mr. Power:

This is to advise that General Motors is in receipt of the above referenced case dated August 19, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

☒  
☐

Copy of owner's current title and/or registration  
Other: {Other}

☐  
☐

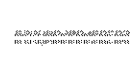
Finance agreement  
Buyer's agreement

General Motors Corporation  
ATTN: BRC Legal  
P.O. Box 33170  
Detroit, MI 48232

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

Sincerely,

General Motors Corporation



## RELEASE OF LIEN INFORMATION

I \_\_\_\_\_,  
(Client's Name) (Client's Social Security Number)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # \_\_\_\_\_  
(Account Number)

with \_\_\_\_\_  
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date \_\_\_\_\_.

## VEHICLE INFORMATION

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

LG0006  
V08012008



Document No. 100-1000000  
Version 1.0 10/10/2008



Document No. 100-1000000  
Version 1.0 10/10/2008



**POWER & ASSOCIATES, P.C.**

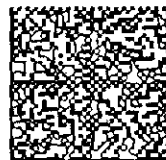
ATTORNEYS AT LAW

THE SPEAKMAN HOUSE

1790 WILMINGTON PIKE, SUITE 200

GLEN MILLS, PA 19342

SEP 09 2008



02 1P

\$ 000.42<sup>0</sup>

0002185250 SEP 05 2008

MAILED FROM ZIP CODE 19342

General Motors Corporation-CARS- Legal

c/o MSX International

1919 Concept Drive

Warren, MI 48091-6013

48091+6013



# POWER & ASSOCIATES, P.C.

*Attorneys at Law*

1790 WILMINGTON PIKE, SUITE 200  
GLEN MILLS, PA 19342  
(610) 558-6220  
FAX (610) 558-7861

ONE GREENTREE CENTRE  
SUITE 201  
MARLTON, NJ 08053  
(856) 616-0086  
REPLY TO GLEN MILLS

September 5, 2008

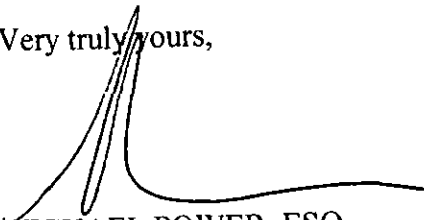
General Motors Corporation-CARS- Legal  
c/o MSX International  
1919 Concept Drive  
Warren, MI 48091-6013

Re: [REDACTED] v. Pontiac

Dear Sir or Madam:

Please find additional documentation regarding the above-referenced case. Thank you. If you have any questions please feel free to contact this office.

Very truly yours,



MICHAEL POWER, ESQ.

MDP/gmm  
encls:  
4630

PAGE 1



663 MANTUA AVE. ROUTE 45 • WOODBURY, NJ 08096  
(856) 845-2020 • Fax (856) 845-5445  
www.barlowautogroup.com

GLENDORA, NJ

SERVICE ADVISOR RICHARD A CREMEENS

DATE ORDERED 02SEP08	DATE READY 03SEP08	STOCK NO. 158700	VEHICLE IDENTIFICATION 1G2ZG528554	COST NO. 7500	FACTORY VARI	FINO NO. 19FEB05	INVOICE NO. 99968
TIME IN 09:14	TIME OUT 11:47	YEAR 05	MAKE & MODEL PONTIAC G6	TELEPHONE NO.	DEALER 207	DOVE 207	
MILEAGE IN 29075	MILEAGE OUT 29098	LICENSE NO.					

A FINAL REPAIR INSPECTION AND REPAIR REQUESTED  
BY GM BRC LEGAL. STEERING INTERMITTANTLY  
BINDS WHEN TURNING. SHUDDER IS FELT IN  
STEERING WHEEL UNTIL STEER IS TURNED.  
CAUSE: UNABLE TO VERIFY CONCERN

83557 ROADTESTED 12 MILES. NO STIFFNESS  
IN STEERING FELT. INSPECTED FRONT  
END. NO LOOSENESS FOUND. SCANNED  
FAILURE CODES. NO STEERING CODES.

2004 MAR 1 1:50

EQ: 92 PART#: COUNT: 0

PLAIN TYPE Wrench  
AUTH CODE  
ON

Service

B\*\* OWNER REQUEST RENTAL VEHICLE. NOTE (OWNER  
ASSUMES RESPONSIBILITY FOR ANY AND ALL  
CHARGES THAT ARE NOT COVERED BY  
WARRANTY. EXAMPLE OPTIONAL  
INSURANCE, HOMELAND SECURITY TAX \$5.00 PER  
DAY. OTHER TAX OR CHARGES DURING NON  
WARRANTY REPAIR TIME. -

CAUSE: 1 DAY RENTAL

## "LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN  
PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER  
FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER  
COMES FIRST) FROM THE DATE SUCH REPAIRS WERE  
COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY  
EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING  
AND SHORTS, AND FUEL SYSTEM WHEN DUE TO  
CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO  
THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE  
TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED  
WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL  
LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY  
ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT  
OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING  
THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY,  
CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE  
ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN  
LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER  
DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH  
DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE  
REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD  
OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B)  
DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE  
ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5)  
DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE  
THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND  
(D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS  
REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON  
COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A  
PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION  
PERIOD OF THIS LIMITED WARRANTY. UNDER NO  
CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO  
CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL  
DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR  
LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME,  
LOSS OF INCOME AND PROFITS, INCONVENIENCE OR  
COMMERCIAL LOSS.

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO  
THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE  
MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY  
DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED,  
INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR  
FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING  
DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR  
ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY  
EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO  
SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY",  
NEGLIGENCE OR OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

X

BARLOW BUICK PONTIAC GMC  
663 MANTUA AVE. • ROUTE 45  
WOODBURY, NJ 08096  
(856) 845-2020

CUSTOMER COPY



Maggie Davis/Austin/GM1

08/25/2008 01:32 PM

To troy.m.grant@gm.com

cc

bcc

Subject [REDACTED] 71-656864815

DVM Troy Grant:

Hi, my name is Maggie Davis. This email is to follow up on my voicemail regarding Service Request 71-656864815 for customer [REDACTED]. The customer's vehicle is a 2005 Pontiac G6 VIN 1G2ZG528554 [REDACTED] with approx.15,000 miles. The customer has been working with Barlow Pontiac in Woodbury, NJ. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. To make it easier for you to meet the 24 hour turnaround, please review the following options and reply with your choice:

A) I am familiar with this customer and vehicle and I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

B) I am not aware of this particular customer or vehicle. However, I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.

C) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement. If the settlement requires a Repurchase, I would like to re-engage in this case. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

D) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling.

Please resolve this case according to the ER program policies for case settlement including a Repurchase, if necessary. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.

Please reply with your choice of the above options within 24 hours. Your feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

Thank you,

Maggie Leung-Davis  
GM BRC-Legal  
7401 E. Ben White Bldg. 3  
Austin, TX 78744  
Phone 866-790-5600 Ext 11137  
Fax 866-775-9473



**POWER & ASSOCIATES, P.C.**

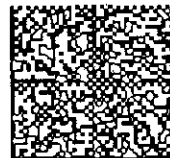
ATTORNEYS AT LAW

THE SPEAKMAN HOUSE

1790 WILMINGTON PIKE, SUITE 200

GLEN MILLS, PA 19342

**AUG 22 2008**



02 1P \$ 000.420  
0002185250 AUG 20 2008  
MAILED FROM ZIP CODE 19342

General Motors Corporation  
c/o MSX International; Attn: BRC Legal  
1919 Concept Drive  
Warren, Michigan 48091

48091+6013



# POWER & ASSOCIATES, P.C.

*Attorneys at Law*

1790 WILMINGTON PIKE, SUITE 200  
GLEN MILLS, PA 19342  
(610) 558-6220  
FAX (610) 558-7861

ONE GREENTREE CENTRE  
SUITE 201  
MARLTON, NJ 08053  
(856) 616-0086  
REPLY TO GLEN MILLS

August 19, 2008

General Motors Corporation  
c/o MSX International; Attn: BRC Legal  
1919 Concept Drive  
Warren, Michigan 48091

**Re: Last Chance Repair Opportunity**

**Client:** [REDACTED]  
**Vehicle:** 2005 Pontiac G6  
**VIN#** 1G22G528554 [REDACTED]  
**Present Mileage:** 27,000 (+ or -)  
**Selling Dealer:** Barlow Buick

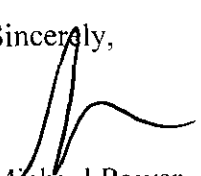
Dear Sir or Madam:

Please be advised that this office represents the above-captioned individual in a claim against the General Motors Corporation. This claim is being made pursuant to the New Jersey Automobile Lemon Law, The Magnuson-Moss Warranty Act, the New Jersey Uniform Commercial Code and the New Jersey Consumer Fraud Act.

Please accept this letter as notification of General Motor's last chance repair opportunity pursuant to N.J.S.A. 56:12-33. If General Motors desires to attempt a last chance repair, you must arrange for this repair within 10 days of receipt of this notification.

As always, I am happy to enter into discussions aimed at resolving this matter at any time. If you have any questions, please feel free to contact me.

Sincerely,

  
Michael Power, Esquire

MDP/gmm

4630

Benjamin  
Patterson/Austin/GM1  
09/30/2008 10:56 AM

To troy.m.grant@gm.com  
cc  
bcc  
Subject [REDACTED] SR#71-656864815

Troy Grant-DVM:

This email is to follow up on Service Request 71-656864815 for customer [REDACTED]. The customer's vehicle is a 2005 Pontiac G6. The customer has been working with Barlow Pontiac in Woodbury, NJ 08095.

In prior communications you requested to be informed of our settlement offer before contacting the plaintiff's counsel. After reviewing the merits of the case, the GM Legal Staff believes the offer of \$4,900 with a 60/60 CCL for Steering would be appropriate to settle this case in the Early Resolution program.



Case Assessment.doc

We would appreciate your support of this settlement offer. Due to time constraints, we need to receive your feedback on this offer within 24 hours. If you have anything you wish to add that has not been shared through previous communications, please provide it at this time.

Thank you,

Ben Patterson  
GM Legal Agent  
PH#800-2311841 ext 41231  
Fax#866-629-2944  
Benjamin\_Patterson@gmexpert.com

Please consider the environment before printing this e-mail. 1 ton of paper = 17 trees. Reduce. Reuse. Recycle. THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.  
PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED.  
Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded

**POWER & ASSOCIATES, P.C.**

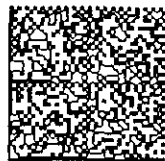
ATTORNEYS AT LAW

THE SPEAKMAN HOUSE

1790 WILMINGTON PIKE, SUITE 200

GLEN MILLS, PA 19342

SEP 09 2008



02 1P

\$ 000.420

0002185250 SEP 05 2008

MAILED FROM ZIP CODE 19342

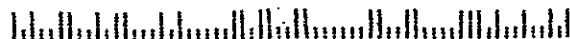
General Motors Corporation-CARS- Legal

c/o MSX International

1919 Concept Drive

Warren, MI 48091-6013

48091+6013



# POWER & ASSOCIATES, P.C.

*Attorneys at Law*

1790 WILMINGTON PIKE, SUITE 200  
GLEN MILLS, PA 19342  
(610) 558-6220  
FAX (610) 558-7861

ONE GREENTREE CENTRE  
SUITE 201  
MARLTON, NJ 08053  
(856) 616-0086  
REPLY TO GLEN MILLS

September 5, 2008

General Motors Corporation-CARS- Legal  
c/o MSX International  
1919 Concept Drive  
Warren, MI 48091-6013

Re: [REDACTED] v. Pontiac

Dear Sir or Madam:

Please find additional documentation regarding the above-referenced case. Thank you. If you have any questions please feel free to contact this office.

Very truly yours,



MICHAEL POWER, ESQ.

MDP/gmm  
encls:  
4630

PAGE 1

GLENDDORA, NJ



663 MANTUA AVE. ROUTE 45 • WOODBURY, NJ 08096  
(856) 845-2020 Fax (856) 845-6445  
www.barlowautogroup.com

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	COST NO.	TAG NO.	P.O. NO.	WARRANTY NO.	INVOICE NO.
02SEP08	03SEP08	158700	1G2ZG528554	7500			03SEP08	99968
TIME IN	TIME OUT	YEAR	MAKE & MODEL	TELEPHONE NO.	EST. PAY LABOR RATE	COPIES	PREPARED BY	SA
09:14	11:47	05	PONTIAC G6		VARI	19FEB05	207	207
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
29075	29098							

A FINAL REPAIR INSPECTION AND REPAIR REQUESTED  
BY GM BRC LEGAL STEERING INTERMITTANTLY  
BINDS WHEN TURNING. SHUDDER IS FELT IN  
STEERING WHEEL UNTILL SHEEL IS TURNED.

CAUSE: UNABLE TO VERIFY CONCERN

E3567 ROADTESTED 72 MILES NO STIFFNESS  
IN STEERING FELT INSPECTED FRONT  
END NO LOSSES FOUND. SCANNED  
FAILURE CODES NO STEERING CODES..

204 WAR 1.50

EG. 9Z PART#: COUNT: 0

CLAIM TYPE

ADULT CODE

OL

B\*\* OWNER REQUEST RENTAL VEHICLE. NOTE (OWNER  
ASSUMES RESPONSIBILITY FOR ANY AND ALL  
CHARGES THAT ARE NOT COVERED BY  
WARRANTY. EXAMPLE OPTIONAL  
INSURANCE, HOMELAND SECURITY TAX \$5.00 PER  
DAY, OTHER TAX OR CHARGES DURING NON  
WARRANTY REPAIR TIME. -

CAUSE: 1 DAY RENTAL

#### "LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN  
PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER  
FOR A PERIOD OF 80 DAYS OR 4,000 MILES (WHICHEVER  
COMES FIRST) FROM THE DATE SUCH REPAIRS WERE  
COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY  
EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING  
AND SHORTS, AND FUEL SYSTEM WHEN DUE TO  
CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO  
THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE  
TO NOR ENFORCEABLE BY ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED  
WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL  
LABOR AT NO EXPENSE TO CUSTOMER, FOR ANY  
ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT  
OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING  
THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY,  
CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE  
ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN  
LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER  
DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH  
DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE  
REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD  
OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B)  
DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE  
ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5)  
DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE  
THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND  
(D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS  
REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON  
COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A  
PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION  
PERIOD OF THIS LIMITED WARRANTY. UNDER NO  
CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO  
CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL  
DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR  
LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME,  
LOSS OF INCOME AND PROFITS, INCONVENIENCE OR  
COMMERCIAL LOSS.

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO  
THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE  
MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY  
DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED,  
INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR  
FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING  
DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR  
ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY  
EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO  
SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY",  
NEGLECT OR OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I hereby authorize the repair work herein set forth to be done  
along with the necessary material and agree that you are not  
responsible for loss or damage to vehicle or articles left in  
vehicle in case of fire, theft, or any other cause beyond your  
control or for any delays caused by unavailability of parts or  
delays in parts shipments by the supplier or transporter. I  
herby 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.

X

BARLOW BUICK PONTIAC GMC  
663 MANTUA AVE. • ROUTE 45  
WOODBURY, NJ 08096  
(856) 845-2020

CUSTOMER COPY

PAGE 2

GLENDORA, NJ



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(856) 845-2020 - Fax (856) 845-5446  
www.barlowautogroup.com

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER NUMBER	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUST. NO	TAG NO	P.O. NO	INVOICE DATE	INVOICE NO
02SEP08	03SEP08	158700	1G2ZG528554	7500			03SEP08	99968
TIME IN	TIME OUT	YEAR	MAKE & MODEL	TELEPHONE NO	CUST. PAY LABOR RATE	DEALER RATE	PERFORMED BY	S/A
09:14	11:47	05	PONTIAC G6		VARI	19FEB05	207	207
MILEAGE IN	MILEAGE OUT	LICENSE NO						
29075	29098							

## 77902 2 DAY ENTERPRISE RENTAL

99 WAR 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MU

## SUBL 2 DAY RENTAL

C\*\* CLUNKING NOISE HEARD IN STEERING WHILE DRIVING

CAUSE: INTERNAL BEARING  
E9740 LUBRICATED INTERMEDIATE STEERING SHAFT & REPLACED POWER STEERING GEAR ASSEMBLY

546 WAR 1.50

1-26098237 BOSS TGT

1-25902150 GEAR

FC: 2W

PART#: 25902150

COUNT: 2

CLAIM TYPE:

AUTH CODE:

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

## "LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

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

X

BARLOW BUICK PONTIAC GMC  
663 MANTUA AVE. - ROUTE 45  
WOODBURY, NJ 08096  
(856) 845-2020

CUSTOMER COPY

PAGE 3

GLENDORA, NJ



663 MANTUA AVE. ROUTE 45 · WOODBURY, NJ 08098  
 (856) 845-2020 · Fax (856) 845-5445  
 www.barlowautogroup.com

SERVICE ADVISOR RICHARD A CREMEENS

DATE ORDER 02SEP08	DATE READY 03SEP08	STOCK NO. 158700	VEHICLE IDENTIFICATION 1G2ZG528554	CUST. NO. 7500	TAX NO.	P.O. NO.	INVOICE 03SEP08	INVOICE NO. 99968
TIME IN 09:14	TIME OUT 11:47	YEAR 05	MAKE & MODEL PONTIAC G6	TELEPHONE NO.	CITY, STATE, ZIP VARI	DEPT. NO. 19FEB05	INVOICED 207	SALES 207
MILEAGE IN 29075	MILEAGE OUT 29098	LICENSE NO.						

NM

D\*\* GROANING NOISE HEARD WHEN MAKING SLOW  
 TURNS  
 CAUSE: LOOSE

B3920 MOUNT ASSEMBLY, FRONT STRUT BEARING

RIGHT REPLACE

546 WAR 0.90

1 15836873 MOUNT

2 22712116 BEARING

PART# 15836873

COUNT: 3

CLAIM TYPE

AUTH CODE

NM

B3921 MOUNT ASSEMBLY, FRONT STRUT BEARING

LEFT REPLACE

546 WAR 0.90

1 15836874 MOUNT

PC: 2N

PART#: 15836874

COUNT: 1

## "LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

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## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY

THIS AMOUNT

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

X

BARLOW BUICK PONTIAC GMC  
 663 MANTUA AVE. · ROUTE 45  
 WOODBURY, NJ 08096  
 (856) 845-2020

CUSTOMER COPY



PAGE 4

GLENDORA, NJ



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www.barlowautogroup.com

SERVICE ADVISOR RICHARD A CREMEENS

REPAIR ORDER DATE	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CURT NO	TAB NO	P.O. NO	INVOICE NO
02SEP08	03SEP08	158700	1G2ZG528554	7500			03SEP08 99968
TIME IN	TIME OUT	YEAR	MAKE & MODEL	TELEPHONE NO	DEPT. PAY LABOR RATE	DEPT. DATE	REPAIR BY
09:14	11:47	05	PONTIAC G6		VARI	19FEB05	207
29075	29098						

## CLAIM TYPE:

AUTH CODE:

NM

## "LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

X

**BARLOW BUICK PONTIAC GMC**  
663 MANTUA AVE. • ROUTE 45  
WOODBURY, NJ 08096  
(856) 846-2020

GM PARTS INSTALLED BY BARLOW BUICK PONTIAC & GMC TRUCK ARE NOW WARRANTED AGAINST DEFECT FOR 12 MONTHS/12000 MILES (WHICHEVER COMES FIRST). COVERAGE INCLUDES REPLACEMENT PART AND LABOR. THANK YOU FOR YOUR BUSINESS.

CUSTOMER COPY



General Motors Corp. Customer Service  
Customer Relationship Center  
PO Box 25120  
Detroit, MI 48220-5120

**VIA FAX ONLY**

September 12, 2008

Michael Power, Esq.  
Power & Associates PC  
1790 Wilmington Pike Ste 200  
Glen Mills, PA 19342-8171

RE: [REDACTED]  
Service Request: 71-656864815  
2005 Pontiac G6  
Vehicle Identification Number: 1G2ZG528554 [REDACTED]  
Customer Relationship Specialist: Benjamin Patterson

Dear Mr. Power:

We regret that your client(s) is dissatisfied with his 2005 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$2,900 inclusive.

A 60 month/60,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles. Coverage includes: Steering

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good

for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044  
V01033008

Attach.

---

Odometer

---

Client's Signature

---

Date

---

Client's Signature

---

Date

## **RELEASE OF CLAIM**

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$2,900 inclusive and a 60 month/60,000 mile (whichever comes first) Steering Component Letter paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Pontiac G6 bearing Vehicle Identification Number 1G2ZG528554 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is \_\_\_\_\_ on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I/We agree to the terms of this Release of All Claims

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
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 before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by John A. Rowan.

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

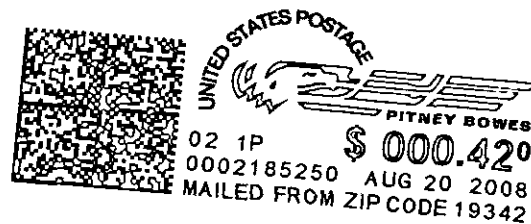
My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006

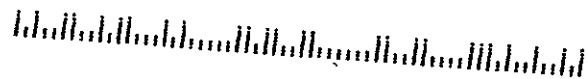
POWER & ASSOCIATES, P.C.  
ATTORNEYS AT LAW  
THE SPEAKMAN HOUSE  
1790 WILMINGTON PIKE, SUITE 200  
GLEN MILLS, PA 19342

AUG 22 2008



General Motors Corporation  
c/o MSX International; Attn: BRC Legal  
1919 Concept Drive  
Warren, Michigan 48091

4809186013 C037



# POWER & ASSOCIATES, P.C.

*Attorneys at Law*

1790 WILMINGTON PIKE, SUITE 200  
GLEN MILLS, PA 19342  
(610) 558-6220  
FAX (610) 558-7861

ONE GREENTREE CENTRE  
SUITE 201  
MARLTON, NJ 08053  
(856) 616-0086  
REPLY TO GLEN MILLS

August 19, 2008

General Motors Corporation  
c/o MSX International; Attn: BRC Legal  
1919 Concept Drive  
Warren, Michigan 48091

Re. **Notice Of Representation**  
**Client:** [REDACTED]  
**Vehicle:** 2005 Pontiac G6  
**VIN#** 1G22G528554 [REDACTED]  
**Present Mileage:** 27,000 (+ or-)  
**Selling Dealer:** Barlow Buick

Dear Sir or Madam:

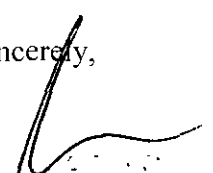
Please be advised that this office represents the above-captioned individual in his claim against General Motors. This claim is being made pursuant to the New Jersey Automobile Lemon Law, The Magnuson-Moss Warranty Act, the New Jersey Uniform Commercial Code and the New Jersey Consumer Fraud Act.

Kindly cease all communications and or contacts with the claimant and, instead, direct all communications to this office.

I would be happy to discuss with you any and all reasonable offers of settlement in an effort to resolve this matter without the need for additional, more formal, action.

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

Sincerely,

  
Michael Power, Esquire

MDP/gmm

4630

**Request for Taxpayer  
Identification Number and Certification**

Give form to the  
requester. Do not  
send to the IRS.

Print or type  
See Specific Instructions on page 2.

Name (as shown on your income tax return)

Business name, if different from above

**POWER + Associates, PC.**

Check appropriate box: ☐ Individual/Sole proprietor ☒ Corporation ☐ Partnership

☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶

☐ Other (see instructions) ▶

☐ Exempt  
payee

Address (nr) **POWER & ASSOCIATES, PC.**

ATTORNEYS AT LAW

City, state, i

**THE SPEAKMAN HOUSE**

**1790 WILMINGTON PIKE, SUITE 200**

**GLEN MILLS, PA 19342**

Requester's name and address (optional)

List account number(s) here (optional)

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number

OR

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

**Part II Certification**

Under penalties of perjury, I certify that:

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

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign  
Here

Signature of  
U.S. person ▶

Date ▶

**10/14/08**

**General Instructions**

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

**Purpose of Form**

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

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

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

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

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

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

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

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



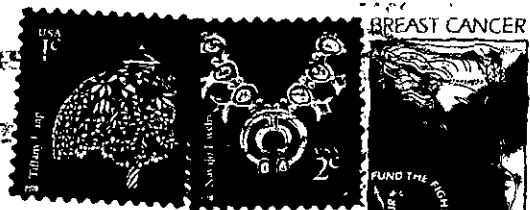
INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CINCINNATI OH 45

12 AUG 2008 PM 2

AUG 14 2008

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



48232+5170



**CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant

Date Claim Submitted: 8-200817-Digit Vehicle Identification Number (VIN): 1G1ZS52F25FMileage at Time of Repair: 46,877 Date of Repair: 10-14-07

Claimant Name (please print):

Street Address or PO Box Number:

City: HamiltonState: OHIO

ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$ 526.22

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature:

Please mail this claim form and the required documents to:

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

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



## CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

**If your claim is:**

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

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



We could not steer the  
car at times. The message  
board said power steering  
and would ring a bell letting  
us know there was a problem.

Our receipt shows what repair  
was done, when it was done and who  
did the repair.

Thank you

on the bill from the dealership  
shows the faulty steering column.

122185

1 2 7 8 5 8



\*INVOICE\*

HAMILTON, OH  
HOME: [REDACTED]

BUS:

PAGE 1

110 N. ERIE HWY.  
HAMILTON, OHIO 45011  
PHONE (513) 863-7878  
www.RoseChevrolet.com

SERVICE ADVISOR: 782 CHRISTOPHER M KING

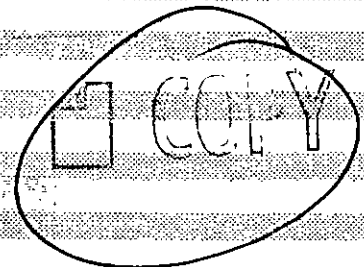
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	T	
	05	CHEVROLET MALIBU	1G1ZS52F25F		46877/46877	T6	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08JAN05 IS		08JAN2008	18:00 13JUN07		76.00	CASH	14JUN07
R.O. OPENED		READY	OPTIONS:				
09:00 13JUN07		11:23 14JUN07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	POWER STEERING COMES ACROSS DISPLAY						
	62 MISC REPAIR						
		433	CGBT	2.50		171.00	171.00
	1	15926870	COLUMN		359.00	323.10	323.10
PARTS:	323.10	LABOR:	171.00	OTHER:	0.00	TOTAL LINE A:	494.10

46877 IF PS MODULE IS NEEDED=400.00DOLLARS-PARTS AND LABOR CAR HAS 2 PS CODES SET. FIRST IS FOR THE STEERING WHEEL POSITION SENSOR AND IS CAUSED BY A FAULTY STEERING COLUMN. THE SECOND IS FOR AN INTERNAL FAULT IN THE PS CONTROL MODULE. THIS CODE IS INTERMITTENT AND CAN ONLY BE FIXED BY REPLACING THE MODULE. WOULD NOT SUGGEST REPLACEMENT UNLESS THE CODE RESETS. REPLACED THE STEERING COLUMN, CLEARED THE CODES, RESET ALIGNMENT, PERFORMED THE ELECTRONIC ALIGNMENT FUNCTIONS ON THE TECH2.

\*\*\*\*\*

THANK YOU!

**SERVICE HOURS**

Monday - Friday

7:30 AM - 6:00 PM

*Thank You For Your Business!***WARRANTY STATEMENT AND DISCLAIMER:**

THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$20.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

CUR# 1153

DESCRIPTION	TOTALS
LABOR AMOUNT	171.00
PARTS AMOUNT	323.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	494.10
LESS INSURANCE	0.00
SALES TAX	32.12
PLEASE PAY THIS AMOUNT	526.22

ROSE CHEVRON ET  
110 N ERIE HWY  
HAMILTON, OH. 45011-4310  
513-863-7878

Ref#: 015  
06/14/07 12:42:41  
0602150300300214688101

Inv#: 127858  
Conv w. Verif

ABA/RTN Number: 044207283  
Account: [REDACTED]  
Check#: 1153  
Visa Trans ID: [REDACTED]  
Trace #: 877977 APPROVED: 752720

Check Amt: \$ 526.22

**AUTHORIZATION AGREEMENT**  
I authorize the merchant to use the information from my check to initiate an Electronic Fund Transfer (EFT) or a paper draft to debit my bank account for the amount of the transaction. I acknowledge and agree that the merchant initiated EFT is not a check transaction and is governed by applicable EFT law. In the event the EFT or draft is returned unpaid, I understand and agree the merchant may charge a return fee to my bank account.  
Customer Copy

THANK YOU!

