Privileged and Confidential Information

CASE ASSESSMENT

By: Alicia White State: Oklahoma

,				
Customer Name:	Service 68012	e Request: 71- 1893	BBB Case No.:	SAT0853782
Vehicle ID No.: 1G8AL55F06Z	In Service Date: 7/19/2005	Vehicle is: Used		C Code: 4339
Year, Make & Model: 2006 Saturn 10 Mileage at Time of BBB Filing (55,00	Vehicle Purchased Used on: January / February 2008 at odometer 49,000			
Lien holder: GMAC ☐ Other ☐: {	Sale Type: Purcha: {Type}	se Lease	Other☐:	
DVM Name: Daniel Rohring Phone/Cell Number: 405-615-1229 Svc Mgr Name: Steven Cannon		CAM Name: Larry S Phone Number: 972		
,	VEHICLE REF	PAIR 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

IF TAC HAS NOT BEEN CONTACTED WHY NOT Dealer was able to determine diagnosis.

<u>Power</u>	Steer	ing i	failed
		_	

Date:	RO #:	Days Out:	Mileage:	<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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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. Cust pay \$1138.37 .

☐ Weath	<u>ierstrip lo</u>	ose (NOT	ON CCF)			
Date:	RO #:	Days Out:	Mileage:	<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.		
☐ <u>Headli</u>	ner loose	e (NOT ON	CCF)			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
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.		
☐ {Symp	otom}					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
☐ {Symr	otom}					
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
□ Recall	Recall/Campaign (Not Related to Other Symptoms/Complaints)					
	. ,	•		• • •		
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
Has the vehicle ever been involved in an accident N Did you confirm your answer with the customer V						

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	

\sim	I
1 1 IT	nar
	1151

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.

December 17, 2008 – Customer received reimbursement check but is not satisfied. The amount of the check was \$524.21. 50% should have been \$569.19 making a difference of \$44.98.

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.

December 19, 2008 – Will have dealership complete additional check.

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.

December 17, 2008 - Contact dealer and DVM regarding the difference in the check amount.

December 31, 2008 - Confirmed with customer that both reimbursement checks have been received.

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: X							
CRS FINAL OFFER: 50% reimbursement		DATE: 12/10/08	CUST Accepted				
Goodwill: Reimbursement	Attorney Fees (if applicable): \$N/A						
TEAM LEAD APPROVING: N/A Date: N/A							

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

Issued by: Chevrolet

Certificate No. 1G1ZT548X5F

Issue Date: April 11, 2011

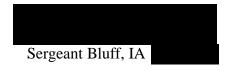
Issued exclusively for:

Sergeant Bluff, IA

Valid through: December 15, 2009

Amount: One Thousand Dollars and Zero Cents

****\$1,000.00****



Service Request: 71-683962296

Dear

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

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

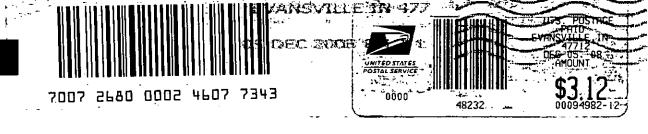
To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the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

We are proud you made Chevrolet your choice when you purchased your 2005 Malibu and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at **1-800-950-2438**. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center

Evansville, IN



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



12-09-08F01:24 RCVD

CERTIFIED WAIL

_D was told by the dealership where D Surchosed my can that I needed to bring it to them for repair so the Claim would be filed properly with my extended warranty The cap was sent to and repaired at a G.M. dealeyship.

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: November 23 2008
17-Digit Vehicle Identification Number (VIN): 1612T62825F
Mileage at Time of Repair: 37323 Date of Repair: 7/19/2007
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>Evansville</u> State: <u>TN</u> ZIP Code
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 200.
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

TELEPHONE: (812) 471-3673





RUBLET REPAIRS 60.00 AB-MECHANICAL 282.20 EASY CARE NAD 003056 RUB-TOTAL 514.55 EASYCARE EXTENDED MARRANTY (APCO NDIANA STATE TAX 16.34 SUB-TOTAL 630.89 TOTAL CHARGE 530.89 DEDUCT HOVED TO C88984 200.00-		ALCLAIM I ACKNO	OWLEDGE RECEIPT OF THE P	ARTS AND LABOR LISTED BELOW:	DEAL
CONTROL PART DE CONTROL DE CONTRO	CIR TOTAL ALL CHANGE DIVINE DOING DIVE		,		<u></u>
CONTROL TO SERVICE CONTROL OF THE ACCOUNT THAT THE ACCOUNT OF THE ACCOUNT THAT THE ACCOUNT OF THE ACCOUNT THAT THE ACCOUNT OF	SUS TOTAL ALLOWANCE PLUS PRICE DIFF. LESS	3 REC. X ——	THIS COPY MUST BE RET	URNED FOR ADJUSTMENT	1 1 1
INVOICE TO PORSON AND CONSTRUCTION OF THE PROPERTY OF THE PROP	(CHECK (*) APPROPRIATE BOX)	ON BENAU		•	
APPOINT DEPORT OF THE PRINCIPLE OF THE P	<u> </u>	OUT SHOWN, SET THE VEHICL ACCIDENT, FICATION A	OF SERVICING DEALER, HERESY CERTI ERVICES DESCRIBED WERE PERFORMED, LE OR OTHERWISE THAT ANY PART REPAI MEGLIGENCE OR MISUSE, RECORDS SUR- AT THE SERVICING DEALER FOR INSPECTS	IF THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLE AT NO CHARGE TO OWNER, THERE WAS NO ROBCATION FROM THE AP RED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN AN PORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE O ON BY REPRESENTATIVES OF FORD.	SS OTHER PEARANC! WAY WITH F PAYMEN
EASYCARE EXTENDED MARRANTY (APCD) NAD: 003893 ATLANTA GA 30338 ATLANTA ATLANTA ATLANTA ATTANTA INVOICE: PRELIN EZ A C TS VIN IGITT62825F LICENSE MARRE: IN 37A: INVOICE: 07/18/2007 09/143:08 05 CHEVROLET HALIBIBRAYX LS ATTANTA DECERN 51 CUSTOMER STATES THAT THERE IS A CLUNKINO-HOISE MEN TURBING AND BACKING UP GEFACTION EICH HOURS. AN AUSE REPLACE ROCK N-PINION STOCKE ROCK N-PINION STOCK N-PINION STOCK N-PINION STOCK N-PINION STOCK N-PINION STOCK N-PINION STOCK N-PINION SUBLET LORNER SUBLET LORNER SUBLET LORNER GRAND TOTAL A WHEEL ALIGNMENT, SET TO FACTORY SPECS PART NUMBER SUBLET LORNER SUBLET LORNER TOTAL CHARGE FOR CONCERN 61 ANABOR TOTAL CHARGE FOR CONCERN 61 ANABOR TOTAL CHARGE SUB-TOTAL ANABOR STOCK N-PINION 60000556 AB-MECHANICAL 222.20 EASY CARE NAD 003056 EASY CARE NAD 003056 AB-MECHANICAL SUB-TOTAL ANABOR SUB					
EASYCARE EXTENDED MARRANTY (APCD) PON3087285 ATLANTA GA 30338 NEMBERSH WORK: WORK: WORK: FOR OFFICE USE TAG: 0772 ADV: 700 WILSON; DIMOTICE: PRELIN EZ A C TS VIN IGITIS2825 INVOICE: INVOICE: PRELIN EZ A C TS VIN IGITIS2825 INVOIC	Authorized Signature and Date	(SiGI	NED) DEALE	R. GENERAL MANAGER OR AUTHORITED PERSON	
RASTICARE EXTENDED MARRANTY (APCD) NAD: 0030956 TO BUNNICODY PARK DR # 100 PON3087285 ATLANTA GA 30338 NEMBURGH FOR OFFICE USE FOR OFFICE USE FOR OFFICE USE FOR OFFICE USE TAG: 0772 ADV: 700 MILSON, D INVOICE: PRELIN EZ A C TS VIN 1GIZT52825F INVOICED: 0778/2007 09:43:08 05 CHEVROLET HALIBBRAXX LS DIST1 DEF 100 MILSON, D INVOICE: PRELIN EZ A C TS VIN 1GIZT52825F INVOICED: 0778/2007 09:43:08 05 CHEVROLET HALIBBRAXX LS STUCKT 00000199 DIST1 DEF 100 MILSON, D INVOICE: NEW TURNING AND BACKING UP OPERATION ECH HOURS AND CAUSE REPLACE RACK N. PINION SAUSE REPLACE RACK N. PINION STILL BREATH ALIBBRAYX LS DIST1 DEF 100 MILSON, D INVOICE ARE SEL TO TACTORY SPECS ALIGN 101 2.0 S 7 PART NUMBER NOTE DESCRIPTION GTY SEL 160.00 & 6 FIC. NPUISS583480EAR FIC. NPUISS583480EAR FIC. NPUISS583480EAR FACTORY SSB: 7976 TOTAL CHARGE FOR CONCERN 61 UNMARY OF CHARGES FOR INVOICE A88984 PARTS 272.35 SUBLET LORDER 1 60.00 & 6 FACTORY SSB: 7976 TOTAL CHARGE FOR CONCERN 61 UNMARY OF CHARGES FOR INVOICE A88984 PARTS 272.35 SUBLET REPAIRS 60.00 AB-HECHANICAL 282.20 BACK CARE NAD 003056 EASY CARE NAD 003056 EASY CARE NAD 003056 EASY CARE NAD 003056 FOUNDMENT OF CHARGES FOR INVOICE A88984 200.000 EASY CARE NAD 003056 TOTAL CHARGE EXTENDED NARRANTY (APCD SUB-TOTAL CHARGE EXTENDED NARRANTY (APCD CHARGE EXTENDED NARRAN				7.	•
RASTICARE EXTENDED MARRANTY (APCD) NAD: 0030956 TO BUNNICODY PARK DR # 100 PON3087285 ATLANTA GA 30338 NEMBURGH FOR OFFICE USE FOR OFFICE USE FOR OFFICE USE FOR OFFICE USE TAG: 0772 ADV: 700 MILSON, D INVOICE: PRELIN EZ A C TS VIN 1GIZT52825F INVOICED: 0778/2007 09:43:08 05 CHEVROLET HALIBBRAXX LS DIST1 DEF 100 MILSON, D INVOICE: PRELIN EZ A C TS VIN 1GIZT52825F INVOICED: 0778/2007 09:43:08 05 CHEVROLET HALIBBRAXX LS STUCKT 00000199 DIST1 DEF 100 MILSON, D INVOICE: NEW TURNING AND BACKING UP OPERATION ECH HOURS AND CAUSE REPLACE RACK N. PINION SAUSE REPLACE RACK N. PINION STILL BREATH ALIBBRAYX LS DIST1 DEF 100 MILSON, D INVOICE ARE SEL TO TACTORY SPECS ALIGN 101 2.0 S 7 PART NUMBER NOTE DESCRIPTION GTY SEL 160.00 & 6 FIC. NPUISS583480EAR FIC. NPUISS583480EAR FIC. NPUISS583480EAR FACTORY SSB: 7976 TOTAL CHARGE FOR CONCERN 61 UNMARY OF CHARGES FOR INVOICE A88984 PARTS 272.35 SUBLET LORDER 1 60.00 & 6 FACTORY SSB: 7976 TOTAL CHARGE FOR CONCERN 61 UNMARY OF CHARGES FOR INVOICE A88984 PARTS 272.35 SUBLET REPAIRS 60.00 AB-HECHANICAL 282.20 BACK CARE NAD 003056 EASY CARE NAD 003056 EASY CARE NAD 003056 EASY CARE NAD 003056 FOUNDMENT OF CHARGES FOR INVOICE A88984 200.000 EASY CARE NAD 003056 TOTAL CHARGE EXTENDED NARRANTY (APCD SUB-TOTAL CHARGE EXTENDED NARRANTY (APCD CHARGE EXTENDED NARRAN		•			
RASTICARE EXTENDED MARRANTY (APCD) NAD: 0030956 TO BUNNICODY PARK DR # 100 PON3087285 ATLANTA GA 30338 NEMBURGH FOR OFFICE USE FOR OFFICE USE FOR OFFICE USE FOR OFFICE USE TAG: 0772 ADV: 700 MILSON, D INVOICE: PRELIN EZ A C TS VIN 1GIZT52825F INVOICED: 0778/2007 09:43:08 05 CHEVROLET HALIBBRAXX LS DIST1 DEF 100 MILSON, D INVOICE: PRELIN EZ A C TS VIN 1GIZT52825F INVOICED: 0778/2007 09:43:08 05 CHEVROLET HALIBBRAXX LS STUCKT 00000199 DIST1 DEF 100 MILSON, D INVOICE: NEW TURNING AND BACKING UP OPERATION ECH HOURS AND CAUSE REPLACE RACK N. PINION SAUSE REPLACE RACK N. PINION STILL BREATH ALIBBRAYX LS DIST1 DEF 100 MILSON, D INVOICE ARE SEL TO TACTORY SPECS ALIGN 101 2.0 S 7 PART NUMBER NOTE DESCRIPTION GTY SEL 160.00 & 6 FIC. NPUISS583480EAR FIC. NPUISS583480EAR FIC. NPUISS583480EAR FACTORY SSB: 7976 TOTAL CHARGE FOR CONCERN 61 UNMARY OF CHARGES FOR INVOICE A88984 PARTS 272.35 SUBLET LORDER 1 60.00 & 6 FACTORY SSB: 7976 TOTAL CHARGE FOR CONCERN 61 UNMARY OF CHARGES FOR INVOICE A88984 PARTS 272.35 SUBLET REPAIRS 60.00 AB-HECHANICAL 282.20 BACK CARE NAD 003056 EASY CARE NAD 003056 EASY CARE NAD 003056 EASY CARE NAD 003056 FOUNDMENT OF CHARGES FOR INVOICE A88984 200.000 EASY CARE NAD 003056 TOTAL CHARGE EXTENDED NARRANTY (APCD SUB-TOTAL CHARGE EXTENDED NARRANTY (APCD CHARGE EXTENDED NARRAN	TINETET TO		•	<u> </u>	
15 BUNNECODY PARK OR # 100 POH3097285 ATLANTA BORK: (800) 538-8181 CELL: WORK: FOR OFFICE USE INVOICED: 07/18/2007 09:143:08 OS CHEVROLET MALIBIMAXX IS DIGOMETER INV: 37323 DIGOMETER INVIDICED: 07/18/2007 09:143:08 OS CHEVROLET MALIBIMAXX IS DIGOMETER INVIDICE REPLACE ROCK IN PINION SITUAL INVIDICE REPLACE ROCK IN PINION SITUAL INVIDICE REPLACE ROCK INVIDICE REPLACE ROCK IN PINION SITUAL CHARGE FOR DIMODICE REPLACE ROCK INVIDICE REPLACE INVIDICE REPLAC				DRIVER/OWNER INFORMATION INVOIC	E: AE
ATLANTA GA 30338 NEWBURCH FOR OFFICE USE INVOICE: PRELIM EZ A C TS VIN IGITT52825 LICENSE NAMER: IN 37A INVOICED: 07/18/2007 09143:08 05 CHEVROLET MALIBBRAIX IS DIST: PEF MALIBBRAIX IS STOCKE 00000.99 ALIGN 101 2.5 XX DIST: PEF MALIBBRAIX IS DIST: PEF MALIBBRAIX IS DIST: PEF MALIBBRAIX IS DIST: PEF MALIBBRAIX IS STOCKE 00000.99 ALIGN 101 2.0 S 7 PART NUMBER REPLACE RACK N PINION S1-1 4 MAREL ALIGNMENT, SET TO FACTORY SPECS SUBLET LOANER 1 60.00 6 FIC NPHISS58358GEAR SSB: 7976 SSB: 7976 TOTAL CHARGE FOR CONCERN 61 ALIGN 101 2.0 S 7 PAYRENT DISTRIBUTION FOR INVOICE ASS884 PARTS ARTS 272.35 TOTAL CHARGE FOR CONCERN 63 BUBLET REPAIRS 60.00 ALB-MICHANICAL 282.20 EASY CARE NAD 003056 ALB-TOTAL 614.55 FASTCARE EXTENDED MARRAITT (APCO MARRAITT) (APCO MARRAITT (APCO MARRAITT) (AP			003kn/k		,
HORK: (800) 533-4181 FOR OFFICE USE FOR OFFICE USE INVOICED: PRELIM EZ A C TS VIN IGITES2825 UCHICLE INFORMATION INVOICED: 07/18/2007 09:43:08 05 CHEVROLET HALIBIBIAX LS DISTINOTER STATES THAT THERE IS A CLUMKING NOISE WHEN TURNING AND BACKING UP OPERATION IECH HOURS AND CONCERN 51 CUSTOMER STATES THAT THERE IS A CLUMKING NOISE WHEN TURNING AND BACKING UP OPERATION IECH HOURS AND CONCERN 51 CUSTOMER STATES THAT THERE IS A CLUMKING NOISE WHEN TURNING AND BACKING UP OPERATION IECH HOURS AND CONCERN 51 CUSTOMER STATES THAT THERE IS A CLUMKING NOISE WHEN TURNING AND BACKING UP OPERATION IECH HOURS AND CONCERN 51 CUSTOMER SEPLACE RACK N. PINION SILES REPLACE RACK N. PINION SILES REPLACE RACK N. PINION SILES REPLACE RACK N. PINION SUBLET LOAMER I 60.00 & FIC NPHISSS8368GEAP SHEEL LOAMER I 60.00 & FIC NPHISSS8368GEAP SHEELE THE SEPLACE FOR CONCERN 61 SUBHERT REPLACE FOR CONCERN 61 SUBHRARY OF CHARGES FOR INVOICE A88984 PAYMENT DISTRIBUTION FOR INVOICE A88 TOTAL CHARGE SOLUTION 630.89 DEDUCT HOWED TO CS8984 200.00-6 EASY CARE NAD 003056 EASY CARE NAD 00305			ມຕາເຕົ້າ ເວດເມ	141	
TAGE 0772 ADV: 700 WILSON, D INVOICE: PRELIMEZ A C TS VIN IGITES225F LICENSE NAMER: IN 37A; INVOICED: 07/18/2007 09:43:08 05 CHEVROLET MALBIBHAXX LS DIST: DET: DET DIST: DET MALBIBHAXX LS DIST: DET MALBIBHAXX LS DIST: DET: DET DIST: DET MALBIBHAXX LS DIST: DET MALBIBHAXX LS DIST: DET: DET DIST: DET DIST: DET DIST: DET DIST: DES DIST: DE DIST: DES DIST: DE DIST: DES DIST: DE DIS			24	MODY :	
TAGE: 0772 ADV: 700 WILSON, D INVOICE: PRELIM EZ A C TS VIN IGITES 2825F LICENSE RINNER: IN 87A: INVOICED: 07/18/2007 09:43:08 05 CHEVROLET MALIBRARX LS STOCK 00000099 DOCHETER IN: 37323 DIST: 10FF MALIBRARX LS STOCK 0000009 DOCHETER IN: 37323 DIST: 10FF MALIBRARX LS DIST: 10F			*		
INVOICED: 07/18/2007 09143:08 05 CHEVROLET MALIBRATX LS STOCK 00000.99 DIGHETER INI: 37323 DIGHET INFO BEACK IN POINT IN THERE IS A CLIRKING MOISE WHEN TURNING AND BACKING UP OPERATION IECH HOURS. AN EXCLUSION IN THE PLACE INI 2.5 20 REPLACE INI 2.5 20 PART NUMBER NOTE DESCRIPTION (RT) SELL SUBLET LOANER I 60.00 6 FIC NPHISSSSSSSGEAR ***********************************			The state of the s	· · · · · · · · · · · · · · · · · · ·	
CONCERN 51 CUSTOMER STATES THAT THERE IS A CLUNKING HOISE MEN TURNING AND BACKING UP OPERATION IECH HOURS. AND CAUSE REPLACE RACK N PINION 51-1 4 MAREL ALIGNMENT, SET TO FACTORY SPECS PART NUMBER NOTE DESCRIPTION GTY SELL SUBLET LOANER I 60.00 6 FHC NPHISSS33580EAR ************************************	INVOICED:	07/18/2007 09	43:08 05 CHEVROLET	MAI TRIBIANY IS	u/n
CONCERN 51 CUSTOMER STATES THAT THERE IS A CLUNKING HOISE MEN TURNING AND BACKING UP OPERATION IECH HOURS. AND CAUSE REPLACE RACK N PINION 51-1 4 MAREL ALIGNMENT, SET TO FACTORY SPECS PART NUMBER NOTE DESCRIPTION GTY SELL SUBLET LOANER I 60.00 6 FHC NPHISSS33580EAR ************************************	DOMETER INIS 37323 AMERICAN SOLL STEELS	LABOREST POLICE	HI OFF MANAGEMENTS	STORES OF THE STORE OF THE STOR	Mr.
FACTORY SSN: 7976 TYPE: EZ GRAND TOTAL CHARGE FOR CONCERN 61 AMMARY OF CHARGES FOR INVOICE A88984 PARTS 272.35 SUBLET REPAIRS 60.00 AB-MECHANICAL 282.20 EASY CARE NAD 003056 HIB-TOTAL CHARGE S30.89 OTAL CHARGE TOTAL	PART NUMBER	NOTE	L'DANER ,	QTY SELL 60.00	6
TOTAL CHARGE FOR CONCERN 61 GRAND TOTALS GRAND TOTALS GRAND TOTALS FARTS 272.35 GRAND TOTALS FARTS 272.35 GRAND TOTAL CHARGE FOR CONCERN 61 FARTS 272.35 GRAND TOTAL CHARGE FOR CONCERN 61 FARTS 272.35 GRAND TOTAL CHARGE FOR CONCERN 61 FARTS 272.35 TOTAL CHARGE FOR CONCERN 61 FARTS CHARGE FOR CONCERN 61 FARTS 61		SS#: 797A		16 212.53	21
GRAND TOTALS GRAND TOTALS PAYMENT DISTRIBUTION FOR INVOICE ASS PARTS 272.35 GUBLET REPAIRS 60.00 AB-MECHANICAL 282.20 EASY CARE NAD 003056 HUB-TOTAL 514.55 MILIANA STATE TAX 16.34 SUB-TOTAL CHARGE 530.89 TOTAL CHARGE 530.89 TOTAL CHARGE 43 TOTAL CHARGE 43 TOTAL CHARGE FOLLOWING INVOICES ALSO EXIST CUS - CUSTOMER F YOU HAVE ANY RUESTIONS - PLEASE SEE DANIEL WILSON FAGO PAYMENT DISTRIBUTION FOR INVOICE ASS TOTAL CHARGE 53 PAYMENT DISTRIBUTION FOR INVOICE ASS TOTAL CHARGE 53 PAYMENT DISTRIBUTION FOR INVOICE ASS TOTAL CHARGE 53 PAYMENT DISTRIBUTION FOR INVOICE ASS FAST CARE NAD 003056 EASY CARE EXTENDED MARRANTY (APCO SUB-TOTAL 530.89 DEDUCT MOVED TO CS8984 200.00- EASY CARE 43 TOTAL CHARGE 55 FAGO FA		3044 1770		TOTAL CHARGE EDD CONCEON	2.1
PARTS 272.35 TOTAL CHARGE 53 SUBLET REPAIRS 60.00 AB-MECHANICAL 282.20 EASY CARE NAD 003056 HUB-TOTAL 55 EASYCARE EXTENDED MARRANTY (APCO NDIANA STATE TAX 16.34 SUB-TOTAL 630.89 OTAL CHARGE 530.89 DEDUCT NOVED TO C88984 200.00- EASY CARE 43 TITENTION: THE FOLLOWING INVOICES ALSO EXIST CUS - CUSTOMER F YOU HAVE ANY RUESTIONS - PLEASE SEE DANIEL WILSON FAG		[RAND TOTALS	TOTAL CHARGE FEE CAMPEN	
SUBLET REPAIRS 60.00 AB-MECHANICAL 282.20 EASY CARE NAD 003056 HUB-TOTAL 514.55 EASYCARE EXTENDED MARRANTY (APCO NDIANA STATE TAX 16.34 SUB-TOTAL 630.89 OTAL CHARGE 530.89 DEDUCT MOVED TO C88984 200.00- EASY CARE 43 TITENTION: THE FOLLOWING INVOICES ALSO EXIST CUS - CUSTOMER F YOU HAVE ANY RUESTIONS - PLEASE SEE DANIEL WILSON FAG				PAYMENT DISTRIBUTION FOR INVOICE	E A88
AB-HECHANICAL 282.20 EASY CARE NAD 003056 HIB-TOTAL 514.55 EASY CARE EXTENDED HARRANTY (APCO NDIANA STATE TAX 16.34 SUB-TOTAL 530.89 OTAL CHARGE 530.89 DEDUCT HOVED TO C88984 200.00- EASY CARE 43 ITTENTION: THE FOLLOWING INVOICES ALSO EXIST CUS - CUSTOMER F YOU HAVE ANY RUESTIONS - PLEASE SEE DANIEL WILSON FAG		•		total charge	63
HUB-TOTAL 514.55 NDI ANA STATE TAX 16.34 OTAL CHARGE 530.89 OTAL CHARGE 530.89 OTTENTION: THE FOLLOWING INVOICES ALSO EXIST CUS - CUSTOMER F YOU HAVE ANY GUESTIONS - PLEASE SEE DANIEL WILSON PAGE CUS - TOTAL 630.89 DEDUCT NOVED TO C88984 200.00- EASY CARE 430 FAGE FYOU HAVE ANY GUESTIONS - PLEASE SEE DANIEL WILSON PAGE FAGE FA				Table 1	
NDIANA STATE TAX 16.34 SUB-TOTAL 630.89 OTAL CHARGE 530.89 DEDUCT HOVED TO C88984 200.00- EASY CARE 43 STENTION: THE FOLLOWING INVOICES ALSO EXIST CUS - CUSTOMER F YOU HAVE ANY RUESTIONS - PLEASE SEE DANIEL WILSON PAGE PAGE PAGE SUB-TOTAL 630.89 DEDUCT HOVED TO C88984 200.00- EASY CARE 43 FYOU HAVE ANY RUESTIONS - PLEASE SEE DANIEL WILSON PAGE PAGE PAGE SUB-TOTAL 630.89 DEDUCT HOVED TO C88984 200.00- EASY CARE 43 FYOU HAVE ANY RUESTIONS - PLEASE SEE DANIEL WILSON					
OTAL CHARGE 530.89 DEDUCT HOVED TO C88984 200.00- EASY CARE 43 ITTENTION: THE FOLLOWING INVOICES ALSO EXIST CUS - CUSTOMER F YOU HAVE ANY QUESTIONS - PLEASE SEE DANIEL WILSON PAGE					
EASY CARE 43 TTENTION: THE FOLLOWING INVOICES ALSO EXIST CUS - CUSTOMER F YOU HAVE ANY RUESTIONS - PLEASE SEE DANIEL WILSON FAG		•			39
TTENTION: THE FOLLOWING INVOICES ALSO EXIST CUS - CUSTOMER F YOU HAVE ANY QUESTIONS - PLEASE SEE DANIEL WILSON PAGE	DILL DILLING 930.68	•	•		
CUS - CUSTONER F YOU HAVE ANY QUESTIONS - PLEASE SEE DANIEL WILSON PAGE				CHOI CHAE	00-
CUS - CUSTONER F YOU HAVE ANY QUESTIONS - PLEASE SEE DANIEL WILSON PAGE	:				
F YOU HAVE ANY RUESTIONS - PLEASE SEE DANIEL WILSON PAGE		IST			00-
P4G	TTENTION: THE FOLLOWING INVOICES ALSO EX	IST			00-
	TTENTION: THE FOLLOWING INVOICES ALSO EX CUS - CUSTONER				00-
	TTENTION: THE FOLLOWING INVOICES ALSO EX CUS - CUSTOMER				90- 43:

THANK YOU!

TELEPHONE: (812) 471-3673





7720 E DIVISION ST. EVANSVILLE, IN 47715

PRO RATA % TOTAL PARTS PRO RATA % TOTAL LABOR TOTAL CL. SUB TOTAL ALLOWANCE PLUS PRICE DIFF. LESS REC		CEPT OF THE PARTS AND LA	BOR LISTED BELOW:	DEALER CO
(CHECK (*) APPROPRIATE BOX) CLAIMS AUTHORIZATION TO SUBMIT CLAIM SCRAP OUT	ON BEHALF OF SERVICING DEA	MUST BE RETURNED FOR	RMATION CONTAINED HEREON IS ACCURATE UP	P&ACOD .01466
SUBMIT CLAIM SCRAP OUT	ACCIDENT NEGLIGENCE OF MI	THAT ALAM OLD TO BE ALL THE TANK A THE TANK	UNDER THIS CLAM HAD BEEN CONNECTED IN	APP TANANT FIRE
Authorized Signature and Date	(SIGMED)	DEALER, GENERAL MANA	SER OR AUTHORIZED PERSON	(DATE
INVOICE TO		- ORIVER/	derer information invo	ires page
NEMBURGH IN	13087285		ASSTRUCTION OF THE PROPERTY OF	16E+ - 00034
CELL: WORK: WORK:	C	EMPLECH ELL:	MORK: THE ORNALION	
TAG: 0772 ADV: 700 WILSON, D INVOICE: PRE INVOICED: 07	/18/2007.09:43:09 09	IN 1017762825F	LICENSE MUNBER (
DATES BEGIN: 07/16/07 DONE: 07/18/07	DIST: DEF DA	VES	Bitext 60000 99	UD: 05110
CONCERN 52+ DEDUCT FOR EZ CARE CORRECTION DEDUCT FOR EZ CARE FACTORY TECH: 101 - PARSON, JOHN			OPERATION TECH HC 101	AHDUN .0
SUMMARY OF CHARGES FOR INVOICE C88984	GRAND TOTALS		CHARGE FOR CONCERN	.0
TOTAL CHARGE		PAYNE DEDUCT	IT DISTRIBUTION FOR INVOI TIBLE HOVED FROM A88984	CE C88984 200.0
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST		CASH		200.00
ET + APCO IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANIEL	MILEUM			
** THANK YOU ** FOR CHOOSING TOWN AND COUNTRY FORD, WE APPREC				
				PAGE 1 LAST PAGE
				ه و م ا ا ا ا ا
	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	A. A. S.		

THANK YOU!

SALES DRAFT

TOWN AND COUNTRY LOND 7808 LLOYD EXPRESS WAY EVANSUILLE, IN 47716 TERMINAL 6854368

+ 0580302221246997 • 07/20/07 82:41PH • VS • REF NO. ZOIZBOIS 1002 • OUTL CODE 497125

SOLE TOTAL

\$200.00

I AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREENENT CHERCHANT AGREEMENT TO CARDON MURITIES

AUULITE

X_ APR

TOP COPY-HERCHANT DOTTON COPY-CUSTOMER

Market and the Committee of the Committe

Evansville, IN

Service Request: 71-686256456

Dear

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

Privileged and Confidential Information

CASE ASSESSMENT

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) By: Jason McFadden State: IN

Customer Name:		· · · · · · · · · · · · · · · · · · ·	BBB Case No.: PGM0932074	
Vehicle ID No.: 1G2ZH558164	In Service Date: 09/05/2005	Vehicle is: Used (Demo	o) BAC Code: 170159	
Year, Make & Model: 2006 Pontiac Mileage at Time of BBB Filing (5300		Vehicle Purchased Used on: 02/27/2006 at odometer approx. 5000		
Lien holder: GMAC Other:	na	Sale Type: Purchase ⊠ Lease ☐ Other ☐ : {Type}		
DVM Name: na		CAM Name: na		
Phone/Cell Number: na Svc Mgr Name: na		Phone Number: na		

VEHICLE REPAIR HISTORY

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

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

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

JASON MCFADDEN/BRC/CHATHAM/21861

IF TAC HAS NOT BEEN CONTACTED WHY NOT - NA

☐ Car makes popping noise when steering.

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-18-07	243213	*	33,264	Cust Sts: Steering wheel thumps when turning all the way to the left. Dlr Sts: Found noise in steering gear nuts. Replaced gear.

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
9-28-07	368920	1	33,400	CustSts: Tires Excessive wear. DlrSts: Tires have excessive wear due to lack of rotations. Customer declined replacing tires.

☐ <u>Electrical</u>

<u>Date:</u>	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
9-18-07	243213	7	33,264	CustSts: Keyless Remote Entry Inoperative. DIrSts: Replaced transmitter. Customer bringing back to reprogram keyless entry.
7-26-07	387349	6	29,972	CustSts: Remote Entry. DlrSts: Transmitter, remote door lock, replaced.

☐ Engine	<u> </u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-18-07	243213	*	33,264	CustSts: Low coolant light going on/off intermittently. DlrSts: Coolant tank low, pressure test cooling system, no leak found, replaced pressure cap.
☐ Windo	ws-Noise	<u> </u>		
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-18-07	243213	*	33,264	CustSts: All windows make low moan when rolling down all the way. DIrSts: Lubed window run channels.
☐ Radio				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2-16-07	381521	2	24,322	CustSts: Speaker Radio, front door, inoperative. DlrSts: Replaced speaker radio front door left.
2-27-06	368995	1	6,176	CustSts: Radio Inoperative. DlrSts: Radio, removed and replaced.
☐ <u>Lightir</u>	<u>ng</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11-26-05	066913	4	3231	CustSts: Exterior lighting. DIrSts: Relay-Exterior lighting replaced
☐ Recall.	/Campaig	n (Not Rela	ted to Oth	er Symptoms/Complaints)
Date:	RO #:	<u>Days</u> <u>Out</u> :	Mileag e:	Description of Complaint and Repair Performed:

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 - N
If Yes obtain the following information below

Insurance Company - NA

Insurance Rep (First and Last Name) - NA

Phone # - NA

Claim Made? - NA Claim Status: - NA

Claim #

Did Insurance Company refer customer to GM? - NA

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

Other

<u>Date:</u> RO #: <u>Days</u> <u>Mileaq</u> <u>Description of Complaint and Repair Performed:</u>

Out: e:

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

GM Program Summary Repurchase/Replacement: Cust must be within 12 months or 12000 miles of the vehicle's original delivery, and had 3 repair attempts to be eligible under GMPS.

Lemon Law Repurchase/Replacement: Indiana LL requires 30 days out of service or 4 or more repair attempts (and the nonconformity continues to exist) within the warranty term, or one year after the vehicle's original delivery, whichever comes first.

GM Program Summary Repairs/Reimbursement for past repairs: Cust is not eligible for repairs as he is NOT within the new vehicle warranty.

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

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}

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

Cust sts: I would like for Pontiac to repurchase my car and pay back money spent on repairs and money spent on the car. I want them to pay back all the money I have paid into the loan.

DVM sts: Not needed bc claim is ineligible.

SVM sts: Not needed bc claim is ineligible.

CRS Rationale: Claim is ineligible due to time of filing. "An action must be commenced within two years following the date that the consumer first reports the nonconformity to the manufacturer, its agent or authorized dealer." Cust's first report of nonconformity was 9/18/2007 – Steering Gear Replacement. Cust's veh has an in service date of 09/05/2005. Also, note that report of first conformity did not occur within the 18 month Term of Protection.

	in strengths of the customer's ca on steering component.	ase to wii	n repur	chase through Lemon Law						
What are the 3 ma	ins weaknesses of the customer	's case to	win re	purchase through Lemon						
_aw? 1. Cust is ineligible due to time of filing vs original in service date.										
2. Age and Mileage										
				_						
Decision reached b	y CRS: Arbitrate case: XXX	Sett	tle case	:						
CRS FINAL OFFER:			DAT E:	CUST {Accepted / Declined}						
Goodwill: {Type}	Attorney Fees (if applicable): \${Amount}									
TEAM LEAD APPROV	/ING:	{Name}		Date: {Date}						

TO: JASON McFAdden

ISOLABELLA

FRom;

71-687238591



4057205448

CHEVROLET

2001 Stoney Creek Road Noblesville, Indiana 46060 Ph: 317-773-1090 * Fx: 317-776-5038

PONTIAC BUICK GMC

5336 Pike Plaza Road Indianapolis, Indiana 46254 Ph: 317-299-5555 = Fx: 317-329-4224



PNC5243213

DEUVERY MILES

RODUCTION DATE

MO: 33265

74434	BLAK						Δ	02600	TAG NO.
	LABORR				LICENS	NO.	_3	92 <u>600</u>	4294 EAGE
	YEAR/MA					_			33,26
AVON, IN	06/F	NO	TIAC	<u>/B</u>	LUE		_		
	1 G			5	5 8	<u> 1</u>	6	4 F.O. NO.	
RESIDENCE PHONE	COMMEN	TS						P.O. NO.	
LABUR & PARTS		_							
CUSTOMER STATES KEYLESS ENTRY LO FOUND TRANSMITTER FAULTY.			CHOS		ing the second	NATIONAL PORT	Station	ikanistrationionenen	ZENEVELE ORDANIA TO MAN
FOUND TRANSMITTER FAULTY.	OCK BUTTON	IN)P	- 1723Am II	nat 107:141	i de sub la coó i		THE RESERVE OF THE PERSON OF	
REPLACED FAULTY TRANSMITTER AND SYSTEM.	REPROGRAM	ΜËD	KEYLI	ESS	EŅŢ	ŔΥ			
SYSTEM. PARTSQTY FP-NUMBERDESC 20B # 1 1 22733524 TRAI	CRIPTION					116	ITT	DOTEC	
OOB # 1 1 22733524 TRAN	VSMITT 10.4	185		10e	# 1	UN	T I	PARTS	WARRANTY
		MR							0.00
# 2 O3PNZ CUSTOMER STATES LOW COOLANT LIGH	When Artificia regression was associated as			101	AL L	ABUR	. X.	PARTS	0.00
INTERMITANTIY		7 -					LINE A		AND STREET
COOLANT TANK LOW. PRESSURE TESTE	D COOLING	\$ Y 5	TEM.	NO I	LEAK	S			
REPLACED PRESSURE CAP OPERATING AS DESIGNED				,					
									* .
ARTS QTY FP-NUMBER DESC DB # 2 1 15075118 CAP DB # 2 1 12346290 COOL	RIPTION 1.240 R	- 4	•	•		-UN	T	PRICE -	WARRANTY
70 # 2 1 12346290 COOL	ANT 8.800		n(ĵR #		TOTA		PARTS	WARRANTY
	.10	NR #						PARTS	0.00
FERENCE LOSO: BEREINE PAR DE L'ANDEMIS DE LE PRESENTE LE	Enternational constraints		Linkson.	 Filmostis	ili il	IDUR IDUR		'AK15	0.00
ALL WINDOWS MAKE LOW MOAN WHEN RO LUBED WINDOW RUN CHANNELS OPERATING AS DESIGNED	LLING DOWN	AL	L THE	WA	Υ.	ig by turing A. H	marul)		ME WEST AND Y
RTSDESCR	TETTON					LDL-V-			
DESCRIPTION OF THE PROPERTY OF			JO	B #	3	TOTA	LP	ARTS	0.00
	J0	В#	3 T	0TA	L LA	BOR 7	8 P	ARTS	0.00
CUSTOMER STATES SUNDONE MAKES ORE		T C		3 66					WARRANTY
OR CLOSING	AKING NOIS	E W	HEN O	PEN:	ING	, .			
LUBED SUNROOF CABLES AND LINKS.									
RTSOTYFP-NUMBERDESCR	IPTION			 В #	4	UNIT	ГР	RICE- ARTS	0.00
	10	₹ #	4 T						0.00
ISATOPNZEETEETEETEETEETEETEETEETEETEETEE									
SAXLE DIFFERENCIAL CUSTOMER STATES STEERING WHEEL THE WAY TO THE LEFT.	JMPS WHEN	TURN	ING	ALL	THE	THE MENT OF THE PERSON NAMED IN	4744186	a tarini a post a fili (in corio fil	POST X LOTTER TRESPECTE AND THE REST
FOUND INTERNAL FAULT IN STEERING (REPLACED STEERING GEAR AND SET TO	EAR.								
REPLACED VIEW COND. AND SET TO									

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

09/19/07

SELLÍNG DEALER NO.

09/18/07

G6/

"I hereby authorize the repair work hereinafter 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 shipmente 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 below vehicle to secure the amount of repairs thereto."

"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."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 11/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance o the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

NVOICE NO.

DELIVERY MILES

PRODUCTION DATE

MO: 33265

PNCS243213



CHEVROLET

2001 Stoney Creek Road Noblesville, Indiana 46060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC

5336 Pike Plaza Road Indianapolis, Indiana 46254 Ph: 317-299-5555 • Fx: 317-329-4224

AVON, IN Comments	74434_	ADVISOR BLAKE		992600	3 NO. 4294
Total Subject Subjec	AVON TN		L'CENSE NO.	MILEAG	33,264
PARTS OTY FP NUMBER DESCRIPTION UNIT PRICE WAR JOB # 5 1 15858369 GEAR KIT 6.508 WAR JOB # 5 10 15858369 CORE RETURN JOB # 5 TOTAL PARTS JOB # 5 TOTAL LABOR & PARTS JOB # 5 TOTAL LABOR & PARTS JOB # 6 TOTAL LABOR & PARTS CUSTOENR REQUESTS RENTAL VEHICLE. PARTS OTY FP NUMBER JOB # 6 TOTAL LABOR & PARTS SUBLET JOB # 6 TOTAL LABOR & PARTS SUBLET PO# VEND INV# INV. DATE DESCRIPTION JOB # 6 TOTAL LABOR & PARTS SUBLET OTAL SUBLET ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) COMMENTS SHUTTLE TOTALS [] Cash [] Check # [] Acct Receivable TOTAL LABOR SHUTTLE TOTALS [] Visa [] MasterCard [] American Express TOTAL SUBLET. TOTAL PARTS. [] Discover [] GM Protection Plan TOTAL G.	AVON, IN	VEHICLE I.D. NÖ.	" -	6 4 P.O. NO.	
JOB # 5 1 15858369 CORE RETURN JOB # 5 TOTAL PARTS JOB # 5 TOTAL LABOR & PARTS JOB # 5 TOTAL LABOR & PARTS JOB # 6 TOTAL LABOR & PARTS SUBLET PO# VEND INV# INV.DATE DESCRIPTION JOB # 6 TOTAL LABOR & PARTS SUBLET PO# OP/19/07 RENTAL ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) COMMENTS TOTAL SUBLET TOTAL PARTS TOTAL PARTS TOTAL SUBLET TOTAL MISC CHG. TOTAL MISC CHG. TOTAL MISC CHG. TOTAL MISC DISC	ADDIT OTHER DESIGNATION OF THE PERSON OF THE		<u>.</u>		
JOB # 5 TOTAL LABOR & PARTS J# 6*27*PNZHENE CUSTOEMR REQUESTS RENTAL VEHICLE. RENTAL PARTSQTY FP - NUMBER DESCRIPTION UNIT PRICE- JOB # 6 TOTAL LABOR & PARTS JOB # 6 TOTAL LABOR & PARTS SUBLET PO# VEND INV#-INV.DATE-DESCRIPTION JOB # 6 TOTAL LABOR & PARTS SUBLET PO# VEND INV#-INV.DATE-DESCRIPTION JOB # 6 TOTAL SUBLET ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) COMMENTS SHUTTLE TOTALS LABOR TOTAL LABOR TOTAL SUBLET TOTALS TOTAL SUBLET TOTAL G.O. G. G. G.O. G. G.O. G.O. G.O. G.O.	JOB # 5 -1 15858369 GEAR K	11 6.508 ETURN	J0B # 5 T01	AL PARTS	WARRANTY WARRANTY 0.00
CUSTOEMR REQUESTS RENTAL VEHICLE. RENTAL PARTS OTY FP NUMBER DESCRIPTION UNIT PRICE JOB # 6 TOTAL LABOR & PARTS SUBLET PO# VEND INV# INV. DATE DESCRIPTION JOB # 6 TOTAL LABOR & PARTS SUBLET OF WARF OR SUBLET ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) COMMENTS SHUTTLE TOTALS [] Cash [] Check # [] Acct Receivable TOTAL LABOR TOTAL PARTS TOTALS [] Visa [] MasterCard [] American Express TOTAL SUBLET TOTAL G.O.G. [] Discover [] GM Protection Plan TOTAL MISC CHG.		JOB #	5 TOTAL LABOR	& PARTS	0.00
SUBLET - PO# - VEND INV#-INV.DATE DESCRIPTION - JOB # 6 39609 09/19/07 RENTAL TOTAL - SUBLET ESTIMATE - CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) COMMENTS - SHUTTLE TOTALS - COMMENTS - TOTAL LABOR TOTAL SUBLET [] Cash [] Check # [] Acct Receivable TOTAL PARTS TOTAL SUBLET TOTAL SUBLET TOTAL G.O.G. TOTAL G.O.G. TOTAL G.O.G. TOTAL MISC CHG. TOTAL MISC CHG. TOTAL MISC CHG. TOTAL MISC CHG. TOTAL MISC DISC CUSTOMER ARE COVERED BY AN ASTERISK (*). AND PAID FOR BY THE COUNTER AND COUNTER ARE COVERED BY THE GOODING FOR BY THE TOTAL TAX.	CUSTOEMR REQUESTS RENTAL VEHICLE. RENTAL				WIII MARKANETY
JOB # 6 39609 09/19/07 RENTAL TOTAL - SUBLET ESTIMATE	PARTS QTY FP-NUMBER DESCRIF	PTION	JOB # 6 TOT	IT PRICE- AL PARTS	0.00
JOB # 6 39609 09/19/07 RENTAL TOTAL - SUBLET ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) COMMENTS SHUTTLE TOTALS [] Cash [] Check # [] Acct Receivable TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G. O. G TOTAL G. O. G TOTAL MISC CHG. PARTS IDENTIFIED BY AN ASTERISK (*) . AND PAID FOR BY THE CUSTOMER ARE COVERED BY THE GOODLED NOT BY THE CUSTOMER ARE COVERED BY THE GOODLED NOT BY THE CUSTOMER ARE COVERED BY THE GOODLED NOT BY THE CUSTOMER ARE COVERED BY THE GOODLED NOT BY THE CUSTOMER ARE COVERED BY THE GOODLED NOT BY THE CUSTOMER ARE COVERED BY THE GOODLED NOT BY THE TOTAL TAX		J0B #	6 TOTAL LABOR	& PARTS	0.00
ORIGINAL ESTIMATE OF \$0.00 (+TAX) COMMENTS SHUTTLE TOTALS [] Cash [] Check # [] Acct Receivable TOTAL LABOR [] Visa [] MasterCard [] American Express TOTAL SUBLET TOTAL G.O. G TOTAL MISC CHG. TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	JOB # 6 39609 VEND INV#-INV.DAIE-DESCRIP 09/19/07 RENTAL	P110N	TOTAL	- SURLET	WARRANTY 0.00
TOTALS. [] Cash [] Check # [] Acct Receivable TOTAL LABOR [] Visa [] MasterCard [] American Express TOTAL SUBLET [] Discover [] GM Protection Plan TOTAL MISC CHG. PARTS IDENTIFIED BY AN ASTERISK (*). AND PAID FOR BY THE COUNTED BY THE C	ORIGINAL ESTIMATE OF \$0.00 (+TAX)				
[] Cash [] Check # [] Acct Receivable TOTAL LABOR [] Visa [] MasterCard [] American Express TOTAL SUBLET [] Discover [] GM Protection Plan TOTAL MISC CHG. PARTS IDENTIFIED BY AN ASTERISK (*). AND PAID FOR BY THE COUNTER ARE COVERED BY THE GOODWEENCH SERVICE BUSS TOTAL MISC DISC TOTAL TAX	TOTALS				
[] Visa [] MasterCard [] American Express TOTAL SUBLET [] Discover [] GM Protection Plan TOTAL MISC CHG. PARTS IDENTIFIED BY AN ASTERISK (*). AND PAID FOR BY THE COUNTER ARE COVERED BY THE GOODWEENCH SERVICE BUSS CUSTOMER. ARE COVERED BY THE GOODWEENCH SERVICE BUSS	[] Cash [] Check # [] Acct Receivable		TOTAL L	ABOR	0.00
PARTS IDENTIFIED BY AN ASTERISK (*). AND PAID FOR BY THE CONTRACT OF TOTAL MISC DISC TOTAL TAX	[] Visa [] MasterCard [] American Express		TOTAL \$1	J&LET	0.00
CUSTOMER. ARE COVERED BY THE GOODWINGHOUSEDITIES DIVIS			TOTAL M	ISC CHG. ISC DISC	0.00 0.00 0.00
ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12.000 MILE	CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO.	DLUC	OTAL IA		0,00
				•	
CUSTOMER SIGNATURE ************************************	CUSTOMER SIGNATURE	INVOIC	F *****	***	****

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

INVOICE DÂTE

G6/

R.O. DATE **09/18/07**

09/19/07

SELLING DEALER NO.

"Thereby authorize the repair work hereinafter 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 below vehicle to secure the amount of repairs thereto."

"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 Neitner Assumes Nor Authorizes Any. Other Person To Assume For It Any Liability in Connection With The Sale of This Item/Items."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 11/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance of the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 04:14pm

CUSTOMERNIO

4057205448

INVOICE NO.

DEUVERY MILES

PRODUCTION DATE

MO: 34248

PNCS244617



CHEVROLET

2001 Stoney Creek Road Noblesville, Indiana 46060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC

5336 Piks Plaza Road Indianapolis, Indiana 46254 Ph: 317-299-5555 • Fx: 317-329-4224

74434		ADVISOR		<u>-</u>	TAG NO.	INVOICE DĂTE
	****	BLAKE	_	992600	6397	10/24/07
		LABOR RATE	LICENSE NO."	M	LEAGE	CÓLÖR
		YEAR/MAKE/MODEL	<u> </u>		<u>34,246</u>	G6/
AVON, IN		06/PONTIAC	/RLUE			DEUVERY DATE
THE THE		VEHICLE I.D. NO.		_		SELLING DEALER NO.
		1 G 2 Z H	5 5 8 1	6 4		January World No.
		F.T.E. NO.		P.O. NO.		R.O. DATE
		COMMENTS	<u>_</u>	<u> </u>		<u> 10</u> /24/07
LABOR & PARTS	NS ROUGH					T ***
4 1 91PMZ110			CHANGE PROPERTY.	OCTORIO VILLENDO CONTRATO	William Transfer Brown	TERMS
		Rough Idi	E. RPM	5-14 W W LUL CATTAIN TO G () 11 11 11 11 11 11 11 11 11 11 11 11 1	MAINTEN CASTAGE CASTAGE CONTRACTOR OF THE PARTY OF THE PA	UNLESS AF "I hereby author
COULD NOT	IG ABOUT 200. DUPLICATE PROBLEM AT THI	STIME				set forth to be d
	SOLETONIE INOBERIA MI THI	3 IIME.				material and ag
PARTS QTY FP - NUM	IBERDESCRI	PTION	UN	IIT PRICE-		sible for loss or
			IOB # 1 TOT	AL PARTS	0.00	left in vehicle in a
		· ·				caused by unav.
COMMAND AND AND AND AND AND AND AND AND AND	3	JUD # 1	TOTAL LABOR	& PARIS	0.00	parts shipmonts
OF CHARLES IN THE STATE OF	LECTRICAL VICTORIAL STATES READ WINDOW STATE				HANNE WARRANTY	I hereby grant
	TATES REAR WINDOW STILL I	MAKING MOANING N	OISE WHEN	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		permission to described on str
ALL WINDOW	S QUIET WHILE ROLLING UP	OR DOWN AT THIS	TIME	•		for the purpose of
DADTS OTV CD 1400	DCO		- APPLLY			express mechan
PARISQIYFP-NOM	BERDESCRI	PTION	UN	IT PRICE-		ledged on below
		J	OB# 2 ΤΟΤ	al Parts	0.00	of repairs thereto
		JOB # 2	TOTAL LABOR	& PARTS	0.00	"The Factory Wa
Table designations and an expension of the second second	in the property of the control of th				• • • • • • • • • • • • • • • • • • • •	Warranties With
CUSTOMER S	TATES THAT THERE IS A CAP				A STATE OF THE STA	item/items. The
FRONT DOOR	HANDLE FROM LAST REPATE	LITOSTING ON DKT	AEK2 2TDE			claims All War
REPLACED CO	OVER BEHIND LEFT DOOR HAN	VDLE.				Implied, Includir Merchantability
PARTSOTY EP NUM	BERDESCRIF 59147 CAP 10	ITTOM				Purpose, And The
JOB # 3 1 1520	69147 CAP 10	515	UN	II PRICE-	WARRANTY	Authorizes Any (
	3.1 23.	. J	DB # 3 TOT.	AL PARTS	0.00	It Any Liability In
					1	This Item/Items."
		J0B # 3				MISC
J# 4 00PNZ100	PROPERTY OF THE PROPERTY OF TH		902 :456:566	THE PROPERTY OF THE PROPERTY O		MATE
		S. AND ANY NEED!	D SERVICE	CONTRACTOR OF THE STATE OF STA	SHEAT SHEET STATES OF SHEET SH	10% OF LABOR OF \$15.00 IS C
KEPAIKS. AL	DATOE				·	COVER COSTS
PARTSQTYFP-NUME	BERDESCRIP	TION		T PRICE	j	BULK USED IN F
	-250111	J	B # 4 TOTA	L PARTS	0.00	AND COSTS.TO
		: 200 # + -	-			WASTE.
		JOB # 4 1	UIAL LABOR	& Parts	0.00	
J# 5300PNZ125	LINE DE SERVICES ESPANDADE	nicht der eine eine er	70544 502000	itanii protesta (14 august	Paris and Maria and Maria and	CASH OR
30,000 MILE	SERVICE.	CONTRACTOR OF THE PROPERTY OF	· Commence of the second state of the second	rese - teatures ere in identification	CHARLETTI HELLIGHT WEST	Any other arrang
	RVICE					the General Mana
PARTSOTYFP-NUMB	ERDESCRIP	TION	IMT	T DDTČE		A FINANCE CH, charge of \$.50) or
			D # 5 IUIA	I PARIN	0.00	purchases and cl
		ania # = ÷		/	V.00	added to the ball
· · · · · · · · · · · · · · · · · · ·		. JOB # 5 T	OTAL LABOR	& PARTS	0.00	percentage rate
STIMATE	DOES PROTIVING			·····	••	
					[7h0
UKIGINAL ESTIMA RECOMMENDATIONS	TE OF \$0.00 (+TAX)					
30.000 MILE SERVICE	* * * * * * * * * * • • • • • • •	• 700	· 05	•••		We want you
		····	. 33			with our servi
						questions conc
PAGE 1 OF 2	CUSTOMER COPY	·			ľ	me personally
	COSTOMER COPY.	[C	ONTINUED ON	I NEXT PAG	E) 04:14pm	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter 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 shipmonts 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 lesting and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto."

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Discizims 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."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Managor. For any credit account: A FINANCE CHARGE OF 11/5% (minimum sharpe of \$.50) on the total unpaid balance of burchases and charges over 30 days will be added to the balance o the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

4057205448

INVOICE NO. <u>PNCS24461</u>7

DELIVERY MILES

MO: 34248



CHEVROLET

2001 Stoney Creek Road Noblesville, Indiana 46060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC

5336 Pike Plaza Roga Indianapolis, Indiana 46254 Ph: 317-299-5555 • Fx: 317-329-4224

74434	ADVISOR TO BLAKE		002600	TAG NO.	INVO(CE DATE
	LABOR RATE	LICENSE NO.	992600	6397 6397 34,246	10/24/07 COLOR G6/
AVON, IN	YEAR/MAKE/MODEL 06/PONTIAC VEHICLE I.D. NO.	/BLUE			DELLYERY DATE
	1 G 2 Z H	5 5 8 1	6 4		SELLING DEALER NO
R	COMMENTS	<u>.</u>	F.C. 140.		10/24/07
[] Cash [] Check # [] Acct Receivable [] Visa [] MasterCard [] American Express [] Discover [] GM Protection Plan PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE FOR LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./	PLUS FOR DETAILS. /12,000 MILE	TOTAL P TOTAL S TOTAL M TOTAL M TOTAL T	ABORARTSUBLETO.GISC CHGISC DISC AX	0.00 0.00 0.00 0.00	TERMS UNLESS AI "I hereby author set forth to be of material and ag sible for loss or left in vehicle in cause beyond y caused by unax parts shipments I hereby grant permission to described on str for the purpose of express mecha ledged on below of repairs therete
			,	1	"The Factory Wa Warranties With Item/Items. The claims All War Implied, Including Merchantability Purpose, And Th

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter 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 datays 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 below vehicle to secure the amount of repairs thereto."

"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 Noither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability in Connection with The Sale of This Item/Items."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 11/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance of the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

PAGE 2 OF 2

CUSTOMER COPY

. [END OF INVOICE] 04:14pm

4057205448

INVOICE NO.

DELIVERY MILES

PRODUCTION DATE

REPRINT# 1 MO: 35993

PNCS246156



CHEVROLET

2001 Stoney Creek Road Noblesville, Indiana 46060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC

5336 Pike Plaza Road Indianapolis, Indiano 46254 Ph: 317-299-5555 • Fx: 317-329-4224

74434		ANDREW M	OORE LICENSE NO.	236	4G NO	INVOICE DATE
		LABOR RATE	LICENSE NO.	MILEA	<u>7923</u>	12/06/07
		YEÄR/MAKE/MODE	L	<u> </u>	35,993	G6/ DEUVERY DATE
AVON, IN		06/PONTI	AC/BLUE			
		1 G 2 Z	н_5 5 8 1			SELLÎNG DEALER NO.
		F.T.E. NO.	***	P.O. NO.		R.O. DATE
		COMMENTS		····		12/05/07
LABOR & PARTS	, m-1		<u> </u>			
THE PARTY AND PROPERTY OF THE PARTY OF THE P		\$0,500 to 1,000 to 102	MANAGER TRANSPORTATION OF SHORE AND A CONTRACTOR		······································	TERMS
RIGHT AT LOW SO	FEDS COMING EDOM TH	ISE WHEN TUR!	VING LEFT TO	ned a for a to a for a formation of the	AN ASSESSMENT SHOWS WITH A	UNLESS AF "I hereby authori
FUUND STEEKING	SHAFT TO BE NOTSEY		ICCL ·			set forth to be di material and ag
	POSITION STEERING S					sible for loss or
PARTSQTYFP-NUMBER-	·DESCRI	PTION		NIT PRICE-		left in vehicle in d cause beyond y
			JOB # 1 TO	HAL PARTS	0.00	caused by unav
The Text of Children parameters (China and China and Chi	·	JOB #	1 TOTAL LABO	R & PARTS	0.00	parts shipments I hereby grant
		A PART CALL COLOR	NATO PROGRAMA DE MANDA DE MANDA POR PROGRAMA DE PROGRAMA DE PROGRAMA DE PROGRAMA DE PROGRAMA DE PROGRAMA DE P		WARRANTY	permission to
NECESSARY TO SP	FCIAL ORDER A PARTO	MG-OFF OF THE	KADIU			described on struion the purpose of
PARTSQTYFP-NUMBER	DEBODE					express mechan
- CALLES TO HOUSEKS	DESCRI)	7110N	JOB # 2 TO	NIT PRICE:	0.00	ledged on below of repairs thereto
	t - t	: 100 #	0 TOTAL 1400	0.0.0000	0.00	
Hencoman and several services are services and several services and several services and seve		JUB #	2 101AL LABO	R & PARIS	0.00	"The Factory Wa Warranties With
# 8 DOPWILES DECLINED 30K SE	RVICES AND ALTERMENT		(5):1992153.1m			item/items. The S
ARTSQTYFP-NUMBER-					,	claims All Warr Implied, Includir
VIII OF THE PROPERTY OF THE PR		'I TON	JOB # 3 TO	NIT PRICE-	0.00	Merchantability Purpose, And The
						Authorizes Any (
HANAGE TO SERVICE STREET, STRE	NAME OF THE OWNER	JUD #	3 TOTAL LABOR	K & PARIS	0.200 1	It Any Liability in This Item/Items."
# 4+20PNZ100 INTERIO	THE TRUNK RELEASE H	ANDIES ARE RI	(\$45992153); (\$		MATEMATY	
NECESSART (O RE	PLACE RELEASE HANDLE	S				MISC MATE
ARTSQTYFP-NUMBER 10B # 4 1 15826827	DESCRIP	TION	UI	NIT PRICE-	.	10% OF LABOR
06 # 4 1 15826827	CABLE 1	1.620	JOB # 4 TOT	TAL CARTO	WARRANTY	OF \$15,00 IS C COVER COSTS
					0.00 }	BULK USED IN F
STIMATE		JOB #	4 TOTAL LABOR	R & PARTS	0.00	AND COSTS TO WASTE.
STIMATE USTOMER HEREBY ACKNOWLEDGES	DECETATIO	- 		· - ^	· · · · · · · · · · · · · · · · · · ·	
UKIGINAL ESTIMATE ()F	* \$0.00 (+TAX)	•				CASH OR C
OMMENTSALL CUSTOMER WHEN FINISHED 6			·			Any other arrange
and the second s						the General Mone A FINANCE CH/
ECOMMENDATIONS OK SERVIES	•••				,	charge of \$.50) or
LIGNMENT						ourchases and chadded to the bak
					. [1	percentage rate 1
		-				740
	٠.,		4		-	We want you
					•	vith our servi
					, ,	westions conc
PAGE 1 OF 2	CUSTOMER CORY		(CONTINUED O		6	ne personally

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vonicle 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 below vehicle to secure the amount of repairs thereto."