1153  
55-0728/042

DATE

6-14-07

\$ 526.22

DOLLARS  
ELECTRONICALLY  
PRESENTED  
PRES

Five hundred twenty six 22/100

**OAK HILL  
BANKS**  
Banking in Your Best Interest



MEMO

March 30, 2011

[REDACTED]  
Hamilton, OH [REDACTED]

Service Request: 71-657065799  
Customer Relationship Specialist: Joey Bravo

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$526.22.

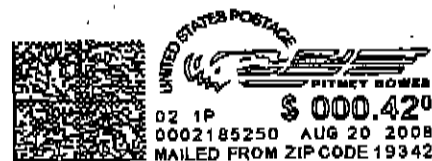
At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above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

Sincerely,

Chevrolet Customer Assistance Center

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

**POWER & ASSOCIATES, P.C.**  
ATTORNEYS AT LAW  
THE SPEAKMAN HOUSE  
1790 WILMINGTON PIKE, SUITE 200  
GLEN MILLS, PA 19342



ALB 2 2 ZUMB

General Motors Corporation  
c/o MSN International: Attn: BRC Legal  
1919 Concept Drive  
Warren, Michigan 48091

$$4601 + 6013$$
[illegible]



**POWER & ASSOCIATES, P.C.***Attorneys at Law*

1790 WILMINGTON PIKE, SUITE 200  
GLEN MILLS, PA 19342  
(610) 558-6720  
FAX (610) 558-7861

ONE GREENTREE CENTRE  
SUITE 201  
MARLTON, NJ 08053  
(856) 616-0086  
REPLY TO GLEN MILLS

August 19, 2008

General Motors Corporation  
c/o MSX International; Attn: BRC Legal  
1919 Concept Drive  
Warren, Michigan 48091

1G22G528554 [REDACTED] is the correct VIN

**Re: Last Chance Repair Opportunity**

**Client:** [REDACTED]  
**Vehicle:** 2005 Pontiac G6  
**VIN#** 1G22G528554 [REDACTED]  
**Present Mileage:** 27,000 (+ or -)  
**Selling Dealer:** Barlow Buick

Dear Sir or Madam:

Please be advised that this office represents the above-captioned individual in a claim against the General Motors Corporation. This claim is being made pursuant to the New Jersey Automobile Lemon Law, The Magnuson-Moss Warranty Act, the New Jersey Uniform Commercial Code and the New Jersey Consumer Fraud Act.

Please accept this letter as notification of General Motor's last chance repair opportunity pursuant to N.J.S.A. 56:12-33. If General Motors desires to attempt a last chance repair, you must arrange for this repair within 10 days of receipt of this notification.

As always, I am happy to enter into discussions aimed at resolving this matter at any time. If you have any questions, please feel free to contact me.

Sincerely,

  
Michael Power, Esquire

MDP/gmm

4630 [REDACTED]



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

August 27, 2008

Attention: Gina Merante

Service request: 71-657134407

VIN: 1G2ZG528554 [REDACTED]

Customer Relationship Specialist: Ashley Burnham

Dear Ms. Merante:

Thank you for your recent correspondence dated August 19, 2008 received on August 22, 2008 regarding your client, [REDACTED] 2005 Pontiac G6. We are sorry your client is dissatisfied with his Pontiac. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Pontiac owner is dissatisfied with any phase of their experience with our product.

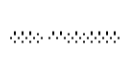
This letter is to confirm your client's scheduled repair opportunity at Barlow Buick Pontiac GMC Truck, LLC located in Woodbury, NJ. As per our conversation with Mr. Michael Casey at Barlow Pontiac this repair opportunity will take place on Thursday August 28, 2008 at 9:00 AM. [REDACTED] is to explain as well as demonstrate any and all concern(s) that he is having with the 2005 Pontiac G6. [REDACTED] vehicle is currently outside the bumper to bumper coverage by 6 months, has not been to an authorized Pontiac facility since February 9, 2007, has no extended service packages associated with the VIN nor any applicable part/labor warranties so this repair may be at customer expense.

If your client is unable to keep this appointment, please contact me as soon as possible so that other arrangements can be made.

Should you have any questions, please contact me at 866-790-5700 ext 21181 between 8:00 a.m. and 3:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,  
Ashley Burnham, Business Resource Center





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

August 26, 2008

Attention: Gina Merante

Service request: 71-657134407

VIN: 1G2ZG528554 [REDACTED]

Customer Relationship Specialist: Ashley Burnham

Dear Ms. Merante:

Thank you for your recent correspondence dated August 19, 2008 received on August 22, 2008 regarding your client, [REDACTED] 2005 Pontiac G6. We are sorry your client is dissatisfied with his Pontiac. Our continued success depends upon the satisfaction our customers receive from their vehicles.

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Sincerely,  
Ashley Burnham, Business Resource Center



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



robert.toben@gm.com  
11/12/2008 05:36 PM

To joseph\_rodriguez@gmexpert.com  
cc  
bcc  
Subject Re: Re [REDACTED]

Dear Mr. Rodriguez,

Due to having just being transferred from the SE Region into the SC Region, **I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).**

If you need to contact me regarding this my temporary number is listed below.

Thank you for your understanding.

Sincerely,

Bob Toben  
GM Parts Service and Parts Operations  
District Parts Manager  
email: robert.toben@gm.com  
850-621-4580 Cell  
251-928-4489 Fax

joseph\_rodriguez@gmexpert.com

11/12/2008 04:30 PM

To robert.toben@gm.com  
cc  
Subject Re: [REDACTED]

DVM Robert Toben

Hi, my name is Joseph Rodriguez. This email is for Service Request 71-658032158 for customer [REDACTED]. The customer's vehicle is a 2008 Pontiac G 6 with 10,000 miles, VIN 84[REDACTED]. The customer has been working with Barker in Houma, LA. Due to time constraints, your response to this e-mail is required within 24 hours.

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

A) I have information on this case that may assist in your review (please provide in your reply) and would like to review any potential offer of repurchase before it is made.

B) I am not aware of this vehicle or customer's concerns. However, I would like to review any potential offer of repurchase before it is made.

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

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

Please reply only by email with one of the above options within 24 hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Joseph Rodriguez  
GM Business Resource Center  
BRC Legal Research  
Phone: 866-790-5600 ext 11237  
Fax: 866-749-7732  
joseph\_rodriguez@gmexpert.com  
Minacs, An Aditya Birla Group Company



General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

**VIA FAX ONLY**

November 11, 2008

Benny George, Esq.  
Alex Simanovsky & Associates, LLC  
1010 Common Street Suite 1740  
New Orleans, LA 70112

RE: [REDACTED]  
Service Request: 71-658032158  
2008 Pontiac G6  
Vehicle Identification Number: 1G2ZF57B784 [REDACTED]  
Customer Relationship Specialist: Joseph Rodriguez

Dear Mr. George:

This is to advise that General Motors is in receipt of the above referenced case dated November 5, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

☐ Copy of owner's current title and/or registration  
☐ Other:

☐ Finance agreement  
☐ Buyer's agreement

General Motors Corporation  
ATTN: BRC Legal  
P.O. Box 33170  
Detroit, MI 48232

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

Sincerely,  
General Motors Corporation



## RELEASE OF LIEN INFORMATION

I \_\_\_\_\_,  
(Client's Name)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # \_\_\_\_\_  
(Account Number)

with \_\_\_\_\_  
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date \_\_\_\_\_.

## VEHICLE INFORMATION

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

LG0006  
V08012008



DEAL# 521897

## VEHICLE BUYER'S ORDER



BUICK GMC PONTIAC

8444 West Main St. • Houma, LA 70360  
(985) 888-4400 • Fax (985) 876-2166 • www.barkergmc.comSALESMAN'S NAME HAYES, JOSHUA A

I hereby order and agree to accept delivery from you, subject to all terms, conditions and agreements contained herein, and the additional conditions printed in the reverse side hereof, the following:

☐ New ☐ Used

YEAR	MAKE	MODEL	TYPE
2008	PONTIAC	G6	
COLOR	SERIAL NO.		
7511/Grey	1627E578784		
INTERIOR	TRIM	STOCK NO.	
521897		286017	

ODOMETER READING	KEY NO.
24	

SELLING PRICE:	17950.00
SELLING PRICE INCLUDES:	

GM ACCESSORIES:	
-----------------	--

OTHER ACCESSORIES:	
--------------------	--

CUSTOMER CARE	N/A
---------------	-----

SALES TAX CALCULATION	
CASH PRICE	17950.00
LESS REBATE	3000.00
LESS TRADE	00.00
DIFFERENCE	14950.00
SALES TAX	1300.85

LIC.	TITLE	TEMP. TAG	DOC. FEE
45.00	28.50	4.00	35.00
NOTARY FEE	MORIG. FEE	HANDLING	INSPECTION FEE
23.00	N/A	8.00	10.00
GAP	EXTENDED WARRANTY		
785.00	1195.00		1990.00

TOTAL CASH DELIVERED PRICE		21395.15
CASH DEPOSIT WITH ORDER	1000.00	
CASH DUE ON DELIVERY	N/A	
REBATE	3000.00	
TRADE IN	N/A	
LESS BAL. OWED	N/A	
NET TRADE IN	N/A	
TOTAL DOWN	4000.00	

FINANCIAL	BALANCE DUE	17395.15
-----------	-------------	----------

TRADE IN	YEAR	MAKE	MODEL
	N/A		

COLOR	SERIAL NO.	ODOMETER

PAYOFF TO	QUOTED BY

ADDRESS	GOOD THROUGH

PAYOFF PHONE #	

APPROVED BY	

This Order is Not Valid Unless Signed by Accepted Here.

BAZET PRINTING, INC. 888-888-8888

(NOTE SIGNATURE ON REVERSE)

DATE JAN 16 08

BUYER	
ANZELIE N DARDAR	
CO-BUYER	
ADDRESS	
CITY	PARISH
BOURG	LAFOURCHER
STATE	ZIP CODE
LA	
DOC. REC. NO.	DRIVERS LIC. NO.
HOME PHONE	WORK PHONE
DATE OF BIRTH	FED. TAX ID. #

## SUBJECT TO CREDIT APPROVAL

LSA-R.S. 32:1284 N. It shall be a violation of this Chapter:

(3) For a motor vehicle dealer, used motor vehicle dealer, or a motor vehicle salesperson:

(i) To deliver to a prospective purchaser a new and unused or a used vehicle on a sale conditioned on financing, i.e., a spot delivery, except following terms and conditions which shall be in writing and shall be the conditional sales contract:

(i) That if the sale is not consummated by the financing of the sale to be made within seven days of the delivery, the sale contract shall be null and void.

(ii) That the motor vehicle being offered for trade-in by the purchaser shall not be sold by the motor vehicle dealer until the conditional sale is consummated.

(iii) That there shall be no charge to the purchaser should the conditional sale not be consummated, including, but not limited to, mileage charges to refurbish the vehicle offered for trade-in.

(iv) That if the conditional sale is not consummated, the motor vehicle shall be returned to the purchaser at any time placed with the dealer's deposit or any other purpose associated with the attempted sale of the vehicle.

(v) That the prospective purchaser shall return the vehicle to the dealer within forty-eight hours of notification by the dealer that the conditional sale will not be consummated.

"THE INFORMATION YOU SEE ON THE WINDOW FORM (OR GUIDE) FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY STATEMENTS IN THE CONTRACT SALE."

## DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer, the seller, the dealership named herein, or any other person authorized to assume liability in connection with the sale of sold products.

The manufacturer, the seller, the dealership named herein, or any other person authorized to assume liability in connection with the sale of sold products, expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealership named herein disclaims and authorizes any other person to assume liability in connection with the sale of sold products.

NOTICE TO THE BUYER: Do not sign this order before you read it. If it contains any blank spaces, you are entitled to an exact copy of the order you sign.

BUYER ACKNOWLEDGES he has read and received a complete copy of this order comprising the entire agreement affecting this purchase, and that this order is subject to Buyer's solicitor's advice.

BUYER CERTIFIES he is 18 years of age or older, and has not been extended except as appears above and has read the conditions on reverse side.

NOTE ADDITIONAL TERMS ON BACK

Buyer Sign: [Signature]Co-Buyer Sign: [Signature]APPROVED BY: [Signature]





Louisiana Department of  
Public Safety and Corrections  
Office of Motor Vehicles  
PO Box 64886  
Baton Rouge, LA 70896

# REGISTRATION CERTIFICATE

SEE REVERSE SIDE FOR IMPORTANT INFORMATION

**THIS REGISTRATION CERTIFICATE MUST BE CARRIED IN THE VEHICLE AT ALL TIMES**

11 N LICENSER CODE	12/2009 EXPIRATION	1G2ZF57B784 VEHICLE IDENTIFICATION NUMBER	01/29/2008 DATE	5500 DOMESTIC	17950.00 SALES PRICE OR BATH
PONT	G6	4D	GRY	200R	NOV1724
ANZELIE N DARDAR					
1 MT					
BOURG LA					
2 RD					
14950.00 SALES PRICE					
593.52 SALES TAX					
672.75 SALES TAX					
36.00 SALES TAX PERCENT					
1 P-OF-RECORD					
10.00 SALES TAX PERCENT					
6.53 SALES TAX PERCENT					
13.46 SALES TAX PERCENT					
586.99 SALES TAX PERCENT					
659.29 SALES TAX PERCENT					
18.50 SALES TAX PERCENT					
4.44 SALES TAX PERCENT					
8.00 SALES TAX PERCENT					
HBE					
0101					
PRIV AUTO					
1L					
011					
0101					
4503					
1250.72					
72.50					
1323.22					

2008 G6 - 1SV SEDAN			GENERAL MOTORS CORPORATION
75U DARK GRAY METALLIC	/L4G		& SUBSIDIARIES
19B EBONY			RENAISSANCE CENTER
ORDER NO. MFBNC0/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G2 ZF57 B7 84			VEHICLE INVOICE 2AD58869080
*****			*****16*12257S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZF69 G6 - 1SV SEDAN	17845.00	16863.53	INVOICE 08/20/07
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 08/20/07
FX2 AXLE RATIO 3.91	N/C	N/C	EXP I/T 09/02/07
LE5 ENGINE, 2.4L HO 4-CYL DOHC MFI	N/C	N/C	INT COM 09/04/07
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	PRC EFF 08/20/07
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	KEYS G3119 G3119
			WFP-S QTR OPT-1
			BANK: GMAC - 084
			CHG-TO 12-257
			SHIP WT: 3249
			HP: 19.3
			GMS: 17144.68
			SUPPLR: 17909.44
			MRM: 18495.00
			DAN: CHEAP
			MEMO 742.25

TOTAL MODEL & OPTIONS	17845.00	16880.03	ACT 231	16994.68
DESTINATION CHARGE	650.00	650.00	H/B 261	535.35
LAM DEALER CONTRIBUTION		133.84	ADV 261	133.84
LAM GROUP CONTRIBUTION		178.45	EXP 65A	178.45
TOTAL	18495.00	17842.32	PAY 310	17842.32
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		17039.29		

\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*  
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

BARKER BUICK PONTIAC GMC	REMIT TO GMAC NO. 084
	VIN 1G2ZF57B784
	\$ 17842.32 INV 2AD58869080
	DUE 09/04/07 DEALER 12-257

Ieshia Owens/Austin/GM1  
12/04/2008 11:08 AM

To: bgeorge@lemonlawinfo.com  
cc:  
bcc:  
Subject: [REDACTED]

Mr. George

Attached please find our current offer of settlement



Offer.doc Release.doc

Ieshia J. Owens  
Business Resource Center

Aditya Birla Minacs  
1-866-790-5700 X 41167  
1-866-852-1530 (fax)  
ieshia\_owens@gmexpert.com

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED.  
Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.

**Privileged and Confidential Information****CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Joseph Rodriguez State: LOUISIANA

**Updated on January 5, 2009 by Ieshia OWens**Customer Name: [REDACTED] Service Request: 71-658032158 GM Legal File No.: n/a  
Dardar

Vehicle ID No.: 1G2ZF57B784 [REDACTED] In Service Date: 01/16/2008 Vehicle is: New BAC Code: 167884  
 Year, Make & Model: 2008 Pontiac G6 - 4CYL SEDAN Vehicle Purchased Used on: N/A  
 Lien holder: GMAC ☒ Other ☐: {Name} DVM requests Purchase Price of  
 involvement?: No Vehicle: \$ 17950.00

Was TAC contacted for this vehicle (Y/N)? : No

**VEHICLE REPAIR HISTORY****Used attorney sales docs due to dealer not having docs from hurricane Gustavo**☐ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
05/30/08	138986	1	5620	C/S steering is making all kinds of noise and knocking and rattling when turning the wheel / found rack and pinion making noise internal – Removed and replaced Rack and Pinion and set Toe.
06/10/08	139496	1	6209	C/S steering is making a chuckle noise coming from the front of the vehicle / Could not duplicate the problem at this time – Need to get the customer to ride with the tech to get the vehicle to duplicate the concern.
06/18/08	139848	1	7060	C/S concern while turning wheels, going back and forth, front or backing , making a lot of noise – Closed per ser svc mgr end of the month CRS confirmed with dealer 1 day customer did not stay for a diagnosis and the dealer closed the ticket at the end of the month
08/08/08	141993	1	9797	C/S a noise from steering when turning / found left front stabilizer bar link or bushing making noise - Dealer Special Order Part
08/27/08	142639	1	10192	Special Order Part came in – Removed and replaced Left Front Stabilizer Bar Link or Bushing
09/19/08	143199	27	11955	C/S hear a groaning noise when turning steering wheel left or right / found upper right and left strut bearing making noise– Removed and replaced Left and Right Strut Bearing. CRS confirmed with dealer days down till Oct 15 and the customer had come into dealer svc dept and threw the keys at the advisor and just left and stated did not want the vehicle and the vehicle sat hear till the dealer heard back from the customer about a week later to fix the vehicle.

☐ HVAC

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
09/19/08	143199	*	11955	C/S noise from a/c area / found a/c compressor making noise – Removed and replaced A/C Compressor.

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/08/08	141993	*	9797	LOF

## THE STATE LEMON LAW READS:

Days out of service: 90 during warranty  
Repairs 4 or more under warranty or one year  
Time period : During warranty or one year  
Does Lemon Law state nonconformity must continue to exist? No  
If applicable, safety-related repairs **n/a**  
Safety-related time period **n/a**

<b>Number of repair attempts in the presumption period:</b>	<b>4</b>
<b>Total days out of service during the presumption period:</b>	32
<b>Total days out of service during customer's ownership:</b>	32

## PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

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

## PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

the customer hears a knocking noise and the dealer cannot duplicate the concerns

## PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: VIN scan found no prior Sr's  
Date & Offer/Result:

Concern:  
Date & Offer/Result:

Concern:  
Date & Offer/Result:

## RECOMMENDATION

January 5, 2009

Recommend that this case be closed no acceptance

December 9, 2008

Recommend Small Cash Settlement  
\$2,000.00 - \$4,500.00 inclusive

Recommend Repurchase

## RATIONALE

January 5, 2009

- Straight repurchase offered on 12/04/08
- PC wants cash – no further adjustment sent on 12/10/08
- CRS called pc and left message on 12/16/08
- CRS faxed 10 day letter on 12/23/08
- No response from PC

December 9, 2008

- Attorney counter demand is \$7,000.00 inclusive
  - Simanovsky claim – no risk of successful lawsuit
  - Projected loss of repurchase is only \$5,744.49
- 
- This vehicle has had 3 repairs for a steering issue
- 
- This vehicle has had several days out of service, however many were attributed to the customer abandoning his vehicle at the dealership. He dropped it off and stated that he no longer wanted the car back and over a week later called in and said that the vehicle needed to be repaired
- 
- Counting could not duplicate conditions, this vehicle appears to meet lemon law presumption due to number of repair attempts
- 
- Redhibiton appears to be a concern due to the fact that the vehicle is fairly new.

## REASON FOR REMOVAL

**CRS FINAL OFFER:**

**DATE:**

<b>OFFER TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
---

**PLAINTIFF'S FINAL  
DEMAND:**

**DATE:**

<b>AMOUNT TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
--

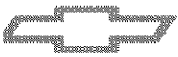
**TEAM MANAGER APPROVING:**

**Date:**

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

**\* SES light is to be captured under affected component above.**





**GMC**

**HUMMER**

## **General Motors Business Resource Center**

# **FAX**

**To: Randy Talbot**

Company:

Fax: 9858689993

Phone:

**From: Joseph Rodriguez**

Fax: 866-749-7732

Phone: 866-790-5600 ext 11237

E-mail:

**CC:**

---

### **NOTES:**

Attn: Svc Mgr Randy Talbot



General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

VIA FAX ONLY

November 11, 2008

**Randy Talbot**  
BARKER BUICK PONTIAC GMC  
PO BOX 749  
HOUMA, LA 70361-0749

RE:

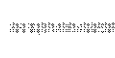
Service Request: 71-658032158  
2008 Pontiac G6  
Vehicle Identification Number: 1G2ZF57B784  
Customer Relationship Specialist: Joseph Rodriguez

Dear Randy Talbot

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

- **All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, the application of title and the Actual Cash Value statement of any trade.**
- **Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons. Please include a copy of the customer's invoice (repair orders) as the tech notes are sometimes not legible. Request days out of service/days of rental.**

Please fax them **IMMEDIATELY** to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

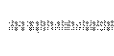


November 11, 2008  
Page 2

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, **please contact me at 866-790-5600 ext. 11237 and fax is 866-749-7732** or our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation



Ieshia Owens/Austin/GM1  
12/08/2008 05:53 PM

To: bgeorge@lemonlawinfo.com  
cc:  
bcc:  
Subject: [REDACTED]

Mr. George

I am contacting you to follow up on offer sent on 12/04/08. Please advise.

Thanks in Advance

Ieshia J. Owens  
Business Resource Center

Aditya Birla Minacs  
1-866-790-5700 X 41167  
1-866-852-1530 (fax)  
ieshia\_owens@gmexpert.com

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED.  
Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.



General Motors Corporation  
Customer Relationship Center  
Box 13130  
Warren, MI 48090-8130

**VIA FAX ONLY**

December 23, 2008

Benny George, Esq.  
Alex Simanovsky & Associates, LLC  
2300 Henderson Mill Road, Suite 300  
Atlanta, GA 30345

RE: [REDACTED]  
Service Request: 71-658032158  
2008 Pontiac G6  
Vehicle Identification Number: 1G2ZF57B784 [REDACTED]  
Customer Relationship Specialist: Ieshia Owens

Dear Mr. George:

On December 10, 2008 we communicated to you General Motors Corporation's offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

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

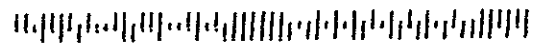
Sincerely,

General Motors Corporation

LG0047  
VO 092007

12/23/2008 10:00 AM 12/23/2008 10:00 AM 12/23/2008 10:00 AM 12/23/2008 10:00 AM 12/23/2008 10:00 AM





Alex Simanovsky & Associates, LLC  
2300 Henderson Mill Road, Suite 300  
Atlanta, GA 30345

NOV 10 2008

General Motors Corporation  
ATTN: BRC LEGAL  
PO Box 33170  
Detroit, MI 48232

# ALEX SIMANOVSKY & ASSOCIATES, LLC

## CONSUMER PROTECTION ATTORNEYS

BENNY GEORGE, JR., ESQ., OF COUNSEL  
LICENSED IN LOUISIANA

1010 COMMON STREET, SUITE 1740  
NEW ORLEANS, LA 70112  
(504) 566-1954 FACSIMILE: (877) 557-4392  
EMAIL: BGEORGE@LEMONLAWINFO.COM

November 5, 2008

General Motors Corporation  
ATTN: BRC LEGAL  
PO Box 33170  
Detroit, MI 48232

RE: [REDACTED] v. General Motors Corporation

**NOTICE OF CONSUMER WARRANTY LAW VIOLATION**

Our Client: [REDACTED]  
Vehicle: 08 Pontiac G6  
VIN: 1G2ZF57B784 [REDACTED]  
Date of purchase: 01/16/08  
Our File No.: LA08-10171

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Steering;**
2. **Suspension.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see*



U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

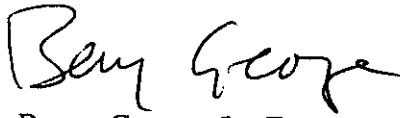
HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

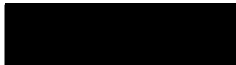
Sincerely,

ALEX SIMANOVSKY & ASSOCIATES, LLC

A handwritten signature in cursive script that reads "Benny George".

Benny George, Jr., Esq.  
Attorney at Law

CC:



521897

138986

\*INVOICE\*



BUICK

PONTIAC

 6444 West Main Street · Houma, Louisiana 70360  
 Phone (985) 868-4400 · Fax (985) 868-9993

PAGE 1

SERVICE ADVISOR: 482 ROBERT DEVINE

BOURG, LA

HOME

BUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
75U/Gray	08	PONTIAC G6	1G2ZF57B784		5620/5628	T4216	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16JAN08 DD			WAIT 30MAY08		0.00	CASH	30MAY08
R.O. OPENED		READY	OPTIONS: STK:286017				
09:51 30MAY08		12:31 30MAY08	ENG:LE5/2.4L_4-CYLINDER_MFI_ECOTEC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A STEERING IS MAKING ALL KINDS OF NOISE AND KNOCKING AND RATTLING THE

CUSTOMER STATED WHEN TURNING THE WHEEL

CAUSE: FOUND RACK AND PINION MAKING NOSIE INTERNAL

E9740 GEAR ASSEMBLY, POWER STEERING REPLACE

392 W

(N/C)

1 25902150 GEAR

(N/C)

FC: 6C

PART#: 25902150

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

5620 FOUND RACK AND PINION MAKING NOSIE INTERNAL REPLACED RACK AND PINION GEAR AND SET TOE

\*\*\*\*\*

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

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

(SIGNED)	DEALER, GENERAL MANAGER OR AUTHORIZED PERSON	(DATE)	CUSTOMER SIGNATURE	DESCRIPTION	TOTALS
				LABOR AMOUNT	0.00
				PARTS AMOUNT	0.00
				GAS, OIL, LUBS	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	0.00
				TOTAL CHARGES	0.00
				LESS INSURANCE	0.00
				SALES TAX	0.00
				PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

521897

141993



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BUICK

PONTIAC

 6444 West Main Street · Houma, Louisiana 70360  
 Phone (985) 868-4400 · Fax (985) 868-9993

PAGE 1

BOURG, LA

HOME

BUS:

SERVICE ADVISOR: 327 DIRK CALLAHAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
75U/Gray	08	PONTIAC G6	1G2ZF57B784		9797/9797	T6460	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16JAN08 DD			WAIT 08AUG08		0.00	CASH	08AUG08

 R.O. OPENED: READY: OPTIONS: STK:286017  
 ENG:LE5/2.4L\_4-CYLINDER\_MFI\_ECOTEC

16:38 08AUG08 17:38 08AUG08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	QUICK LUBE						
	3Q QUICK LUBE						
	471CPOIL				14.70	14.70	
	1 12345621 OIL10W30B				9.60	9.60	9.60
	1 12345616 OIL10W30Q				2.40	2.40	2.40
	1 12605566 FILTER				4.96	4.96	4.96
MISC EPA							
	CPOIL				1.00	1.00	
PARTS:	16.96	LABOR:	14.70	OTHER:	1.00	TOTAL LINE A:	32.66

 \*\*\*\*\*  
 B CUSTOMER STATES A NOISE FROM STEERING WHEN TURNING  
 G1519C SOP  
 999 HOUSE TECH LIC#: 9999  
 W (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

 \*\*\*\*\*  
 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	14.70
PARTS AMOUNT	16.96
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	32.66
LESS INSURANCE	0.00
SALES TAX	2.77
PLEASE PAY THIS AMOUNT	35.43

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

CUSTOMER SIGNATURE

CUSTOMER COPY

521897

1 4 2 6 3 9



INVOICE

BUICK

PONTIAC

 DUPLICATE 1  
 PAGE 1

 6444 West Main Street - Houma, Louisiana 70360  
 Phone (985) 868-4400 - Fax (985) 868-9993

BOURG, LA

HOME: [REDACTED] BUS [REDACTED]

SERVICE ADVISOR: 327 DIRK CALLAHAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
75U/Gray	08	PONTIAC G6	1G2ZF57B784		10192/10192	T1015	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
16JAN08 DD			16:00 27AUG08		0.00	CASH	10OCT08
R.O. OPENED		READY		OPTIONS: STK:286017			
08:19 27AUG08		17:00 27AUG08		ENG:LE5/2.4L_4-CYLINDER_MFI_ECOTEC			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THERE IS A NOISE WHEN TURNING THE WHEEL. SOP TO INSTALL

CAUSE: FOUND LEFT FRONT STABILIZER BAR MAKING NOSIE

E2141 LINK OR BUSHINGS, FRONT STABILIZER SHAFT AT

CONTROL ARM LEFT R&amp;R OR REPLACE

207 W (N/C)

1 22670300 LINK (N/C)

PC: 6C

PART#: 22670300

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

 10192 FOUND LEFT FRONT STABILIZER BAR MAKING NOSIE REPLACED LEFT FRONT  
 STABILIZER BAR

\*\*\*\*\*

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

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## DESCRIPTION

## TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

CUSTOMER COPY

521897

143199



\*INVOICE\*

BUICK

PONTIAC

 6444 West Main Street · Houma, Louisiana 70360  
 Phone (985) 868-4400 · Fax (985) 868-9993

PAGE 2

BOURG, LA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 491 RANDY TALBOT

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
75U/Gray	08	PONTIAC G6		1G2ZF57B784		11955/12442		T2074
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
16JAN08 DD			18:00 14OCT08		0.00	CASH	14OCT08	
R.O. OPENED		READY		OPTIONS: STK:286017				
14:54 19SEP08		16:03 14OCT08		ENG:LE5/2.4L_4-CYLINDER_MFI_ECOTEC				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		0.00

11955 FOUND UPPER LEFT STRUT MOUNT MAKING NOSIE REPLACED UPPER LEFT STRUT MOUNT

C\*\* NOSIE FROM AC AREA

CAUSE: FOUND AC COMPRESSOR MAKING NOSIE

D4440 COMPRESSOR ASSEMBLY REPLACE

490 W

1 15231223 W-COMPRESSO

FC: 6C

PART#: 15231223

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

11955 FOUND AC COMPRESSOR MAKING NOSIE REPLACED AC COMPRESSOR AND EVAC AND CHARGE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

CUSTOMER COPY

521897

143199

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PONTIAC

 6444 West Main Street · Houma, Louisiana 70360  
 Phone (985) 868-4400 · Fax (985) 868-9993

PAGE 1

BOURG LA

HOME:

BUS

SERVICE ADVISOR: 491 RANDY TALBOT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
75U/Gray	08	PONTIAC G6	1G2ZF57B784		11955/12442	T2074
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO-NO.	RATE	PAYMENT
16JAN08 DD			18:00 14OCT08		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:286017				
ENG:LE5/2.4L_4-CYLINDER_MFI_ECOTEC						

14:54 19SEP08 16:03 14OCT08

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

 A OWNER STATES HEAR A GROANING NOISE WHEN TURNING STEERING WHEEL LEFT  
 OR RIGHT

CAUSE: FOUND UPPER RIGHT STRUT MOUNT MAKING NOISE

E3920 MOUNT ASSEMBLY, FRONT STRUT BEARING RIGHT

REPLACE

490 W

1 15836874 MOUNT

FC: 6C

PART#: 15836874

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NH

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

 11955 FOUND UPPER RIGHT STRUT MOUNT MAKING NOISE REPLACED UPPER RIGHT  
 STRUT MOUNT

\*\*\*\*\*

B\*\* OWNER STATES HEAR A GROANING NOISE WHEN TURNING STEERING WHEEL LEFT

CAUSE: FOUND UPPER LEFT STRUT MOUNT MAKING NOSIE

E3921 MOUNT ASSEMBLY, FRONT STRUT BEARING LEFT

REPLACE

490 W

1 15836873 MOUNT

FC: 6C

PART#: 15836873

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NH

(N/C)

(N/C)

 ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE  
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE  
 SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO  
 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE  
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED  
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY  
 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS  
 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT  
 NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY  
 MANUFACTURER'S REPRESENTATIVE.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

CUSTOMER COPY

521897

1 3 9 4 9 6



INVOICE

BUICK

PONTIAC

 DUPLICATE 1  
 PAGE 1

 6444 West Main Street - Houma, Louisiana 70360  
 Phone (985) 868-4400 - Fax (985) 868-9993

 BOURG, LA  
 HOME:

BUS

SERVICE ADVISOR: 482 ROBERT DEVINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
75U/Gray	08	PONTIAC G6	1G2ZF57B784		6209/6209	T4375	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN08 DD			WAIT 10JUN08		0.00	CASH	10OCT08
R.O. OPENED		READY	OPTIONS: STK:286017				
			ENG:LE5/2.4L_4-CYLINDER_MFI_ECOTEC				
14:12	10JUN08	17:03	12JUN08				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A STEERING IS MAKING A CHUCKEL NOISE COMING FROM THE FRONT OF THE VH							
CAUSE: E							

G1519C DID NOT DUPLICATE THE PROBLEM AT THE TIME  
 AND NEED TO GET THE CUSOTIMER TO RIDE WITH  
 THE TECH TO GET THE VH TO DUPLICATE THE  
 CONCERN

PARTS:	392	W				(N/C)
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00

\*\*\*\*\*



DEAL# 521897

## VEHICLE BUYER'S ORDER

DATE JAN 16 / 08



6444 West Main St. • Houma, LA 70360  
(985) 868-4400 • Fax (985) 876-2188 • www.barkergmc.com

SALESMAN'S NAME <u>HAYES, JOSHUA A</u>				CITY <u>BORG</u>		PARISH <u>LAFOURCHE</u>	
I hereby order and agree to accept delivery from you, subject to all terms, conditions and agreements contained herein, and the additional conditions printed in the reverse side hereof, the following				STATE <u>LA</u>		ZIP CODE <u>70301</u>	
YEAR <u>2008</u>	MAKE <u>PONTIAC</u>	MODEL <u>G6</u>	TYPE <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	SOC. SEC. NO. <u>[REDACTED]</u>		DRIVERS LIC. NO. <u>[REDACTED]</u>	
COLOR <u>Gray</u>	SERIAL NO. <u>1G2ZE57B784</u>			HOME PHONE <u>[REDACTED]</u>		WORK PHONE <u>[REDACTED]</u>	
INTERIOR <u>521897</u>	TRIM <u>[REDACTED]</u>	STOCK NO. <u>286017</u>		DATE OF BIRTH <u>[REDACTED]</u>		FED. TAX I.D. # <u>[REDACTED]</u>	
ODOMETER READING <u>24</u>		KEY NO. <u>[REDACTED]</u>					
SELLING PRICE: <u>17950.00</u>							
SELLING PRICE INCLUDES:							
GM ACCESSORIES:							
OTHER ACCESSORIES:							
CUSTOMER CARE				N/A			
SALES TAX CALCULATION							
CASH PRICE <u>17950.00</u>				CASH PRICE <u>17950.00</u>			
LESS REBATE <u>(3000.00)</u>							
LESS TRADE <u>(0000.00)</u>							
DIFFERENCE <u>14950.00</u>				SALES TAX <u>1300.65</u>			
LIC. <u>46.00</u>	TITLE <u>28.50</u>	TEMP. TAG <u>4.00</u>	DOC. FEE <u>35.00</u>				
NOTARY FEE <u>23.00</u>	MORTG. FEE <u>N/A</u>	HANDLING <u>8.00</u>	INSPECTION FEE <u>10.00</u>				
GAP <u>795.00</u>	EXTENDED WARRANTY		<u>1195.00</u>				
TOTAL CASH DELIVERED PRICE				<u>21395.15</u>			
S E T T L E M E N T	CASH DEPOSIT WITH ORDER \$ <u>1000.00</u>						
	CASH DUE ON DELIVERY <u>N/A</u>						
	REBATE <u>3000.00</u>						
	TRADE IN <u>N/A</u>						
	LESS BAL. OWED <u>(N/A)</u>						
NET TRADE IN <u>N/A</u>							
TOTAL DOWN			<u>(4000.00)</u>				
BALANCE DUE			<u>\$ 17395.15</u>				
<p>DISCLAIMER OF WARRANTIES</p> <p>Any warranties on the products sold hereby are those made by the manufacturer. The Seller, the dealership named herein, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealership named herein neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products.</p>							
<p>NOTICE TO THE BUYER: Do not sign this order before you read it or if it contains any blank spaces. You are entitled to an exact copy of the order you sign.</p> <p>BUYER ACKNOWLEDGES he has read and received a completed copy of this order comprising the entire agreement affecting this purchase, and that this order is subject to Buyer's satisfactory credit rating.</p> <p>BUYER CERTIFIES he is 18 years of age or older, and no credit has been extended except as appears above and has read the conditions on reverse side.</p>							
NOTE ADDITIONAL TERMS ON BACK							
<p>Buyer Signs <u>[REDACTED]</u></p> <p>Co-Buyer <u>[REDACTED]</u></p>							
APPROVED BY _____							
This Order is Not Valid Unless Signed as Accepted Here.							

## SUBJECT TO CREDIT APPROVAL

LSA-R.S. 32:1254 N. It shall be a violation of this Chapter:

(3) For a motor vehicle dealer, used motor vehicle dealer, or a motor vehicle salesman/agent:

(i) To deliver to a prospective purchaser a new and unused or a used motor vehicle on a sale conditioned on financing, i.e., a spot delivery, except on the following terms and conditions which shall be in writing and shall be a part of the conditional sales contract:

(i) That if the sale is not concluded by the financing of the sale to the purchaser within seven days of the delivery, the sale contract shall be null and void.

(ii) That the motor vehicle being offered for trade-in by the purchaser shall not be sold by the motor vehicle dealer until the conditional sale is complete.

(iii) That there shall be no charge to the purchaser should the conditional sale not be complete, including, but not limited to, mileage charges or charges to refurbish the vehicle offered for trade-in.

(iv) That if the conditional sale is not completed, the motor vehicle dealer shall refund to the purchaser all sums placed with the dealership as a deposit or any other purpose associated with the attempted sale of the vehicle.

(v) That the prospective purchaser shall return the vehicle to the dealership within forty-eight hours of notification by the dealer that the conditional sale will not be completed.

"THE INFORMATION YOU SEE ON THE WINDOW FORM (BUYER'S GUIDE) FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT SALE."



Louisiana Department of  
Public Safety and Corrections  
Office of Motor Vehicles  
PO Box 64886  
Baton Rouge, LA 70896

# REGISTRATION CERTIFICATE

SEE REVERSE SIDE FOR IMPORTANT INFORMATION

**THIS REGISTRATION CERTIFICATE MUST BE CARRIED IN THE VEHICLE AT ALL TIMES**

11 N 11/LICENSE CODE	[REDACTED] LICENSE PLATE		12/2009 EXPIRATION	1G2ZF57B784 [REDACTED] VEHICLE IDENTIFICATION NUMBER		01/29/2008 DATE	5500 DOMICILE	17950.00 SALES PRICE OR VALUE
PONT MAKE	G6 MODEL/VEHICLE	4D BODY	GRY/ COLOR	2008 YEAR	000024 ODOMETER	[REDACTED] OWNER'S LICENSE/CLASS	OCL CITY LIMITS	36.00 LICENSE FEE
[REDACTED] OWNER'S NAME						1 MY	TOW FEE	
[REDACTED] STREET						01/16/2008 TAX DATE	01/29/2008 EFFECTIVE DATE	LICENSE CREDIT
BOURG CITY/STATE	LA CITY/STATE	[REDACTED] ZIP	[REDACTED] CITY	2 SEC	[REDACTED] CITY	01/16/2008 TAX DATE	01/29/2008 EFFECTIVE DATE	LICENSE CREDIT
[REDACTED] NAME						14950.00 TAXABLE VALUE	TRADE-IN VALUE	LICENSE PENALTY CREDIT
[REDACTED] STREET						593.52 STATE SALES TAX	672.75 PM SALES TAX	LICENSE TRANSFER FEE
[REDACTED] CITY/STATE						36.00 NET LICENSE FEE	LARGE FEE	
VEHICLE IS SUBJECT TO LIEN(S) AS FOLLOWS						1 # OF LIENS	PARISH FEE	
GMAC FIRST LIENHOLDER						01/24/2008 DATE	STATE TAX CREDIT	WHEELCHAIR LIFT
P O BOX 8104 STREET						STATE PENALTY CREDIT	PM PENALTY CREDIT	MISCELLANEOUS FEE
COCKEYVILLE MD CITY/STATE						21030 ZIP	6.53 STATE VENDOR'S COMP	13.46 PM VENDOR'S COMP
[REDACTED] SECOND LIENHOLDER						DATE	586.99 NET STATE TAX	659.29 NET PM TAX
[REDACTED] STREET						4.44 TOWNSHIP	PM TAX CREDIT	TITLE HANDLING FEE
[REDACTED] CITY/STATE						ZIP	ADMINISTRATIVE FEE	
HBE DEALER CODE	0101 CLASS	SPECIAL CODES		PRIV AUTO USE		OLD EXPIRATION		ADMINISTRATIVE FEE
1L PLATE						BATCH/SEQUENCE NUMBER		S.P. FEE
PREVIOUS TITLE		STATE	PREVIOUS LICENSE NUMBER		EXPIRATION	REPRINT	HCR	011 OFFICE NUMBER
N NEW		01/16/2008 DATE ACQUIRED	CURRENT LA TITLE		35 SEQ NUMBER	0101 4603 OPERATOR/SCORE	1250.72 TOTAL TAXES	72.50 TOTAL FEE
1323.22 TOTAL								



General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

VIA FAX ONLY

November 11, 2008

**Randy Talbot**

BARKER BUICK PONTIAC GMC  
PO BOX 749  
HOUMA, LA 70361-0749

RE:

Service Request: 71-658032158  
2008 Pontiac G6  
Vehicle Identification Number: 1G2ZF57B784  
Customer Relationship Specialist: Joseph Rodriguez

Dear Randy Talbot

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

- **All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, the application of title and the Actual Cash Value statement of any trade.**
- **Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons. Please include a copy of the customer's invoice (repair orders) as the tech notes are sometimes not legible. Request days out of service/days of rental.**

Please fax them **IMMEDIATELY** to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.



In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, **please contact me at 866-790-5600 ext. 11237 and fax is 866-749-7732** or our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation



Ieshia Owens/Austin/GM1  
12/10/2008 02:05 PM

To: bgeorge@lemonlawinfo.com  
cc:  
bcc:  
Subject: Fw: [REDACTED]

Mr. George,

At this time GM will not be increasing the offer of settlement. Attached please find correspondence to this effect.



No further Adjustment.doc

Sincerely,

Ieshia J. Owens  
Business Resource Center

Aditya Birla Minacs  
1-866-790-5700 X 41167  
1-866-852-1530 (fax)  
ieshia\_owens@gmexpert.com

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.

--- Forwarded by Ieshia Owens/Austin/GM1 on 12/10/2008 02:04 PM ---

Ieshia Owens/Austin/GM1  
12/04/2008 11:08 AM

To: Benny George  
cc:  
Subject: [REDACTED]

Mr. George

Attached please find our current offer of settlement



Offer.doc Release.doc

Ieshia J. Owens

**Business Resource Center**

**Aditya Birla Minacs**

**1-866-790-5700 X 41167**

**1-866-852-1530 (fax)**

**ieshia\_owens@gmexpert.com**

**THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.**

**PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED.**

**Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.**

Joseph  
Rodriguez/Austin/GM1  
11/12/2008 05:30 PM

To robert.toben@gm.com  
cc  
bcc  
Subject Re [REDACTED]

DVM Robert Toben

Hi, my name is Joseph Rodriguez. This email is for Service Request 71-658032158 for customer [REDACTED]. The customer's vehicle is a 2008 Pontiac G 6 with 10,000 miles, VIN 84 [REDACTED]. The customer has been working with Barker in Houma, LA. Due to time constraints, your response to this e-mail is required within 24 hours.

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

A) I have information on this case that may assist in your review (please provide in your reply) and would like to review any potential offer of repurchase before it is made.

B) I am not aware of this vehicle or customer's concerns. However, I would like to review any potential offer of repurchase before it is made.

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

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

Please reply only by email with one of the above options within 24 hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Joseph Rodriguez  
GM Business Resource Center  
BRC Legal Research  
Phone: 866-790-5600 ext 11237  
Fax: 866-749-7732  
[joseph\\_rodriguez@gmexpert.com](mailto:joseph_rodriguez@gmexpert.com)  
Minacs, An Aditya Birla Group Company



6444 WEST MAIN ST.  
HOUMA, LA 70360  
985-868-4400  
985-868-9993  
WWW.BARKERGMC.COM

BARKER GMC

# Fax

To: JOSEPH RODRIGUEZ From: RANDY TALBOT  
Fax: 866-749-7732 Pages: 8  
Phone: Date: 11-14-08  
Re: CC:

☒ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments: SERVICE HISTORY FOR

SALES INFO TO FOLLOW - IF IT DOESN'T  
YOUR CONTACT PERSON IS JAMES LANDRY

Randy SVC MGR

521897

143199



INVOICE

BUICK

PONTIAC

DUPLICATE 1  
PAGE 16444 West Main Street · Houma, Louisiana 70360  
Phone (985) 868-4400 · Fax (985) 868-9993BOURG, LA  
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 491 RANDY TALBOT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
75U/Gray	08	PONTIAC G6	1G2ZF57B784		11955/12442	T2074	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN08 DD			18-00 14OCT08		0.00	CASH	13NOV08

R.O. OPENED	READY	OPTIONS:
14:54 19SEP08	14:16 15OCT08	STK:286017 ENG:LE5/2.4L 4-CYLINDER MFI ECOTEC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A OWNER STATES HEAR A GROANING NOISE WHEN TURNING STEERING WHEEL LEFT  
OR RIGHT

CAUSE: FOUND UPPER RIGHT STRUT MOUNT MAKING NOISE

E3920 MOUNT ASSEMBLY, FRONT STRUT BEARING RIGHT

REPLACE

490 W

(N/C)

1 15836874 MOUNT

(N/C)

FC: 6C

PART#: 15836874

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NH

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

11955 FOUND UPPER RIGHT STRUT MOUNT MAKING NOISE REPLACED UPPER RIGHT  
STRUT MOUNT

\*\*\*\*\*

B\*\* OWNER STATES HEAR A GROANING NOISE WHEN TURNING STEERING WHEEL LEFT

CAUSE: FOUND UPPER LEFT STRUT MOUNT MAKING NOSIE

E3921 MOUNT ASSEMBLY, FRONT STRUT BEARING LEFT

REPLACE

490 W

(N/C)

1 15836873 MOUNT

(N/C)

FC: 6C

PART#: 15836873

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NH

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

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

## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY  
THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

521897

143199



INVOICE

BUICK

PONTIAC

6444 West Main Street · Houma, Louisiana 70360  
Phone (985) 868-4400 · Fax (985) 868-9993DUPLICATE 1  
PAGE 2

SERVICE ADVISOR: 491 RANDY TALBOT

BOURG LA

HOME BUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG		
75U/Gray	08	PONTIAC G6	1G2ZF57B784		11955/12442	T2074		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE	
16JAN08 DD			18:00 14OCT08		0.00	CASH	13NOV08	
R.O. OPENED		READY	OPTIONS: STK:286017					
14:54 19SEP08		14:16 15OCT08	ENG:LE5/2.4L_4-CYLINDER_MFI_ECOTEC					
LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL		
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

11955 FOUND UPPER LEFT STRUT MOUNT MAKING NOSIE REPLACED UPPER LEFT STRUT MOUNT

\*\*\*\*\*

C\*\* NOSIE FROM AC AREA

CAUSE: FOUND AC COMPRESSOR MAKING NOSIE  
D4440 COMPRESSOR ASSEMBLY REPLACE

490 W

(N/C)

1 15231223 W-COMPRESSO

(N/C)

FC: 6C

PART#: 15231223

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

11955 FOUND AC COMPRESSOR MAKING NOSIE REPLACED AC COMPRESSOR AND EVAC AND CHARGE .

\*\*\*\*\*

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

CUSTOMER COPY

521897

1 4 2 6 3 9



INVOICE

BUICK

PONTIAC

 6444 West Main Street · Houma, Louisiana 70360  
 Phone (985) 868-4400 · Fax (985) 868-9993

 DUPLICATE 2  
 PAGE 1

BOURG LA

HOME: BUS:

SERVICE ADVISOR: 327 DIRK CALLAHAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
75U/Gray	08	PONTIAC G6	1G2ZF57B784		10192/10192	T1015	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN08 DD			16:00 27AUG08		0.00	CASH	13NOV08

R.O. OPENED

READY

OPTIONS: STK:286017

ENG:LE5/2.4L\_4-CYLINDER\_MFI\_ECOTEC

08:19 27AUG08 17:00 27AUG08

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

 A CUSTOMER STATES THERE IS A NOISE WHEN TURNING THE WHEEL... SOP TO  
 INSTALL

CAUSE: FOUND LEFT FRONT STABILIZER BAR MAKING NOISE

E2141 LINK OR BUSHINGS, FRONT STABILIZER SHAFT AT

CONTROL ARM LEFT R&amp;R OR REPLACE

207 W

(N/C)

1 22670300 LINK

(N/C)

FC: 6C

PART#: 22670300

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

 10192 FOUND LEFT FRONT STABILIZER BAR MAKING NOISE REPLACED LEFT FRONT  
 STABILIZER BAR

\*\*\*\*\*

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## DESCRIPTION

## TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00

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

CUSTOMER SIGNATURE

 PLEASE PAY  
 THIS AMOUNT

0.00

CUSTOMER COPY

521897

1 4 1 9 9 3



INVOICE

BUICK

**PONTIAC**

6444 West Main Street • Houma, Louisiana 70360  
Phone (985) 868-4400 • Fax (985) 868-9993

DUPLICATE 2

PAGE 1

BOURG . LA

HOME [REDACTED] BUS

SERVICE ADVISOR: 327 DTRK CALLAHAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
75U/Gray	08	PONTIAC G6	1G2ZF57B784		9797/9797	T6460	
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN08 DD			WAIT 08AUG08		0.00	CASH	13NOV08

R.O. OPENED	READY	OPTIONS: STK:286017
16:38 08AUG08	17:38 08AUG08	ENG:LE5/2.4L_4-CYLINDER_MFI_ECOTEC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

**A QUICK LUBE**

30 QUICK LUBE

471CPOIL		14.70	14.70
1 12345621 OIL10W30B	9.60	9.60	9.60
1 12345616 OIL10W30Q	2.40	2.40	2.40
1 12605566 FILTER	4.96	4.96	4.96

MISC EPA

						1.00	1.00
PARTS:	16.96	LABOR:	14.70	OTHER:	1.00	TOTAL LINE A:	32.66

\*\*\*\*\*

B CUSTOMER STATES A NOISE FROM STEERING WHEN TURNING

G1519C SOP

999 HOUSE TECH LIC#: 9999

樹

 $\{N/C\}$ 

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

## STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	14.70
PARTS AMOUNT	16.96
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	32.66
LESS INSURANCE	0.00
SALES TAX	2.77

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

CUSTOMER SIGNATURE

**PLEASE PAY  
THIS AMOUNT**

35.43

**CUSTOMER COPY**



521897

139848



INVOICE

BUICK

PONTIAC

 DUPLICATE 2  
 PAGE 1

 6444 West Main Street · Houma, Louisiana 70360  
 Phone (985) 868-4400 · Fax (985) 868-9993

BOURG, LA

HOME

BUS

SERVICE ADVISOR: 482 ROBERT DEVINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
75U/Gray	08	PONTIAC G6	1G2ZF57B784		7060/7060	T4742	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN08 DD			12:00 19JUN08		0.00	CASH	13NOV08

R.O. OPENED	READY	OPTIONS:
16:02 18JUN08	14:31 26JUN08	STK:286017 ENG:LE5/2.4L_4-CYLINDER_MFI_ECOTEC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER'S CONCERN WHILE TURNING WHEELS, GOING BACK OR FORTH, FRONT OR BACKING, MAKING A LOT OF NOISE.							
T1 CLOSE AS PER SERVICE MANAGER END OF MONTH							
999 HOUSE TECH LIC#: 9999							

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	(N/C) 0.00
--------	------	--------	------	--------	------	---------------	------------

\*\*\*\*\*

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

CUSTOMER COPY

521897

1 3 9 4 9 6



INVOICE

**BUICK** **PONTIAC**  
 6444 West Main Street · Houma, Louisiana 70360  
 Phone (985) 868-4400 · Fax (985) 868-9993

DUPLICATE 2  
 PAGE 1

BOURG, LA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 482 ROBERT DEVINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
75U/Gray	08	PONTIAC G6	1G2ZF57B784		6209/6209	T4375	
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN08 DD			WAIT 10JUN08		0.00	CASH	13NOV08

R.O. OPENED	READY	OPTIONS:
14:12 10JUN08	17:03 12JUN08	STK:286017 ENG:LE5/2.4L 4-CYLINDER_MFI_ECOTEC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A STEERING IS MAKING A CHUCKEL NOISE COMING FROM THE FRONT OF THE VH

CAUSE: E

G1519C DID NOT DUPLICATE THE PROBLEM AT THE TIME

AND NEED TO GET THE CUSOTMER TO RIDE WITH

THE TECH TO GET THE VH TO DUPLICATE THE

CONCERN

PARTS:	392	W					(N/C)
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

\*\*\*\*\*

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

CUSTOMER COPY

521897

138986



INVOICE

BUICK

PONTIAC

6444 West Main Street · Houma, Louisiana 70360  
Phone (985) 868-4400 · Fax (985) 868-9993

DUPLICATE 1

PAGE 1

BOURG, LA  
HOME: BUS:

SERVICE ADVISOR: 482 ROBERT DEVINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
75U/Gray	08	PONTIAC G6	1G2ZF57B784		5620/5628	T4216	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16JAN08 DD			WAIT 30MAY08		0.00	CASH	13NOV08

R.O. OPENED	READY	OPTIONS:
09:51 30MAY08	12:31 30MAY08	STK:286017 ENG:LE5/2.4L_4-CYLINDER_MFI_ECOTEC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A STEERING IS MAKING ALL KINDS OF NOISE AND KNOCKING AND RATTLING THE

CUSTOMER STATED WHEN TURNING THE WHEEL

CAUSE: FOUND RACK AND PINION MAKING NOSIE INTERNAL

E9740 GEAR ASSEMBLY, POWER STEERING REPLACE

392 W

1 25902150 GEAR

FC: 6C

PART#: 25902150

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

5620 FOUND RACK AND PINION MAKING NOSIE INTERNAL REPLACED RACK AND  
PINION GEAR AND SET TOE

\*\*\*\*\*

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

CUSTOMER COPY



**North American Operations**

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

**GM**

CHECK No. [REDACTED]

50-937  
213DATE  
01/25/08

\*\*\*\*\*682 DOLLARS

\*\*\*\*21 CENTS

AMOUNT  
\*\*\*\*\*682.21PAY  
TO THE  
ORDER  
OF[REDACTED]  
CHURCH ROCK NM [REDACTED]North American Operations  
General Motors Corporation  
Disbursement Account  
SIGNATUREThe Chase Manhattan Bank, N.A.  
Syracuse, New York

AUDIT

VENDOR  
DUNS NO 8B 000000208  
VENDOR NAME [REDACTED]

1

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT  
DATE 01/25/08

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

1G1ZS52F15F [REDACTED]	01/24/08 71-594200	VH 1-9UEQV7 249.1-9UEQV7	00.0000	682.21	.00	682.21
------------------------	-----------------------	-----------------------------	---------	--------	-----	--------

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

H3

**TOTAL**

682.21

.00

682.21

Churchrock, N.M.