'The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Hem/Items. The Seller Heroby 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 Liebhity in Connection With The Sale of This Item/Items."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15,00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by he General Manager. For any credit account: FINANCE CHARGE OF 11/2% (minimum harge of \$.50) on the total unpaid balance of ourchases and charges over 30 days will be idded to the balance o the account. Annual ercentage rate 18%.

Thank You!

We want you completely satisfied vith our service... If you have any westions concerning this work, call ne personally.

PNCS246156

STOCK NO.

DELIVERY MILES

PRODUCTION DATE

REPRINT# MO: -35993



CHEVROLET

2001 Stoney Creek Road Noblesville, Indiana 46060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC

5336 Pike Plaza Road Indianapolis, Indiana 46254 Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ANDREW MOOR	E 23	6 TAG NG 923	12/06/07
	LABOR RATE	LICENSE NO.	MILEAGE 35,993	G67
AVON, IN	₩6/PONTEAC/	_	"	DEUVERY DATE
		5 5 8 1 6 4		SELLING DEALER NO.
	F.T.E. NO.	P.O. NO), "	12 √05/07
TOTALS	COMMENTS			
[] Cash [] Check # [] Acct Receivable		TOTAL LABOR	Δ 00	TERMS
[] Visa [] MasterCard [] American Express	•	TOTAL PARTS TOTAL SUBLET	0.00	UNLESS AF "I hereby author
[] Discover		TOTAL G.O.G	0.00	set forth to be d material and ag
PARTS IDENTIFIED BY AN ASTERISK (*). AND PAID FOR		TOTAL MISC CHG TOTAL MISC DISC TOTAL TAX	ว กักกั	sible for loss or left in vehicle in a cause beyond y
LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO.	COD OCTAFA	TOTAL INVOIC	E\$ 0.00	caused by unava
				I hereby grant
CUSTOMER SIGNATURE ************************************	INVOICE	** *** ****	** *****	described on stre for the purpose of express mechan

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damago 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. l 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 acknowedged on below vehicle to secure the amount of repairs thereto."

"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 Warrenty Of Merchantability Or Fitness For A Particular Purpose, And The Seilor Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability in Connection With The Sale of This Item/Items."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Managor. For any credit account: A FINANCE CHARGE OF 11/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance o the account. Annual percentage rate 18%,

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 04:14pm

NVOICE NO.

DELIVERY MILES

PRODUCTION DATE

MO: 36207

<u>PNC5246423</u>



CHEVROLET

2001 Stoney Creek Road Noblesville, Indiana 46060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC

5336 Pike Plaza Road Indianapolis, Indiana 46254 Ph: 317-299-5555 • Fx: 317-329-4224

ZOSTOWINE NO.	74434			ADVISOR					TAG	NO
	7 1 1 2 7			ANDREW LABOR RATE	MOOF		VSE NO.	2:	36 [Tmileage	7994
							13E NO.		MILLAGE	36,20
			ſ	YEAR/MAKE/M		,			-	20120
AVON, I	N		-	O6/PON' VEHICLE I.D. NO	TIAC/	<u>BLU</u>	<u>E </u>			
			ļ	1 G 2	ΖH	5 5	8 1	6 4		
				F.T.S. NQ.				P.O. N).	
				COMMENTS					-	_
ABOR & PAR	ŢS									
# 1 20PNZ		FOR TREEM		in in the second	CHCSI	#992 4		Maria de la companya	 Markinistroje	MYSUFEEDER ASKETT
	CUSTOMER STATES SPECIAL ORDER F			RADIO ARE	CHIPP	ING	Arter Millian 1975	111111111111111111111111111111111111111	arenaid British	
	NECESSARY TO RE	EPLACE RADIO								
ARTS (QTYFP-NUMBER		- ¿DESCRIPI	TON-				ET DOSS		
IOB # 1	OTYFP-NUMBER- 1 ELECTRON	AIC .	ELECTRON	1	_		ON.	LI PKIC	.E-	WARRANT
					J	OB#	1 TOT/	AL PART	\$	0.0
				JOB	# 1	TOTAL	LABOR	& PART	\$	0.0
# 2: 14PNZ	CUSTOMER STATES	IS FON/STEERT)	NACESTI STATETAL MARKET ET ELEKTRIS	Biffelikatanski og letera	ATHERING METERS	ANTARA CONTRACTOR	TOTAL CONTRACTOR OF COLUMN	in a sur	(CETEDIO PARENTE SERVICES	#OMOGRAPHES
1000	CUSTOMER STATES OF THE VEHICLE	HEARS A CRA	ACKING NOI	SE COMING	FROM	THE	FRONT	A Company of the state of	Lincin (Claims M.).	eri Paroni de la companya de la comp
	UNABLE TO DUPLI	CATE AT THE	S TIME	Y PAVEMEN	11					
ARTS0	TY FP - NUMBER		NESCRIPT	TON			11617	4	_	
			· -ULGUNIF I	1011	JO)B #	2 TOTA	T PRIC	E- S	0.00
·				10B			LABOR			
Mary and provide the second	ilia de se de la compansión de la compan				π 2 t	OIAL	LADUK	& PAKI	> -,	0.00
Control of the State of the Sta	CHECK BRAKES, T	IRE DEPTH A	近郊野猫温駅間 LL FIIITDS		CH(S)	0921	1301CE		Particular de la companya de la comp	
	REPAIRS. ADVISE PERFORMED	1		, (atb 741)	MECLY	נוב יט:	VATCE			
15 a.										
AK150	TYFP-NUMBER~-	•	-DESCRIPT	ION		<u></u> .	UNI	T PRICE	<u>.</u>	
		·			J0	B#	3 TOTA	L PART	5	0.00
·				" J08 ;	#3 T	UATO	LABOR .	& PARTS	š	0.00
5 [[MA] E		i			-					• • •
ORIO	EBY ACKNOWLEDGES SINAL ESTIMATE OF	RECEIVING	(+TAY)							
WHITH 12	• • • • •									
ILL COSTOME	R WHEN FINISHED (507-5863								
	:									•
	the second second									

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

INVOICE DATE

G6/ DELIVERY DATE

R.O. DATE 12/13/07

<u>12/13/</u>07

ELUNG DEALER NO.

"I hereby authorize the repair work hereinafter, 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, thett, or any other cause beyond your control or for any 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 below vehicle to secure the amount of repairs thereto."

"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."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN. BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 11/2% (minimum charge of \$50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance of the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.



CHEVROLET

2001 Stoney Creek Road Noblesville, Indiana 46060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC

5336 Pike Plaza Road Indianapolis, Indiana 46254 Ph: 317-299-5555 • Fx: 317-329-4224

74434	ADVISOR .		IAG NO.	INVOICE DATE	INVOICENO.
74434	ANDREW MOORE			12/13/07	PNCS246423
	LASOR RATE	LICENSE NO. MI	LEAGE] color	STOCK NO.
			<u>36,206</u>		
	YEAR/MAKE/MODEL			DELIVERY DATE	DELIVERY MILES
AVON, IN	06/PONTIAC/E	BLUE			
	VEHICLE LD. NO.			SELUNG DEALER NO.	PRODUCTION DATE
	1 G 2 Z H 5	P.O. NO.			<u> </u>
	F.I.E. 190.	P.O. NO.		R.O. DATE	
R .	COMMENTS			12/13/07	
	Comment				мо: 36207
TOTALS				7****	MO. 30207
[] Cash [] Check # [] Acct Receivable [] Visa [] MasterCard [] American Express [] Discover [] GM Protection Plan PARTS IDENTIFIED BY AN ASTERISK (*) AND PAID F(CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO. CUSTOMER SIGNATURE ***********************************	PLUS FOR DETAILS. /12,000 MILE	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG TOTAL MISC DISC TOTAL TAX TOTAL INVOICE		UNLESS ARRA "I hereby authorize tr set forth to be done set for loss or dam left in vehicle in case cause beyond your caused by unavailab parts shipments by tr i hereby grant you permission to oper described on streets, for the purpose of tes express mechanic's ledged on below vehi	RICTLY CASH NGEMENTS MADE he repair work hereinafte along with the necessan that you are not respon age to vehicle or articles of fire, theft, or any othe control or for any delays illity of parts or delays in he supplier or transporter and/or your employees ate the vehicle hereir highways, or elsewhere ling and/or inspection. Ar lien is hereby acknow- icle to secure the amount
				of repairs thereto." "The Factory Warran Warranties With Res	ty Constitutes A# Of The

from/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,"

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager, For any credit account: A FINANCE CHARGE OF 11/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance o the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 04:15pm

NVOICENO. PNCS247034

DEUVERY MILES

MO: 37509



CHEVROLET

2001 Stoney Creek Road Noblesville, Indiana 46060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC

5336 Pike Plaza Road Indianapolis, Indiana 46254 Ph: 317-299-5555 + Fx: 317-329-4224

COSTOMER NO. 7 4 4 3 4	ADVISOR		TAG NO.	INVOICE DATE
74434	NDREW MOOF	<u>RE</u> 230		01/04/08
	LABOR RATE	TÜĞENSE NO.	MIEAGE	COLOR
	YEAR/MAKS/MODEL "		<u>37,508</u>	
	06/PONTIAC	/BLUE		DEUVERY DATE
AVON, IN	VEHICLE I.D. NO.	BLUE	·va·	SELUNG DEALER NO.
	1 G 2 Z H	5 5 8 1 6 4		Toccomo domestrio.
ļ ī	T.E. NO.	P.O. 190		R.O. DATE
				01/03/08
BESIGES ACT BURNESS BU	DOMMENTS			<u> </u>
LABOR & PARTS				1
DATE THE REPORT OF THE PROPERTY OF THE PROPERT	STREET, COURSE STREET, CONTRACTOR AND ADDRESS OF THE STREET, CONTRACTO	ELINGARISMA ELINATERA PROPERTI A LIGITARIO DE LA CARTA DEL CARTA DE LA CARTA DE LA CARTA DEL CARTA DE LA CARTA DEL CARTA DEL CARTA DE LA CARTA DE LA CARTA DE LA CARTA DEL CARTA DE LA CARTA DEL CARTA DE LA CARTA DEL CARTA DE LA CARTA DE LA CARTA DEL	e – V China sin sin China ka Majarketa karan karan karan ka	TERMS: STE
CUSTOMER STATES HEARS A CRACKING TYP	F NOTSE COMING	FROM THE	SCHOOL STATE OF THE PARTY OF TH	UNLESS ARRAN
I RIGHT FROND WHEEL AREA WHEN TAKING D	FF			"I hereby authorize the
UNABLE TO DUPLICATE ATTHIS TIME				set forth to be done at material and agree th
	100 H a	TOTAL 1 1000 0 0 0		sible for loss or damag
***	308 # I	TOTAL LABOR & PARTS	0.00	left in vehicle in case of
DE 2000RNZ100			TOWNS TO SHOW THE TAX PROPERTY.	cause beyond your or
CHECK PRAKES, LIKE DEPTH, ALL FLUIDS	. AND ANY NEED	ED SERVICE	Process 605 4451111111111111111111111111111111111	caused by unavailabil
REPAIRS ADVISE! PERFORMED				parts shipments by the I hereby grant you a
FERFURNED			•	permission to opera
	.10B # 2	TOTAL LABOR & DARTS	0.00	described on streets, I
<u>ESTIMATE</u>		TOTAL ENDOR & PARTS		for the purpose of testin
CUSTOMED REDERY ACKNOWLEDGE PEGETUZAG	••••			express mechanic's is ledged on below vehicle
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)				of repairs thereto."
COMMENTS				ar rapano oterato.
CALL CUSTOMER WHEN FINISHED 317-607-5863				"The Factory Werrenty
TOTALS				Warranties With Respo
TOTALS	*****			Item/Items, The Soller
[] Cash [] Check # [] Acct Receivable	* 4	TOTAL LABOR	0.00	claims All Warrantie
		TOTAL PARTS	0.00 0.00	Implied, Including An Merchantability Or Fit
[] Visa [] MasterCard [] American Express	•	TOTAL SUBLET	0.00	Purpose, And The Selle
[] Discover [] GM Protection Plan		TOTAL G.O.G	0.00	Authorizes Any Other
		TOTAL MISC CHG.		It Any Liability In Conn
PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR	BY THE	TOTAL MISC DISC TOTAL TAX	0.00 0.00	This item/items."
COSTOMER: ARE COVERED BY THE GOODWRENCH SERVICE PO	1115		*****	MISCELL
LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FO	OR DETAILS.	TOTAL INVOICE	≣\$ 0.00	MATERIAL
ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./	12,000 MILE		,	10% OF LABOR CHAP
				OF \$15,00 IS CHARC
				COVER COSTS OF S
CUSTOMER SIGNATURE				BULK USED IN REPAI AND COSTS TO DISPI
******* DUPLICATE	INVOICE	***********	*****	MIND COOLS TO DISPL

TERMS: STRICTLY CASH JNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter 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 lett 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 acknowedged on below vehicle to secure the amount of repairs thereto."

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This tem/Items. The Selier Hereby Expressly Disclaims All Warranties, Either Express Or implied, including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Selier Nether Assumes Nor Authorizes Any Other Person To Assume For Any Liability In Connection With The Sale of This Item/Items."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 11/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance of the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 04:15pm

INVOICE NO PNCS248627

DELIVERY MILES PRODUCTION DATE

MO: 39882



CHEVROLET

2001 Stoney Creek Road Noblesville, Indiana 46060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC

5336 Pike Plaza Road Indianapolis, Indiana 46254 Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMFR NO. 74434	ADVISOR	****	TAĞ NO.	INVOICE DATE
74434	SEAN R DAN	IELS	<u>870 899</u> 6	02/19/08
	LABOR RATE	LICENSE NO.	MILEA GE	COLOR
	YEAR/MAKE/MODEL		<u> </u>	882 G6/
AVON, IN	06/PONTIAC	/BLUE		DELIVERY DAIC
	VEHICLE I.D. NO.			SELUNG DEALER NO.
	1 G 2 Z H	<u> 5 5 8 1 6</u>	4	
	7.1.e. 140.		P.O. NO.	R.O. DATE 02/19/08
	СОММЕНТ8	m	,	02/19/00
LADOD A STATE				
LABOR & PARTS	(PANY) C.C. Company C.			TERMS: ST
## 1 GOPNZ CUSTOMER STATES THE CD PLAYER WHEN LISTENING TO THE RADIO				UNLESS ARRAN
	AND TRYING TO LOAD A C	K EKKOK		
UNABLE TO DUPLICATE	· ·			set forth to be done a
		TOTAL		material and agree to sible for loss or dama
	JUB # 1	TOTAL LABOR 8	k PARTS (left in vehicle in case.
O# 2 00PNZ100 CHECK BRAKES TIRE DEPTH ALL	AND THE PROPERTY OF THE PROPER	C. 73544 5666	Paragramman and an and an	cause beyond your c
CHECK BRAKES, TIRE DEPTH, ALI REPAIRS: ADVISE!	_ FLUIDS. AND ANY NEED	DED SERVICE	41. Course and an annual superior and district the transfer	caused by unavailab parts shipments by th
				I hereby grant you
	JOB # 2	TOTAL LABOR &	PAPTS o	permission to oper
ESTIMATE				described on streets,
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING	·			for the purpose of test express mechanic's
ORIGINAL ESTIMATE OF \$95 On 1.	-TAX)			ledgod on below vehic
CUMMENIA				of repairs thereto;"
CALL CUSTOMER WHEN FINSIEHD 607-5863				W71
RECOMMENDATIONS				"The Factory Warrent Warranties With Resp
30,000 MILE SERICE				Item/Items. The Selle
TOTALS				claims All Warrantie
TO THE STATE OF TH				
[] Cash [] Check # [] Acct Receiva	ble	TOTAL LAB	0R 0	Merchantability Or F .00 Purpose, And The Sell
	· ·	TOTAL PAR	ŤŠ ŏ	.00 Authorizes Any Other
[] Visa [] MasterCard [] American Exp	ress	TOTAL SUB TOTAL G.O	LET g	. 00 It Any Liability In Con
[] Discover [] GM Protection Plan		TOTAL MIC	C CUC	.00 This item/items."
· ·		TOTAL MIS	C DISC - Ó	.00 MISCEL
PARTS IDENTIFIED BY AN ASTERISK (*), AND P CUSTOMER, ARE COVERED BY THE GOODWRENCH SE	AID FOR BY THE	TOTAL TAX	· · · · · · · 0	.00 MATERIA
LIFETIME GUARANTEE. SEE YOUR SERVICE CONSU ALL REPAIRS MADE WITH GM PARTS ARE COVERED	LTANT FOR DETAILS	TOTAL IN	VOICE \$ 0.	10% OF LABOR CHA
ALL REPAIRS MADE WITH GM PARTS ARE COVERED	12MQ./12.000 MILE	IOIALIN	VOICE # U.	. Or wished to OFFIC
				COVER COSTS OF S
				AND COSTS TO DISP
CUSTOMER SIGNATURE	THE			WASTE.
******* DUPLIC	ATE INVOICE	E ****	*********	***
				CASH OR CRE
			1	Any other arrangemen
			•	the General Manager.
· · · · · · · · · · · · · · · · · · ·				Le environe acceso

CTLY CASH EMENTS MADE

epair work hereinafter ng with the necessary you are not responto vehicle or articles ire, theft, or any other trol or for any delays of parts or delays in upplier or transporter. d/or your employees the vehicle herein hways, or elsewhere and/or Inspection. An n is hereby acknowto secure the amount

onstitutes All Of The t To The Sale Of This ereby Expressly Dia-Either Express Or Implied Warranty Of ess For A Particular Neither Assumes Nor rson To Assume For tion With The Sale of

NEOUS CHARGE

SES TO A MAXIMUM S ON REPAIRS TO PLIED BOUGHT IN NG YOUR VEHICLE SE OF HAZARDOUS

IS CARD ONLY

nust be approved by r any credit account: A FINANCE CHARGE OF 11/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance o the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

NYOICE NO. PNCS248769

DEUVERY MILES

PRODUCTION DATE

MO: 40094



CHEVROLET

2001 Stoney Creek Road Nobiesville, İndiana 46060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC

5336 Pike Plaza Road Indianapolis, Indiana 46254 Ph; 317-299-5555 • Fx; 317-329-4224

1 //////	ADVISÕR	5 4				G NO.	INVOICE DATE
7,113	SEAN R LASOR RATE	DANT	LLS UCENSEN	10.	870 (<u>8938</u>	02/25/08
	ve and a ve a	000	_			40,094	G6/
	YEÂR/MAKE/M 06/PON		Ri iic			-	DELIVERY DATE
	VEHICLE I.D. ÑÖ	Ď.					SELLING DEALER NO
	1 G 2	<u>z </u>	5 8	164			
	F.T.E. NO,			P.C	Ď. NO.		R.O. DATE
F	COMMENTS						02/25/08
LADOD & DADTS							
LABOR & PARTS	VASCOS (Aliesia da nacroara	TO AND THE SECOND SECON	On the second	A			TERMS
CUSTOMER STATES RADIO IS READING CD	PLAYER E	RROR		013000 3001000100		WARRANTY	UNLESS A
SOP IS IN REPLACED RADIO AND PROGRAMMED		21311					"I hereby autho set forth to be o
REPLACED RADIO AND PROGRAMMED							material and a
	JOB	# 1·T	OTAL L	ABOR & P/	NRTS	0.00	sible for loss or left in vehicle in
J# Z+2ZPMZ111							cause beyond
	RVICE	Transfer at the state of	ATT VIEW CONTRACTOR	rafamili, intracarativativitali.		Werkagar	caused by unav
COURTESY TRANSPORTATION PROVIDE CUSTOMER TWO WAY SHUTTLE SER							parts shipments I hereby grant
Z7911 MJ.98	AICE						permission to
							described on st
	JOB	# 2 10	OTAL LA	ABOR & PA	RTS	0.00	for the purpose express mecha
SUBLETPO#VEND INV#-INV.DATE-DESCRIPT	ION						ledged on below
JOB # 1 28482 9999 02/25/08 REPAIR R	ADI()		TOT	TAL - SUE		WARRANTY	of repairs theret
TOTALS			101	AL - 305	LEI	0.00	"The Factory W
							Warrantles With
[] Cash [] Check # [] Acct Receivable			TOTA	L LABOR.		0.00	Item/Items. The claims All War
[] Visa [] MasterCard [] American Express			IUIA	L PARTS.		0.00	implied, includi
			TOTA	L SUBLET	• • •	0.00	Morchantability
[] Discover [] GM Protection Plan			TOTA	L MISC C	HG.	0.00	Purpose, And Th Authorizes Any
PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR	RY THE		TOTA	L MISC D	ISC	0.00	It Any Liability is
COSTONER. ARE CUVERED BY THE GOODWRENCH SERVICE D	1115					0.00	This Item/Items.
LIFETIME GUARANTEE, SEE YOUR SERVICE CONSULTANT F ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./	DR DETAIL	S.	TOTA	AL INVO	ICE \$	0.00	MIS
TENO.	12,000 M	LG.					MAT
							10% OF LABOR OF \$15,00 IS 0
CUSTOMER SIGNATURE						ļ	COVER COSTS
****** DUPLICATE	INVO	IÇE	**	****	****	*****	BULK USED IN AND COSTS TO
							WASTE.
						·	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter 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. l 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 below vahiols to secure the amount of repairs thereto."

"The Factory Warranty Constitutes All Of The Warrantles With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warrenties, 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."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15,00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 11/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance o the account, Annual percentage rate 18%,

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 04:15pm

NVOICENO. PNCS249819

DELIVERY MILES

PRODUČTION DATE

MO: 41019



CHEVROLET

2001 Stoney Creek Road Noblesville, Indiana 46060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC

5336 Pike Plaza Road Indianapolis, Indiana 46254 Ph: 317-299-5555 • Fx: 317-329-4224

CÜŜTOMER NO	ADVIS <mark>OR</mark>		TAZ	NO.	Lucases Co
/4434	SEAN R DAN	NIELS	8 70 ^^	2436	03/25/08
	LABOR RATE	LICENSE NO.	MILEAG	₹	COTOR
[]	YEAR/MAKE/MODEL			41,019	G6/ DEUVERY DATE
AVON, IN	06/PONTIAC	Z/BLUE			OCCOVERY DATE
·	VEHICLE I.D. NO.				SELLING DEALER NO.
	IGZZH	5 5 8 1	b 4		R.O. DAYE
			1.0.40.		03/24/08
	COMMENTS			-	05/21/00
LABOR & PARTS		m u			
THE PROPERTY OF THE PROPERTY O	Harolin Market Cartes		HEYELLANG TOWERS HAVE NOW HAVE NOW HE	Forest English (Managarina Managarina)	TERMS
CUSTOMER STATES STEERING WHEEL CONTR	OLS NOT PERFO	RMING	STATE CANADAM SOUNTS OF ME	国名图 1980 利用	UNLESS AF "I hereby author:
REPROGRAMMED RADIO					set forth to be d
				i	material and ag
	JOB # 1	TOTAL LABOR	& Parts	0.00	sible for loss or left in vehicle in a
J# 2 14PNZ CUSTOMER STATES THERE IS A POPPING IN		DECEMBER OF THE PROPERTY OF THE PERSON OF TH	CALACAS ALMANAGAS VALUE VALUE	ACCOMPANIAN AND A	cause beyond v
CUSTOMER STATES THERE IS A POPPING W	HEN TURNING R	IGHT OR	and but to see the descriptions have a find a see. If	Telegraph Attraction of Superiors and	caused by unaverparts shipments
Steering System Diagnosis All					I hereby grant
REPOSITION INTERMIDIATE SHAFT					permission to described on stri
	.10R # 2	TOTAL LABOR	¢ DADTE	0.00	for the purpose o
COTIMATE		TOTAL LADOR		0.00	express mechan
ESTIMATE	···	• • • • • -			ledged on below of repairs thereto
I ORIGINAL ESTIMATE OF 180 DO (TTAV)				+	 -
5607-5863					"The Factory Wa
					Warranties With Item/Items. The S
TOTALS					claims All Ware
[] Cash [] Check # [] Acct Receivable		TOTAL LA	SUD	0.00	Implied, includin Merchantability
·		TOTAL PAR	₹TS	0.00	Purpose, And The
[] Visa [] MasterCard [] American Express		TOTAL SUE TOTAL G.(BLET	0.00	Authorizes Any (
[] Discover [] GM Protection Plan		TOTAL MIS	SC CHG.	0.00	It Any Liability in This Item/Items."
PARTS IDENTIFIED BY AN ASTERISK (*). AND PAID FOR	DV THE	TOTAL MIS	SC DISC	0.00	" TOTAL POPULATION IS.
'COSTUMER. ARE COVERED BY THE GOODWRENCH SERVICE OF	HC	TOTAL TAX		0.00	MISC
LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FO ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./J	NO DETAILS	TOTAL IN	VOICE \$		MATE 10% OF LABOR
THE TENTE THE WITH GR PARTS ARE COVERED 12MG./	12,000 MILE				OF \$15.00 IS O
. <u></u>				i	COVER COSTS : BULK USED IN F
CUSTOMER SIGNATURE				ļ.	AND COSTS TO I
**************************************	INVOIC	E *****	***	*****	WASTE.
		•			
				·	CASH OR C

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary materiel 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 below vehicle to secure the amount of repairs thereto."

"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."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 11/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance of the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

NYOÏCENO.

DELIVERY MILES

PRODUCTION DATE

MO: 45752

PNCS254332



CHEVROLET

2001 Stoney Creek Road Noblesville, Indiana 16060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GME

5336 Pike Plaza Road Indianopolis, Indiana 46254 Ph; 317-299-5555 • Fx: 317-329-4224

74434	SEAN D D	ANTELE	7.70	G NO.	INVOICE DATE
	LABOR RATE	ANIELS	MILEAG	1514 <u> </u>	08/07/08
	YEAR/MAKE/MODE			<u>45,752</u>	G6/
AVON, IN	06/PONTI				DELIVERY DATE
	VEHICLE 1.D. NO.	<u>H 5 5 8 1</u>	5.4	"	SELUNG DEALER NOT
}	F.T.E. NO.	<u>,, , , , , , , , , , , , , , , , , , ,</u>	P.O. NO.		R.O. DATE
DESIGNATION BUILDING	СОММЕНТS	м		· ·	08/06/08
LABOR & PARTS					
CUSTOMER STATE THERE IS A POPPING THE FROM END WHEN TURNING RIGHT O FOUND STEERING COLUMN TO BE MAKIN REPLACED COLUMN AND SIR COIL	CRACKLING NO. R LEFT. G A POPPING NO.	#SPENDIZERA HENT ISE FROM DISE.		WARRANTY	TERMS UNLESS AF "I hereby author set forth to be d material and ag
PARTSQTYFP-NUMBER	H 2.895	JOB # 1 TOT.	AL PARTS	WARRANTY WARRANTY 0.00	sible for loss or left in vehicle in a cause beyond y caused by unaver parts shipments I, hereby grant permission to
CHECK BRAKES, TIRE DEPTH, ALL FLU) REPAIRS. ADVISE! 27 Point Inspection All	IDS. AND ANY N	CENED SCHAICE		0.00 0.000	described on str for the purpose o express mechar ledged on below of repairs thereto
PARTSQTYFP-NUMBERDESCRI	JOB #	2 TOTAL LABOR	& PARTS	0.00	"The Factory Wa Warrantles With Item/Items. The S claims All Warr Implied, Includir
JOB # 1 GW GM WARR DEDUCTIBLE ESTIMATE		CONTRUL NO-	254332	100.00	Merchantability (Purpose, And The Authorizes Any C It Any Liability in This item/items,"
URIGINAL ESTIMATE OF \$0.00 (+TAX)				.	MISC
CALL CUSTOMER WHEN FINISHED 607-5863 TOTALS		TOTAL LA	~ · · · · · · · · · · · · · · · · · · ·	0.00	MATE 10% OF LABOR (OF \$15.00 IS CH COVER COSTS (BULK USED IN F AND COSTS TO [
[] Visa [] MasterCard [] American Express		total su	BLET	0.00 L	WASTE,
[] Discover [] GM Protection Plan PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO.	OR BY THE PLUS FOR DETAILS	TOTAL G. TOTAL MI: TOTAL TA TOTAL TA	SC DISC	100.00	CASH OR C Any other arrange the General Mana A FINANCE CHA charge of \$.50) or purchases and ch added to the bata percentage rate 1
CUSTOMER SIGNATURE ************************************	INVOI	CE ******	****		7ha
				13	We want you

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter 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 detays 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 below vehicle to secure the amount of repairs thereto."

"The Factory Warranty Constitutes Ali Of The Warrantles With Respect To The Sale Of This ltem/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 Nolther Assumes Nor Authorizes Any Other Person To Assume For t Any Liability in Connection With The Sale of This item/items,"

MISCELLANEOUS MATERIAL CHARGE

0% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO OVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE IND COSTS TO DISPOSE OF HAZARDOUS VASTE:

TERMS: CASH OR CREDIT CARD ONLY

my other arrangement must be approved by to General Manager. For any credit account: FINANCE CHARGE OF 11/2% (minimum narge of \$.50) on the total unpaid balance of urchases and charges over 30 days will be dded to the balance o the account. Annual ercentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

PAGE 1 OF 1.

CUSTOMER COPY

[END OF INVOICE] 04:15pm

RNG5257249

STOCK NO.

DELIVERY MILES

PRODUCTION DATE

REPRINT# 1 -MO: 49282



CHEVROLET

4057205448

2001 Stoney Creek Road Noblesville, Indiana 46060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC

5336 Pike Plaza Road Indianopolis, Indiana 46254 Ph; 317-299-5555 • Fx; 317-329-4224

	ANDREW MOORE	236	TAG № 244 -
	LABOR RATE LICENSE	10. М	 LEAGE
AVON, IN	OG/RONJEAC/BLUE	- 1	-
	√4,, (€, ,2, ,0, Z ++ 5 - 5 - 8	-1 6 4 -	
	F.T.E. NÖ.	P.O. NO.	
LABOR & PARTS	COMMENTS		
CUSTOMER STATES HEARS A POPPI STEERING COLUMN WHEN TURNING	M. M		
NECESSARY TO REPLACE THE STEE RIGHT FRONT LOWER CONTROL ARM	RING SHAFT STEERING GEAR AND 1 E7700.5 E9740 3.7 E3530 .9		
PART\$QTYFP-NUMBER	ESCRIPTION	-UNIT PRICE-	
JOB # 1 1 15858369 G JOB # 1 1 15858369 G JOB # 1 1 22730776 A	ORE RETURN PM 6 160		WARRANTY WARRANTY
	JOB # 1	TOTAL PARTS	WARRANTY 0.00
7.11.10.11.11.11.11.11.11.11.11.11.11.11.	JOB # 1 TOTAL LA	BOR & PARTS	0.00
J# 2 00PNZ100 CHECK BRAKES, TIRE DEPTH, ALL REPAIRS. ADVISE! 27 Point Inspection All	FLUIDS, AND ANY NEEDED SERVI		MANAGEMENT COMP
PARTSQTYFP-NUMBERDE	ESCRIPTION	-UNIT PRICE.	
A CAP TENDERNOE BUT COMPANY TO THE TANK THE TOTAL PROPERTY OF THE TANK THE	JOB # 2 TOTAL LAI	BOR & PARTS	0.00
RENTAL CAR RENTAL FOR CUSTOMER SAFTISFACT PERFOREMD			
ARTSDE	SCRIPTIONJOB # 3.1	UNIT PRICE-	0.00
	JOB # 3 TOTAL LAE		
CUSTOMER STATES AT TIMES VEHICL OR KEY NECESSARY TO CLEAN FUEL INJECTO J5645 1.0	LE WILL NOT START WITH REMOTE	Elizabeth de la companya de la comp	+
The second secon	SCRIPTION	UNIT PRICE-	
'ARTSQTYFP-NUMBERDE:	300 W 4 T	OTAL DADTS	0.00
ARTSQTYFP-NUMBERDE:	J08 # 4 T		0.00
	JOB # 4 TOTAL LAB		0.00
PARTSQTYFP-NUMBERDES UBLETPO#VEND INV#-INV.DATE-DES UBLETPO#VEND INV#-INV.DATE-DES UBLETPO#VEND INV#-INV.DATE-DES UBLET	JOB # 4 TOTAL LAB SCRIPTION	OR & PARTS	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

11/10/08

⊊6⊀

DEUMERY DATE

SELLING DEALER NO.

11/10/08

"I hereby authorize the repair work hereinafter 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 below vehicle to secure the amount of repairs thereto."

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This item/items. The Seller Hereby Expressly Disclaims All Warrantles, 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."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 11/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance of the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

INVOICE NO.

DELIVERY MILES

PRODUCTION DATE

REPRINT# 1 MO: 49282

<u>PNCS</u>257249



CHEVROLET

4057205448

2001 Stoney Creek Road Noblesville, Indiana 46060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC

5336 Pike Plaza Road Indianapolis, Indiana 46254 Ph: 317-299-5555 • Px: 317-329-4224

74434	A5VISQR *		TAT	G NO.*
	ANDREW MO		236	_ 244
	LASOR RATE	UCENSE NO.	MICEAC)s <u> </u>
	YEAR/MAKE/MODÊL			49,28
AVON, IN	06/PONTIA	C/81 HC		
	VEHICLE (.D. NO.			,
	1 G 2 Z F	<u> </u>		
	F.T.E. NO.	P.C	D. NO.	
R	COMMENTS	<u>_</u>		
	OOMMENIS .			
ESTIMATE.				

COMMENTS ORIGINAL ESTIMATE OF \$0.00 (+TAX)				
CUSTOMER WATTING		• • • •		
TOTALS				
			- •	
[] Cash [] Check # [] Acct Receivable		TOTAL LAGOR		
		TOTAL LABOR. TOTAL PARTS.		0.00
Li Masservara [] Aller (Can Express		TOTAL SURFET		0.00 0.00
[] Discover [] GM Protection Plan		IOTAL G.O.G.		0.00
		TOTAL MISC C	HG. TÉC	100.00
PARTS IDENTIFIED BY AN ASTERISK (*). AND PAID FO	R BY THE	TOTAL TAX	136	0.00
LIFETIME GUARANTEE SEE VOUR SERVICE CONSULTANT	PLUS			0.00
ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO.	/12 DON MILE	TOTAL INVOICE	CE\$	100.00
The second secon	ATC: VOO HILL			
CUSTOMER SIGNATURE				
**************************************	INVOIC	C ############	tanked dealers and the	
	. 107010		*******	*******
		•		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

INVOICE DATE

G6/

R.O. DATE 11/10/08

11/10/08

SELLING DEALER NO.

"I hereby authorize the repair work hereinafter 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 unavallability 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 below vehicle to secure the amount of repairs thereto."

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Selier Hereby Expressly Disclaims All Warrantles, 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 If Any Liability in Connection With The Sale of This Item/Items."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 11/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance o the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

NVO(CE NO.

DELIVERY MILES

PRODUCTION DATE

MO: 51035

PNCS258482



CHEVROLET

2001 Stoney Creek Road Noblesville, Indiana 46060 Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK CIMC

5336 Pike Plaza Road Indianapolis, Indiana 46254 Ph: 317-299-5555 • Px: 317-329-4224

74434	ADVISOR		TAG NO.
	SEAN R DA		870 1 435
	LABOR RATE	L/CENSE NO.	MILEAGE
	YEAR/MAKE/MODEL		51,03
AVON, IN	06/PONTI	AC/BLUE	
	YEHICLE I.D. NO.	-	
	ELE NO.	<u>н 5 5 8 1 6</u>	4
		[*	P.O. ÑO.
	СОММЕНТS		
LABOR & PARTS			
# 1 14PNZ SUSPENSION/STEERING CUSTOMER STATES THE STEERING WHEEL RIGHT AND LEFT REPOSITION INTERMIDIATE SHAFT	L IS POPPING W	(\$)+992183 HEN TURNING	iik ahini kalendari (Warekaari)
· · · · · · · · · · · · · · · · · · ·	J0B #	1 TOTAL LABOR & F	PARTS 0.00
J# 2 00PNZ100 CHECK BRAKES. TIRE DEPTH. ALL FLUI			
CHECK BRAKES, TIRE DEPTH. ALL FLUI REPAIRS. ADVISE! 27 Point Inspection All	IDS, AND ANY NE	EDED SERVICE	西以即即将在 亚州西南北部州西北部州 <u>州</u>
FSTIMATE	J08 #	2 TOTAL LABOR & P	ARTS 0.00
ORIGINAL ESTIMATE OF \$0.00 (+TAX)	• •		
TOTALS			
		•	
[] Cash [] Check # [] Acct Receivable	•	TOTAL LABOR	0.00
] Visa [] MasterCard [] American Express		TOTAL PARTS	0.00
•	•	TOTAL SUBLET	Γ 0.0σ 0.00
] Discover [] GM Protection Plan		TOTAL MISC (CHG. O OO
ARTS IDENTIFIED BY AN ASTERISK (*). AND PAID FO	OR RY THE	TOTAL MISC E) I S C
USTOMER, ARE COVERED BY THE GOODWRENCH SERVICE	PLUS	TOTAL TAX	0.00
OSTUMER, ARE COVERED BY THE GOODWRENCH SERVICE IFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT LL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO.	FOR DETAILS. /12.000 MILE	TOTAL INVO	OICE \$ 0.00
CHETOURD CLOSULT			
CUSTOMER SIGNATURE			

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

NVOICE DATE

G6/

12/18/08

SELLING DEALER NO.

12/17/08

"I hereby authorize the repair work hereInafter sot 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 below vehicle to secure the amount of repairs thereto."

"The Factory Warranty Constitutes Ail Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Discialms 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."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager, For any credit account: A FINANCE CHARGE OF 11/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance of the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

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

General Motors Crapaention Business Resource Center PO Box 33170 Detroit, MI 48232-5170

VIA FAX ONLY

March 5, 2009

Robert Silverman, Esq. Kimmel & Silverman 30 E. Butler Pike Ambler, PA 19002

RE:

Service Request: 71-695081590 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61826F

Customer Relationship Specialist: Patricia Easley

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated March 5, 2009. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

Copy of owner's current title and/or registration

Other: Release of Lien

☐ Finance, Buyer's agreement ☐ Repair Orders

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 cc: {Local Counsel on Lawsuits}















RELEASE OF LIEN INFORMATION

I	·
(Client's Name)	(Client's Social Security Number)
hereby authorize	
(Lien holder N	ame)
(Lien holder Address)	(Lien holder Phone Number)
,	ding my loan account #(Account Number)
with	·
(Lien holder Name)	
to General Motors Corporation, includi loan payoff amount, and per diem infor	ng but not limited to a complete payment history of my account, mation.
Date	
V	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V08012008	















VIA FAX ONLY

March 5, 2009

Debbie Todd, Service Manager REEDMAN-TOLL AUTO WORLD PO BOX 3004 LANGHORNE, PA 19047-9104

RE:

Service Request: 71-695081590 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61826F

Customer Relationship Specialist: Patricia Easley

Dear Debbie Todd:

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

- All 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 me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents within 24 hours. Thank you for your assistance.

Sincerely,

General Motors Corporation













VIA FAX ONLY

March 5, 2009

Leon Newman, Service Director NORTHEAST CHEVROLET 3301 GRANT AVE PHILADELPHIA, PA 19114-2629

RE:

Service Request: 71-695081590 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61826F

Customer Relationship Specialist: Patricia Easley

Dear Leon Newman:

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

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 me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents within 24 hours. Thank you for your assistance.

Sincerely,

General Motors Corporation















Coversheet

Start Date:

SR #	71-695081590 3-5-09
CUSTOMER:	
VIN#:	1G1ZT61826F
YEAR/MAKE/MODEL:	2006 Chevrolet Malibu MAXX
STATE:	PA

FIRM NAME:	Kimmel & Silverman
ATTORNEY:	Robert Silverman
PH #: 215-540-8888	FAX #: 215-540-8817

Mary Richards for sales docs

DEALER:	BAC #206432
Reedman Toll, Langhorne	
SVC MGR: Debbie Todd(actng)	PH # 215-757-4961
Svc Docs Rec'd: 3-6-09	FAX # 215-757-7971
AVM: Denise Zobel	CELL # 610-349-5224
DATE AVM CALLED: 3-5-09	
SALES MGR:	PH #
Sale Docs Rec'd:	FAX #

2 nd DEALER: NorthEast Chevrolet	BAC # 113847
SVC MGR: David Stressman/Leon	PH # (215) 824-0800
Newman	
Svc Docs Rec'd: 3-5-09	FAX # 215-637-5933
AVM: Ivan Hardy	CELL # 610-858-2096
SALES MGR:	PH #
Sale Docs Rec'd:	FAX #

Previous SRs	1-429189364-Mobility claim, Scooter Lift
DVM to be involved	D NO
CA Questions	3-10-09

Coversheet

Start Date:





We have reviewed the service history on this client's 2006 Chevrolet Malibu Based on this history, General Motors cannot make an offer.

This offer and any future offers of settlement for this matter are made on behalf of all defendants. This offer/terms and settlement is contingent upon receipt of a fully executed release to be prepared by General Motors Corporation wherein the defendant has ownership of the vehicle at the time the release is executed and a copy of current registration to establish proof of ownership. Unless otherwise noted, this offer will expire twenty one (21) calendar days following the date of original transmission.

Jennifer Wooding Legal Agent - BRC Legal Department Aditya Birla Minacs 1-(800) 866-790-5600 x 31401 | jennifer_wooding@gmexpert.com Fax # 866-398-3253

VIA FAX ONLY

March 9, 2009

Mary Richards, Sales REEDMAN-TOLL AUTO WORLD 1700 EAST LINCOLN HWY LANGHORNE, PA 19047-3042

RE:

Service Request: 71-695081590 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61826F Customer Relationship Specialist: Patricia Easley

Dear Mary Richards:

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

• All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.

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 me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents within 24 hours. Thank you for your assistance.

Sincerely,

General Motors Corporation









nnnen mann





RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 05/12/07 15:59:58

PROCESSING SOURCE: CHEVROLET PAGE:

PA

VIN: 1G1ZT6182 6F SELLG SCE: 13 MDL YR: 06 ORD NO: JMCG1P

ODATE: 08/26/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 15547 DDATE: 03/31/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 03/31/06 ORDER BY:

CANC: CANC DOE:

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

--INCENTIVES--

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

 BPH
 01
 13
 15547
 00030017684
 04/05/06
 500.00
 OA
 0.00
 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00030017684 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

 DXP
 01
 13
 15547
 00030017684
 04/05/06
 353.00
 OA
 0.00
 9

SSN:

PROCESS TYPE: 001 CHECK NO: DATA SCE: DLR INC MEMO NO: 00030017684 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT FFC 01 13 15547 00030005489 04/04/06 28.92 OA 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLVY INC MEMO NO: 00030005489 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT MOB 02 13 15547 002439905 09/13/06 1,000.00 CA 0.00 9

PROCESS TYPE: 001 CHECK NO: 002439905 SSN:
DATA SCE: VEND INC MEMO NO: 00030941413 AUTH PUR CD:
MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: A

PAYEE NAME: FREDERICK GRACE

STREET: 3410 ASHVILLE ST

CITY: PHILADELPHIA ST/PROV: PA ZIP: 19136-3020

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY

15:59:58

05/12/07

PROCESSING SOURCE: CHEVROLET PAGE:

VIN: 1G1ZT6182 6F SELLG SCE: 13 MDL YR: 06 ORD NO: JMCG1P

CODE PAY SS/SITE INV/INC NO DATE
01 12 15547 2336138 04/07/06 DATE AMOUNT MTHD DLR SHR 04/07/06 100.00 OP 0.00 STAT 0.00

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: VEND INC MEMO NO: 2336138 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: A

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT SZB 01 13 15547 2336134 04/07/06 10.00 OP 0.00 9 STAT

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: VEND INC MEMO NO: 2336134 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: A

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

 UDP
 01
 13
 15547
 00030017684
 04/05/06
 3,000.00
 OA
 0.00
 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00030017684 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

 CODE
 PAY
 SS/SITE
 INV/INC
 NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

 XMC
 01
 13
 15547
 145379
 04/14/06
 1,068.39
 OP
 0.00
 9

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: GMAC INC MEMO NO: 145379 AUTH PUR CD:

MISC DATE: 03/31/06 MISC: 0000093881MEA0

POLICY PYMT CMNT: ACTV TYPE: 6



denise.zobel@gm.com 03/05/2009 12:43 PM

To patricia_easley@gmexpert.com

CC

bcc

Subject Re: 71-695081590-



VIN-1G1ZT61826F

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).

Denise

patricia_easley@gmexpert.com

03/05/2009 11:37 AM

To denise.zobel@gm.com

cc

Subject 71-695081590-

VIN-1G1ZT61826F

DVM Denise Zobel:

Hi, my name is This email is to follow up on my voicemail regarding Service Request 71-695081590 for customer First and Last Name. The customer's vehicle is a 2006 Chevrolet Malibu Maxx. The customer has been working with DEALERSHIP NAME in CITY, STATE. 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,
Patricia Easley Legal Research Specialist P: 866-790-5600 x 11216 F: 866-508-1966 Patricia_Easley@gmexpert.com









EBIVIE ...

MINIME:

General Motors Business Resource

FAX

To:

Mary Richards

Company:

Fax:

2157028453

Phone:

From:

Patricia Easley

Fax:

866-508-1966

Phone: E-mail:

866-790-5600 X11216

CC:

NOTES:

Please fax all documents to: 1-866-508-1966

*Per the sales docs we need all items in the sales jacket, but can work with the odometer statement, finance agreement, buyer's order and the application

pat easley/brc legal/atx/11216



General Systems Solutions On-Line Registration System Department of Transportation Applicant Summary Statement Pennsy] wania Transaction: New Title/New Reg Processor: REEDMAN TOLL AUTO WORLD/00859664 Purchase Date: Mar 31, 2006 Processed By: TERRY WHITE Process Date: Apr 10, 2006/ Prev Title No: None Temp Reg Date: Mar 31, 2006 ate of Origin: None Title Count: 0 VIN: 1G1ZT61826F Stock No: 179919/30882 Vehicle Type: PASSENGER Y3/Make: 2006/CHEV Condition PennDOT Fees [] Police GVWR: Unladen Weight: No of Axles: Sum of GAWR: Sales/Use Tax: Body SDN [] Taxi GCWR: [] O/S Tires Seat Cap: 1.196.30 Odom Reading: 7 Title Fee: Lien Fee: Fuel 22.50 Purchase Price: \$17,090.00 ACTUAL MILEAGE 5.00 Chassis Mftr: Owner Information: Body Make: Reg/Proc Fee: 36.00 Lessee Information: Insurance Information: Dup Reg Fee: 0.00 GEICO Transfer Fee: 0.00 [] Tenan in [] DDTF
Survivorship? [] Retired
[] Tenant in Increase Fee: 0.00 Replacement Fee: 0.00 Jun 30, 2006 PHILADELPHIA/PA/ Other Fee: 0.00 [] Daily Rental Mail Code: Trade In #1 Information: fotal: \$1,259.80 Lian Holder #1 Information: Fees & Sales Tax Information: VIN: None Tax exempt Reason: NONE/00 YR: PO BOX 8140 Tax Exempt No: Make: Condition: Taxable Sale Price: \$17,090.00 COCKEYSVILLE/MD [] Local Sales Tax Override? Allowance: 210% (1 ELT Rate: 0.07 Trade In #2:None Lien Holder #2 None Allowance: Trade In #3 Hone Lden Holder #3 None Allowance: Assigned Tag Type: PASSENCES
Assigned Tag No: Class: Assigned Exp Sticker No: 0287565 Class Sticker No: Assigned Exp Mo/Yr: Feb/2007 RRGCW Transferred Title No: Signature of Person from Whom Tag is Being Transferred Tag No: [] W/Renewal Relation To Applicant: W/Tag Replacement No of Dup Reg Cards: 0 [] W/Tag Exchange post for Optional Registration At A Weight Exceeding the GVWR (MV-1005) [] Req byond the angulacturer's Gross Vehicle Weight Rating (OVWR) may create unsafe conditions and also void the manufacturer's warranty if damage should it to propose that two. You should also consult your insurer concerning possible soverse effects to your insurence coverage with respect to such over! Cale be regis ared at the gross vehicle weight (RRGW or RRGGW) listed above under the provisions of Section 1916(b) of the Vehicle Code so amended by the Object that I have been warned by the Department of Transportation that loading my truck beyond the manufacturer's gross weight rating may demage !) The operation of a truck loade ing. Check with your debier or everloading. Check with your dealer or live request that the above described ve No. 8 (1980), approved 2-15-80, 1/we actics occupants, as well as other vehicles invaledge that It have been warned by the Department of Transportation that loading my truck beyond the manufactures their occupants and pedestrians; and I/we assume all risks connected with any such overloading of the truck. I/we acknowledge that I/we may lose my/ou i/we further acknowledge that I/we may be 1/we have examined and signed this form a operating packlings(s) or vehicle registration(s) for failure to maintain financial responsibility on the currently registered vehicle for the period subject to a line not exceeding \$5,000 and imprisonment of not more than two (2) years for any false statement that I/we may make on this form, and I/ it compilation; and, that, if an exemption from payment of sales tax is claimed, I am/we are authorized to claim this exemption. I/we further cert have application for certificate of title for the vehicle described above. statements herein are true and correct an Date Subscribed and Sworn to: Signature of Applicant or Authorized Signer: Signature of Notary Administering Cath; Signature of Co-Owner/Title of Authorized Signer: S VIN/GVWR Certification or Tracing is Required. [] E Place Signature of Person Verifying VIN/GVWR or the Tracing Here: A I hereby certify that I have verified the VIN/GVMR of L this vehicle and the VIN/GVWR listed above is correct SIGN: DIN: **Detach Hers** of O COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD EXPIRY: FEB 28. 2007 VALID: 04/10/06 PLATE TITLE: VIN: 1G1ZT61826F YR/MAKE; 2006 CHEV TYPE: SDN I heraby acknowledge this day that I have received notice of the provisions of Section 3708 of the Vehicle WID: 06100 3400 007 0-001 EMISSION INSPECTION REQUIRED/DIESEL EXEMPT COUNTY : PHILADELPHIA PHILADELPHIA PA

RETAIL INSTALMENT SALE CONTRACT. PLAN

GMAC FLEXIBLE FINANCE	. F
-----------------------	-----

			er Number	Contract Number	30883	
Buyer (and Co-Buy	er) – Name and	address (include county	and zip code)	Creditor (Seller name	and address)	
				REEDMAN-TOL	L AUTO NO	RLD
PHILADELPH	IA PA	CO: PHILADEL	PHIA	RT1 LANGHORNE F	A 10047	004
You, the Buyer (and County)	n-Blucer if and	more hand the contribute of a				
payment schedule sho	wn below. We w	id back of this contract ill figure the Finance Ch	. You agree to pay arge on a daily has	/ us, the Creditor, the A	mount Finance	you choose to buy the vehicle on credit and Finance Charge according to the
New or Used Year		ke and Model	T	dentification No.		
NEW 2004	CHEVROLE		****		23 Asersonal	ary Use for Which Purchased family, or household agricultural
	MALIBU F	IAXX	1G1ZT618	26F	business	
Your trade-in is a:	Year	Make	Model			
	FEDERAL T	RUTH-IN-LENDING DIS	CLOSURES		Insurance.	ou may buy the physical damage
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. 2.50% \$	FINANCE CHARGE The dollar amount the credit will cost you. 72(), 0	Financed 1 The amount of wi	tal of Payments The amount you Ill have paid after ou have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$3500_00 is \$22684_04	anyone you de not required credit. Your insurance will process.	contract requires (see back) from cose who is acceptable to us. You are buy any other insurance to obtain decision to buy or not buy other not be a factor in the credit approval.
Your Payment Sche	اسطا	<u> </u>	1.71.634.634	\$_7584.04	centricates no	the named insurance companies will ms and conditions.
Number A		When Payn	nente		 	
	ayments	Are Due		Or as Follows	1 1111 10 1	urance you want and sign below:
36 \$		nthly beginning 04	/30/2006	e salah arang d	Credit Life:	onal Credit Insurance. ☐ Buyer ☐ Co-Buyer
Late Charge, If a pa	vment is not re	ceived in full within 10	dave after it in due	An er site, our record of the site of the	1 16	A Too Edyc
payment that is late.	Otherwise the	nmercial motor vehicle, charge will be 2% per r month for any part of a n	the charge will be	4% of the part of the		ility (Buyer Only)
Prepayment. If you p	ay off all your d	ebt early, you will not ha	TIONER THAT IS MORE !	han 10 days.	Premium:	
Security Interest. Yo	u are giving a s	ecurity interest in the ve	hicle being purchas	he:	Credit Life	
Additional Informat	inn. See thic	positront for many to	E		Credit Disa	bility \$ N/A
non payment, deladit; t	any required rep	payment in full before the	e scheduled date, a	nd security interest.		(Insurance Company)
ITEMIZATION OF AN	OUNT FINANC	ED SEL SE		A STATE OF THE STA	# # # # # # # # # # # # # # # # # # #	(Home Office Address)
1 Cash price (including	g any accessor	ies, services, and taxes)		t 21 7700 20/41	Credit life insu	ance and credit disability insurance
2 Total downpaymen	t = (If negative	enter "0" and see line 4	H below)	21786.30(1)	are not require	ance and credit disability insurance d to obtain credit. Your decision to
Gross trade-in \$		-payoff by seller \$	N/A		disability insura	y credit life insurance and credit nce will not be a factor in the credit
<pre>= net trade-in \$ + other (describe</pre>	N/A	+ cash \$	N/A	, feet of a seg	approval proce	ss. They will not be provided unless
3 Unpaid balance of c		\$	3500.00	3500,00(2)	insurance pay	the unpaid part of the amount
4 Other charges inclu	ding amounts o	aid to others on your bel		18286 30(3)	amount you we	s. They will not be provided unless gree to pay the extra cost. Credit life the unpaid part of the amount die. This insurance pays only the uld owe if you paid all your payments
CONTRACTOR CONTRACTOR A	HIKRIMS P		•	the state of the control of the cont		
company or comp	credit insuran Danies	ce paid to the insuran	ce		VOLL are disable	This leaves contract while
Life		N/A			any increase i	your payment or in the number of
Disability		S N/As	N/A		named insurar	your payment or in the number of policies or certificates issued by the ecompanies may further limit the
B Other insurance (describe) N / /		ance company		্ৰ মুখ্য মুখ্য	coverage that	edit life or credit disability insurance the policies or certificates for
(describe) N// C Official fees paid		\$\$	N/A		coverage limits	and other terms and conditions.
D Government taxe	s not included in	agencies \$_ 1 cash price \$	48.15			
E Government licen	se and/or regist	tration fees	5.00_	eyek isa 🗐	_ ln/e	Other Insurance.
_REG=436.00	}	\$	36.00			rpe of Insurance Term
F Government certi	icate of title fee	s rest recording fee) \$			Premium \$	W/A
G Other charges (Se	eller must identi	ly who ispaid and	27.50		_ A/A	
describe purpose.	}		en e		300	(Insurance Company)
to N/A		N/A \$	N/A		_ N/A	to the second second second second
10 REFOMA	N-TOLL for	NOTARY FEE S	6.00	and a second		fome Office Address)
			AD 100 A A	1 1	want the insura	ace checked above

Mar 10 2009 7:36F	PM F	REEDMAN TOLL AU	TO WORLD F	2157570166	p.4
+ other (describe) PEBATE 3 Unpaid balance of cash price (1 mil		\$ 3500.00	\$3500_00(2)	Insurance pays the unpa	aid part of the amount
	} 		\$ <u>18286_30(3)</u>	financed of your die. This amount you would owe if you	insurance pays only the
4 Other charges including amounts p keep part of these amounts.):	id to other	s on your behalf (Seller may	is the second control of the second stranger of the second	on time. Credit disabili	ty insurance pays the
A Cost of optional credit insuran	pe paid to	the insurance	not to the	This is	under this contract while
company or companies			- 19 1	I any increase in your neur	nent or in the number of
Life	 S	AAAA aa saa saa saa	0.50, 20, 50, 60	payments. The policies or	certificates issued by the
Disability	\$	N/AS N/A		named insurance compan coverage that credit life or	ies may further limit the
B Other insurance paid to the insur	ance comp	a ny	4.7.5	provides. See the poli	cies or certificates for
(describe) N/A	100000000000000000000000000000000000000	1138	the same of the fact that the	Coverage limits and other to	erms and conditions
C Official fees paid to government D Government taxes not included i		<u> </u>	_	Other Ins	::renco
E Government license and/or regis				The wind a bally facility of the contract of a significant	
REG=\$36.00	Hanon rees	麟 - 医含含 定 、包括5时,自由50。	AND SECTION	N/A Type of Insu	Torm
F Government certificate of title fee	S	\$ 36.00		Premium \$	
(includes \$ 5.00 security inte	rest record	ng fee) \$ 27.50	and the second s	The large state of the state of	-N
G Other charges (Seller must ident	y who is c	aid and	19.89 v.n. 311	N/A (1	0
describe purpose:)				(Insurance	
to N/A for	M/A	\$ N/A	AND THE	(Home Office	
to REEDMAN-TOLL for		FEE \$6.00		A : 1/2	· · · · · · · · · · · · · · · · · · ·
to REFOMAN-TOLL for		s 55.00	Teller vog end	want the insurance check	and the second section is a second section of the second section in the second section is a second section of
to M/A of	W/A	S N/A	MONTH was recovered to the control of the state of the st	x as a constant we will	1.
Applicate construction and second and second	i Pastania				
	N/A	ssN/A	- 19 (19 (19 (19 (19 (19 (19 (19 (19 (19	F I C Dining Cina at the	Dete
H Net trade- in payoff to 11/A	TO CALCAS	S SCALE OF BYA		graficatradigado (saginori), tresci Cons <u>elembrica, est</u> icidada sigo s	Teres en 18 ásó an cheurch Teres en 18 ásó an cheursch
Total other charges and amounts p			\$ 177.65 ⁽⁴⁾	M. OR GENERA GOLL MAR SPENI OF	DE BUILDAGEL SKOULDIGES EN ALS
			\$ 18463 95 ⁽⁵⁾	ANY INSURANCE REF	
6 Finance charge 7 Total of payments - time balance (5			\$ <u>720.09(6)</u>		
V 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1		\$ 19184 04(7)	FOR PERSONAL LIABI	
	izyt. of		. vigg maj sa	E 1919 III VANCED TO U	
If you do not meet your contractual o					
HOW THIS CONTRACT CAN BE CH	ANGED.	his contract contains the en	tire agreement betwee	en you and us relating to this o	ontract. Any change to the
Buyer Signa X			Co-Buyer Signs		
If any part of this contract is not valid,	ll other pa	rts stav valid. We may delay	or refrain from enforcin	of any of our rights under this o	patract without losing them
. Or evertible, we may extend the time to	r maxing s	prine payments without extend	ding the time for making	others	
You authorize us to obtain information authorities.	about yo	u or the vehicle you are buy	ving, from the state mo	otor vehicle department or other	r motor vehicle registration
	12 81		***	et i i i na kala kala kata i ili	以1994年 - 1915年
See back for other important agreem	ents.		a de la companya de La companya de la co	Carlo Martin Communication of the Communication of the Communication of the Communication of the Communication	•
Do not sign this contract on a Sunda	ļ		TO SERVICE TO A SERVICE OF THE SERVI	the contract of the contract o	The state of the s
1.5 pc s 1	R. III	negotiable with the C	ar garanta a a a a la callar. The Callar	santi u guyaka daga busasa sa ka	eta italia yan 10 di di dikemba 190
The Annual Percentage Rate to receive a part of the Finance	e Charg	e.	rener. The Sener i	may assign this contrac	ct and retain its right
	4.43.50	Notic	e to Buver	s appear to a first the many years	
Do not sign this contract it to protect your local ri	t in bla	nk. You are entitl	ed to an exact	copy of the contrac	t vou sian Kaan
it to protect your legal ri	hts.	Marketen (Mark 1904) (PRM Louis Production (Mark 1904)			iteragise nërvihe i tektri
Buyer Signs			⊕Co-Buyer Signs 🗘		Date 03/31/2006
You agree to the terms	f this	May 1	7	The Control of the C	
You agree to the terms of to you, and you were f	ree to	take it and review	ii iii lial perore	you signed this co	ntract, we gave it
filled-in copy when you s	igned	itane it allu leyjey	v II. Tou com	urin that you receive	ved a completely
Buyer Signs 🗭	יייכיים		aca a C		AND AND LINES AND
Co-Buyers and Other Owners - A co	hiver is a	bate 03/31/20	06Co-Buyer Signs 🗴		ate 03/31/2006
the vehicle but does not have to pay the	debt. The	other owner agrees to the sec	or paying the entire debi	t. An other owner is a person will icle given to us in this contract.	nose name is on the title to
Other owner signs here 🗶		Date	Addres		
Creditor Signs REEDMAN-TOLL	UTO WO	RL0 Date 03/31/20	OFBV A	Abili De	T.U.
Seller assigns its interest in this contra	ot to:	MGeneral Motors Acceptance		□ GMACAB □ N	Title
under the terms of Seller's agreement	(s) with as	signee.	T Tarparador (GIVA	W CHANCAG LIT	luvell Credit Corporation,
Assigned v	inh recours	e	Assign	ned without recourse or with lim	ted recourse
				L AUTOMOBILE 13	islands
Seller	Ву	Title	Seller	Ву	Title
Z109 FR-PA 3/2005 (For Use in the St Copyright 2004 General Motors Accept	te of Penr	sylvania) (1 of 4) Noti	ce: See Other Side		
oopynum zovy tienem Williofs Accent	MICH LATER	instituto Di Billiante Bacarrad	A Company of the Comp		