ALBUQUERQUE NM 871

19 DEC 2007 PM 4 L



Reimbursement Department  
PO BOX 33170  
Detroit, MI. 48232-5170

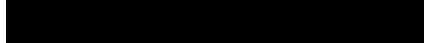
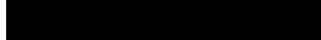
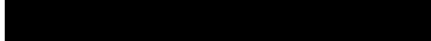
DEC 25 2007

48232+5170



**CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant

Date Claim Submitted: 12-18-0717-Digit Vehicle Identification Number (VIN): 1G1Z552F15F Mileage at Time of Repair: 67,043 Date of Repair: 07/27/07Claimant Name (please print): Street Address or PO Box Number: City: Churchrock State: New Mexico ZIP Code: Daytime Telephone Number (include Area Code): Evening Telephone Number (include Area Code): Amount of Reimbursement Requested: \$ 682.21

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: 

Please mail this claim form and the required documents to:

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

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



## **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

**If your claim is:**

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

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





# AMIGO AUTOMOTIVE

"The Friendly Place To Buy"

1900 SOUTH SECOND  
GALLUP, NEW MEXICO 87301

(505) 722-7701

TOLL FREE 1-800-545-4535



CELL: [REDACTED]

CUSTOMER NO	65655	BOB RIOS	6120 AG NO.	4497	INVOICE DATE	07/27/07	INVOICE NO.	CYC5350516	
[REDACTED]		LABOR RATE	75.00	LICENSE NO.		MILEAGE	67,047	COLOR	
[REDACTED]		YEAR MAKE MODEL	05/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE		DELIVERY MILES	
[REDACTED]		VEHICLE ID	1G1ZS52F15F [REDACTED]			SELLING DEALER NO		PRODUCTION DATE	
[REDACTED]		F.T.E. NO.		P.O. NO.		R. DATE	07/27/07		
[REDACTED]		COMMENTS							

LABOR  
J# 1 03CVZ **STEERING** HOURS: 3.50 TECH(S): 6447 262.50

PREP # 340516 SUGGESTED SERVICE REPLACING STEERING COLUMN  
DO NOT START WITH STEERING COLUMN REPLACEMENT FIRST  
REPLACED STEERING COLUMN.  
IF POWER STEERING LIGHT COMES ON,  
MAY NEED PWR. STEERING MODULE. TEST DROVE. SUGGEST TIRES

J# 2+96CVZZ001 WASH VEHICLE HOURS: TECH(S): 6447 INTERNAL  
WASH EXTERIOR AND CLEAN INSIDE

TOTAL - LABOR 262.50

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	1		88967179	S/COL REM 6.518		459.00
JOB # 1	-1		88967179	CORE RETURN		100.00
TOTAL - PARTS						359.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	01	SHOP AND HAZ MAT CHARGE	
JOB # 1	01	SHOP AND HAZ MAT CHARGE	
TOTAL - MISC			12.00

COMMENTS  
CELL # 488-8491 726-1101

TOTALS

AMIGO CHEVROLET IS CONSTANTLY IMPROVING TO BETTER SERVE OUR CUSTOMERS. YOUR COMPLETE SATISFACTION IS VERY IMPORTANT TO US. OUR CERTIFIED TECHNICIANS ARE CONSTANTLY BEING TRAINED AND UPDATED ON THE LATEST TECHNOLOGY TO REPAIR YOUR VEHICLE RIGHT THE FIRST TIME. WE ALSO HAVE THE LATEST EQUIPMENT AVAILABLE TO WORK ON YOUR NEW CHEVROLET. PLEASE VISIT WITH OUR ASSISTANT SERVICE MANAGERS IF YOU HAVE ANY QUESTIONS CONCERNING THE REPAIRS PERFORMED ON YOUR VEHICLE OR IF YOU NEED TO KNOW WHAT MAINTENANCE NEEDS TO BE PERFORMED.

TOTAL LABOR....	262.50
TOTAL PARTS....	359.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	12.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	48.71

**TOTAL INVOICE \$ 682.21**

PARTS DESIGNATED WITH AN ASTERISK[\*] INDICATE LIMITED LIFETIME SERVICE GUARANTEE PARTS. APPLIES TO CUSTOMER PAY REPAIRS ONLY.

ALL GM PARTS WARRANTED 12 MONTHS OR 12,000 MILES.  
ALL NON GM PARTS ARE NOT WARRANTED

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

THANK YOU FOR  
BRINGING YOUR CAR TO  
US FOR SERVICE

## WARRANTY DISCLAIMER

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, AMIGO AUTOMOTIVE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay and AMIGO AUTOMOTIVE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

## LIMITED EXPRESS WARRANTY

Labor and parts 1 year or 12,000 miles. applies to GM parts only, hereby limits implied warranties to same period.

February 4, 2011

[REDACTED]

Church Rock, NM [REDACTED]

Service Request: 71-594200249

Customer Relationship Specialist: Diana Smith

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$682.21.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

File Edit View Favorites Tools Help

Back Address Go

Links Customize Links Free Hotmail GM Access GM Dealer GM Lead GM Training GM Web Windows Windows Marketplace Windows Media

Vehicle Category:	GM Used	Plan Customer:	Individual
Division:	Pontiac	Customer Type:	Owner
VIN:	1G2ZG558384 [REDACTED]	Mr Jose Gomez	
		330 West Aragon Road	
		Tucson, Arizona , United States - 85706	
		Evening Phone:	
		Primary Language:	English
		Secondary Language:	

---

**Sales Information**

Dealer Code:	32888
Action:	Add Protection Plan
Odometer:	36426
Delivery Date:	10/03/2008

---

**Plan Lienholder**

Lienholder Type:	Other
	Pontiac
	P.O.Box 33172
	Detroit, Michigan - 48232

---

**Protection Plans**

Plan Purchase Date:	10/03/2008
In Service Date:	10/03/2008
Plan Type:	Smart Care Retail
Term:	12
Mileage Limit:	12000
Deductible:	0
Rental Type:	None
Plan Price:	\$ 0.00
Tax:	\$ 0.00

Discussions Discussions not available on [REDACTED]

Done Internet

GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

GM

OrderWORKBENCH

Close Window

Transaction Details

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G2ZG558364

Status: Pending

Dealer Code: 32888

User ID: 1w3jfm

Transaction Date: 10/03/2008

User Role: Central Office Administrator

Transaction Type: GM Protection Plan

Timestamp Date: 2008-10-08-10.26.10.917000

Transaction Messages:

1097 - GMPP sent to MIC

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Done

Internet



March 30, 2011

[REDACTED]  
Tucson, AZ [REDACTED]

Service Request: 71-659727244  
Customer Relationship Specialist: Aureliano Saucedo

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2006 Pontiac G6, Vehicle Identification Number 1G2ZG558364 [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on October 3, 2008 and ending on October 3, 2009, and begins with 36,426 and ends with 48,426 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Pontiac customer.

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmLink.com](http://www.mygmLink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Summary

INTERFACE WITH  
CUSTOMER

## View Vehicle Summary

This screen allows GMVIS users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this ve

→ View Vel

→ S

→ B

→ W

## Vehicle Information

VIN: 1G8AL55F06Z

Model: ZAL69-2006 ION.3 SEDAN

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: Yes

Field Actions: 0 Open

REQUEST ANOTHER VIN

→ View Vel

→ View Vel

→ Summar

→ View Vel

→ History C

→ View Vel

→ Informati

## Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

→ Investiga

→ Assemb!

## Service Information

Vehicle has no current record of outstanding service information.

## Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Saturn 36/36K Bumper to Bumper	07/19/2005	10 MI	07/19/2008	36,010 MI
	Saturn 72/100K Corrosion	07/19/2005	10 MI	07/19/2011	100,010 MI
	Saturn 96/80M Emission select components	07/19/2005	10 MI	07/19/2013	80,010 MI

## Warranty Block

Vehicle has no current record of warranty block.

## Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
11/19/2008	0273452	ZSET—Service Event		M5088 - COURTESY CAR WASH	56,304 MI
11/19/2008	0273452	ZSET—Service Event		M5003 - COMPREHENSIVE VEHICLE TEST	56,304 MI
11/19/2008	0273452	ZSET—Service Event		N2320 - Ignition and Start Switch Replacement	56,304 MI

## Page 2 of 2

11/19/2008	0273452	ZSET—Service Event	E7680 - Steering Column Replacement	56,304 MI
03/15/2008	0267665	ZSET—Service Event	M5305 - REPAIR(S) RECOMMENDED	50,601 MI
01/11/2008	0266144	ZSET—Service Event	H0122 - Front Brake Rotor Refinishing	49,897 MI
01/11/2008	0266144	ZSET—Service Event	M5100 - BALANCE TIRE (S)	49,897 MI
01/11/2008	0266144	ZSET—Service Event	N9995 - Customer Concern Not Duplicated	49,897 MI
01/11/2008	0266144	ZSET—Service Event	M5090 - DETAIL CAR (WAX & BUFF)	49,897 MI
03/19/2007	1114127	ZSET—Service Event	M5300 -	40,314 MI
07/05/2005	1102355	ZPDI—Pre-Delivery Inspection	Z7000 -	8 MI

Vehicle has no current record of service contracts.

**Vehicle has no current record of branded titles.**

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Global Connect

December 3, 2008 9:13:22 AM EST

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Transaction History Detail

INTERFACE WITH  
CUSTOMER

## View Vehicle Transaction History Detail

This screen allows GMVIS users to view the available information on individual transaction for the VIN selected.

## Vehicle Information

VIN: 1G8AL55F06Z  
Service Contract: No      Branded Title: No      Model: ZAL69-2006 ION.3 SEDAN  
Field Actions: [0\\_Open](#)      Warranty Block: No      PDI Status: Yes  
[REQUEST ANOTHER VIN](#)

For this ve

[View Vet](#)

→ S

→ B

→ V

[View Vet](#)[View Vet](#)  
[Summar](#)[View Vet](#)  
[History C](#)[View Vet](#)  
[Informati](#)[Investiga](#)  
[Assembl](#)

Job Card Number: 0273452

Job Card Date: 11/19/2008

Repair Service Agent: 164339

Odometer Reading: 56,304 MI

SATURN OF OKLAHOMA CITY

Authorization Code:

404 S E I-240 SERVICE ROAD

OKLAHOMA CITY OK 40561640000000

Process Date:

Transaction Type:

Customer Complaint Code:

11/25/2008

ZSET—Service Event

Job Card Line #: 4

Transaction Adjustment:

Cause Code: -

Labour Op M5088-COURTESY CAR WASH

Causal Part Number

[→See other Parts and/or Net Items](#)

Line Total: USD 0.00

Qty	Part Number	Description
	<u>Net Item Code</u>	<u>Description</u>
	Z_SET	

Job Card Number: 0273452

Job Card Date: 11/19/2008

Repair Service Agent: 164339

Odometer Reading: 56,304 MI

SATURN OF OKLAHOMA CITY

Authorization Code:

404 S E I-240 SERVICE ROAD

OKLAHOMA CITY OK 40561640000000

Process Date:

Transaction Type:

Customer Complaint Code:

11/25/2008

ZSET—Service Event

Job Card Line #: 3

Transaction Adjustment:

Cause Code: -

Labour Op M5003-COMPREHENSIVE VEHICLE TEST

Causal Part Number

[→See other Parts and/or Net Items](#)

Line Total: USD 0.00

Qty	Part Number	Description
	<u>Net Item Code</u>	<u>Description</u>
	Z_SET	

## Global Warranty Management

Page 2 of 4

Job Card Number: 0273452

Job Card Date: 11/19/2008

Repair Service Agent: 164339

Odometer Reading: 56,304 MI

SATURN OF OKLAHOMA CITY  
404 S E I-240 SERVICE ROAD  
OKLAHOMA CITY OK 40561640000000

Authorization Code:

Process Date:

Transaction Type:

Customer Complaint Code:

11/25/2008

ZSET—Service Event

-

Job Card Line #: 2

Transaction Adjustment:

Cause Code: -

Labour Op N2320-Ignition and Start Switch Replacement

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 0.00

Qty	Part Number	Description
1	000000000010392423	
Net Item Code	Description	
Z_SET		

Job Card Number: 0273452

Job Card Date: 11/19/2008

Repair Service Agent: 164339

Odometer Reading: 56,304 MI

SATURN OF OKLAHOMA CITY  
404 S E I-240 SERVICE ROAD  
OKLAHOMA CITY OK 40561640000000

Authorization Code:

Process Date:

Transaction Type:

Customer Complaint Code:

11/25/2008

ZSET—Service Event

-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op E7680-Steering Column Replacement

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 0.00

Qty	Part Number	Description
1	000000000019200757	COLUMNKIT,STRG
Net Item Code	Description	
Z_SET		

Job Card Number: 0267665

Job Card Date: 03/15/2008

Repair Service Agent: 164339

Odometer Reading: 50,601 MI

SATURN OF OKLAHOMA CITY  
404 S E I-240 SERVICE ROAD  
OKLAHOMA CITY OK 40561640000000

Authorization Code:

Process Date:

Transaction Type:

Customer Complaint Code:

03/26/2008

ZSET—Service Event

-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op M5305-REPAIR(S) RECOMMENDED

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 0.00

Qty	Part Number	Description
-----	-------------	-------------

## Global Warranty Management

Page 3 of 4

Net Item Code

Description

Z\_SET

Job Card Number: 0266144

Job Card Date: 01/11/2008

Repair Service Agent: 164339

Odometer Reading: 49,897 MI

SATURN OF OKLAHOMA CITY

Authorization Code:

404 S E I-240 SERVICE ROAD

OKLAHOMA CITY OK 40561640000000

Process Date:

Transaction Type:

Customer Complaint Code:

01/14/2008

ZSET---Service Event

-

Job Card Line #: 5

Transaction Adjustment:

Cause Code: -

Labour Op H0122-Front Brake Rotor Refinishing

Causal Part Number

Line Total: USD 0.00

Job Card Number: 0266144

Job Card Date: 01/11/2008

Repair Service Agent: 164339

Odometer Reading: 49,897 MI

SATURN OF OKLAHOMA CITY

Authorization Code:

404 S E I-240 SERVICE ROAD

OKLAHOMA CITY OK 40561640000000

Process Date:

Transaction Type:

Customer Complaint Code:

01/14/2008

ZSET---Service Event

-

Job Card Line #: 4

Transaction Adjustment:

Cause Code: -

Labour Op M5100-BALANCE TIRE(S)

Causal Part Number

Line Total: USD 0.00

Job Card Number: 0266144

Job Card Date: 01/11/2008

Repair Service Agent: 164339

Odometer Reading: 49,897 MI

SATURN OF OKLAHOMA CITY

Authorization Code:

404 S E I-240 SERVICE ROAD

OKLAHOMA CITY OK 40561640000000

Process Date:

Transaction Type:

Customer Complaint Code:

01/14/2008

ZSET---Service Event

-

Job Card Line #: 3

Transaction Adjustment:

Cause Code: -

Labour Op N9995-Customer Concern Not Duplicated

Causal Part Number

Line Total: USD 0.00

--See other Parts and/or Net Items

Qty Part Number

Description

4 000000000012089189

Net Item Code

Description

## Global Warranty Management

Page 4 of 4

Job Card Number: 0266144

Job Card Date: 01/11/2008

Repair Service Agent: 164339

Odometer Reading: 49,897 MI

SATURN OF OKLAHOMA CITY  
404 S E I-240 SERVICE ROAD  
OKLAHOMA CITY OK 40561640000000

Authorization Code:

Process Date:

Transaction Type:

Customer Complaint Code:

01/14/2008

ZSET—Service Event

-

Job Card Line #: 2

Transaction Adjustment:

Cause Code: -

Labour Op M5090-DETAIL CAR (WAX &amp; BUFF)

Causal Part Number

Line Total: USD 0.00

Job Card Number: 1114127

Job Card Date: 03/19/2007

Repair Service Agent: 121719

Odometer Reading: 40,314 MI

SATURN OF TULSA  
7830 EAST 91ST STREET  
TULSA OK 91849678340000

Authorization Code:

Process Date:

Transaction Type:

Customer Complaint Code:

11/20/2007

ZSET—Service Event

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op M5300-

Causal Part Number

Line Total: USD 0.00

Job Card Number: 1102355

Job Card Date: 07/05/2005

Repair Service Agent: 121719

Odometer Reading: 8 MI

SATURN OF TULSA  
7830 EAST 91ST STREET  
TULSA OK 91849678340000

Authorization Code:

Process Date:

Transaction Type:

Customer Complaint Code:

11/20/2007

ZPDI—Pre-Delivery Inspection

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op Z7000-

Causal Part Number

Line Total: USD 99.12

→ See other Parts and/or Net Items

Qty	Part Number	Description
	<u>Net Item Code</u>	<u>Description</u>
	Z_NIM	MISCELLANEOUS

Search string entered:

1G8AL55F06Z

**Saturn Product Liability  
Report of Preliminary Investiagtion  
\*\* Saturn Confidential \*\*  
Bodily Injuries**

**Print Date**  
12/3/2008

---

<b>Case Number</b>	<b>Last Name</b>	<b>VIN</b>	<b>Injury Sequence #</b>
--------------------	------------------	------------	--------------------------

**Location Code**

**Driver's Name**

**Seating Position**

**Injuries**

**Where were injuries treated?**

**By whom?**

**Seat Belt Usage?**

**Shoulder Belts?**

**Lap Belts?**

-1 = Yes

0 = No or N/A

---



Search string entered:

1G8AL55F06Z [REDACTED]

**Saturn Product Liability  
Report of Preliminary Investigation  
\*\* Saturn Confidential \*\*  
General Comments**

**Print Date**  
12/3/2008

**Case Number**

**Last Name**

**VIN**

**General Comments**

12/03/2008 09:35

(FAX) 15199793820

P.008/027









*Search string entered:*1G8AL55F06Z XXXXXXXXXX

**Saturn Product Liability  
Report of Preliminary Investiagtion  
\*\* Saturn Confidential \*\*  
General Information: Personnel**

**Print Date**  
12/3/2008

---

**Case Number****Last Name****VIN**

---

**Involved Personnel Type****Status Indicator (open / close)****Title****FN****MI****LN****Address****Home Phone****Work Phone**

---

Search string entered:

1G8AL55F06Z

**Saturn Product Liability  
Report of Preliminary Investiagtion  
\*\* Saturn Confidential \*\*  
Incident Information**

**Print Date**  
12/3/2008

**Case Number**

**Last Name**

**VIN**

**Other Vehicles Involved**

**Number of Vehicles**

**Owner's Vehicle Turn Over**

**Where can Vehicle Be Seen**

**Principle Use of Vehicle**

**Weather**

**Allegedly Defective Components**

**Who Made Allegation of Defect**

**Vehicle Towed**

**Estimated Vehicle Speed**

**Source of Estimated Vehicle Speed**

**CAC Comments**

**Tire Comments**

**Left Front**

**Right Front**

**Left Rear**

**Right Rear**

**Spare**

***ADDITION***

***CLAIMANT***

***DRIVERS***

---



***FURTHER***

***PROP\_ADD***

***VEH\_DAMA***

---

*Search string entered:*

1G8AL55F06Z [REDACTED]

**Saturn Product Liability  
Report of Preliminary Investigation  
\*\* Saturn Confidential \*\*  
Location Information**

**Print Date**  
12/3/2008

---

**Case Number**

**Last Name**

**VIN**

---

**Police Report?**

**# of Witeness:**

-1 = Yes 0 = No or N/A

**Location of Incident**

**Kind of Road**

**Kind of Shoulder**

**Condition of Road**

**Condition of Shoulder**

**Posted Speed**

**Visual Obstructions**

---

Search string entered:

1G8AL55F06Z

**Saturn Product Liability  
Report of Preliminary Investiagtion  
\*\* Saturn Confidential \*\*  
Property Damage**

**Print Date**  
12/3/2008

---

**Case Number**

**Last Name**

**VIN**

---

**Other Vehicle**

**MAKE/MODEL**

**Estimated Speed (MPH)**

**By Whom**

**Extent of Damaage**

**Property**

**Kind of Damage**

**Extent of Damage**

---

*Search string entered:*

1G8AL55F06Z

***Saturn Product Liability  
Report of Preliminary Investiagtion  
\*\* Saturn Confidential \*\*  
Resolution Information***

***Print Date***

12/3/2008

***Case Number******Last Name******VIN******Resolution Code******Resolution Comments***

Search string entered:

**Saturn Product Liability  
Report of Preliminary Investigation**

1G8AL55F06Z [REDACTED]

**\*\* Saturn Confidential \*\*****Retailer, Notification, and Investigator Details****Print Date**

12/3/2008

---

**Case Number****Last Name****VIN**

---

**# of Photos Taken:****WEATHER****Selling Retailer****City****State****Servicing Retailer****City****State****Vehicle Inspected****Inspector Name****How was Saturn notified on incident? When****By whom?****Area assigned?****Incident Date****Vehicle Inspector Name**

-1 yes

0 no or n/a

**Represented by attorney****Other vehicle(s) involved****Bodily injury****Defective Complaint****Who alleges defect?**

---

Faxed  
12-5-08  
8:45

**A Fax From:**

Stephen Cannon – Service Manager

**SATURN OF OKLAHOMA CITY**  
**By Bob Moore**

500 East I-240 Service Road  
Oklahoma City, Ok. 73149  
Service Department  
Fax returns # 405-775-4681

Date: \_\_\_12/05/08

ATTENTION: Alicia White  
Concerning Claim # [REDACTED]

[REDACTED]  
Recipient Fax no.: 866-281-0326

Total Number of Pages Including Cover Page: 45

Stephen Cannon – 405-616-4000

---



Saturn of Oklahoma City, Inc.  
by BOB MOORE

500 South East I-240 Service Road  
Oklahoma City, Oklahoma 73149  
(405) 616-4000

# WORK ORDER

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
11/19/08	1G8AL55F06Z	56304	02/11/08	49902	00/00/00		06	SATURN	ION 3 SDN
Name						Eng	Transmission	Color	SA# SO#
						L61 2.2LL4	4 SPD AUTO	SILVER	374 273452
Address						Home	Business Phone		Tag# Ref SO#
									8550 02
City / State / Zip						Customer Number	Stock #	Labor Rate	
OKC OK							104606K	.00	
						Payment Type	Promise Date / Time		
						01	11/19/08		
						Diag Codes	***** ESTIMATE *****		

PRINTED: 17:23:46 Attention:  
Comments:

L#	Codes		ST	Hrs	Labor	Parts	Total
1		CUSTOMER STATES WHILE DRIVING POWER STEERING SHUT OFF AND SERVICE P/S CAME ON DRIVER INFO CENTER	C				
		<i>Replaced Steering Column</i>		3.0			
2		CUSTOMER STATES AT TIMES VEHICLE WILL NOT START. C C /S AFTER WAITING FOR A BIT IT WILL EVENTUALLY START UP					
		<i>Replaced Ign Switch and Reprogram</i>		2.0			
3	YSI M5003	FREE SATURN VEHICLE INSPECTION COMPREHENSIVE VEHICLE TEST	I				
4	WASH M5088	Courtesy Car Wash COURTESY CAR WASH	WASH				

420 (C1)

SA: ZAC SANDERS	ESTIMATE TOTAL:			
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

## **A Fax From:**

Stephen Cannon – Service Manager

### **SATURN OF OKLAHOMA CITY**

**By Bob Moore**

500 East I-240 Service Road  
Oklahoma City, Ok. 73149  
Service Department  
Fax returns # 405-775-4681

Date: \_\_\_12/05/08

**ATTENTION: Alicia White**

**Concerning Claim #** [REDACTED]

**Recipient Fax no.: 866-281-0326**

Total Number of Pages Including Cover Page: 45

Stephen Cannon – 405-616-4000

---



PRINT DATE: 12/03/08 16:31:19  
REPORT DATE: 12/03/08

SATURN OF OKLAHOMA CITY  
SERVICE HISTORY SUMMARY

PROGRAM: SV1610RG PAGE: 1  
USER: SCANN011

Vehicle Type: C

Year: 2006

Make: SATURN

Owner: [REDACTED]

Model: ION 3 SDN

VIN: 1GBAL55F06Z [REDACTED]

Unit Number:

Stock Number: 104606K

SO Num	Closed	SA#	Mileage	Amount	LN#	RP#	Type	Op Code	Description	Technician
273452	11/25/08	374	56304	1091.41	1	1	C	E7680	COLUMN ASSEMBLY, STEERING - REPLACE	BRIAN ANDERSON (GM)
					2	1	C	N2320	SWITCH - REPLACE IGNITION	BRIAN ANDERSON (GM)
					3	1	I	M5003	COMPREHENSIVE VEHICLE TEST	BRIAN ANDERSON (GM)
					4	1	I	M5088	COURTESY CAR WASH	FRANCISCO FLORES
267665	03/26/08	716	50601	.00	1	1	I	M5305	REPAIR(S) RECOMMENDED	JAIME PILAR (GMIN)
					2	1	I	M5305	REPAIR(S) RECOMMENDED	JAIME PILAR (GMIN)
266144	01/14/08	829	49897	557.03	1	1	I	X2079	CERTIFIED/INSPECTED	TONY HUDDLESTON (G
					2	1	I	M5090	DETAIL CAR (WAX & BUFF)	ROGER CAMPBELL
					3*	1	I	N9995	CUSTOMER CONCERN NOT DUPLICATED	TONY HUDDLESTON (G
					4*	1	I	M5100	BALANCE TIRE(S)	TONY HUDDLESTON (G
					5*	1	I	H0122	BRAKE ROTOR REFINISH FRONT	TONY HUDDLESTON (G

"" Following the line number denotes added operation.

\*\* End of Report \*\*



**Saturn of Oklahoma City, Inc.**  
by BOB MOORE

500 South I-240 Service Road  
Oklahoma City, Oklahoma 73149  
(405) 616-4000

WORK ORDER

Date: 01/11/08 VIN: 1G8AL55P062 Mileage: 49897 Del. Date: 00/00/00 Miles: 0 In-Serv Date: 00/00/00 License No.: Yr: 06 Make: SATURN Model: ION 3 SD

**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: SATURN OF SOUTH OKC

Eng: L61 2.2LL4 Transmission: 4 SPD AUTO Color:

SA#: 829 SO#: 266

Address: 500 SE I-240 SERVICE RD

Home: (405) 616-4000 Business Phone:

Tag#: Labor Rate: .00

City / State / Zip: OKC OK 73149

Customer Number: Stock #: Promise Date / Time: 01/11/08

PRINTED: 11:13:37 Attention:  
Comments:

Doc Cnt: 1  
Prk Lot:

Payment Type: 01  
Diag Codes:

\*\*\*\*\* ESTIMATE \*\*\*\*\*

L# Codes

1 *DI* UCI  
X2079

USED CAR INSPECTION  
CERTIFIED/INSPECTED

ST IU Hrs *(1.5)*

Labor Parts To

2 *33* WASH AND VAC

IU *1.0*

3 REMOVE AIR + WASH

IU *(3.0)*

4 ROTATE + BALANCE

IU *(1.0)*

5 REFACE FRONT ROTORS

IU *(2.0)*

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: STEPHEN CANNON (GMIN)

ESTIMATE TOTAL:

HOURS	LABOR	PARTS	NI ITEM	MISC
HAZDS	DISC	DEDCT	TAXES	TOTAL



Saturn of Oklahoma City, Inc.  
by BOB MOORE

500 South East I-240 Service Road  
Oklahoma City, Oklahoma 73149  
(405) 616-4000

SERVICE  
INVOICE

\*\*\* ACCOUNTING COPY \*\*\*

SO# 266144 DATE/TIME IN: 1/11/2008 11:13 DATE/TIME OUT: 1/14/2008 8:20  
TAG# 5545 SA: STEPHEN CANNON (GMIN) DOC COUNT: 1 PAGE: 1

SATURN OF SOUTH OKC 02 1G8AL55F06Z  
500 SE I-240 SERVICE RD 2006 SATURN ION 3 SDN SILVER  
OKC OK 73149 ENGINE: L61 2.2LL4  
(405) 616-4000 STK#: 104606K  
MILES IN/OUT 49897 /

-----  
LINE 1 USED CAR INSPECTION

REPAIR 1 CERTIFIED/INSPECTED  
OPCODE: X2079 SALE RATE: A COST RATE: A COST: 27.00  
HRS: 1.50 SALE TYPE: IU \$120.95  
PRIMARY TECH: 529

PARTS	DESC	FP	QTY	PRICE	COST	ST	
OT	5W30 BULK MOTO	N	5	1.885	7.25	IU	\$9.43
SN	12605566 FILTER-OI	N	1	4.784	3.68	IU	\$4.78
LINE TOTAL						\$37.93	\$135.16

-----  
LINE 2 WASH AND VAC

REPAIR 1 DETAIL CAR (WAX & BUFF)  
OPCODE: M5090 SALE RATE: A COST RATE: A COST: 11.00  
HRS: 1.00 SALE TYPE: IU \$45.00  
PRIMARY TECH: 237  
LINE TOTAL \$11.00 \$45.00

-----  
LINE 3\* REMOVE AMP AND WIRING

REPAIR 1 CUSTOMER CONCERN NOT DUPLICATED  
OPCODE: N9995 SALE RATE: A COST RATE: A COST: 54.00  
HRS: 3.00 SALE TYPE: IU \$210.00  
PRIMARY TECH: 529

PARTS	DESC	FP	QTY	PRICE	COST	ST	
SN	12089189 SPLICE	N	4	1.729	5.32	IU	\$6.92
LINE TOTAL						\$59.32	\$216.92

-----  
LINE 4\* ROTATE AND BALANCE TIRES

REPAIR 1 BALANCE TIRE(S)  
OPCODE: M5100 SALE RATE: COST RATE: A COST: 18.00  
HRS: 1.00 SALE TYPE: IU \$44.95  
PRIMARY TECH: 529

**DISCLAIMER OF WARRANTIES**

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



Saturn of Oklahoma City, Inc.  
by BOB MOORE

500 South East I-240 Service Road  
Oklahoma City, Oklahoma 73149  
(405) 616-4000

WORK ORDER

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
11/19/08	1G8AL55F06Z	56304	02/11/08	49902	00/00/00		06	SATURN	ION 3 SDN
Name						Eng	Transmission	Color	SA# SO#
Address						L61 2.2LL4	4 SPD AUTO	SILVER	374 273452
City / State / Zip						Home	Business Phone	Tag#	Ref SO#
OKC OK						Customer Number	Stock #	Labor Rate	02
						Payment Type	Promise Date / Time		
						01	11/19/08		
						Diag Codes	***** ESTIMATE *****		

PRINTED: 17:23:46 Attention:  
Comments:

L#	Codes	Description	ST	Hrs	Labor	Parts	Total
1		CUSTOMER STATES WHILE DRIVING POWER STEERING SHUT OFF AND SERVICE P/S CAME ON DRIVER INFO CENTER <i>Replaced Steering Column</i>	C	3.0			
2		CUSTOMER STATES AT TIMES VEHICLE WILL NOT START. C C /S AFTER WAITING FOR A BIT IT WILL EVENTUALLY START UP <i>Replaced Ign Switch and Reprogram</i>	C C	2.0			
3	YSI M5003	FREE SATURN VEHICLE INSPECTION COMPREHENSIVE VEHICLE TEST	I				
4	WASH M5088	Courtesy Car Wash COURTESY CAR WASH	WASH				

420 (C1)

SA: ZAC SANDERS

ESTIMATE TOTAL:

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. I agree to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing the repairs and to acknowledge on above vehicle to secure the amount of the repairs thereto. Not responsible for any 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.