Mar 10 2009 7:36PM REEDMAN TOLL AUTO WORLD F 2157570166

1700 E. Lincoln Hwy., Langhorne, PA 19047 (215) 757-4961 www.readmantoll.com 10,112 PHILADEL PHIA PA VEHICLE INFORMATION A REPTO IPO GM CREDIT CARD DESCRIPTION OF TRADE IN 1 MARCH MADONESS MAKE MILEAGE GNAC 555 Businese Center Dr. Horsham, PA 19044 DESCRIPTION OF TRADE IN 2 Cash Price of Venic AMT. REC. ON DELIVERY 7090.00 Sales Tax DEL DATE 1196.30 36.00 HOLD CHECK 69 50 Amount is calculated in "Cash on Delivery" but fainds are not received until trashler's receipt to hold checkes processed. e MV Reg. Fee 10.00Bealer On Line M/ WARRANTY INFORMATION FACTORY WARRANTY - The manufacturer's warranty constitutes all of the warranties with respect cumentary Fee to the sale of this item/items. The seller hereby expressly disclaims all warranties, either ex-pressed or implied including any implied warranty of merchantability or ittness for a particular 55.00 essenger Fee purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability 14.00 in connection with the sale of this item/items. USED CAR WARRANTY . Used car is covered by a limited warranty detailed in a separate document. Notary Fee 6.00 You may obtain a full copy of any applicable warranty from us. ILDP PEE LO-DO IVATERE "AS IS THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAINING OR CORRECTING ANY DEFECT THAT PRESENTLY EXISTS OR THAT MAY OCCUR IN THE VEHICLE. OTHER CHARGES PURCHASER' SIGNATURE USED CAR BUTERS GUIDE: THE INFURMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY Total Price CONTRARY PROVISIONS IN THE CONTRACT OF SALE 18463.95 GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS elki Pi INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA

5 · q

the amount of \$

VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfelt as damages

CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

Unpaid Balance

nar 10 2009 /:40PM	REEDMAN IULL AI	710 MOKEN L 512/2/0100	р. ь
WIND GRY MET EBONY PUST	MILEAGE		5 pt 41 1362 at my 2
STOCKNO 2 7 6 1 8 2 5 F	7	The state of the s	Some of the
SALESMAN			raine de la company de la comp
DESCRIPTION OF TE	ACE IN 1	GM: CREDIT CARD	Kirkling Co.
MAKE. MODEL	TYPE	MARCH MADDNESS	3000.0
TRIM	MILEAGE		500.0
DESCRIPTION OF TRA	3/4 0	GMAD	
MODEL	ADE: W 5	555 Due 12	
COLOR TRIM	MILEAGE	Forsham EX 19042	ing the second
			Burning Company
MT. REC. CASH		After any of the court of the c	
N DELIVERY \$	CHECK	Cesh Price of Vehicle & Accessories	Andréide instasson Ma <u>ndreide auss</u>
OLD CHECK	機が To A State A Sta	REGISTRATION TILLS TRANSFER ENCUMBRANCE	17090.00 1196.30
Amount is calculated in "Cash on Delivery" but furths are not a conved- until cashier's receipt for hold chack is processed.	EMP. TAG	5.00	63.50
WARRANTY INI CRMA	TION	On Line MV Fleg, Fee Dealer On Line MV Pracessing Fee	10.00
FACTORY WARRANTY - The manufacturer's warranty cons to the sale of this iterritems. The seller hereby appressing the seller hereby appressed or implied including any implied warranty of mer purpose, and the seller neither assumes nor authorizes any connection with the sale of this item/tiems. USED CAR WARRANTY - Liver the seller hereby appreciation of the seller hereby appreciation with the sale of this item/tiems.	titutes all of the warranties with respect vides alms all warranties, either av-	Documentary Page	14.15
in connection with the sale of this item/items.	chantability or fitness for a particular ther person to assume for it any liability	Messenger Fee	55.00
You may obtain a full copy of any applicable warrand from us.	manty detailed in a separate document.	Notary Fee	14.00
OR IMPLIED THE PERIODE IS SOLD AS IS WITHOUT AN	Wilderman	TEOP FEE 10:00 TIRE FEE 5:00	6:00 15:00
CORRECTING ANY DEFECT THAT PRESENTLY EXISTS OF SMATURE X	HAT MAX OCCUR IN THE VEHICLE	PAROES	
SED CAR BUYERS SURDE: THE MIRADE		AGENCY FEE	abilities.
INDOW FORM FOR THIS VEHICLE IS PA	PIT OF THE CONTRACT		
INTRARY PROVISIONS IN THE CONTROL	HIM DVERRIDES ANY	Total Price	Service Co.
744 LANGE BERTHANDEN 1183 BATH		建筑,李直 线	18463.95
BA ESTE VEHICLED EDDING DA	TIT DE LA CENTANIL Y	Payoff * Lass Pa	lajkor speljos
NTANILLA DE LA SIAL ESECTA TA	FURMULARIO DE LA	Net Trade (n Deposit	
OU Cancel this our shad	<u>U UE VENJA. 🏻 🗟</u>		and an order to the same of the same
ered, except as permitted by law, you shall, at or amount of \$	take defivery of the vehicle in option, forfelt as demages	ade # Bepts 14 Cash wat is ≑ab. Total Down Payment	nite and a
RCHASERS NATURE X	i ing k asar kacamat mengangan peraggan	Unpald Balance of Total Price	海海湖水
Purchaser heretina a robiniséga	CONTROL PROGRAMMENT AND ADMINISTRATION OF THE PROGRAMMENT AND ADMINIST	And the state of t	18463.95
			incels and
ining this Agreement, acknowledges that he	has read its terms and has	eceived a true copy of this Agreement.	Buyer, by
is Adreement is not hinding upon billion !	Region on Deven and I at		1
THORIZED DEALER REPRESENTATIVE BY	GIVING WRITTEN NOTICE O	F CANCELLATION TO DEALED	ED BY AN
DUTCH ACKNOWLEDGES THAT IF THIS BO	X IS CHECKED. THIS AGRE	EMENT CONTAINS AN APPITEATION OF AUGE	
ICO DAS DEAD ALE PAGES OF THIS AGRE	EMENT AND AGREES TO AL	L TERMS AND CONDITIONS IN THIS AGREEMENT.	
YER SIGNS X	fry fa Polyter yn af a	DATE 03/31/200	· .
BUYER SIGNS X		DATE 03/31/200	
LEUDISCU UCALCAGARMANOL	OM VIMIN	Migst Die Accepted die An Authorities Regresens	
WWT FORM NO BOTHAN CUST FORCE TO BE		AD MATHEW TO THE PROPERTY OF T	TO SECURE OF THE SECURE

mar 10 2009 7:42PM (3)10 10155	REEDMAN TOLL HUTO WORLD F 2157570166 p.7
mest the available customer as a price reduction a check be	
1200Up	10-Sperson: 315
	PA-19146 CustomerTaxRate:
PRIVATE END	0.07
Metricke og 2008 skrale Moording mersigere 1974 1974 1984 1986 1986 1986 1986 1986 1986 1986 1986	Factory Employee: Business
Mary Constitution	Incentive Taxable
	Incentive Taxable Incentive Taxable Incentive Taxable Incentive Taxable AuthCD2
GM CARD (800-944-7650)	al65025 (Albary 0.00)
Jem 0 lacentis mode	Residual OverMiles Miles 0 0 0
16197 \$353.00 . 533.00	
Amount: 0.00 Incontines of dealer cash	Others Coo
Term 0 Incentive 0.00	Residual OverMiles Miles
16736 \$500.00 0 00 4 4 500.00 Incentive: 0.	0 0
BPH MALIBU MARCH MADNESS BON	US CASH
Term 0 Incentive 0.00	Residual OverMiles Miles 0 0 0
	APPROVED BY:
	Manager Signature:
rptProgramOfferings	CROBING GINLEY3/31/2006 3:08:22 PM

2006 MALIBU MAXX LT

88U MEDIUM GRAY METALLIC /V6G GENERAL MOTORS CORPORATION
19C EBONY

ORDER NO. JMCG1P/TRE STOCK NO.

VIN 1G1 ZT61 82 6F

KEYS G0416 G0416 WFP-S QTR OPT-1 BANK: GMAC - 020 CHG-TO 15-547

SHIP WT: 3410 HP: 32.9 GMS: 19517.38 SUPPLR: 20392.29 MRM: 21650.00 MEMO 976.25

TOTAL MODEL & OPTIONS 21025.00 19448.13 ACT 231 19442.38
DESTINATION CHARGE 625.00 625.00 H/B 261 630.75
LAM DEALER CONTRIBUTION 210.25 ADV 261 210.25
LAM GROUP CONTRIBUTION 210.25 EXP 65A 210.25

TOTAL 21650.00 20493.63 PAY 310 20493.63

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 19547.50

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.

REEDMAN-TOLL AUTO WORLD

				Ē											

SR No.	1-429189364	Ref No.	Goodwill Mobility Reimbursement	BRC Type N/A
Account		Site	GW SubType	Bus. Unit CAC
Last Name		First Name	Approval Approved	Area GM Mobility
Daytime #		Evening #	UCC	Sub-Area Claim Form-Customer Reim
Address		City Philadelphia	Involved Dir Reedman-Toll, LP	Safety No
State	PA Postal Cd	Con. Acct.	Source White Mail	Updated 2/28/2007 02:52:01 PM
Serial #/VIN	1G1ZT61826F	Model Year 2006	Priority Medium License # CHEVRO	L Owner BEDELLBA
Make	Chevrolet	Warr. Start 03/31/2006	Status Closed	Opened 8/25/2006 02:42:54 PM
Model	Malibu MAXX	Mileage	Sub-Status Satisfied	Closed 9/12/2006 09:44:13 AM
Abstract	Mobility Claim-Scooter Lift			

Customer Description

GMPP Details

GMPP Term GMPP Wileage GMPP Retail Cost

Component Coverage

Component Coverage Expiration Date

Certificate Details

Certificate Number Amount Expiration Date

Pre-Authorization Basics

Service Dealer Code Programme BAC Code Div. Dealer Code Repair Order #

Activities

Created Created By Assigned To Activity Type A	ctivity SubType Status	Completed	Description
9/12/2006 09:44:13 AM MCGUIRJ1 BEDELLBA SR Closed - Satisfied	Done	9/12/2006 09:44:13 AM	Service Request has been Closed
Contact Last Name Contact First Name A	count	BAC Code	Satisfied.

Comments

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Pat Easley State: PA

Customer Name: Service Request: 71-695081590 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT61826F In Service Date: 3/31/2006 Vehicle is: NEW BAC Code: 206432

Year, Make & Model: 2006 Chevrolet Malibu Maxx Lien holder: GMAC⊠ Other⊡: {Name}

Was TAC contacted for this vehicle NO

Vehicle is: NEW BAC Code: 206432
Vehicle Purchased Used on: N/A
DVM requests Purchase Price of
involvement?: no Vehicle: \$ 22,684.04

If TAC was NOT contacted, why? No need to as customer has been in for a concern not duplicated and pitted rotors which were repaired.

VEHICLE REPAIR HISTORY

<u>Brakes</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10-2-07	826158	*	7,271	C/S vibration when braking. Happens at highway speed. /All 4 rotors pitted and have excessive thickness variations. Road test and inspect. – Machine all 4 rotors and road test. Necessary to replace front rotors due to being warped.

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-4-08	840069	*	9,329	C/S that at idle, sound like a percolating coffee potNo problem found .
				All noises normal.

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-20-06	717050	1	3,066	C/S when parking in a tight spot power steering hard to steer-Customer concern not duplicated. Normal condition. No problem found at this time.
6-22-07	735340	1	6,221	C/S when at a stop or at a very slow speed, (ie. parking), the power steering does not work. Customer can hardly turn the steering wheel. The tires will not turn. OK when driving at higher speeds. /Scan power steering system. No codes. Road test. Make parking maneuversCannot duplicate. Working Normally.
1-20-09	786635	1	14,528	C/S check power steering. Inoperative when making parking maneuvers. /Scan PSCM. No codes. Road test. Cannot duplicate concern .
3/6/09				E9448 - REPOSITION I-SHAFT TO CORRECT NOISE – from GMVIS

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-4-08	840069	1	9,329	C/S when first pulling away and coming to a stop, hears a rubbing sound in the rear No problem

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10-3-07	826158	1	7,271	C/S power steering does not seem to be operating when driving at low speeds. /Check operation. All 4 tires 10 PSI low. –Adjust tire pressures and check. OK. C/S torque steering takes wheel out of hands when lane changing at
				highway speedSee JOB #1.

Accident/Insurance Information:

Has the vehicle ever been involved in an accident?No

Did you confirm your answer with the dealer?Yes

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

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

Has the customer filed any insurances claims on this Vehicle? N/A

If Yes. Did the insurance company deny the claim? N/A

Are there any Aftermarket Modifications to the Vehicle?NO Have you confirm this with the dealership? Yes

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 3

Time period: 12 months, 12,000 miles

Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs

Safety-related time period

Number of repair attempts in the presumption period: 2
Total days out of service during the presumption period: 1
Total days out of service during customer's ownership: 5

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE	INFORMATION	PROVIDED B	Y DEALER	SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION
Concern: Previous SR found related to mobility scooter lift placed on vehicle Date & Offer/Result:
Concern: Date & Offer/Result:
Concern: Date & Offer/Result:
RECOMMENDATION
Denial
RATIONALE
1 actual repair rotors were replaced in 2007 The next several visits to the dealer yielded either operating as designed or no problem found Tire pressure adjusted
REASON FOR REMOVAL

DATE:

CRS FINAL OFFER:

OFFER TO CUST: \$

ATTORNEY FEES: \$

		OR INCLUSIVE OFFER: \$
PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$
DEMAND.		ATTORNEY FEES: \$
		OR INCLUSIVE OFFER: \$
TEAM MANAGER APPROVING:		Date:

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

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



To denise.zobel@gm.com

CC

bcc

Subject 71-695081590- VIN-1G1ZT61826F1

DVM Denise Zobel:

Hi, my name is Pat Easley. This email is to follow up on my voicemail regarding Service Request 71-695081590 for customer First and Last Name. The customer's vehicle is a 2006 Chevrolet Malibu Maxx. The customer has been working with DEALERSHIP NAME in CITY, STATE. 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,

Patricia Easley Legal Research Specialist P: 866-790-5600 x 11216 F: 866-508-1966 Patricia_Easley@gmexpert.com

P. 8

No. 6579

2009 2:29PM Mar. 5. (KIV) 786635 3301 GRANT AVENUE CUSTOMER #: WORKORDER PHILADELPHIA, PA 19114 (215) 824-0800 800-673-4712 PAGE 1 www.northeastauto.com PHILA___PX SERVICE ADVISOR: 2308 STRESSMAN, D .30S: HOME: <u> 19669</u> 14528 <u>1G1ZT61826F1</u> CHEVROLET MALIBU OlJANO6 IS 01JAN06 DD 17:00 20JAN09 20JAN2009 08:45 DESCRIPTIONS/INSTRUC LINE OP CODE TYPE STATE INSPECTION CPC STATE A EST: TOTAL 20.00 EMISSION INSPECTION CPC В EST: TOTAL 50.00 CK. POWER STEERING INOP WHEN MAKING PARKING MANUVERS CPC С mitsubishi h-1 "g"" & 1 2" T 3T 3 2" 1 1 1 CHEVROLET **MOTORS**

	EXCLUSION OF WARRANTIES
•	Any werramies on the parts and especialist sold hereby are made by the manufacturer. The
	represe or implied, and discisims all warrantee, including warrantee of marchamabutey or fitness for a particular purpose, with regard to the parts and/or accessories purphased; and that is no
	for a particular purpose, with regard to the part and/or accessories between the purpose, with regard to the part and/or accessories of the particular purpose, and the particular purpose of the partic
	out of such curchase. The word

CLAIM CHECK PLEASE PRESENT THIS STUB WHEN CALLING FOR YOUR THANK YOU.

9669

145218

constary insterial into in vehicle in leave caused by in. I horeby great thed on streets, mechanic's lien to mechanic's lien to

PR	ELIMINARY ESTIMATE &	70.00	
AUTHORIZEĎ B <u>Y</u>	x)		
REVISSO ESTIMATE (1)	DATE	TIME	
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE GRAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

ഹ്

M Barr

Technicians Notes	1 1	Additional Ser	vice Reques	t	L N E	Clos
TCAINIDAN STATE	Hrs.	Service Required	Parts Amount	Labor Amount		ON OFF
Cause:						OΝ
1 28°					İ	OFF
EMIN				 		ON
Conversions: Scan BCM No Codes. Scan BCM No Codes. Cause: Cannot Duplate Con Cause: Cannot fest.					<u> </u> 	OFF
Some Some Con	Hrs.	Service Required	Parts Amount	Løbor Amount		ON OFF
Causes.	- 17110			Į		ON
2 mad fess			! 			OFF
					╁	ON
Corrections:						OFF
			Parts	Labor Amount	╢	ON OFF
	Hra.	Service Required	Argount	AMERICA	╁	ON
Cause:						OFF
				 	-	ON
Corrections:						
					.	OFF

CVC5826158

10/03/07

5358

3839

Reedman-Toll Auto World U.S. Route 1 Langhorne, PA 19047 (215) 757-4961

JOHN J KUDZMAS 179919 7,271 MED GRY MET 602421 7 06/CHEVROLET/MALIBU MAXX/4DR 5DN PHILADELPHIA, PA 1 G 1 Z T 6 1 8 2 6 F 10/03/07 мо: 7274 [EXT WARRANTY] UNIVERSAL [ETCH SERIAL# JOB# 1 CHARGES--JOB# 1 TOTALS----JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00 UMIZ MOUZOZE ANTONIO STEERING TAKES WHEEL OUT OF HANDS
WHEN LANE CHANGING AT HIGHWAY SPEED
SEE JOB #1 JOB# 2 TOTALS-----JOB# 2 JOURNAL PREFIX CVC5 JOB# 2 TOTAL LABOR

CUSTOMER STATES VIBRATION WHEN BRAKING

HAPPENS AT HIGHWAY SPEED

ALL 4 ROTORS PITTED AND HAVE EXCESSIVE THICKNESS VARIATIONS

ROAD TEST AND INSPECT. MACHINE ALL 4 ROTORS AND ROAD TEST.

NECESSARY TO REPLACE FRONT ROTORS DUE TO BEING WARPED WARRANTY 0.00 JOB# 3 TOTALS-----JOB# 3 JOURNAL PREFIX CYCS JOB# 3 TOTAL 0.00 PERFORM MULTI POINT INSPECTION REPORT
PERFORMED MULTI POINT INSPECTION
RECOMMEND TIRE ROTATION JOB# 4 CHARGES ----JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

6691 'ON

PAGE 1 OF 2

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 11:54am

CVCS826158

Reedman-Toll Auto World U.S. Route 1 Langhorne, PA 19047 (215) 757-4961 VCS826158

179919	JOHN J KUDZI	MAS 3839	s358	10/03/07	CVCS826158
			7,271	MED GRY MET	
DUTE ADD BUTA DA	06/CHEVROLE	T/MALIBU MAXX/4DR	SDN		7
PHILADELPHIA, PA	161276	3 1 8 2 6 F			
				10/03/07	
					Mo: 7274
ESTIMATE					
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)				
COMMENTS					
TOTALS					
**************************************		₩			
* NEXT RECOMMENDED SERVICE: * 10/01/2008 / 12074 MI 00CVZ004 PA S ************************************	TATE & EMISSIONS	*************************************			
* [] CASH [] CHECK CK NO. [] * [] VISA [] MASTERCARD [] DISCOVER * [] AMER XPRESS [] OTHER [] CHARGE	weeks w w w w w	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	0.00 0.00 0.00 0.00 0.00 0.00		
安 · · · · · · · · · · · · · · · · · · ·	*	TOTAL INVOICE \$	0.00		
THANK YOU FOR YOUR BUSINESS!!					
Dayle (40) and 1000 page 1000					
PLEASE BE SURE TO TELL OUR CASHTER YOUR EMAIL ADDRESS BEEDRE YOU LEAVE. THANKS					
EIVIL 7DOINGS - LE					
COSTOMER SIGNATURE					

PAGE 2 OF 2

ACCOUNTING COPY

[END OF INVOICE] 11:54em



215-757-4961

Reedman-Toll Auto World U.S. Route 1 Langhorne, PA 19047 (215) 757-4961

M.	www.reedmanto	m co .llc		`		Co17	.		_
· · ·	•					VHOR DESCRI		NO/MI T	OTAL
COMMENDED S	ERVICES	MO/MI	TÓTAL	NOITARREGO		MILE SERVICE		MI	36. 9 5
AND DESCRIPTIONS	1/11/2011	MI		01CVZ006R	6000	MILE SEKAION	•	1	}
	6000 MILE SERVICE	MO	36.95 79.95	1	}			1	ì
CVZ004	PA STATE & EMISSIONS		\ 		1				
				<u>l</u> _					
			-				OVERAT	ION DESCRIPTION	114
IVICE HISTOR	Y	5 DV	nson TEC	IMICIAN TYPE	OPERATION OF THE PROPERTY OF T	ON NE		NI .	\
DATE	AL PAIN ON A	-,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	1020	544	75CVZMAL 75CVZZ		MPT EMI	221014244-	1
11/23/05	711015	1		544 544	75CVZZ/	l AC	CESSORII	5	
	\		1 1	344	65CVZ 85CVZZET		CH		
	\	\	1	544 '				EG# AL74	
	<u> </u>			e v i či	 E			TICENSE NO.	\$26J-51
ESPERSON NO	3154 JAMES A BERT	OLINO	_ 	<u></u>	PAGOO	BHON EUT BIO	2421	GJB-4214	826]:53
EZPEKSON NO		PARALAMATOR	OLET/MAL	IBU MAXX/4DR SE	N s		VERY MILES	BELLING DEALER NO.	10/03/0
* 1G1Z	15.15.16	UB/CHEVI			しアノ	106	····	EXPENTION MILES	3358
Charles and Charles	1			919	CONTRACT NO	5/ EXP	HALICA DELE		12229
		000	MED G	RY MET/EBON	Y 		TO NO.	JOHN J KUD	ZMAS
ens PHILAI	DELPHIA, PA		TURBO NAMO	ADDITIONAL P. G. ADDITIONAL P. G. ADDITIONAL PRINTS AND AND MAKE AND AND AND AND AND AND AND AND AND AND	THANS ME	モス・271	<u> 3839 </u>	JOHN 1 KOD	Admin Tall to Furth
G\$			LCV		Date Care Affante descripto	a shove or an eachersel	e ago de contra la	edman Tel on regular scarge	r pa imple ka (e) d a pa imple ka (e) d
DOTTE	BUSINESS PHON		ENTERED TATIONE	ADMINISTRATION OF THE VANICA OF	PLOTE NATIONAL COLUMN	Militare D. Coll State (1995 of State	ago charge a \$1.0	Driver days, Republicant (car (c) or to lands of authorization, or (c) or	Traffice special
REGIDENCE	PHONE BUSINESS PHONE	•	responsed polytopic and	Dark the cale of t	urs efter a is repaired. (W	cassicur. (c) any damage	THE POSSESS CAND	D Lack of Sale its creatoyers &	त्तां स्ट्राजांत हो जार्थ है। स्ट्राजांत स्थापित
ì		PRIORIT	Carried on companies to the	the separate on substance in its fearer is	in or party turnished by	Paragraphy Part manager care n the compagns partnersely	e of particular or h	COLUMN PARTY DE LANGE DE LA PROPERTY	See Second binal
07:46	am 10/03/07 11:5	9թուլ	of tabley and claim	s of the library market summer a contr. potential such transfer summer	of an experimental or in	N to secure and reprinted	pike mareni. An d	व्यवस्थित कार्याच्याच्या । सामग्री कार्य स्टेक्स्ट्रेस	
	4111 107007	LABOR PATE	as to change by f	THE RESERVE OF THE PARTY OF		THE PERSON NAMED IN	an) (read)		
POINTMENT			AUTHORIZED SIGNATURENS						
KY64 r					_		INITIAL YOL	HE CHOICE HE ABOVE REPAIRS HE ABOVE REPAIRS HE TOTAL PRICE OF SE	
		FXT WAR	RANTY	MUNIVERSAL /	~ ⇒ ☐ :	LAUTHORIZE YOU TO LAUTHORIZE THE AS	COMPLETE TO	UP TO 5	OF THE EXACT
[ETCH SER	AL#] E573538			- Can	<u></u> (🗷 :	DO NET PERFORM	MANA MENANG MANANGANANGANANGANANGANANGANANGANAN	IE TOTAL PRICE OF B	NOH QHESIDES
_		OTAL	3.70		5	S THE THE P	, датнови	YOU TO DECIM PERAL	
ORDSINAL	PLUSTONIC COTATO	0.00			المحالة الأ	THORIES ADDITIONA	L NEIDERSARY Administration	YOU TO BEGIN REPAIR REPAIRS I WILL OWE THE BUY OF B	
						ETOMER BIBNATUR			
/ /					50	CITAL SETULATION	THE STATE	AUTHORIZED AD	D'L REPAIRS
COMMENTS	S : GREEN TEAM								
		RING CO	NCERN	2			74 M. L.	<u> </u>	
1 W 11CY	7Z OS/STEE TES:POWER STEERING D	OFS NOT	SEEM TO	SE OPERATING	ADI	O'L REPAIRS OK	BT		
CUST STAT	res:Power STEERING	020 (10 :	_						
WHEN DRIV	VING AT LOW SPPEDS				DAT	TE		™ME	
1	100			N ACTION] / J				
Jan Jan	UZO2 (/) STE	ERING/SU	JSPENS/C	LOUT OF HAND	3	PHONE NO. CALL	<u></u>		
2 W 11C	YAUA - LAS TABALIE STE	ERING TAP	(F2 Muse		Ar	Lincian in al.			
COSTONE	R STATES: TORQUE STATE VE CHANGING AT HIGHW	AY SPEEC	,		<u> </u>		netion chi	EN:	
AALIEIA PAN	· 				19 <i>6</i>	ECIFIC AUTHOR	ENION GIA		
	حمام حص	KE VIBR	ATION	, 1 · · · · · · · · · · · · · · · · · ·	-]				
3 W 080	$\sqrt{2}$	WEN BRAI	KING		⊢			-	
TI ATTA-CARE	こっさてムイヒス Vじじにみ ハンい・い	,.,			- 1				
HAPPENS	AT HIGHWAY SPEED				Ĺ				
A 1	A = 1								
PERFORI	_{ми.} 16/31 ми	LTI POIN	TINSP .	,	····				
4 000	N MULTI POINT INSPECT	IÓN REPOP	रा		}				
S PERFORI	4) min min min min min min min min min min								
-1 1		7 5 0							CHARGE VO
TOTAL TANK					ri	MENTAL SHOP A	NEW COMP	MOP CUSTUMEN LABOR MATERIAL, COSY PROPAU AN AVVINADA TENE REC EMERICANO WHOM MAY LOCK TREE IN ANY GIVE OUR CUSTOMERS BERY INLITY CONTROL COMP INLITY CONTROL COMP	OTOM ESSU SE
<u> </u>		A COLUMN TO SERVER OF THE PARTY		A Warmer marries	};	METHOD OF STATES	NEN PERSE	AN AVERAGE THE PARK	THEORY COM IN
		₩ C			\ <u>\</u>	HOME OF LESS THAN	THE ACTUAL C	COX TIME WILL BE CHARG	OBA INT TA GE
<u>s</u>					ľ	PLATE AND UNCLUBED	MENTON OF	OUR CONTROL SOFT	TOR, BODY, N
51 1 °					L.	TECHNOLINE, MICH 9	CARROLL ON THE	DE APPLICABLE FACILITY	Red of Achies

SERVICE FILE COPY

ATTACHMENT FORM — GM BRAKE SERVICE REPAIR ORDER DOCUMENTATION FOR REQUIRED MEASUREMENTS

PART MEASUREMENT/REPLACEMENT DOCUMENTATION
Dealer Code:
Deller Code:
Repair Order Number: 826158
Front Rotor - ORIGINAL/REFINISHED thickness measurements (required when front (abor operation is used):
Thickness Specification (Min. Thickness/Discern Stamped on Roto(S)
ORIGINAL measured thickness before refinish: Left Front (OLF) 1019 inch/mm Right Front (ORF) 1001 Inch/mm
REFINISHED measured thickness after refinish: Left Front (RLF) 27.52 inch/mm
Rear Rotor - ORIGINAL/REFINISHED thickness measurements (required when year labor operation is used):
and the state of t
Thickness Specification (Min. Thickness Discard Statisfied on Rotor/SI): ORIGINAL measured thickness before refinish: Left Rear (OLR) Right Rear (ORR) inch/mm
REFINISHED measured thickness after refinish: Left Rear (RLR) 105 Inch/mm
Rotor Replacement:
If rotors are replaced, you must indicate reason for replacement: Cheap Mattal Wasted within 12 mile
while Trying To Burnish Pads
Pad Replacement:
If Pads are replaced, you must indicate reason for replacement:

LATERAL RUN OUT (LRO) DOCUMENTATION
Front Rotor (required when front rotor labor operation is used):
- LRO measurement after rotor refinish/replace: Left Front (LLF) <u>C), OO!</u> Inch Right Front (LRF) <u>O.OC!</u> inch
If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used: Left (Example: 801–03)
Rear Rotor (required when rear rotor labor operation is used):
Right Rear (LRR) inch
If above LRO greater then 0.050 mm (0.002 in), document correction plate part number used: Left (Example: 801–03)

00. 1599



Document ID# 1756294 2006 Chevrolet Malibu



Disc Brake Component Specifications

	Specification	
	Metric	English
Application	60.0 mm	2.36 in
aliper Bore Diameter-Front	38.0 mm	1.50 in
aliper Bore Diameter-Rear		
ront Brakes J41/J67	276.0 mm	10.866 in
Rotor Diameter	22.8 mm	0.898 in
Rotor Discard Thickness* Notes Discard Thickness*	0.05 mm	0.002 in
- Rotor Maximum Allowable Assembled Lateral Killout	1.50 mm	0.059 in
Marienum Allowable Scoring	23.0 mm.	0.906 in
Poter Minimum Allowable Thickness After Reimistr	0.025 mm	0.001 垃
Rotor Maximum Allowable Thickness Variation	26.0 mm	1.023 in
Rotor Thickness New		
ront Brakes JL9	296.0 mm	11.653 in
Rotor Diameter	22.8 mm	0.898 in
Third page*	0.05 mm	0.002 in
- Rotor Maximum Allowable Assembled Lateral Rulous	1.50 mm	0.059 in
Allowable Scoring	23.0 mm	0.906 in
Boter Minimum Allowable Thickness After Rennish	0.025 mm	0.001 in
Rotor Maximum Allowable Thickness Variation	26.0 mm	1.023 in
Rotor Thickness New	11	
Rear Brakes IL9/J67	270.0 mm	10.630 in
Rotor Diameter	11.8 mm	(6.465 j ∆
Thickness*	0.05 mm	0.002 in
Rotor Maximum Allowable Assembled Lateral Runout	1.50 mm	0.059 in
Allowable Scoring	12.0 mm	(0.472 in)
Peter Minimum Allowable Thickness After Refitusin	0.025 mm	0.001 in
Rotor Maximum Allowable Thickness Variation	14.0 mm	0.551 in
Rotor Thickness New All brake rotors have a discard dimension cast into them. Replace All brake rotors have a discard dimension cast into them. Replace any rotor that doesn't be replaced any rotor than the replaced any rotor than the replaced and replaced any rotor than the replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any rotor than the replaced and replaced any ro		on most meet this

* All brake rotors have a discard dimension cast into them. Replace any rotor that does not meet the minimum thickness specification. After refinishing the rotor, replace any rotor that does not meet the minimum thickness are cification.

COLLYIOU HARVE

Refer to Power Steering System Description and Operation in SI or the appropriate Service Manual for more information about this and other vehicle-specific information on electric power steering systems.

For customer inquiries regarding this characteristic, please refer to the Steering section under Driving Your Vehicle in the appropriate Owner Manual (reproduced below for reference).

Owner Manual Information

If you turn the steering wheel in either direction several times until it stops, or hold the steering wheel in the stopped position for an extended amount of time, you may notice a reduced amount of power steering assist. The normal amount of power steering assist should return shortly after a few normal steering movements.

OM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform those technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and in the property and safety. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM design for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

© Copyright General Motors Corporation. All Rights Reserved.



Document ID# 1879716 2006 Chevrolet Malibu





Mar. 5. 2009 2:28PM

No. 6579 P. 4

				NORTH	AST. AU	TO CUTLET
CTTOMOS MED	и.		735340	SHEVED TO		
CUSTOMER	# 1		WORKORDER		1 GRANT	
			PAGE 1		ADELPHIA, F 14-0800 BC	PA 19114 00-673-4712
PHILA. PA HOME:	BUS:				w.northeaste	
AND COURSE IN CASE OF THE IMPRICAL		(I ANYXAN TERMONOSTER USCUNDIFIKAJI R	SERVICE ADVISO	R: 1708 SHE	nko, l memmukeegi	HIN NY NEGE PAGUSANI DIGUNOG ALSIA NSET
CHILL THE SEASON OF THE SEASON	2010/11/11/11/11/11/11/11/11/11/11/11/11/			ell actifician in minima mass comment production in the	TO THE PROPERTY OF THE	ر عدد
	06 CHEVROLET MA	LIBU	IGIZT61826F			
01JAN06_D	_	17:00 22	"		CASH	
	AR JE LE DISKRAHRER INGSKROOCHROESKERSENSKERRENSK					5-1
22JUN2007	08:06		·····		1	<u>o</u> .
LINE OP C		YPE DESC	RIPT'IONS/INSTRUC OMER STATES WHEN	AT A STOP	OR AT VER	RY SLOW
14 4.=			_ * /	merica montropo d	T SWITCHES	ארסים אורד 🗥 💪
1		SPEE	DS (EX:PARKING)	HARDLY TURN	THE STEE	RING O
m.k.		WORK	DS (EX:PARKING) - CUSTOMER CAN L, THE TIRES WIL	HARDLY TURN	THE STEE	RING
		WORK WHEE	: - CUSTOMER CAN L, THE TIRES WIL	HARDLY TURN L NOT TURN.	THE STEE OK W high	ering hen Driving erspeeds.
# B 3	0.30	WORK WHEE PC LUBE	: - CUSTOMER CAN L, THE TIRES WIL ! OIL & FILTER, T	HARDLY TURN L NOT TURN.	THE STEE OK W high	ering hen Driving erspeeds.
# B 3	Q.30 (WORK WHEE PC LUBE	: - CUSTOMER CAN L, THE TIRES WIL	HARDLY TURN L NOT TURN.	THE STEE OK W high	ering hen Driving erspeeds.
# B 3	0.30	WORK WHEE PC LUBE	: - CUSTOMER CAN L, THE TIRES WIL ! OIL & FILTER, T	HARDLY TURN L NOT TURN.	THE STEE OK W high	ering hen Driving erspeeds.
#B3	0.30	WORK WHEE PC LUBE	CUSTOMER CAN L, THE TIRES WIL OIL & FILTER, T PRESSURE.	HARDLY TURN L NOT TURN.	THE STEE OK W high	ering hen Driving erspeeds.
# B 3	0.30 CHEVROLE	WORK WHEE PC LUBE TIRE	CUSTOMER CAN L, THE TIRES WILL OIL & FILTER, T PRESSURE. MITSUBISH	HARDLY TURN L NOT TURN.	THE STEE OK W high	ering hen Driving erspeeds.
# B 3		WORK WHEE PC LUBE TIRE	CUSTOMER CAN L, THE TIRES WIL OIL & FILTER, T PRESSURE.	HARDLY TURN L NOT TURN.	THE STEE	ering hen Driving erspeeds.
# B 3		WORK WHEE PC LUBE TIRE	THE TIRES WILL OIL & FILTER, TO PRESSURE. MITSUBISHIN MOTORS	HARDLY TURN L NOT TURN.	THE STEE	ering hen Driving erspeeds.



Any werrenties on the parts and accessories adid hereby are made by the manufacturer. The undereigned purchaser understands and agrees that dealer makes no werranties of any kind, appress or implied, and disclaims all warranties, including warranties of merchantsolity or fitnate for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial cases atising out of such purchases. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not impact to any warranties that such parts and/or accessories are of marchantable quality or that they will enable any vehicle or any of its evalues to perform with reasonable safety, officiancy, or comfort.

AUTHORIZATION FOR REPAIRS

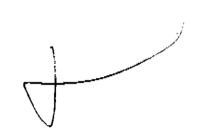
I hereby authorize the repair work herein set forth to be done slong with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, that or any other cause bayand your central or for any delegal assued by unavoilability of 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 end/or instantian. An oxurous magnituding the fair is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The describing here responsible for demages from freezing due to lock of annifreeza.

PAE	LIMI <u>nary estima</u>	TE 633.9	5 + 450
AUTHORIZED BY	×		
REVISED BSTIMATE (1)	DATE	TIME	EY
REVISED			
REVISED ESTIMATE (3)			

HERREY ACKNOWLEDGE THAT! WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVIGED SETIMATES:

X BERVICE WORKORDER Reedman-Toll Anto World
U.S. Route 1

Langhorne, PA 19047
(215) 757-4961



CS840069

179919
PHILADELPHIA, PA

THOMAS WHITE 4368 T223 01/04/08 CVCS840069
9,329 MED GRY MET 602421
06/CHEVROLET/MALIBU MAXX/4DR SDN 7

01/04/08

мо: 9329

LABORCUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE
PER RECOMENDED MILAGE INTERVAL
TIRE ROTATION COMPLETE 19.95 JOB# 5 TOTALS-----LABOR 19.95 JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL NEXT RECOMMENDED SERVICE: 01/02/2009 / 14597 MI 00CVZ004 TOTAL LABOR. TOTAL LABOR...
TOTAL PARTS...
TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX... [1 CASH | [] CHECK CK NO. [0.00 [] DISCOVER MASTERCARD ā.00 [] VISA 6.59[] CHARGE [] OTHER [] AMER XPRESS **TOTAL INVOICE \$** 116.44

1 G 1 Z T 6 1 8 2 6 F

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE JO TELL OUR CASHIER YOUR EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

CUSTOMER SIGNATURE

diag a d mau

Cho

PAGE 2 OF 2

ACCOUNTING COPY

[END OF INVOICE] 11:47am

Brand (1994)

UN

79.95

Reedman-Toll Auto World U.S. Route 1 Langhorne, PA 19047 (215) 757-4961

OPERATION DESCRIPTION

PA STATE & EMISSIONS



MO/MI

МО

	215-757-490 www.reedmanto	<u> </u>	L -L-	
RECOMMENDE	OPERATION DESCRIPTION	Mr //MI	TOTAL	
OPERATION			67.00	_
	AAAA MILE CERMICE) MII	67.001	

PHILADELPHIA, PA PHILADELPHIA	01CVZ0	09	9000 MILE SERVICE		МІ		67.00	00C	V2004		PA STATE & EV	NISSICIRS.		
DATE REPARTS ORDER 10/03/07 826153 7274 3899 1031 W 11CVZ 02 1075 1075 1075 1075 1075 1075 1075 1075						<u>. </u>								
11/23/05 711015 3 3839 1031 W GCV2 STERNING SUSPENSION MALT POINT INSP. 11/23/05 711015 3 3839 1031 W GCV2 STERNING SUSPENSION MULTI POINT INSP. 11/23/05 711015 3 3839 1031 W GCV2 STERNING SUSPENSION MULTI POINT INSP. 11/23/05 711015 3 3839 1031 W GCV2 STERNING SUSPENSION MULTI POINT INSP. 11/23/05 711015 3 3839 1031 W GCV2 STERNING SUSPENSION MULTI POINT INSP. 11/23/05 711015 3 3839 1031 W GCV2 STERNING SUSPENSION MULTI POINT INSP. 11/23/05 711015 3 3839 1031 W GCV2 STATE REGISTRATION SUSPENSION MULTI POINT INSP. 11/23/05 711015 3 3839 1031 W GCV2 STATE REGISTRATION SUSPENSION MULTI POINT INSP. 12/25/05/05/05/05/05/05/05/05/05/05/05/05/05			Y DEFORM ORDER	MILEAC	E VD	/IOSIV	TECH	МСІУИ				OPER	CONCERN	HOM
11/23/05 711015 3 3639 1344 700CV2 2 STATES WIEN PICKS PULLING AWAY AND COMING TO A STOP HEARS A RUBBING SOUND IN THE REAR 11/23/05 711015 3 3639 1344 700CV2 STATES WIEN PICKS PULLING AWAY AND COMING TO A STOP HEARS A RUBBING SOUND IN THE REAR 10/20/20/20/20/20/20/20/20/20/20/20/20/20						3839				1167	Z 202	STEERING/	SUSPENSION	
TITLES OF THE STATE WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATE SWIEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS & RUBBING SOUND IN THE REAR CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEAR AND THE WAY AND COMING TO A STOP HEAR AND THE WAY AND COMING TO A STOP HEAR AND THE WAY AND COMING TO A STOP HEAR AND THE WAY AND COMING TO A STOP HEAR AND THE WAY AND COMING TO A STOP HEAR AND THE WAY AND COMING TO A STOP HEAR AND THE WAY AND COMING TO A STOP HEAR AND THE WAY AND COMI	10,0	٥, ٥.					17	33 i	w			RRAKE VIS	RATION	l
ALESPERSON NO. 3154 JAMES A BERTOLINO S E R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S E R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S E R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S E R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S E R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S E R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S R V I C E STATE REGALATA ALESPERSON NO. 3154 JAMES A BERTOLINO S R V I C E STATE R R C I C							1 10	031	l 11	90CV	Z ZMALIBU	NEW CAR !	POL	
ALESPERSON NO. 3154 JAMES A BERTOLING Control Contr	11/2	3/05	711015		3	3839			\ i			EXEMPT EN	MISSIONSPREP	
ACCUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEAD CUST STATES WHEN FIRST PULLI		-50N N.5	2154 LAMÉS Á	REPTOL	INO		FR	· V	7 C F			STATE		
OS/CHEVROLET/MAILED MAXAVAILED MAXAVAID COMMENT OS/CHEVROLET/MAILED MAXAVAID COMMING TO A STOP HARRISON OF THE PROPERTY OF THE PROPERT	ALESPE		· - · · · <u> </u>		I VENENDE			-			PRODUCTION DATE		CICENBE NO.	840069
PHILADELPHIA, PA THE CAST AT THE PARTY THE PA	Rech #	Y CIZ	T61826F	00	5/CHEVR	OLET/	MALIB	U MAXX	/4DR SDI	<u>-</u> -	SELIVI EV DATE		EDELLING SEPTER N	O. PL O. DATE
MED CRY MET/EBONY PHILADELPHIA, PA	~3)		The Park Laboratory			сивтом	™ 1799		SE CONTROLL	Ì			7	
THE CYCL AT COME IN THE CYCL AT COME IN THE CYCL AT COME IN THE CYCL AT COME IN THE CYCL AT COME IN THE CYCL AT COME IN THE CYCL AT COME IN THE CYCL AT CYCL A	I^{63}					OOLON			/EDONIY	CONTR	WOT NO.	EXPIRATION DATE	EXPIRATION MILLS	T223
DESCRIPTION OF THE PROPERTY OF THE WORLD STATE OF T	Parking	PHILAD	DELPHIA, PA				_					ADVISOR NO.	ADVISOR	
TECH SCRIALS E573538 EXT WARRANTY UNIVERSAL University University Universal	space							_	·1····		RE 49,329	4368	THOMAS W	HITE
TETCH SCRIALS I E573538 [EXT WARRANTY] UNIVERSAL CONTROL CON			BUSINES	4 PHONE		ni/Augus	TATIONS A	AND PARTY OF	O HELEAREN COM	to wido	र्याध्यक तस्त्र च उन्तर्यक इस्तरेक्ट्रस्य ता brus best of produceda hora	stand to eign this continu special II. I septem to pary R	d for the general I sylficialise P Posteron Politic requies charg	Approximate Total to formials against the convector acrost
TETCH SCRIALS I E573538 [EXT WARRANTY] UNIVERSAL CONTROL CON		F.				bespring) na	yed illido no	dek nb par Jay	File magnes en proces e Elle Adultus en proces e	Personal Control	etred, I will pay Resomen The buto powerships, (b) pay day	milia do gue adulgia que e stolleda aguido en 1670	to principal integration of (c)	Any extremal, excella or
TETCH SCRIALS I E573538 [EXT WARRANTY] UNIVERSAL CONTROL CON		TAKE FEEFVE	D DATE/TIME PROMISED	11·59pr	PRICERTY	consumers	ia damages	rising out of sury	carractes, materials. (or pare lumi	shed by Rossman Toll, I release ning green the regionary perfo	se and lonevar discharge rendrate of services or 6	HORELING FOR IN STREET	or intelled managing for
TETCH SCRIALS I E573538 [EXT WARRANTY] UNIVERSAL CONTROL CON			IM 01/04/00	•	H HATE	defends in t	randrig a la La brand	A COLUMN ST	Introduct with ATV CO		en or filmen for a particular	reference	Man Kanada In all 6	much as the venture to
[ETCH SERIALS] E573538 [EXT WARRANTY] UNIVERSAL [AM STATE INSPECTION: CUSTOMER REQUESTS LUBE OIL AND FILTER SELECTION CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS A RUBBING SOUND IN THE REAR CUST STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE TM 8 / HG 16 H3 AT 8 16 2 AIG 2-A EXCURSION AND SET BE ADJUST AIR PRESSURE CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE EXCURSION AND SET BE ADJUST AIR PRESSURE CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE EXCURSION AND SET BE ADJUST AND SET BE ADJUST AND SET BE ADJUST AND SET BE ADJUST AND SET BE ADJUST ADJUST AND SET BE ADJUST ADJUST AND SET BE ADJUST AD	APPOINTMENT	7				SMOUTH TO	ا محدد المن							. <u> </u>
TIME SOUND DIE STATE INSPECTION. PASTATE INSPECTIO		ì				ALT HOS	ini k							
THE CONTROL OF THE PRINCE OF THE COLOR OF TH	roel				T 18/6 EI	ANT	/ Ti	INIVER	ĠΔL					- 7
CUSTOMER REQUESTS LUBE OIL AND FILTER SCIENCY CUSTOMER REQUESTS LUBE OIL AND FILTER BE COMPLETED CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS A RUBBING SOUND IN THE REAR CUST STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT CUST STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE TM 8 / HG 16 H 3 A T8 // G 16 H 3 A T	TET			-								ABOVE REPAIRS	IN TO 6	DE THE PEACE
CUSTOMER REQUESTS LUBE OIL AND FILTER SCIENCY CUSTOMER REQUESTS LUBE OIL AND FILTER BE COMPLETED CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS A RUBBING SOUND IN THE REAR CUST STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT CUST STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE TM 8 / HG 16 H 3 A T8 // G 16 H 3 A T	ox a demendat	المناسبين والمناسبين	ner sammannet flat fan Elstyn fan	M. CTAT	EINSP	ECTIO	分 (基) (基)	整件海		die ja	DO NOT PERFOR	REPAIRS AND TH	E TOTAL PRICE OF BI	CH CHARGES
CUSTOMER REQUESTS LUBE OIL AND FILTER BE COMPLETED CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS A RUBBING SOUND IN THE REAR CUST STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT CUST STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE TWO STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE TWO STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE TWO STATES THAT ARE REPORTED FOR THE PROPERTY OF THE		Maria de la companione de la companione de la companione de la companione de la companione de la companione de	NEW TOTAL STREET, STREET, SERVICE STREET, STRE	والواليشيد والوسيخ ويشك			-34				UNDERSTAND THA	THE LANDSCORES	TOU TO BEGON REPAIR	TON DO THE OF
CUSTOMER REQUESTS LUBE OIL AND FILTER BE COMPLETED CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS A RUBBING SOUND IN THE REAR CUST STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT CUST STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE TWO STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE TWO STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE TWO STATES THAT ARE REPORTED FOR THE PROPERTY OF THE	1							a a commune o Calenda	and the same of the same of the same of the same of the same of the same of the same of the same of the same of	· vocano	COMPLETED ON FOR	MAT MECERPARA	THE GUIL OF	
CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS A RUBBING SOUND IN THE REAR APPLONE NO. CALLED CUST STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT CUST STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT SPECIFIC AUTHORIZATION GIVEN: CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE TW 8 / H6 16 H3 A T8 16 2 A16 2 -2 EXCHANGE OF SPECIFIC MUTHORIZATION GIVEN: STEMPHONE MORE MUTHORIZATION GIVEN: CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE CUST REQUEST AUTHORIZATION GIVEN: CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE CUST REQUEST AUTHORIZATION GIVEN: CUST REQUEST A TIRE ROTATION SET & ADJUST AIR PRESSURE CUST REQUEST AUTHORIZATION GIVEN: CUST REQUEST A TIRE ROTATION SET & ADJUST AIR PRESSURE CUST REQUEST AUTHORIZATION GIVEN: CUST REQUEST A TIRE ROTATION SET & ADJUST AIR PRESSURE CUST REQUEST A TIRE ROTATION SET & ADJUST AIR PRESSURE CUST STATES THAT AT IDLE COPY. CUST STATES		es on evz	os de la Silveria de	UBE OF	<u>Cipletê</u>	R-SP			建地区产业	7.15				
CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS A RUBBING SOUND IN THE REAR AT PHONE NO. CALLED AT PHONE NO. CALLED SPECIFIC AUTHORIZATION GIVEN: SPECIFIC AUTHORIZATION GIVEN: TIME TI	CUS	TOMER F	REQUESTS LUBE C	IL AND F	FILTER	BE CC	MPLE	: I ED		į.	OHISINASTELIMA	字 流谱 珍麗	AUTHORIZED ADD	YL REPAIRS
HEARS A RUBBING SOUND IN THE REAR AT PHONE NO. CALLED AT PHONE NO. CALLED AT PHONE NO. CALLED BPECIFIC AUTHORIZATION GIVEN: BPECIFIC AUTHORIZATION GIVEN: TW 8 / 46 16 43 AT8 16 2 46 22 BECHANICAL SHOP AND REAR SHOP SHOP SHOP SHOP SHOP SHOP SHOP SHOP										Į.	60 44 31 30 40 40 50	建 观察	æ	
HEARS A RUBBING SOUND IN THE REAR AT PHONE NO. CALLED AT PHONE NO. CALLED AT PHONE NO. CALLED BPECIFIC AUTHORIZATION GIVEN: BPECIFIC AUTHORIZATION GIVEN: TW 8 / 46 16 43 AT8 16 2 46 22 BECHANICAL SHOP AND REAR SHOP SHOP SHOP SHOP SHOP SHOP SHOP SHOP		- JAN- 2727 STOLE	na manadama (Palame) in ann 200m (in		er er er	mar)	"'-70 %				ADDI PERMIPE OF	CD BY		
HEARS A RUBBING SOUND IN THE REAR AT PHONE NO. CALLED AT PHONE NO. CALLED AT PHONE NO. CALLED BPECIFIC AUTHORIZATION GIVEN: BPECIFIC AUTHORIZATION GIVEN: TW 8 / 46 16 43 AT8 16 2 46 22 BECHANICAL SHOP AND REAR SHOP SHOP SHOP SHOP SHOP SHOP SHOP SHOP		NE 09 63 NZ	C MUCK CIPCT DI	HING AV	NAY AN		MING	TOAS	TOP		MOD & CALCULATION			
CUST STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT SPECIFIC AUTHORIZATION GIVEN: CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE TW 8 146 1643 A 18 16 2 46 2-2 HECHANICAL BUT AND ANDER ROOT BEFORE GRAPHER IN THE PROPERTY WAS CUSTOMER AND THE AND THE RESOURCE OF THE AND THE PROPERTY WAS CUSTOMER UNDER CHAPTER OF THE AND THE PROPERTY WAS CONTINUED BY AN OWNER OF THE AND THE PROPERTY WAS CONTINUED BY AN OWNER OF THE AND THE PROPERTY WAS CONTINUED BY AN OWNER OF THE AND THE PROPERTY WAS CONTINUED BY AN OWNER OF THE AND THE PROPERTY WAS CONTINUED BY AND THE AND THE AND THE PROPERTY WAS CONTINUED BY AND THE AND THE AND THE AND THE AND THE AND THE PROPERTY WAS CONTINUED BY THE AND THE AND THE PROPERTY WAS CONTINUED BY THE AND	COS	SI SIAIE Ade à Dii	BRING SOUND IN 3	THE REA	R					ļ		_	TRACE	
CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE T M 8 / H G I G H Z A T 8 / G A H G ADDITION LINES THE MATERIAL BODY ROADS THE MATERIAL BODY		4140 W 140								į	CATE		, mare	
CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE T M 8 / H G I G H Z A T 8 / G A H G ADDITION LINES THE MATERIAL BODY ROADS THE MATERIAL BODY	1		1		- 1			Literatura (j. 1815)	KANSTONET (PSG	550500E'''				
CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE T M 8 / H G I G H Z A T 8 / G A H G ADDITION LINES THE MATERIAL BODY ROADS THE MATERIAL BODY	NV AND SAVE	BK MAGCYZ	TO SEE THE REAL PROPERTY.	NGINE.	NOISE,	A Die	Liens.)8 <u>I</u> ko (E	MANAGERO E BOT		AT PHONE NO. CA	TEO		
CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE T M 8 1 H 6 16 H 3 A I 8 16 2 H 6 2-2 WEST AMENDAL SHOP AND CASE MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP AND CASE MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS AND MATERIAL SHO	CU	ST STATE	S THAT AT IDLE S	OUND LII	KE A PE	RULA	LIING	COLLE	E 701					
CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE T M 8 1 H 6 16 H 3 A I 8 16 2 H 6 2-2 WEST AMENDAL SHOP AND CASE MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP AND CASE MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS LAST MATERIAL SHOP REMAINS AND MATERIAL SHO											RPECIFIC AUTHOR	NZATION GIVEN	:	
T M 8 146 1643 AT8 162 AI6 2-2 MECHANICAL SHOP ANDER ROOT SHEW CLOTOMER LARCE CHANGES, MECHANICAL SHOP LEVEL CHANGES LIKES INSTITUTE CHANGES CHANGES LIKES INSTITUTE CHANGES CHANGES LIKES INSTITUTE CHANGES CHANGES LIKES INSTITUTE CHANGES	-	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	Marine Marine	الأعمضة		akeus.	45.70	70.000	沙安斯					
T M 8 146 1643 AT8 162 AI6 2-2 MECHANICAL SHOP ANDER ROOT SHEW CLOTOMER LARCE CHANGES, MECHANICAL SHOP LEVEL CHANGES LIKES INSTITUTE CHANGES CHANGES LIKES INSTITUTE CHANGES CHANGES LIKES INSTITUTE CHANGES CHANGES LIKES INSTITUTE CHANGES			CST 4 TIRE ROTAT	ION SET	ULDA &	STAI	RPRE	SSURE						_
HECHANICAL SHOP ANDER ROOT SHEW CUSTOMER LAKER CHAPAGES, MECHANICAL SHOP LESS CATTON LABOR CHAPAGES, MECHANICAL SHOP LESS CATTON LABOR CHAPAGES LIKE MECHANICAL CHAPAGES LIKE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES AT THE AND APPLACES AT THE APPLACE AND APPLACES AT THE AND APPLACES, MECHANICAL CHAPAGES AT THE APPLACE AND APPLACES AT THE APPL	66	SI KEWU				•								•
HECHANICAL SHOP ANDER ROOT SHEW CUSTOMER LAKER CHAPAGES, MECHANICAL SHOP LESS CATTON LABOR CHAPAGES, MECHANICAL SHOP LESS CATTON LABOR CHAPAGES LIKE MECHANICAL CHAPAGES LIKE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES AT THE AND APPLACES AT THE APPLACE AND APPLACES AT THE AND APPLACES, MECHANICAL CHAPAGES AT THE APPLACE AND APPLACES AT THE APPL	1 1	_												
HECHANICAL SHOP ANDER ROOT SHEW CUSTOMER LAKER CHAPAGES, MECHANICAL SHOP LESS CATTON LABOR CHAPAGES, MECHANICAL SHOP LESS CATTON LABOR CHAPAGES LIKE MECHANICAL CHAPAGES LIKE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES AT THE AND APPLACES AT THE APPLACE AND APPLACES AT THE AND APPLACES, MECHANICAL CHAPAGES AT THE APPLACE AND APPLACES AT THE APPL	1	·									7 M 8	146 10	443	
HECHANICAL SHOP ANDER ROOT SHEW CUSTOMER LAKER CHAPAGES, MECHANICAL SHOP LESS CATTON LABOR CHAPAGES, MECHANICAL SHOP LESS CATTON LABOR CHAPAGES LIKE MECHANICAL CHAPAGES LIKE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES AT THE AND APPLACES AT THE APPLACE AND APPLACES AT THE AND APPLACES, MECHANICAL CHAPAGES AT THE APPLACE AND APPLACES AT THE APPL							and the				_ ''' 0	, ,		
HECHANICAL SHOP ANDER ROOT SHEW CUSTOMER LAKER CHAPAGES, MECHANICAL SHOP LESS CATTON LABOR CHAPAGES, MECHANICAL SHOP LESS CATTON LABOR CHAPAGES LIKE MECHANICAL CHAPAGES LIKE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES THE RESIDENCE OF GARRY PROPERTY AND APPLACES AT THE AND APPLACES AT THE APPLACE AND APPLACES AT THE AND APPLACES, MECHANICAL CHAPAGES AT THE APPLACE AND APPLACES AT THE APPL		,				. 0.	A B				AIR 16	J 46 8	- 2_	
1 Vi CEDMCE EILE (1)PA] [يونس	2					1 / ~ , _			
1 Vi CEDMCE EILE (1)PA		*	A Transport Company Company And S	ANT 154.	era de 🍱			1 22						
1 Vi CEDMCE EILE (1)PA	1	4		## T T T	Taki 💆	7 W.			- Bran		MECHANICAL SHOP A	CHOR COOT THEF	GUSTOMEN LABOR ON BRIAL), BODY REPARES I	MICHAEL MATERIANICAL MICHAEL MICHAEL CRASS
1 Vi CEDMCE EILE (1)PA			AUT	ರ ∨	γ ວ ົ:	R. L	$\dot{\Sigma}$				ESTIMATING GLIDE) W	HICK REPLECTE AN	AVENABEL TIME RECARDED IN	
1 Vi CEDMCE EILE (1)PA											MORE OF LESS THAN	THE ACTUAL CLOCK T	THE IN MAY GIVEN IN	THE ABOVE LABOR
1 Vi CEDMCE EILE (1)PA											HATE AND INCLUDES	SERVICES OF OUR PERVISOR, QUALITY	Y CONTROL MERVICE	ALIVADOR, PAINT, TROP & CONCURS DOVING AT
1 Vi CEDMCE EILE (1)PA		_									AND WATER LEAK TE	SHOUGHAN (AMORINE W	PPECIAL PROPERTY.	-
	I PAGE	1 OF 1			SER	VICE	FILE (COPY				,		Ouches

67.00 00CV2004

MI

Mar. 5. 2009 2:28PM CUSTOMER # PHILA, PA BUS: HOME

WORKORDER

773177

TAGE 1

No. 6579 P. 6

MORTHEAST AUTO OUTLET

XZI Lemila









3301 GRANT AVENUE PHILADELPHIA, PA 19114 (215) 824-0800 800-873-4712 www.northeastauto.com

SERVICE ADVISOR: 2286 DAVIS, M

TO SERVICE ADVISOR: 2286 DAVIS, M 12578/ 1G1ZT61826F CHEVROLET MALIBU erodnoadel machemeken in eromisection in the policy of the property of the pro IS 01JAN06 CASH 17:00 01AUG08 Oljanos DD OPTIONS: 01AUG2008 09:18 LINE OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS LUBE OIL AND FILTER CPC LOF EST: TOTAL 34.95

CPC ROTATE В EST: TOTAL 24.95

ROTATE TIRES

THE BRUNET









EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories said hereby are made by the manufacturer. The understigned purchaser understands and agreed that dealer makes no warranties of any kind, express or implied, and discissing all warranties, including warranties of merchantability or threase for a particular purpose, with regard to the parts and/or occessories purchased: and that in no event shell dealer be liable for incidental or enabequantied damages or commercial losses arising out of such purchases. The undersigned purchases further agreed that the warranties excluded by dealer, include, but after hot limited to any warranties that such page and/or accessories are of marchantable quality or that they will enable any variable or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I heraby authorize the repair work herein set forth to be done stong with the necessory material and agree that you are not responsible for loss or damage to vehicle or stricted left in vehicle in case of firs, theft or any other cause beyond your control or for any delays couled by manylabellity of person of delays in parts shipments by the supplier or transported hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or discovered into purpose of testing and/or inspection. An express machanical lies is nectly adknowledged on above vehicle to secure the amount of rapells therate. The describing in not responsible for demages from freezing due to lack of antifreeds.