Saturn of Oklahoma City, Inc.  
by BOB MOORE

500 South East I-240 Service Road  
Oklahoma City, Oklahoma 73149  
(405) 616-4000

SERVICE  
INVOICE

\*\* ACCOUNTING COPY \*\*

SO# 273452 DATE/TIME IN: 11/19/2008 17:23  
TAG# 8550 SA: ZAC SANDERS

DATE/TIME OUT: 11/25/2008 16:32  
DOC COUNT: 2 PAGE: 2

02 1G8AL55F06Z

REPAIR 1 COMPREHENSIVE VEHICLE TEST  
OPCODE: M5003 SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: I \$ .00  
PRIMARY TECH: 851

LINE TOTAL \$ .00 \$ .00

LINE 4 Courtesy Car Wash

REPAIR 1 COURTESY CAR WASH  
OPCODE: M5088 SALE RATE: COST RATE: A COST: 4.00  
HRS: .40 SALE TYPE: WASH \$8.00  
PRIMARY TECH: 420

LINE TOTAL \$4.00 \$8.00

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO
06104	35.00-		
32400	54.96-		
46000	474.60-	90.00	
46700	690.30-	339.25	
05504	47.46		
06506	69.03		
22500	1138.37		
46300	8.00-	4.00	
06590A	8.00		

LABOR .....	\$474.60
LABOR DISCOUNT .....	\$47.46
PARTS .....	\$690.30
PARTS DISCOUNT .....	\$69.03
MISC MATERIALS .....	\$35.00
TAX (OKLAHOMA STATE )	\$54.96
CUSTOMER TOTAL .....	\$1138.37
PAYMENT (CASH )	\$1138.37

MC  
11/25/08  
BW

#### DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



Saturn of Oklahoma City, Inc.  
by BOB MOORE

500 South East I-240 Service Road  
Oklahoma City, Oklahoma 73149  
(405) 616-4000

OK TO CLOSE

# WORK ORDER

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model	
03/15/08	1G8AL55F06Z	50601	02/11/08	49902	00/00/00		06	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.						Eng	Transmission	Color	SA#	SO#
Name						L61	2.2LL4	4 SPD AUTO	SILVER	716 267665
Address						Home	Business Phone		Tag#	Ref SO#
City / State / Zip						Customer Number	Stock #	Labor Rate		
OKC						Payment Type	Promise Date / Time			
OK						Doc Cnt: 1	01	03/15/08		
						Prk Lot:	Diag Codes			

L# Codes

1 CUSTOMER STATES WEATHERSTRIP AT BOTTOM OF LEFT FRONT DOOR IS LOOSE

2 CUSTOMER STATES HEADLINER IS COMING LOOSE AT LEFT REAR CORNER

WASH MS088 Courtesy Car Wash  
COURTESY CAR WASH WASH

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 contents 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 carrier 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: JAIME PILAR (GMIN)

ESTIMATE TOTAL:

HOURS	LABOR	PARTS	NT ITEM	MISC
HAZDS	DISC	DEDCT	TAXES	TOTAL



Saturn of Oklahoma City, Inc.  
by BOB MOORE

500 South East I-240 Service Road  
Oklahoma City, Oklahoma 73149  
(405) 616-4000

SERVIC  
INVOIC

\*\* ACCOUNTING COPY \*\*

SO# 267665 DATE/TIME IN: 3/15/2008 13:02 DATE/TIME OUT: 3/26/2008 16:31  
TAG# 7699 SA: JAIME PILAR (GMIN) DOC COUNT: 1 PAGE: 1

02

1G8AL55F06Z

OKC

OK

2006 SATURN ION 3 SDN SILVER  
ENGINE: L61 2.2LL4  
STK#: 104606K  
MILES IN/OUT 50601 / 50601

SALESPERSON: BRADFORD, RICKEY

LINE 1 CUSTOMER STATES WEATHERSTRIP AT BOTTOM OF LEFT FRO  
NT DOOR IS LOOSE

TECH COMM: NEC TO REPLACE WEATHERSTRIP NO WORK DONE

REPAIR 1 REPAIR(S) RECOMMENDED

OPCODE: M5305 SALE RATE: A COST RATE: A COST:

HRS: SALE TYPE: I

PRIMARY TECH: 716 \$ .00

LINE TOTAL \$ .00 \$ .00

LINE 2 CUSTOMER STATES HEADLINER IS COMING LOOSE AT LEFT  
REAR CORNER

TECH COMM: NEC TO REPLACE HEADLINER NO WORK DONE

REPAIR 1 REPAIR(S) RECOMMENDED

OPCODE: M5305 SALE RATE: A COST RATE: A COST:

HRS: SALE TYPE: I

PRIMARY TECH: 716 \$ .00

LINE TOTAL \$ .00 \$ .00

ACCOUNT NO SALE AMT COST AMT CNTL NO

CUSTOMER TOTAL ..... \$ .00

#### DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

## Harris N.A. Contract Status



## Customer Information

Applicant Name:	
Co Applicant Name:	
APS #:	2405893
Status:	Funded

## Financing Information

Product:	Retail
Term:	60
Amount Financed:	\$11,206.00
Customer Rate:	4.65%
Buy Rate:	4.07%
Dealer Reserve:	\$175.00
Booking Date/Time:	02/16/2008 03:19 PM

## Vehicle Information

N/U/D-Year:	Used 2006
Make:	Saturn
Model:	Ion
VIN #:	1G8AL55F06Z

## Analyst Information

Name:	BOB GRUSS-IE3	Phone Number:	(847)434-2718
-------	---------------	---------------	---------------

Decision HistoryBack to Contract Status

20200      11,206<sup>00</sup>  
20500      { 11,206<sup>00</sup> }



gc glm 01  
#1  
TC  
E

Cust#      Rec#  
0218      0218  
Desc: [REDACTED]





Date: February 18, 2008

\*\*\*ACH DEPOSIT NOTIFICATION\*\*\*

Please be advised that the processing of the following item has been completed and the funds transmitted to your bank for ACH credit to your account:

Customer Name	Application ID	Dollar Amount
[REDACTED]	2405893	\$11,206.00

The funds should be deposited to your account in two business days from the date of this letter. Should you have any questions regarding receipt of your payment, please contact your financial institution.

As always, we appreciate your business.

**SATURN OF SOUTH OKC**  
Used Vehicle

Salesman 1 **RICKEY** # **840**  
Salesman 2  
Customer

Date **02/14/08** Stock# **104606K**

Pull jacket & check Serial# on Title or MSO against contract or buyers order.

Check to see if 8300 needs to be filed with the IRS! Ask questions if you are not sure.

Year	2006	Make	SATURN	Model	ION 3 SDN	VIN	6Z
Odo	49,902	Warr		CU 1	Desc		
SALE	44600B	10898.00	~	104606K		Sales Gross	10898.00
Cost of Sale	64600B	9893.89	+	104606K		Ins Gross	0.00
Reconditioning	64700B	753.89	+	104606K		Warr Gross	0.00
Reconditioning	64600B	-753.89	~	104606K		Finance Resv	175.00
VARIANCE	30009	-100.00		104606K		Total F&B Gross	175.00
We Owe Adj	24000		+	104606K		Total Gross	10898.00
We Owe	30003	0.00	~	104606K	64700B		
Salesman Fund	27401		~	SPIFF			
Cash To Customer	22501		~	104606K		Finance Mgr	3706
Cash	22501		+	104606K		Finance Mgr #2	
Cash	22501	0.00	+	104606K		UC Buyer	RON
DE Reserve	33200				NAME OF BANK		
Contract in Transit	20500	11206.00	+	104606K	HARRIS	Day In	1/11/2008
ACQ Fee	20500		~	104606K		Day Out	2/11/2008
Advertising	32107	180.00	+	104606K		Total Day	31
Advertising	30007	-180.00	~	104606K		Weeks Down	
Draft	20501		+	104606K			
TTL	22501		~	104606K			
Processing Fee	90506	-198.00	~	104606K			
Lien Entry Fee	22504	-10.00	~	104606K			
Finance Income	80800	-175.00	~	3706	Re: 1/01/95500		
Finance Reserve chanc	26222	175.00	+	104606K	in net net income.		
Sales Comm	01102	100.00	+	104606K			
Sales Comm Pay 1	32180	-100.00	~	840			
Sales Comm Pay 2	32180		~	0			
Cr Life Payable 60%	30001		~	CR LIFE #			
Cr Life Comm 40%	80900		~	3706			
A&H Payable 60%	30001		~	A&H #			
A&H Comm 40%	80900		~	3706			
ESC Payable	30002	0.00	~				
ESC Sale	45500		~	3706			
ESC Cost	65500		+	3706			
ESC Payable			~				
ESC Payable	30002	0.00	+	3706			
ESC PACK	65500		~	PACK	IF PURCHASE WARRANT		
Data Dots Payable	30002	0.00	~				
Data Dots Sale	45600		~	3706			
Data Dots Cost	65600		+	3706			
Data Dots Payable	30002	0.00	~	3706			
Data Dots Payable	30002	0.00	+	3706			
GAP Payable	30002	0.00	~				
GAP Sale	45400		~	3706			
GAP Cost	65400		+	3706			
GAP Payable	30002	0.00	~	3706			
GAP Payable	30002	0.00	+	3706			
URP Payable	30002	0.00	~				
URP Sale	45700		~	3706			
URP Cost	65700		+	3706			
URP Payable	30002	0.00	~	3706			
URP Payable	30002	0.00	+	3706			
Payoff on Trade	30100		~	104606K			
ACV Trade 1	24		+				
ACV Trade 2	24	0.00	+				
Branding	24	0.00	+	0			
Branding	32107	0.00	~	0	every trade		
Gas Allowance	24	0.00	~				
Gas Allowance	01402	0.00	~				
UC warr reserve	24	0.00	+	0	WRITE UP		
UC warr reserve	33300	0.00	~	0			

Trade Difference (including Doc Fee)	+	11196	Acctng Cost or Inv.	+	9891.
ACV	+		We Owe	+	
Rebates	+		We Owe	+	
Processing Fee	-	198	We Owe	+	
Demo Reserve	-		=Total Acctng Cost	=	9891
TTL	-		less Total Sale	-	10898
1st Payment	-		= Acctng Gross	=	1007.
Security Deposit	-				
Luxury Tax	-		Accounting Gross	+	1007.
DE Reserve	-		Less Pac	-	600
VAN		100	=Commission Gross	=	407
			F&I Commission	+	
			Commission 1	+	100
			Commission 2	+	
=Total Sale	=	10898	=Total Commision	=	100

_____	Down Payment	
_____	Purchase Contract	
_____	Credit App (Customer Signature)	
_____	Insurance Verification	
_____	Customer Envelope	
_____	Retail Installment Contract	
_____	Lease Work Sheet	
_____	Buyers Guide (Customer Signature)	
_____	Title Application (NC Only)	
_____	Trade Title & Lien Release	
_____	Payoff Verification (Per Diem)	
_____	Odometer for Trade In	
_____	Odometer for Sold Unit	
_____	Cr Life	
_____	VSC	
_____	AMS	
_____	F&I Recap	Special Instru
_____	Prom Note	
_____	Hold Check	
_____	TTL Ck Request	
_____	8300 Form	
_____	POA	
_____	LEF	

Add'l Equip. 9893.89 Value 11/11/08  
R=753.89

Special Instructions: \_\_\_\_\_

Mgr Initials \_\_\_\_\_

**BBB AUTO LINE  
Customer Claim Form**

Case number: SAT0853782  
Contact Date: 12/02/08  
Start Date:

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

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Oklahoma City	State: OK	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax:	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Saturn	Model: Ion3	Year: 2006	Current mileage: 55000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , OK			
Primary Servicing dealer/city/state: Bob Moore Saturn,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 01/15/08		Mileage at purchase/lease:	
First repair attempt date: 11/15/08		First repair attempt mileage: 55000	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

Refund of \$1,138.37 in repair costs. The vehicle was sold as "excellent" condition and this is a well-known problem with Saturn Ions. A brief internet search showed these are well-known problems ([http://www.consumeraffairs.com/automotive/saturn\\_ignition\\_lock.html](http://www.consumeraffairs.com/automotive/saturn_ignition_lock.html)).

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

**VEHICLE IDENTIFICATION NUMBER** \_\_\_\_\_

**Lienholder/Leasing Company** \_\_\_\_\_ **Phone Number** \_\_\_\_\_

**Account Number** \_\_\_\_\_

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: SAT0853782

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
Power Steering failed, nearly causing fatality		1		no
Ignition Switch failed, stranding spouse		1		no

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_  
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

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



## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

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

#### LEMON LAW CLAIMS

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

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

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

Please note:

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

#### WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

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

BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

## **CUSTOMER RESPONSIBILITIES**

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

## **CLAIMS THAT WILL NOT BE ARBITRATED**

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

## **OTHER IMPORTANT INFORMATION**

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

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

# **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

## **Time Period for Filing Claims**

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

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

## **Eligible Claims**

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

## **Eligible Vehicles**

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- ♦ Owned or leased in the name of an individual;
- ♦ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ♦ Covered by a United States warranty.

## **Remedies for Warranty Claims**

The arbitrator may award the following remedies:

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

## **Repairs/Reimbursement for Repairs**

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

## **Repurchase or Replacement**

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- ♦ The alleged defect does not meet General Motors specifications for the particular make and model vehicle, provided that specifications pertaining to the defect were given to the arbitrator;
- ♦ The alleged defect continues to exist at the time of the hearing; and



- ♦ The alleged defect was subject to repair at least three times by an authorized General Motors dealer.

If a repurchase or replacement is awarded, the arbitrator may award up to the following remedies:

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

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

### **Deductions/Exclusions from a Repurchase or Replacement Award**

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

$$\begin{array}{lcl} \text{Use} & & \text{Vehicle purchase} \\ \text{Deduction/} & = & \text{price or gross} \\ \text{Payment} & = & \frac{\text{\# miles attributable to the customer}}{100,000} \times \text{capitalized cost} \\ & & \text{at the time of the arbitration hearing} \end{array}$$

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

## **STANDARDS OF THE OKLAHOMA LEMON LAW**

The following is a brief explanation of most relevant provisions of the Oklahoma lemon law. The complete text of the lemon law can be found at Oklahoma Stat. Ann. Title 15, § 901.

### **VEHICLES COVERED**

The Oklahoma lemon law covers any motor vehicle required to be registered in the state. The lemon law covers used vehicles but does not cover vehicles above 10,000 pounds gross vehicle weight and the living facilities of motor homes.

### **CONSUMERS COVERED**

The lemon law covers the following “consumers”:

1. The purchaser, other than for purposes of resale, of a motor vehicle;
2. Any person to whom the motor vehicle is transferred during the duration of an express warranty applicable to the motor vehicle; and
3. Any other person entitled by the terms of the warranty to enforce its obligations.

The lemon law appears not to cover a lessee.

### **VEHICLE CONVERTERS**

The lemon law does not apply to vehicle converters.

### **PROBLEMS COVERED**

The lemon law covers any defect or condition that substantially impairs the use and value of the motor vehicle to the consumer. This is referred to as a *nonconformity*.

The lemon law provides manufacturers with an affirmative defense if it can be shown that the alleged nonconformity does not substantially impair the use and value, or the nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations of a motor vehicle.

### **MANUFACTURER’S DUTY TO REPAIR**

If a motor vehicle does not conform to all applicable express warranties, and the consumer reports the nonconformity directly and in writing to the manufacturer, its agent or authorized dealer during the term of the express warranties or a period of one year following the date of the motor vehicle’s original delivery to a consumer, whichever is earlier, then the manufacturer, its agent or authorized dealer must make the necessary repairs to conform the vehicle to the express warranties.

The necessary repairs must be made even after the expiration of the term of the express warranties or the one year period.

## **MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE**

If the manufacturer, its agents or authorized dealers are unable to conform the motor vehicle to any applicable express warranty by repairing or correcting any nonconformity after a *reasonable number of repair attempts*, the manufacturer must either replace or repurchase the motor vehicle.

## **REASONABLE NUMBER OF REPAIR ATTEMPTS**

The Oklahoma lemon law establishes a *presumption* that a reasonable number of repair attempts has been undertaken to conform a motor vehicle to the applicable express warranties if, within the express warranty term or during the period of one year following the date of the motor vehicle's original delivery to a consumer, whichever is earlier, either of the following occurs:

1. The same nonconformity has been subject to repair four or more times by the manufacturer, its agents or authorized dealers, but the nonconformity continues to exist; or
2. The motor vehicle is out of service by reason of repair for a cumulative total of 45 or more calendar days.

The term of an express warranty, the one year period, and the 45 day period are extended by any period of time during which repair services are not available to the consumer because of a war, invasion, strike or fire, flood or other natural disaster.

## **NOTICE AND OPPORTUNITY TO REPAIR**

The presumption that a reasonable number of repair attempts has been undertaken does not apply against a manufacturer unless the manufacturer has received prior direct written notification from or on behalf of the consumer, and has had an opportunity to cure the defect alleged.

## **DISPUTE RESOLUTION**

If the manufacturer has established or participates in an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, then the provisions requiring refund or replacement do not apply unless the consumer has first resorted to the informal dispute settlement procedure.

## **TIME PERIOD FOR FILING CLAIMS**

Not specified. Assuming that the UCC statute of limitations applies, a claim must be filed with BBB AUTO LINE within four years from the date the alleged defect is discovered.

## **REMEDIES UNDER THE OKLAHOMA LEMON LAW**

### **REPURCHASE**

The Oklahoma lemon law sets out the following amounts that a manufacturer must pay when it repurchases a motor vehicle under the lemon law:

1. The full purchase price; and
2. All taxes, license, registration fees and all similar governmental fees, but excluding interest;
3. Less a reasonable allowance for the consumer's use of the vehicle.

Refunds must be made to the consumer and lienholder, if any, as their interests may appear.

The reasonable allowance for use is that amount directly attributable to use by the consumer prior to the first written report of the nonconformity to the manufacturer, its agent or authorized dealer, and any subsequent period when the vehicle is not out of service by reason of repair.

### **REPLACEMENT**

When replacing a vehicle under the Oklahoma lemon law, the manufacturer must replace the motor vehicle with a new motor vehicle. The reasonable allowance for use appears not to apply to a replacement.



## BBB AUTO LINE

December 2, 2008

ALICIA ROBINSON-WHITE  
SATURN  
P O BOX 33171  
DETROIT MI 48232-5171

Re:m01 SAT0853782: [REDACTED] vs Saturn Corporation

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*, if the case is deemed eligible, it 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,  
William Clopton at Extension 502

## Overallowance/Negative Equity/Incentives Form (Non-Florida)

<b>Customer:</b> [REDACTED]	<b>SR #:</b> 71-680121893	<b>BBB#:</b> SAT0853782
-----------------------------	---------------------------	-------------------------

This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

### Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	10998.00
MSRP (from BARS Invoice screen)	- 15225.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -4227.00

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

### Section 2

Trade Allowance (from Bill of Sale)	0.00
Actual Cash Value (ACV) (from ACV Statement)	- 0.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

### Section 3

Trade Allowance (from Bill of Sale)	0.00
Payoff on Trade (from Bill of Sale)	- 0.00
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 0.00

### Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	10998.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 0.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 10998.00

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If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

Faxed  
12-5-08  
8:45

**A Fax From:**

Stephen Cannon – Service Manager

**SATURN OF OKLAHOMA CITY**  
**By Bob Moore**

500 East I-240 Service Road  
Oklahoma City, Ok. 73149  
Service Department  
Fax returns # 405-775-4681

Date: ~~12/05/08~~ 12.11.08

ATTENTION: Alicia White  
Concerning Claim # [REDACTED]

Recipient Fax no.: 866-281-0326

Total Number of Pages Including Cover Page: 45 X 3

Stephen Cannon – 405-616-4000

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Saturn of Oklahoma City, Inc.  
by BOB MOORE

500 South East I-240 Service Road  
Oklahoma City, Oklahoma 73149  
(405) 616-4000

SERVIC  
INVOIC

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		273452		ZAC SANDERS		1G8AL55F06Z [REDACTED]	
Color	Year	Make/Model		License	Engine	Stk #	
SILVER	2006	SATURN ION3 SDN			L61 2.2LL4	104606K	
Mileage In/Out		Tag	Delivery Date	Rate	Doc. Count	Plan	
56304 / 56304		8550	2/11/2008		4		
Tax Exempt			Date/Time In		Date/Time Out		
			11/19/2008 17:23		11/25/2008 16:38		

LINE 1 CUSTOMER STATES WHILE DRIVING POWER STEERING SHUT  
OFF AND SERVICE P/S CAME ON DRIVER INFO CENTER  
TECH COMM: P/S LAMP VERIFIED NEC TO REPLACE P/S COLUMN WHICH  
INCLUDES ELECTRIC P/S MOTOR

REPAIR 1 COLUMN ASSEMBLY, STEERING - REPLACE

OPCODE: E7680

PRIMARY TECH: 851

SALE TYPE: CASH - CUST

PARTS  
SN

DESC FP QTY  
19200757 COLUMN KI N 1

PRICE SALE TYPE  
CASH - CUSTOMER

LABOR DISCOUNT

CASH - CUSTOMER \$28.49

PARTS DISCOUNT

CASH - CUSTOMER \$65.02

LINE TOTAL

\$841.61

LINE 2 CUSTOMER STATES AT TIMES VEHICLE WILL NOT START. C  
/S AFTER WAITING FOR A BIT IT WILL EVENTUALLY STAR  
T UP

TECH COMM: INCLUDES 12 MONTH 12000 MILE WARRANTY

REPAIR 1 SWITCH - REPLACE IGNITION

OPCODE: N2320

PRIMARY TECH: 851

SALE TYPE: CASH - CUST

PARTS  
SN

DESC FP QTY  
10392423 SWITCH AS N 1

PRICE SALE TYPE  
CASH - CUSTOMER

LABOR DISCOUNT

CASH - CUSTOMER \$18.97

PARTS DISCOUNT

CASH - CUSTOMER \$4.01

LINE TOTAL

\$206.80

LINE 3 FREE SATURN VEHICLE INSPECTION

#### DISCLAIMER OF WARRANTIES



Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



Saturn of Oklahoma City, Inc.  
by BOB MOORE

500 South East I-240 Service Road  
Oklahoma City, Oklahoma 73149  
(405) 616-4000

SERVIC  
INVOICE

Sold To: 	Service Order Number		Service Advisor		VIN	
	273452		ZAC SANDERS		1G8AL55F06Z 	
	Tag	Doc. Count	Date/Time In		Date/Time Out	
	8550	4	11/19/2008 17:23		11/25/2008 16:36	

REPAIR 1 COMPREHENSIVE VEHICLE TEST  
OPCODE: M5003

SALE TYPE: INTERNAL-SE INT

PRIMARY TECH: 851

LINE 4 Courtesy Car Wash

REPAIR 1 COURTESY CAR WASH  
OPCODE: M5088

HRS: .40 SALE TYPE: SERVICE COM INT

PRIMARY TECH: 420

INVOICE PRINTED FROM CLOSED SO: 12/11/08

CUSTOMER SIGNATURE \_\_\_\_\_

LABOR .....	\$474.60
LABOR DISCOUNT .....	\$47.46
PARTS .....	\$690.30
PARTS DISCOUNT .....	\$69.03
MISC MATERIALS .....	\$35.00
TAX (OKLAHOMA STATE ) .....	\$54.96
CUSTOMER TOTAL .....	\$1138.37
PAYMENT (VISA/MASTER) .....	\$1138.37

#### DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

**A Fax From:**

Stephen Cannon – Service Manager

**SATURN OF OKLAHOMA CITY**

**By Bob Moore**

500 East I-240 Service Road  
Oklahoma City, Ok. 73149  
Service Department  
Fax returns # 405-775-4681

Date: 12/05/08

ATTENTION: Alicia White  
Concerning Claim # [REDACTED]

Recipient Fax no.: 866-281-0326

Total Number of Pages Including Cover Page: 45

Stephen Cannon – 405-616-4000

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D263290OW4

SATURN OF OKLAHOMA CITY  
Finance Deal Summary2/13/08  
10:33:55

Deal #: 49054 Contract Date: 2/11/2008 Slsp 1: BRADFORD, RICKEY  
Auth Code : Slsp 2:  
F&I Mgr: BLACK, SHANNON Slsp 3:

Name . . . :  
Address . . :  
City/St/Zip: OKC, OK  
County . . : OK

Home Phone:  
Work Phone:

Vehicle Sold Trade In 1 Trade In 2 Trade In 3  
Stk #: 104606K  
Year : 2006  
Make : SATURN  
Model: ION 3 SDN  
Color: SILVER  
Miles: 49902  
VIN : 1G8AL55F06Z

Ignition Key:

Trunk Key:

Keyless:

	Sale	Cost	Reserve
Selling Price . . . . .	10998.00	566.78	
Aftermarkets . . . . .	.00	.00	.00
Trade In Allowances . . . . .	.00	.00	
Documentary Fees . . . . .	198.00		
Taxes . . . . .	.00		
LTRI Fees . . . . .	.00		
Other Fees . . . . .	10.00		
Service Contract . . . . .	.00	.00	.00
PDI Insurance . . . . .	.00	.00	.00
Decr C/L Insurance . . . . .	.00	.00	.00
Level C/L Insurance . . . . .	.00	.00	.00
A&H Insurance . . . . .	.00	.00	.00
Total Selling Price . . . . .	11206.00		
Trade In Payoffs . . . . .	.00		
Balance Due . . . . .	11206.00		
Cash Down . . . . .	.00		
Cash Due On Delivery . . . . .	.00		
Amount Financed . . . . .	11206.00		175.00
Rebates/Cash Allowance: . . . . .	.00		
Total . . . . .	11206.00		175.00

Lienholder Name . . . : HARRIS NA  
Lienholder Address . . : PO BOX 660310  
Lienholder City/St/Zip: SACRAMENTO, CA 95866  
Lienholder County . . :

060 Payments @ \$ 210.07 Finance Rate: 4.6500 % Buy Rate: 4.6500 %  
FE Gross \$ 10431.22 + BE Gross \$ 175.00 = Total Gross \$ 10606.22  
Hold Back \$ .00



### Approval Notification

Date: February 12, 2008  
To: SATURN OF OKLAHOMA CITY \*ACH\*  
Attn: FINANCE DEPARTMENT

#### Application Information:

Primary Applicant Name: [REDACTED]

Social Security #: [REDACTED]

Joint Applicant Name: [REDACTED]

Co Applicant Name: [REDACTED]

#### Account Information:

Product Label:

Credit Analyst: BOB GRUSS-RE3

Analyst Phone Number: 847 434 2718

Approved Amount: \$11,206.00

Application Reference #: 2405893

Approved Term: 60

Approved Rate: 4.65

#### Program Stipulations:

APPROVAL INCLUDES LICENSE, TITLE & TAXES.

Both to sign

#### Comments:

#### Collateral Information

Make: Saturn Model: Ion Year: 2006 VIN:

DEALER NAME  
**SATURN OF SOUTH OK CITY**

DEALER TELEPHONE NUMBER  
**405 - 616 - 4000**

DEALER FAX NUMBER  
**405 - 631 - 7263**

### APPLICANT'S CREDIT STATEMENT

- ☐ Individual Credit  
☒ Joint Credit  
☐ Community Property State  
☐ Business Application

Check  
Appropriate  
Box

- ☐ If you are applying for individual credit in your name and relying on your own income or assets and not the income or assets of another person as the basis for repayment of the credit requested, complete only Section A.  
☒ If you are applying for joint credit with another person, complete sections A and B.  
We intend to apply for joint credit:

If you are married and live in a community property state (Arizona, California, Idaho, Louisiana, Nevada, New Mexico, Texas, Washington or Wisconsin) or the vehicle will be located in a community property state, please complete Section A about yourself and Section B about your spouse. You must sign this application. Your spouse must sign this application only if s/he wishes to be a Co-Applicant.