PRELIMINARY	ESTIMATE	• <u>59.90</u>

AUTHORIZED BY X DATE TIME BΥ REVISED ESTIMATE (1) REVISED ESTIMATE (2) REVISED ESTIMATE (3)

HERBEY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE DRAL APPROVAL

SERVICE WORKORDER

Technicians Notes	-	Additional Ser	vice Reques	t	Tirne Clock
	Hrs.	Service Required	Parts Amount	Labor Amount	ON OFF ON
Cause:					UA .
					OFF
Corrections:					ON
					OFF
			Parts Amount	Lebor Amount	ON OFF
Cause	Hrs.	Service Required	Audunt	Allouan	ON
					OFF
Corrections:	-+-	<u> </u>			ON
					OFF
			Parts Amount	Labor Ampunt	ON OFF
Cause:	Hrs.	Service Required	AMIQUIL	Ampanix	ON
-			i		OFF
Corregions:		-			ON
					OFF

FLAGS:

.00

No. 6579 P. 3

Mar. 5. 2009 2:27PM

717050

NORTHEAST AUTO OUTLET

ACCOUNTING

3301 GRANT AVENUE PHILADELPHIA, PA 19114

		•		PHILADELPHIA (215) 824-0800	800-8 73-4 712
PHILA, PA	BUS:		PAGE 1	www.northea	stauto.com
HOME		<u></u> Si	ERVICE ADVISOR: 1	708 L SHENKO	COLUMN TO THE PROPERTY OF THE
	MINIMAN NATING AND SHOPE OF	<u>Muzikazi i etegora faleroan</u> edizizizen <u>e</u> a	SOCIONES E EL CONTROL DE CONTROL DE CONTROL DE CONTROL DE CONTROL DE CONTROL DE CONTROL DE CONTROL DE CONTROL DE	MINISTER SERVICE DE LA COMPANSA DEL COMPANSA DEL COMPANSA DE LA COMPANSA DEL COMPANSA DE LA COMPANSA DE LA COMPANSA DE LA COMPANSA DE LA COMPANSA DE LA COMPANSA DE LA COMPANSA DE LA COMPANSA DE LA COMPANSA DE LA COMPANSA DEL COMPANSA DE LA COMPAN	NACE CERTIFICATION AND MEDITED IN STRUCTURES OF THE PROPERTY O
0.6	CHEVROLET MA	rien 161	ZT61826F	306	6/3066 <u>T351</u>
WATER PATERNAL STATE				《温水》中间的 图 图 11 图 11 图 11 图 11 图 11 图 11 图 11 	
	ACID COMMISSION OF THE PERSON	() (<u></u>	CASH	20DEC06
OLJANOS IS		17:00 20DECO			
一般,不可能提出的《沙漠》等就能向地排作	il ninnisiatrinimistri ilitaris itanimista	(MARINESPEE)			
08:08 SODEC06	10:51 20DECC	6	SALE COMP	LIST NE	TOTAL
LINE OPCODE TE	CH TYPE A/HRS	S/HRS COST	SALE COMP		
TOP LUBE	OIL AND FILTH	SR.			
THE REPORT OF THE PROPERTY OF					
1 2501	0792 FILTER) de C Nacional de la company de la company de la company de la company de la company de la company de la company de		processas caracters no description	樂和經濟觀震學認為報告
		為前期的關鍵的數字的可用的	SEMINE MENERAL SERVICE		
CAUSE:	•				
心部高級中華東京時間中華	72 WARC 0.0			24	23 24 - 23
CLAIN	TYPE:	: Marchard, which is a barbarhard, they are 1984 for 1884 a 1884 a 1884 a 1884 a	s included the state of the sta	odracko governi sessenske se samko kontrolika kojete	
			现在可能够通过的1.4%。"\$1000000000000000000000000000000000000	diskettablishteboorbungsennettentutur austumenska	\$5.00 Living S. Lebitmiddischi untranscriscopers construct vices uses.
April protection by the control of t		74	O 2423 TLABOR		
			建立时,并未被不断的时间。但是是一种的一种的人的 的现在分词。 -	2016-2014 A CONTROL OF THE CONTROL SCHOOL IN SECURITION OF SCHOOL	1. A vollette mellitamistan att stransvarians oden sekkonska observario et ser a
		marendandumalmaekaekis derekteke kallerakiskeki Ambiadana		ndes assatendhusekseleteriya inkularia Habitara aste Ashar bi Al	
				# 188 Look Like 146 March states and A Induly Insurance are a man or a consequence	AN RELACED SEED AT 18 A MARCH MET MENTAL MET MENTAL MET MENTAL MET MENTAL MET MENTAL MET MENTAL MET MENTAL MET
	EDUTATE E	DUFATION			
12-20-06 08	:49 09:57	1.13 Andronius Angles and Angles Angles Angles Angles Angles Angles Angles Angles Angles Angles Angles Angles Angle	W 172 Samunda kan na 172	ing. Province skaren numera nipoleka kalan numbala sahir kalan kakalan ili	ANTERS ANTERS NEW TOTAL ANTERS OF A STATE OF A STATE OF A STATE OF A STATE OF A STATE OF A STATE OF A STATE OF
		26 1 Section to the Education of Section 1991 and the Section 1991 and t	and the field of the field of the cold the foundation of the rows of the consequences and a second of the cold	•	
ACCOUNTAINSAIT		www.hiperenters.com			和解放發出發展的實際的對於
46000	K19 740		46700 19	545 1125	
為自然與阿勒姆斯及阿勒姆斯 32400	228		122520F	492 ******	
		er verkelet ing persionen statut in transfer gestellt in te			
A server seamon mean and make membrane servers	va. Milasti i i i i i i i i i i i i i i i i i i	ggir ee indi lighte. Al Deel Arman Asial Arts at Indich to de Aman Asial Arts (1901 Annua Annua Annua Annua Annua Annua Annua Annua	The second of the second secon	ary anno bernakana' karanta ar Yanga babahah sara da bada saka kabahah da da baba	
	ALE & COMP	COTALS 260		dit palakan kengalah ranggaran pengan kenanggaran pengan daran bad	PAR PARROOD DE Y THE APPEAR AND AND AND AND AND AND AND AND AND AND
l agree to pay all sume d	lue as set forth on this inv sd chacks I agree to p	roice and In the event of	GINTERIAL OF DIDOCHIMA	THE PROPERTY OF THE PROPERTY O	North This relief of the restablished the Petro Applied Patricial State (1987) in the First
			The sectory warranty nonstitutes at of the warranties with respect to the sale of the teamtrams. The saler hereby expressly discloimed to warrants other express of implied, including any implied warranty of marchanistility of times for a particular purpose galler nather absumble no such colors percent.	LABOR AMOUNT	15.19
ON BEHALF OF SERV INFORMATION CONTAIN SHOWN SERVICES DEF OWNER, THERE WAS N VEHICLE OR OTHERWISE THIS CLAIM HAD BEEN NEGLIGENCE OR MISURE	ICING DEALER, I HERES ED HEREON IS ACCURA	Y CRATIFY THAT THE TE UNLESS OTHERWISE	Salier hereby expressly discipling to warranties of the express of	GAS, OIL, LUBE	0.00
SHOWN: BERVIOLE DAS	CRIBED WERE PERFORME	D AT NO CHARGE TO	werranty of marchantability of the distribution of the distributio	TOURLET AMOUNT	0.00
VEHICLE OR OTHERWISE	THAT ANY PART REPAIR	ED OR REPLACED UNDER	Seller neither essumes no authorizes any other person t	MISC. CHARGES	2.00
NEGLIGENCE OR MISURE	RECORDS SUPPORTING TH	IS CLAIM ARE AVAILABLE NOTIFICATION AT THE	authorizes any other parant to essure for it any liability is connection with the sale of this territoria.	TOTAL CHARGES CHARGE AMOUNT DUE	·
BENAICING DEVICES FOR I	NSPECTION BY MANUFACT	UMER'S REPRESENTATIVE,	,	SALES TAX	2.28
(SIGNED) DEALER GEN		CED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	
			<u> </u>	THE AMOUNT	CONTRACTOR CONTRACTOR OF THE C

Reedman-Toll Auto World U.S. Route 1 Langhorfie, PA 19047 (215) 757-4961

RECOM	MENDED SER	RVICES OPERATIO	N DESCRI	PTION MC)/[VI]	1ΔΤΔ1	OPE	RATION	4	OPERATION	DESCRIPTIO	MOIMI	TOTAL
					_ .				ľ			1 1	
]													
	E HISTORY						<u> </u>			RATION	OPERA	TION DESCRIP	TION
	DAIL	REPAIR OF	:OER	MILEAGE	ADVIS	OR TEU	(MICHAN)	(A P) .	UNI	1,71,110,11			
	,				1								1
						_					<u> </u>	2E0# AL 74	
SALESPI	ERSON NO.						ĎΙ			PROD. DATE	STOCK No.	REG# AL74	R.O.№. 711015
	TGTZT	61826F		O6/CH	AKE / MOI EVROLE	T/MALIBL	MAXX.	4DR SD	N RACT	DEL DATE .	602421 DBL. MIUSS	SELL DEALER NO	
	REEDM	AN-TOL	L AUT	O WORL	D		0		CONT	RACT No.	EXP. DATE	EXP, MILES	TAG No. M533
	U.S. RO P.O. BO	X 3004			\ N	MED GRY	A/C	EBONY	RANS.	MILEAGE	3 3839	JOHN J KUD	
	LANGH	ORNE, PA		PHONE	<u> </u>	CVZZ					31 3000		
	215-	PHONE 757-4961 ED DATE/TIME TO 11/24/	215- PROMISED	757-496	OFUTY	:							
APPOINTME	_	n 11/24/	05 12	:30pm	5 ne			,					.
Yes			_										
Jou		OSTOMER EST	IMATE:	TUTAL	_	_		1		- ·]
×				0.00		1				4,			,
	- VSCVZN	(KEIBÜLEE)	商名数 XE I	W CAR E	n e se								ļ
	, , , , , , , , , , , , , , , , , , , 					1							
	98/6 75¢VZZ	er negretie	ele en	EMPTEM	(SSIØ)	VSPREH							
PE	RFORM EX	EMPT EMIS	SIONS PI	REP		•							l
		·						u=lantfillfid	i virumanenik				
	D FLUIDS	NS NEEDED	PO	LELUID A	obs/4								
~	، ومالماء مر		•										
West Association	∰\\ BBGVŽ	on a lateral control of the control	8 7 (18) (14)	CESSOR	ies (St.	21 1 1 20 20 21 1 1 20 20		N. A. SERV	1. 48.				
IN	ISTALL STA	RTER KILL	, Agrico Alberta	.020001.	.,,,,,,,,	.	,,,,						
25	MEM BECVZ	ZETCHAZZ	wind et	CHEENA		PACIFICATION OF THE PACIFIC PROPERTY.	4			i			
1	STALL UNI	YEROAL EI	VΠ						.				
						,	-	3				~	r
								.					711015
PAG	El OFl‴				ACCO	טאדואס	COPT						

REEDMANTOLL

215-757-4981 www.reedmontoll.com

Recdman-1011 Auto World U.S. Route 1 Langhorne, PA 19047 (215) 757-4961

	MMENDED :	eevices			_					TOPIN	MO/ML	TOTAL
	MINTENDED	Oblination D	ESCHIPTION	Ανέριγι	n TOTAL	OPF	MOTON	+	ОРЕВАТІОН Ы	ESCRIPTION		
								1				
	}				<u> </u>	<u> </u>						
	OF HISTOR				: '					OFFICE	TION DESCRIPTI	DN
EHVI	ÇE HISTOR	REPAIR ORDE	R MIL	EAGE /	DVISOR TEC	HNICIAN	TYPL	<u> </u>	PERATION,	Ólatiav	I (Vie ive views)	
			1	•								
extesi	PERSON NO.				<u>·</u> _	р о 1	 _				CEG# AL74	
Tech #		61826F1	Ċ	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	ROLET/MALI	BU MAXX	4OR SD	N		602421	SELLING DEALSK NO.	711015
	Language March 1990 Control of the	IAN-TOLL	AUTO	WORLD	CUSTOMEA NO.	10 BERMS	SE CONTRACT		DELLA DATE	OBIJORRY MILES	EXPIRATION MILES	, - ,
Parlang	U.S. RO	UTEI			∞WED GI	RY MET	_		PACY NO.)		™%1333
9pace	LANGH	ORNE, PA 19	9047		TURBO POO	ZZ		TRANS	MILEAGE 3	ALVESSED.	JOHN I KUD	
	HEEZING!	75 7-4961	<u> </u>	7-4961	PERMENANTATIONS.	AGRETMENTS AND daring grad to committee	THE WARDS I STATE OF DUTY	n Die vehich bile highway subsidie is a	le éposition depose or sun sur ye and absorbier so best fairle de mained, test pery Resolution (so "Get" sous-season. (s) any de- misched by Resolution (SLI (sous- selles) or mes le sur la bellior or mes for a particular mad by h (s. p. Lailled dref un my autripational repussors in my autripational repussors in sous-	estresi is eigh file estresi especi it. I agree es pay Ré La etarage charge el listos	por the cremer. I and these the pomen Tell to thousand charters I per day. Resolved The will not be lank of endinance, or (6) less	for the convicte and the limits for (a) any v instruct, special or
	02:29	m 47/2470	3 12:30	Opm PRIOR	TY kee or durange to the commonwealth and common and co	verside of proyecting a subpling cost of early 6 of early natures, with	in kwallert leit grvices, maleriels gvar known er un	i filozofian , ar vants (V Jennyas, Tan	Total positions on, (6) any on michael by Restimen Tot. I re- ulting from the magbiguit posi-	maga po eris verticalisti e P mar and forevert checkshipe P protecte of services or fit harmone. Ell is concern no	urodoren Tell, im employees en hit garp broach of empress of offici, Readman Toll will, nover	d agents or and from tropical warring for ver, remainly promptly
APPOINT	MENT .			LABOR FATE	delects in crescricit or pt to charte and had consum the total contact	parts, resisting any air or maintenance of the reparts. Accept	mpiles winds we provide which we area of the vestels	PANTAGES PANTAGES PANTAGES PANTAGES	med by h in a skilled and wi	odonanike manner. At 44 nili metan i msky tvia agracin	print migrature for the ma none and follows:	THE REAL PROPERTY OF
₹ №					AUTHORIZED SIGNATURE X		•••					
ظشا	OKTOTION (יו וכם אמויטונט.	M. C. 10	0.00/ /					ALTHORIZE YO	INITIAL YOUR THE COMPLETE THE E ABOVE REPARED	S ARCOVE MORNING PTO 1 PTO 1	STUD FYACT
x		ş		154	fl f				NATURE OF THE	PM ANY REPAIRS OF THE	TOTAL PARCE OF SUC	
	[.625.75C\/Z\	ALIBUMA 45%	y ist NEW	CAR POI	は高級などの形式	高大學養養		ing filter	UNDERWITEND THE AUTHORIZE ADDITION COMPLETED OF FOR	it if i alithorder y Dral Necessary w Diagrostic tiret	TO BEIDN REPAIRS BENEAU WILL OWE P THE SUM OF S	OR THE WORK
		<i>.</i>	1.41		1				CUSTOMER SIGNAT	URE	AUTHORIZED ADDY	
52 (5)	明书的原始 <i>《中书记》</i> "外子"	ore eres	44 EXEN	RTEMS	SIONSERE		如龙城的		ORIGINALESTIMA		Б	
F	ERFORM E	EMPT EMISS	IONS PRE	In	m5 73	77)	14	7	ADD'L REPAIRS O	KD BY		
1 1		11	will.	45	599 L	993	4		DATE	-	TIME	
23 15	1.0 750VZ		POLE	LUM AD	DSS (1270)			W 3	1			
]. [4	ADD FLUIDS	AS NEEDED			:				AT PHONE NO. QA	LLED		
1 !		144	14				- 514000 ST.19.	ara seta	SPECIFIC AUTHO	RIZETION GIVEN:		
4	10 50 86 CVZ	2000年期	ACC	550RIE	建 经基础							
1 1	NSTALL STA	WIEN MEE										
			44		-7357. Construction				ž <u> </u>			
	INSTALL UN	ZETCHERORY VERSAL ETC	STATETICA H		TO A	10 10	AND SECTION		1			
	/	- 10 1	1.1	- le	1. L	·						
	J 12		THE SAME							The same Public	THE TOWER LABOR CHAP	ROUSE MECHANICAS
	100 100 100 100 100 100 100 100 100 100	الله المهرب المكافر المراجعة المراجعة المراجعة المراجعة المراجعة المراجعة المراجعة المراجعة المراجعة المراجعة المراجعة	The state of the s	317 M		Zac Whi.	2274		SHOP USES (CHATOM CHOTINATING CHICAD V	LASCH GUIDE MATE PROM REFLECTE AN A MIC VIDUCE ARRANG	RIALL GODY REPAIRS LE WERAGE THE RECURREN AND WHICH MAY THE	ES (LOTOR CRASI ENT FOR THE REP AUTHOR BE EXTREM
الاواطياطية والتجمية		- '		or	1	3			MORRE OR LESS THAN TIME 15 PUBLISHED, A FIATE AND INCLUDES	THE ACTUAL CLOCK TO STUAL TIME CLOCK TO BERVICES OF OUR	CHRICHEN LABOR CHAIR RIALL GODY REPARTS US WERARD THE RECUPENT THE RICHTER WAY CHASH WAT THE RICHTER WAY CHASH WE WILL SE CHANGED AT CONTROL INSPECTOR, WILLIAM CHASH PLICABLE PARTICLE &	PACE, IF NO LABOR THE ABOVE LABOR DVISOR, MECHANI BOOM, BAINT, THE
					· · ·	ant/			TECHNICIAN, SHOP I AND WATER LEAS TO NECESSARY,	TENNESS (AMERICAN TENNESS (AMERICAN TENNESS (AMERICAN	PLICABLED FACILITIES &	711015
T PA	GE1 OF1			Ç	USTOMER C	OPY						HTS



Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number	Deeler/BAC Code Stock # 6624/2	/ Repair Order # 7//0/5
For proper fluid levels, fluet usage, eou	ipment operation, specifications and proc wristwatches, Jewelry, cell phones, etc.,	edures, refer to the appropriate owner
	anagement's attention. Inspect, perform, ve	rify proper operation, assembly, fit and
Initial Preparation:	Unusual noises/vibrations	Seat beits: material, operation and
Adjust tires to pressures epecified on the Certification Tire Pressure Label. Record results.	Squeaks and rattles Transfer case or TAPshift function (if equipped)	Child Comfort Guide – elastic cord
AFFER: LE U RES LR 34 RR 3	Cruise/adaptive cruise (if equipped) OnStar for connectivity (if equipped)	Removable top/panel, convertible top Displays, gauges and lights (head,
Install loosely shipped parts, such as anterina, wheel covers, luggage rack, pairors and cargo note (torque as	Transmission shifter, clutch, notes, shift smoothness	driving/fog tall, parking, turning, reverse, running, brake, and hazard)
needed) Leave door edge protection and other	Engine performance: Hot start, fdle quality	Trunk safety release (if equipped) Fit/function/retention of parts such as
shipping/storage materials on until customer delivery	☐ Check for MIL, SES, SVS, and warning lights	bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tallgate, tire carrier and
Acessories: Nerify RPO and RPA options	Under Hood: Check battery state of charge, Record	hatches (if equipped)
Install all accessories; check fit, finish and operation	voltage below. Charge battery if below 12.6 voits	Under Vehicle: Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages
Road Test: ODOMETER: Before 2 After 3	DATE // 24 /D INITIAL /	and hoses Brake/fuel lines secured in citips
Before, during and after this test, check all standard equipment, options and accessories	Remote hood release, latch and hood safety latch	Check all fluid systems for leaks Final Inspection & Preparation:
for proper operation, as applicable.	Hoses, lines, cables and wire attachments are free of kinks and clear	Perform just prior to delivery. Interior: Remove protective coverings.
<u>During Road Tast:</u> Drive on a legal roadway with road conditions pentitting evaluation of	of any moving/hot parts Hoses, pipes, fittings, seals, gaskets	Clean as required: seats, headliner, kick panels, carpets, console, instrument
the following: E) Epgine Performance: Gold start,	And plugs for seepage Fluid levels: Add as required	panel, moldings and hard trim Install floor mats (if equipped)
die quality HVAC system controls, blower(s),	Bote/Chassis: Doors, locks, keys and keyless	Thorough exterior wash and dry; check for water leaks
heater, A/C, front defroster and rear detogger	entry system Check ohlid safety door/window locks	 Exterior finish: Check paint finish for dents, dings, chips, scratches, or biomishes. Repair as necessary
Addio, cassette and GD player (regular, steering wheel and rear controls) Steering wheel – center position	are in normal (unlocked) position (if equipped) Neutral start safety switch (if equipped)	Erase all messages on voice recorder (If equipped)
Steering for leads, pulls, vibration at //dle, vibration while driving	Dower mirrors (if equipped)	☐ Reset fuel economy readings ☐ Set clock/calender to local time
Wilpers, delay and washers (front and rear)	Electronic compass/temperature for fynction. Set compass to correct zone	 Using a clean cloth, clean the wiper blades using GM Optikleen windehield
Brakes for noise, pulls, vibration or shudder at both high and low speeds	(if equipped) Seats: Check operation and that	washer solvent Thoroughly clean all glass surfaces
☑ Unusual wind noise	removable seats are properly secured	11//
Certification: I contify that this Pre-Delivery In		H Wel 11-29-05
Technician (Print Name)	Service Mañager (Si	gnature) Date

9621 .oN

File With Repair Order

1/05

10288085

Mar. 6. 2009 4:44PM

No. 1599 P. 2

AR 6, 2009 CUSTOMER NAM TOTAL R/O'S	SUMMARY HIS	TOTAL	SERV.	DAYS	 7	 -		31ZT61826F HEVROLET
·N# RO.NO.	RO. DATE. 1 01/04/2008 10/03/2007	9329	ATTTTATTT	1368 1031 1031 1031	12345 123	WHH OHHOO	OPERATION CODE. 00CVZ005 00CVZ001 09CVZ 13CVZ03 00CVZ04 11CVZ 11CVZ 06CVZ12 00CVZ	DESCRIPTION PA STATE/EXEMPT LUBE/OIL/FILTER SUSPENSION CONCE ENGINE NOISE 4 TIRE ROTATION STEERING CONCER! STEERING/SUSPENSION MULTI POINT INS
3 711015	11/23/2005	3		3839 1544 1544 1544	1 2 3	I	75CVZMALIBŪ 75CVZŽ 75CVZZ7	NEW CAR PDI EXEMPT EMISSION PDI FLUID ADDS

(E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (9-SUMMARY PRINT) (TAB)

7

REEDMAN-TOLL AUTO WORLD 1700 BASTLINCOLN HIGHWAY LANGEORNE, PA 19047 Phone: (215) 757-4961

Fax: (215) 757-7971

From: Reed Man Toll Cheuy Date: 3609

Pages: (Including cover) 23 pages

CC

Pages: (Including cover) 23 pages

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, you are hereby notified—applicable law—if the reader of this message is not the intended recipient, you are higher. Hyou—that any discensional affects in the recipient of the communication in error, please notify us immediately at (216) 757-4961 x350.

Reproduction or unauthorized use may be punishable by law

Mar. 6. 2009 4:44PM

No. 1599___P. 3

Chevrolet Malibu

Date 11/23/05

StockNo

602421

Make

Chevrolet Malibu

S O No.

JMCG1P

Serial No.

1G1ZT61826F

Trim

Ebony Custom Cloth

Paint

Medium Gray Metallic

Motor

ENG,3.5L 3500 V6 SFI

Key No. IGN

G0416

Trunk

Body No.

LT Maxx Sedan

Factory List

\$21,650.00

/ TCR DAMAGE

, S / M / FN / TM2 / CD / A / RR

C/RB/TE/WC/B/S/LP/MF

CD W CART

NAV. SYS. W CART

AIR GAGE

DVD W REMOTE

HEADPHONE 2

1599

4:44PM

2009

ö

RECOMAN-TOLL AUTO WORLD ANGHORNE PA 19047-3004

WE OWE

NAME CHEVROLET 2006 MAKE YEAR ADDRESS **4DR_SDN** MODEL PHILADELPHIA **7P** STATE CITY 161ZT61826P VIN NO. PHONE DEL DATE 03/31/2006 SALESPERSON JAMES A BERTOLINO PART NAME OF ITEM QTY. NO ADDITIONAL ITEMS DUE

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 this above work can be performed.

THIS RECEIPT MUST BE PRESENTED FOR SERVICE

(FOR APPOINTMENT CALL SERVICE DEP

MOTHING ADDITIONAL PROMISED

CUSTOWNA

DATE APPHOVED

03/31/

Mar. 5. 2009 2:26PM

No. 6579 P. 1

NORTHEAST AUTO OUTLET

3301 GRANT AVENUE

PHILADELPHIA, PA 19114 215-824-0800

TELECOPIER COVER LETTER
DATE 3_5
PLEASE DELIVER THE FOLLOWING PAGE(S) TO:
NAME Patricia Easley
FIRM GMBRC
FAX NUMBER 866 508 1964
SENT BY
TOTAL NUMBER OF PAGES
MESSAGE: RO HISTORY FOR

OUR FAX NUMBER: 215 - 824 - 2083

CONFIDENTIALITY

This message is intended only for the use of the individual or the entity to whom it is addressed and may contain information that is privileged, confidential, or exempt from disclosure under applicable federal or state law. If the reader of this message is not the intended recipient or the employee or agent responsible for delivering the message to the intended recipient, then you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this facelmille in error, please immediately notify us by fax or telephone at the numbers above. Thank You.



Cherry I March Cherry Cherry Ruginess Romanus Cherry 90: Bun 3017th Brands III 48272-5170

VIA FAX ONLY

March 5, 2009

Leon Newman, Service Director NORTHEAST CHEVROLET 3301 GRANT AVE PHILADELPHIA, PA 19114-2629

RE:

Service Request: 71-695081590 2006 Chevrolet Malibu MAXX Vehicle Identification Number: 1G1ZT61826F Customer Relationship Specialist: Patricia Easley

Dear Loon Newman:

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

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 me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents within 24 hours. Thank you for your assistance.

Sincerely,

General Motors Corporation

















Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Pat Easley State: PA

Customer Name: Service Request: 71-695081590 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT61826F In Service Date: 3/31/2006 Vehicle is: NEW BAC Code: 206432

Vehicle Purchased Used on: N/A

Year, Make & Model: 2006 Chevrolet Malibu Maxx Lien holder: GMAC⊠ Other⊡: {Name}

GMAC ☑ Other ☐: {Name} DVM requests Purchase Price of involvement?: no Vehicle: \$ 22,684.04

Was TAC contacted for this vehicle NO

If TAC was NOT contacted, why? No need to as customer has been in for a concern not duplicated and pitted rotors.

VEHICLE REPAIR HISTORY

<u>Brakes</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10-2-07	826158	*	7,271	C/S vibration when braking. Happens at highway speed. /All 4 rotors pitted and have excessive thickness variations. Road test and inspect. – Machine all 4 rotors and road test. Necessary to replace front rotors due to being warped.

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-4-08	840069	*	9,329	C/S that at idle, sound like a percolating coffee potNo problem found . All noises normal.

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-20-06	717050	1	3,066	C/S when parking in a tight spot power steering hard to steer-Customer concern not duplicated. Normal condition. No problem found at this time.
6-22-07	735340	1	6,221	C/S when at a stop or at a very slow speed, (ie. parking), the power steering does not work. Customer can hardly turn the steering wheel. The tires will not turn. OK when driving at higher speeds. /Scan power steering system. No codes. Road test. Make parking maneuversCannot duplicate. Working Normally.
1-20-09	786635	1	14,528	C/S check power steering. Inoperative when making parking maneuvers. /Scan PSCM. No codes. Road test. Cannot duplicate concern .



Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-4-08	840069	1	9,329	C/S when first pulling away and coming to a stop, hears a rubbing sound in the rear No problem

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10-3-07	826158	1	7,271	C/S power steering does not seem to be operating when driving at low speeds. /Check operation. All 4 tires 10 PSI low. –Adjust tire pressures and check. OK. C/S torque steering takes wheel out of hands when lane changing at highway speedSee JOB #1.
				9 - 3 - 1 - 1 - 1 - 1 - 1

Accident/Insurance Information:

Has the vehicle ever been involved in an accident?No

Did you confirm your answer with the dealer?Yes

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

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

Has the customer filed any insurances claims on this Vehicle? N/A

If Yes. Did the insurance company deny the claim? N/A

Are there any Aftermarket Modifications to the Vehicle?NO Have you confirm this with the dealership? Yes

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 3

Time period: 12 months, 12,000 miles

Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs

Safety-related time period

Number of repair attempts in the presumption period:

Total days out of service during the presumption period:

Total days out of service during customer's ownership:

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFOR	RMATION PROVIDED BY [DEALER SERVICE MGR(S)						
PERTINENT FACTS FROM P	REVIOUS SRs WHICH RE	LATE TO YOUR EVALUATION						
Concern: Date & Offer/Result:								
Concern: Date & Offer/Result:								
Concern: Date & Offer/Result:								
RECOMMENDATION								
	RATIONALE							
	REASON FOR REMOVAL							
CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$ ATTORNEY FEES: \$						
		OR INCLUSIVE OFFER: \$						

PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$
		ATTORNEY FEES: \$
	·	OR INCLUSIVE OFFER: \$

Date:

TEAM MANAGER APPROVING:

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

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

ROBERT M SILVERMAN**
CRAIG THOR KIMMEL*-

* Member, PA Bar * Member, NJ Bar * Member, DE Bar * Member, NY Bar ^ Member, MA Bar * Member, MB Bar * Member, OH Bar \$ Member, MI Bar

"Member, NH Bar

[±]Member, CT Bar



JACQUELINE C. HERRIITI*

ROBERT A. RAPKIN*

MELISSA K. FIALA*

IRAP SMADES'

ANGELA K. TROCOLI**

FRED DAVIS**

AMY L. BENNECOFF**

CHRISTINA GILL ROSEMAN**

RICHARDA A. SCHOLER*

KATE G. SHUMAKER**

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS 30 E. Butler Pike Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 60 Hartford Pike, P.O. Box 325, Dayville, CT 06241, P (860) 866-4380, F (860) 263-0919

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

March 4, 2009

VIA EMAIL ONLY gmerinfo@gmexpert.com

General Motors Corporation - PA (all) 30007 Van Dyke Avenue Warren, MI 48090-9065

Re: v. General Motors Corporation

Vehicle: 2006 Chevrolet Malibu-Maxx

Date of Purchase: 03/31/2006

Place of Purchase: Reedman Toll, Langhorne

VIN: 1G1ZT61826F

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman

RMS\TL

cc: Frederick Grace

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 CHECK NO. DATE **AMOUNT ************6,500.00 05/07/09 XXXXXXXXXXX6,500 DOLLARS ****OO CENTS North American Operations General Motors Corporation Disbursement Account CHICAGO SIGNATURE The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000011 PAYMENT DATE VENDOR NAME 05/07/09 REGISTER NO DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 05/06/09 VM 1-BXXJ3Z 71-701759847.1-BXXJ3Z 00.0000 6,500.00 6,500.00 .00 1G2ZG558964

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

6,500.00

M3

.00 6,500.0

May 5, 2009

Connie Postelli, Esq. Law Offices of Connie J Postelli 19952 Torrence Ave Lynwood, IL 60411

RE: v. General Motors Corporation

Service Request: 71-701759847

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558964

Customer Relationship Specialist: Shera Vasquez

Dear Ms. Postelli:

Enclosed please find a check in the amount of \$6,500.00 made payable to 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



james.cocking@GM.COM 02/12/2009 10:29 PM

To cynthia_reyes@gmexpert.com

CC

bcc

Subject Re: DVM notification - Please reply SR#71-701759847 -



Option D please: 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).

Jim Cocking

North Central Region

District Service Manager

PH: (312)343-4231 cell

To learn more about GM's great lineup of cars and trucks, go to <u>www.GM.com</u>. Did you know all 2009 Chevrolet, Buick, Pontiac, GMC, Saturn, Hummer, Saab and Cadillac models are backed by the GM 5 year, 100,000 mile warranty? It's the best coverage in America from the biggest brand in America. GM...the global company that's proud to be American.

cynthia_reyes@gmexpert.com

02/12/2009 01:48 PM

To james.cocking@gm.com

CC

Subject DVM notification - Please reply SR#71-701759847 -

DVM Region 50 James Cocking:

Hi, my name is Cynthia Reyes. This email is to follow up on my voicemail regarding Service Request 71-701759847 for customer to the customer's vehicle is a 2006, Pontiac G6 with 24,344 miles. Vin# 1G2ZG558964. The customer has been working with Roger's Auto Group in Chicago, IL. 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,

Cynthia Reyes cynthia_reyes@gmexpert.com 866-790-5600 ext. 1115 Andrea Medlock Paralegal Krohn & Moss, Ltd Consumer Law Center Phone: 312-578-9428 x 223

Fax: 866-289-0898

Krohn & Moss, Ltd.

Arizone, Californie, Floride, Illinois, Indiane, Minnesote, Missouri, Neveda, Ohio, Weshington DC, Wisconsin
Main Office

120 West Madison, 10th Floor

Chicago, Illinois 60602

www.krohnandmoss.com

Writer's Direct Number (312) 578-9428 Ext. 216 Writer's Direct Facsimile (866) 309-9458 Writer's Direct E-Mail emoss@consumerlawcenten.com

Writer licensed to practice only in: Illinois Wisconsin

February 13, 2009

VIA FACSIMILE: 866-363-8695 with confirmation received

General Motors Corporation Attn: BRC Legal/Cynthia Reyes P.O. Box 33170 Detroit, MI 48232

RE: v. General Motors Corporation

Dear Ms Reyes:

Pursuant to your request dated February 12, 2009, please find attached our client's documentation.

If you have any questions or comments, please contact me immediately. Thank you in advance for your cooperation.

Gregory H. Moss Attorney at Law

GM/am

FAX NO. :

FROM:

Feb. 04 2009 05:51PM P1

Rogers Auto Group 95172 308379 HTUNDAL COMMO COMM *INVOICE* E 80016 . - 019-E25-4300 Telephone: (312) 225-4300 Fax: (312) 567-9498 Internet Address: www.rogersautogroup.net Chicago License No. 000243 CHICAGO, IL PAGE 1 HOME: BUS SERVICE ADVISOR: EXT PARKS 1 MILEAGE IN/ OUT COLOR MAKE/MODEL TAG 06 PONTIAC G6 DEL DATE VAR. RATE PAYMENT CASH R.O. OPENED OPTIONS: STK:P8071A ENG:3.5 Liter SFI TRN:MX0 06:54 04FEB09 09:04 22JAN09 LINE OPCODE TECH TYPE HOURS LIST CUSTOMER STATES THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO TURN WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE NOT TO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY / / 1199 RECALIBRATED SYSTEM AND MODULES WITH TEST DRIVES (N/C) 2 TMISC SUBL ENTERPRISE 56043 SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH#2 AT 24,344 AND WITH TECH#33 AND CAR WAS AND CA WITH TECH#33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL TEST DRIVEN TWICE WITH NO CONCERNS DUPLICATED AFTERWARDS B GM QUICK LUBE PLUS-28 POINT SAFETY CHECK SAME SAME 3K GM QUICK LUBE PLUS-28 POINT SAFETY CHECK 12.85 12.85 CR6 2 5.00 5.00 5.00 1 25010792 FILTER. CHEVEOLDI62 1 SOLVENT WASHER F FILLING 1.62 1.62 1..69 1.69 8.45 5 OIL ENGINE 0.35 0.35 0.35 1 LUBE GREASE ********* C COURTESY VISUAL SERVICE INSPECTION CAUSE: RENTAL 27903 3 DAYS RENTAL 2 W FC: 99 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: MJ DECENTIA: This business is required to be licensed pursuant to IL. revised statute, 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 atterney General. DL # 89 CONTROL DESCRIPTION TOTALS We guarantee our LASOR AMOUNT service work for 12 PARTS AMOUNT "ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) 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 FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS." months or 12,000 GAS, OIL, LUBE miles, whichever SUBLET AMOUNT comes first. If our EPA CHARGES repair or replacement falls in TOTAL CHARGES normal service, we LESS INSURANCE will fix it from of SALES TAX charge. Parts and PLEASE PAY THIS AMOUNT Labor. Customer's Signature:

03/03/09 01:07PM PST 8662890898 -> 8663638695

Pg 4/9

FROM: FAX NO. : Feb. 04 2009 05:51PM P2 Rogers Auto Group 95172 308379 (250) *INVOICE* # 50618 - 31E-226-4300 Telephone: (312) 225-4300 - Fax: (312) 567-9498 Internet Address: www.rogersautogroup.net Chicago License No 000243 CHICAGO, IL PAGE 2 HOME: BUS SERVICE ADVISOR: 28 DWAYNE EXT PARKS 16 CELL: MAKE/MODEL TAG YEAR 24623/25678 PAYMENT NV. C 06 PONTIAC G6 PROD DATE WARH EXP. VARCRATE DEL DATE 04FEB09 06MAR06 OPTIONS: R.O. OPENED STK: P8071A ENG: 3.5 Liter SFI 09:04 22JAN09 06:54 04FEB09 LIST LATOT LINE OPCODE TECH TYPE HOURS OUR SERVICE STAFF WANTS YOU "COMPLETELY SATISFIED", IF WE FAIL TO DO SO PLEASE CONTACT US IMMEDIATELY SO THAT WE MAY CORRECT YOUR CONCERN. AGAIN THANK YOU March Company FOR YOUR VALUED BUSINESS GENTINE CHEVROLUT

This business is required to be licensed pursuant to it. revised statute, 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 atterney General. DL #89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OF IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS."

Customer's Signature:
After a contract and the second and

We guarantes our service work for 12: months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and

Labor.

	and the second s
DESCRIPTION	TOTAL5
LABOR AMOUNT	12.85
PARTS AMOUNT	15.42
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	0.00
TOTAL CHARGES	28,27
LESS INSURANCE	0.00
SALES TAX	1.58
PLEASE PAY THIS AMOUNT	29.85

FAX NO. :

FROM:

Р3

Feb. 04 2009 05:52PM

95172 308379 ROGERS AUTO GROUP *ACCOUNTING* 2720 S. MICHIGAN AVE. . CHICAGO, ILLINOIS 80616 Telephone: (312) 225-4300 · Fax: (312) 567-9498 CHICAGO. Internet Address: www.rogersautogroup.net PAGE 1 HOME: BUS : Chicago License No. 000243 SERVICE ADVISOR: LICENSE EXT PARKS 161 MILEAGE IN/CUT MAKEIMODILL VIN TAG DEL DATE PRODUDATE WARE EXP 24623 PAYMENT HE RESIDENT INV. DATE MARO6 IS R.O. OPENED 120. 00 OPTIONS: CASH 04FEB09 STK:P8071A ENG:3.5_Liter_SFI 09:04 22JAN09 06:54 04FEB09 LINE OPCODE TECH TYPE A/HRS S/HRS COST BALE A CUSTOMER STATES THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO COMP NET . TOTAL. WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE TURN NOT TO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY / / 1199 RECALIBRATED SYSTEM AND MODULES WITH TEST DRIVES 2IMISC 0.00 0.00 O SUBL ENTERPRISE 56043 0.00 0.00 48600 48600 VERSION 1 (EMP# 28,04FEB09 06:52): RECALIBRATED AND RELEARNED 486.00 486.00 SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH#2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH#33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL VERSION 2 (EMP# 28,04FEB09 06:54); RECALIBRATED AND RELEARNED SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH#2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH#33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL TEST DRIVEN TWICE WITH NO CONCERNS DUPLICATED AFTERWARDS B GM QUICK LUBE PLUS-28 POINT SAFETY CHECK 3K GM QUICK LUBE PLUS-28 POINT SAFETY CHECK CR6 0.40 0.40 1210 1285 1 25010792 FILTER 12.85 12.85 386 500 0 1 SOLVENT WASHER 5.00 5.00 5.00 162 162 5 OIL ENGINE 0 1.62 1.62 845 1.62 845 0 1 LUBE GREASE 1.69 1.69 8 45 C COURTESY VISUAL SERVICE INSPECTION 25 35 Ó 0.35 0.35 0.35 CAUSE: RENTAL Z7903 3 DAYS RENTAL 152 2 W 0.00 0.00 0 0 FC: 99 PART#: COUNT: 0 0.00 0.00 CLAIM TYPE: AUTH CODE: ΜJ This business is required to be licensed pursuant to IL revised statute, 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. DL #89 DESCRIPTION TOTALS We guarantee our. LABOR AMOUNT "ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER IROGERS AUTO GROUP) 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 FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS." service work for 12 PARTS AMOUNT months or 12,000 GAE, OIL, LUBE miles, whichever comes first. If our SUBLET AMOUNT repair or EPA CHARGES replacement fails in TOTAL CHARGES normal service, we LESS INSURANCE will fix it free of SALES TAX charge. Parts and Customer's Signatu Labor. PLEASE PAY THIS AMOUNT 11/2-11

Feb.

FAX NO.

ROGERS AUTO GROUP 2720 S. MICHIGAN AVE CHICAGO , IL 60616 312-587-4300

COPY 02/04/2009 11:00:09 Debited:

Transaction #

1.2

Acc: Entry:

Swiped

Invoice # Debited:

308379 29.85

Reference No.:

02161161

Auth Code: Response: APPROVAL R#005

923330

Resp. Code:

AAR1

Acont Type:

CHECKING

CUSTOMER COPY

THANK YOU HAVE A NICE DAY!

FROM

913127451963

01/30/2009 16:48

PAGE 05/06 Rogers Auto Group 306271 95172 *INVOICE* Telephone: (312) 225-4300 · Fax: (312) 567-9498 Internet Address: www.rogersautogroup net Chicago License No. 000243 PAGE 1 CHICAGO. BUS: HOME: SERVICE ADVISOR: 75 CINDI TAG MAKE/MODEL COLOR YEAR 24344/24344 | ' PAYMENT PROMISED 12.00 PD:NOVE 6005 PROD DATE WARR EXP. DEL DATE CASH :00. STK: P8071A ENG: 3.5 Liter SFI TRN: MXO OPTIONS: READY RO. OPENED 113:19 26DEC08 12:27 22DEC08 TOTAL NET LIST LINE OPCODE TECH TYPE HOURS A POWER STEERING LIGHT COMES ON AND ENG DIES RESTARTS BACK UP CAUSE: SHORTED EB434 POWER STEERING ASSIST MOTOR REPLACEMENT (N/C)W (Ñ/C) 1 25805894 MOTOR F©: 6G PART#: 25805894 COUNT: 1 Andrews and the same of the sa CLAIM TYPE: AUTH CODE: OJ. B** RENTAL CAUSE: RENTAL Z7904 RENTAL NEEDS, ZONE AUTH (N/C)W FC: 99 PART#: CHEVROLET JENUINE CLAIM TYPE: AUTH CODE: SUBL ENTERPRESE PO#55480 W OUR SERVICE STAFF WANTS YOU COMPLETELY IF WE FAIL TO DO SO PLEASE CONTACT US IMMEDIATELY SO THAT CORRECT YOUR CONCERN. AGAIN THE AGAIN THANK YOU FOR YOUR VALUED BUSINESS ************* TOTALS DESCRIPTION This business is required to be licensed pursuant to IL. revised statute, chapter LABOR AMOUNT 0.00 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. DL # 89 We guarantee our service work for 12 PARTS AMOUNT 0.00 months or 12,000 "ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HEREBY EXPRESS OR IMPLIED, 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 FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS." GAS, OIL, LUBE 0.00 mlies, whichever SUBLET AMOUNT 0.00 comes first. If our 0.00 EPA CHARGES repair or replacement falls in TOTAL CHARGES 0.00 normal service, we LESS INSURANCE 0.00 will fix it free of SALES TAX 0.00charge. Parts and PLEASE PAY THIS AMOUNT Labor. 0.00 Customer's Signature:

8662890898

03/03/09 01:07PM PST

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 A FINE OR IMPRISONMENT.

ROGERS PONTIAC-GMC			STATE THAT
(TRANSFERIORS	HAVE - PET	er. Frin	
THE ODOMETER NOW READS	LECTS TH	TERREADING (NO TERRES) E ACTUAL MILEAGE O MENTS IS CHECKED.	MILES AND TO THE
(1) I HEREBY CERTIFY THAT TO REFLECTS THE AMOUNT OF MILE (2) I HEREBY CERTIFY THAT THE	EAGE IN E	XCESS OF ITS MECHA	INICAL LIMITS.
WARNING - ODONETER DISCRE	PANCY		
MAKE PONTIAC /	MODEL G6		BODY TYPE SD
VEHICLE IDENTIFICATION NO. /	·	2006	DEALER STOCK NO. P8071A
TRANSPHORS SIGNATURE (SELER)		(PRINTED NAME)	-
TRANSFERCHS STREET ADDRESS (SELLER) 2720 S. MICHIGAN AVE	•		
CHICAGO, IL 60616	- -	(STATE)	(ZIP CODE)
06/16/2008	,		
TRANSCEPTES SIGNATURE (BLIVER)	3	(PRINTED NAME)	
TEMSFEREE'S SIGNATURE (CO-BUYER)		(PRINTED NAME)	1
The section of the se			
1			
CHICAGO		(STATE)	(ZIP CODE)
580.6 REV. 4A12			

01/30/2009 16:50 913127451963

PAGE 02/02

95172 RETAIL I	No						
	Institution of Ara Can't Price 5						
PERCENTAGE RATE The cost of your storedit as a yearly rate	NANCE HARGE The dollar amount he credit will cost nu.	Amount Financed The amour provided to your behal	you or on I.	Total of Payments The amount have pald of made all pay scheduled.	you will ler you have yments as	Total Sale Price The total cost of your purchase on credit including your downpayment of \$ 23582.12	Less Coth Downsyment S Value of Trade-In Trade \$ N/A Lien Payoff \$ N/A TN/A Value of Value S
16.49 % \$	8428-50	\$ 14	428-62	\$ 228	357-12	\$	Amounts Feld on
Your payment schedule w	III ba:					1	Unpuld Balance of Sash Price \$
Number of Payments	Amount of Paymen		ayments Are Di	ue.			America Pale to "We may be retained a s
72	s 317.4		beginning ·		07/20/2	008	Unpeld Belance Due on Trade-in S
B//A	s N/	A "/					N/A
Security: You are giving a in the possession of the A	tsaigneo, on papaait or	ornervase:					Year Make, Model of Buyer's tra- (Paid to) N/A *Insurance Companies:
Leta Charge; If any payro or ii) \$10.00 if the installr	ent is ten (10) days let	e, you will be c	:harged: I) 5% o	i the Installmen	t if the Installms	int is in oxcoss of \$200.00;	• N/A s
Prepayment: You have the See your contract terms to ment in full before the sci	e right to propay the u	ronki balance i				uit, ony required repay-	N/A 6 S
		······································			·		(Licenses Title & Taxes) \$
				***		*Paid to ERT Service I	Provider for Optional ERIT FOR \$ TO DOCFEE POTODIS TO N/A \$
Buyer(s)						(City)	1L (51/10)
. N/A	(Hamts)		(Residence Add	îrasê)		(say)	(ana) h
Buyer(s)	(Names) AUTO GROUP	2220 0	(Residence Add		CHICAGO	(City)	(State) (
Seller			(Business Aridres		CHICHGO	(City)	(State) (-
Seller hereby sells and Bu in this contract. Buyer ac	ion or Trade Name) Lyer or Eluyers, jointly a knowlednes delivery ar	nd severally. h	iemby nurchase	the following n	qotor vehicle wil endition,		thereon for the deferred payment pr
Now or Used Yes			Model	Body Style	No. Cyf.	Sonal Number	Body Color To
USED 20	OOS PONTIAC	; Ge	;	SD		162ZG558964	BLU
L,,							
	,				······································	· · · · · · · · · · · · · · · · · · ·	
Buddkjansjans jord	NG HATOLOGE H SJ	LES the of	lices of:			(Assign	in) located inDALLAS
the Amount Florinced a	hown above logather	whit a Eganc	e Charge on th	a principal bal	ance of the Am 317 - 45	nount Financed from time to	ume unpaid at the rate of
per annum 20m A	a until maturity	ڼوت'ــــت nا	omilisteni 800	:n:3 or 3		each and a final install	
to accrued Finance Cha installments will be pale	rgo and the balance to d when due. Guarant	principal. Th or, if any, gues	a Finance Char antees collection	ge has been c on of all amou	omputed on thi nis due under t	n scheduled unpaid balance this contract upon failure of	h thereafter untit fully paid. All pay of the Amount Financed on the as the Selier to collect from the Buyer is the Mineis Uniform Commercial Co- issioned the right of sel-off or len on
and all httpre indeptedne property of Buyer in poss if financed herounder, if	iss for taxes, liens, replices of the control of the Assigned of the proceeds of any little control of the point in	ars and misura , on deposit of insurance of s ful	otherwise, exce ervice contract	pting IRA or sir on the motor	milar deposits. S vehicle, and in t	eller is also grapted a securify the proceeds of any credit li	kniarest in any premium rebates for it e and/or accident and hoalth insurar
shall do or be adjudg term of this contract	ed incompetent; or it, the holder may r demand.	(7) If holder declare all	shall for reaso unpakt instal	ónable caúse Iments of th	deem itself in to Tolaic, of P	secure; or (A) it Buyer sh ayments and all:other i	any other indebtedness due her- ity damagod; destroyed, sold, en State, Federal or Municipal; or (nake an assignment for benefit o all fail to keep the motor vehicle ndebtedness secured hereby in
PREPAYMENT: THE B	uyer may Prepay	IN FULL OR	IN PART THE	UNPAID BAL	ANCE OF THE	CONTRACT AT ANY TIME	WITHOUT PENALTY
any uncured delates in	icianinci, su sumo	ETCHCH INCHII	4 B1 B B B B B B B B B B B B B B B B B B	Spinisonia,			int is in excess of \$200.00; or ii) t tion or entorcement of the debt o innual Percentage Rate stated her
INSURANCE AGREE	MENT: Motor Vehic	la Damage o inh Seller ib	ir Loss insura In coof for a fe	ince le requi	rod by Soller	(Buyor may choose the	person through whom the lasu

Andrea Medlock Paralegal Krohn & Moss, Ltd Consumer Law Center Phone: 312-578-9428 x 223

Fax: 866-289-0898

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)

Main Office

120 West Madison, 10th Floor Chicago, Illinois 60602 www.krohnandmoss.com

Writer's Direct Number (312) 578-9428 Ext. 217 Writer's Direct Facsimile (866) 289-0898 Writer's Direct E-Mail scohen@consumerlawcenter.com

Writer licensed to practice only in: Illinois Indiana

March 3, 2009

VIA FACSIMILE: 866-363-8695 with confirmation received

General Motors Corporation Attn: BRC Legal/Cynthia Reyes P.O. Box 33170 Detroit, MI 48232

RE:

v. General Motors Corporation

Dear Ms. Reyes:

Pursuant to your request dated February 12, 2009, please find attached our client's documentation.

If you have any questions or comments, please contact me immediately. Thank you in advance for your cooperation.

Sincerely,

Scott M. Cohen Attorney at Law

SC/am

16307718297

Line 1

0B:57:02 p m 02-26-2009

2 /2

Fax Server

12/3/2008 3:07:38 PM PAGE 3/003 Fax Server

VEHICLE INFORMATION

The current vehicle mileage is 25000 Date mileage read: 3-35-0.9



LG0005 V08012008

175 日



i Site.



tiiteraauuma





Lynn Johnson/Austin/GM1 03/13/2009 04:00 PM

Mr. Moss: I have assumed this file from Edna Rodrigiez as it has not become a lawsuit. Are you still handling personally? I see Edna sent an offer of \$4,000 inclusive yesterday. I am attaching a copy. Have you discussed with the client? Please advise.

Lynn Johnson 200 Otto doo Legal Agent/Business Resource Center Aditya Birla Minacs

Phone: 866-790-5600 ext. 11156

Fax: 866-554-4015

Email: lynn_johnson@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



ciencial Abstori Cerperation Besselies Roseness Carbe 1901-1866-301-70 \$2cmmis, 348 488,23,235,678

VIA FAX ONLY

March 16, 2009

Cassie Yates, Esq. Krolm & Moss, Ltd. 120 W Madison St Fl 10 Chicago, IL 60602

RE:

Service Request: 71-701759847

2006 **P**ontiac **G**6.

Vehicle Identification Number: 1G2ZG558964

Customer Relationship Specialist: Lynn Johnson

Dear Ms. Yates:

We have received your counteroffer via email dated March 13, 2009. In an attempt to settle this matter, General Motors is making an offer of \$4,600.00 while this matter is still in the Early Resolution program.

We ask that you discuss General Motors Corporation's offer with your client at your earliest opportunity. This offer will remain available for ten (10) calendar days from the date of this letter. If your client agrees with the terms of this offer, please have the offer letter executed where indicated and faxed to the number on the fax cover sheet.

Sincerely,

General Motors Corporation Business Resource Center 1-800-231-1841

cc: FILE LC0100 V07092007	Current Vehicle Mileage
Client's Signature	Client's Signature
 Date	 Date

















VIA FAX ONLY

March 12, 2009

Gregory Moss, Esq. Krohn & Moss, Ltd. 120 West Madison Street 10th Floor Chicago, IL 60602

RE:

Service Request: 71-701759847

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558964

Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Moss:

We regret that your client(s) is dissatisfied with her 2006 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 \$4,000.00.

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. 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	Client's Signature
Date	Date





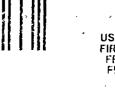












UZ-11-09A08:38 RCVD

tidhadhallandhallalladhdallalladh

General Motors Corporation PO Box 33170
Detroit MI 48232-5170

ՏեսնսեսեհվետհԵժումՈւոՄԱսհաՄևատՈ

Krohn & Moss, Ltd.

Arisona, California, Florida, Illinais, Indiana, Minnosota, Missouri, Novada, Ohio, Washington DC, Wisconsin
Main Office

120 West Madison, 10^d Floor Chicago, Illinois 60602 www.krohnandmoss.com

Writer's Direct Number (312) 578-9428 Ext. 216 Writer's Direct Facsimile (866) 309-9458 Writer's Direct E-Mail gmoss@consumorlawcenter.com

Writer licensed to practice only in:
Illinois
Wisconsin

February 6, 2009

General Motors Corporation PO Box 33170 Detroit, MI 48232-5170

RE:

v. General Motors Corporation

Vehicle:

2006 Pontiac G6

· VIN:

1G2ZG558964

Our File No.:

I0900292L

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

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.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There is a defect present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. The defect includes, but is not limited to:

- 1. Defective power steering as evidenced by illumination of the power steering light and steering hard and difficult to turn and engine dying out; and
- 2. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defect listed above constitutes a substantial impairment of the use, value and/or safety of the vehicle. Because of this defect, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take her car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

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 her the opportunity or permit her to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified in writing of your breach of warranty and of my client's intent to pursue claims for breach of warranty in a court of law should you fail to amicably resolve this matter. Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle. Unless you are willing to accept the return of the vehicle and reimburse my client for all monies paid on the vehicle, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable 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, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client merely requests the return of fifty (50) percent of the purchase price of the vehicle as compensation for its diminished value due to its defects and payment of our attorneys' fees pursuant to the fee-shifting provisions of the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Gregory H. Moss Attorney at Law

GM/dh

cc:



Service of Process Transmittal 03/10/2009

CT Log Number 514554586

TO: Connie Postelli

Law Office of Connie J. Postelli 19952 Torrence Avenue

Lynnwood, IL 60411

Process Served in Illinois RE:

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTIONS Pltf. vs. General Motors Corporation, Dft.

DOCUMENT(S) SERVED: Summons (2 sets), Complaint, Affidavit, Exhibit(s)

COURT/AGENCY: Cook County Circuit Court - Municipal Department - First District, IL

Case # 20091116338

Product Liability Litigation - Manufacturing Defect - 2006 Pontiac G6 - VIN # 1G2ZG558964 Inoperable power steering and engine NATURE OF ACTION:

ON WHOM PROCESS WAS SERVED: C T Corporation System, Chicago, IL

DATE AND HOUR OF SERVICE: By Process Server on 03/10/2009 at 09:30

APPEARANCE OR ANSWER DUE 03/24/09 at or before 9:30 a.m.

ATTORNEY(5) / SENDER(5): Krohn & Moss Ltd

120 West Madison 10th Floor Chicago, IL 60602 312-578-9428

SOP Papers with Transmittal, via Fed Ex 2 Day , 790163828639 Image SOP Fax Transmittal, Rosemarie Williams 313-665-7572 **ACTION ITEMS:**

CC Recipient(s)

Rosemarie Williams, via Regular Mail

SIGNED: C T Corporation System Jill Duffy-Baricovich PER: ADDRESS:

208 South LaSalle Street

Suite 814

Chicago, IL 60604 312-345-4336 TELEPHONE

Page 1 of 1 / DT

information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

Address:

Atty No.:

City: Telephone:

IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS MUNICIPAL DEPARTMENT, FIRST DISTRICT

	· · · · · · · · · · · · · · · · · · ·			
Plaintiff,))	No. Return Date:	2009111633 CALENDAR/F TIME 09:30	ROOM 1:06
VS,		PLEASE SER		warrants warrants
GENERAL MOTORS CO	RPORATION))	General Motors c/o CT Corpora 208 S. LaSalle S Chicago, IL 606	tion System St., Suite 814	
Defendant.)			
	<u>ŞUMMO</u>	<u>DNS</u>		
± 3 – 2 u	written appearance by yourd J. Daley Center, Chic 2009. Answer to the complaint i	cago, Illinois 60602 in Room 602 as rec AULT MAV RE T.	2, at or before 9:30 A quired by Par. 3(c) in	.M. on
To the officer: This summons must be returned by service and fees, if any, immediately cannot be made, this summons shall the day of appearance. THERE WILL BE A FEE: TO FILE YOUR APPEARANCE SINCE CLAIM IS UNDER \$15, THE FEE WILL BE \$168.00.	be returned so endorsed. The	in 3 days before the da is summons may not b	Te	
	Clerk of the	ircuit Court		
	Date of service (To be inserted by a	officer on copy left with	, 2009 h Defendant or other pers	:0 0)
Name: Krohn	& Moss, Ltd.			

120 West Madison Street, 10th Floor

Chicago, Illinois 60602

(312) 578-9428

33599

IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS MUNICIPAL DEPARTMENT, FIRST DISTRICT

•)		·	
	j j	No.	200911163	
Plaintiff,)	Return Date:	CALENDAR/ TIME 09:3	
vs.) }	PLEASE SER	<u>ve</u> Breach of	
GENERAL MOTORS CORPORA	TION)	General Motors c/o CT Corpora		
)	208 S. LaSalle S		
)	Chicago, IL 606	504	
Defendant.)			
	SUMM	<u>ONS</u>		
To the Defendant:	•			
YOU ARE SUMMONED an	d required:			• •
1. To file your written a				
fee in Room 602 of the Richard J. Da , 2009.	dey Center, Chi	cago, Illinois 6060	2, at or before 9:30 .	A.ML on
2. To file your answer to	o the complaint	in Room 602 as re	quired by Par. 3(c)	in the
Notice to Defendant below.				
IF YOU FAIL TO DO SO, A JUDGE	MENT BY DEF	AIILT MAY BE T	AKEN AGAINST Y	O U
FOR THE RELIEF ASKED IN THE				
ATTACHED.				
To the officer:		•		
This summons must be returned by the office service and fees, if any, immediately after ser				
cannot be made, this summons shall be return				
the day of appearance. THERE WILL BE A FEE:				
TO FILE YOUR APPEARANCE,				
SINCE CLAIM IS UNDER \$15,000.00, THE FEE WILL BE \$168.00.	Witness	والإردان ال	112 0 3 2009	
·		- MARIE SIND		
•	Clerk of 🛍	Circuit Court		
	Date of servi	P.O.	, 2009	
			ith Defendant or other p	erson)
	.			v A
Name: Krohn & Mo	ss, Ltd.	•		

Attorney For:

Address:

120 West Madison Street, 10th Floor

City:

Chicago, Illinois 60602

Telephone:

(312) 578-9428

Atty No.:

33599

IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS MUNICIPAL DEPARTMENT, FIRST DISTRICT

Plaintiff,)	general de la companya del companya del companya de la companya de
vs.)) No.)	2009 1 11633\$ Calendar/Robb 1:02
GENERAL MOTORS CORPORATION,)	TIME 09:30 Bra ach of Marranty
Defendant.)	ŕ

COMPLAINT

NOW COMES the Plaintiff, by and through her attorneys, KROHN & MOSS, LTD., and for her complaint against Defendant, GENERAL MOTORS

CORPORATION, alleges and affirmatively states as follows:

PARTIES

- 1. Plaintiff, "("Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Illinois.
- 2. Defendant, GENERAL MOTORS CORPORATION ("Manufacturer"), is a foreign corporation authorized to do business in the State of Illinois, County of Cook, and is engaged in the manufacture, sale, and/or distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including ROGERS AUTO GROUP., ("Seller"). Manufacturer does business in all counties of the State of Illinois including Cook County, and maintains offices in the County of Cook, State of Illinois.

BACKGROUND

- 3. On or about June 16, 2008, Plaintiff purchased from Seller a 2006 Pontiac G6 ("G6"), manufactured by Manufacturer, Vehicle Identification No. 1G2ZG558964 for valuable consideration (Plaintiff is attempting to locate her purchase contract and will produce same when found. Notwithstanding, Defendant is in possession of same).
- 4. On information and belief, the purchase price of the G6, excluding registration charges, document fees and sales tax, collateral charges, such as bank and finance charges, totaled approximately \$16,365.00.
- 5. Plaintiff avers that as a result of the ineffective repair attempts made by Manufacturer, through its authorized dealership network, the G6 was not fit for its ordinary purpose of providing trouble free and reliable transportation.
- 6. In consideration for the purchase of the G6, Manufacturer issued and supplied to Plaintiff its written warranty which included three (3) year or thirty six thousand (36,000) mile coverage, as well as other warranties fully outlined in Manufacturer's New Car Warranty booklet (See copy of warranty booklet, attached hereto as Exhibit "A").
- 7. On or about June 16, 2008, Plaintiff took possession of the G6 and shortly thereafter experienced the defect listed below that substantially impairs the use, value and/or safety of the G6.
- 8. The defect described below violates Manufacturer's warranty issued to Plaintiff, as well as the implied warranty of merchantability.
- Plaintiff delivered the G6 to Manufacturer, through its authorized dealership network on numerous occasions.

Mar. 12. 2009 12:05PM

- 10. Plaintiff avers that the G6 has been subject to repair on at least three (3) occasions for the same defect, and that the defect remains uncorrected.
- 11. Plaintiff brought the G6 to Seller and/or an authorized service dealer of Manufacturer for the following defect:
 - a. Defective power steering as evidenced by illumination of the power steering light and steering hard and difficult to turn and engine dying out; and
 - b. Any additional complaints made by our client, whether or not they are contained in the repair records of the Defendant's authorized dealer.
- Plaintiff provided Manufacturer, through its authorized dealership network,
 sufficient opportunities to repair the G6.
- 13. After a reasonable number of attempts and/or reasonable amount of time to cure the defect in Plaintiff's G6, Manufacturer was unable and/or failed to repair the defect as provided in Manufacturer's warranty thus causing Defendant's limited remedy to repair the G6 to fail of its essential purpose.
- 14. Plaintiff justifiably lost confidence in the G6's safety and reliability, and said defect has substantially impaired the value of the G6 to Plaintiff.
- 15. Said defect could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the G6.
 - 16. As a result of the defect, Plaintiff provided written notice to Defendant.
- 17. The G6 remains in a defective and unmerchantable condition, and continues to exhibit the above mentioned defect that substantially impairs its use, value and/or safety.
- 18. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its express warranty and its failure to provide Plaintiff with a merchantable G6.

COUNT I BREACH OF WRITTEN WARRANTY PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT MANUFACTURER

- 19. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-18 of this complaint.
- 20. Plaintiff is a purchaser of a consumer product who received the G6 during the duration of a written warranty period applicable to the G6 and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.
- 21. Manufacturer is a supplier of a consumer product engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.
- 22. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.
- 23. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the G6 was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).
- 24. Plaintiff's purchase of the G6 was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the G6 to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the G6 in the event that the G6 failed to meet the specifications set forth in Manufacturer's warranty.
- 25. Manufacturer's warranty was the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the G6 to Plaintiff.
- 26. Said purchase of Plaintiff's G6 was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

- 27. Plaintiff has met all of her obligations and preconditions as provided in Manufacturer's written warranty.
- 28. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.
- 29. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. The diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- c. Such other and further relief that the Court deems just and appropriate.

COUNT II BREACH OF IMPLIED WARRANTY PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT MANUFACTURER

- 30. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-18 of this complaint.
- 31. The G6 purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. §2301(7) running from Manufacturer to the intended consumer, Plaintiff herein.

- 32. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.
- 33. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Manufacturer has entered into a contract in writing within ninety (90) days of a purchase to perform services relating to the maintenance or repair of a motor vehicle.
- 34. Pursuant to 15 U.S.C. §2308, Plaintiff's G6 was impliedly warranted to be substantially free of defects in both material and workmanship, and thereby fit for the ordinary purpose for which the G6 was intended.
- 35. The G6 was warranted to pass without objection in the trade under the contract description, and was required to conform to the descriptions of the G6 contained in the contracts and labels.
- 36. The above described defect in the G6 renders the G6 unmerchantable, and thereby not fit for the ordinary purpose for which the G6 was intended and as represented by Manufacturer.
- 37. As a result of the breach of implied warranty by Manufacturer, Plaintiff is without the reasonable value of the G6.
- 38. As a result of the breach of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- The diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and

c. Such other and further relief that the Court deems just and appropriate.

Respectfully Submitted,
MALEA WHITE

By:

Attorney for Plaintiff

KROHN & MOSS, LTD. Attorneys for Plaintiff 120 West Madison Street, 10th Floor Chicago, Illinois 60602 (312) 578-9428 I.D. No. 33599

IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS MUNICIPAL DEPARTMENT, FIRST DISTRICT

Plaintiff,)
vs.) No.
GENERAL MOTORS CORPORATION,) }
Defendant.)

SUPREME COURT RULE 222 AFFIDAVIT

NOW COMES the Plaintiff, by and through her attorneys, KROHN &

MOSS, LTD., and pursuant to Supreme Court Rule 222 states as follows:

Plaintiff's attorney, first being duly sworn on oath, deposes and states as follows:

- 1. That I am one of the attorneys representing the Plaintiff with regard to the above-captioned matter.
- 2. I have personal knowledge regarding the facts and circumstances of the above-captioned matter.
- 3. The Plaintiff in the case seeks money damages less than \$50,000.00.
- 4. Upon information and belief, I value the claim of Plaintiff to be less than \$50,000.00.
- 5. Further Affiant sayeth not.

Attorney for Plaintiff

Mar. 12. 2009 12:05PM LAW OFFICE OF CONNIE POSTELLI

No. 6114 P. 12/52

EXHIBIT A

owner assistance inform	et contains important information about the vehicle's warranty coverage. It also explains ation and GM's participation in an Alternative Dispute Resolution Program.
Keep this booklet with vo	r vehicle and make it available to a Pontiac dealer if warranty work is needed. It vehicle if you sell it so future owners will have the information.
Owner's Name:	
Street Address:	
City & State:	
Vehicle Identification Nur	ber (VIN):
Date Vehicle First Delive	ed or Put In Use:
Odometer Reading on Da	te Vehicle First Delivered or Put In Use:



Have you purchased the Genuine GM Protection Plan? The GM Protection Plan may be purchased within specific time/mileage limitations. See the information request form in the back of this booklet. Remember, if the service contract you are considering for purchase does not have the GM Protection Plan emblem shown above on it, then it is not the Genuine GM Protection Plan from GM.

©2005 Pontiac Division, General Motors Corporation. All rights reserved. Printed in U.S.A. GENERAL MOTORS, GM, PONTIAC, and the PONTIAC emblems are registered trademarks of General Motors Corporation.

Part No. 06PONTWAR A First Printing

2006 Pontiac Warranty and Owner Assistance Information

Emission Control Systems Warranty15	Owner Assistance	21
What Is Covered15	Customer Satisfaction Procedure	
How to Determine the Applicable Emission	State Warranty Enforcement Laws	
Control System Warranty	Assistance For Text Telephone (TTY) Users	29
(Light Duty Trucks Only)	Pontiac Roadside Assistance	29
Federal Emission Control System Warranty16	Pontiac Courtesy Transportation	29
California Emission Control System Warranty17	Warranty Information for California Only	30
Emission Warranty Parts List20	Special Policy Adjustment Programs Beyond	
Replacement Parts24	the Warranty Period	31
Maintenance and Repairs25	Customer Assistance Offices	3
Claims Procedure26		

2006 Pontiac Warranty and Owner Assistance Information

An Important Message to Pontiac Owners
Resolution Program1
Warranty Service — United States and Canada1
Warranty Coverage at a Glance
General Motors Corporation New Vehicle
Limited Warranty 4
What Is Covered4 What Is Not Covered6
Things You Should Know About the
New Vehicle Limited Warranty

Tire Service
Paint, Trim, and Appearance Items
Vehicle Operation and Care11
Maintenance and Warranty Service Records11
Chemical Paint Spotting11
Warranty Coverage — Extensions12
Touring Owner Service — Foreign Countries12
Warranty Service — Foreign Countries13
Original Equipment Alterations13
Recreation Vehicle and Special Body or
Equipment Alterations13
Pre-Delivery Service14
Production Changes14
Noise Emissions Warranty for Light Duty
Trucks Over 10,000 LBS GVWR Only14
•

Mar. 12. 2009 12:06PM

LAW OFFICE OF CONNIE POSTELLI

An Important Message to Pontiac Owners...

主要的制作 資源 人

Pontiac's Commitment to You

We are committed to assuring your satisfaction with your new Pontiac.

Your Pontiac dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

Owner Assistance

Your Pontiac dealer is best equipped to provide all of your service needs. Should you ever encounter a problem that is not resolved during or after the limited warranty period, talk to a member of dealer management. Under certain circumstances, GM and/or GM dealers may provide assistance after the limited warranty period has expired when the problem results from a defect in material or workmanship. These instances will be reviewed on a case-by-case basis. If your problem has not been resolved to your satisfaction, follow the "Customer Satisfaction Procedure" as outlined under *Owner Assistance on page 27*.

We thank you for choosing a Pontiac.

GM Participation in an Alternative Dispute Resolution Program

See the "Customer Satisfaction Procedure" under Owner Assistance on page 27 for information on the voluntary, non-binding Alternative Dispute Resolution Program in which GM participates.

Warranty Service — United States and Canada

Your selling dealership has made a large investment to ensure that they have the proper tools, training, and parts inventory to make any necessary warranty repairs should they be required during the warranty period. We ask that you return to your selling dealer for warranty repairs. In the event of an emergency repair, you may take your vehicle to any authorized GM dealer for warranty repairs. However, certain warranty repairs require special tools or training that only a dealer selling your brand may have. Therefore, not all dealers are able to perform every repair. If a particular dealership cannot assist you, then contact the Customer Assistance Center. If you have changed your residence, visit any Pontiac dealer in the United States or Canada for warranty service.

Warranty Coverage at a Glance

The warranty coverages are summarized below.

New Vehicle Limited Warranty

Bumper-to-Bumper (Includes Tires)

 Coverage is for the first 3 years or 36,000 miles, whichever comes first.

Sheet Metal

- Corrosion coverage is for the first 3 years or 36,000 miles, whichever comes first.
- Rust-through coverage is for the first 6 years or 100,000 miles, whichever comes first.

6.6L DURAMAX® Diesel Engine (If Equipped)

Coverage is for the first 3 years or 36,000 miles, whichever comes first. It then has a \$100.00 deductible charge after the 3 years or 36,000 miles up to 5 years or 100,000 miles, whichever comes first.

 $\dot{q} = 1$

Emission Control System Warranty

For light duty trucks, see "How to Determine the Applicable Emissions Control System Warranty" under *Emission Control Systems Warranty on page 15* for more information.

Federal

- Gasoline Engines
 - Defects and performance for cars and light duty truck emission control systems are covered for the first 2 years or 24,000 miles, whichever comes first. From the first 2 years or 24,000 miles to 3 years or 36,000 miles defects in material or workmanship continue to be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage explained previously.
 - Catalytic converters and powertrain control modules are covered for the first 8 years or 80,000 miles, whichever comes first.
 - Defects and performance for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.
- 6.6L DURAMAX® Diesel Engines are covered for the first 5 years or 50,000 miles, whichever comes first.

California

- Gasoline Engines
 - Defects and performance for cars, light duty, and medium duty truck emission control systems are covered for the first 3 years or 50,000 miles, whichever comes first.
 - Specified components for cars or light duty trucks equipped with light duty or medium duty truck emission control systems are covered for the first 7 years or 70,000 miles, whichever comes first.
 - Defects and performance for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.
- 6.6L DURAMAX® Diesel Engines are covered for the first 5 years, 100,000 miles, or 3,000 hours of operation, whichever comes first.

Noise Emissions

 Coverage is for applicable vehicles weighing over 10,000 lbs based on the Gross Vehicle Weight Rating (GVWR) only, for the entire life of the vehicle.

General Motors Corporation New Vehicle Limited Warranty

GM will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions, and limitations.

What Is Covered

Warranty Applies

This warranty is for GM vehicles registered in the United States and normally operated in the United States or Canada, and is provided to the original and any subsequent owners of the vehicle during the warranty period.

Repairs Covered

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. Needed repairs will be performed using new or remanufactured parts.

No Charge

Warranty repairs, including towing, parts, and labor, will be made at no charge.

Obtaining Repairs

To obtain warranty repairs, take the vehicle to a Pontiac dealer facility within the warranty period and request the needed repairs. A reasonable time must be allowed for the dealer to perform necessary repairs.

Warranty Period

The warranty period for all coverages begins on the date the vehicle is first delivered or put in use and ends at the expiration of the coverage period.

Bumper-to-Bumper Coverage

The complete vehicle is covered for 3 years or 36,000 miles, whichever comes first, except for other coverages listed here under "What Is Covered" and those items listed under "What Is Not Covered" later in this section.

Tire Coverage

The tires supplied with your vehicle are covered against defects in material or workmanship under the Bumper-to-Bumper coverage. Any tire replaced will continue to be warranted for the remaining portion of the Bumper-to-Bumper coverage period.

Following expiration of the Bumper-to-Bumper coverage, tires may continue to be covered under the tire manufacturer's warranty. Review the tire manufacturer's warranty booklet or consult the tire manufacturer distributor for specific details.

Accessory Coverages

All GM accessories sold by GM and parts that are permanently installed on a GM vehicle prior to delivery will be covered under the provisions of the New Vehicle Limited Warranty. In the event GM accessories are installed after vehicle delivery, or are replaced under the new vehicle warranty, they will be covered, parts and labor, for the balance of the vehicle warranty, but in no event less than 12 months/12,000 miles. This coverage is only effective for GM accessories permanently installed by a GM dealer or an associated GM-approved Accessory Distributor/Installer (ADI).

GM accessories sold over-the-counter, or those not requiring installation, will continue to receive the standard GM Dealer Parts Warranty of 12 months from the date of purchase, parts only.

GM Licensed Accessories are covered under the accessory-specific manufacturer's warranty and are not warranted by GM or its dealers.

Notice: This warranty excludes:

Any communications device that becomes unusable or unable to function as intended due to unavailability of compatible wireless service from the wireless communication carrier that provides service for the OnStar® system.

Sheet Metal Coverage

Sheet metal panels are covered against corrosion and rust-through as follows:

Corrosion: Body sheet metal panels are covered against rust for 3 years or 36,000 miles, whichever comes first.

Rust-Through: Any body sheet metal panel that rusts through, an actual hole in the sheet metal, is covered for up to 6 years or 100,000 miles, whichever comes first. *Important:* Cosmetic or surface corrosion, resulting from stone chips or scratches in the paint, for example, is not included in sheet metal coverage.

Towing

Towing is covered to the nearest Pontiac dealer if your vehicle cannot be driven because of a warranted defect.

6.6L DURAMAX® Diesel Engine Coverage

For trucks equipped with a 6.6L DURAMAX® Diesel Engine, the diesel engine, except those items listed under "What Is Not Covered" later in this section, is covered for 5 years or 100,000 miles, whichever comes first. A \$100.00 deductible per repair visit may apply after the vehicle has been in use for 3 years or 36,000 miles, whichever comes first. For additional information, refer to *Things You Should Know About the New Vehicle Limited Warranty on page* 9. Also refer to the appropriate emission control system warranty for possible additional coverages.

What is Not Covered

Tire Damage or Wear

Normal tire wear or wear-out is not covered. Road hazard damage such as punctures, cuts, snags, and breaks resulting from pothole impact, curb impact, or from other objects is not covered. Also, damage from improper inflation, spinning, as when stuck in mud or snow, tire chains, racing, improper mounting or dismounting, misuse, negligence, alteration, vandalism, or misapplication is not covered.

Damage Due to Bedliners

Owners of trucks with a bedliner, whether after-market or factory installed, should expect that with normal operation the bedliner will move. This movement may cause finish damage and/or squeaks and rattles. Therefore, any damage caused by the bedliner is not covered under the terms of the warranty.

Damage Due to Accident, Misuse, or Alteration

Damage caused as the result of any of the following is not covered.

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle such as driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the owner manual.
- Alteration or modification to the vehicle including the body, chassis, or components after final assembly by GM.
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.

Important: This warranty is void on vehicles currently or previously titled as salvaged, scrapped, junked, or totaled.

Damage or Corrosion Due to Environment, Chemical Treatments, or Aftermarket Products

Damage caused by airborne fallout, chemicals, tree sap, stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals, or sealants subsequent to manufacture, etc., is not covered. See "Chemical Paint Spotting" under *Things You Should Know About the New Vehicle Limited Warranty on page 9* for more details.

Damage Due to Insufficient or Improper Maintenance

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to use or maintain fluids, fuel, lubricants, or refrigerants recommended in the owner manual is not covered.

Maintenance

All vehicles require periodic maintenance.

Maintenance services, such as those detailed in the owner manual are at the owner's expense. Vehicle lubrication, cleaning, or polishing are not covered.

Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

Items such as:

- Filters
- Brake Pads/Linings
- Clutch Linings
- Keyless Entry Batteries *
- Audio System Cleaning
- Coolants and Fluids
- Wiper Inserts
- Limited Slip Rear Axle Service
- Tire Rotation
- Wheel Alignment/Balance **

are covered only when replacement or repair is the result of a defect in material or workmanship.

- .* Consumable battery covered up to 12 months only.
- ** Maintenance items after 7,500 miles.

Extra Expenses

Economic loss or extra expense is not covered. Examples include:

- Loss of vehicle use
- Inconvenience
- Storage
- Payment for loss of time or pay
- Vehicle rental expense
- Lodging, meals, or other travel costs
- State or local taxes required on warranty repairs

Other Terms: This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

GM does not authorize any person to create for it any other obligation or liability in connection with these vehicles. Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of this written warranty. Performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. GM shall not be liable for incidental or consequential damages, such as, but not limited to, lost wages or vehicle rental expenses, resulting from breach of this written warranty or any implied warranty.*

* Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Things You Should Know About the New Vehicle Limited Warranty

Warranty Repairs — Component Exchanges

In the interest of customer satisfaction, GM may offer exchange service on some vehicle components. This service is intended to reduce the amount of time your vehicle is not available for use due to repairs. Components used in exchange are service replacement parts which may be new, remanufactured, reconditioned, or repaired, depending on the component involved.

All exchange components used meet GM standards and are warranted the same as new components: Examples of the types of components that might be serviced in this fashion include: engine and transmission assemblies, instrument cluster assemblies, radios, compact disc players, tape players, batteries, and powertrain control modules.

Warranty Repairs — Recycled Material

Environmental Protection Agency (EPA) guidelines and GM support the capture, purification, and reuse of automotive air conditioning refrigerant gases and engine coolant. As a result, any repairs GM may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

Tire Service

Any authorized Pontiac or tire dealer for your brand of tires can assist you with tire service. If, after contacting one of these dealers, you need further assistance or you have questions, contact Pontiac Customer Assistance Center. The toll-free telephone numbers are listed under Owner Assistance on page 27.

6.6L DURAMAX® Diesel Engine Components

For trucks equipped with 6.6L DURAMAX® Diesel Engine, the complete engine assembly, including turbocharger components, is covered for defects in material or workmanship for 3 years or 36,000 miles, whichever comes first. No deductible applies during this coverage period. The engine parts listed next continue to be covered, subject to a \$100.00 deductible, for 5 years or 100,000 miles, whichever comes first.

- Cylinder block and heads and all internal parts, intake and exhaust manifolds, timing gears, timing gear chain or belt and cover, flywheel, harmonic balancer, valve covers, oil pan, oil pump, water pump, fuel pump, engine mounts, seals, and gaskets.
- Diesel Fuel Metering System: injection pump, nozzles, high pressure lines, and high pressure sealing devices.

- Glow Plug Control System: control/glow plug assembly, glow plugs, cold advance relay, and ECM.
- Fuel injection control module, integral oil cooler, transmission adapter plate, left and right common fuel rails, fuel filter assembly, fuel temperature sensor, and function block.

Important: Some of these components may also be covered by the Emission Warranty with no deductible. See the "Emission Warranty Parts List" under Emission Control Systems Warranty on page 15 for details.

After-Manufacture "Rustproofing"

Your vehicle was designed and built to resist corrosion. Application of additional rust-inhibiting materials is neither necessary nor required under the Sheet Metal Coverage. GM makes no recommendations concerning the usefulness or value of such products.

Application of after-manufacture rustproofing products may create an environment which reduces the corrosion resistance built into your vehicle. Repairs to correct damage caused by such applications are not covered under your New Vehicle Limited Warranty.

Paint, Trim, and Appearance Items

Defects in paint, trim, upholstery, or other appearance items are normally corrected during new vehicle preparation. If you find any paint or appearance concerns, advise your dealer as soon as possible. Your owner manual has instructions regarding the care of these items.

Vehicle Operation and Care

Considering the investment you have made in your Pontiac, we know you will want to operate and maintain it properly. We urge you to follow the maintenance instructions in your owner manual.

If you have questions on how to keep your vehicle in good working condition, see your Pontiac dealer, the place many customers choose to have their maintenance work done. You can rely on your Pontiac dealer to use the proper parts and repair practices.

Maintenance and Warranty Service Records

Retain receipts covering performance of regular maintenance. Receipts can be very important if a question arises as to whether a malfunction is caused by lack of maintenance or a defect in material or workmanship.

A "Maintenance Record" is provided in the maintenance schedule section of the owner manual for recording services performed.

The servicing dealer can provide a copy of any warranty repairs for your records.

Chemical Paint Spotting

Some weather and atmospheric conditions can create a chemical fallout. Airborne pollutants can fall upon and adhere to painted surfaces on your vehicle. This damage can take two forms: blotchy, ring-shaped discolorations, and/or small irregular dark spots etched into the paint surface.

Although no defect in the factory applied paint causes this. Pontiac will repair, at no charge to the owner, the painted surfaces of new vehicles damaged by this fallout condition within 12 months or 12,000 miles of purchase, whichever comes first.

Warranty Coverage — Extensions

Time Extensions: The New Vehicle Limited Warranty will be extended one day for each day beyond the first 24 hour period in which your vehicle is at an authorized dealer facility for warranty service. You may be asked to show the repair orders to verify the period of time the warranty is to be extended. Your extension rights may vary depending on state law.

Mileage Extensions: Prior to delivery, some mileage is put on your vehicle during testing at the assembly plant, during shipping, and while at the dealer facility. The dealer records this mileage on the first page of this warranty booklet at delivery. For eligible vehicles, this mileage will be added to the mileage limits of the warranty ensuring that you receive full benefit of the coverage. Mileage extension eligibility:

- Applies only to new vehicles held exclusively in new vehicle inventory.
- Does not apply to used vehicles, GM owned vehicles, dealer owned used vehicles, or dealer demonstrator vehicles.
- Does not apply to vehicles with more than 1,000 miles on the odometer even though the vehicle may not have been registered for ficense plates.

 H^{-1}

Touring Owner Service — Foreign Countries

If you are touring in a foreign country and repairs are needed, take your vehicle to a GM dealer facility, preferably one which sells and services Pontiac vehicles. Once you return to the United States you should provide your dealer with a statement of circumstances, the original repair order, proof of ownership, and any paid receipt indicating the work performed and parts replaced for reimbursement consideration.

Important: Repairs made necessary by the use of improper or dirty fuels and lubricants are not covered under warranty. See your owner manual for additional information on fuel requirements when operating in foreign countries.

Warranty Service — Foreign Countries

This warranty applies to GM vehicles registered in the United States and normally operated in the United States or Canada. If you have permanently relocated and established household residency in another country, GM may authorize the performance of repairs under the warranty authorized for vehicles generally sold by GM in that country. Contact an authorized GM dealer in your country for assistance.

Important: GM warranty coverages may be void on GM vehicles that have been imported/exported for resale.

Original Equipment Alterations

This warranty does not cover any damage or failure resulting from modification or alteration to the vehicle's original equipment as manufactured or assembled by GM. Examples of the types of alterations that would not be covered include installation or use of any non-GM parts, accessories, and materials, or the cutting, welding, or disconnecting of the vehicle's original equipment parts and components.

Recreation Vehicle and Special Body or Equipment Alterations

Installation or alterations to the original equipment vehicle, or chassis, as manufactured and assembled by GM, are not covered by this warranty. The special body company, assembler, or equipment installer is solely responsible for warranties on the body or equipment and any alterations to any of the parts, components, systems, or assemblies installed by GM. Examples include, but are not limited to, special body installations, such as recreational vehicles, the installation of any non-GM part, cutting, welding, or the disconnecting of original equipment vehicle or chassis parts and components, extension of wheelbase, suspension and driveline modifications, and axle additions.

Pre-Delivery Service

Defects in the mechanical, electrical, sheet metal, paint, trim, and other components of your vehicle may occur at the factory or while it is being transported to the dealer facility. Normally, any defects occurring during assembly are identified and corrected at the factory during the inspection process. In addition, dealers inspect each vehicle before delivery. They repair any uncorrected factory defects and any transit damage detected before the vehicle is delivered to you.

Any defects still present at the time the vehicle is delivered to you are covered by the warranty. If you find any defects, advise your dealer without delay. For further details concerning any repairs which the dealer may have made prior to you taking delivery of your vehicle, ask your dealer.

Production Changes

GM and GM dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

Noise Emissions Warranty for Light Duty Trucks Over 10,000 LBS GVWR Only

GM warrants to the first person who purchases the vehicle for purposes other than resale and to each subsequent purchaser of this vehicle, as manufactured by GM, that this vehicle was designed, built, and equipped to conform at the time it left GM's control with all applicable United States EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built, and equipped by GM, and is not limited to any particular part, component, or system of the vehicle manufactured by GM. Defects in design, assembly, or in any part, component, or vehicle system as manufactured by GM, which, at the time it left GM's control, caused noise emissions to exceed Federal Standards, are covered by this warranty for the life of the vehicle.

Emission Control Systems Warranty

The emission warranty on your vehicle is issued in accordance with the U.S. Federal Clean Air Act. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

What Is Covered

The parts covered under the emission warranty are listed under the "Emission Warranty Parts List" later in this section.

How to Determine the Applicable Emission Control System Warranty (Light Duty Trucks Only)

State and Federal agencies may require different emission control system warranty for light duty trucks depending on:

- Whether the truck is certified with a light duty or heavy duty emission control system.
- Whether the truck is certified for California emissions in addition to Federal emissions.

To determine emissions eligibility: locate the emission control label in the engine compartment on the air cleaner assembly or on the engine. The language on the bottom left side of the label will describe if equipped with a light, medium, or heavy duty emission control system.

All light duty trucks are eligible for Federal Emissions Control System Warranty Coverage. If the emissions control label contains language stating the vehicle is certified to California emission standards, the vehicle is also eligible for California Emissions Control System Warranty Coverage.

Federal Emission Control System Warranty

Federal Warranty Coverage

- Car or Light Duty Truck equipped with Car and Light Duty Gasoline Engines
 - 2 years or 24,000 miles and 8 years or 80,000 miles for the catalytic converter or vehicle, powertrain, control module, whichever comes first.
- Light Duty Truck equipped with Heavy Duty Gasoline Engine
 - 5 years or 50,000 miles, whichever comes first.
- Light Duty Truck equipped with Heavy Duty Diesel Engine
 - 5 years or 50,000 miles, whichever comes first.

Federal Emission Defect Warranty

GM warrants to the owner the following:

- The vehicle was designed, equipped, and built so as to conform at the time of sale with the applicable regulations of the Federal Environmental Protection Agency (EPA).
- The vehicle is free from defects in material and workmanship which cause the vehicle to fail to conform with those regulations during the emission warranty period.

Emission related defects in the genuine GM parts listed under the Emission Warranty Parts List, including related diagnostic costs, parts, and labor are covered by this warranty.

Federal Emission Performance Warranty

Some states and/or local jurisdictions have established periodic vehicle Inspection and Maintenance (I/M) programs to encourage proper maintenance of your vehicle. If an EPA-approved I/M program is enforced in your area, you may also be eligible for Emission Performance Warranty coverage when all of the following three conditions are met:

- The vehicle has been maintained and operated in accordance with the instructions for proper maintenance and use set forth in the owner manual supplied with your vehicle.
- The vehicle fails an EPA-approved I/M test during the emission warranty period.
- The failure results, or will result, in the owner of the vehicle having to bear a penalty or other sanctions, including the denial of the right to use the vehicle, under local, state, or federal law.

GM warrants that your dealer will replace, repair, or adjust to GM specifications, at no charge to you, any of the parts listed under the "Emission Warranty Parts List" later in this section which may be necessary to conform to the applicable emission standards. Non-GM parts labeled "Certified to EPA Standards" are covered by the Federal Emission Performance Warranty.

California Emission Control System Warranty

This section outlines the emission warranty that GM provides for your vehicle in accordance with the California Air Resources Board. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

This warranty applies if your vehicle meets both of the following requirements:

- Your vehicle is registered in California or other states adopting California emission and warranty regulations*.
- Your vehicle is certified for sale in California as indicated on the vehicle's emission control information label.
- * Important: Massachusetts, Maine, and Vermont have California Emissions Warranty coverage. (New York adopted California emission standards, but not the California emissions warranty. The Federal Emissions Control warranty applies to all vehicles in New York.)

Your Rights and Obligations (For Vehicles Subject to California Exhaust Emission Standards)

The Emission Control System Warranty on your vehicle is issued in accordance with the California Air Resources Board and GM. In California, new motor vehicles must be designed, equipped, and built to meet the states' stringent anti-smog standards. GM must warrant your vehicle's emission control system for the periods of time and mileage listed provided there has been no abuse, neglect, or improper maintenance of your vehicle. Your vehicle's emission control system may include parts such as the fuel injection system, ignition system, catalytic converter, and engine computer. Also included are hoses, belts, connectors, and other emission related assemblies.

Where a warrantable condition exists, GM will repair your vehicle at no cost to you including diagnosis, parts, and labor.

California Emission Defect and Emission Performance Warranty Coverage

For cars and trucks with light duty or medium duty emissions:

- For 3 years or 50,000 miles, whichever comes first:
 - If your vehicle fails a smog check inspection, GM will make all necessary repairs and adjustments to ensure that your vehicle passes the inspection. This is your Emission Control System Performance Warranty.
 - If any emission related part on your vehicle is defective, GM will repair or replace it. This is your Short-term Emission Defects Warranty.
- For 7 years or 70,000 miles, whichever comes first:
 - If an emission related part listed in this booklet specially noted with coverage for 7 years or 70,000 miles is defective, GM will repair or replace it. This is your Long-term Emission Control System Defects Warranty.

- For 8 years or 80,000 miles, whichever comes first:
 - If the catalytic converter or vehicle (powertrain) control module is found to be defective, GM will repair or replace it under the Federal Emission Control System Warranty.
- For heavy duty gasoline engine vehicles, the emission warranty period is 5 years or 50,000 miles, whichever comes first.
- For heavy duty diesel engine vehicles, the emission warranty period is 5 years, 100,000 miles, or, 3,000 hours of operation, whichever comes first.

Any authorized Pontiac dealer will, as necessary under these warranties, replace, repair, or adjust to GM specifications any genuine GM parts that affect emissions.

The applicable warranty period shall begin on the date the vehicle is delivered to the first retail purchaser or, if the vehicle is first placed in service as a demonstrator or company vehicle prior to sale at retail, on the date the vehicle is placed in such service.

Owner's Warranty Responsibilities

As the vehicle owner, you are responsible for the performance of the scheduled maintenance listed in your owner manual. GM recommends that you retain all maintenance receipts for your vehicle, but GM cannot deny warranty coverage solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a GM dealer selling your vehicle line as soon as a problem exists. The warranted repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that GM may deny warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper or insufficient maintenance, or modifications not approved by GM.

If you have any questions regarding your rights and responsibilities under these warranties, you should contact the Customer Assistance Center at 1-800-762-2737 or, in California, write to:

State of California Air Resources Board Mobile Source Operations Division P.O. Box 8001 El Monte, CA 91731-2990

Emission Warranty Parts List

The emission parts listed here are covered under the Emission Control System Warranty. The terms are explained previously in this section under the "Federal Emission Control System Warranty" and the "California Emission Control System Warranty".

Important: Certain parts may be covered beyond these warranties if shown with asterisk(s) as follows:

- (*) 7 years/70,000 miles or Super Low Emission Vehicle (SULEV) with emissions RPO code (NU3) 8 years/100,000 miles whichever comes first, California Emission Control System Warranty coverage.
- (**) 8 years/80,000 miles, whichever comes first, Federal Emission Control System Warranty coverage. (Also applies to California certified light duty and medium duty vehicles.)

The Emission Control Systems Warranty obligations do not apply to conditions resulting from tampering, abuse, neglect, or improper maintenance; or any other item listed under "What Is Not Covered" under General Motors Corporation New Vehicle Limited Warranty on page 4. The "Other Terms" presented under General Motors Corporation New Vehicle Limited Warranty on page 4 also apply to the emission related warranties.

Powertrain Control System

ABS Module ** (CTS manual transmission, CTS-V manual transmission, G6 manual transaxle, Corvette, XLR, GTO, LS2 TrailBlazer, LS2 Envoy, LU3 and L18 Suburban, Avalanche, Savana, Express and Escalade EXT, Yukon, Denali, Tahoe, Hummer H2 and Hybrid vehicles only)

Coolant Level Sensor

Data Link Connector

Electronic Throttle Control (ETC) Motor

Engine Control Module (ECM) **

Engine Coolant Temp. Sensor

Fast Idle Solenoid

Flexible Fuel Sensor *

Intake Air Temperature Sensor

Malfunction Indicator Lamp

Manifold Absolute Pressure Sensor

Mass Air Flow Sensor

Oil Pressure Sensor (DOD only)

Oxygen Sensors

Powertrain Control Module (PCM) **

Programmable Read Only Memory (PROM)

Throttle Position Sensor

Throttle Position Switch

Vehicle Control Module (VCM) **

Vehicle Speed Sensor

Transmission Controls and Torque Management

Manual Transmission Clutch Switch

Park/Neutral Switch

Torque Converter Clutch Solenoids

Torque Converter Clutch Switch

Transmission Control Module **

Transmission Fluid Temperature Sensor

Transmission Gear Selection Switch (Diesel),

Transmission Internal Mode Switch

Transmission Pressure Switches

Transmission Shift Solenoids A & B

Transmission Speed Sensors

Fuel Management System

Common Rail Assembly (6.6L DURAMAX® Diesel) *

Diesel Fuel Injection Pump *

Diesel Fuel Injection Pump Timing Adjust

Diesel Fuel Injector Control Module – EDU (6.6L DURAMAX® Diesel) *

Diesel Fuel Temperature Sensor

Direct Fuel Injector Assembly (6.6L DURAMAX® Diesel) *

Function Block (6.6L DURAMAX® Diesel)

Fuel Injector

Fuel Pressure Regulator

Fuel Rail Assembly *

Fuel Rail Pressure Sensor (6.6L DURAMAX® Diesel)

Air Management System

Air Cleaner

Air Cleaner Diaphragm Motor

Air Cleaner Resonator

Air Cleaner Temp. Compensator Valve

Air Intake Ducts

Charge Air Control Actuator

Charge Air Control Solenoid Valve

Charge Air Control Valve

Charge Air Cooler (6.6L DURAMAX® Diesel) *

Charge Air Cooler Fan

Idle Air Control Valve

Idle Speed Control Motor

Intake Manifold *

Intake Manifold Tuning Valve

Intake Manifold Tuning Valve Relay

Intake Manifold Gasket (Terraza, Uplander, Montana SV6, RELAY and DURAMAX® Diesel)

Supercharger Assembly *

Throttle Body * (Replacement Only)

Throttle Body Heater

Throttle Closing Dashpot

Turbocharger Assembly *

Turbocharger Boost Sensor (6.6L DURAMAX® Diesel)

Turbocharger Oil Separator

Turbocharger Thermo Purge Switch

Vacuum Pump (6.6L DURAMAX® Diesel)

Ignition System

Camshaft Position Sensor(s)

Crankshaft Position Sensor(s)

Distributor *

Distributor Cap

Distributor Pick Up Coil

Distributor Rotor

Glow Plug(s) (Diesel)

Glow Plug Controller (Diesel)

Glow Plug Relay (Diesel)

Ignition Coil(s)

Ignition Control Module

Ignition Timing Adjustment

Knock Sensor

Spark Plug Wires

Spark Plugs

Catalytic Converter System

Catalytic Converter(s) and Muffler if attached as assembly **

Exhaust Manifold (7/70 Only Cadillac 4.6L, Grand Prix Right Side, Terraza, Uplander, Montana SV6, RELAY, Right Side, and C/K Truck <14,000 GVWR 8.1L*)

Exhaust Manifold with Catalytic Converter attached as assembly **

Exhaust Manifold Gasket

Exhaust Pipes and/or Mufflers (when located between catalytic converters and exhaust manifold)

Positive Crankcase Ventilation System

Oil Filler Cap

PCV Filter

PCV Oil Separator

PCV Valve

Exhaust Gas Recirculation System

EGR Feed and Delivery Pipes or Cast-in Passages

EGR Valve

EGR Valve Cooler (6.6L DURAMAX® Diesel)

EGR Vacuum Pump Assembly (6:6L DURAMAX® Diesel)

Secondary Air Injection System

Air Pump

Check Valves

Evaporative Emission Control System (Gasoline Engines)

Canister

Canister Purge Solenoid Valve

Canister Vent Solenoid

Fuel Feed and Return Pipes and Hoses

Fuel Filler Cap

Fuel Level Sensor

Fuel Limiter Vent Valve *

Fuel Tank Filler Pipe (with restrictor)

Fuel Tank(s) *

Fuel Tank Vacuum or Pressure Sensor

Hybrid

Auxiliary Transmission Pump, Relay, and Circuit

Battery Pack Current Sensor and Circuit

Battery Pack 12V Modules (3)

Brake Pedal Switch (PCM ZAB Switch)

Energy Storage Control Module **

GMLAN (CAN) Communications Circuit

Hood Ajar Switch and Circuit

Hybrid Control Module **

SGCM Coolant Circuit (fan and fan relay and pump)

Starter Generator Control Module **

Wheel Speed Sensor and Circuits (left and right front)

Miscellaneous Items Used with Above Components are Covered

Belts

Boots

Clamps

Connectors

Ducts

Fittings

Gaskets

Grommets

Hoses

Housings

Mounting Hardware

Pipes

Pulleys

Sealing Devices

Springs

Tubes

Wiring

Parts specified in your maintenance schedule that require scheduled replacement are covered up to their first replacement interval or the applicable emission warranty coverage period, whichever comes first. If failure of one of these parts results in failure of another part, both will be covered under the Emission Control System Warranty.

For detailed information concerning specific parts covered by these emission control systems warranties, ask your dealer.

Replacement Parts

The emission control systems of your vehicle were designed, built, and tested using genuine GM parts* and the vehicle is certified as being in conformity with applicable federal and California emission requirements. Accordingly, it is recommended that any replacement parts used for maintenance or for the repair of emission control systems be new, genuine GM parts.

The warranty obligations are not dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-genuine GM parts for replacement purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of emission control systems.

If other than new, genuine GM parts are used for maintenance replacements or for the repair of parts affecting emission control, the owner should assure himself/herself that such parts are warranted by their manufacturer to be equivalent to genuine GM parts in performance and durability.

* "Genuine GM parts," when used in connection with GM vehicles means parts manufactured by or for GM, designed for use on GM vehicles, and distributed by any division or subsidiary of GM.

Maintenance and Repairs

Maintenance and repairs can be performed by any qualified service outlet; however, warranty repairs must be performed by any authorized dealer except in an emergency situation when a warranted part or a warranty station is not reasonably available to the vehicle owner.

In an emergency, where an authorized dealer is not reasonably available, repairs may be performed at any available service establishment or by the owner, using any replacement part. Pontiac will consider reimbursement for the expense incurred, including diagnosis, not to exceed the manufacturer's suggested retail price for all warranted parts replaced and labor

등 원리되다

រូម ម៉ាមេច ១ រ

charges based on Pontiac's recommended time allowance for the warranty repair and the geographically appropriate labor rate. A part not being available within 10 days or a repair not being completed within 30 days constitutes an emergency. Retain receipts and failed parts in order to receive compensation for warranty repairs reimbursable due to an emergency.

If, in an emergency situation, it is necessary to have repairs performed by other than a Pontiac dealer and you believe the repairs are covered by emission warranties, take the replaced parts and your receipt to a Pontiac dealer for reimbursement consideration. This applies to both the Federal Emission Defect Warranty and Federal Emission Performance Warranty.

Receipts and records covering the performance of regular maintenance or emergency repairs should be retained in the event questions arise concerning maintenance. These receipts and records should be transferred to each subsequent owner. GM will not deny warranty coverage solely on the absence of maintenance records. However, GM may deny a warranty claim if a failure to perform scheduled maintenance resulted in the failure of a warranty part.

Claims Procedure

As with the other warranties covered in this booklet, take your vehicle to any authorized Pontiac dealer facility to obtain service under the emission warranty. This should be done as soon as possible after failing an EPA-approved I/M test or a California smog check test, or at any time you suspect a defect in a part.

Those repairs qualifying under the warranty will be performed by any Pontiac dealer at no charge. Repairs which do not qualify will be charged to you. You will be notified as to whether or not the repair qualifies under the warranty within a reasonable time, not to exceed 30 days after receipt of the vehicle by the dealer, or within the time period required by local or state law.

The only exceptions would be if you request or agree to an extension, or if a delay results from events beyond the control of your dealer or GM. If you are not so notified, GM will provide any required repairs at no charge.

In the event a warranty matter is not handled to your satisfaction, refer to the "Customer Satisfaction Procedure" under Owner Assistance on page 27.

For further information or to report violations of the Emission Control System Warranty, you may contact the EPA at:

Manager, Certification and Compliance Division (6405J) Warranty Claims Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N.W. Washington, DC 20460

For a vehicle subject to the California Exhaust Emission Standards, you may contact the:

State of California Air Resources Board Mobile Source Operations Division P.O. Box 8001 El Monte, CA 97131-2990

Owner Assistance

Customer Satisfaction Procedure

Your satisfaction and goodwill are important to your dealer and to Pontiac. Normally, any concerns with the sales transaction or the operation of your vehicle will be resolved by your dealer's sales or service departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your concern has not been resolved to your satisfaction, the following steps should be taken:

STEP ONE: Discuss your concern with a member of dealer management. Normally, concerns can be quickly resolved at that level. If the matter has already been reviewed with the sales, service for parts manager, contact the owner of the dealer facility or the general manager.

STEP TWO: If after contacting a member of dealer management, it appears your concern cannot be resolved by the dealer without further help contact the Pontiac Customer Assistance Center by calling 1-800-762-2737. In Canada, contact GM of Canada Central Office in Oshawa by calling 1-800-263-3777: English, or 1-800-263-7854: French.

We encourage you to call the toll-free number in order to give your inquiry prompt attention. Have the following information available to give the Customer Assistance Representative:

- The Vehicle Identification Number (VIN). This is available from the vehicle registration, title, or the plate above the left top of the instrument panel and visible through the windshield.
- The dealer name and location
- The vehicle's delivery date and present mileage

When contacting Pontiac, remember that your concern will likely be resolved at a dealer's facility. That is why we suggest you follow Step One first if you have a concern.

STEP THREE: Both GM and your GM dealer are committed to making sure you are completely satisfied with your new vehicle. However, if you continue to remain unsatisfied after following the procedure outlined in Steps One and Two, you should file with the BBB Auto Line Program to enforce any additional rights you may have.

The BBB Autoline Program is an out of court program administered by the Council of Better Business Bureaus to settle automotive disputes regarding vehicle repairs or the interpretation of the New Vehicle Limited Warranty. Although you may be required to resort to this informal dispute resolution program prior to filing a court action, use of the program is free of charge and your case will generally be heard within 40 days. If you do not agree with the decision given in your case, you may reject it and proceed with any other venue for relief available to you.

1 1

्रेट (ज्यो जिल्लाक You may contact the BBB Auto Line Program using the toll-free telephone number or write them at the following address:

BBB Auto Line Program Council of Better Business Bureaus, Inc. 4200 Wilson Boulevard Suite 800 Arlington, VA 22203-1804

www.lemonlaw.bbb.org

Telephone: 1-800-955-5100

This program is available in all 50 states and the District of Columbia. Eligibility is limited by vehicle age, mileage, and other factors. GM reserves the right to change eligibility limitations and/or to discontinue its participation in this program.

State Warranty Enforcement Laws

Laws in many states permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. The provisions of these laws vary from state to state. To the extent allowed by state law, GM requires that you first provide us with written notification of any service difficulty you have experienced so that we have an opportunity make any needed repairs before you are eligible for the remedies provided by these laws. Your written notification should be sent to the Pontiac Customer Assistance Center.

Assistance For Text Telephone (TTY) Users

To assist customers who are deaf or hard of hearing and who use Text Telephones (TTYs), Pontiac has TTY equipment available at its Customer Assistance Center and Roadside Assistance Center.

The TTY for the Pontiac Customer Assistance Center is:

1-800-833-7668 in the United States

1-800-263-3830 in Canada

The TTY for the Pontiac Roadside Assistance Center is:

1-888-889-2438 in the United States

Pontiac Roadside Assistance

Pontiac is proud to offer the response, security, and convenience of Pontiac's 24-hour Roadside Assistance Program. Refer to your owner manual for details, or consult your dealer. The Pontiac Roadside Assistance Center can be reached by calling 1-800-ROADSIDE (762-3743). This program is not available in Puerto Rico or the U.S Virgin Islands.

Pontiac Courtesy Transportation

During the Bumper-to-Bumper Warranty coverage period, interim transportation may be available under the Pontiac Courtesy Transportation Program. Consult your dealer for details.

Warranty Information for California Only

California Civil Code Section 1793.2(d) requires that, if GM or its representatives are unable to repair a new motor vehicle to conform to the vehicle's applicable express warranties after a reasonable number of attempts, GM shall either replace the new motor vehicle or reimburse the buyer the amount paid or payable by the buyer. California Civil Code Section 1793.22(b) creates a presumption that GM has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- The same nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by GM or its agents AND the buyer or lessee has directly notified GM of the need for the repair of the nonconformity.
- The same nonconformity has been subject to repair four or more times by GM or its agents AND the buyer has notified GM of the need for the repair of the nonconformity.
- The vehicle is out of service by reason of repair nonconformities by GM or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

NOTICE TO GENERAL MOTORS AS REQUIRED ABOVE SHALL BE SENT TO THE FOLLOWING ADDRESS:

General Motors Corporation P.O. Box 33170 Detroit, MI 48232-5170

Fax Number: 1-866-962-2868

When you make an inquiry, you will need to give the year, model, and mileage of your vehicle and your VIN.

Special Policy Adjustment Programs Beyond the Warranty Period

Pontiac is proud of the protection afforded by its warranty coverages. In order to achieve maximum customer satisfaction, there may be times when Pontiac will establish a special policy adjustment program to pay all or part of the cost of certain repairs not covered by the warranty or to reimburse certain repair expenses you may have incurred. Check with your Pontiac dealer or call the Pontiac Customer Assistance Center to determine whether any special policy adjustment program is applicable to your vehicle.

When you make an inquiry, you will need to give the year, model, and mileage of your vehicle and your VIN.

Customer Assistance Offices

Pontiac encourages customers to call the toll-free telephone number for assistance. However, if you wish to write or e-mail Pontiac, refer to the address below.

United States

Pontiac-GMC Customer Assistance/Center P.O. Box 33172 Detroit, MI 48232-5172

www.Pontiac.com 1-800-762-2737 1-800-833-7668 (For Text Telephone devices (TTYs))

Roadside Assistance:

1-800-ROADSIDE (762-3743). Fax Number: 1-866-962-2868

From Puerto Rico:

1-800-496-9992 (English) 1-800-496-9993 (Spanish) Fax Number: 313-381-0022

U.S. Virgin Islands: 1-800-496-9994

Fax Number: 313-381-0022

Canada

Customer Communication Centre, 163-005 General Motors of Canada Limited 1908 Colonel Sam Drive Oshawa, Ontario L1H 8P7

1-800-263-3777 (English) 1-800-263-7854 (French) 1-800-263-3830 (For Text Telephone devices (TTYs)) Roadside Assistance: 1-800-268-6800

Mexico, Central America, and Caribbean Islands/Countries (Except Puerto Rico and U.S. Virgin Islands)

General Motors de Mexico, S. de R.L. de C.V. **Customer Assistance Center** Paseo de la Reforma # 2740 Col. Lomas de Bezares C.P., 11910 Mexico, D.F.

01-800-508-0000

Long Distance: 011-52-53 29 0 800

△NOTES	
·	
······································	
·	
32	

2009 12:12PM

△NOTES						
THE STATE OF THE S		s* "				
		He i ye				
			·			
			<u> </u>			
		<u> </u>	· · · · · · · · · · · · · · · · · · ·			
	- · · · · · · · · · · · · · · · · · · ·	· <u>· · · · · · · · · · · · · · · · · · </u>	<u> </u>			
			·			
			- , ,			
			·			
		1				
		r.				
			.:			
				·. · · · · · · · · · · · · · · · · · ·		
		*		· · · · · · · · · · · · · · · · · · ·		
						
		J				
		: : : : : : : : : : : : : : : : : : : :		. ,		
34			·			
						-
		-	1.			

POSTELLI

Don't Wait Until Your New Vehicle Limited Warranty – and Your Opportunity to Purchase the GM Protection Plan – Expire.

Learn how to protect yourself, with the GM Protection Plan, against costly repairs after your new vehicle limited warranty expires. A monthly payment plan makes it convenient and affordable. Just call or mail this request and you'll find out how you can get the security of knowing you're covered if something breaks down.



Name:	nyself from costly repair bills mited warranty expires.	
Address:		
City:	State:	Zip:
Daytime Phone: ()		
Vehicle Information Vehicle Identification Number (17)	Digits)	
Make/Model:	Year:	
	Mileage:	

Mail to: GM Protection Plan

P.O. Box 02968

Detroit, MI 48202

Or call 1-800-981-4677 toll-free for details today.



Service of Process Transmittal 03/10/2009

CT Log Number 514554586

- 1,000,0 #1,100,1,000 F0,000,1400, F1,000 F1,124 F1,144 F1,000 F1,000 F1,000 F1,100 F

TO:

Connie Postelli

Law Office of Connie J. Postelli

19952 Torrence Avenue Lynnwood, IL 60411

RE:

Process Served in Illinois

FOR:

General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:

Pltf. vs. General Motors Corporation, Dft.

DOCUMENT(S) SERVED:

Summons (2 sets), Complaint, Affidavit, Exhibit(s)

COURT/AGENCY:

Cook County Circuit Court - Municipal Department - First District, IL Case # 20091116338

NATURE OF ACTION:

Product Liability Litigation - Manufacturing Defect - 2006 Pontiac G6 - VIN # 1G2ZG558964 - Inoperable power steering and engine

Inoperable power steering and engine

ON WHOM PROCESS WAS SERVED:

C T Corporation System, Chicago, IL

DATE AND HOUR OF SERVICE:

By Process Server on 03/10/2009 at 09:30

APPEARANCE OR ANSWER DUE:

03/24/09 at or before 9:30 a.m.

ATTORNEY(S) / SENDER(S):

Krohn & Moss Ltd 120 West Madison 10th Floor Chicago, IL 60602 312-578-9428

ACTION ITEMS:

SOP Papers with Transmittal, via Fed Ex 2 Day , 790163828639 Image SOP

Fax Transmittal, Rosemarie Williams 313-665-7572

CC Recipient(s)

Rosemarie Williams, via Regular Mail

SIGNED: PER: ADDRESS: C T Corporation System Jill Duffy-Baricovich 208 South LaSalle Street

Suite 814 Chicago, IL 60604 312-345-4336

TELEPHONE:

Page 1 of 1 / DT

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on cortified mail receipts confirm receipt of package only, not contents.

MALEA WHITE,	•		00000111275	 .
	.)	No. Return Date:	20091116339 CALENDAR/RO TIME 09:30	
	į		ರಿreach of (#arranty
VS.)	PLEASE SEF General Motor		
GENERAL MOTORS COF	RPORATION)	c/o CT Corpor	<u>-</u>	
)	208 S. LaSalle	=	
D-644)	Chicago, IL 60	0604	
Defendant.	,			*
	SUMM	<u>ions</u>		
To the Defendant:				
YOU ARE SUMMO				·
fee in Room 602 of the Richa	rd J. Daley Center, Ci		ttorney and pay the req 02, at or before 9:30 A.	
* 3-24 ,	2009.	-	. •	
2. To file your a Notice to Defendant below.	nswer to the complain	t in Room 602 as r	required by Par. 3(c) in	the
IF YOU FAIL TO DO SO, A	JUDGMENT BY DE	FAULT MAY BE	TAKEN AGAINST YO) U
FOR THE RELIEF ASKED	IN THE COMPLAIN	T, A COPY OF W	HICH IS HERETO	
ATTACHED.				
To the officer: This summons must be returned by	the officer or other person	to whom it was given	for service. With Endorseme	nt of
service and fees, if any, immediately cannot be made, this summons shall	y after service, and not less :	than 3 days before the	day for appearance. If serv	rice
the day of appearance.	i de relurnen so ennorseu.	1 als summons may no	t be served later than 5 days	; Delore
THERE WILL BE A FEE: TO FILE YOUR APPEARANC	TE.		Pnno -	
SINCE CLAIM IS UNDER \$15	,000.00,		MAR 03 TOUS	
THE FEE WILL BE \$168.00.	Witness		, 2009	
	Clerk of the	Circuit Court	71 MAR 0 3 2009 , 2009 , 2009	
	Note of serv	ice	2009	
	(To be inserted	by officer on copy left	with Defendant or other per	90n)
Name: Krohi	n & Moss, Ltd.			
Attorney For: Plaint	•			the second
	Vest Madison Street,	10th Floor		
-	go, Illinois 60602			
Telephone: (312): Atty No.: 33599	578-9428			

	·)) No.	20091116338
Plaintiff,	·) Return Date	: CALENDAR/RODH 1106 TIME 09:30
vs.) PLEASE S General Mo	ERVE Freach of Warrenty otors Corporation
GENERAL MOTO	ORS CORPORATION) c/o CT Corp	poration System Ille St., Suite 814
Defendant.) Chicago, IL	60604
		SUMMONS	
1. To f fee in Room 602 of * 2-9-3 2. To f Notice to Defendant IF YOU FAIL TO I FOR THE RELIEF ATTACHED. To the officer: This summons must be a service and fees, if any, if	the Richard J. Daley Ce	ance by yourself or you nter, Chicago, Illinois (complaint in Room 602 and BY DEFAULT MAY I PLAINT, A COPY OF the person to whom it was given to less than 3 days before adorsed. This summons may	ven for service, with Endorsement of the day for appearance. If service y not be served later than 3 days before
			left with Defendant or other person)
Name: Attorney For:	Krohn & Moss, Ltd Plaintiff	i.	
Address:	120 West Madison	Street, 10th Floor	

Chicago, Illinois 60602

(312) 578-9428

33599

City:

Telephone:

Atty No .:

Plaintiff,)	ja Parinte
vs.)) No.	20091116338
GENERAL MOTORS CORPORATION,)	CALENDAR/RODA 11108 Time opeso
Defendant.)	Breach of Warranty

COMPLAINT

NOW COMES the Plaintiff, by and through her attorneys, KROHN & MOSS, LTD., and for her complaint against Defendant, GENERAL MOTORS

CORPORATION, alleges and affirmatively states as follows:

<u>PARTIES</u>

- 1. Plaintiff, "("Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Illinois.
- 2. Defendant, GENERAL MOTORS CORPORATION ("Manufacturer"), is a foreign corporation authorized to do business in the State of Illinois, County of Cook, and is engaged in the manufacture, sale, and/or distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including ROGERS AUTO GROUP., ("Seller"). Manufacturer does business in all counties of the State of Illinois including Cook County, and maintains offices in the County of Cook, State of Illinois.