#### A. Applicant's Personal Credit Information

SOCIAL SECURITY NUMBER or (TAX ID)

FIRST NAME OR BUSINESS NAME

MI

LAST NAME

EMAIL ADDRESS

DRIVER'S LICENSE #

DRIVER'S LICENSE STATE

DATE OF BIRTH (MM/DD/YYYY)

HOME PHONE #

OTHER PHONE #

1 YRS 6 MOS  
TIME AT ADDRESS

Homeowner  
HOUSING STATUS

CURRENT STREET # AND NAME

APT/SUITE #

PO BOX #

RURAL ROUTE

OKC

OK

750

CITY

STATE

ZIP CODE

MTG PYMT OR RENT

PREVIOUS STREET # AND NAME

APT/SUITE #

PO BOX #

RURAL ROUTE

KNOXVILLE

TN

2 YRS 5 MOS  
TIME AT ADDRESS

CITY

STATE

ZIP CODE

US AIR FORCE

Employed

ANALYST

EMPLOYED BY or TYPE OF BUSINESS (if business application)

EMPLOYMENT STATUS

OCCUPATION

BUSINESS PHONE #

2 YRS 6 MOS  
TIME EMPLOYED

55000  
SALARY

Annually  
SALARY TYPE

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

OTHER INCOME

SOURCE OF OTHER INCOME

PREVIOUS EMPLOYMENT (if less than 2 yrs at current)

EMPLOYMENT STATUS

BUSINESS PHONE #

YRS MOS  
TIME EMPLOYED

BANK NAME

CHECKING/SAVINGS ACCOUNT (BANK ACCOUNT #)

CONTACT NAME AT BANK (IF BUSINESS APPLICATION)

CONTACT PHONE #

OCCUPATION

NEAREST RELATIVE OR FRIEND NOT LIVING WITH YOU

NAME

ADDRESS

PHONE

**B. Co-Applicant's Personal Credit Information**

SOCIAL SECURITY NUMBER or (TAX ID)

FIRST NAME OR BUSINESS NAME

MI

LAST NAME

EMAIL ADDRESS

DRIVER'S LICENSE #

DRIVER'S LICENSE STATE

DATE OF BIRTH (MM/DD/YYYY)

HOME PHONE #

OTHER PHONE #

1 YRS 6 MOS

Homeowner

TIME AT ADDRESS

HOUSING STATUS

CURRENT STREET # AND NAME

APT/SUITE #

PO BOX #

RURAL ROUTE

OKC

OK

0

CITY

STATE

ZIP CODE

MTG PYMT OR RENT

PREVIOUS STREET # AND NAME

APT/SUITE #

PO BOX #

RURAL ROUTE

KNOXVILLE

TN

2 YRS 5 MOS

CITY

STATE

ZIP CODE

TIME AT ADDRESS

OFFICE TEAM

Employed

EXECUTIVE TEAM

EMPLOYED BY or TYPE OF BUSINESS (if business application)

EMPLOYMENT STATUS

OCCUPATION

BUSINESS PHONE #

YRS 9 MOS  
TIME EMPLOYED

25000

SALARY

Annually

SALARY TYPE

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

OTHER INCOME

SOURCE OF OTHER INCOME

Unemployed

PREVIOUS EMPLOYMENT (if less than 2 yrs at current)

EMPLOYMENT STATUS

BUSINESS PHONE #

YRS MOS  
TIME EMPLOYED

OCCUPATION

Spouse  
RELATIONSHIP

ADDITIONAL COMMENTS

## AGREEMENT

The words "you", "your" and "yours" mean each person submitting this application and any non-Applicant spouse whose information is provided if the Applicant resides in a community property state or the vehicle may be located in a community property state. The words "we", "us", "our" and "ours" as used below refer to us, the dealer, and to the financial institutions selected to receive your application to which we may assign your contract and whose names and addresses we have disclosed to you.

You authorize us to submit this application and any other application submitted in connection with the proposed transaction to the above-referenced financial institutions. This application will be reviewed by such financial institutions on behalf of themselves and us the dealer. In addition, as permitted under the Fair Credit Reporting Act, you authorize such financial institutions to disclose information about you or submit your applications to other financial institutions for the purpose of evaluating your request for credit.

You agree that we may obtain a consumer credit report periodically from one or more consumer reporting agencies (credit bureaus) in connection with the proposed transaction and any update, renewal, refinancing, modification or extension of that transaction. You also agree that we or any affiliate of ours may obtain one or more consumer credit reports on you at any time whatsoever. If you ask, you will be told whether a credit report was requested, and if so, the name and address of any credit bureau from which we or our affiliate obtained your credit report.

You agree that we may verify your employment, pay, assets and debts, and that anyone receiving a copy of this is authorized to provide us with such information. You further authorize us to gather whatever credit and employment history we consider necessary and appropriate in evaluating this application and any other applications submitted in connection with the proposed transaction.

We may keep this application and any other application submitted to us, and information about you whether or not the application is approved. You certify that all of the information on this application and in any other application submitted to us, is true and complete. You understand that false statements may subject you to criminal penalties. You also understand that each dealer and financial institution will rely on the information on this application in making its decision on your application.

**IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT** To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. What this means for you: When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

## STATE NOTICES

**California Residents:** An applicant, if married, may apply for a separate account.

**New Hampshire Residents:** If this is an application for balloon financing, upon request and before entering into the balloon payment contract, you are entitled to receive, upon request, a written estimate of the monthly payment amount that would be required to refinance the balloon payment at the time such balloon payment is due based on the creditor's current refinancing programs. A balloon contract is an installment sale contract with a scheduled final payment that is at least twice the amount of the one of the earlier scheduled equal periodic installment payments.

**New York Residents:** In connection with your application for credit, we may request a consumer report from a consumer reporting agency (credit bureau), which contains information on your credit worthiness, credit standing, personal characteristics and general reputation. If we grant you credit, we or the person(s) extending credit or holding such credit account may order additional consumer reports in connection with any update, renewal or extension of the credit. If you ask, you will be told whether we requested a consumer report and if we did, we will tell you the name and address of the consumer reporting agency that gave us the report.

**Ohio Residents:** Ohio laws against discrimination require that all creditors make credit equality available to all creditworthy customers and that credit reporting agencies maintain separate credit histories on each individual upon request. The Ohio Civil Rights Commission administers compliance with this law.

**Vermont Residents:** You authorize dealer and any financial institution with which this credit application is shared, and each of their respective employees or agents to obtain and verify information about you (including one or more credit reports, information about your employment and banking and credit relationships) that we or they may deem necessary or appropriate in evaluating your credit application. If your application is approved and the credit is granted, you also authorize the parties granting credit and/or holding your account and their respective employees and agents, to obtain additional credit reports and other information about you in connection with reviewing the account, increasing the available credit on the account (if applicable), taking collection on the account, or for any other legitimate purpose.

**Married Wisconsin Residents:** Wisconsin law provides that no provision of any marital property agreement, or unilateral statement, or court order applied to marital property will adversely affect a creditor's interests unless, prior to the time that the credit is granted, the creditor is furnished with a copy of the agreement, statement or decree, or has actual knowledge of the adverse provision. If you are making this application individually, and not jointly with your spouse, the full name and current address of your spouse must be properly disclosed in the co-applicant section of this application.

This application may be submitted to the following financial institutions [Name(s) and Address(es)] \_\_\_\_\_

BY SIGNING BELOW, YOU CERTIFY THAT YOU HAVE READ ALL 3 PAGES OF THIS CREDIT APPLICATION AND THAT YOU AGREE TO ALL OF THE TERMS, CONDITIONS AND DISCLOSURES CONTAINED IN THIS CREDIT APPLICATION.

APPLICANT SIGNATURE

DATE

CO-APPLICANT SIGNATURE

DATE





DealerCAI

## RETAIL PURCHASE AGREEMENT

Purchaser's Name(s): [REDACTED] Deal Number: 49054  
Address: [REDACTED] OKC, OK Date: 2/11/2008  
Home Telephone: [REDACTED] Work Telephone: [REDACTED] County: OK  
Social Security#: [REDACTED] D.L./State I.D.# [REDACTED] Issuing State: OK Exp. Date: [REDACTED]

The above information has been requested so that we may verify your identity in accordance with the USA Patriot Act. By signing below, you represent that you are at least 18 years of age and have authority to enter into this Agreement. The Odometer Reading for the Vehicle you are purchasing is accurate unless indicated otherwise. Please refer to the Odometer Mileage Statement for full disclosure.

YEAR 2006	MAKE SATURN	MODEL ION 3 SDN	COLOR SILVER	STOCK/TAG NO. 104606K
SERIAL NO. G8AL55F062	ODOMETER READING 49902		SALES PERSON REBECKA BRADFORD	INSPECTION STICKER EXP. 100243
THE VEHICLE IS: XX		DIAMETER OF TIRES 4		TEMP TAG NO.
<input type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> DEMO <input type="checkbox"/> OTHER				

UNLESS SPECIFIED BELOW, YOU WILL BE RECEIVING AN ORIGINAL GREEN TITLE TO THE VEHICLE.

☐ REBUILT ☐ SALVAGE ☐ JUNK ☐ OTHER

## WARRANTY STATEMENT

WE ARE SELLING THIS VEHICLE TO YOU AS-IS AND WE EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, UNLESS THE BOX BESIDE "USED VEHICLE LIMITED WARRANTY APPLIES" IS MARKED BELOW OR WE ENTER INTO A SERVICE CONTRACT WITH YOU AT THE TIME OF, OR WITHIN 90 DAYS OF THE DATE OF THIS TRANSACTION. ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. WE NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR US ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND RELATED GOODS AND SERVICES. CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

☐ USED VEHICLE LIMITED WARRANTY APPLIES. We are providing the attached Used Vehicle Limited Warranty in connection with this transaction. Any implied warranties apply for the duration of the Limited Warranty.

## TRADE-IN VEHICLE INFORMATION

Year:	Make:	Model:	Color:
Serial No:	N/A	Odometer Reading: N/A	Inspection Sticker Exp.: [REDACTED]
Trade-In Allowance:	N/A	Balance Owed & Lienholder:	

☐ DEPOSIT/ ☐ PARTIAL PAYMENT: The sum of \$ [REDACTED] was received from you as a Deposit/Partial Payment. It is not refundable, except as set forth in this Agreement. In the case of a Deposit, we will refrain from selling the vehicle for [REDACTED] days.

**PROCESSING FEE:** This Fee is not required by law. It is an optional fee charged by our Dealership to cover our costs for providing administrative and documentary services in connection with this transaction and in carrying out the requirements of all applicable laws including, but not limited to, costs associated with processing applications.

## OTHER MATERIAL UNDERSTANDINGS AND INTEGRATED DOCUMENTS

☐ IF BOX IS MARKED, PLEASE SEE ATTACHED DELIVERY CONFIRMATION  
☐ IF BOX IS MARKED, PLEASE SEE ATTACHED SPOT DELIVERY AGREEMENT

CASH PRICE OF VEHICLE	10,998.00
OTHER GOODS/SERVICES	
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
REBATES/DISCOUNTS	N/A
TOTAL SELLING PRICE	10,998.00
PROCESSING FEE	198.00
SALES TAX	N/A
LIEN ENTRY	10.00
SUBTOTAL	11,206.00
PLUS: BALANCE OWED ON TRADE-IN	N/A
LESS: TRADE-IN ALLOWANCE	N/A
	N/A
	N/A
	N/A
	N/A
TOTAL DUE	11,206.00
DEPOSIT/PARTIAL PAYMENT	N/A
	N/A
UNPAID BALANCE DUE	11,206.00

I have read and accept the terms and conditions of this Agreement, including those that appear on the reverse side, and hereby acknowledge that this Agreement is complete and accurately reflects the Agreements between the Dealership and myself. I further acknowledge receipt of a copy of this Agreement. This Agreement is not binding upon either Dealer or Purchaser until signed by an Authorized Dealership Representative.

Accepted by Authorized Dealership Representative

**Vehicle Summary With NADA Values**  
**N.A.D.A Official Used Car Guide**  
Monday, February 11, 2008

**Guide Edition:** Southwestern Used Car Guide - January 2008

**Vehicle Description:** 2006 SATURN  
Ion-4 Cyl. Sedan 4D Ion-3

**VIN:**  
**Stock #:**

**Weight:** 2772  
**MSRP:** \$14,325

<b>N.A.D.A. Base Values:</b>	<b>Clean Retail:</b>	\$12,600	<b>Clean Trade-In:</b>	\$10,550	<b>Loan:</b>	\$9,500
Mileage Value (49861 Miles)		\$-450				
Accessories Values		\$0		\$0		\$0
<b>N.A.D.A Adjusted Values:</b>	<b>Clean Retail:</b>	\$12,150	<b>Clean Trade-In:</b>	\$10,100	<b>Loan:</b>	\$9,050
Appraiser Adjustment Value		\$0				
<b>Adjusted Values:</b>	<b>Clean Retail:</b>	\$12,150	<b>Clean Trade-In:</b>	\$10,100	<b>Loan:</b>	\$9,050

**Accessories:**

	Clean Retail	Clean Trade-In	Loan
Aluminum/Alloy Wheels	w/body	w/body	w/body
Cruise Control	w/body	w/body	w/body
Power Windows	w/body	w/body	w/body

**Appraiser Adjustments:**

**Oklahoma**  
Driver License

Class: **D** Lic No: [REDACTED]  
Issued: **07-05-2006** Birthdate: [REDACTED]  
Restr: **1** Expires: **07-31-2010**  
Endors: **NONE**

Sex: **M** Height: **6-02** Weight: **240** Eye Color: **BR**

DL

**Oklahoma**  
Driver License

Class: **D** Lic No: [REDACTED]  
Issued: **07-05-2006** Birthdate: [REDACTED]  
Restr: **1** Expires: **07-31-2010**  
Endors: **NONE**

Sex: **F** Height: **5-05** Weight: **170** Eye Color: **BL**

DL

### SECURITY VERIFICATION FORM

This security verification form is evidence of liability insurance for your vehicle. This card is valid only as long as liability insurance remains in force.

You may be required to produce your security verification form at vehicle registration or inspection, when applying for a driver's license, following an accident or upon a law enforcement officer's request.


KEEP A COPY OF THE SECURITY VERIFICATION FORM IN YOUR VEHICLE AT ALL TIMES.

For your convenience, additional copies are available at [usaa.com](http://usaa.com).

FOK1

50810-0307

02/11/08

	OKLAHOMA	25968
SECURITY VERIFICATION FORM		
An owner's liability insurance policy has been issued pursuant to the Oklahoma Compulsory Insurance Law. State law requires a copy of this form to be surrendered upon application or renewal for a license plate. Carry this form in the motor vehicle at all times for production on request of any law enforcement officer or on request of any person affected by a collision with this vehicle.		
Name	[REDACTED]	
Policy Number	[REDACTED]	
Effective Date	12/23/07	
Expiration Date	06/23/08	
Year	1996	Make
		INFINITI
Vehicle Identification Number	JNKCA21D8TT [REDACTED]	
Examine policy exclusions carefully. This form does not constitute any part of your insurance policy.		
USAA CASUALTY INSURANCE COMPANY		
9800 Fredericksburg Road San Antonio, Texas 78288		POLICY SERVICE (800) 531-8111 CLAIMS (800) 531-8222
Additional copies available at <a href="http://usaa.com">usaa.com</a>		



OKLAHOMA TAX COMMISSION  
MOTOR VEHICLE DIVISION  
POST OFFICE BOX 269061  
OKLAHOMA CITY, OKLAHOMA 73126

## LIEN ENTRY FORM

Debtor Name and Address (Last Name First)

Name(s)

Address

OKC

OK

City, State

Zip Code

**SATURN OF OKLAHOMA CITY**

Secured Party Name

**500 EAST I-240 SERVICE ROAD**

Address

OKC

OK

City, State

**73149**

Zip Code

**HARRIS NA**

Assignee of Secured Party Name

**PO BOX 660310**

Address

**SACRAMENTO**

CA

City, State

**95866**

Zip Code

### THIS LIEN ENTRY FORM COVERS THE FOLLOWING VEHICLE

**2006**

Year

**SATURN**

Make

**4DR SEDAN**

Body Type

**1G8AL55F06Z**

Vehicle Identification Number (VIN/HIN)

**2/11/2008**

Date of Security Agreement

Secured Party / Assignee Signature

Original Oklahoma Title Number

**2/11/2008**

Date Executed

Lender must type and print four (4) identical copies of the Lien Entry Form. Type one Lien Entry Form for each vehicle, boat or outboard motor.

One (1) copy to the Oklahoma Tax Commission, one (1) copy to the motor license agent, one (1) copy to the secured party or assignee, one (1) copy attached to the title documents to be given to the debtor.

Notice to Debtor: Oklahoma law requires a new owner to title and register his/her vehicle and pay all taxes and fees due within 30 days of acquiring ownership.

# CERTIFICATE OF TITLE

STATE OF OKLAHOMA

86328 4/10 0905

VEHICLE IDENTIFICATION NUMBER  
1G8AL55F06Z

YEAR  
2006

MAKE  
STRN

TITLE NO.

BODY TYPE  
4D

MODEL  
SI3

DATE 1st SOLD

DATE ISSUED  
01/04/2008

AGENT NO.  
5579

ODOMETER  
49472  
ACTUAL

TYPE OF TITLE  
REPO

DATE INS.  
LOSS OR SALVAGE

NAME AND ADDRESS OF VEHICLE OWNER



FIRST FIDELITY BANK  
1400 S MERIDIAN AVE  
OKLAHOMA CITY OK 73108-1710

THIS VEHICLE IS SUBJECT TO THE FOLLOWING LIEN(S):

It is hereby certified that according to the records of the Oklahoma Tax Commission, the person named hereon is the owner of the vehicle described above which is subject to a lien(s) as shown; however, the vehicle may be subject to other liens or security interests.

CONTROL NO. 080045579A0358

30804915

(This is not a title number.)



IF REGISTERED  
OWNER (SELLER) IS  
A LICENSED DEALER,  
PLACE OKLAHOMA  
MOTOR VEHICLE TAX  
STAMP HERE

ASSIGNMENT OF TITLE BY REGISTERED OWNER

(If Dealer, List License # Here: \_\_\_\_\_)

I/we hereby assign and warrant ownership of the vehicle described on this certificate to the following, subject only to the liens or encumbrances, if any, properly noted on this certificate.

Purchaser(s) Name (Type or Print): SATURN OF OKLAHOMA CITY

Purchaser(s) Complete Address: 500 SE I 240 SERVICE RD OKLAHOMA CITY OK 73149

Actual Purchase Price of Vehicle: \_\_\_\_\_

I certify to the best of my knowledge that the ODOMETER READING reflected on the vehicle's odometer and listed below is the ACTUAL MILEAGE of the vehicle UNLESS one of the accompanying statements is checked:

4 9 8 8 2 (NO TENTHS)

☐ 1. The odometer has exceeded its mechanical limits.

☐ 2. The odometer reading is NOT the actual mileage. Warning: Odometer discrepancy

Signature of Seller(s): *[Signature]*

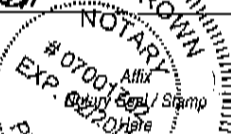
Printed Name of Seller(s): Don Chappell

Subscribed and Sworn to Before me this 11

Day of JANUARY, 2008

Notary Public: *[Signature]*

Commission Expiration: 2/2/11



Signature of Buyer(s): *[Signature]*

Printed Name of Buyer(s): *[Signature]*

VOID IF ALTERED

DATE 21 11 108	STOCK # 104606K	GUEST [REDACTED]	SALES ASSOC RICKY
4.65% X 60 MO			

### REVIEW WITH GUEST

#### Basic Deal Information

- ☒ Purchase Agreement
- ☒ Contract W/ Approval
- ☒ Smart Buy Rider
- ☒ ATPL
- ☒ Credit App- Signed
- ☒ Odometer Statement
- ☒ Agreement to Arbitrate
- ☒ Spot Delivery
- ☒ Credit Union Application
- ☒ References circle 2 or 5
- ☒ Trust Papers
- ☒ POI
- ☒ POR
- ☒ CASH DOWN

#### IS THERE A TRADE?

- ☒ POA/ Notarized
- ☒ Title/ Notarized
- ☒ Odometer Statement
- ☒ Payoff Instruction
- ☒ Family Affidavit
- ☒ Tribal Card (if Tribal Title)

CIRCLE ONE Out of State Title?

#### PROTECTION?

- ☒ VSC/ Waiver
- ☒ SSP Disclosure
- ☒ GAP/ Waiver
- ☒ GAP Rider (GMAC)
- ☒ CL Disability/ Waiver
- ☒ Data Dots Registration #
- ☒ URP
- ☒ Dent Zone
- ☒ WALKAWAY

Yes No

#### NOTES:

### BOOKING INFO

- ☒ Envelope
- ☒ Lien Entry
- ☒ Title Application
- ☒ Form 3800
- ☒ Form 3811
- ☒ Recap
- ☒ GMAC Contract-Check Box
- ☒ GMAC Insurance-Check Box

Lienholder On:

- ☒ Brand Contract
- ☒ Insurance
- ☒ Service Contract
- ☒ Credit Life
- ☒ GAP (GMAC Rider)



# WORKUP SHEET

SATURN OF OKLAHOMA CITY  
by BOB MOORE  
500 South East I-240 Service Road  
Oklahoma City, Oklahoma 73149  
(405) 616-4000

Dealer & Stock #

104606K

Date 02/11/2008

Purchaser

Address

City, State, Zip Oklahoma City OK

Home Phone

Cell Phone

Work Phone

Purchaser agrees to the Purchase Price Disclosure terms negotiated herein. Subject to the executing of a Purchase Agreement and/or Retail Installment Contract.

Salesman Rickey Bradford

Theft Guard #

## VEHICLE PURCHASED DESCRIPTION

YEAR	MFG. NAME	MODEL	BODY TYPE	COLOR	UPHOLSTERY
2006	Saturn	ION	ION LEVEL 3	SILVER	Cloth
VEHICLE IDENTIFICATION NO.			LICENSE NUMBER & STATE		
1G8AL55F06Z			MILES 49902		
ENGINE TYPE		TRANSMISSION	AIR CONDITIONER	RADIO	
<input checked="" type="checkbox"/> 4 CYL <input type="checkbox"/> 6 CYL <input type="checkbox"/> 8 CYL		<input type="checkbox"/> 4 SPD <input type="checkbox"/> 5 SPD <input checked="" type="checkbox"/> AUTO	<input checked="" type="checkbox"/> FACTORY <input type="checkbox"/> OTHER	<input type="checkbox"/> AM / FM CASSETTE <input type="checkbox"/> AM / FM <input checked="" type="checkbox"/> CD	

WE OWE

## PURCHASE PRICE DISCLOSURE

CASH PRICE	\$ 10998
TRADE-IN CREDIT -	\$
TRADE IN PAYOFF +	\$
TRADE BALANCE	\$
ACC. PURCHASED +	\$
PROCESSING FEE	\$ 198.00
TOTAL	\$ 11196
DOWN PAYMENT	\$
CASH	\$
CHECK	\$
FACTORY/DEALER REBATE -	\$
ADP +	\$

Where did you hear about us?

- ☐ TV ☐ Internet  
☐ Radio ☐ Auto Trader  
☐ Newspaper ☐ Friend  
☐ Other

TOTAL

PURCHASE PRICE \$ 11196

MANAGER APPROVAL

DEALER REPRESENTATIVE

This Purchase Price is not binding on Dealer until approved by a Representative of the Dealer.

PURCHASER

CO-PURCHASER

Welcome to the  
Saturn Family!

to take delivery now of # 104606K  
if terms are agreeable.



## SATURN OF OKLAHOMA CITY AGREEMENT TO ARBITRATE

Customer Name(s):

2/11/2008

Vehicle Description:

2006 SATURN ION 3 SDN

1G8AL55F06Z

Date:

By entering into this Agreement to Arbitrate ("Agreement"), Customer(s) and Dealership, including any Assignee (collectively referred to as "the Parties") agree, except as otherwise provided in this Agreement, to settle by binding arbitration any dispute between them regarding: (1) the purchase/lease by Customer(s) of the above-referenced Vehicle; (2) any products and services purchased in conjunction with the Vehicle; (3) any financing obtained in connection with the transaction; and/or (4) any dispute with respect to the existence, scope or validity of this Agreement. Matters that the Parties agree to arbitrate include, but are not limited to, disputes related to the Retail Purchase/Retail Lease Agreement and all documents incorporated therein by reference (whether such reference is made in the Agreement or in the document itself), the application for arbitration of financing for the transaction, the Finance/Lease Contract, any alleged promises, representations and/or warranties made to or relied upon by the Parties, and any alleged unfair, deceptive, or unconscionable acts or practices.

Notwithstanding any other provisions in this Agreement, the Parties agree they are not waiving their right to exercise any self-help or provision of remedy available by law or pursuant to an agreement between them. Nor is either Party required to arbitrate any individual claim that is filed and properly within the jurisdiction of a small claims court or equivalent state court. Until a Party entitled to do so requests arbitration, any Party to this Agreement may proceed with such other rights and remedies; provided, however, that neither Party waives the right to request arbitration under this Agreement by exercising other rights and remedies or by initially agreeing to litigate a claim in court. In addition, if a claim originally brought in a small claims court (or equivalent state court) is transferred or appealed to a higher trial court or if a claim is asserted after the initial filing of such litigation, the Parties shall have the right to request arbitration under this Agreement.

This Agreement evidences a transaction involving interstate commerce. The parties acknowledge and agree that the Federal Arbitration Act (9 U.S.C. §1 et seq.) ("FAA") shall govern any arbitration under this Agreement. The party first demanding arbitration may select the applicable Rules of any one of the following Nationwide Arbitration Organizations: **American Arbitration Association** (1-800-778-7879), 355 Madison Ave., Floor 10, New York, New York 10017-4605 (www.adr.org); **National Arbitration Forum** (1-800-474-2371), Box 50191, Minneapolis, Minnesota, 55405-0191 (www.arb-forum.com); or **JAMS** (1-800-48-1660), 1920 Main Street, Suite 300 Irvine, California 92614 (www.jamsadr.com). A copy of the Arbitration Rules may be obtained by visiting the web sites indicated or by contacting the Organization directly. The Rules in effect at the time the request for arbitration is made will govern.

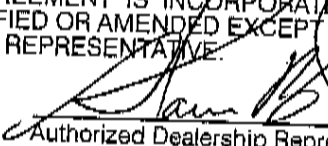
"Consumer claims" shall be arbitrated in accordance with the applicable arbitration rules and fee schedule, if any, provided for in the Arbitration Rules of the Arbitration Organization selected. If the Dealership initiates the arbitration proceedings, it will pay the entire cost of the initial filing fees. If the Customer initiates the arbitration proceedings, the Customer will pay the initial filing fees specified by the Arbitration Rules up to the amount he/she would be required to pay if the claim were filed before a state or federal court of law having proper jurisdiction over the proceeding. The Dealership will, upon Customer's request, pay any portion of the initial filing fees that exceeds this amount. The Dealership will also pay any administrative costs for the arbitration proceedings reasonably incurred by the customer that exceed \$750, regardless of which Party initiates the proceedings.

To initiate an arbitration proceeding, the demanding Party must notify the other Party, in writing, that it wishes to arbitrate a dispute. The demand for arbitration should briefly explain the basis for the dispute, list the names and addresses of the Parties involved, and specify the amount of monetary damages involved and/or any other remedy sought. The arbitrator(s) shall be attorneys or retired judges and shall be selected in accordance with the applicable Arbitration Rules. Both Parties agree that the arbitration proceedings shall take place in the county and state where the Dealership is located and the transaction occurred. They further consent to the jurisdiction of the courts of said county and state for purposes of enforcing this Agreement and the decision of the arbitrator(s). If it is inconvenient for either Party to participate in arbitration proceedings in the county where the Dealership is located, the proceedings shall be held at a mutually convenient location agreed upon by the Parties in a separate written agreement.

The arbitrator(s) shall apply and be bound by governing state and federal law when making the decision and award and shall only award those damages or other relief permitted by applicable law. Either Party may demand, at any time, a written decision from the arbitrators setting forth the findings of fact and/or conclusions of law and further agree that the arbitration proceedings and the decision of the arbitrators' shall be open to the public, even if the Rules selected provide otherwise. **Nothing in this Agreement shall be interpreted as limiting or precluding the arbitrator(s) from awarding monetary damages or any other relief provided for by law. Furthermore, neither party is precluded from filing a complaint with the Office of the Attorney General of this State or from participating in a mediation program administered by the Attorney General or Better Business Bureau, but the Parties agree that by entering into this Agreement, they are waiving their right to a jury trial and their right to bring or participate in any class action or multi-plaintiff action in court or through arbitration.** Once one of the Parties has demanded arbitration, binding arbitration is the exclusive method for resolving any and all claims between them. The decision of the arbitrator(s) shall be final and binding, except for any right of appeal provided by the FAA and the Arbitration Rules that governed the original arbitration proceedings. The cost of appeal shall be borne by the appealing Party.