BACKGROUND

- 3. On or about June 16, 2008, Plaintiff purchased from Seller a 2006 Pontiac G6 ("G6"), manufactured by Manufacturer, Vehicle Identification No. 1G2ZG558964 for valuable consideration (Plaintiff is attempting to locate her purchase contract and will produce same when found. Notwithstanding, Defendant is in possession of same).
- 4. On information and belief, the purchase price of the G6, excluding registration charges, document fees and sales tax, collateral charges, such as bank and finance charges, totaled approximately \$16,365.00.
- 5. Plaintiff avers that as a result of the ineffective repair attempts made by Manufacturer, through its authorized dealership network, the G6 was not fit for its ordinary purpose of providing trouble free and reliable transportation.
- 6. In consideration for the purchase of the G6, Manufacturer issued and supplied to Plaintiff its written warranty which included three (3) year or thirty six thousand (36,000) mile coverage, as well as other warranties fully outlined in Manufacturer's New Car Warranty booklet (See copy of warranty booklet, attached hereto as Exhibit "A").
- 7. On or about June 16, 2008, Plaintiff took possession of the G6 and shortly thereafter experienced the defect listed below that substantially impairs the use, value and/or safety of the G6.
- 8. The defect described below violates Manufacturer's warranty issued to Plaintiff, as well as the implied warranty of merchantability.
- Plaintiff delivered the G6 to Manufacturer, through its authorized dealership network on numerous occasions.

- 10. Plaintiff avers that the G6 has been subject to repair on at least three (3) occasions for the same defect, and that the defect remains uncorrected.
- 11. Plaintiff brought the G6 to Seller and/or an authorized service dealer of Manufacturer for the following defect:
 - a. Defective power steering as evidenced by illumination of the power steering light and steering hard and difficult to turn and engine dying out; and
 - b. Any additional complaints made by our client, whether or not they are contained in the repair records of the Defendant's authorized dealer.
- 12. Plaintiff provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the G6.
- 13. After a reasonable number of attempts and/or reasonable amount of time to cure the defect in Plaintiff's G6, Manufacturer was unable and/or failed to repair the defect as provided in Manufacturer's warranty thus causing Defendant's limited remedy to repair the G6 to fail of its essential purpose.
- 14. Plaintiff justifiably lost confidence in the G6's safety and reliability, and said defect has substantially impaired the value of the G6 to Plaintiff.
- 15. Said defect could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the G6.
 - 16. As a result of the defect, Plaintiff provided written notice to Defendant.
- 17. The G6 remains in a defective and unmerchantable condition, and continues to exhibit the above mentioned defect that substantially impairs its use, value and/or safety.
- 18. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its express warranty and its failure to provide Plaintiff with a merchantable G6.

COUNT I BREACH OF WRITTEN WARRANTY PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT MANUFACTURER

- 19. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-18 of this complaint.
- 20. Plaintiff is a purchaser of a consumer product who received the G6 during the duration of a written warranty period applicable to the G6 and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.
- 21. Manufacturer is a supplier of a consumer product engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.
- 22. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.
- 23. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the G6 was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).
- 24. Plaintiff's purchase of the G6 was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the G6 to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the G6 in the event that the G6 failed to meet the specifications set forth in Manufacturer's warranty.
- 25. Manufacturer's warranty was the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the G6 to Plaintiff.
- 26. Said purchase of Plaintiff's G6 was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

- 27. Plaintiff has met all of her obligations and preconditions as provided in Manufacturer's written warranty.
- 28. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.
- 29. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. The diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- c. Such other and further relief that the Court deems just and appropriate.

COUNT II BREACH OF IMPLIED WARRANTY PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT MANUFACTURER

- 30. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-18 of this complaint.
- 31. The G6 purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. §2301(7) running from Manufacturer to the intended consumer, Plaintiff herein.

- 32. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.
- 33. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Manufacturer has entered into a contract in writing within ninety (90) days of a purchase to perform services relating to the maintenance or repair of a motor vehicle.
- 34. Pursuant to 15 U.S.C. §2308, Plaintiff's G6 was impliedly warranted to be substantially free of defects in both material and workmanship, and thereby fit for the ordinary purpose for which the G6 was intended.
- 35. The G6 was warranted to pass without objection in the trade under the contract description, and was required to conform to the descriptions of the G6 contained in the contracts and labels.
- 36. The above described defect in the G6 renders the G6 unmerchantable, and thereby not fit for the ordinary purpose for which the G6 was intended and as represented by Manufacturer.
- 37. As a result of the breach of implied warranty by Manufacturer, Plaintiff is without the reasonable value of the G6.
- 38. As a result of the breach of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. The diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and

c. Such other and further relief that the Court deems just and appropriate.

Respectfully Submitted, MALEA WHITE

D...

Attorney for Plaintiff

KROHN & MOSS, LTD. Attorneys for Plaintiff 120 West Madison Street, 10th Floor Chicago, Illinois 60602 (312) 578-9428 I.D. No. 33599

)
Plaintiff,).)
vs.)) No.
GENERAL MOTORS CORPORATION,)
Defendant.)

SUPREME COURT RULE 222 AFFIDAVIT

NOW COMES the Plaintiff, by and through her attorneys, KROHN & MOSS, LTD., and pursuant to Supreme Court Rule 222 states as follows:

Plaintiff's attorney, first being duly sworn on oath, deposes and states as follows:

- 1. That I am one of the attorneys representing the Plaintiff with regard to the above-captioned matter.
- I have personal knowledge regarding the facts and circumstances of the abovecaptioned matter.
- The Plaintiff in the case seeks money damages less than \$50,000.00.
- 4. Upon information and belief, I value the claim of Plaintiff to be less than \$50,000.00.
- Further Affiant sayeth not.

Attorney for Plaintiff

EXHIBIT A

IMPORTANT: This I owner assistance in	pooklet contains important information about the vehicle's warranty coverage. It also explains formation and GM's participation in an Alternative Dispute Resolution Program.			
Keep this booklet with your vehicle and make it available to a Pontiac dealer if warranty work is needed. Be sure to keep it with your vehicle if you sell it so future owners will have the information.				
Owner's Name:				
Street Address:				
City & State:				
Vehicle Identification	Number (VIN):			
Date Vehicle First Delivered or Put In Use:				
Odometer Reading (on Date Vehicle First Delivered or Put In Use:			



Have you purchased the Genuine GM Protection Plan? The GM Protection Plan may be purchased within specific time/mileage limitations. See the information request form in the back of this booklet. Remember, if the service contract you are considering for purchase does not have the GM Protection Plan emblem shown above on it, then it is not the Genuine GM Protection Plan from GM.

©2005 Pontiac Division, General Motors Corporation. All rights reserved. Printed in U.S.A. GENERAL MOTORS, GM, PONTIAC, and the PONTIAC emblems are registered trademarks of General Motors Corporation.

Part No. 06PONTWAR A First Printing

2006 Pontiac Warranty and Owner Assistance Information

Emission Control Systems Warranty15	Owner Assistance	27
What Is Covered15	Customer Satisfaction Procedure	
How to Determine the Applicable Emission	State Warranty Enforcement Laws	
Control System Warranty (Light Duty Trucks Only)	Assistance For Text Telephone (TTY) Users	29
(Light Duty Trucks Only)	Pontiac Roadside Assistance	29
Federal Emission Control System Warranty16	Pontiac Courtesy Transportation	
California Emission Control System Warranty17	Warranty Information for California Only	30
Emission Warranty Parts List20	Special Policy Adjustment Programs Beyond	
Replacement Parts24	the Warranty Period	3(
Maintenance and Repairs25	Customer Assistance Offices	
Claims Procedure		

2006 Pontiac Warranty and Owner Assistance Information

An Important Message to Pontiac Owners 1 Pontiac's Commitment to You1
Owner Assistance1 GM Participation in an Alternative Dispute
Resolution Program1
Warranty Service — United States and Canada1
Warranty Coverage at a Glance 2 New Vehicle Limited Warranty 2 Emission Control System Warranty 2
General Motors Corporation New Vehicle
Limited Warranty4 What Is Covered4
What Is Not Covered6 Things You Should Know About the
New Vehicle Limited Warranty 9 Warranty Repairs — Component Exchanges 9 Warranty Repairs — Recycled Material 9

Tire Service	9
6.6L DURAMAX® Diesel Engine Components	10
After-Manufacture "Rustproofing"	10
Paint, Trim, and Appearance Items	11
Vehicle Operation and Care	11
Maintenance and Warranty Service Records	11
Chemical Paint Spotting	11
Warranty Coverage — Extensions	12
Touring Owner Service — Foreign Countries	12
Warranty Service — Foreign Countries	13
Original Equipment Alterations	13
Recreation Vehicle and Special Body or	
Equipment Alterations	13
Pre-Delivery Service	14
Production Changes	14
Noise Emissions Warranty for Light Duty	
Trucks Over 10,000 LBS GVWR Only	14
-	

Mar. 12. 2009 12:15PM

LAW OFFICE OF CONNIE POSTELLI

An Important Message to Pontiac Owners...

Pontiac's Commitment to You

We are committed to assuring your satisfaction with your new Pontiac.

Your Pontiac dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

Owner Assistance

Your Pontiac dealer is best equipped to provide all of your service needs. Should you ever encounter a problem that is not resolved during or after the limited warranty period, talk to a member of dealer management. Under certain circumstances, GM and/or GM dealers may provide assistance after the limited warranty period has expired when the problem results from a defect in material or workmanship. These instances will be reviewed on a case-by-case basis. If your problem has not been resolved to your satisfaction, follow the "Customer Satisfaction Procedure" as outlined under Owner Assistance on page 27.

We thank you for choosing a Pontiac.

GM Participation in an Alternative Dispute Resolution Program

See the "Customer Satisfaction Procedure" under Owner Assistance on page 27 for information on the voluntary, non-binding Alternative Dispute Resolution Program in which GM participates.

Warranty Service — United States and Canada

Your selling dealership has made a large investment to ensure that they have the proper tools, training, and parts inventory to make any necessary warranty repairs should they be required during the warranty period. We ask that you return to your selling dealer for warranty repairs. In the event of an emergency repair, you may take your vehicle to any authorized GM dealer for warranty repairs. However, certain warranty repairs require special tools or training that only a dealer selling your brand may have. Therefore, not all dealers are able to perform every repair. If a particular dealership cannot assist you, then contact the Customer Assistance Center. If you have changed your residence, visit any Pontiac dealer in the United States or Canada for warranty service.

Warranty Coverage at a Glance

The warranty coverages are summarized below.

New Vehicle Limited Warranty

Bumper-to-Bumper (Includes Tires)

 Coverage is for the first 3 years or 36,000 miles, whichever comes first.

Sheet Metal

- Corrosion coverage is for the first 3 years or 36,000 miles, whichever comes first.
- Rust-through coverage is for the first 6 years or 100,000 miles, whichever comes first.

6.6L DURAMAX® Diesel Engine (If Equipped)

Coverage is for the first 3 years or 36,000 miles, whichever comes first. It then has a \$100.00 deductible charge after the 3 years or 36,000 miles up to 5 years or 100,000 miles, whichever comes first.

Emission Control System Warranty

For light duty trucks, see "How to Determine the Applicable Emissions Control System Warranty" under *Emission Control Systems Warranty on page 15* for more information.

Federal

- Gasoline Engines
 - Defects and performance for cars and light duty truck emission control systems are covered for the first 2 years or 24,000 miles, whichever comes first. From the first 2 years or 24,000 miles to 3 years or 36,000 miles defects in material or workmanship continue to be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage explained previously.
 - Catalytic converters and powertrain control modules are covered for the first 8 years or 80,000 miles, whichever comes first.
 - Defects and performance for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.
- 6.6L DURAMAX® Diesel Engines are covered for the first 5 years or 50,000 miles, whichever comes first.

California

- Gasoline Engines
 - Defects and performance for cars, light duty, and medium duty truck emission control systems are covered for the first 3 years or 50,000 miles, whichever comes first.
 - Specified components for cars or light duty trucks equipped with light duty or medium duty truck emission control systems are covered for the first 7 years or 70,000 miles, whichever comes first.
 - Defects and performance for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.
- 6.6L DURAMAX® Diesel Engines are covered for the first 5 years, 100,000 miles, or 3,000 hours of operation, whichever comes first.

Noise Emissions

 Coverage is for applicable vehicles weighing over 10,000 lbs based on the Gross Vehicle Weight Rating (GVWR) only, for the entire life of the vehicle.

General Motors Corporation New Vehicle Limited Warranty

GM will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions, and limitations.

What Is Covered

Warranty Applies

This warranty is for GM vehicles registered in the United States and normally operated in the United States or Canada, and is provided to the original and any subsequent owners of the vehicle during the warranty period.

Repairs Covered

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. Needed repairs will be performed using new or remanufactured parts.

No Charge

Warranty repairs, including towing, parts, and labor, will be made at no charge.

Obtaining Repairs

To obtain warranty repairs, take the vehicle to a Pontiac dealer facility within the warranty period and request the needed repairs. A reasonable time must be allowed for the dealer to perform necessary repairs.

Warranty Period

The warranty period for all coverages begins on the date the vehicle is first delivered or put in use and ends at the expiration of the coverage period.

Bumper-to-Bumper Coverage

The complete vehicle is covered for 3 years or 36,000 miles, whichever comes first, except for other coverages listed here under "What Is Covered" and those items listed under "What Is Not Covered" later in this section.

Tire Coverage

The tires supplied with your vehicle are covered against defects in material or workmanship under the Bumper-to-Bumper coverage. Any tire replaced will continue to be warranted for the remaining portion of the Bumper-to-Bumper coverage period.

Following expiration of the Bumper-to-Bumper coverage, tires may continue to be covered under the tire manufacturer's warranty. Review the tire manufacturer's warranty booklet or consult the tire manufacturer distributor for specific details.

Accessory Coverages

All GM accessories sold by GM and parts that are permanently installed on a GM vehicle prior to delivery will be covered under the provisions of the New Vehicle Limited Warranty. In the event GM accessories are installed after vehicle delivery, or are replaced under the new vehicle warranty, they will be covered, parts and labor, for the balance of the vehicle warranty, but in no event less than 12 months/12,000 miles. This coverage is only effective for GM accessories permanently installed by a GM dealer or an associated GM-approved Accessory Distributor/Installer (ADI).

GM accessories sold over-the-counter, or those not requiring installation, will continue to receive the standard GM Dealer Parts Warranty of 12 months from the date of purchase, parts only.

GM Licensed Accessories are covered under the accessory-specific manufacturer's warranty and are not warranted by GM or its dealers.

Notice: This warranty excludes:

Any communications device that becomes unusable or unable to function as intended due to unavailability of compatible wireless service from the wireless communication carrier that provides service for the OnStar® system.

Sheet Metal Coverage

Sheet metal panels are covered against corrosion and rust-through as follows:

Corrosion: Body sheet metal panels are covered against rust for 3 years or 36,000 miles, whichever comes first.

Rust-Through: Any body sheet metal panel that rusts through, an actual hole in the sheet metal, is covered for up to 6 years or 100,000 miles, whichever comes first.

Important: Cosmetic or surface corrosion, resulting from stone chips or scratches in the paint, for example, is not included in sheet metal coverage.

Towing

Towing is covered to the nearest Pontiac dealer if your vehicle cannot be driven because of a warranted defect.

6.6L DURAMAX® Diesel Engine Coverage

For trucks equipped with a 6.6L DURAMAX® Diesel Engine, the diesel engine, except those items listed under "What Is Not Covered" later in this section, is covered for 5 years or 100,000 miles, whichever comes first. A \$100.00 deductible per repair visit may apply after the vehicle has been in use for 3 years or 36,000 miles, whichever comes first. For additional information, refer to Things You Should Know About the New Vehicle Limited Warranty on page 9. Also refer to the appropriate emission control system warranty for possible additional coverages.

What Is Not Covered

Tire Damage or Wear

Normal tire wear or wear-out is not covered. Road hazard damage such as punctures, cuts, snags, and breaks resulting from pothole impact, curb impact, or from other objects is not covered. Also, damage from improper inflation, spinning, as when stuck in mud or snow, tire chains, racing, improper mounting or dismounting, misuse, negligence, alteration, vandalism, or misapplication is not covered.

Damage Due to Bedliners

Owners of trucks with a bedliner, whether after-market or factory installed, should expect that with normal operation the bedliner will move. This movement may cause finish damage and/or squeaks and rattles. Therefore, any damage caused by the bedliner is not covered under the terms of the warranty.

Damage Due to Accident, Misuse, or Alteration

Damage caused as the result of any of the following is not covered.

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle such as driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the owner manual.
- Alteration or modification to the vehicle including the body, chassis, or components after final assembly by GM.
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.

Important: This warranty is void on vehicles currently or previously titled as salvaged, scrapped, junked, or totaled.

Damage or Corrosion Due to Environment, Chemical Treatments, or Aftermarket Products

Damage caused by airborne fallout, chemicals, tree sap, stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals, or seafants subsequent to manufacture, etc., is not covered. See "Chemical Paint Spotting" under *Things You Should Know About the New Vehicle Limited Warranty on page 9* for more details.

Damage Due to Insufficient or Improper Maintenance

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to use or maintain fluids, fuel, lubricants, or refrigerants recommended in the owner manual is not covered.

Maintenance

All vehicles require periodic maintenance.

Maintenance services, such as those detailed in the owner manual are at the owner's expense. Vehicle tubrication, cleaning, or polishing are not covered.

Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

Items such as:

- Filters
- Brake Pads/Linings
- Clutch Linings
- Keyless Entry Batteries *
- Audio System Cleaning
- Coolants and Fluids
- Wiper Inserts
- Limited Slip Rear Axle Service
- Tire Rotation
- Wheel Alignment/Balance **

are covered only when replacement or repair is the result of a defect in material or workmanship.

- * Consumable battery covered up to 12 months only.
- ** Maintenance items after 7.500 miles.

Extra Expenses

Economic loss or extra expense is not covered. Examples include:

- · Loss of vehicle use
- Inconvenience
- Storage
- Payment for loss of time or pay
- Vehicle rental expense
- Lodging, meals, or other travel costs
- State or local taxes required on warranty repairs

Other Terms: This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

GM does not authorize any person to create for it any other obligation or liability in connection with these vehicles. Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of this written warranty. Performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. GM shall not be liable for incidental or consequential damages, such as, but not limited to, lost wages or vehicle rental expenses, resulting from breach of this written warranty or any implied warranty.*

* Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Things You Should Know About the New Vehicle Limited Warranty

Warranty Repairs — Component Exchanges

In the interest of customer satisfaction, GM may offer exchange service on some vehicle components. This service is intended to reduce the amount of time your vehicle is not available for use due to repairs. Components used in exchange are service replacement parts which may be new, remanufactured, reconditioned, or repaired, depending on the component involved.

All exchange components used meet GM standards and are warranted the same as new components. Examples of the types of components that might be serviced in this fashion include: engine and transmission assemblies, instrument cluster assemblies, radios, compact disc players, tape players, batteries, and powertrain control modules.

Warranty Repairs — Recycled Material

Environmental Protection Agency (EPA) guidelines and GM support the capture, purification, and reuse of automotive air conditioning refrigerant gases and engine coolant. As a result, any repairs GM may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

Tire Service

Any authorized Pontiac or tire dealer for your brand of tires can assist you with tire service. If, after contacting one of these dealers, you need further assistance or you have questions, contact Pontiac Customer Assistance Center. The toll-free telephone numbers are listed under *Owner Assistance on page 27*.

6.6L DURAMAX® Diesel Engine Components

For trucks equipped with 6.6L DURAMAX® Diesel Engine, the complete engine assembly, including turbocharger components, is covered for defects in material or workmanship for 3 years or 36,000 miles, whichever comes first. No deductible applies during this coverage period. The engine parts listed next continue to be covered, subject to a \$100.00 deductible, for 5 years or 100,000 miles, whichever comes first.

- Cylinder block and heads and all internal parts, intake and exhaust manifolds, timing gears, timing gear chain or belt and cover, flywheel, harmonic balancer, valve covers, oil pan, oil pump, water pump, fuel pump, engine mounts, seals, and gaskets.
- Diesel Fuel Metering System: injection pump, nozzles, high pressure lines, and high pressure sealing devices.

- Glow Plug Control System: control/glow plug assembly, glow plugs, cold advance relay, and ECM.
- Fuel injection control module, integral oil cooler, transmission adapter plate, left and right common fuel rails, fuel filter assembly, fuel temperature sensor, and function block.

Important: Some of these components may also be covered by the Emission Warranty with no deductible. See the "Emission Warranty Parts List" under Emission Control Systems Warranty on page 15 for details.

After-Manufacture "Rustproofing"

Your vehicle was designed and built to resist corrosion. Application of additional rust-inhibiting materials is neither necessary nor required under the Sheet Metal Coverage. GM makes no recommendations concerning the usefulness or value of such products.

Application of after-manufacture rustproofing products may create an environment which reduces the corrosion resistance built into your vehicle. Repairs to correct damage caused by such applications are not covered under your New Vehicle Limited Warranty.

Paint, Trim, and Appearance Items

Defects in paint, trim, upholstery, or other appearance items are normally corrected during new vehicle preparation. If you find any paint or appearance concerns, advise your dealer as soon as possible. Your owner manual has instructions regarding the care of these items.

Vehicle Operation and Care

Considering the investment you have made in your Pontiac, we know you will want to operate and maintain it properly. We urge you to follow the maintenance instructions in your owner manual.

If you have questions on how to keep your vehicle in good working condition, see your Pontiac dealer, the place many customers choose to have their maintenance work done. You can rely on your Pontiac dealer to use the proper parts and repair practices.

Maintenance and Warranty Service Records

Retain receipts covering performance of regular maintenance. Receipts can be very important if a question arises as to whether a malfunction is caused by lack of maintenance or a defect in material or workmanship.

A "Maintenance Record" is provided in the maintenance schedule section of the owner manual for recording services performed.

The servicing dealer can provide a copy of any warranty repairs for your records.

Chemical Paint Spotting

Some weather and atmospheric conditions can create a chemical fallout. Airborne pollutants can fall upon and adhere to painted surfaces on your vehicle. This damage can take two forms: blotchy, ring-shaped discolorations, and/or small irregular dark spots etched into the paint surface.

Although no defect in the factory applied paint causes this, Pontiac will repair, at no charge to the owner, the painted surfaces of new vehicles damaged by this fallout condition within 12 months or 12,000 miles of purchase, whichever comes first.

Warranty Coverage — Extensions

Time Extensions: The New Vehicle Limited Warranty will be extended one day for each day beyond the first 24 hour period in which your vehicle is at an authorized dealer facility for warranty service. You may be asked to show the repair orders to verify the period of time the warranty is to be extended. Your extension rights may vary depending on state law.

Mileage Extensions: Prior to delivery, some mileage is put on your vehicle during testing at the assembly, plant, during shipping, and while at the dealer facility. The dealer records this mileage on the first page of this warranty booklet at delivery. For eligible vehicles, this mileage will be added to the mileage limits of the warranty ensuring that you receive full benefit of the coverage. Mileage extension eligibility:

- Applies only to new vehicles held exclusively in new vehicle inventory.
- Does not apply to used vehicles, GM owned vehicles, dealer owned used vehicles, or dealer demonstrator vehicles.
- Does not apply to vehicles with more than 1,000 miles on the odometer even though the vehicle may not have been registered for license plates.

Touring Owner Service — Foreign Countries

If you are touring in a foreign country and repairs are needed, take your vehicle to a GM dealer facility, preferably one which sells and services Pontiac vehicles. Once you return to the United States you should provide your dealer with a statement of circumstances, the original repair order, proof of ownership, and any paid receipt indicating the work performed and parts replaced for reimbursement consideration.

Important: Repairs made necessary by the use of improper or dirty fuels and lubricants are not covered under warranty. See your owner manual for additional information on fuel requirements when operating in foreign countries.

Warranty Service — Foreign Countries

This warranty applies to GM vehicles registered in the United States and normally operated in the United States or Canada. If you have permanently relocated and established household residency in another country, GM may authorize the performance of repairs under the warranty authorized for vehicles generally sold by GM in that country. Contact an authorized GM dealer in your country for assistance.

Important: GM warranty coverages may be void on GM vehicles that have been imported/exported for resale.

Original Equipment Alterations

This warranty does not cover any damage or failure resulting from modification or alteration to the vehicle's original equipment as manufactured or assembled by GM. Examples of the types of alterations that would not be covered include installation or use of any non-GM parts, accessories, and materials, or the cutting, welding, or disconnecting of the vehicle's original equipment parts and components.

Recreation Vehicle and Special Body or Equipment Alterations

Installation or alterations to the original equipment vehicle, or chassis, as manufactured and assembled by GM, are not covered by this warranty. The special body company, assembler, or equipment installer is solely responsible for warranties on the body or equipment and any alterations to any of the parts, components, systems, or assemblies installed by GM. Examples include, but are not limited to, special body installations, such as recreational vehicles, the installation of any non-GM part, cutting, welding, or the disconnecting of original equipment vehicle or chassis parts and components, extension of wheelbase, suspension and driveline modifications, and axle additions.

Pre-Delivery Service

Defects in the mechanical, electrical, sheet metal, paint, trim, and other components of your vehicle may occur at the factory or while it is being transported to the dealer facility. Normally, any defects occurring during assembly are identified and corrected at the factory during the inspection process. In addition, dealers inspect each vehicle before delivery. They repair any uncorrected factory defects and any transit damage detected before the vehicle is delivered to you.

Any defects still present at the time the vehicle is delivered to you are covered by the warranty. If you find any defects, advise your dealer without delay. For further details concerning any repairs which the dealer may have made prior to you taking delivery of your vehicle, ask your dealer.

Production Changes

GM and GM dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

Noise Emissions Warranty for Light Duty Trucks Over 10,000 LBS GVWR Only

GM warrants to the first person who purchases the vehicle for purposes other than resale and to each subsequent purchaser of this vehicle, as manufactured by GM, that this vehicle was designed, built, and equipped to conform at the time it left GM's control with all applicable United States EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built, and equipped by GM, and is not limited to any particular part, component, or system of the vehicle manufactured by GM. Defects in design, assembly, or in any part, component, or vehicle system as manufactured by GM, which, at the time it left GM's control, caused noise emissions to exceed Federal Standards, are covered by this warranty for the life of the vehicle.

Emission Control Systems Warranty

The emission warranty on your vehicle is issued in accordance with the U.S. Federal Clean Air Act. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

What Is Covered

The parts covered under the emission warranty are listed under the "Emission Warranty Parts List" later in this section.

How to Determine the Applicable Emission Control System Warranty (Light Duty Trucks Only)

State and Federal agencies may require different emission control system warranty for light duty trucks depending on:

- Whether the truck is certified with a light duty or heavy duty emission control system.
- Whether the truck is certified for California emissions in addition to Federal emissions.

To determine emissions eligibility: locate the emission control label in the engine compartment on the air cleaner assembly or on the engine. The language on the bottom left side of the label will describe if equipped with a light, medium, or heavy duty emission control system.

All light duty trucks are eligible for Federal Emissions Control System Warranty Coverage. If the emissions control label contains language stating the vehicle is certified to California emission standards, the vehicle is also eligible for California Emissions Control System Warranty Coverage. SSN 200100 5/5/2009 8:58 AM PAGE 1/008 Fax Server



To: shera

Company:

Fax: 18662661792

Phone:

From: Lora D. Hauswirth

Fax: 248-267-4317 Phone: 313-665-1436

NOTES:

White - Settlement Check Request Approved



5/5/2009 8:58 AM PAGE

2/008

Fax Server

The attached check request is approved.

Lora

--- Forwarded by Lora D. Hauswirth/US/GM/GMC on 05/05/2009 08:25 AM ----

Fax Server [USAH2SA0NAM19]

05/04/2009 07:11 PM

LORA D. HAUSWIRTH/US/GM/GMC

0 8 9

Т

С

j ⊕ c t

A new 4 page fax has arrived from <unknown

Time Processed: Gateway: 05/04/2009 07:11:25 PM

Fax Server: US

USAH2SA0NAM19

Number of Pages:

Duration: Remote CSID:

SSN 200100 5/5/2009 8:58 AM PAGE 3/008 Fax Server





SSN 200100

5/5/2009 8:58 AM PAGE

LAW OFFICE OF CONNIE POSTELLI

4/008 Fax Server

N a

No. 6420 P. 1

Ltd." A

LAW OFFICES OF Connie J. Postelli

> 19952 Torrence Avenue Lynwood, Illinois 60411

May 5, 2009

May. 4. 2009 5:47PM

VIA FACSIMILE (248) 267-4317

Lora Hauswirth, Case Manager

GENERAL MOTORS CORPORATION

Global Headquarters at the Renaissance Center

300 Renaissance Center, 24th Floor

Mail Code: 482-C24-C66 Detroit, Michigan 48265-3000

Re:

v. General Motors Corporation

Circuit Court of Cook County, First District, Municipal Division

Case No.

: 09 M1 116338

Vehicle

: 2006 Pontiac G6

VIN

: 1G2ZG558964

GM Legal File No.

: 668219

Our File Number

: 7092-90015

NOTICE OF CASH SETTLEMENT / CHECK REQUEST

Dear Lora:

Please be advised that the above-referenced matter has settled for a total of \$6,500.00, including attorneys' fees and costs. The customer's concern with the subject vehicle is M30 – Steering – Power Steering Pump/Brackets - Inoperative. At your earliest convenience, please forward General Motors Corporation's settlement draft as follows:

1. A check in the amount of \$6,500.00 payable to completed IRS form W-9 is attached as required for proper tax reporting.

Plaintiff:
Chicago, IL

Mileage: 26,534

Plaintiff's Attorney:

Gregory H. Moss, Esq. Krohn & Moss, Ltd. 120 W. Madison, 10th Floor Chicago, IL 60602 {312} 578-9428 telephone

{866} 289-0898 facsimile

SSN 200100 5/5/2009 8:58 AM PAGE 5/008 Fax Server

May. 4. 2009 5:47PM LAW OFFICE OF CONNIE POSTELLI

No. 6420 P. 2

Lora D. Hauswirth May 5, 2009 Page 2

Enclosed please find the signed Release Of Claim and the appropriate W9 form. Should you have any questions, please do not hesitate to contact me.

Very truly yours,

Rebecca J. Letourneaux

Encls.

6/008

Fax Server

No. 6420 P. 3

Line 1 . JOHN FELL GOOLOGYOGO -/ OS16307718297

May. 4. 2009 5:47PM LAW OFFICE OF CONNIE POSTELLI

01:38:24 p m. 05-01-2009

1130024219

3/3 PB 3//

RELEASE OF CLAIM

ase shall be considered an admission of liability or wrong doing by General ors to any of the claims or causes of actions alleged in or to be reinferred from sations set forth in the matter indicated above. In addition, I, Section 11 shall not at any time hereafter commence,
agree that neither General Motors payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrong doing by General Motors to any of the claims or causes of actions alleged in or to be reinferred from allegations set forth in the matter indicated above.
In addition, I, see shall not at any time hereafter commence, maintain or prosecute, or cause, encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;
The mileage was 26534 on $5-1-09$, the date of the signing of his release.
The undergioned has carefully read and understands this release and signs it to meet up

and understands this release and signs it to resolve the claim described above.

DATE SIGNED: 5-1-09 City, State, Zip Code Sworn to and subscribed before me this day of 7000, 2009 Couls— County

My Commission Expires: 4/8/11

Componer's Signature;

308379

Rogers Auto Group

INVOICE

Telephone: (312) 225-4300 Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

CHICAGO, IL Chicago License No. 000243 PAGE 1 HOME: SERVICE ADVISOR: 28 DWAYNE EXT PARKS 16 UGENSE MILEAGE WY OUT YEAR MAKE/MODEL TAG LU 06 PONTIAC G6 1<u>G2ZG5589</u>64 O6MARO6 IS 7:00 22DEC08 120.00 CASH04 FEB0 9 OPTIONS: STK: P8071A ENG: 3.5 Liter SFI TRN: MXO 09:04 22JAN09 06:54 04FEB09 LINE OPCODE TECH TYPE HOURS LIST A CUSTOMER STATES THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO NET LATOT WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE NOT TO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY / / 1199 RECALIBRATED SYSTEM AND MODULES WITH TEST Teringering DRI VES: 2018 12018 | 551.01**3**5 ,21MISC SUBL ENTERPLISE 56043 (N/C) (力/強) RECALIBRATED AND RELEARNED SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH#2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RC#298231 WITH TECH#33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL TEST DRIVEN TWICE WITH NO CONCERNS DUPLICATED AFTERWARDS ***** B GM QUICK LUBE PLUS-28 POINT SAFETY CONSER WILLIAM 3K GM QUICK LUBE PLUS-28 POINT ZAFETY CHECK CR6 12.85 12.85 1 25010792 FILTER.... 5.00 5.00 I SOLVENT WASHER TO BE THE LITTLE TO THEVECTIES 1.62 1.62 5 OLL ENGINE 1.69 1.69 8.45 1 LUBE GREASE 0.35 *********** 0.35 C COURTESY WESTELL SERVICE INSPECTION CAUSE: RENTEL Z7903 BOXYS RENTAL FC: 99 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: M.T This business is required to be licensed pursuant to IL revised statute, 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 attention General. DL # 89 DESCRIPTION TOTALS We guarantee our LABOR AMOUNT service work for 12 "ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY PARTS . AMOUNT "ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HEREBY EXPRESS. OR IMPLIED, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS." months or 12,000 GAS, OIL LUBE miles, whichever SUBJET AMOUNT comes first. If our repair or BPA CHARGES replacement falls in TOTAL CHARGES normal service, we LESS INSURANCE will fix it free of charge, Parts and SALES TAX

Labor.

PLEASE PAY THIS AMOUNT

308379

Rogers Auto Group

INVOICE

Telephone: (312) 225-4300 Fax: (312) 567-9498

CHICAGO, IL HOME: BUS:	Thternet Address; www.rogersautogroup.ne PAGE 2 Chicago License No. 000243	ct
CELL: CORON IBAS MARE/MODEL	SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162 VIN LICENSE MILEAGE INV. OUT TAGE	
BLU 06 PONTIAC G6 DBL DATE PROD DATE WARR EXP. PRO	1G2ZG558964 24623/25678 T41	<u>L 8</u>
06 MARO6 IS 17: OC	22DEC08	
09:04 22JAN09 06:54 04FEB09 LINE OPCODE TECH TYPE HOURS	LIST NET TOTAL	_



CRESULTSE CHEVROLET



This business is required to be licensed pursuant to IL revised statute, chapter 95 1/Z, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HERBY ARE THOSE MADE BY THE MANUPACTURER. THE SELLER (ROGERS AUTO GROUP) HERBY 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 FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS."

Customer's Signature:

We guarantee our service work for 12. months or 17,000 miles, whelvever comes first. If our герей" от replacement fails in normal service, we will fix it free of charge. Forts and

DESCRIPTION LABOR AMOUNT 1<u>2.85</u> PARTS AMOUNT GAS, OIL, LUBB 0.00 SUBLET AMOUNT 0.00 EPA CHARGES 0.00 TOTAL CHARGES <u> 28. 27</u> LESS INSURANCE 0.00 SALES TAX PLEASE PAY 29,85

Customer's Signature:

306271

Rogers Auto Group

INVOICE

Telephone: (312) 225-4300 · Fax: (312) 567-9498

<u>0.00</u>

0.00

0.00

Internet Address: www.rogersautogroup.net CHICAGO, IL Chicago Licenso No. 000243 PAGE 1 HOME: SERVICE ADVISOR: COLOR XEAR: MAKE/MODEL TAG :: PONTIAC G6 DEL DATE PROD. DATE WARR EXP. AR. RATE: 06 MAR06 <u> 17:00 22DEC08</u> CASHRO OPENED 26 DEC08 OPTIONS: STK: P8071A ENG: 3.5 Liter SFI TRN: MXO 1<u>2:27</u> 22DEC08 13:19 26DEC08 LINE OPCODE TECH TYPE HOURS LIST A POWER STEERING LIGHT COMES ON AND ENG DIES-RESTARTS BACK UP NET TOTAL CAUSE: SHORTED E8434 POWER STEERING ASSIST MOTOR REPLACEMENT W MOTOR F4RT#: 2580,5894 N/C) COUNT: 1 CLAIM TYPE: AUTH CODE: OJ B** RENTAL CAUSE: RENTAL Z7904 RENTAL NEEDS ZONE AUTH (N/C) FC: 99 PART#: COUNT: 0 CLAIM TYPE: The River of the same TAKE BY OF COMPLETE AUTH CODE: SUBL ENTERENT PORS 5480 OUR SERVICE STAFF WANTS YOU COMPLETELY SATISFIED" IF WE FAIL TO DO SO PLEASE CONTACT US IMMEDIATELY SO THAT WE MAY CORRECT YOUR CONCERN. ACATA THANK YOU FOR YOUR VALUED BUSINESS ********** This business is required to be licensed pursuant to IL revised statute, 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 attention General. DL # 89 DESCRIPTION: TOTALS: We guarantee our LABOR AMOUNT 0.00 service work for 12 "ANY WARRANTIES ON THE PRODUCTS SOLD HERBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HERBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR PITNESS POR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME POR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS." PARTS AMOUNT months or 12,000 0.00 GAS, OIL LUBE miles, whichever 0.00 comes first If our SUBLET AMOUNT <u>0.00</u> repair or BPA CHARGES <u>0.00</u> replacement fails in TOTAL CHARGES normal service, we 0.00 LESS INSURANCE will fix it free of

SALES TAX

PLEASE PAY THIS AMOUNT

charge. Parts and

Labor.

298231

Rogers Auto Group

INVOICE

POINTEAN PRINCES WHICH MY MADA STRUCTURE TOWNS NOT THE STRUCTURE TO SERVE AND ASSESSMENT OF THE SERVE

Telephone: (312) 225-4300 Fax: (312) 567-9498 Internet Address: www.rogersautogroup.net Chicago License No. 000243

CHICAGO. PAGE 1 HOME: BUS: SERVICE ADVISOR: 85 JAMES COLOR MAKE/MODEL MILEAGE INVOUT 06 PONTIAC G6 22924/22942 PAYMENT NV DATE DEL DATE PROMISED VAR RATE O6MARO6 IS RO OPENED <u>17:00 03SEP08</u> CASHOPTIONS: STK: P8071A ENG: 3.5 Liter SFI TRN: MXO <u>09:38 035EP08</u> <u> 12:39 04</u>SEP08 LINE OPCODE TECH TYPE HOURS LIST NET JATOT L A CUST STATES: AT TIMES STEERING BINDS WHEN DRIVING & TURNING. CAUSE: TEST DROVE VEHICLE, FOND CONDITION NORMAL. CALLED TECHNICAL SUPPORT. 1199 MISC 3 3 ALMI, S. Questos osabilitadisessa assum. CUSTOMER ADVESED CONDITION NORMAL. B RENTAL RENTAL ONE DAY RENTAL PER CUSTOMER SATISFACTION. 1 ISP (N/C) SUBL ENTERPRISE INV# 510795 - ONE DAY - P/O# 510795 IRTESY VISUAL SERVICE INSPECTION C COURTESY VISUAL SERVICE INSPECTION (N/C)* OUR SERVICE STAFF WANTS YOU "COMPLETELY IT WE FOUND TO SO PLEASE CONTACT US IMMEDIATELY SO THAT WE MAY CORRECT YOUR CONCERN. AGAIN THANK YOU FOR YOUR VALUED BUSINESS.

This business is required to be thomsed pursuant to IL rovised statute, 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. DL # 89

'ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) 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 FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SALE PRODUCTS.'

WITH THE SALE OF SAID PRODUCTS.'

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Jahor.

### 19# 19# 19	Hoseler for all consequent for the St.
RESCRIPTION	
LABOR AMOUNT	0.00
PARTS AMOUNT	
GAS, OIL LUBE	0.00
SUBLET AMOUNT	0.00
RPA CHARGES	
TOTAL CHARGES	0-00
LESS INSURANCE	0.00
SALES TAX	9.00
PLEASE PAY THIS AMOUNT	0.00

296990

Rogers Auto Group

*INVOICE**

Telephone: (312) 225-4300 Fax (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

900
54
_

CRESTANDORS CORET





This business is required to be licensed pursuant to IL revised statute, 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 attention DL#89

'ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUPACTURER. THE SELLER (ROGERS AUTO GROUP) HEREBY INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR PITNESS AND NEITHER ASSUMES NOR ALITHORIZES ANY OTHER PERSON TO ASSUME POR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

WITH THE SALE OF SAID PRODUCTS.	1
	l
Lumpmer's Signature:	
	1.

	ř
	We guaranice our
	service work for 12
	months or 12,000
	miles, whichever
	comes first. If our
	repair or
	replacement fails in
1	normal service, we
	will fix it from of
	charge. Parce and
	Labor,

	84 118 .34 ATHRESSE.	assi ing assistand na pada 199
	DESCRIPTION	
	LAROR AMOUNT	10.98
1	PARTS AMOUNT	14.97
	GAS, OIL LUBE	0.00
۲,	SUBLET AMOUNT	0.00
	EPA CHARGES	7 50
	TOTAL CHARGES	1.50
	LESS INSURANCE	27-45
	SALES TAX	<u>0-20</u> -
	PLEASE PAY THIS AMOUNT	1.53

293366

Rogers Auto Group

INVOICE

Internet Address: www.rogersautogroup.net Chicago License No. 000243

CHICAGO, IL HOME:	PAGE 1	Chicago Licens	w.rogersautogroup.net B No. 000243
	SERVICE ADVISOR:	55 MARCELLO PAG	ONESSA
COLOR YEAR MAKE/MODEL		LICENSE MILE	GE IN OUT
BLU 06 PONTIAC G6	1 G2ZG558964	212	7/77 243
PRODUDATIL WARR EXT	PROMISED PO NO.	WAR RATE PASSMENT	17/21247 T850
06MAR06 IS 17	80MULOE 00:	119.00 CASH	0170708
LO OPENED READY	OPTIONS: STK: P8071A ENG	:3.5 Liter SFI T	RN: MXO
08:22 30JUN08 17:29 01JUL08			
LINE OPCODE TECH TYPE HOURS	7,2	LIST N	TATOTAL
A PER WEOWE DRVIER SIDE DOOR H METRO METRO BODY SHOP	INGES SQUEAK		MET NASA BERGARA
limisc		and the second	(N/C)
SUBL METRO PO#49601		d*	
(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	*****	***	(M/C)
B PER WEOWE TO REPAIR REAR BUM	PER		
METRO METRO BODY SHOP LIMISC			
*******	*****	***	N/C)
C LH FRONT TIRE IS LOOSEING AT	R	#*************************************	ggrappegeren.
1199 NO LEAKS FOUND AT TH 11MISC	IS TIME OF SERVICE	Court Regard	
******	*****	****	(N/C)
D** RENTAL RENTAL	1 Approximate (1) (Approximate (1) (Appr		
ASMIAL REMIAL	Marie Commence Commen	•	
SUBL ENTERPRISE PO#49599	The second secon		(½/C)
IUC ************************************	· · · · · · · · · · · · · · · · · · ·	alternative services and the services are the services and the services and the services and the services and the services and the services and the services and the services and the services and the services are the services and the services and the services are the services and the services are the services and the services are the services and the services are the services ar	(N/C)
Santa (2)	***************	****	
William Japan 1887	* OUR SERVICE STAFF	WANTS YOU COMPI	ETELY *
	* SATISFIED" IF WE	FAIL TO DO SO DI	TA¢₽ →
	* CONTACT US IMMEDI * CORRECT YOUR CONC	ATELY SO THAT WE	MAY *
	* FOR YOUR VALUED B	USINESS	Section *
	**********	****	***
- 748 191	•		and the second second
State of the same		M. White the state of the second	or to the legal of the control of th
The second secon	TANK .	sa na 160 desarto di	· PERMITTY SER

This business is required to be licensed pursuant to IL revised statute, 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 attention General. DL # 89

'ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) 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 FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

Gustemer's Signature:

We guarantee our service work for 12 months or 12,000 miles whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge, Parts and Labor.

DESCRIPTION	en en en en en en en en en en en en en e
LAROR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL LUBE	0.00
SUBLET AMOUNT	0.00
BFA CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	<u> </u>
PLEASE PAY THIS AMOUNT	

Rogers Auto Group

INVOICE

Internet Address: www.rogersautogroup.net Chicago License No. 000243

PAGE 1

HOME: BUS: SERVICE ADVISOR: SCHER MIEAGE INZ OUT JOHN LICENSE COLOR MAREAMODEL VIN TAG 06 PONTIAC G6 ZG558964 PROMISER VAR BATE 06 MARO6 IS 17:00 07 MAY08 OPTIONS: ST <u> 119,00</u> CASH 12MAY08 STK: P8071A ENG: 3.5 Liter SFI TRN: MXO 11:34 07MAY08 <u> 110:01 12MAY08</u> LINE OPCODE TECH TYPE HOURS A 6,000 MILE MAINTENANCE NET TOTAL 6K 6,000 MILE MAINTENANCE on notice that the second seco 13 IUC 1 25864605 PAD KIT TEMBERSON POSSESSION 25010792 FILTER OF LASSINGE NO. N/CLUBE GREASE W/CY SOLVENT WASHER 1199 REPLACE FRONT & REAR BRAKE PADS - RESURFACE FRONT & REAR ROTORS 13 IUC (N/C) SUBL 1 IUC (N/C) SUR SERVICE STAFF WANTS YOU "COMPLETELY SATUSFIED" IF WE FAIL TO DO SO PLEASE CONTACT US IMMEDIATELY SO THAT WE MAY THE THE CORRECT FOUR CONCERN. H AGAIN THANK YOU FOR YOUR VALUED BUSINESS.

This business is required to be licensed pursuant to IL revised statute, 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 attentory General. DL # 89

'ANY WARRANTIES ON THE PRODUCTS SOLD HERBBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HERBBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND MEITHER ASSLIMES NOR ALITHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OP SAID PRODUCTS.

= = 4.664	
•	
Customer's Signature;	·

We guarantee our service work for 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge, Parts and Labor,

	and the control of the said with
DESCRIPTION	Hillar de Hillarde potars de de de de de de de de de de de de de
LABOR AMOUNT	0-00
PARTS AMOUNT	0.00
GAS, OIL JUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0,00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0 00

641,67

228114

Rogers Auto Group

INVOICE

THE PARTY OF THE P

Telephone: (312) 225-4300 · Fate (312) 567-9498

Internet Address: www.rogersautogroup.net CHICAGO IL Chicago License No. 000243 PAGE 1 HOME SERVICE ADVISOR: PONTI AC WARR EXP AR RATE MAROS IS ROOFENED 06MAR06 CASH <u>06 MARO 6</u> STK: P6151D ENG: 3.5 Liter SFI TRN: MXO 1<u>4:32 06MAR06</u> 15:42 06MAR06 LINE OPCODE TECH TYPE HOURS LIST A FLOOR MATS PER WE OWE ATTACHED NET LATOT POO THE PART (S) TO REPAIR YOUR VEHICLE HAVE BEEN ORDERED, YOU WILL BE NOTIFIED BY PHONE OR MAIL WHEN THEY ARRIVE 1 INC 15235133 MAT B CUSTOMER WILL RETURN ANOTHER DAY FOR DETAIL - NOT PERFORMING TODAY DETAIL CUSTOMER WILL RETURN - DETAIL NOT PERFORMED TODAY 1 CR6 $O_{n+1}, O_{n}Q_{n}$ OUR SERVICE STAFF WANTS YOU "COMPLETELY IF WE FAIL TO DO SO PLEASE CONTACT TERMEDIATELY SO THAT WE MAY CORRECT YOUR CONCERN. AGAIN THANK YOU FOR YOUR VALUED BUSINESS. THE REPORT OF THE PARTY. CHEVROXET



This business is required to be ticensed pursuant to IL, revised statute, 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 attention of the attention.

'ANY WARRAN'ITES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUPACTURER. THE SELLER (ROGERS AUTO GROUP) 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 FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

Gustomor's Significance

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor,

		the statement has less NO
	DESCRIPTION	TOTALS
	LABOR AMOUNT	
1	PARTS AMOUNT	0.00
	GAS, OIL LUBE.	0.00
. [SUBLET AMOUNT	0.00
	EPA CHARGES	
[TOTAL CHARGES	0.00
[LESS INSURANCE	0.00
Į	SALES TAX	<u> </u>
	PLEASE PAY THIS AMOUNT	



General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232-5170

VIA FAX ONLY

February 12, 2009

Frank Dekruiff Roger's Auto Group 2720 Michigan Ave. Chicago, IL. 60616-2819

RE:

Service Request: 71-701759847

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558964

Legal Research Specialist: Cynthia Reyes

Dear Mr. Dekruiff:

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

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, the Actual Cash Value statement of any trade and application of title.
- 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 1-866-363-8695. 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 our Business Resource Center at 1-866-790-5600 Ext. 11153 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation















> SHIP WT: 3337 HP: 32.9 GMS: 18643.35 SUPPLR: 19478.93 MRM: 20655.00 MEMO 926.50

TOTAL MODEL & OPTIONS 20030.00 18544.25 ACT 231 18568.35 DESTINATION CHARGE 625.00 625.00 H/B 261 600.90 LAM DEALER CONTRIBUTION 200.30 ADV 261 200.30 LAM GROUP CONTRIBUTION 250.38 EXP 65A 250.38

TOTAL 20655.00 19619.93 PAY 310 19619.93

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 18718.58

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

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

REMIT TO GMAC NO. 154 VIN 1G2ZG558964 \$ 19619.93 INV 2AD53187694 DUE 11/10/05 DEALER 10-400

GILLESPIE PONTIAC

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY PROCESSING SOURCE: PONTIAC

04/14/07 13:55:56

PAGE: 1

VIN: 1G2ZG5589 64 SELLG SCE: 16 MDL YR: 06 ORD NO: JPOBOG

ODATE: 10/06/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 16 10127

DDATE: 02/28/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 02/28/06 ORDER BY:

01/26/06 CANC:

CANC DOE: 01/26/06

12/12/05 DLVY TO: J JACOB TRADE:

12/15/05 1752 TAMAHAWK LN TRD DOE:

SRVC IN: IL 60564 NAPERVILLE

SRVC OUT: BFSO ORD DT: CANC SRVC IN: BFSO CUST:

PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

AMOUNT INV/INC NO MTHD DLR SHR STAT CODE PAY SS/SITE DATE000000 CCR 01 16 10127 05/18/06 3,700.00 OP 0.00 9

PROCESS TYPE: CHECK NO: 004 SSN:

DATA SCE: GMAC INC MEMO NO: 000000 AUTH PUR CD:

MISC DATE: 03/06/06 MISC: 0000009505 A2

ACTV TYPE: 6 POLICY PYMT CMNT:

STAT CODE PAY SS/SITE INV/INC NO DATEMTHD DLR SHR AMOUNT CCS 01 16 10127 05/18/06 2,150.00 DR OP 0.00 0

PROCESS TYPE: 004 CHECK NO: SSN:

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

MISC DATE: 03/06/06 MISC: 0000083838 F2

POLICY PYMT CMNT: REVERSAL OF GMAC CONTRACT ACTV TYPE: 1

AMOUNT CODE PAY SS/SITE INV/INC NO DATEMTHDDLR SHR STAT 01 16 10127 162880 03/23/06 CCS 2,150.00 OP 0.00 9

PROCESS TYPE: 004 CHECK NO: SSN:

INC MEMO NO: 162880 DATA SCE: **GMAC** AUTH PUR CD:

MISC DATE: 03/06/06 MISC: 0000083838 A2

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATEAMOUNT MTHD DLR SHR STAT 16 10400 00029296790 12/03/05 01 38.01 OA 0.00 9 C4C

001 CHECK NO: PROCESS TYPE: SSN:

DATA SCE: HOU INC MEMO NO: 00029296790 AUTH PUR CD:

MISC DATE: 11/29/05 MISC: LATE IN-TRANSIT

POLICY PYMT CMNT: ACTV TYPE: 6

04/14/07 13:55:56

PAGE: 2

VIN: 1G2ZG5589 64

SELLG SCE: 16 MDL YR: 06

ORD NO: JPOBOG

INV/INC NO PAY SS/SITE DATE AMOUNT MTHD DLR SHR STAT CODE DSN 01 16 10127 00029669586 02/07/06 400.00 DR OA 0.00 0

PROCESS TYPE: 001 CHECK NO: SSN:

BARS INC MEMO NO: 00029669586 DATA SCE: AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

SS/SITE INV/INC NO MTHD DLR SHR CODE PAY DATE AMOUNT STAT DSN 01 16 10127 00029470567 0.00 9 01/05/06 400.00 OA

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00029470567 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

MTHD STAT CODE PAYSS/SITE INV/INC NO AMOUNT DLR SHR DATEDXP 16 10127 00029849478 03/09/06 468.00 OA 0.00 9 01

PROCESS TYPE: 001 CHECK NO: SSN:

INC MEMO NO: 00029849478 DATA SCE: DLR AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

INV/INC NO CODE PAY SS/SITE DATE TIMIJOMA MTHD DLR SHR STAT 16 10127 00029470567 FFC 0.1 01/05/06 27.31 OA 0.00 9

SSN:

PROCESS TYPE: 001 CHECK NO:

DATA SCE: DLVY INC MEMO NO: 00029470567 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATEAMOUNT MTHD DLR SHR STAT SNM 01 16 10127 00029669586 02/07/06 25.00 DR OA 0.00 0

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: **BARS** INC MEMO NO: 00029669586 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

CODE PAY SS/SITE INV/INC NO DATE TIMIJOMA MTHD DLR SHR STAT SNM 01 16 10127 2240934 01/06/06 25.00 OP 0.00 9

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: INC MEMO NO: 2240934 AUTH PUR CD: VEND

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: A

VEHICLE DELIVERY/INCENTIVE HISTORY PROCESSING SOURCE: PONTIAC

04/14/07 13:55:56

PAGE: 3

VIN: 1G2ZG5589 64 SELLG SCE: 16 MDL YR: 06 ORD NO: JPQBQG

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT SNN 01 16 10127 00029669586 02/07/06 100.00 DR OA 0.00 0

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: BARS INC MEMO NO: 00029669586 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT SNN 01 16 10127 2240930 01/06/06 100.00 OP 0.00 9

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: VEND INC MEMO NO: 2240930 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: A

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT XSC 01 16 10127 000000 05/18/06 1,093.77 OP 0.00 9

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: GMAC INC MEMO NO: 000000 AUTH PUR CD:

MISC DATE: 03/06/06 MISC: 0000009505 A1

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT XSD 01 16 10127 05/18/06 962.99 DR OP 0.00 0

PROCESS TYPE: 004 CHECK NO: SSN:

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

MISC DATE: 03/06/06 MISC: 0000083838 F0

POLICY PYMT CMNT: REVERSAL OF GMAC CONTRACT ACTV TYPE: 1

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT XSD 01 16 10127 162880 03/23/06 962.99 OP 0.00 9

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: GMAC INC MEMO NO: 162880 AUTH PUR CD:

MISC DATE: 03/06/06 MISC: 0000083838HAA0

POLICY PYMT CMNT: ACTV TYPE: 6

PAGE: 1

Sevent Desc	VIN: 1G2ZG5589 64	1	SELLG	SCE: 16 M	DL YR: 06	ORD NO	JPQBQG
EVENT DESC	VIN TIPE: N	cc/	DOCUMENT	т	TNIC		
INCENTIVE MEMO	EVENT DECC					A MOTINITY	
INCTV PAYMENT							
INCTV APPLICATIN 16 10127 000000							
INCENTIVE MEMO							
INCTV PAYMENT							
INCTV APPLICATN							
INCENTIVE CHARG 16 10127							
INCTV APPLICATN			000000	05/18/06	CCR		D D
INCENTIVE CHARG 16 10127 05/18/06 CCS 2,150.00 DR				05/18/06	XSD		
INCTV APPLICATN 16 10127							
INCENTIVE MEMO							
INCTY PAYMENT							DR
INCTY APPLICATN 16 10127							
INCENTIVE MEMO 16 10127 162880 03/23/06 CCS 2,150.00 INCTV PAYMENT 16 10127 162880 03/23/06 CCS 2,150.00 INCTV APPLICATN 16 10127 162880 03/23/06 CCS 2,150.00 INCTV APPLICATN 16 10127 00029849478 03/09/06 DXP 468.00 DELIVERY D.O.E. 16 10127 00029849478 02/09/06 DXP 468.00 DELIVERY TO CUS 16 10127 00029669586 02/07/06 SNN 100.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNN 100.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 SNN 100.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 SNN 100.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 2240934 01/12/06 SNM 25.00 INCTV APPLICATN 16 10127 2240934 01/12/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 4							
INCTV PAYMENT 16 10127 162880 03/23/06 CCS 2,150.00 INCENTIVE MEMO 16 10127 162880 03/23/06 CCS 2,150.00 INCENTIVE MEMO 16 10127 00029849478 03/09/06 DXP 468.00 INCTV PAYMENT 16 10127 00029849478 03/09/06 DXP 468.00 INCTV PAYMENT 16 10127 00029849478 03/09/06 DXP 468.00 DELIVERY D.O.E. 16 10127 0029849478 03/09/06 DXP 468.00 DELIVERY TO CUS 16 10127 0029869586 02/07/06 SNN 100.00 DELIVERY TO CUS 16 10127 0029669586 02/07/06 SNN 100.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNN 100.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNN 100.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNN 100.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 2240930 01/12/06 SNM 25.00 INCTV PAYMENT 16 10127 2240930 01/12/06 SNM 25.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 I							
INCTV APPLICATN 16 10127 162880 03/03/06 CCS 2,150.00 INCENTIVE MEMO 16 10127 00029849478 03/09/06 DXP 468.00 INCTV PAYMENT 16 10127 00029849478 03/09/06 DXP 468.00 INCTV APPLICATN 16 10127 00029849478 03/09/06 DXP 468.00 INCTV APPLICATN 16 10127 00029849478 03/09/06 DXP 468.00 INCENTIVE CLARG 16 10127 00029869586 02/07/06 DXP 468.00 DELIVERY TO CUS 16 10127 00029669586 02/07/06 SNN 100.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNN 100.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNN 100.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNN 100.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 2240934 01/12/06 SNM 25.00 INCTV APPLICATN 16 10127 2240934 01/12/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240934 01/12/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 20029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00							
INCENTIVE MEMO 16 10127 00029849478 03/09/06 DXP 468.00 INCTV PAYMENT 16 10127 00029849478 03/09/06 DXP 468.00 INCTV APPLICATN 16 10127 00029849478 03/09/06 DXP 468.00 DXP 468.							
INCTV PAYMENT 16 10127 00029849478 03/09/06 DXP 468.00 INCTV APPLICATN 16 10127 00029849478 03/09/06 DXP 468.00 DELIVERY D.O.E. 16 10127 02/28/06 0.00 DELIVERY TO CUS 16 10127 02/28/06 0.00 INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNN 100.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 SNN 100.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 SNN 100.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 SNN 25.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 2240934 01/26/06 0.00 INCENTIVE MEMO 16 10127 2240934 01/26/06 SNN 25.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNN 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 25.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 1010				03/23/06	CCS		
INCTV APPLICATN 16 10127				03/09/06	DXP		
DELIVERY D.O.E. 16 10127 DELIVERY TO CUS 16 10127 DELIVERY TO CUS 16 10127 DELIVERY TO CUS 16 10127 DELIVERY TO CUS 16 10127 DELIVERY TO CUS 16 10127 DELIVERY TO CUS 16 10127 DELIVERY TO CUS 16 10127 DELIVERY TO CUS 16 10127 DELIVERY TO CUS 16 10127 DELIVERY EMBOD 16 10127 DELIVERY EMBOD 16 10127 DELIVERY EMBOD 16 10127 DELIVERY EMBOD 16 10127 DELIVERY EMBOD 16 10127 DELIVERY EMBOD 16 10127 DELIVERY EMBOD 16 10127 DELIVERY EMBOD 16 10127 DELIVERY CANCEL 16 10127 DELIVERY CANCEL 16 10127 DELIVERY CANCEL 16 10127 DELIVERY CANCEL 16 10127 DELIVERY EMBOD 16 10127 DELIVERY EMBOD 16 10127 DELIVERY EMBOD 16 10127 DELIVERY EMBOD 16 10127 DELIVERY EMBOD 16 10127 DELIVERY CANCEL 16 10127 DELIVERY CANCEL 16 10127 DELIVERY CANCEL 16 10127 DELIVERY EMBOD 16 10127 DELIVERY TO CUS 16 10127 DELIVER							
DELIVERY TO CUS 16 10127			00029849478		DXP		
INCENTIVE MEMO 16 10127 00029669586 02/07/06 SNN 100.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 SNN 100.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 SNN 100.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR DLVY CANCEL DOE 16 10127 01/26/06 0.00 DELIVERY CANCEL 16 10127 01/26/06 0.00 DELIVERY CANCEL 16 10127 01/26/06 0.00 DINCENTIVE MEMO 16 10127 2240934 01/12/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240934 01/12/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNN 25.00 INCTV APPLICATN 16 10127 2240934 01/06/06 SNN 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 12/15/05 0.000 DELIVERY							
INCENTIVE MEMO 16 10127 00029669586 02/07/06 SNN 100.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 SNN 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 DSN 400.00 DR DLUY CANCEL DOE 16 10127 01/26/06 0.00 DELIVERY CANCEL 16 10127 01/26/06 0.00 DELIVERY CANCEL 16 10127 01/26/06 0.00 DELIVERY CANCEL 16 10127 2240934 01/12/06 SNM 25.00 INCTV APPLICATN 16 10127 2240934 01/12/06 SNM 25.00 INCTV APPLICATN 16 10127 2240934 01/12/06 SNM 25.00 INCTV PAYMENT 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 01/02/06 00.00 DIACTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01							
INCTV APPLICATN 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 SNM 25.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 SNM 25.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 DSN 400.00 DR DLVY CANCEL DOE 16 10127 00029669586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 0002969586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 0002969586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 2240934 01/12/06 SNM 25.00 INCTV APPLICATN 16 10127 2240930 01/12/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 01/02/06 0.00 DEALER TRADE (P 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01							
INCENTIVE CHARG 16 10127 00029669586 02/07/06 SNM 25.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 SNM 25.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 01/26/06 0.00 DELIVERY CANCEL 16 10127 01/26/06 0.00 INCTV APPLICATN 16 10127 2240934 01/12/06 SNM 25.00 INCTV APPLICATN 16 10127 2240934 01/12/06 SNM 25.00 INCTV APPLICATN 16 10127 2240934 01/06/06 SNM 25.00 INCTV PAYMENT 16 10127 2240934 01/06/06 SNM 25.00 INCTV PAYMENT 16 10127 2240934 01/06/06 SNM 25.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01							
INCENTIVE MEMO 16 10127 00029669586 02/07/06 SNM 25.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 DSN 400.00 DR DLVY CANCEL DOE 16 10127 01/26/06 0.00 DELIVERY CANCEL 16 10127 01/26/06 0.00 INCTV APPLICATN 16 10127 2240934 01/12/06 SNM 25.00 INCTV APPLICATN 16 10127 2240934 01/12/06 SNM 25.00 INCTV APPLICATN 16 10127 2240934 01/06/06 SNM 25.00 INCTV PAYMENT 16 10127 2240934 01/06/06 SNM 25.00 INCTV PAYMENT 16 10127 2240934 01/06/06 SNM 25.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 25.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DSN 400.00 DSN 400.00 DSN 400.0							
INCTV APPLICATN 16 10127 00029669586 02/07/06 SNM 400.00 DR INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 DSN 400.00 DR DLVY CANCEL DOE 16 10127 01/26/06 0.00 INCTV APPLICATN 16 10127 01/26/06 0.00 INCTV APPLICATN 16 10127 2240934 01/12/06 SNM 25.00 INCTV APPLICATN 16 10127 2240930 01/12/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNN 25.00 INCTV PAYMENT 16 10127 2240934 01/06/06 SNN 25.00 INCTV PAYMENT 16 10127 2240934 01/06/06 SNN 25.00 INCTV PAYMENT 16 10127 2240934 01/06/06 SNN 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 000 DELIVERY TO CUS 16 10127 01/03/06 0.00 000 DELIVERY TO CUS 16 10127 01/03/06 0.00 0.00 0.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 0.00 0.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 0.00 0.00 0.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0							
INCENTIVE CHARG 16 10127 00029669586 02/07/06 DSN 400.00 DR INCENTIVE MEMO 16 10127 00029669586 02/07/06 DSN 400.00 DR INCTV APPLICATN 16 10127 00029669586 02/07/06 DSN 400.00 DR DLVY CANCEL DOE 16 10127 01/26/06 0.00 DELIVERY CANCEL 16 10127 01/26/06 0.00 INCTV APPLICATN 16 10127 2240934 01/12/06 SNM 25.00 INCTV APPLICATN 16 10127 2240930 01/12/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 12/15/05 0.00 DELI							
INCENTIVE MEMO							
INCTV APPLICATN 16 10127							
DLVY CANCEL DOE 16 10127 01/26/06 0.00 DELIVERY CANCEL 16 10127 01/26/06 0.00 INCTV APPLICATN 16 10127 2240934 01/12/06 SNM 25.00 INCTV APPLICATN 16 10127 2240930 01/12/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCTV PAYMENT 16 10127 2240934 01/06/06 SNM 25.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 12/15/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
DELIVERY CANCEL 16 10127			00029669586		DSN		DR
INCTV APPLICATN 16 10127 2240934 01/12/06 SNM 25.00 INCTV APPLICATN 16 10127 2240930 01/12/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCTV PAYMENT 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 01/02/06 0.00 DELIVERY TO CUS 16 10127 01/02/06 0.00 DEALER TRADE (P 16 10127 12/15/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/12/05 0.00 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
INCTV APPLICATN 16 10127 2240930 01/12/06 SNN 100.00 INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCTV PAYMENT 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 DEALER TRADE (P 16 10127 12/15/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01							
INCENTIVE MEMO 16 10127 2240934 01/06/06 SNM 25.00 INCTV PAYMENT 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 DEALER TRADE (P 16 10127 12/15/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
INCTV PAYMENT 16 10127 2240934 01/06/06 SNM 25.00 INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 12/15/05 0.00 DEALER TRADE (P 16 10127 12/15/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
INCENTIVE MEMO 16 10127 2240930 01/06/06 SNN 100.00 INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 12/15/05 0.00 DEALER TRADE (P 16 10127 12/15/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
INCTV PAYMENT 16 10127 2240930 01/06/06 SNN 100.00 INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 12/15/05 0.00 DEALER TRADE (P 16 10127 12/15/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
INCENTIVE MEMO 16 10127 00029470567 01/05/06 FFC 27.31 INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 01/05/06 DSN 400.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 DLR TRADE D.O.E 16 10127 01/02/06 0.00 DEALER TRADE (P 16 10127 12/15/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
INCTV PAYMENT 16 10127 00029470567 01/05/06 FFC 27.31 INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 01/03/06 0SN 400.00 DELIVERY TO CUS 16 10127 01/03/06 0.00 DLR TRADE D.O.E 16 10127 12/15/05 0.00 DEALER TRADE (P 16 10127 12/15/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
INCTV APPLICATN 16 10127 00029470567 01/05/06 FFC 27.31 INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 01/02/06 0.00 DLR TRADE D.O.E 16 10127 12/15/05 0.00 DEALER TRADE (P 16 10127 12/15/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
INCENTIVE MEMO 16 10127 00029470567 01/05/06 DSN 400.00 INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 01/02/06 0.00 DLR TRADE D.O.E 16 10127 12/15/05 0.00 DEALER TRADE (P 16 10127 12/15/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
INCTV PAYMENT 16 10127 00029470567 01/05/06 DSN 400.00 INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 01/02/06 0.00 DLR TRADE D.O.E 16 10127 12/15/05 0.00 DEALER TRADE (P 16 10127 12/12/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
INCTV APPLICATN 16 10127 00029470567 01/05/06 DSN 400.00 DELIVERY D.O.E. 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 01/02/06 0.00 DLR TRADE D.O.E 16 10127 12/15/05 0.00 DEALER TRADE (P 16 10127 12/12/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
DELIVERY D.O.E. 16 10127 01/03/06 0.00 DELIVERY TO CUS 16 10127 01/02/06 0.00 DLR TRADE D.O.E 16 10127 12/15/05 0.00 DEALER TRADE (P 16 10127 12/12/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
DELIVERY TO CUS 16 10127 01/02/06 0.00 DLR TRADE D.O.E 16 10127 12/15/05 0.00 DEALER TRADE (P 16 10127 12/12/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01			00029470567		DSN		
DLR TRADE D.O.E 16 10127 12/15/05 0.00 DEALER TRADE (P 16 10127 12/12/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
DEALER TRADE (P 16 10127 12/12/05 0.00 INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
INCENTIVE MEMO 16 10400 00029296790 12/03/05 C4C 38.01 INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
INCTV PAYMENT 16 10400 00029296790 12/03/05 C4C 38.01 INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01							
INCTV APPLICATN 16 10400 00029296790 12/03/05 C4C 38.01				12/03/05	C4C		
EXPIRATION TRAN 16 10400 2AD53187694 11/10/05 0.00					C4C		
	EXPIRATION TRAN	16 10400	2AD53187694	11/10/05		0.00	

VEHICLE EVENT SELECTION
PROCESSING SOURCE: PONTIAC

04/14/07 13:59:15

PAGE: 2

VIN: 1G2ZG5589 64 SELLG SCE: 16 MDL YR: 06 ORD NO: JPQBQG

A TT4 T T T T T 14	VIN	TYPE:	N
--------------------	-----	-------	---

SS/ DOCUMENT I INC	
EVENT DESC SITE CD NUMBER S EVENT DT CD	AMOUNT
SETTLEMENT DATE 16 10400 2AD53187694 11/10/05	19,619.93 CR
ORIGINAL INVOIC 16 10400 2AD53187694 11/04/05	19,619.93
COV/NVIS DATE 16 10400 2AD53187694 11/04/05	0.00
SHIPMENT DATE 16 10400 11/04/05	0.00
PRODUCTION (BUI 16 10400 11/04/05	0.00
PREFERENCE TO P 16 10400 10/11/05	0.00
GM ORDER ACCEPT 16 10400 10/06/05	0.00
GM ORDER ACCEPT 10/06/05	0.00



Chemenal Adequate Compressions Resistancias Romantes Combre 190 Resis 30170 Referrit, MR 480303-5-298

VIA FAX ONLY

March 18, 2009

Cassie Yates, Esq. Krohn & Moss, Ltd. 120 W Madison St Fl 10 Chicago, IL 60602

RE:

Service Request: 71-701759847

2006 **P**ontiac **G**6

Vehicle Identification Number: 1G2ZG558964

Customer Relationship Specialist: Lynn Johnson

Dear Ms. Yates:

We have received your counteroffer via email dated March 17, 2009. In an attempt to settle this matter, General Motors is making an offer of \$5,000.00 while this matter is still in the Early Resolution program.

We ask that you discuss General Motors Corporation's offer with your client at your earliest opportunity. This offer will remain available for ten (10) calendar days from the date of this letter. If your client agrees with the terms of this offer, please have the offer letter executed where indicated and faxed to the number on the fax cover sheet.

Sincerely,

General Motors Corporation Business Resource Center 1-800-231-1841

cc: FILE LC0100 V07092007	Current Vehicle Mileage
Client's Signature	Client's Signature
 Date	Date











To <iynn_johnson@gmexpert.com>
cc
bcc
Subject v. GM

Lynn,

I have spoken with my client and she rejects your offer of \$4,600 and demands \$8,000 inclusive of all fees and costs to settle. Please let me know your client's response. Thanks.

Lee Cassie Yates
Attorney at Law
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, Il 60602
(312) 578-9428 x 270 (direct)
(866) 289-0898 (fax)
web: www.krohnandmoss.com



Chemenal Adequate Compressions Resistancias Romantes Combre 190 Resis 30170 Referrit, MR 480303-5-298

VIA FAX ONLY

March 16, 2009

Cassie Yates, Esq. Krohn & Moss, Ltd. 120 W Madison St Fl 10 Chicago, IL 60602

RE:

Service Request: 71-701759847

2006 **P**ontiac **G**6

Vehicle Identification Number: 1G2ZG558964

Customer Relationship Specialist: Lynn Johnson

Dear Ms. Yates:

We have received your counteroffer via email dated March 13, 2009. In an attempt to settle this matter, General Motors is making an offer of \$4,600.00 while this matter is still in the Early Resolution program.

We ask that you discuss General Motors Corporation's offer with your client at your earliest opportunity. This offer will remain available for ten (10) calendar days from the date of this letter. If your client agrees with the terms of this offer, please have the offer letter executed where indicated and faxed to the number on the fax cover sheet.

Sincerely,

General Motors Corporation Business Resource Center 1-800-231-1841

cc: FILE LC01CO V07093007	Current Vehicle Mileage
Client's Signature	Client's Signature
	Date:











"Yates, Cassie" <cyates@consumerlawcenter</pre> .com>

03/12/2009 04:48 PM

To <edna_rodriguez@gmexpert.com>

CC

bcc

Subject RE: /. GM

History:

This message has been forwarded.

My client rejects and lowers her demand to \$8,100 total to settle. Please let me know your client's response. Thanks.

Lee Cassie Yates Attorney at Law Krohn & Moss, Ltd 120 W. Madison Street 10th Floor Chicago, Il 60602 (312) 578-9428 x 270 (direct) (866) 289-0898 (fax)

web: www.krohnandmoss.com

From: edna_rodriguez@gmexpert.com [mailto:edna_rodriguez@gmexpert.com]

Sent: Thursday, March 12, 2009 8:54 AM

To: Yates, Cassie

Subject: Re: v. GM

Ms. Yates.

Please review the attached with your client and respond at your earliest convenience. Thank you

Edna Rodriguez Legal Agent-BRC Legal Department Aditya Birla Minacs 866-790-5700 ext 21317 | edna_rodriguez@gmexpert.com 866-398-3255 fax

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

"Yates, Cassie" <cyates@consumerlawcenter.com>

To<edna_rodriguez@gmexpert.com>

03/11/2009 04:37 PM

Subject v. GM

Edna,

My client rejects your offer of \$2,500 total and demands \$9,100 total to settle this case. Please let me know your client's response. Thanks.

Lee Cassie Yates
Attorney at Law
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, Il 60602
(312) 578-9428 x 270 (direct)
(866) 289-0898 (fax)

web: www.krohnandmoss.com

Privileged and Confidential Information

CASE ASSESSMENT - LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes State: IL

Customer Name: Vehicle ID No.: 1G2ZG558964 Year, Make & Model: 2006 Pontiac G6 Service Request: 71-701759847 GM Legal File No.: 668219 BAC Code: 116079

In Service Date: 2/28/2006 Vehicle is: **Used**

Vehicle Purchased Used on: 6/16/08 at

odometer **20,735**

Lien holder: GMAC ☐ Other ☐: Drive Financial Services

DVM requests Purchase Price of involvement?: N Vehicle: \$ 13,564.69

Was TAC contacted for this vehicle (Y/N)?: Y - #10471803 Yes, TAC

states Normal condition.

VEHICLE REPAIR HISTORY

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/03/08	298231	2	22,942	C/S AT TIMES STEERING WHEEL BINDS WHEN DRIVING & TURNING. TEST DOVE THE VEHICLE, FOUND CONDITION NORMAL. – CALLED T. CUSTOMER ADVISED NORMAL CONDITION. 1 DAY RENTAL PER CUSTOMER SATISFACTION. *(PER SVC. MGR. FRANK DEKRUIFF TAC CASE#10471803).
12/22/08	306271	5*	24,344	C/S POWER STEERING LIGHT COMES ON AND ENGINE DIES, RESTART BACK UP. / SHORTED. – POWER STEERING ASSIST MOTOR REPLACEMENT. 4 RENTAL. *(PER SVC. MGR. FRANK DEKRUIFF DAYS OUT VERIFIED).
01/22/09	308379	14*	24,623	C/S THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO TURN WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE NOT TOO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY. – RECALIBRATED AND RELEARNED SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22, BY TECH #2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH #33 AND C WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL. TEST DRIVEN TWICE WITH NO CONCERNS DUPLICATED AFTERWARDS. 3 DAYS RENTAL. * (PE SVC. MGR. FRANK DEKRUIFF UNABLE TO VERIFY DAYS OUT OF SERVICE. "I THINK CUSTOMER REFUSED TO PICK IT UP").

☐ BODY/TRIM

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
06/30/08	293366	2	21,247	PER WE OWE DRIVER DOOR HINGES SQUEAK. – METRO BODY SHO WE OWE REPAIR REAR BUMPER. – METRO BODY SHOP.RENTAL.

☐ WHEEL/TIRES

Date: RO #: <u>Days Out</u>: <u>Mileage</u>: <u>Description of Complaint and Repair Performed</u>: 06/30/08 293366 * 21,247 LH FRONT TIRE IS LOOSING AIR. – **NO LEAKS FOUND AT THE TIM OF SERVICE.**

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/06/06	228114	N/A	3	PRIOR TO SALE - FLOOR MATS PER WE OWE ATTACHED. CUSTOME WILL RETURN ANOTHER DAY FOR DETAIL. NOT PERFORMING TODAY
05/07/08	289279	NA	19,460	PRIOR TO SALE LOF. 6,000 MILES MAINTENANCE. – REPLACE FRONT AND REAR BRAKE PADS – RESURFACE FRONT & REAR ROTORS.
08/16/08	296990	*	22,512	3K GM QUICK LUBE PLUS 28 POINT INSPECTION.

Accident/Insurance Information:

Has the vehicle ever been involved in an accident Y or N? Unaware Did you confirm your answer with the dealer Y or N? Yes Are there any Aftermarket Modifications to the Vehicle Y or N? No Have you confirm this with the dealership Y or N? Yes

THE STATE LEMON LAW READS:

Days out of service: 30 or more

Repairs: 4 or more

Time period: 18 months from original delivery

Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs NA

Safety-related time period

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: 23

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

DVM James Cocking responded with option "D" to e-mail request.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

CRS spoke to service manager Frank Dekruiff, he states the customer has not been back to the dealership since last repair. There is no further information.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

NISM Negotiations:

3/2/09 - Empowerment \$2500 up to \$4k inclusive

3/10/09 - Offer out \$2,500 inclusive

3/12/09 - Counteroffer \$9,100

3/12/09 - Offer out \$4,000 inclusive

3/12/09 – Counteroffer from Cassie Yates \$8,100 inclusive.

RECOMMENDATION

Cash \$4,600.00 inclusive

3/17/09 - Counteroffer from PC \$8,000 inclusive.

3/17/09 – Recommend final offer \$5,000 inclusive for reasons specified below.

3/18/09 - Offer out \$5,000 inclusive - counteroffer \$7,000 inclusive

3/19/09 - recommend no further adjustment for reasons specified below -No concerns duplicated on last visit 1/22/0

3/30/09 – Recommend removal to LC – PC rejects final offer of \$5,000 inclusive -10 day letter was sent 3/20 and no response from PC

RATIONALE

Vehicle was purchased used (not certified) at 20,735 miles. Has had 3 repairs to steering the last being 1/22/09 when steering column was replaced. Svc mgr states no repairs since. Vehicle had no prior history of steering repairs prior to this purchase. 23 days out since ownership. Total price paid \$13,564.69.

REASON FOR REMOVAL

PC demand not reasonable for this non-certified used vehicle with no history of steering concerns prior to sale at 20,735 miles. Vehicle purchase price \$13,564.69. Steering column replaced on 3rd repair visit and no warranty repairs since. Does not appear to meet LL presumption. Vehicle is still under warranty and GM has discharged its obligations under its limited warranty.

Removed to LC and settled for \$6500 due to steering issues.

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes State: IL

Customer Name: Service Request: 71-701759847 GM Legal File No.: N/A

Vehicle ID No.: 1G2ZG558964 In Service Date: 2/28/2006 Vehicle is: **Used** BAC Code: 116079 Year, Make & Model: 2006 Pontiac G6

Vehicle Purchased Used on: 6/16/08 at

odometer **20,735**

Lien holder: GMAC ☐ Other ☐: Drive Financial Services **DVM** requests Purchase Price of involvement?: N Vehicle: \$ 13,564.69

Was TAC contacted for this vehicle (Y/N)? : Y - #10471803 Yes, TAC

states Normal condition.

VEHICLE REPAIR HISTORY

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/03/08	298231	2	22,942	C/S AT TIMES STEERING WHEEL BINDS WHEN DRIVING & TURNING. / TEST DOVE THE VEHICLE, FOUND CONDITION NORMAL. – CALLED TAC. CUSTOMER ADVISED NORMAL CONDITION. 1 DAY RENTAL PER CUSTOMER SATISFACTION. *(PER SVC. MGR. FRANK DEKRUIFF TAC CASE#10471803).
12/22/08	306271	5*	24,344	C/S POWER STEERING LIGHT COMES ON AND ENGINE DIES, RESTARTS BACK UP. / SHORTED. – POWER STEERING ASSIST MOTOR REPLACEMENT. 4 RENTAL. *(PER SVC. MGR. FRANK DEKRUIFF DAYS OUT VERIFIED).
01/22/09	308379	14*	24,623	C/S THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO TURN WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE NOT TOO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY. – RECALIBRATED AND RELEARNED SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH #2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH #33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL. TEST DRIVEN TWICE WITH NO CONCERNS DUPLICATED AFTERWARDS. 3 DAYS RENTAL. * (PER SVC. MGR. FRANK DEKRUIFF UNABLE TO VERIFY DAYS OUT OF SERVICE. "I THINK CUSTOMER REFUSED TO PICK IT UP").

☐ BODY/TRIM

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/30/08	293366	2	21,247	PER WE OWE DRIVER DOOR HINGES SQUEAK. – METRO BODY SHOP. WE OWE REPAIR REAR BUMPER. – METRO BODY SHOP.RENTAL.

☐ WHEEL/TIRES

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/30/08	3 293366	*	21,247	LH FRONT TIRE IS LOOSING AIR. – NO LEAKS FOUND AT THE TIME OF SERVICE.

☐ Other

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
03/06/06	228114	N/A	3	PRIOR TO SALE - Floor mats per we owe attached. Customer will return another day for detail. Not performing today.
05/07/08	289279	NA	19,460	PRIOR TO SALE LOF. 6,000 miles maintenance. – Replace front and rear brake pads – Resurface front & rear rotors.
08/16/08	296990	*	22,512	3K GM quick lube plus 28 point inspection.

Accident/Insurance Information:

Has the vehicle ever been involved in an accident Y or N? Unaware Did you confirm your answer with the dealer Y or N? Yes

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

THE STATE LEMON LAW READS:

Days out of service:

Repairs:

Time period:

Does Lemon Law state nonconformity must continue to exist?

If applicable, safety-related repairs

Safety-related time period

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: 12

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

DVM James Cocking responded with option "D" to e-mail request.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

CRS spoke to service manager Frank Dekruiff, he states the customer has not been back to the dealership since last repair. There is no further information.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

3/2/09 – Empowerment \$2500 up to \$4k inclusive

3/10/09 – Offer out \$2,500 inclusive

3/12/09 - Counteroffer \$9,100

3/12/09 - Offer out \$4,000 inclusive

RECOMMENDATION

None pending response to last offer out 3/12/09

RATIONALE

REASON FOR REMOVAL

CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$
		ATTORNEY FEES: \$
		OR INCLUSIVE OFFER: \$
PLAINTIFF'S FINAL	DATE:	AMOUNT TO CUST: \$
DEMAND:		
		ATTORNEY FEES: \$
		OR INCLUSIVE OFFER: \$

Date:

TEAM MANAGER APPROVING:

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

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

VIA FAX ONLY

March 10, 2009

Gregory Moss, Esq. Krohn & Moss, Ltd. 120 West Madison Street 10th Floor Chicago, IL 60602

RE:

Service Request: 71-701759847

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558964

Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Moss:

We regret that your client(s) is dissatisfied with her 2006 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 \$ 2,500.00.

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. 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	Client's Signature
Date	Date















Andrea Medlock Paralegal Krohn & Moss, Ltd Consumer Law Center Phone: 312-578-9428 x 223

Fax: 866-289-0898

Krohn & Moss, Ltd.

Arizone, Californie, Floride, Illinois, Indiane, Minnesote, Missouri, Neveda, Ohio, Weshington DC, Wisconsin
Main Office

120 West Madison, 10th Floor

Chicago, Illinois 60602

www.krohnandmoss.com

Writer's Direct Number (312) 578-9428 Ext. 216 Writer's Direct Facsimile (866) 309-9458 Writer's Direct E-Mail gmoss@consumerlawcenten.com

Writer licensed to practice only in:
Illinois
Wisconsin

February 13, 2009

VIA FACSIMILE: 866-363-8695 with confirmation received

General Motors Corporation Attn: BRC Legal/Cynthia Reyes P.O. Box 33170 Detroit, MI 48232

RE:

v. General Motors Corporation

Dear Ms Reyes:

Pursuant to your request dated February 12, 2009, please find attached our client's documentation.

If you have any questions or comments, please contact me immediately. Thank you in advance for your cooperation.

Dincer

Gregory H. Moss Attorney at Law

GM/am

FROM: FAX NO. : Feb. 04 2009 05:51PM P1 Rogers Auto Group 95172 308379 HTUNDAL COMMO COMM *INVOICE* E 80016 . - 019-E25-4300 Telephone: (312) 225-4300 Fax: (312) 567-9498 Internet Address: www.rogersautogroup.net Chicago License No. 000243 CHICAGO. PAGE 1 HOME: BUS SERVICE ADVISOR: EXT PARKS 1 MILEAGE IN/ OUT COLOR MAKE/MODEL LICENSE TAG 06 PONTIAC G6 DEL DATE VAR. RATE CASH R.O. OPENED READY OPTIONS: STK:P8071A ENG:3.5 Liter SFI TRN:MX0 06:54 04FEB09 09:04 22JAN09 LINE OPCODE TECH TYPE HOURS LIST CUSTOMER STATES THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO TURN WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE NOT TO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY / / 1199 RECALIBRATED SYSTEM AND MODULES WITH TEST DRIVES (N/C) 2 TMISC SUBL ENTERPRISE 56043 SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH#2 AT 24,344 AND WITH TECH#33 AND CAR WAS AND CA WITH TECH#33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL TEST DRIVEN TWICE WITH NO CONCERNS DUPLICATED AFTERWARDS B GM QUICK LUBE PLUS-28 POINT SAFETY CHECK SAME SAME 3K GM QUICK LUBE PLUS-28 POINT SAFETY CHECK 12.85 12.85 CR6 2 5.00 5.00 5.00 1 25010792 FILTER. CHEVEOLDI62 1 SOLVENT WASHER F FILLING 1.62 1.62 1..69 1.69 8.45 5 OIL ENGINE 0.35 0.35 0.35 1 LUBE GREASE ***** C COURTESY VISUAL SERVICE INSPECTION CAUSE: RENTAL 27903 3 DAYS RENTAL 2 W FC: 99 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: MJ DECENTAL This business is required to be licensed pursuant to IL. revised statute, 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 atterney General. DL # 89 CONTROL DESCRIPTION TOTALS We guarantee our LASOR AMOUNT service work for 12 PARTS AMOUNT "ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) 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 FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS." months or 12,000 GAS, OIL, LUBE miles, whichever SUBLET AMOUNT comes first. If our EPA CHARGES repair or replacement falls in TOTAL CHARGES normal service, we LESS INSURANCE will fix it from of SALES TAX charge. Parts and PLEASE PAY THIS AMOUNT Labor. Customer's Signature:

FROM: FAX NO. : Feb. 04 2009 05:51PM P2 Rogers Auto Group 95172 308379 *INVOICE* Telephone: (312) 225-4300 - Fax: (312) 567-9498 Internet Address: www.rogersautogroup.net Chicago License No 000243 CHICAGO, IL PAGE 2 BUS: HOME SERVICE ADVISOR: 28 DWAYNE EXT PARKS 16 MAKE/MODEL TAG 06 PONTIAC G6 PROD DATE WARH EXP. AR RATE DEL DATE 04FEB09 06MAR06 OPTIONS: R.O. OPENED STK: P8071A ENG: 3.5 Liter SFI 09:04 22JAN09 06:54 04FEB09 LIST LATOT LINE OPCODE TECH TYPE HOURS OUR SERVICE STAFF WANTS YOU "COMPLETELY SATISFIED", IF WE FAIL TO DO SO PLEASE CONTACT US IMMEDIATELY SO THAT WE MAY CORRECT YOUR CONCERN. AGAIN THANK YOU CONTRACTOR OF A FOR YOUR VALUED BUSINESS GENTINE CHEVROLUT

This business is required to be licensed pursuant to IL. revised statute, 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 atterney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OF IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS."

Customer's Signature:

We guarantes our service work for 12: months or 12,000 miles, whichever comes first. If our repair or replacement fells in normal service, we will fix it free of charge. Parts and

Labor.

CESCHIPTION	TOTALS
LABOR AMOUNT	12.85
PARTS AMOUNT	15,42
GA9, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	0.00
TOTAL CHARGES	28,27
LESS INSURANCE	0.00
SALES TAX	1_58
PLEASE PAY THIS AMOUNT	

FAX NO. :

FROM:

Р3

Feb. 04 2009 05:52PM

95172 308379 ROGERS AUTO GROUP *ACCOUNTING* 2720 S. MICHIGAN AVE. - CHICAGO, ILLINOIS 80616 Telephone: (312) 225-4300 · Fax: (312) 567-9498 CHICAGO, IL Internet Address: www.rogersautogroup.net PAGE 1 HOME BUS Chicago License No. 000243 SERVICE ADVISOR: 28 DWAYNE YEAR! MAKE/MOUGE E EXT PARKS 161 MILEAGE IN/OUT VIN O TAG 558964 PO No: DEL DATE PROD. DATE | WARE EXP VARI RATE PAYMENT INVEST INV. DATE A.O. OFENED 120. OPTIONS: CASH 04FEB09 STK:P8071A ENG:3.5_Liter_SFI TRN:MX0 09:04 22JAN09 06:54 04FEB09 LINE OPCODE TECH TYPE A/HRS S/HRS COST BALE A CUSTOMER STATES THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO COMP NET . TOTAL. WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE TURN NOT TO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY / / 1199 RECALIBRATED SYSTEM AND MODULES WITH TEST DRIVES 2IMISC 0.00 0.00 O SUBL ENTERPRISE 56043 0.00 0.00 48600 48600 VERSION 1 (EMP# 28,04FEB09 06:52): RECALIBRATED AND RELEARNED 486.00 486.00 SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH#2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH#33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL VERSION 2 (EMP# 28,04FEB09 06:54); RECALIBRATED AND RELEARNED SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH#2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH#33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL TEST DRIVEN TWICE WITH NO CONCERNS DUPLICATED AFTERWARDS B GM QUICK LUBE PLUS-28 POINT SAFETY CHECK 3K GM QUICK LUBE PLUS-28 POINT SAFETY CHECK CR6 0.40 0.40 1210 1285 1 25010792 FILTER 12.85 12.85 386 500 0 1 SOLVENT WASHER 5.00 5.00 5.00 162 162 5 OIL ENGINE 0 1.62 1.62 845 1.62 845 0 1 LUBE GREASE 1.69 1.69 8 45 C COURTESY VISUAL SERVICE INSPECTION 25 35 Ó 0.35 0.35 0.35 CAUSE: RENTAL Z7903 3 DAYS RENTAL 152 2 W 0.00 0.00 0 0 FC: 99 PART#: COUNT: 0 0.00 0.00 CLAIM TYPE: AUTH CODE: ΜJ This business is required to be licensed pursuant to IL revised statute, 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. DL #89 DESCRIPTION TOTALS We quarantee our. LABOR AMOUNT "ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER IROGERS AUTO GROUP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FINESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS." service work for 12 PARTS AMOUNT months or 12,000 GAE, OIL, LUBE miles, whichever comes first. If our SUBLET AMOUNT repair or EPA CHARGES replacement fails in TOTAL CHARGES normal service, we LESS INSURANCE will fix it free of SALES TAX charge. Parts and Customer's Signature Labor. PLEASE PAY THIS AMOUNT

Feb.

FAX NO.

FROM

ROGERS AUTO GROUP 2720 S. MICHIGAN AVE CHICAGO , IL 60616 312-587-4300

COPY 02/04/2009 11:00:09 Debited:

Transaction #

1.2

Acc: Entry:

Swiped

Invoice # Debited:

308379 29.85

02161161 Reference No.: Auth Code: Response: APPROVAL R#005

923330

Resp. Code:

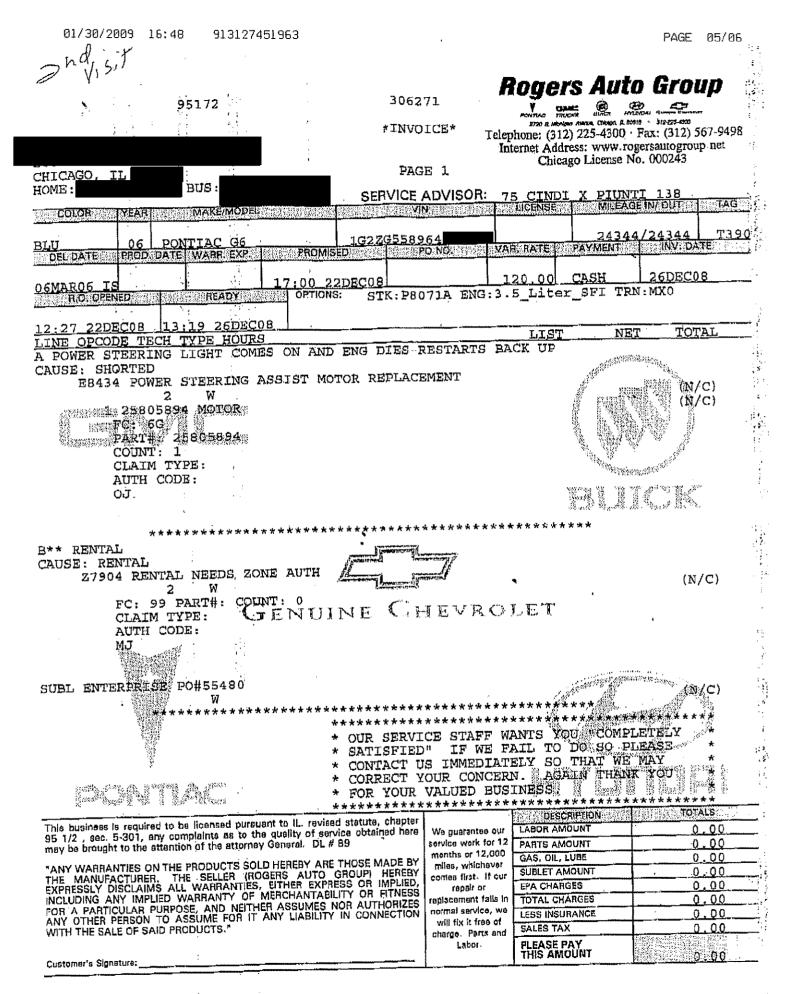
AAR1

Acont Type:

CHECKING

CUSTOMER COPY

THANK YOU HAVE A NICE DAY!



î

8662890898

02/13/09 10:31AM PST

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 A FINE OR IMPRISONMENT.

MESOLI IN A PINE OR IMPRISONMENT			
ROGERS PONTIAC-GMC			I STATE THAT
TRANSFERIOR	S NAME - SELL	31. FRINT	
THE ODOMETER NOW READS	20735	SHIKET CKI) DINCKER RET	MILES AND TO THE
BEST OF MY KNOWLEDGE THAT IT REP BELOW, UNLESS ONE OF THE FOLLOW	ANG STATE	MENTS IS CHECKED	•
(1) I HEREBY CERTIFY THAT TO REFLECTS THE AMOUNT OF MIL	EAGE IN E	XCESS OF ITS MECH	ANICAL LIMITS.
(2) I HEREBY CERTIFY THAT THE WARNING - ODONETER DISCRE	E ODOMETE PANCY	ER READING IS NOT	
MAKE .	MODEL		BODY TYPE
PONTIAC	G6		SD
VEHICLE IDENTIFICATION NO.	- <u>-</u>	YEAR	DEALER STOCK NO.
1G2ZG \$ 58964		2006	P8071A
TRANSPIRORS SIGNAL AREA (ELLER)	···	(PRINTED NAME)	-
TRANSFERCHS STREET ADDRESS (SELLER) 2720 S. MICHIGAN AVE	!		
CHICAGO, IL 60616		(STATE)	(ZIP CODE)
DATE OF STATEMENT 06/16/2008			
The state of the s		L(PRINTED NAME)	
		_	
TRANSFEREE'S SIGNATURE (CO-BUYER)		(FRENTED ISSUES)	3
TIMESTER VALUE (BIOLED)			
1			
CHICAGO		(STATE)	(ZIP CODE)
FRRENEW AND			

01/30/2009 16:50 913127451963

PAGE 02/02

95172 RETAIL INSTA	LLMEHT CONT	RACT - MOTOR	VEHICLE - SIMP	LE INTER	EST	Noltestication of Ara		
_	FEDERAL TRUTH-IN-LENDING-BISCLOBURE STATEMENT							
The cost of your the cre credit as a yearly you. rate	GE AI GE Silar amount The dit will cost proyu	nount nanced is amount of cred ovided to you or our behalf	Total of Payments It The amount y have paid after made all payr scheduled.	rou will er you have nents as	Tutal Sale Price The total cost of your purchase on credit. Including your downpayment of \$ 23582.12	Cash Pilea S Less Cash Downsyment S Value at Trade+In Trade \$ N/A Lien Payoff S N/A H/A Yards S		
16-49 % \$	3428.50 s	14428-6	2 \$ 228	57.12	\$	Amauris Feid en		
Your payment schedule will be:					•	Unpeld Balance of Cash Price \$		
	ount of Payments	Whon Payments A	kre Due			Amenot Palé to		
72 s	317.46	monthly beginning	10	7/20/2	008	"WE MAY BE RETAINING A S		
W/A s	NIA	N/A				Due on Trada-In 5		
Security: You are giving a secur in the possession of the Assigna Lata Charge: It any payment is or ii) \$10.00 if the installment is		N/A Year Make, Model of Buyur's Tra- (Pale to) N/A *Insurance Companies: • N/A						
Prepayment: You have the right See your contract terms below a ment in full before the schedule					wit, any required repay- thy interests	N/A 6 5 Public Officials		
	***************************************		***		*Paid to ERT Service P	Cicenses Title & Taxes) \$ rovider for Optional ERIT For \$ TO BOCFEE POTODIS TO N/A \$ \$		
Buyer(s)					- tour I	11		
(Hame	5)	(Resident	ze Address)		(City)	(State) C		
Buyer(s) N/A (Name	5)		ca Address)		(City)	(State) E		
Seller ROGERS AU	TO GROUP 2	720 S MICH	HIGAN AVE C	HICAGO				
(Cotporate Firm of	Trade fisms)	(Business /			(City)	(State) (-		
Seller hereby sells and Buyer or in this contract. Buyer acknowle	: Duyers, jointly and a adges delivery and a	severally, hereby pure sceptance of said mo	chase the following mo tor vehicle in good oor	itor vehicle w idition,		thereon for the deferred payment pr		
Now or Used Year	Make of Vahicle	Medal	Body Style	tio, Cyf,	Senal Humber	Body Color To		
USED 2006	PONTIAC -	G6	SD		1G2ZG558964	BLU		
L								
	and and and College	nt the officer of		·		DALLAS		
the Amount Financed shown	AL SERVICE	S Elevery Charms	on the principal balat	ce of the Ar		n) located in		
	all materials to	. Inst	2 to etnamite	111 - 10	each and a final installa	nent of 5		
to accrued Finance Chargo on installments will be paid when SECURITY INTERESTS: Seller is and all Inture indebtedness for property of Buyer in possession if tinanced herounder, in the p	d the balance to produce. Guarantor, l' s granted a purchest taxes, llens, repars tof the Assignee, on rocceds of any insu	ncipal The Finance any, guarantees co emoney security into and insurance premi deposit or otherwise rance or servica cor	Charge has been con flection of all amount rest in the motor vehic ums advanced by hold , excepting IRA or simi stract on the motor ve	or hereunder lar deposits, i hicle, and in	ang paid in full. Buyer grants a Seller is also granted a security the proceeds of any credit lib	n thereafter until fully paid. All pay of the Amount Flanced on the as the Sellar to collect from the Buyor the Illinois Uniform Commercial Co- ssigned the right of set-off or lien on interest in any premium rebales for it and/or accident and health insurar		
ACCELERATION: Buyer agn to perform any agreement cealed, attached or levied u bankruptcy or insolvency s stall do or be adjudged in	eos that (1) if Buy or warranty made pon; or (4) if the f	er shall default in t by Blyer herein; totor vehicle chall ituted by or again	he payment of any or (3) if the motor; be seized or forfeite st Buyer or Buyer's reasonable cause. (Installment Jehicle shall Installment Jusiness of Jeen Healf	of the Total of Payments or I be fost, stolom, substantia Ion of any law or ordinance, In property, or Buyer shall in Insecure: or IAI of Buyer sha	any other indebtedness due her- ly damaged; destroyed, sold, en State, Federal or Municipal; or (jake an assignment for benefit o all fail to keep the motor vehicle debtedness secured hereby in		
PREPAYMENT: THE BUYER DELINQUENCY CHARGE: If for \$200.00 or less, in addi eral. Buyer agrees to pay Fl any unpured default herour	MAY PREPAY IN any payment is to illon, Buyer agrees nance Charges an ider, all without re	FULCOR IN PART m.(10) days fate, y to pay reasonable or malurity of the f Tel from valuation	THE UNPAID BALA ou will be charged; I attorneys' lees, co- linal installment, or or appraisement lay	NCE OF THE i) 5% of the sts and expe after acceler vs.	ECONTRACT AT ANY TIME i installment T the installme ches incurred in the collec milen upon defaul, at the A			

ROGERS AUTO GROUP

PONTIAC - GMC TRUCK - BUICK - CHEVROLET - HYUNDAI

FAX COVER SHEET

\TE: _	2-16-09	
): <u> </u>	repetal 40+050 (Cynthic Keyes)	
ROM:	Suda S	
GARI	ING:	
	·	
·		
"		
	OF PAGES INCLUDING COVER SUFET.	













General Mistors Comparation Business Resource Comer PO Box 33170 Dotroit, MI 48232-5170

VIA FAX ONLY

February 12, 2009

Frank Dekruiff Roger's Auto Group 2720 Michigan Ave. Chicago, IL. 60616-2819

RE:

Service Request: 71-701759847

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558964

Legal Research Specialist: Cynthia Reyes

Dear Mr. Dekruiff:

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

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, the Actual Cash Value statement of any trade and application of title.
- 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 1-866-363-8695. 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 our Business Resource Center at 1-866-790-5600 Ext. 11153 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation













	· ·
ROGERS AUTO GROUP PONTIAC - GMC - BUICE	K - HYUNDAI - CHEVROLET ORDER FOR A MOTOR VEHICLE
1720 5. MICHIGAN AVE., CHICAGO, IL 60616 • (312) 225-4300. • FA DEAL 95172 CTL NO 95172	× (312) 567-9498 \ 67326 LK
SOLD TO:	SALESPERSON: ILORI, PETER
ADDRESS:	HOME PHONE(312)225-5651
CITY, STATE, ZIP: CHICAGO, COOK, IL	WORK PHONE (773)962-3900
ABOUT VEHICLE BEING PURCHASED ("VEHICLE")	CASH DELIVERY PRICE OF
Please enter my order for the following: I NEW X USED DEMO	VEHICLE BEING PURCHASED 13564, 69
YEAR 2006 MAKE PONTIAC	PLUS ACCESSORIES / ADDITIONAL ITEMS
	1. OPT ERT FEE 251.00
MODĒL/SERIES: G6 SD COLOR BLU VIN 1G2ZG558964	PLUS DEALER INSTALLED ITEMS
VIN 16276558964 STOCK # P8071A	SELLING PRICE
	LESS GROSS TRADE ALLOWANCE
TO THE NEGOTIATED CASH PRICE OF EACH VEHICLE, WE MAY ADD A DOCUMENTARY FEE FOR OUR COSTS AND OVERHEAD. A	PLUS DOCUMENTARY FEE
DUGUMENTARY FEE IS NOT AN OFFICIAL FEE A DOCUMENTARY	TAXABLE TOTAL 12779 CO
TEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO	"LUS \$ALES TAX
SERVICES RELATED TO CLOSING OF A SALE, A DOCUMENTARY FRE MAY NOT EXCEED \$50.00AND SHALL BE SUBJECT TO AN	COUNTY TAX
FEE MAY NOT EXCEED \$ 50.00 AND SHALL BE SUBJECT TO AN	PLUS LICENSE/LICENSE TRANSFER/
ANNUAL RATE ADJUSTMENT EQUAL TO THE PERCENTAGE OF CHANGE IN THE BUREAU OF LABOR STATISTICS CONSUMER	TITLE/REGISTRATION FEES 143, 00
PRICE INDEX. THE ONLY OTHER ADDITIONAL CHARGES	SUBTOTAL
PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS. INSURANCE AND THE ACTUAL COST OF	LESS CREDITS TO CUSTOMER FOR:
LICENSE AND TITLE REGISTRATION AND TAXES. THIS MOTICE IS	APPLICABLE DISCOUNTS/REBATES:
REQUIRED BY LAW,	1 2 N/A N/A
DEALER INSTALLED OPTIONS OR SERVICES	PLUS WARRANTY/SERVICE CONTRACT
	NET CASH DUE FROM CUSTOMER OR
	AMOUNT FINANCED ON DELIVERY: 1.44281.52 PLUS EST. AMOUNT OWED ON TRADE IN(S) N/A
TOTAL DEALER INSTALLED ITEMS:	BALANCE DUE DEALER 144281.62
NO STATEMENTS RELATING TO THE PRIOR USE OR CONDITION	All dealor and manufacturer incentives, including all rebates, are included
OF THE VEHICLE HAVE BEEN MADE BY ANY OF DEALERS	in the cash price.
TERSONNEL, AND I AM NOT RELYING ON ANY STATEMENTS	
EXCEPTA AS FOLLOWS (attach additional sheet if needed):	FOR CREDIT SALES, THE REQUIRED INFORMATION, COST OF
ead the terms and conditions (BOTH SIDES AND ANY RIDERS) and	CREDIT, AND OTHER DISCLOSURES CONTAINED ON THE RETAIL INSTALLMENT CONTRACT ARE A PART OF THIS ORDER. I SIGNED
have received a copy of this Order (BOTH SIDES AND ANY RIDERS).	I AND RECEIVED A COPY OF THE RETAIL INSTALL MENT CONTRACT
NITIA	WHEN I SIGNED THIS ORDER.
AM AWARE OF THE ARBITRATION PROVISIONS ON THE	INITIA
SEVERSE AND LAGREE THAT THEY ARE PART OF THIS ODDER	FOR USED VEHICLE SALES ONLY, the information you see on the
IAVE BEAU. SIGNED AND RECEIVED CODIES IE ADDITIONELE OF	William Sticker on the vehicle is part of the contract information as the
HE USED VEHICLE DISCLOSURE, IMMEDIATE DELIVERY RIDER, IND/OR OVERALLOWANCE ACKNOWLEDGEMENT.	window sticker overrides any contrary provisions in the contract of sale.
NITIAL	ABOUT VEHICLE BEING TRADED IN ("TRADE-IN")
-	YEAR N/A
OR NEW VEHICLE SALES, the only warranties applying to this volicie	MAKE M/A
re those offered by the Manufacturer. MANUFACTURER AND DEALER O NOT WARRANT NON-MANUFACTURER PARTS, ACCESSORIES,	MODEL/SERIES: N/A COLOR N/A
n conversions to the VEHICLE. Unless you purchase an	VIN N/A
AND THE WAITABLY OF SCHOOLS CONTRACT WE DIRECTARE AND	LIEN HOLDER: N/A ADDRESS:
ARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT IMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS	ACCOUNT #
OR ANY PARTICULAR PURPOSE.	ESTIMATED AMOUNT OWED: N/A
UTIAL:	Note: If you choose to pey off negative equity on your Trade-in as part of the financing of the Vehicle, you understand that the price of the Vehicle will be increased to account for the negative equity that you finance.

This Order is not binding until accepted by Dealer's authorized representativo.

We will not extend credit to you. This order is binding on dealer, and we shall not be obligated to sell, until approval of the terms hereof is given by a financing source willing to purchase a retail installment contract between the PARTIES HERETO BASED ON SUCH TERMS, or for a cash deal until you make full payment of the Net Cash Due shown above within 2 days of the PARTIES HERETO BASED ON SUCH TERMS, or for a cash deal until you make full payment of the Net Cash Due shown above within 2 days of the date hereof. If this is a credit sale, you agree to provide us with a full, correct, and complete application, supporting documents, and cooperate in obtaining financing; and if we are unable to arrange financing on the terms disclosed in the retail installment contract, you may cancel this Order and receive the return of any deposit and your Trade-In (linless it has been sold, in which event you shall receive the actual cash value of the Trade-In). By signing this Order you give us permission to contact you at the above-listed telephone number(s) during business hours then if you have encourage the number(s) in the Netheral Is Med Call Policy of the Accepted By:

ACCEPTED BY:

installments will be paid when due. Guarantor, if any, quarastess collection of all amounts due under this contract upon failure of the Seller to collect from the Buyer named hardin

Credit Insurance is not require	MANCE COVERAGE FOR BUI d by Seller nor is it a factor lit becomes in auxilable for t	r in approval of th	e extension of credit [®] N	lo credit insi	urance is to be occuide		
authorization below. Group Credit 1	ne maurance à avallable for l Te Inaurance à	다. The relation This Tus	on opon acceptance by t Credit Dis	nsurer at mo ability Insur	ance \$'	N/A	-
I desire Credit Life Ins	Irance.	. I desire Cred	it Disability Insurance.	_1		ilis Listo na Nicobilista	nsurance.
青/為	06/16/08	1/A	06/1	5/01			6/16/08
(Atjent Insured) (Signalur	e) (Date) (A	ige of Insured)	(Signature)	(Date)	(Signature)	<u> </u>	(Date)
· · · · · · · · · · · · · · · · · · ·			-		N/A		
(Signalts		ge of Insured)	(Signature)	(Date)	(Signature)		(Date)
SEE REVERSE HEREOF FOR			JF CREDIT LIFE UR DI SED GROUP CREDIT L			JM.	
If a charge is made above for cre	dit हीe insurance and if such insu	rance is to be grocus	at by assignee, the undersig	grad takes not	ice that the decreasing tem	n insurance written und	er a Group Credit Life
Insurance Policy is to be purchas 報/為	ed on the life of the Buyer or Buye (Inswer)	ers who signed above	requesting it, subject to acc IA	eptance by the	e insurer and issuance of a (House Office Address)	certificate by	
The amount of premium is	shown above. The term of i			thin constract	t and ounize an the or	gigallis nahadulad m	ativity data of the
ingepteoness. The initial amount of the multiplying the amount of the the indebtedness. If insurant	unt of insurance will be equal e payment by the ratio of init ce is terminated prior to the	lite the initial indel ial insurance over ischeduled maiorii	otedness and will decreas the initial indebtedness. Av date of the indebtedne	se as any par The proceed ess. any pre	yment is made on the ir s of any insurance paid mium refund will be o	idebtedness in an an will be applied to re aid or credited aron	nount computed by a duce or extinguish a notive to the nerson
emitica inereto. Retuna formi	ria es on tille with the Director (of Insurance and w	ith creditor. All of the fore	going is sub	ject to the provisions of	the cartificate of insu	rance to be issued.
Oiher insurance: 37/	(Fyps of Insurance)	, the cost for a	term of 1/A mont	hs will be \$	A/A	 ;	
OYER AGREES THAT THE PR	OVISIONS ON THE REVERS	SE SIDE HEREOF	SHALL CONSTITUTE A	PART OF 1	HIS RETAIL INSTALLI	MENT CONTRACT A	IND BE INCORPO-
AATED HEREIN. If this contr Buyer's Guide" form dis	act evidences the sale	of a used mot	or vehicle (1) Buyer of the used vehicl	r acknowle o: and 12	edges receipt of th	ie original or a 1 na vou see ou	rue copy of the
FORM FOR THIS USED T PROVISIONS IN THE CONT	'EHICLE IS A PART O	F THIS CONTI	PACT. INFORMATIO	N ON TH	E WINDOW FORM	OVERRIDES A	NY CONTRARY
NOTICE: ANY HOLDER OF	THIS CONSUMER CRE	EDIT CONTRAC	T IS SUBJECT TO	ALL CLA	MS AND DEFENSE	S WHICH THE D	EBTOR COULD
ISSERT AGAINST THE SE TEREUNDER BY THE DEBT	LLEK UF GUUDS OR OR SHALL NOT EXCEE	SERVICES OB D amounts pa	TAINED PURSUANT VID BY THE DERTOR	HERETO HEREUN	OR WITH THE P Der.	ROCEEDS HERE	OF. RECOVERY
JOCUMENTARY FEE: A D	OCUMENTARY FEE IS	NOT AN OFFI	CIAL FEE. A DOCU	MENTARY	' FEE IS NOT RED	UIRED BY LAW	, BUT MAY BE
CHARGED TO BUYERS FO PARY FEE BEGINNING JAN	JARY 1, 2008, WAS \$1:	50. THE MAXIN	IUM AMOUNT THAT	'MAY BE (CHARGED FOR A D	OCUMENTARY FI	EE IS THE BASE
)OCUMENTARY FEE OF \$ N THE BUREAU OF LABOR	150 WHICH SHALL BE	SUBJECT TO	AN ANNUAL BATE	ADJUSTI	MENT EQUAL TO	THE PERCENTAC	IE OF CHANGE
he Annual Percentage Rale		•				a portion of the l	Finance Charne
IOTICE TO BUYER: 1. Do	not sign this agreemen	it before vau r	ead it or it it contai	ins anv bl	lank spaces, 2. Yo	u are entitled to	an exact conv
r-the agreement you sign. ain conditions a partial re	3. Under the law you! land of the finance cha	have the right, Irne Ruvez act	among others, to p mowledned receipt	iay in advi of a fully	ance the full amou completed conviol	nt due and to ob this contract ex	lain under cer- ecuted by both
eller and Buyer, Guaranto O-BUYER: A Co-Buyer is a p							
arent or spouse of the Buyer	, or (3) will be listed as :	an owner on the	: vehicle's tille. By sir	anina belo	w. (1) I confirm that	l will actually rec	eive nossession
f the vehicle or will use if, o y obligated under this conba	r mat I am a parent or sp okrand (3) I consent to th	pouse of the Buy te Creditor havin	rer, or that I will be li o a security interest i	istad as an n the vehic	i owner on the Vehic :le.	le's litle; (2) I agr	ee to be primar-
ated:	· · · · · · · · · · · · · · · · · · ·				eipt of a fully complete	ed and executed coo	y of this Contract.
ROGERS AUTO 6	ROUP				II INSTALLMEN		
		AGENT					
r. <u>ZIMM</u>			Bug	21.1			
N/A_		TIPLE	Buyer		·	·	
uarantor <u>//</u>				INOTOLIO			

hereby guarantee the collection of the above described amount upon failure of the eller camed herein to collect said amount from the buyer named herein. INSTRUCTIONS: If parent, spouse, or other person who is or will be fisted as an owner on the vehicle's title is a co-buyer, sign above.

Other co-signers, sign on the Guarantor line.

Rogers Auto Group

Telephone: (312) 225-4300 - Fax- (312) 567-9498

40085

TRUOMA 725.00

PAID BY PC

COMMENT DOWN PAYMENT PETER I

CHICAGO 95172

TOTAL RECEIVED: \$725.00

DATE TIME 16JUN2008 16:49

CASHIER: WANECIA

LOCATION: CASH DRAWER

THANK YOU!! WE APPRECIATE YOUR BUSINESS!!

ACCOUNTING DISTRIBUTION

- 1	7	The second second second second second		200 200 a na chi di 200 a tipi		ede abadh da ail a in Mari	and the second state	The second second	0 - C. T. V.	The State of Side of
	CO.	UOURNAL	COĀ	COUNT	SE MEMBER PROFESSION AND SERVICE	A MICHINA	CONTROL		E	
		ΕO	보기 교육 내 생활하		90747 - 119, 72 S. 6	TT-07-COP4 TE	CONTRACTOR		Children (V. Sc	CONTROL
	\perp	50	1 24	020 ∴	a frantskrite after baller	725 00	THE MALE STATE		38 - E. 1110 -	and the second of the first
	W .			NT(3,21 W.W.		, -	A Company of the Company	A 10 1 1 1 1 1 1 1	Programme and the second	The State of the S
		and the second second	· · 1	220	Sand Street . The Audit	725.00	95172		Carl (2) (9) (1)	700
	100	N	어른 사고 있는 내 생활량		KIO MANDIO INTO E P	,	201/2	 ************************************	TP 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	P.C.G



ROGERS AUTO GROUP

PONTIAC - GMC TRUCK - BUICK - CHEVROLET - HYUNDAL

IMMEDIATE DELIVERY RIDER

I,, the undersigned, do hereby understand and accept the following conditions of my purchase today.	
1. The purchase of an automobile has been made, and there is no 72 hor cancellation or rights of revision clause and there is no way for me to chan	ar oe
my mind, renege on the purchase or otherwise cancel this related paperwork. 2. I fully understand that I am the owner of the vehicle once I sign all the relationary paperwork.	
3. The only way this vehicle can be returned to the selling dealer, ROGERS AUT GROUP is if the selling dealer is unable to secure the financing for me or if I a unable to secure the financing for myself.	.m
4. I understand that the vehicle being purchased today and /or my application for said credit may have not been approved at the time of delivery. I understand financing is not guaranteed in any way.	orr nd
5. I have been made aware that I must not quit, get fired or leave my employer pri to the seller securing funds on my Retail installment Contract and that I w cooperate with the proposed lender and ROGERS AUTO GROUP in collectio of any documents needed to secure financing.	i11
 6. I understand that a phone interview with the proposed lender is part of the los process and will make myself available at number and time listed below. 7. If I fail to comply with the above conditions I understand that I may be required pay cash for the vehicle or return the vehicle to the seller ROGERS AUT GROUP at the seller's option. 	to
I,, have read and understand the above 7 conditions and will be available as follows:	
Phone number (
FromAM/PM toAM/PM	
Dated:	
Customer Signature:	
Customer Signature:	











95172 95172

ROGERS AUTO GROUP

2720 S. Michigan Ave. Chicago, IL 60616 Telephone: (312) 225-4300 • Fax: (312) 567-9498 Internet Address: www.rogersautogroup.net

USED VEHICLE DISCLOSURE

We have found that most of the problems that arise in the purchase of a used vehicle come from misunderstandings and misinformation.

We want you to know and understand that if you are purchasing a used vehicle, it may have come to us from a number of sources. These sources include customer trade-ins; other dealers; dealer auctions; demonstrators; driver's education vehicles; vehicles used for hire, by a rental car or leasing company, and/or other types of entities.

We want you to know and understand that any used Vehicle may have had paint/body work done, and may have been involved in an accident. You have been given the right to have an independent mechanic of your choice, at your cost, inspect the Vehicle.