If any term of this Agreement conflicts with the terms of any other document or agreement between the Parties, the terms of this Agreement shall prevail. If any part of this Agreement shall be deemed or found unenforceable for any reason, the remainder of the Agreement shall remain enforceable. BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT HE OR SHE HAS READ AND AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT. THIS AGREEMENT IS INCORPORATED BY REFERENCE INTO THE RETAIL PURCHASE/RETAIL LEASE AGREEMENT. IT MAY NOT BE MODIFIED OR AMENDED EXCEPT BY A SEPARATE WRITTEN AGREEMENT SIGNED BY CUSTOMER(S) AND AN AUTHORIZED DEALERSHIP REPRESENTATIVE.

☒ choose not to sign 2/11/2008  
Customer Date

  
Authorized Dealership Representative

2/11/2008  
Date

☒ Customer Date 2/11/2008

## **A Fax From:**

Stephen Cannon – Service Manager

**SATURN OF OKLAHOMA CITY**

**By Bob Moore**

500 East I-240 Service Road  
Oklahoma City, Ok. 73149  
Service Department  
Fax returns # 405-775-4681

Date: 12/05/08

ATTENTION: Alicia White

Concerning Claim # [REDACTED]  
[REDACTED]

Recipient Fax no.: 866-281-0326

Total Number of Pages Including Cover Page: 45

Stephen Cannon -- 405-616-4000

---

## SPOT DELIVERY AGREEMENT

Dealership Name: **SATURN OF OKLAHOMA CITY** Date: **2/11/2008**

Customer Name(s): [REDACTED]

Street Address: [REDACTED] OK [REDACTED]

Home Telephone: [REDACTED] Work Telephone: [REDACTED]

Vehicle Description: **2006 SATURN ION 3 SDN** **1G8AL55F06Z** [REDACTED]

Year	Make	Model	Vehicle Identification Number (VIN)
2006	SATURN	ION 3 SDN	1G8AL55F06Z [REDACTED]

Although I have been permitted to take delivery of the above-described vehicle, I understand that financing for the purchase of the vehicle has not been finalized. This is known as a "Spot Delivery". The Dealership and I intend that financing for my purchase of the vehicle will be obtained directly from a third party or that the Retail Installment Contract I signed to complete the transaction will be assigned to a third party. I understand that this Spot Delivery Agreement is for the purpose of allowing me to take delivery of the vehicle, subject to the following terms and conditions, until a final decision regarding my request for financing is made:

1. I must have a valid driver's license to operate the vehicle and provide proof of insurance coverage on the vehicle acceptable to the Dealership, including liability insurance that meets or exceeds the minimum state requirements. I understand that my insurance shall have primary coverage on the vehicle. I may not permit anyone who does not have a valid driver's license and insurance to operate the vehicle.

2. I understand that I am allowed to use the vehicle for up to fifty (50) miles per day for a maximum of fifteen (15) days. I further agree to pay fifteen cents (15¢) per mile for my excess use of the vehicle during this period.

3. I agree to furnish the Dealership any documentation necessary to verify information contained in my credit application. I understand that in the event that financing is not obtained from a third party for my purchase of this vehicle or the Dealership is unable to assign the Retail Installment Contract to a third party with whom the Dealership regularly does business pursuant to terms of assignment acceptable to the Dealership within fifteen (15) days, I may elect to pay the balance due under the Retail Purchase Agreement or rescind the Retail Purchase Agreement. I agree to immediately return the vehicle to the Dealership upon notifying the Dealership of my election to rescind or upon receiving actual notice from the Dealership that I must return the vehicle, whichever occurs first.

4. In the event that I am required to return the vehicle to the Dealership, I will return the vehicle in the same condition it was in when it left the Dealership, normal wear and tear excepted. I understand that I am responsible for paying the cost of repairing any physical damage that occurred to the vehicle arising out of my use, possession and control of the vehicle. If I have offered a trade-in vehicle to the Dealership, the Dealership will not sell it until the purchase transaction is complete. Upon my return of the vehicle to the Dealership, the Dealership will immediately refund any deposits and payments I have made toward the purchase of the vehicle and my trade-in vehicle will be returned to me. I will also pay any amounts I owe to the Dealership pursuant to this Agreement upon my return on the vehicle.

5. If I am in breach of this Agreement or fail to return the vehicle within forty-eight (48) hours after receiving actual notice to return it to the Dealership, I will be required to pay all expenses incurred by the Dealership to have the vehicle returned and the Dealership, or any of its agents or employees, may peacefully retake possession of the vehicle.

6. I will defend, indemnify and hold harmless the Dealership from and against any and all losses, liabilities, damages, injuries, deaths, claims, demands, costs and expenses arising out of my use, possession and control of the vehicle and/or any breach of my responsibilities as set forth in this Agreement.

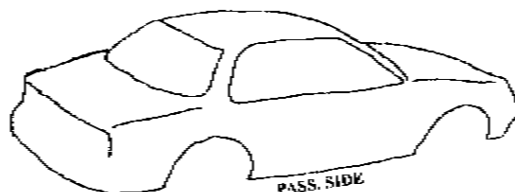
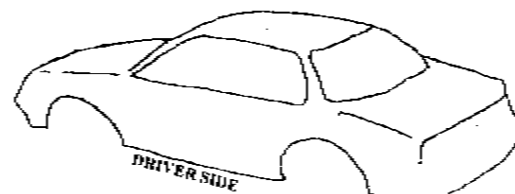
By signing below, I acknowledge that I have read this Spot Delivery Agreement and I fully understand and agree to be bound by the terms and conditions set forth herein. This Spot Delivery Agreement is incorporated by reference into the Retail Purchase Agreement.

008

2/11/2008

Authorized Dealership Representative Date

## DELIVERED VEHICLE CONDITION REPORT



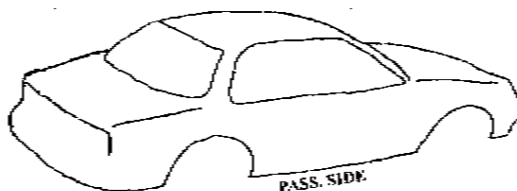
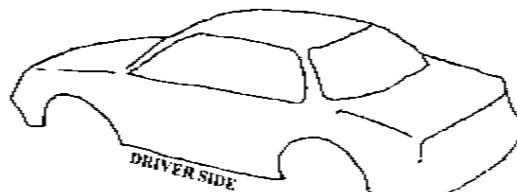
Comments/Notes Regarding Visible Damage and Condition of Components:

## TRADE-IN VEHICLE CONDITION REPORT

Vehicle Description:

Year Make Model

Vehicle Identification Number (VIN)



Comments/Notes Regarding Visible Damage and Condition of Components:

BOB MOORE AUTO GROUP

# WE OWE

ORAL PRESENTATIONS can cause confusion.  
Therefore, NOTHING will be done to this vehicle except  
what is in writing on this form and agreed to and signed  
by the customer and management.

Name [REDACTED] Stk # [REDACTED] New ☐ Used ☒  
Address [REDACTED] Year 2006 Make Saturn  
City Oklahoma City State OK Zip 73135 Model ION  
Phone \_\_\_\_\_ Serial No. 1G8AL55F06Z [REDACTED]  
Salesman Rickey Bradford Del. Date 2 / 11 / 08

QTY.	NAME OF ITEM	PART	LABOR/TTL
1	Clean For Delivery	_____	_____
2	Great Customer Service	_____	_____
3	<i>Upon Approval of mechanic vehicle may be</i>		
	<i>returned for any major issues that cust. doesn't approve of.</i>		

I hereby accept this we-owe with the understanding that it is valid for only (30)  
THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an  
ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the  
above work can be performed.

(FOR APPOINTMENT CALL SERVICE DEPT.)

Customer [REDACTED]

DATE 02/11/2008

APPROVED

*[Signature]*  
MGR.

# BOB MOORE AUTO GROUP, INC.

## CUSTOMER PRIVACY NOTICE

To assure you that the personal information you provide us is kept confidential we have enacted this privacy policy. In connection with your transaction, a Bob Moore Auto Group, Inc. affiliate may obtain information about you as described in this notice, which we handle as stated in this notice.

1. We collect nonpublic information about you from the following sources:
  - Information we received from you on applications, loan documents, sales documents or other forms.
  - Information about your transactions with us, our affiliates or others, and;
  - Information we receive from a consumer-reporting agency.
2. We may disclose all of the information we collect, as described above, to companies that perform marketing services on behalf or to other financial institutions with whom we have joint marketing agreements. We may make such disclosures about you as a consumer, customer, or former customer.
3. We may also disclose nonpublic information about you as a consumer, customer or former customer, to non-affiliated third parties as permitted by law.
4. We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

Bob Moore Auto Group, Inc. affiliates includes: Bob Moore Cadillac, Inc., Bob Moore Infiniti, Inc., Saturn of Edmond, Inc., Saturn of South Oklahoma City, Inc., Bob Moore Cadillac-Nissan of Norman, Inc., Bob Moore Mazda, Bob Moore Dodge, Bob Moore Chrysler-Jeep, Inc., and Bob Moore Pontiac-Buick-GMC, Inc., Bob Moore Autoplex

CUSTOMER ACKNOWLEDGEMENT: I (we) acknowledge that I (we) received a copy of this notice on the date indicated below.

  
Customer's Signature

02/11/2008

Date

  
Customer's Name (printed)

  
Customer's Signature

02/11/2008

Date

  
Customer's Name (printed)

## EQUIFAX CREDIT REPORT

BEACON 5.0 AUTO INDUSTRY OPTION: 769 00030/00014/00005/00012  
 TIME SINCE MOST RECENT ACCOUNT OPENING IS TOO SHORT  
 LENGTH OF TIME ACCOUNTS HAVE BEEN ESTABLISHED  
 TOO MANY ACCOUNTS WITH BALANCES  
 LENGTH OF TIME REVOLVING ACCOUNTS HAVE BEEN ESTABLISHED

SSN ISSUED-87

STATE ISSUED-TN

\*\*\*\*\*  
 COMPLIANCE DATA CENTER, INC.

\*NO MATCH FOUND IN CDC'S OFAC DATABASE.

\* END OF REPORT, COMPLIANCE DATA CENTER, INC.

\*\*\*\*\*

\* 328 CSC CREDIT SERVICES - PO BOX 619054  
 , DALLAS TX 75261-9054, (800)392-7816

██████████ SINCE 08/18/00 FAD 02/11/08  
 ██████████ OKLAHOMA CITY, OK, ██████████ TAPE RPTD 08/06  
 ██████████ KNOXVILLE, TN, ██████████ TAPE RPTD 09/04  
 ██████████ STA, WASHINGTON, DC, ██████████ TAPE RPTD 04/04  
 BDS-07/15/1982, SSS- \*\*\*-\*\*-8215

\*SUM-08/00-01/08, PR/OI-NO, COLL-NO, FB-NO, ACCTS:10, MC\$0-87600, 9-ONES,  
 1-OTHER,

FIRM / IDENT CODE	CS RPTD	LIMIT	HICR	BAL \$	DLA MR (30-60-90+)MAX/DEL
ECOA/ACCOUNT NUMBER	OPND	P/DUE	TERM		24 MONTH HISTORY

USAA SAVEBK*6500N10000 R1	01/08	2000	1315	0	05/07 89
I/	08/00	---	---		
CLOSED OR PAID ACCOUNT/ZERO BALANCE					
ACCOUNT CLOSED BY CREDIT GRANTOR					

USAA SAVEBK*6500N10000 R1	01/08	11000	2000	1249	01/08 28
I/	08/00	---	16		
CREDIT CARD					
AMOUNT IN H/C COLUMN IS CREDIT LIMIT					

WFFNATBANK*164HF08243 R1	01/08	5000	500	530	01/08 01
S/	12/07	---	25		
CHARGE					
AMOUNT IN H/C COLUMN IS CREDIT LIMIT					

KOHL/CHASE*668DC04557 R1	01/08	500	314	0	06/06 27
J/	10/05	---	---		
CREDIT CARD					
AMOUNT IN H/C COLUMN IS CREDIT LIMIT					

BARCLAYSBK*458BB06945 R1	01/08	5300	2129	1140	01/08 30
I/	07/05	---	15		
CREDIT CARD					
AMOUNT IN H/C COLUMN IS CREDIT LIMIT					

CIT BK/DFS*608FF02660 R1	12/04	3000	0	0	
I/	12/04	---	---		
CHARGE					
AMOUNT IN H/C COLUMN IS CREDIT LIMIT					

REVOLVING TOTALS		24800	4943	2919	
		---	56		

USAA MTG *605FM72966 I1	01/08	---	87600	86925	01/08 15
-------------------------	-------	-----	-------	-------	----------

J/702108873 08/06 728  
 FANNIE MAE ACCOUNT  
 REAL ESTATE MORTGAGE

USAA \*682FM13060 I1 01/08 --- 6900 6712 01/08 17  
 J/84134311 08/06 54  
 SECURED

USAA FSB \*905BB02443 I1 08/07 --- 3000 0 08/07 13  
 J/45630449 07/06 98  
 ACCOUNT CLOSED AT CONSUMERS REQUEST  
 CLOSED OR PAID ACCOUNT/ZERO BALANCE

INSTALLMENT TOTALS --- 94500 93637  
 --- 782

-----  
 GRAND TOTALS 24800 99443 96556  
 --- 838  
 -----

USAA SAVEK\*6500N10000 01/08 --- --- 05/07  
 /5491237264 08/00  
 LOST OR STOLEN CARD  
 CREDIT CARD  
 AMOUNT IN H/C COLUMN IS CREDIT LIMIT

\*INQS-FACTL DTA 16 05/2006 CSC 30 05/2006  
 USAA SB 6500N10331 02/11/08 WFFNATBANK 164HZ01047 12/16/07  
 COX COMM 910UZ53212 08/02/06 ECHOSTAR 910UZ52954 08/01/06

END OF REPORT EQUIFAX AND AFFILIATES - 02/11/08

SAFESCANNED

## EQUIFAX CREDIT REPORT

BEACON 5.0 AUTO INDUSTRY OPTION: 729 00014/00030/00002/00012  
 LENGTH OF TIME ACCOUNTS HAVE BEEN ESTABLISHED  
 TIME SINCE MOST RECENT ACCOUNT OPENING IS TOO SHORT  
 LEVEL OF DELINQUENCY ON ACCOUNTS  
 LENGTH OF TIME REVOLVING ACCOUNTS HAVE BEEN ESTABLISHED

SSN ISSUED-90

STATE ISSUED-NJ

\*\*\*\*\*  
 COMPLIANCE DATA CENTER, INC.

\*NO MATCH FOUND IN CDC'S OFAC DATABASE.

\* END OF REPORT, COMPLIANCE DATA CENTER, INC.

\*\*\*\*\*

\* 328 CSC CREDIT SERVICES - PO BOX 619054  
 , DALLAS TX 75261-9054, (800)392-7816

[REDACTED] SINCE 12/30/01 FAD 02/11/08  
 [REDACTED] OKLAHOMA CITY, OK, [REDACTED] TAPE RPTD 08/06  
 [REDACTED] KNOXVILLE, TN, [REDACTED] TAPE RPTD 07/05  
 [REDACTED] HIXSON, TN, [REDACTED] TAPE RPTD 12/01  
 FN-MCKEE CARIGNAN, CHRISTINA, M  
 FN-MCKEE, CHRISTINA, M  
 BDS-06/15/1982, SSS- \*\*\*--2922

\*SUM-09/01-02/08, PR/OI-NO, COLL-NO, FB-NO, ACCTS:14, HC\$51-87600, 14-ONES,  
 HIST DEL- 1-TWO,

FIRM / IDENT CODE	CS RPTD	LIMIT	HICR	BAL \$	DLA MR (30-60-90+) MAX/DEL
ECCA/ACCOUNT NUMBER	OPND	P/DUE	TERM		24 MONTH HISTORY
GEMB/SAM *404FZ01044	R1 01/08	300	51	0	11/02 68
I/	05/02	---	---		
CHARGE					
AMOUNT IN H/C COLUMN IS CREDIT LIMIT					
GEMB/OLD *404FF03662	R1 01/08	1050	347	0	08/06 45
I/	03/04	---	---		
CHARGE					
AMOUNT IN H/C COLUMN IS CREDIT LIMIT					
BARCLAYSBK*458BB06945	R1 01/08	5300	2129	1140	01/08 30
A/	07/05	---	15		
CREDIT CARD					
AMOUNT IN H/C COLUMN IS CREDIT LIMIT					
KOHL/CHASE*668DC04557	R1 01/08	500	314	0	06/06 27
J/	10/05	---	---		
CREDIT CARD					
AMOUNT IN H/C COLUMN IS CREDIT LIMIT					
GEMB/LOWE *404BB08029	R1 01/08	2500	1726	0	09/07 17
I/	08/06	---	---		
CHARGE					
AMOUNT IN H/C COLUMN IS CREDIT LIMIT					
WFFNATBANK*164HF08243	R1 01/08	5000	500	530	01/08 01
S/	12/07	---	25		
CHARGE					
AMOUNT IN H/C COLUMN IS CREDIT LIMIT					
GEMB/BELK *404FF19168	R1 01/08	1000	186	0	02/05 44 (01-00-00)
I/	05/04	---	---		



CHARGE  
AMOUNT IN H/C COLUMN IS CREDIT LIMIT

WFFNB/VB \*667CG30022 R1 12/07 750 141 0 12/07 24  
I/ 11/05 --- ---

CHARGE

HSBC/MITSU\*458ON13114 R1 01/07 3000 1391 0 12/06 05  
I/ 08/06 --- ---

CHARGE

AMOUNT IN H/C COLUMN IS CREDIT LIMIT

REVOLVING TOTALS 14100 4656 530  
--- 25

-----  
TSLP \*684FZ11564 I1 02/08 --- 2625 613 02/08 75  
I/13886292201 09/01 50  
STUDENT LOAN

USAA MTG \*605FM72966 I1 01/08 --- 87600 86925 01/08 15  
J/702108873 08/06 728  
FANNIE MAE ACCOUNT  
REAL ESTATE MORTGAGE

NATL COLEG\*497BB20184 I1 01/08 --- 5000 4554 01/08 62  
M/5657531714PA00001 09/01 50  
STUDENT LOAN

USAA \*682FM13060 I1 01/08 --- 6900 6712 01/08 17  
J/84134311 08/06 54  
SECURED

USAA FSB \*905BB02443 I1 08/07 --- 3000 0 08/07 13  
J/45630449 07/06 98  
ACCOUNT CLOSED AT CONSUMERS REQUEST  
CLOSED OR PAID ACCOUNT/ZERO BALANCE

INSTALLMENT TOTALS --- 102125 98804  
--- 882

-----  
GRAND TOTALS 14100 106781 99334  
--- 907  
-----

\*INQS-FACTL DTA 16 05/2006 CSC 30 05/2006  
USAA SB 650ON10331 02/11/08 WFFNATBANK 164H201047 12/16/07  
MATHISBROS 625FF09569 08/03/06 GEMB/LOWE 404FF09115 08/01/06

END OF REPORT EQUIFAX AND AFFILIATES - 02/11/08

SAFESCANNED

## TRANSUNION CREDIT REPORT

<FOR> <SUB NAME> <MKT SUB> <INFILE> <DATE> <TIME>  
 (A)0213077 BOB MOORE CADOLDSNISS 06 CH 10/00 02/11/08 17:57:56  
 <SUBJECT> [REDACTED] <SSN> [REDACTED] <BIRTH DATE> [REDACTED]  
 <ALSO KNOWN AS> [REDACTED] <TELEPHONE> [REDACTED]

## &lt;CURRENT ADDRESS&gt;

OKLAHOMA CITY, OK [REDACTED]

## &lt;FORMER ADDRESS&gt;

KNOXVILLE, TN [REDACTED]

WASHINGTON, DC [REDACTED]

&lt;DATE RPTD&gt;

08/06

07/04

## MODEL PROFILE

\*\*\*FICO RISK SCORE, CLASSIC AUTO 04 : SCORE +750 FACTORS 014/030/003/012:

## CREDIT SUMMARY

PR=0 COL=0 NEG=0 HSTNEG=0 TRD=10 RVL=7 INSD=2 MTG=1 OPN=0 INQ=3

	HIGH CRED	CRED LIM	BALANCE	MONTHLY PAY	AVAILABLE
REVOLVING:	\$4943	\$24.8K	\$2919	\$0	\$56
INSTALLMENT:	\$6900	\$0	\$6712	\$0	\$54
MORTGAGE:	\$87.6K	\$0	\$86.9K	\$0	\$728
CLOSED W/BAL:	\$0	\$0	\$0	\$0	\$0
TOTALS:	\$99.4K	\$24.8K	\$96.5K	\$0	\$838

## TRADES

SUBNAME	SUBCODE	OPENED	HIGHCRED	TERMS	MAXDELO	PAYPAT	1-12	MOP
ACCOUNT#		VERIFIED	CREDLIM	PASTDUE	AMT-MOP	PAYPAT	13-24	
ECOA	COLLATRL/LOANTYPE	CLSD/PD	BALANCE	REMARKS		MO	30/60/90	
USAA FSB	B 3112039	08/06	\$6900	240M54		111111111111		101
C	SECURED	01/08A	\$6712	\$0		11111		
						17	00/00/00	
BOBMILLS	H 21GJ456	12/07	\$500	MIN25		1		R01
P	CHARGE ACCOUNT	01/08A	\$5000	\$0				
			\$530			01	00/00/00	
KOMLS/CHASE	D 12EN001	10/05	\$314			111111111111		R01
C	CREDIT CARD	01/08A	\$500	\$0		111111111111		
		06/06P	\$0			28	00/00/00	
USAA FSB	B 3112012	08/00	\$1315			111111		R01
I	CREDIT CARD	01/08A	\$2000	\$0				
		07/07C	\$0	CANCELED BY CREDIT GRANTOR	06	00/00/00		
USAA FSB	B 3112012	08/00	\$1315			111111111111		R01
I	CREDIT CARD	01/08A	\$5000	\$0		111111111111		
		08/07C	\$0	CREDIT LOST OR STOLEN	29	00/00/00		
USAA FSB	B 3112012	08/00	\$2000	MIN16		111111111111		R01
I	CREDIT CARD	01/08A	\$11K	\$0		111111111111		
			\$1249			48	00/00/00	
BRCLYSBANKDE	B 1ZZB001	07/05	\$2129	MIN15		111111111111		R01
I	CREDIT CARD	01/08A	\$5300	\$0		111111111111		
			\$1140			30	00/00/00	
USAA FSB	B 21CB001	08/06	\$87.6K	360M728		111111111111		M01
C	CONVENTIONAL REAL ES	12/07A	\$86.9K	\$0		1		
						14	00/00/00	
USAA FSB	B 100A001	07/06	\$3000	36M98		111111111111		I01
		08/07A	\$0	\$0		1		

C UNSECURED 08/07C \$0 ACCT CLSD BY CONSUMER 13 00/00/00  
CIT BANK/DFS F 222E001 12/04 \$0  
12/04A \$3000 \$0 R01  
I CHARGE ACCOUNT \$0

## INQUIRIES

DATE	SUBCODE	SUBNAME	TYPE	AMOUNT
02/11/08	A 0213077	BOB MOORE CA		
11/21/06	B 6199780	BK OF AMER		
05/07/06	Z 0001124	CSC CRDT SVC		

END OF CREDIT REPORT - SERVICED BY :  
TRANSUNION, 2 BALDWIN PLACE, P.O.BOX 1000, CHESTER, PA.19022 800-888-4213

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TRANSUNION CREDIT REPORT  
 <FOR> <SUB NAME> <MKT SUB> <INFILE> <DATE> <TIME>  
 (A) 0213077 BOB MOORE CADOLDSNISS 06 CH 07/01 02/11/08 17:57:56

<SUBJECT>

<ALSO KNOWN AS>

<SSN>

\*\*\*--\*-2922

<BIRTH DATE>

<TELEPHONE>

<CURRENT ADDRESS>

OKLAHOMA CITY, OK

<DATE RPTD>

07/06

<FORMER ADDRESS>

APT. KNOXVILLE, TN

HIKSON, TN

07/04

/

# MODEL PROFILE

\*\*\*FICO RISK SCORE, CLASSIC AUTO 04 : SCORE +725 FACTORS 014/030/018/012:

## CREDIT SUMMARY

PR=0	COL=0	NEG=0	HSTNEG=2-2	TRD=15	RVL=10	INST=4	MTG=1	OPN=0	INQ=3
REVOLVING:	\$6785	\$19.4K	\$1670	\$0	\$40	91%			
INSTALLMENT:	\$14.5K	\$0	\$11.8K	\$0	\$154	0%			
MORTGAGE:	\$87.6K	\$0	\$86.9K	\$0	\$728	0%			
CLOSED W/BAL:	\$0	\$0	\$0	\$0	\$0	0%			
TOTALS:	\$108.9K	\$19.4K	\$100.4K	\$0	\$922	0%			

## \*\*\* TOTAL FILE HISTORY

## TRADES

SUBNAME	SUBCODE	OPENED	HIGHCRED	TERMS	MAXDELQ	PAYPAT	1-12	MOP
ACCOUNT#		VERIFIED	CREDLIM	PASTDUE	AMT-MOP	PAYPAT	13-24	
EQOA	COLLATRL/LOANTYPE	CLSD/PD	BALANCE	REMARKS		MO	30/60/90	
STD LN PEOP	V 758N001	09/01	\$2625	120M50		111111111111		I01
I	STUDENT LOAN	02/08A	\$613	\$0		X1111X111X11		
						48	00/00/00	
USAA FSB	B 3112039	08/06	\$6900	240M54		111111111111		I01
C	SECURED	01/08A	\$6712	\$0		111111		
						17	00/00/00	
AES/NCT	E 494T588	09/01	\$5000	161M50		111111111111		I01
M	STUDENT LOAN	01/08A	\$4554	\$0		111111111111		
						48	00/00/00	
BOBMILLS	M 21GJ456	12/07	\$500	MIN25		1		R01
P	CHARGE ACCOUNT	01/08A	\$5000	\$0				
			\$530			01	00/00/00	
GEMB/BELK	D 235062A	05/04	\$186			111111111111		R01
I	CHARGE ACCOUNT	01/08A	\$1000	\$0		111111111111		
		02/05P	\$0			44	01/00/00	
GEMB/LOWES	Q 235041J	08/06	\$1726			111111111111		R01
I	CHARGE ACCOUNT	01/08A	\$2500	\$0		111111		
		09/07P	\$0			17	00/00/00	
KOHL'S/CHASE	D 12EN001	10/05	\$314			111111111111		R01
C	CREDIT CARD	01/08A	\$500	\$0		111111111111		
		06/06P	\$0			28	00/00/00	
GEMB/SAMS	Q 235046S	05/02	\$51			111111111111		R01
I	CHARGE ACCOUNT	01/08A	\$300	\$0		111111111111		
		11/02P	\$0			48	00/00/00	

GEMB/OLDNAVY	C 235058G	03/04	\$347		111111111111	R01
I	CHARGE ACCOUNT	01/08A	\$1050	\$0	111111111111	
		08/06P	\$0		45	00/00/00
BRCLYSBANKDE	B 1ZZB001	07/05	\$2129	MIN15	111111111111	R01
A	CREDIT CARD	01/08A	\$5300	\$0	111111111111	
			\$1140		30	00/00/00
USAA FSB	B 21CB001	08/06	\$87.6K	360M728	111111111111	M01
C	CONVENTIONAL REAL ES	12/07A		\$0	1	
			\$86.9K		14	00/00/00
WFNNE/VCTRIA	C 16US001	11/05	\$141		111111111111	R01
I	CHARGE ACCOUNT	12/07A	\$750	\$0	111111111111	
		12/07P	\$0		25	00/00/00
USAA FSB	B 100A001	07/06	\$3000	36M98	111111111111	I01
C	UNSECURED	08/07A		\$0	1	
		08/07C	\$0	ACCT CLSD BY CONSUMER	13	00/00/00
HSBC/MITSU	B 235198L	08/06	\$1391		11111	R01
I	CHARGE ACCOUNT	01/07A	\$3000	\$0		
		12/06P	\$0		05	00/00/00
HSBC/PROFT	B 109V394	05/04	\$196		111111111112	R01
I	CHARGE ACCOUNT	01/06A	\$1000	\$0	11111111	
		01/06C	\$0	PURCHASED BY ANOTHER LEND	20	01/00/00

## I N Q U I R I E S

DATE	SUBCODE	SUBNAME	TYPE	AMOUNT
02/11/08	A 0213077	BOB MOORE CA		
08/03/06	B 1413891	HSBC/RS		
05/07/06	Z 0001124	CSC CRDT SVC		

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☐ A/C    ☐ Cruise    ☐ Man. Trans.    ☐ Sunroof    ☐ Stereo    ☐ Pwr. Windows  
☐ Pwr. Seats    ☐ 4WD    ☐ T-Top    ☐ Alum./Wire Wheel    ☐ Leather Seats    ☐ Pwr. Door Locks

### VEHICLE BOOKOUT OPTIONS

## TRADE MONTHLY PYMT

Check Payee: DEALERS AUTO AUCTION OF OKC IN

Check Number: [REDACTED]

Customer Number: DAA

Check Description: PURCHASE 06 SATURN ION 3/6Z104606/49882 MILES/SILVER

DATE		ACCOUNT		CONTROL	AMOUNT
1/11/08		20200			8195.00-
		31002		104606K	8195.00
CHECK DATE		1/11/08		TOTALS	8195.00

HAND CHECK

Saturn of Oklahoma City

DETACH HERE FOR YOUR RECORDS



67033

SATURN OF OKLAHOMA CITY, INC.  
by BOB MOORE

500 South East I-240 Service Road  
Oklahoma City, Oklahoma 73149  
(405) 616-4000

SOUTHWEST NATIONAL BANK  
WEATHERFORD, OK 73096

Customer # DAA  
86-429/1031

DATE  
1/11/08

CHECK AMOUNT  
\*\*8,195.00\*\*

THE SUM OF \*\*\*\*\*8,195\*\* DOLLARS AND \*\*00\*\* CENTS  
\*\*\*\*\*EIGHT\*THOUSAND\*ONE\*HUNDRED\*NINETY\*FIVE\*DOLLARS\*AND\*00/CENTS\*\*\*\*

PAY  
TO THE  
ORDER  
OF

DEALERS AUTO AUCTION OF OKC IN  
PO BOX 75757  
OKC, OK. 73147

SATURN OF OKLAHOMA CITY, INC.  
Void After 90 Days

NON-NEGOTIABLE

## Vehicle Purchase Order

Bob Moore Location: SATURN Date: 1-10-08Year: 2006 Make: SATURN Model: ION 3 Last Eight: X

ACV Amount: \_\_\_\_\_ Payoff: \_\_\_\_\_ Good Thru: \_\_\_\_\_

Loan Acct#: \_\_\_\_\_ Bank Phone#: \_\_\_\_\_ Verified With: \_\_\_\_\_

Pay to the order of: DEALERS AUTO AUCTIONSeller's Name: DEALERS A/A Address: \_\_\_\_\_City: OKLA CITY State: OK Zip: \_\_\_\_\_ Phone#: \_\_\_\_\_Mileage: 49,882 Stock#: \_\_\_\_\_ Color: SILVERPurchase Price: \$ 8000 + 195 = 8195Additional Comments: X 1G8AL55F06Z \_\_\_\_\_\*\* PLEASE PAY Dealers A/A

Seller agrees as a part of this transaction to pay to dealership any amount owed on vehicle to any third party, if different from amount shown as payoff. I further certify that the vehicle identified is titled in my name, and is free and clear of all other liens and encumbrances other than what is shown above. I understand that if the title is not in my name, that it is my obligation to provide dealer with a clear title in the dealers name within five days after demand upon me by the dealer. I further warrant that the title to said vehicle is not an insurance, rebuilt, salvage, theft, recovery or reconditioned title.

Seller's Signature \_\_\_\_\_

Manager's Signature Ron Brittain



Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

905C  
20080110

I, FIRST FIDELITY BANK

(TRANSFEROR'S NAME - PRINT)

STATE THAT THE ODOMETER (OF THE VEHICLE DESCRIBED BELOW) NOW READS 49,882 (No Tenth) 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	MAKE	MODEL
2006	SATURN	ION 3
VEHICLE I.D. NO.		COLOR
168AL55F06Z		GRY/GRY

TRANSFEROR'S PRINTED NAME (SELLER)		
FIRST FIDELITY BANK		
TRANSFEROR'S STREET ADDRESS		
5800 N W 39TH EXP		
CITY	STATE	ZIP CODE
OKLAHOMA CIT	OK	73122
DATE OF STATEMENT		
2008/01/10		
TRANSFEROR'S SIGNATURE (SELLER)		
X		
PRINTED NAME OF PERSON SIGNING		
X		

Saturn of OKC

Ronald Brittain

RECEIPT OF COPY ACKNOWLEDGED	
TRANSFEREE'S SIGNATURE - BUYER	DATE
PRINTED NAME OF PERSON SIGNING	DATE

#### DECLARATION OF DAMAGE OR THEFT

The owner/legal agent of owner of the vehicle described on the reverse side of this application shall answer the following questions and proceed accordingly.

(1) ☐ Yes ☐ No Has the vehicle been damaged by collision or other occurrence?

(2) ☐ Yes ☐ No Has the vehicle been recovered from a theft?

If the answer to either of the above questions is yes, the owner/legal agent declares, to the best of his/her knowledge:

(3) The cost of repairing the vehicle to a roadworthy condition amounted to \_\_\_\_\_ % (percent) of its fair market value at the time of loss.

#### FLOOD DAMAGE DISCLOSURE

If the vehicle has been subject to flood or water damage, the owner/legal agent is to also review and answer the following:

47 O.S. § 1105 defines "Flood-damaged vehicle" as follows:

Flood-damaged vehicle means a salvage or rebuilt vehicle which was damaged by flooding, or a vehicle which was submerged at a level to or above the dashboard of the vehicle and on which an amount of loss was paid by the insurer.

(4) Did the flood/water damage to your vehicle meet the above criteria?

☐ Yes ☐ No

Owner or legal agent of owner

Date

#### VEHICLE INSPECTION

Vehicle identification number: 168AL55F06Z

Odometer Reading: 49882

I, the undersigned, hereby certify that I have physically inspected the vehicle identification number and odometer reading of the described vehicle.

A. Crayford

1-11-07

Inspector

Date

Title or position

OKC

OK

1430

City

State

Motor License Agent Number (if applicable)

# RETAIL INSTALLMENT SALES CONTRACT - SIMPLE INTEREST

<b>BUYER(S) NAME &amp; ADDRESS (Last Name First)</b> [Redacted] OKC, OK		<b>SELLER/SECURED PARTY</b> SATURN OF OKLAHOMA CITY 500 EAST 1-245 SERVICE ROAD OKC, OK 73149	
<b>NUMBER</b> [Redacted]		<b>DATE OF SALE</b> 2/11/2008	

**SECURITY AGREEMENT**

The undersigned grants to Seller a security interest in collateral described herein to secure the payment of indebtedness evidenced by RETAIL INSTALLMENT SALES CONTRACT. The collateral is executed herewith, and except for collateral which is the consumer's principal dwelling or which is household goods as defined in 16 CFR Sec. 201.2, to secure (1) all future advances by Seller to Buyer, (2) all other liabilities of Buyer to Seller, (primary, secondary, direct or indirect, absolute or contingent, sole, joint, or several) due or to become due or which may be incurred by or acquired by Buyer, and (3) the performance of all agreements, covenants, and warranties of Buyer to Seller. Collateral consists of (1) all property specifically described herein, (2) all personal property included in, or attached to, such described property, including additions, accessories, and accessories, and (3) proceeds, including insurance proceeds payable by reason of damage to or loss of collateral, and (4) proceeds from credit life and disability insurance coverage, if obtained, and any rebates or refunds from such insurance coverage and from any extended service contract purchased by the undersigned pursuant to this Contract.

**DISCLOSURES**

<b>1. ANNUAL PERCENTAGE RATE</b> The cost of the credit as a yearly rate. <b>4.65 %</b>	<b>2. FINANCE CHARGE</b> The dollar amount the credit will cost. <b>\$ 1,398.88</b>	<b>3. AMOUNT FINANCED</b> The amount of credit provided to Buyer or on his behalf as itemized below. <b>\$ 11,286.88</b>	<b>4. TOTAL OF PAYMENTS</b> The amount Buyer will have paid after Buyer has made all payments as scheduled. <b>\$ 12,684.88</b>	<b>5. TOTAL SALES PRICE</b> The total cost of the purchase on credit, including Buyer's down payment of <b>\$ 12,684.88</b>
---	---	--	---	---

**PAYMENT SCHEDULE WILL BE:**

<b>NO. OF REGULAR PAYMENTS</b> <b>60</b>	<b>AMOUNT OF PAYMENTS</b> Regular \$ <b>218.88</b> Plus a Final Payment \$ <b>N/A</b>
<b>FREQUENCY OF PAYMENTS</b> <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Bi-weekly <input type="checkbox"/> Quarterly	<b>DUE DATE OF PAYMENTS</b> First Payment <b>3/27/2008</b> Final Payment <b>2/27/2013</b>

Prepayment: If Buyer pays off early, Buyer will not have to pay a penalty.  
 Late Charge: If a payment is late, Buyer will be charged a fee of \$ **25.50** 5% of the unpaid amount of the payment, whichever is greater.  
 See Retail Installment Sales Contract, Security Agreement and related contract documents for additional information about nonpayment, default, any required repayment in full before the scheduled date, and prepayment refunds and penalties.

**SECURITY/COLLATERAL**

Boxes checked apply to this transaction:  
☒ The signers of the Security Agreement are giving a security interest in the following property:

**USED VIN: 2866 SATURN ION 3 SDN 1G8AL55F86Z**

☐ Collateral securing other sales by Seller to Buyer also secures this Contract.  
☐ Assumption Policy: Someone buying Buyer's house:  
☐ may, subject to certain conditions, be allowed to assume the remainder of the mortgage on the original terms.  
☐ cannot assume the remainder of the mortgage.

Fees paid in Cash by Buyer: Filing Fees \$ **N/A** Non-Filing Insurance \$ **N/A**

**ITEMIZATION OF AMOUNT FINANCED**

\$ <b>10,998.88</b>	1 CASH PRICE (Including Accessories, Sales Tax, Service and Service Protection provided by Seller)
\$ <b>N/A</b>	2 Cash Down Payment
\$ <b>N/A</b>	3 Manufacturer's Rebates
\$ <b>N/A</b>	4 Trade-In (describe)
\$ <b>N/A</b>	5 Payoff Balance on Trade-In (if any, Paid to)
\$ <b>N/A</b>	6 Net Allowance on Trade-In (Subtract line 5 from line 4)
\$ <b>N/A</b>	7 Total Cash Down and Net Trade (Add lines 2, 3 and 6. If amount is negative enter some positive amount on line 7)
\$ <b>N/A</b>	8 Total Down Payment (Enter amount from line 7 (if positive amount), or enter "0" (if line 7 is negative))
\$ <b>10,998.88</b>	9 Unpaid Balance of Cash Price (Subtract line 8 from line 1)
Amounts Paid to Others on Buyer's Behalf (Seller may retain a portion of amounts designated with an asterisk "**")	
\$ <b>N/A</b>	*10 Credit Life Insurance Premium to
\$ <b>N/A</b>	*11 Disability Insurance Premium to
\$ <b>N/A</b>	*12 Other Insurance Premium to
\$ <b>18.88</b>	13 Filing and Releasing Fees to Public Officials
\$ <b>N/A</b>	14 License, Title and Registration to
\$ <b>N/A</b>	*15 Service Contract to
\$ <b>198.88</b>	16 Processing Fee
\$ <b>N/A</b>	*17 Tn
\$ <b>N/A</b>	*18 Tn
\$ <b>288.88</b>	19 Total Amount Paid to Others on Behalf of Buyer (Add lines 10 through 18)
\$ <b>N/A</b>	20 Less Prepaid Finance Charge
\$ <b>11,286.88</b>	21 AMOUNT FINANCED (Add lines 9 and 19, less Prepaid Finance Charge entered on line 20)

If this Contract arises from a consumer credit sale of a used vehicle (as defined in Part 455 of Title 16 of the Code of Federal Regulations) then the information you see on the window form for this vehicle is part of this Contract. Information on the window form overrides any contrary provisions in the Contract of sale.

**DISCLAIMER OF WARRANTIES**

Seller's oral statements about the property described herein do not constitute warranties and shall not be relied upon by Buyer. To the extent permitted by law, Seller disclaims all express and implied warranties (including, without limitation, the implied warranties of MERCHANTABILITY and fitness for a particular purpose) with respect to the goods sold; provided, however, if a written warranty is provided to Buyer with this sale or Seller and Buyer enter into a service contract for the property within 90 days after this Contract, the implied warranties of MERCHANTABILITY and fitness for a particular purpose are not disclaimed but shall be limited in duration to the duration of the written warranty.

**CREDITOR/ASSIGNEE**

**HARRIS NA  
PO BOX 680310  
SACRAMENTO, CA 95866**

**INSURANCE STATEMENT**

**CREDIT LIFE, ACCIDENT AND HEALTH INSURANCE**  
 are not required to obtain this extension of credit and such insurance is not a factor in the approval by Seller of the extension of credit. Such insurance for unpaid interest and principal for the term of the debt will only be provided if available and if Buyer and/or Co-Buyer request Seller to obtain the insurance by indicating the type of insurance desired and signing below.

☐ Life Insurance for ☐ Buyer ☐ Co-Buyer  
 Cost: \$ **N/A**

☐ Accident and Health Insurance for ☐ Buyer ☐ Co-Buyer  
 Cost: \$ **N/A**

Buyer ☒ desires insurance checked above  
☐ does not desire the insurance  
 Date **2/11/08**

Co-Buyer ☐ desires insurance checked above  
 Date **2/11/08**

**VENDOR'S SINGLE INTEREST AND/OR OTHER PROPERTY INSURANCE** may be obtained by Buyer and/or Co-Buyer through any person acceptable to Seller. If such insurance is obtained through Seller, the cost for the term of the debt is:

☐ Property Insurance \$ **N/A**  
☐ Vendor's Single Interest Insurance \$ **N/A**  
 (The issuer issuing this policy waives its rights to subrogation against Buyer.)

**RETAIL INSTALLMENT SALES**

The undersigned (Buyer(s)) and all other parties liable hereunder, herein sometimes referred to collectively as Buyer, hereby purchase from Seller the property described herein and agree to pay Seller (a) the Amount Financed as shown herein, (b) interest at the specified Annual Percentage Rate on the balance of the Amount Financed at any time remaining unpaid, and (c) any other amount and unpaid part of the Finance Charge. All payments received by Seller are to be applied first to accrued and unpaid Finance Charge to date of payment and then toward payment of the unpaid balance of Amount Financed.

**ALL PARTIES DEEMED PRINCIPALS:** All parties liable for payment hereunder shall each be regarded as a principal and each party agrees that any party with approval of holder and without notice to any other party may from time to time release this Contract or consent to one or more extensions or deferrals of any payment due for any term or terms, and all parties shall be liable in severally as on original contract. All parties liable for payment hereunder consent to partial payments, any substitutions or release of collateral and to addition or release of any party or guarantor.

**PREPAYMENT:** Buyer shall have the right to prepay the Amount Financed without penalty in full or in part at any time, provided, however, that prior to or contemporaneously with any such prepayment, Buyer shall have paid to Seller the Finance Charge accrued to date of such prepayment. Upon prepayment in full, the Buyer will be granted a rebate of any unearned portion of the Finance Charge. Partial prepayments shall be applied first to accrued and unpaid Finance Charge and then, at option of Seller, to principal payments in inverse order of maturity.

**DELINQUENCY CHARGE:** If any payment required by this Contract is not paid in full within 10 days of the due date, the holder may assess a delinquency charge in an amount which is the greater of (i) 5% of the unpaid amount of the payment or (ii) up to the amount set for delinquency charges by the Administrator of the Oklahoma Department of Consumer Credit at the time the payment becomes delinquent. Buyer agrees the amount set by rule of the Administrator may increase to an amount greater than that disclosed in this Contract.

**COLLECTION COSTS:** The Seller may charge and collect from the Buyer the maximum fee permitted by law for each return by a bank or other depository institution of a dishonored check, negotiable order of withdrawal or share draft issued to Seller in connection with this sale. This fee shall be in addition to all other finance charges, fees and additional charges which the Seller may charge and collect from the Buyer and shall not be subject to refund or rebate. Buyer agrees to pay the costs of enforcing the security interest, and to pay attorney fees, not to exceed 15% of the unpaid debt after default, if allowed by law at the time this Contract is signed.

**BUYER(S) SIGNATURES**

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.

I/We agree in terms of this Retail Installment Sales Contract, the Security Agreement, Disclosure Statement, Sales Contract, Schedule, including Additional Provisions printed on reverse side hereof, I/We have received a completed copy of this form as of Date of Sale indicated above, if applicable, the window form is attached and is complete and correct.

X \_\_\_\_\_  
 X \_\_\_\_\_  
 X \_\_\_\_\_

# AGREEMENT TO PROVIDE INSURANCE

To provide protection against serious financial loss should an accident or damage occur. I understand that my installment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision, and that failure to provide such insurance gives the Lienholder the right to declare the entire unpaid balance immediately due and payable. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contain a loss payable endorsement in favor of:

~~PHORGAN CHASE BANK, N.A.~~ HACK'S NA  
~~PO BOX 501090~~ PO BOX 660310  
~~FT WORTH, TX 76101~~ SACRAMENTO, CA 95866

## PURCHASER:

NAME	FIRST	MIDDLE	LAST
ADDRESS	NUMBER	STREET	CITY STATE ZIP CODE
TEL NO.			

## VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	SERIAL NUMBER
2006	SATURN	4DR SEDAN	ION 3 SDN	1G8AL55F06Z

## INSURANCE AGENT:

## INSURANCE COMPANY:

NAME	USAA	NAME	USAA
NUMBER AND STREET		POLICY NUMBER	
CITY, STATE ZIP CODE	San Antonio, TX	EFFECTIVE DATE	FROM: 12-23-07 TO: 6-23-08
TELEPHONE NUMBER	531-8111	COVERAGE	<input checked="" type="checkbox"/> FIRE THEFT <input checked="" type="checkbox"/> COMPREHENSIVE <input checked="" type="checkbox"/> COLLISION <input checked="" type="checkbox"/> N/A

I AUTHORIZE THE LIENHOLDER TO VERIFY AND MY INSURANCE AGENT TO DISCLOSE THIS INSURANCE INFORMATION.

PURCHASER SIGNS

DEALER CONF

2/11/2008

DATE

( ) AGENCY	( ) INSURANCE COMPANY	NAME OF PERSON	LIENHOLDER LOSS PAYEE	( ) YES ( ) NO
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CONFIRMED BY SHANNON BLACK 2/11/2008

DEALER/SALESPERSON SIGNS

DEALER

SATURN OF OKLAHOMA CITY

WHITE - ORIGINAL

YELLOW - PURCHASER

PINK - AGENT

104606K

STOCK NO.

CUSTOMER'S NAME

## ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, SATURN OF OKLAHOMA CITY (transferor's name, Print)

state that the odometer now reads 49902 (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.

MAKE <b>SATURN</b>	MODEL <b>ION 3 SDN</b>	BODY TYPE <b>4DR SEDAN</b>
VEHICLE IDENTIFICATION NUMBER <b>1G8AL55P06Z</b>		YEAR <b>2006</b>

X [Signature]  
TRANSFEROR'S SIGNATURE

**SATURN OF OKLAHOMA CITY**  
PRINTED NAME

**500 EAST I-240 SERVICE ROAD**  
TRANSFEROR'S ADDRESS (STREET)

**OKC**  
CITY

**OK**  
STATE

**73149**  
ZIP CODE

**2/11/2008**  
DATE OF STATEMENT

PRINTED NAME

TRANSFEEE'S NAME

TRANSFEEE'S ADDRESS (STREET)

**OKC**  
CITY

**OK**  
STATE

ZIP CODE

## SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

OKC, OK

## COMPLETE THIS SECTION ON DELIVERY

A. Signature  
X [Signature] ☐ Agent

B. Received by (Printed Name) [Signature] ☐ Addressee

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes  
If YES, enter delivery address below: ☐ No

## 3. Service Type

- ☐ Certified Mail ☐ Express Mail
- ☐ Registered ☐ Return Receipt for Merchandise
- ☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes

2. Article Number  
(Transfer from service label)

**7006 2760 0003 6572 4919**

PS Form 3811, February 2004

Domestic Return Receipt

102606-02-M-1540

728-R-1-2007

# STATE OF OKLAHOMA - OKLAHOMA TAX COMMISSION

LIEN RECEIPT

Motor Vehicle Division Tax/Fee Receipt No. [REDACTED]

VIN: 1G8AL55F06Z [REDACTED]

VEHYR: 2006  
MAKE : STRN  
MODEL: S13  
BODY : 4D

LIEN DATE: 02/14/2008

LIEN TIME: 01:30

ASNT #: 1430

DATE: 02/14/2008

REF#: [REDACTED]

LIEN  
DEBTOR: [REDACTED]

LIEN FEE: 10.00

HARRIS NA

[REDACTED]  
SACRAMENTO

CA [REDACTED]

TOTAL: \$10.00

COPY 3

**Privileged and Confidential Information****CASE ASSESSMENT**

By: Alicia White State: Oklahoma

Customer Name: [REDACTED]

Service Request: 71-  
680121893

BBB Case No.: SAT0853782

Vehicle ID No.:  
1G8AL55F06Z [REDACTED]In Service  
Date:  
7/19/2005

Vehicle is: Used

BAC Code:  
164339

Year, Make &amp; Model: 2006 Saturn ION 3

Mileage at Time of BBB Filing (55,000)

Lien holder: GMAC ☐ Other ☐: {Name}Vehicle Purchased Used on: January / February  
2008 at odometer 49,000Sale Type: Purchase ☐ Lease ☐ Other ☐:  
{Type}

DVM Name: Daniel Rohring

Phone/Cell Number: 405-615-1229

Svc Mgr Name: Steven Cannon

CAM Name: Larry Shields

Phone Number: 972-443-2901

**VEHICLE REPAIR HISTORY**

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

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

**HAS TAC BEEN CONTACTED FOR SERVICE HISTORY N. IF YES PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS**


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**IF TAC HAS NOT BEEN CONTACTED WHY NOT Dealer was able to determine diagnosis.**


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☐ Power Steering failed

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
19/11/08	273452	7	56,304	Customer states – While driving, power steering shut off and service power steering came on drive info center. Dealer states – Power steering lamp verified. Necessary to replace power steering column which includes electric power steering motor.

☐ Ignition Switch failed

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
19/11/08	273452	*	56,304	Customer states – At times vehicle will not start. After waiting for a bit will eventually start. Dealer states – Includes 12 month / 12,000 mile warranty. Replaced ignition switch and reprogrammed. <b>Cust pay \$1138.37.</b>

☐ Weatherstrip loose (NOT ON CCF)

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
15/03/08	267665	1	50,601	Customer states – Weatherstrip at bottom of left front door is loose. Dealer states – Necessary to replace weatherstrip. No work done. Repair(s) recommended.

☐ Headliner loose (NOT ON CCF)

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
15/03/08	267665	*	50,601	Customer states – Headliner is coming loose at left rear corner. Dealer states – Necessary to replace headliner. No work done. Repair(s) recommended.

☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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Has the vehicle ever been involved in an accident N

Did you confirm your answer with the customer Y

What type of damage was sustained (example front end collision)

---

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

Has the customer filed any insurances claims on this Vehicle Y

If Yes obtain the following information below

Insurance Company USAA

Insurance Rep (First and Last Name) Unsure

Phone # 1-800-531-8722

Claim Made? Y Claim Status: Approved

Claim # Unsure

Did Insurance Company refer customer to GM? N

Are there any Aftermarket Modifications to the Vehicle N

Have you confirm this with the customer Y

List:

Was a Trade Repurchase offered to the customer N

(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)

Date authorized by the DVM/CAM \_\_\_\_\_

☐ Other

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

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

GM Program Summary Repurchase/Replacement: No – Vehicle is outside of time/mileage parameters (12 months / 12,000 miles).

Lemon Law Repurchase/Replacement: No – Presumption for days out of service / number of repair attempts have not been met. Yes – Claim was filed within specified time period.

GM Program Summary Repairs/Reimbursement for past repairs: No – Vehicle is outside of time/mileage parameters (36 months / 36,000 miles).

### THE STATE LEMON LAW READS:

**Days out of service: 45**

**Repairs 4**

**Time period 1 year (from in-service date) – 4 years (from in-service date) to file**

**Does Lemon Law state nonconformity must continue to exist? Yes**

**If applicable, safety-related repairs N/A**

**Safety-related time period {# of months} / {# of miles}**

**Number of repair attempts in the presumption period: 0**

**Total days out of service during the presumption period: 0**

**Total days out of service during customer's ownership: 7**

**Vehicle Meets Presumption of Lemon Law      NO**

### PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: SR # 71-680121893 - power steering & ignition switch

Date & Offer/Result: Opened 11/17/2008 10:01:59 AM. Closed dissatisfied 11/25/2008 02:30:35 PM. No goodwill offered/processed.

Cust sts: I'm experiencing a regular problem with a 2006 Ion I purchased eight months ago. It doesn't start about once every two weeks, and I have to wait at least 15 minutes while I check wires, etc., to get it started again. A quick internet search turns up hundreds of people having exactly the same issue, so I think you should replace the ignition switch sensor at your expense. It's unsafe and poorly engineered to have a car that occasionally doesn't start, especially in the winter.

Cust sks: Cost assistance.



Crs adv: Due to the fact that this wasnt a repeated concern and that your outside of the bumper to bumper warranty we wouldnt be able to offer any assistance on the veh.

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

## RECOMMENDATION AND RATIONALE

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

Cust sks: December 3, 2008 - Reimbursement for repair.

December 10, 2008 – Customer accepted reimbursement.

DVM sts: December 8, 2008 – I spoke with the Svc Mgr Steven Cannon and we have agreed to offer 50/50 reimbursement on the repair. If customer does not accept, will defend at arbitration.

SVM sts: December 5, 2008 – No goodwill assistance - No good reason. Not justified. Customer did not purchase extended warranty that was offered.

December 8, 2008 – DVM agreed to 50/50 parts/labor split on RO. Dealership can process.

CRS Rationale: December 8, 2008 – Is DVM in agreement with offering reimbursement?

December 10, 2008 - GM can offer you 50% reimbursement for the RO where you had the power steering and ignition repaired.

December 10, 2008 – Advised dealership and DVM customer accepted 50% reimbursement. Dealership to process.

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

1. Safety of the vehicle may have been affected.

2. N/A

3. N/A

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

1. Vehicle is not eligible for Program Summary.

2. Presumption of Lemon Law for days out of service / number of repair attempts have not been met.

3. Vehicle is repaired / concern no longer continues to exist.

Decision reached by CRS: Arbitrate case: ☐

Settle case: ☒

<b>CRS FINAL OFFER:</b> \$524.21 reimbursement		<b>DATE:</b> 12/10/08	<b>CUST</b> Accepted
<b>Goodwill:</b> Reimbursement	<b>Attorney Fees (if applicable):</b> \$N/A		

<b>TEAM LEAD APPROVING:</b>	N/A	<b>Date:</b> N/A
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Search string entered:

**Saturn Product Liability  
Report of Preliminary Investigation  
\*\* Saturn Confidential \*\*  
Vehicle Information**

1G8AL55F06Z [REDACTED]

**Print Date**

12/3/2008

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**Case Number****Last Name****VIN**

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**Case Number****VIN****Delivery Date****License#****State****Year****Model****New/Used/Demo****Transaxle****Engine****Inspection #****Station #****Expiration Date****Special Equipment / Feature****Sir Equipped ?****ABS?****Traction Control?**

-1 = Yes

0 = No

**Estimated Cost of Repair****Source of Estimate****Campaign Status Description****Size****Brand****Condition****Air (PSI)****Tread (in)****Left Front****Right Front****Left Rear****Right Rear****Spare**

---

## ***Dispute Resolution Case Detail (OLCM)***

***Print Date: 12/3/2008***

***Case Number First Name MI Last Name VIN***

***Owner Address***

***Home Phone Number***

***Work Phone Number***

***CAMIS CAM Open Date MILEAGE STATUS***

***Facility***

***Delivery Date***

***Allegation***

***Resolution***

***Category***

***Agreed On Claim Amt***

***Condition***

***Attorney Fees***

***Trouble***

***Settlement Amt***

***Description***

***Settlement Financial Comments***

***Involved Retailer (Facility Code)***

***Plaintiff Attorney***

***Home***

***Work***

***Fax***

***State Run Contact***

***Home***

***Work***

***Fax***

***Financial Comments******Resolution Comments***

**Case Number**

**First Name**

**MI**

**Last Name**

**VIN**

**Print Date:** 12/3/2008

**General Comments**

***Case Number***

***First Name***

***MI***

***Last Name***

***VIN***

***Print Date: 12/3/2008***

***Case Number***

***First Name***

***MI***

***Last Name***

***VIN***

***Print Date: 12/3/2008***

12/03/2008 09:42

(FAX) 15199793820

P.026/027



***Case Number***

***First Name***

***MI***

***Last Name***

***VIN***

***Print Date: 12/3/2008***

12/03/2008 09:42

(FAX) 15199793820

P.027/027