We want you to know that no statements or representations about the prior ownership or use of the Vehicle by a salesperson or other representative of Dealer will be binding unless made in writing. You agree that no person made any statement or representation to you about the prior owner(s) of the vehicle, or how the Vehicle was used prior to your signing the Order, except as written below (attach additional sheet if necessary):						
you to ask ar Do not sign answered to	y question the docuryour reason	know and unders s you have about to ments or purchase able satisfaction. know and unders	he vehicle, the to unless and un	financing, and ntil any quest	the documents you ions you may ha	ou sign. ave are
	Year:					
	Make/Model:PONT G6					
	VIN:	102Z6558964				
I have read purchase.	and unders	tand what is state	ed above, and I	have asked	about all aspects	of this
Date: <u>06/1</u>	6/08		Customer:			

Customer:

ROGERS AUTO GROUP

95172 95172

06/16/2008

2720 S. Michigan Ave. Chicago, IL 60616 Telephone: (312) 225-4300 • Fax: (312) 567-9498 Internet Address: www.rogersautogroup.net

Customer Acknowledgement PERSONAL USE OF VEHICLE

Each Customer signing below herby acknowledges and agrees:

I have advised ROGERS that I am purchasing/leasing the vehicle described below for my own personal use. I do not intend to use the vehicle for any commercial purpose (for example, as a taxi or for a business use). I will be the primary driver of the vehicle and I am not purchasing/leasing the vehicle on behalf of another person.

I understand that the financing for my vehicle is based on my credit (and that of any co-signer or co-buyer) for my/our personal use of the vehicle.

Date:		 	
Customer	4	- 100	
Customer	****	 	
Vehicle Year, Make Mo	del PONT G6		
VIN	1G2ZG558964		

ROGERS AUTO GROUP PONTIAC GMC TRUCK - BUICK - CHEVROLET - HYUNDAL

2720 S. Michigan Ave. Chicago, IL 60616 Telephone: (312) 225-4300 • Fax: (312) 567-9498 Internet Address: www.rogersautogroup.net

IMMEDIATE DELIVERY RIDER

This Immediate Delivery Rider ("Rider") forms a part of the Order for a Motor Vehicle (the "Order") for the Vehicle that you have offered to purchase pursuant to the Order, identified on the front of the Order, between ROGERS AUTO GROUP ("We" or "Us"), which becomes a party to the Order upon its acceptance of the Order, and "You" meaning the party/parties signing the Order as customer(s).

We have agreed to deliver possession (but not ownership) of the Vehicle to you on a loaner basis, subject to (a) FINANCE DEAL — final approval of financing for your purchase of the Vehicle by a Lender or (b) CASH DEAL — your payment of the "Net Cash Due from Customer" shown on the Order. WE ARE NOT OBLIGATED TO SELL YOU THE VEHICLE UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN YOU AND US FOR THE VEHICLE, OR UNTIL YOU PAY THE NET CASH DUE. You understand that you have not yet been approved for financing, and there is no guarantee that we can obtain financing for you. You agree to cooperate in securing financing, including making yourself available for a phone interview with a lender if required, and instructing your employer to verify your employment information.

FOR FINANCE DEALS ONLY: The terms of financing, the cost of credit, and Regulation Z disclosures are disclosed to you on the Retail Installment Contract. We may need to contact more than one Lender, and therefore you agree that we may refer the retail installment contract and provide your application information to one or more Lenders, other than the Lender (if any) named in the Order, without further authorization from you, and you agree to cooperate and provide additional information that a Lender may require to evaluate your application for financing. We do not promise that any Lender will be willing to purchase the Retail Installment Contract. You warrant to us and to any Lender that the application and any supporting documentation you have provided is correct and complete. You agree that we are not liable in any way for failure to obtain financing, or to obtain financing upon terms agreeable to you. If the Retail Installment Contract is not accepted by a lender, we may obtain an offer to finance your purchase on different terms than disclosed in the Retail Installment Contract, if so you agree to return to us where we will furnish you with new Regulation Z disclosures; at that time you may either 1) accept the financing terms, 2) pay cash for the Vehicle, or 3) cancel the Order. If a Lender does not accept the financing terms stated in the Retail Installment Contract and you do not accept other financing terms, or if you do not pay the Net Cash Due within the time specified in the Order, we will notify you verbally or in writing, and you agree that you will return the Vehicle to us within 24 hours of such notice. If you do not return the Vehicle within such time, you agree that we have the right to repossess the Vehicle wherever it may be located, and you agree to be responsible for any costs we incur in doing so and any damage to the Vehicle.

FOR FINANCE DEALS AND CASH DEALS: Upon taking possession of the Vehicle you agree that you are primarily responsible for the Vehicle and its use, including but not limited to liability, collision, and comprehensive damage to the Vehicle and to any other persons and property relating in any way to your use of the Vehicle, whether or not covered by your insurance. You agree to provide your own primary insurance coverage and agree not to accept possession of the Vehicle pursuant to this Rider if you do not have adequate insurance coverage. You agree not to take the Vehicle out of the state in which possession was delivered to you for any reason.

I hereby authorize my insurance company/agent, and/or the Illinois Secretary of State, by phone, fax, or mail, to confirm my insurance coverage to ROGERS AUTO GROUP, and/or to provide ROGERS AUTO GROUP with copies of my vehicle insurance, vehicle registration, and/or vehicle title information.

Date:	N-10-1	Customer:	Phone:
Date:		Customer:	 Phone:

WEST CHOTOMED CODY - VEHICLE BEALTS CODY

CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my instalment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision. 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 the holder of my contract located at:

	P	.O. Box 53 imonium, N	78 MD 21094	-5378	В	R#
NAMED INSUR	ED: FIRST		MIDDLE	LAST		GMAC ACCOUNT NUMBER
ADDRESS -	NUMBER	STREET	CITY	STATE ZIF	CODE	
TEL. NO. ()	DF	CHICAGO :	<u> </u>		
NAMED PURC	HASER:		MIDDLG	LAŞT		
ADDRESS	NUMBER	STREET	CITY	STATE ZIF	CODE	
TEL. NO. ()		CHICAGO	·	J.	
VEHICLE INSUR						
2006 P	ONTIAC	SD	G6	1G2ZG55	VEHICLE IDENTIFE	REMUN NOITA
NAME MAILING ADDRESS CITY AGENT'S TE	ENT ADDRESS	PRINT CLEARLY FULL A TO APPEAR IN WINDOX STATE	AND EXACT N ENVELOPE ZIP CODE	NAME POLICY NUMBER DATE THIS VEHICLE COVERE	R NAME	
AGENTS COMM				Type: BROAD FOR EMITED (No.	Deductible RM OR STANDARI OT ACCEPTABLE)	
NAMED INSUMED SIGNS OF	IRMATION:	and the second s		Fire-Theft P Ge UP S	308	
() AGENCY	() INSURAN	CE CARRIER V	eva	OF PERSON CONTACTED		LOSS PAYEE
Confirmed By	PEXE		DATE			RECONFIRMED ()Yes ()No
DEALER SIGNS	all_			DEALERROG		ch case its successors and assigns.

GMAC 288G 9/2006 Copyright 2006. GMAC. All Rights Reserved.

DEALER NAME

ROGERS PONTIAC GMC TRUC

DEALER TELEPHONE NUMBER 312 - 225 - 4300

DEALER FAX NUMBER 312 – 326 – 9472

			4 1
APPI.	CANTS	CREDIT STATEM	CENT

☐ Joint Credit Check Appropr ☐ Joint Credit Box ☐ Community Property State	- Aggregable	phyling for individual credit in your na for repayment of the credit requeste plying for Joint credit with another pe apply for Joint credit	rson, complete sections A and B.	r assets and not the income or assets of another person
Business Application	" If you give ma must sign thi	irried and live in a community proper	Applicant ty state, please complete Section A a	Co-Applicant bout yourgoil and Section B about your spause. You be a Co-Applicant.
A. Applicant's Personal C	redit Information	replaced in Today Spodske Inday, sign	this application only it s/na winnes to	o be a Co-Applicant,
-1	_			
SOCIAL SECURITY NUMBER of (TAX	ID) FIRST N	IAME OR BUSINESS NAME	MI LAST NAME	
		marks 11		
EMAIL ADDRESS		DRIVER'S LICE	ENSE #	DRIVER'S LICENSE STATE
	DUONE #		- <u>2</u> _{YRS} _	Mos Rent
	PHONE #	OTHER PHONE #	TIME AT ADDR	RESS HOUSING STATUS
CURRENT STREET # AND NAME		APT/SUITE #	PO BOX #	FURAL COLUMN
CHICAGO	IL		363	RURAL ROUTE
CITY	STATE	ZIP CODE	MTG PYMT OR RENT	•
			MACHMI OKKEN	
PREVIOUS STREET # AND NAME		APT/SUITE#	PO BOX#	PLIP ALL PRINTS
		1	70007#	RURAL ROUTE
ФПҮ	STATE	ZIP CODE	YRS MOS	
		Employed	TIME AT ADDRESS	• •
EMPLOYED BY or TYPE OF BUSINESS	S (if Susiness application)	EMPLOYMENT STATUS	MEDICAL ASS OCCUPATION	51T
	(Doom of a application)	o.	COCOPATION	May + 3 3
BUSINESS PHONE #		2 YRS MOS	SALARY	Monthly
		LIME SMETO LED	OALAK)	SALARY TYPE
Allmony, child support, or separate maintenance	à income peed est, he covedure	9 (France, declared as to the second		
		. And go that width to uppe it could to	ered as a besis for repaying this oblig	ation.
OTHER INCOME	SOURCE	OF OTHER INCOME	· · · · · · · · · · · · · · · · · · ·	
		O THE CHANGE		•
PREVIOUS EMPLOYMENT (if less than	2 yrs at current)	EMPLOYMENT STATUS		YRSMOS
	•	CMI COMMENT STATUS	BUSINESS PHONE #	TIME EMPLOYED
BANK NAME		CHECKING/SAVINGS ACC	OUNT (BANK ACCOUNT #)	
		_	(
CONTACT NAME AT BANK (IF BUSINE	SS APPLICATION)	CONTACT PHONE #	OCCUPATI	ION
NEAREST RELATIVE OR FRIEND NOT	LIVING WITH YOU	"	CCCOPAI	
NAME		ADDRESS		
		. 1001 (NOC)		PHONE

AGREEMENT

The words "you," "your" and "yours" mean each person submitting this application. The words "we," "us," "our" and "ours" as used below refer to us, the dealer, and to the financial institution(s) selected to receive your application.

You authorize us to submit this application and any other application submitted in connection with the proposed transaction to the financial institutions disclosed to you by us the dealers. This application will be reviewed by such financial institutions on behalf of themselves and us the dealer. In addition, in accordance with the Fair Credit Reporting Act, you authorize that such financial institutions may submit your applications to other financial institutions.

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 the information on the application and in any other application submitted to us, is true and complete. You understand that false statements may subject you to criminal penalties.

FEDERAL NOTICES

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.

Ohio Residents: Ohio laws against discrimination require that all creditors make credit equally 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.

New Hampshire Residents: If this is an application for balloon financing, 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 payment is due based on the creditor's current refinancing programs.

New York Residents: In connection with your application for credit, we may request a consumer report which contains information on your credit worthiness, credit standing, personal characteristics and general reputation. If we grant you credit, we or our loan servicer may order additional consumer reports in connection with any update, renewal or extension of the credit. If you ask us, we will tell you whether we obtained 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.

Vermont Residents: By signing below you authorize us and our 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 may deem necessary or appropriate in evaluating your loan application. If your application is approved and the loan is made, you also authorize us, and our 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 unflateral 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 section of this application.

This app	illudition may be submitted to the following financial institutions [Name	e(s) and Address(es)]		
	ev signing below you perhipy that you have	READIAND AGREETO THE TERM	SAND DISCLOSURES ON THE THREE PAGES OF	· 计扩展/数据控制/记录于/音校
		Cellelowx	an en activistación commité agus in instantible des profesion a seu está a se instanti	
"	APPLICANT'S SIGNATURE	DATE	CO- APPLICANT'S SIGNATURE	DATE



INSURE ON THE SPOT 7142 W. BELMONT CHICAGO, IL60634

On the Spot PHONE: 773/202-5060 FAX: 773/202-5069

CAGO, IL

(VER(S) NAME

LICENSE NUMBER

MPANY SELECTED

OLLO

POLICY NUMBER PENDING

06/16/2008

This document is invalid 30 days after date above

PENDING EFFECTIVE DATE: 06/16/2008

EXPIRATION: 12/16/2008

VEHICLE YEAR/MAKE/MODEL/VIN

2006 / PONTIAC / G6 SE 1 / 1G2ZG558964

COVERAGES REQUESTED

BODILY INJURY:

PROPERTY DAMAGE:

\$20000/\$40000

\$15000

UNINSURED/UNDERINSURED MOTORIST:

\$20000/40000

COMPREHENSIVE & COLLISION DEDUCTIBLE:

INSURE ON THE SPOT 7142 W. BELMONT CHICAGO, IL60634

on the spot PHONE: 773/202-5060 FAX: 773/202-5069

06/16/2008

This document is invalid 30 days after date above

PENDING EFFECTIVE DATE: 06/16/2008

EXPIRATION: 12/16/2008

IICAGO, IL

RIVER(S) NAME

LICENSE NUMBER

OMPANY SELECTED

POLLO

POLICY NUMBER PENDING

COVERAGES REQUESTED

BODILY INJURY:

VEHICLE YEAR/MAKE/MODEL/VIN 2006 / PONTIAC / G6 SE 1 / 1G2ZG558964

PROPERTY DAMAGE:

\$20000/\$40000

\$15000

UNINSURED/UNDERINSURED MOTORIST;

COMPREHENSIVE & COLLISION DEDUCTIBLE: \$500

\$20000/40000

Policies subject to company approval.

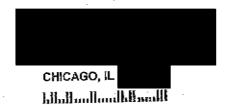
IANK YOU.

SURE ON THE SPOT

Initial Payment: \$225.00

Estimated first payment of \$87.54 due 07/07/2008

45172 A720657



2009 Illinois Registration Identification Card Jesse White, Illinois Secretary of State

ERTP / / :8013128786:143.00 EFT

9F9075136

Vehicle 2006	Year	Vehicle N		VIN 1G2ZG558	964	
Weight	or CC's	Body S	• .	Application Type PASSENGER		
Axles	Lease	ed/Rental	Unit Number	File Number	County COOK	103
Drivers License Number(s) or FEIN(s)				Expiration Da June 30, 2		
				Plate Number		-
Renewa	l Fee D	lue				

	And the second s	
ODOM:	ETER DISCLOSURE ST	<u> </u>
FEDERAL LAW (AND STATE LAW.	IF APPLICABLE ST	ATEMENT AT YOU STATE THE MILEAGE UPON UNG A FALSE STATEMENT
" TRANSPER OF OWNERSHIP, EAIL RESULT IN A FINE OR IMPRISONN ROGERS DON'T TAKE	URE TO COMPLETE OR PROME	T YOU STATE THE MILEAGE UPON
OR IMPRISONN	MENT.	ING A FALSE STATEMENT MAY
L_ KUGERS PONTIAC-G	MC TRUCK BUTCH	
CPANS	TRUCK-BUICK-HYU	VOA (
*	SECLER - PRINT	STATE THA
THE ODOMETER NOW READS	20735	•
BEST OF MY KNOW	ODOMETED OF THE	- NW
BELOW, UNLESS ONE OF THE	REFLECTS THE ACTUAL MILES	WTHS) MILES AND TO THE
BEST OF MY KNOWLEDGE THAT IT BELOW, UNLESS ONE OF THE FOL	LOWING STATEMENTS IS CHEC	KED THE VEHICLE DESCRIBED
(1) HEREBY CERTIFICATION		
REFLECTS THE AMOUNT OF	MUSACE MARKET	OGE THE ODOMETED DEVE
(2) HEDERY OFF	TO THE BEST OF MY KNOWLEI MILEAGE IN EXCESS OF ITS MI	ECHANICAL LIMITS
WARNING - ODOMETED PIN	THE ODOMETER READING IS N	OT THE Character
- ODOMETER DISC	REPANCY	OT THE ACTUAL MILEAGE.
MAKSONTIAC	TAIGHT TO THE TAIL THE THE TAIL THE TAIL THE TAIL THE TAIL THE TAIL THE TAIL THE TAIL THE TAIL THE TAI	ia .
1019 1 X FAC	MODEL G6	BODY TYPE
VEHICLE IDENTIFICATION NO.		l sp
1G2ZG558964	YEAR	DEALER STOCK NO.
The state of the s	2006	P8071A
1 - 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	· · · · · · · · · · · · · · · · · · ·	
TRANSPEROR'S SIGNATURE (SELLER)	(PRINTED Attack)	<u> </u>
A (A (A (B) (B))	MOCO CO	Austo Caron
TRANSFERON'S STREET ADDRESS (SELLE	1.09013	Auto Group
(CHY) (J		
CHICAGO, IL 60616	(STATE)	(ZIP:CODE)
DATE OF STATEMENT 06/16/2008		/
<u> </u>	_	
FRANSFEREE'S SIGNATURE		
THE SERVICE STATE OF THE SERVI	(PRINTED AVAILABLE)	
(33.35 (2.4)	(PRINTED NAME)	
AANECEDED.		'
	- -	7
	and the second s	
CHICAGO		
and a region of the property	(STATE)	(ZIP CODE)
	I L.	, = 555

580.6 REV. 4/02

DUPLICATE TO ALLES

Illinois Department of Revenue

Sales Tax Transaction Return

(For Vehicles, Watercraft, Aircraft, Trailers, and Mobile Homes)

Tax return·no.:

(宋-7/08)

45005837-3

IBT no.:

2360-4743

Taxable location no.:

NICO I-ICOCC-2EG

Taxable location name: Dealer's license no.:

CHICAGO DL 89

Rev: 04 Form: 016 .

ATTACH PAYMENT HERE

NEW ROGERS PONTIAC INC

2720 S MICHIGAN AVE CHICAGO IL 60616-2819

Do not write above this line.

(312) 225-4300 EXT.# 00003

NS CA ED RC TL

1	Write	the	buyer's	name	and	address
---	-------	-----	---------	------	-----	---------

ı	write the buyer's name and address			
	Name(s)			
	Street City	HICAGO	State IL	·215
2	Describe the item sold		the price, and figure the tax	
	XXA Vehicle	You m	iust complete Lines 1 and 2 even if	(Round to nearest dollar)
	□ D Trailer □ E Mobile Home □ F	1 Tot	al price (include accessories, federal excis	e faxes
		freig	ght and labor, dealer preparation, document	arv fees.
	□ New ☑XUsed	and	dealer-reimbursed rebates or incentives)	13715.00
		2 Tot	al trade-in credit or value	
	Identification no. 1G2ZG558964.	3 Am	ount subject to tax [Line 1 - Line 2]	13715-00
	Year 2006 Make PONTIAC	4 Tax	(【Line 3 🗙 ☀ ۞ 挲涩彡崍 】(If you made thi	ssalo
	rearMake	from	na temporary sales location, see the instruc	tions.) 1168.00
	Body style and model SD G6	*Ln 3	x +0850 if Chicago B	suyex
	Body style and model	5 USE	e tax for certain districts - (see instruct	ons)
3	Write the date of delivery//	20	not report home rule use tax below	•
	Month	i h C	County	
4	(This return is due no later than 20 days after the date of delivery.)	c. T	City	.00
**	session the adde-in, it ally	6 Tot	al tax [Line 4 + Line 5]	
À	Item traded in	7 Ret	aller's allowance if filed on time	1168.777
ncu,	Identification no.	[Lin	e6 X -0175]	20.00
7		8 Net	tax due [Line 6 - Line 7]	(48,00-1147.00-
뷮	Year_N/A Make	9 Pric	or overpayment (see instructions)	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Z Z			to or payment (oco man dodons)	00
<u> </u>	Body style and model	10 Cre	dit for previously paid tax (see instruct	ions) <u>91147-00</u>
₹5	Exempt or sale to a nonresident	On of the	the line below, write the tax return nun	nber
T.	If so, check the correct box below, and see instructions for Section 6.	paid	ne Form ST-556 on which you previou I tax to an Illinois dealer.	sly
ڎۣ	☐ A Nonresident buyer (NOT an out-of-state dealer)Sec instructions			
-	drive-away permit no./lic. plate no.	1.67	return no.	
1	D Sold for resale to a DEALER	11 Exc	ess tax collected	.00
	(Write either the lifinois dealer's IBT no. or "Out-of-state dealer")			
	C Exempt organization (government, school, religious, or charitable)	12 Tota	al tax due	1148.00
	tax-exempt no. E-	[Lin	e 8 - Line 9 - Line 10 + Line 11]	1147.90
	D'Sold to an interstate carrier for hire for use as rolling stock Certificate of authority no.			
	E Sold for rental use	13 Cre	dit memorandum (see instructions)	.00
	to an analysis of the second s			1148,00
	buyer's IBT no.	14 Amo	ount due [Line 12 - Line 13]	-
Ün		Dea	lar's chaotens	
incl is t	uding any schedules and statements, and to the best of our knowledge, it	Des	ller's check no.	
also the	der penalties of perjury, we state that we have examined this return, uding any schedules and statements, and to the best of our knowledge, it us, correct, and complete. If the seller has taken a qualified trade-in, we state that the buver has properly assigned and surrendered the title of		te below this line.	- Control of the Cont
ofb	trade-in to the bover has brommin againned and surrendered the title of nature uver(s).	marc rece	rived by Illinois state government Cop	y 1 - Revenue's
Sig	nature An 101			
Thi	Date			
of t	a form is authorized as cuttined by the Illinois tax laws and the Illinois Vehicle Code. Disclosure his information is REQUIRED. Failure to provide information could result in penaltics. This form			

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes State: IL

Customer Name:
Vehicle ID No.: 1G2ZG558964
Year, Make & Model: 2006 Pontiac G6

Service Request: 71-701759847 GM Legal File No.: 668219 In Service Date: 2/28/2006 Vehicle is: **Used** BAC Code: 116079

Vehicle Purchased Used on: 6/16/08 at

odometer **20,735**

Lien holder: GMAC Other \boxtimes : Drive Financial Services

DVM requests Purchase Price of involvement?: N Vehicle: \$ 13,564.69

Was TAC contacted for this vehicle (Y/N)?: Y - #10471803 Yes, TAC

states Normal condition.

VEHICLE REPAIR HISTORY

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/03/08	298231	2	22,942	C/S AT TIMES STEERING WHEEL BINDS WHEN DRIVING & TURNING. / TEST DOVE THE VEHICLE, FOUND CONDITION NORMAL. – CALLED TAC. CUSTOMER ADVISED NORMAL CONDITION. 1 DAY RENTAL PER CUSTOMER SATISFACTION. *(PER SVC. MGR. FRANK DEKRUIFF TAC CASE#10471803).
12/22/08	306271	5*	24,344	C/S POWER STEERING LIGHT COMES ON AND ENGINE DIES, RESTARTS BACK UP. / SHORTED. – POWER STEERING ASSIST MOTOR REPLACEMENT. 4 RENTAL. *(PER SVC. MGR. FRANK DEKRUIFF DAYS OUT VERIFIED).
01/22/09	308379	14*	24,623	C/S THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO TURN WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE NOT TOO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY. – RECALIBRATED AND RELEARNED SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH #2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH #33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL. TEST DRIVEN TWICE WITH NO CONCERNS DUPLICATED AFTERWARDS. 3 DAYS RENTAL. * (PER SVC. MGR. FRANK DEKRUIFF UNABLE TO VERIFY DAYS OUT OF SERVICE. "I THINK CUSTOMER REFUSED TO PICK IT UP").

☐ BODY/TRIM

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/30/08	293366	2	21,247	PER WE OWE DRIVER DOOR HINGES SQUEAK. – METRO BODY SHOP. WE OWE REPAIR REAR BUMPER. – METRO BODY SHOP.RENTAL.

☐ WHEEL/TIRES

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/30/08	293366	*	21,247	LH FRONT TIRE IS LOOSING AIR. – NO LEAKS FOUND AT THE TIME OF SERVICE

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/06/06	228114	N/A	3	PRIOR TO SALE - FLOOR MATS PER WE OWE ATTACHED. CUSTOMER WILL RETURN ANOTHER DAY FOR DETAIL. NOT PERFORMING TODAY.
05/07/08	289279	NA	19,460	PRIOR TO SALE LOF. 6,000 MILES MAINTENANCE. – REPLACE FRONT AND REAR BRAKE PADS – RESURFACE FRONT & REAR ROTORS.
08/16/08	296990	*	22,512	3K GM QUICK LUBE PLUS 28 POINT INSPECTION.

Accident/Insurance Information:

Has the vehicle ever been involved in an accident Y or N? Unaware Did you confirm your answer with the dealer Y or N? Yes

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

THE STATE LEMON LAW READS:

Days out of service: 30 or more

Repairs: 4 or more

Time period: 18 months from original delivery

Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs NA

Safety-related time period

Number of repair attempts in the presumption period:

Total days out of service during the presumption period:

0

Total days out of service during customer's ownership:

23

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

DVM James Cocking responded with option "D" to e-mail request.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

CRS spoke to service manager Frank Dekruiff, he states the customer has not been back to the dealership since last repair. There is no further information.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

NISM Negotiations:

3/2/09 - Empowerment \$2500 up to \$4k inclusive

3/10/09 - Offer out \$2,500 inclusive

3/12/09 - Counteroffer \$9,100

3/12/09 - Offer out \$4,000 inclusive

3/12/09 – Counteroffer from Cassie Yates \$8,100 inclusive.

RECOMMENDATION

Cash \$4,600.00 inclusive

3/17/09 - Counteroffer from PC \$8,000 inclusive.

3/17/09 – Recommend final offer \$5,000 inclusive for reasons specified below.

3/18/09 - Offer out \$5,000 inclusive - counteroffer \$7,000 inclusive

3/19/09 - recommend no further adjustment for reasons specified below -No concerns duplicated on last visit 1/22/09

RATIONALE

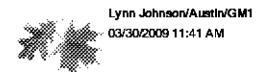
Vehicle was purchased used (not certified) at 20,735 miles. Has had 3 repairs to steering the last being 1/22/09 when steering column was replaced. Svc mgr states no repairs since. Vehicle had no prior history of steering repairs prior to this purchase. 23 days out since ownership. Total price paid \$13,564.69.

REASON FOR REMOVAL

CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
TEAM MANAGER APPROVING:		Date:

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

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



To rob.johnson@gm.com

oc james.cocking@gm.com

bec

Subject Removal of lawsuit - I

Attached are the documents pertaining to this lasuit removal.

and Offer doc. 3rd Offer doc. 4th Offer doc. FINAL Revision CA doc. No further offer jetter doc. Reinovel to CAM dec.

Lynn Johnson Legal Agent/Business Resource Center Aditya Birla Minacs

Phone: 866-790-5600 ext. 11156

Fax: 866-554-4015

Email: lynn_johnson@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



To <lynn_johnson@gmexpert.com>
cc
bcc
Subject RE: v. GM

Lynn:

Please call me Greg and yes, we countered. See attached.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

From: lynn_johnson@gmexpert.com]

Sent: Friday, March 13, 2009 3:00 PM

To: Moss, Gregory

Subject: V. GM

Mr. Moss: I have assumed this file from Edna Rodrigiez as it has not become a lawsuit. Are you still handling personally? I see Edna sent an offer of \$4,000 inclusive yesterday. I am attaching a copy. Have you discussed with the client? Please advise.

Lynn Johnson Legal Agent/Business Resource Center Aditya Birla Minacs Phone: 866-790-5600 ext. 11156

Fax: 866-554-4015

Email: lynn_johnson@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.

----- Message from "Yates, Cassie" <cyates@consumerlawcenter.com> on Thu, 12 Mar 2009 15:48:08 -0500 -----

To: <edna_rodriguez@gmexpert.com>

Subject: RE: v. GM

My client rejects and lowers her demand to \$8,100 total to settle. Please let me know your client's response. Thanks.

Lee Cassie Yates Attorney at Law Krohn & Moss, Ltd 120 W. Madison Street 10th Floor Chicago, II 60602 (312) 578-9428 x 270 (direct) (866) 289-0898 (fax) web: www.krohnandmoss.com

From: edna rodriguez@gmexpert.com [mailto:edna rodriguez@gmexpert.com]

Sent: Thursday, March 12, 2009 8:54 AM

To: Yates, Cassle

Subject: Re: v. GM

Ms. Yates,

Please review the attached with your client and respond at your earliest convenience. Thank you

Edna Rodriguez Legal Agent-BRC Legal Department Aditya Birla Minacs 866-790-5700 ext 21317 | edna_rodriguez@gmexpert.com 866-398-3255 fax

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

"Yates, Casale" <cyates@consumerlawcenter.com>

^{To}<adna_redriguez@gmexpert.com> v. GM

Subject

03/11/2009 04:37 PM

Edna,

My client rejects your offer of 2,500 total and demands 9,100 total to settle this case. Please let me know your client's response. Thanks.

Lee Cassie Yates Attorney at Law Krohn & Moss, Ltd 120 W. Madison Street 10th Floor Chicago, Il 60602 (312) 578-9428 x 270 (direct) (866) 289-0898 (fax)

web: www.krohnandmoss.com



Chemoral Adequae Champaradiana Benggunan Romanian Champarath 190 Beng 30170 Berman, MB 480303-5-578

VIA FAX ONLY

March 20, 2009

Cassie Yates, Esq. Krohn & Moss, Ltd. 120 W Madison St Fl 10 Chicago, IL 60602

RE:

Service Request: 71-701759847

2006 **P**ontiac **G**6

Vehicle Identification Number: 1G2ZG558964

Customer Relationship Specialist: Lynn Johnson

Dear Ms. Yates:

We have received your counteroffer via email dated March 19, 2009. After further review, we do not believe that additional adjustment of our settlement offer dated March 18, 2009 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days from the date of this letter. If your client has not accepted our offer within that timeframe, this offer will be withdrawn and this file will be sent to our local counsel for further handling.

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

cc: FILE

LG0101 V7092007



General Motors Corporation Legal Staff

Facsimile (248) 267-4427

Teiephone (512) 386-0750

March 11, 2009

Connie Postelli, Esq. Connie J. Postelli, Law Office 2117 N. Main Street Crown Point, IN 46307

Dear Ms. Postelli:

Re: GM Case No. 668219

<u>v. General Motors</u>

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible via email to the attention of Cortney Buechler, Legal Administrative Assistant, at cortney.buechler@qm.com.

This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, please be sure to include the GM Case Name and Case Number. Feel free to contact me by phone at (512) 386-0750 or Fax at (248) 267-4427 with any questions.

Sincerely,

Tamera Shultz Legal Coordinator

Service of Process **Transmittal**

03/10/2009 CT Log Number 514554586

TO: Rosemarie Williams

General Motors Legal Staff

400 Renaissance Center, Mail Code 482-038-210

Detroit, MI 48265-4000

RE: **Process Served in Illinois**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:

Pltf. vs. General Motors Corporation, Dft.

DOCUMENT(S) SERVED:

Summons (2 sets), Complaint, Affidavit, Exhibit(s)

COURT/AGENCY;

Cook County Circuit Court - Municipal Department - First District, IL

Case # 20091116338

NATURE OF ACTION:

Product Liability Litigation - Manufacturing Defect - 2006 Pontiac G6 - VIN # 1G2ZG558964 - Inoperable power steering and engine 1G2ZG558964

- Inoperable power steering and engine

ON WHOM PROCESS WAS SERVED:

C T Corporation System, Chicago, IL

DATE AND HOUR OF SERVICE:

By Process Server on 03/10/2009 at 09:30

APPEARANCE OR ANSWER DUE:

03/24/09 at or before 9:30 a.m.

ATTORNEY(S) / SENDER(S):

Krohn & Moss Ltd 120 West Madison 10th Floor Chicago, IL 60602 312-578-9428

ACTION ITEMS:

SOP Papers with Transmittal, via Fed Ex 2 Day, 798090321323

Image SOP Fax Transmittal, Rosemarie Williams 313-665-7572

CC Recipient(s)

Rosemarie Williams, via Regular Mail

SIGNED: PER: ADDRESS: C T Corporation System Jill Duffy-Baricovich 208 South LaSalle Street

TELEPHONE:

Suite 814 Chicago, IL 60604 312-345-4336

ER-Tamera Shutz

Law Office of Connie Postelli Connie Postelle

Page 1 of 1 / DT

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.



General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232-5170

VIA FAX ONLY

February 12, 2009

Gregory Moss, Esq. Krohn & Moss, Ltd. 120 West Madison Street 10th Floor Chicago, IL 60602

RE:

Service Request: 71-701759847

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558964

Dear Mr. Moss:

This is to advise that General Motors is in receipt of the above referenced case dated February 12, 2009. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

Copy of owner's current title and/or registration
Other: Release of lien

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













Finance agreement

Buyer's agreement



RELEASE OF LIEN INFORMATION

I	,	
(Client's Name)	(Client's Social Security Number)	
hereby authorize	nme)	
(Lien holder Na	nme)	
(Lien holder Address)	(Lien holder Phone Number)	
to release any and all information regard	ding my loan account #(Account Number)	
(Lien holder Name)	<u> </u>	
to General Motors Corporation, including loan payoff amount, and per diem informations and per diem informations.	ng but not limited to a complete payment history of my account mation.	, a
Date		
V	EHICLE INFORMATION	
The current vehicle mileage is	Date mileage read:	
<u>a:</u>		
Signature	Signature	







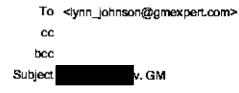












Lynn,

My client rejects your offer of \$5,000 and lowers her demand to \$7,000 total. Please let me know your client's response. Thanks.

Lee Cassie Yates
Attorney at Law
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, Il 60602
(312) 578-9428 x 270 (direct)
(866) 289-0898 (fax)
web: www.krohnandmoss.com

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes State: IL

Customer Name: Service Request: 71-701759847 GM Legal File No.: N/A

Vehicle ID No.: 1G2ZG558964 In Service Date: 2/28/2006 Vehicle is: **Used** BAC Code: 116079 Year, Make & Model: 2006 Pontiac G6

Vehicle Purchased Used on: 6/16/08 at

odometer **20,735**

Lien holder: GMAC ☐ Other ☐: Drive Financial Services DVM requests Purchase Price of involvement?: N Vehicle: \$ 13,564.69

Was TAC contacted for this vehicle (Y/N)?: Y - #10471803

If TAC was NOT contacted, why? Yes, TAC states Normal condition.

VEHICLE REPAIR HISTORY

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/03/08	298231	2	22,942	C/S At times steering wheel binds when driving & turning. / Test dove the vehicle, found condition normal. – Called TAC. Customer advised normal condition. 1 day rental per customer satisfaction. *(Per Svc. Mgr. Frank Dekruiff TAC Case#10471803).
12/22/08	306271	5*	24,344	C/S Power steering light comes on and engine dies, restarts back up. / Shorted. – Power steering assist motor replacement. 4 Rental. *(Per Svc. Mgr. Frank Dekruiff days out verified).
01/22/09	308379	14*	24,623	C/S The steering will be very tight and difficult to turn with warning displaying across radio. It will free up to move not too often at all it is more difficult then easy. – Recalibrated and relearned system due to steering not responding to signals. Replaced the steering column 12/22/08 by tech #2 at 24,344 and before that the customer had same concerns 9/4/08 at 22,942 RO#298231 with tech #33 and car was recalibrated at that time with no history codes in the system as well. Test driven twice with no concerns duplicated afterwards. 3 days rental. *(Per Svc. Mgr. Frank Dekruiff unable to verify days out of service. "I think customer refused to pick it up").

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/30/08	293366	2	21,247	Per we owe driver door hinges squeak. – Metro Body Shop. We owe repair rear bumper. – Metro Body Shop. Rental.

☐ Wheel/Tires

Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
06/30/08	293366	*	21,247	LH front tire is loosing air. – No leaks found at the time of service.

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/06/06	228114	N/A	3	Floor mats per we owe attached. Customer will return another day for detail. Not performing today. *Prior to sale.
05/07/08	289279	*	19,460	LOF. 6,000 miles maintenance. – Replace front and rear brake pads –

Resurface front & rear rotors.

*Prior to sale.

08/16/08 296990 * 22,512 3K GM quick lube plus 28 point inspection.

Accident/Insurance Information:

Has the vehicle ever been involved in an accident Y or N? Unaware Did you confirm your answer with the dealer Y or N? Yes Are there any Aftermarket Modifications to the Vehicle Y or N? No Have you confirm this with the dealership Y or N? Yes

THE STATE LEMON LAW READS:

Days out of service:

Repairs:

Time period:

Does Lemon Law state nonconformity must continue to exist?

If applicable, safety-related repairs

Safety-related time period

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: 12

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager DVM James Cocking responded with option "D" to e-mail request.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

CRS spoke to service manager Frank Dekruiff, he states the customer has not been back to the dealership since last repair. There is no further information.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION Concern: No other related SR's.

RECOMMENDATION

CRS recommends \$2,500.00 to \$4,000.00

RATIONALE

Ms. White purchased a USED 2006 Pontiac G6 with 20,735 miles on 6/16/08. In service date of vehicle is 2/28/06. Customer had 3 complaints regarding steering, with 2 repairs. Repairs included replacing power steering motor and recalibrating/relearning system. As of last complaint on 1/22/09 vehicle had 24,623 miles.

REASON FOR REMOVAL

CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

Date:

TEAM MANAGER APPROVING:

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

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



Cynthia Reyes/Austin/GM1 02/12/2009 01:35 PM

To james.cocking@gm.com

CC

bcc

Subject DVM notification - Please reply SR#71-701759847 - White

DVM Region 50 James Cocking:

Hi, my name is Cynthia Reyes. This email is to follow up on my voicemail regarding Service Request 71-701759847 for customer The customer's vehicle is a 2006, Pontiac G6 with 24,344 miles. Vin# 1G2ZG558964 The customer has been working with Roger's Auto Group in Chicago, IL. 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,

Cynthia Reyes cynthia_reyes@gmexpert.com 866-790-5600 ext. 1115 SSN 200100 5/5/2009 8:58 AM PAGE 1/008 Fax Server



To: shera

Company:

Fax: 18662661792

Phone:

From: Lora D. Hauswirth

Fax: 248-267-4317 Phone: 313-665-1436

NOTES:

White - Settlement Check Request Approved



5/5/2009 8:58 AM PAGE

2/008

Fax Server

The attached check request is approved.

Lora

--- Forwarded by Lora D. Hauswirth/US/GM/GMC on 05/05/2009 08:25 AM ----

Fax Server [USAH2SA0NAM19]

05/04/2009 07:11 PM

LORA D. HAUSWIRTH/US/GM/GMC

0 8 9

Т

С

j ⊕ c t

A new 4 page fax has arrived from <unknown

Time Processed: Gateway: 05/04/2009 07:11:25 PM

Fax Server: US

USAH2SA0NAM19

Number of Pages:

Duration: Remote CSID:

SSN 200100 5/5/2009 8:58 AM PAGE 3/008 Fax Server





SSN 200100

5/5/2009 8:58 AM PAGE

4/008 Fax Server

May. 4. 2009 5:47PM LAW OFFICE OF CONNIE POSTELLI

No. 6420 P. 1

LAW OFFICES OF Connie J. Postelli

19952 Torrence Avenue Lynwood, Illinois 60411

May 5, 2009

VIA FACSIMILE (248) 267-4317

Lora Hauswirth, Case Manager

GENERAL MOTORS CORPORATION

Global Headquarters at the Renaissance Center

300 Renaissance Center, 24th Floor

Mail Code: 482-C24-C66 Detroit, Michigan 48265-3000

Re:

v. General Motors Corporation

Circuit Court of Cook County, First District, Municipal Division

Case No.

: 09 M1 116338

Vehicle

: 2006 Pontiac G6

VIN

: 1G2ZG558964

GM Legal File No.

: 668219

Our File Number

: 7092-90015

NOTICE OF CASH SETTLEMENT / CHECK REQUEST

Dear Lora:

Please be advised that the above-referenced matter has settled for a total of \$6,500.00, including attorneys' fees and costs. The customer's concern with the subject vehicle is M30 — Steering — Power Steering Pump/Brackets - Inoperative. At your earliest convenience, please forward General Motors Corporation's settlement draft as follows:

1. A check in the amount of \$6,500.00 payable to "completed IRS form W-9 is attached as required for proper tax reporting.

Ltd." A

Plaintiff:
Chicago, II

Mileage: 26,534

Plaintiff's Attorney:

Gregory H. Moss, Esq. Krohn & Moss, Ltd. 120 W. Madison, 10th Floor Chicago, IL 60602 {312} 578-9428 telephone {866} 289-0898 facsimile SSN 200100 5/5/2009 8:58 AM PAGE 5/008 Fax Server

May. 4. 2009 5:47PM LAW OFFICE OF CONNIE POSTELLI

No. 6420 P. 2

Lora D. Hauswirth May 5, 2009 Page 2

Enclosed please find the signed Release Of Claim and the appropriate W9 form. Should you have any questions, please do not hesitate to contact me.

Very truly yours,

Rebecca J. Letourneaux

Encls.

May. 4. 2009 5:47PM LAW OFFICE OF CONNIE POSTELLI

No. 6420 P. 3

0E16307718297 Line 1

RELEASE OF CLAIM
I, in consideration of \$6,500.00 (payment to be tendered in the form of one check in the amount of \$6,500.00 made payable to Ltd.") paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its authorized independent dealers, designers and supplier of vehicles, parts and components that are distributed by General Motors Corporation and their respective agents and employees from any and all claims and causes of action for any injuries, losses or damages to my person and/or property which may have been caused by, or which may at any time arise out of, or in connection with one 2006 Pontiac G6 VIN 1G2ZG558964
I, agree that neither General Motors payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrong doing by General Motors to any of the claims or causes of actions alleged in or to be reinferred from allegations set forth in the matter indicated above.
In addition, I, see shall not at any time hereafter commence, maintain or prosecute, or cause, encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;
The mileage was 26534 on $5-1-09$, the date of the signing of this release.
The undersigned has carefully read and understands this release and signs it to resolve the claim described above.
DATE SIGNED: S-1-09
MALEA WHITE
Address City, State, Zip Code
OFFICIAL BEAL DEBORAH THOMAS Sworn to and subscribed before me this
Tolloral / hemas Coult County
Notary Public County My Commission Expires: 4/8/1/

May. 4. 2009 5:47PM

LAW OFFICE OF CONNIE POSTELLI

No. 6420 P. 4

Departs	W-9 November 2006) next of the Treastery Revenue Beceloo	Request for Taxpayer Identification Number and Certification	Give form to the requester. Do not send to the IRS.
t on page 2.		officent from abovo	
r type action	Chook appropriate		Exempt from backup withholding
Print or type See Spocific Instructions	City, state, and 21	Cua T (_ per(a) h@g(apriliana)	ose (optional)
Part I Taxpayer Identification Number (TIN)			
Enter: backu alion your e Note.	your TIN in the ap p withholding. For sole prophetor, or imployer klentifica	proprieta box. The TIN provided must make the name given on tine 1 to avoid individuals, this is your social security number (SSN). However, for a recident disregarded entity, see the Part I instructions on page 3. For other entities, it is tion number (RIN). If you do not have a number, see How to get a TIN on page 3.	OT
Part	II Certific	ation	

Under penalties of perjury, I certify that:

- 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
- 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 (RS) that I am subject to backup withholding as a result of a faiture 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. person (recluding a U.S. resident allen).

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 of dendoment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other from interest and anytheride, you are not required to sign the Certification, but you must provide your correct TIN. (Secreta localisation on bace 4.)

Sign Signature of Here U.S. person >

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.

U.S. person. 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:

- 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
- Claim exemption from backup withholding if you are a U.S. exempt payee.

in 3 above, if applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trace 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.

For federal tax purposes, you are considered a person if you are:

- An individual who is a citizen or resident of the United
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-8(a) and 7(a) for additional information.

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 cartain 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.

SSN 200100 5/5/2009 8:58 AM PAGE 8/008 Fax Server

2009-05-04 19:10:07 Transmission Record

Transfer Type: Receive fax

Remote CSID: []

Unique ID: [DZM49FF3DCD72A8]

Time to Transfer: 0:56 Sent on Channel: 4

Inbound user ID: DZMJLF, Routing Code: 4317

AOC: [0][0][0]

Result: Success

Brooktrout Res: Call [0:352]; Fax [0:0]

Pages Sent: 1 - 4

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

ARDMORE PA

1





DATE 06/22/09

PAY TO THE

VENDOR DUNS NO.

VENDOR NAME

XXXXXXXXXXXX3,400 DOLLARS

AMOUNT **********3,400.00

North American Operations General Motors Corporation Disbursement Account

SIGNATURE

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

BB 000000049

AUDIT

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

PAYMENT DATE

CHECK NO.

06/22/09

DETACH BEFORE DEPOSITING CHECK

REGISTER NO. DESCRIPTION INVOICE DATE INVOICE AMOUNT DOC. REFERENCE NUMBER % DISC. DISC. AMOUNT NET AMOUNT 05/29/09 VH 1-C1C7P4 .71-710264833.1-C1C7P4 00.0000 3,400.00 3,400.00

1G1ZT61846F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 Н3

TOTAL

3,400.00

.00

3,400.0

May 27, 2009

Laura Applegate, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: v. General Motors Corporation

Service Request: 71-710264833 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61846F

Customer Relationship Specialist: Michael Nordstrom

Dear Ms. Applegate:

Enclosed please find a check in the amount of \$3,400.00 inclusive made payable to and David J Gorberg & Associates, PC to settle the above-referenced case.

A 36 month/ 45,000 mile (whichever comes first) Steering Component Letter will be sent directly to after processing.

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

LG0008 V07092007

Faim **W-9** (Rev. Amary 2003)

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Hepsilmeni oʻdhe Trezsiny Intesid Rzoniga Sraylce		send to the IRS,
Business name, I differen	Gorberg + 4550ciates, P.C.	
Check appropriate box:		Exempt from hackup
Aridress Internation as con-	Pa. 19003	and address (uptional)
Part I Taxpayer Ide	ntilication Number (YIN)	
romaner, not a lostocit Anen	your employer identification number (SIM), it was do not have an	Decenity manager
Note: If the account is in more to enter.	then one name, see the chart on page 4 for guidelines on whose number. Emplo	yer identification number
Part Certification	<u> </u>	<u>+ </u>
Inder panalties of perjury. I ce	tlify that:	
	form Is my correct taxpayer identification cumber (or I am walting for a number to	
		De issued to me), and

 I am not subject to backup withholding because: (a) I am exempt from backup will holding, 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 follow to report all interest or dividends, or (c) the IRS has

3. I am a U.S. person [including a U.S. resident rillon).

Certification instructions. You must cross out Item 2 above if you have been notified by the IRS that you are currently subject to hankup withholding because you have folice to report all interest and dividends on your tax return. For real estate transactions, Item 2 does not apply, for multipage interest paid, admitsible or abandosment of secured property, cancellation of deht, contributions to an individual retirement provide your correct TIN. (See the instructions op/page 4.)

Sign	Signature of			
Here	U.S. person 🕨	<u>~</u>		11 10 10
		 _	Uate ►	<u> 18</u> -11-07
F				

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpeyer identification number (TIN) to report, for example, income paid to you, rest estate transactions, mortgage interest you paid, acquisition or abandonment of socured property, cancellation of iteat, or contributions you made to an IRA.

U.S. person. Use Form W-8 only if you are a U.S. person (including a resident after), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify that you are not subject to hackup withholding, or
- 3. Claim exemption from backup withholding II you are a \sim U.S. exempt payee.

Note: If a requester gives you a form other than Form W-0 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Foreign person. If you are a foreign person, use the appropriate Form W-8 (see Pub. \$15, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alion individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision leaven as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax outposes.

If you are a U.S. resident aften who is relying on as exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement that specifies the following five items:

- The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident ellen.
 - 2. The freaty article addressing the income.
 - The article number (or focation) in the tax treaty that contains the saving clause and its exceptions.
 - The type and amount of income that qualifies for the exemption from tax.
 - Sufficient facts to justify the exemption from tax under the terms of the freety article.

ROCESSING SOURCE: CHEVROLET 13:43:48
PAGE: 1

VIN: 1G1ZT6184 6F		SELLG	SCE: 13 MDL YE	R: 06 ORD NO: KCFJH8
	ss/	DOCUMENT	I INC	
EVENT DESC	SITE CD	NUMBER	S EVENT DT CD	AMOUNT
INCENTIVE MEMO	13 13374	00031244328	10/28/06 UDE	3,469.06
INCTV PAYMENT	13 13374	00031244328	10/28/06 UDE	3,469.06
INCTV APPLICATN	13 13374	00031244328	10/28/06 UDE	3,469.06
INCENTIVE MEMO	13 13374	00031244328	10/28/06 CNE	3,000.00
INCTV PAYMENT	13 13374	00031244328	10/28/06 CNE	3,000.00
INCTV APPLICATN		00031244328	10/28/06 CNE	3,000.00
DELIVERY D.O.E.			10/27/06	0.00
DELIVERY TO CUS			10/26/06	0.00
INCENTIVE CHARG		00030991762	09/19/06 BDV	
INCENTIVE MEMO	13 13374	00030991762	09/19/06 BDV	
INCTV APPLICATN		00030991762	09/19/06 BDV	500.00 DR
COV/NVIS REPLAC		1AD88063093	09/07/06	0.00
REPLACEMENT LAB			09/06/06	20,790.00
DLVY CANCEL DOE		0000000000	09/05/06	0.00
INCENTIVE MEMO	13 13374	00030903597 00030903597	09/02/06 BDV 09/02/06 BDV	500.00
INCTV PAYMENT INCTV APPLICATN		00030903597	09/02/06 BDV 09/02/06 BDV	500.00 500.00
DELIVERY CANCEL		00030903597	09/02/06 BDV 08/31/06	0.00
DELIVERY D.O.E.			08/31/06	0.00
DELIVERY TO CUS			08/31/06	0.00
DLR TRADE D.O.E			08/31/06	0.00
DEALER TRADE (P			08/31/06	0.00
INCENTIVE CHARG		00030871082	08/29/06 VBD	
INCENTIVE MEMO		00030871082	08/29/06 VBD	1,000.00 DR
INCTV APPLICATN		00030871082	08/29/06 VBD	1,000.00 DR
INCENTIVE CHARG		00030871082	08/29/06 GMS	933.25 DR
INCENTIVE MEMO	13 13031	00030871082	08/29/06 GMS	933.25 DR
INCTV APPLICATN	13 13031	00030871082	08/29/06 GMS	933.25 DR
DLVY CANCEL DOE	13 13031		08/15/06	0.00
INCENTIVE MEMO	13 13031	00030755314	08/08/06 VBD	1,000.00
INCTV PAYMENT	13 13031	00030755314	08/08/06 VBD	1,000.00
INCTV APPLICATN		00030755314	08/08/06 VBD	1,000.00
INCENTIVE MEMO	13 13031	00030747344	08/05/06 GMS	933.25
INCTV PAYMENT	13 13031	00030747344	08/05/06 GMS	933.25
INCTV APPLICATN		00030747344	08/05/06 GMS	933.25
INCENTIVE MEMO		00030747344	08/05/06 FFC	39.08
		00030747344	08/05/06 FFC	39.08
INCTV APPLICATN		00030747344	08/05/06 FFC	39.08
DELIVERY CANCEL DELIVERY D.O.E.			08/04/06 08/04/06	0.00 0.00
DLR TRADE D.O.E.			08/04/06	0.00
DELIVERY TO CUS			08/04/06	0.00
DEALER TRADE (P			08/03/06	0.00
SETTLEMENT DATE		1AD88063093	05/30/06	19,983.41 CR
EXPIRATION TRAN		1AD88063093	05/29/06	0.00
ORIGINAL INVOIC		1AD88063093	05/19/06	19,983.41
COV/NVIS DATE	13 13374	1AD88063093	05/19/06	0.00
SHIPMENT DATE	13 13374		05/19/06	0.00
PRODUCTION (BUI			05/18/06	0.00
PREFERENCE TO P			04/25/06	0.00
GM ORDER ACCEPT	13 13374		04/24/06	0.00
GM ORDER ACCEPT			04/24/06	0.00

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY PROCESSING SOURCE: CHEVROLET

12/08/07 13:37:49

PAGE: 1

VIN: 1G1ZT6184 6F SELLG SCE: 13 MDL YR: 06 ORD NO: KCFJH8

ODATE: 04/24/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 13374

DDATE: 10/26/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 10/27/06 ORDER BY:

CANC: 08/31/06

CANC DOE: 09/05/06

TRADE: 08/31/06 DLVY TO:

TRD DOE: 08/31/06

SRVC IN: WASHINGTON

SRVC OUT: CANC SRVC IN: BFSO ORD DT: BFSO CUST:

PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE PAYSS/SITE INV/INC NO DATEAMOUNT MTHD DLR SHR STAT BDV 01 13 13374 00030991762 09/19/06 500.00 DR OA 0.00 0

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: BARS INC MEMO NO: 00030991762 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT BDV 01 13 13374 00030903597 09/02/06 500.00 OΑ 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00030903597 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

SS/SITE INV/INC NO MTHD CODE PAY DATETRUOMA DLR SHR STAT 13 13374 00031244328 10/28/06 3,000.00 ΟA CNE 01 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00031244328 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

DATE CODE PAYSS/SITE INV/INC NO AMOUNT MTHD DLR SHR STAT FFC 01 13 13031 00030747344 08/05/06 0.00 9 39.08 OΑ

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLVY INC MEMO NO: 00030747344 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

VEHICLE DELIVERY/INCENTIVE HISTORY PROCESSING SOURCE: CHEVROLET

12/08/07 13:37:49

PROCESSING SOURCE: CHEVROLET 13:37:49
PAGE: 2

VIN: 1G1ZT6184 6F SELLG SCE: 13 MDL YR: 06 ORD NO: KCFJH8

MTHD PAY SS/SITE INV/INC NO DATEAMOUNT DLR SHR STAT CODE **GMS** 01 13 13031 00030871082 08/29/06 933.25 DR OA 0.00 0

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: BARS INC MEMO NO: 00030871082 AUTH PUR CD: 515526440

MISC DATE: MISC:

POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

SS/SITE INV/INC NO AMOUNT MTHD DLR SHR STAT CODE PAY DATE**GMS** 13 13031 00030747344 08/05/06 OΑ 0.00 9 01 933.25

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00030747344 AUTH PUR CD: 515526440

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

MTHD CODE PAYSS/SITE INV/INC NO DATEAMOUNT DLR SHR STAT UDE 01 13 13374 00031244328 10/28/06 3,469.06 OA 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00031244328 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT VBD 01 13 13031 00030871082 08/29/06 1,000.00 DR OA 0.00 0

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: BARS INC MEMO NO: 00030871082 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT **VBD** 01 13 13031 00030755314 08/08/06 1,000.00 OΑ 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: HOU INC MEMO NO: 00030755314 AUTH PUR CD: 515526440

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

2006 MALIBU MAXX LT CHEVROLET MOTOR DIVISION 25U DARK BLUE METALLIC /V6G GENERAL MOTORS CORPORATION 83C TITANIUM 100 RENAISSANCE CENTER ORDER NO. KCFJH8/TRE STOCK NO. DETROIT MI 48243-1114 VEHICLE INVOICE 1AD88063093 VIN 1G1 ZT61 84 6F MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 20165.00 19055.93 INVOICE 05/19/06 1ZT68 MALIBU MAXX LT N/C SHIPPED 05/19/06 N/C EXP I/T 05/29/06

N/C INT COM 05/30/06 N/C PRC EFF 05/18/06 KEYS G1661 G1661 WFP-S QTR OPT-1 BANK: GMAC - 004 CHG-TO 13-374

> SHIP WT: 3409 HP: 32.9 GMS: 19150.98 SUPPLR: 20009.40 MRM: 20790.00 MEMO 933.25

TOTAL MODEL & OPTIONS 20165.00 19055.93 ACT 231 19075.98
DESTINATION CHARGE 625.00 625.00 H/B 261 604.95
LAM DEALER CONTRIBUTION 201.65 ADV 261 201.65
LAM GROUP CONTRIBUTION 100.83 EXP 65A 100.83

TOTAL 20790.00 19983.41 PAY 310 19983.41

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 19075.98

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.

NORTHSTAR CHEVROLET, INC.

REMIT TO GMAC NO. 004

VIN 1G1ZT61846F

\$ 19983.41 INV 1AD88063093

DUE 05/30/06 DEALER 13-374



"Laura Applegate" <a href="mailto: applegate@mylemon.com 05/18/2009 04:14 PM

To <michael_nordstrom@gmexpert.com> cc bec Subject Re: v GM - 71-710264833

Michael, this offer is accepted.

Thanks.

---- Original Message -----

From: michael nordstrom@gmexpert.com

To: lapplegate@mvlemon.com

Sent: Monday, May 18, 2009 12:45 PM

Subject: Re: v **GM** - 71-71**026**4833

I can do 3400k incl and the CCL. For time sake, that is the best I can do.

Michael Nordstrom Legal Agent - BRC Legal Department Aditya Birla Minacs (866) 790-5600 Ext. 31402 / Fax: (866) 592-1363 michael_nordstrom@gmexpert.com

This email message may contain proprietary, private privileged and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination, or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.

"Laura Applegate" <iapplegate@mylemon.com>

05/18/2009 02:05 PM

^{To}≺michael_nordstrom@gmexpert.com> v GM - 71-710264833

Subject Re

Michael.

I can counter with 4900 plus the letter.

Thanks

---- Original Message -----

From: michael nordstrom@gmexpert.com

To: lapplegate@mvlemon.com

Sent: Monday, May 18, 2009 11:29 AM **Subject:** v GM - 71-710264833

Laura,

Will your client accept 2400k and a 36/45 Steering CCL

Best,

Michael Nordstrom Legal Agent - BRC Legal Department Aditya Birla Minacs (866) 790-5600 Ext. 31402 / Fax: (866) 592-1363 michael_nordstrom@gmexpert.com

This email message may contain proprietary, private privileged and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination, or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 8.5.325 / Virus Database: 270.12.33/2120 - Release Date: 05/18/09 06:28:00

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 8.5.325 / Virus Database: 270.12.33/2120 - Release Date: 05/18/09 06:28:00

DAVID J. GORBERG & ASSOCIATES, P.C.

PAVID J. GORBERG* TAMMY J. SCHMITT LAURA L. APPLEGATE NICOLE VITALE* SAMUEL T. LEHEW*

"MEMBER OF PAIANDING BARS IMEMBER OF PAIANDING BARS 700 TIMES BUILDING
SUBURBAN SOUARE
ARDMORE, PA 19003

1 (800) MY-LEMON
1 (800) 695-3666
(715) 665-7660
7AX (215) 563 8738

WWW.MyLomon.com

NEW JERSEY OFFICE

100 CENTURY PARKWAY SUITE 305 MT. LAUREL, NJ 08054 (856) 797-0703 FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG. 330 GRANT STREET PITTSDURGH, PA 15219 (412) 894 9970 FAX (412) 894 9983

FAX TRANSMITTAL SHEET

DATE: March 19, 2009

TO: Mary Greer

FAX NO: (866) 393-8081

FROM: Ms. Nicole N.; David J. Gorberg & Associates, P.C.

FOR: Our client,

RE: Request for Release of Lien Form

PAGES BEING TRANSMITTED: Two (2) including cover sheet

MESSAGE:

Client payed for vehicle in full with cash. does not have access to the vehicles title at this time. Enclosed please find receipt for the cash purchase of the 2006 Chevy Malibu, Will forward copy of clients title as soon as possible. Thank you and have a great day.

IF THERE IS A PROBLEM WITH THIS TRANSMISSION, PLEASE CALL THE TELEPHONE NUMBER LISTED ABOVE.

THE ORIGINAL OF THIS DOCUMENT WILL:

X	NOT BE FORWARDED
	BE FORWARDED BY FIRST CLASS MAIL
	VIA HAND DELIVERY
	VIA OVERNIGHT MAIL
	OTHER

Paid Cosh in full

A THE PROPERTY OF THE PARTY OF		CHEVROLET, IN	RECEIPT NO.	CUST, (CTL) NC	5TOCK I	VQ. ICAN	H REC.
1	417	:Afvieche, purutsylvania 15: 11 0/5-2360 116) 279-3711	" 11368 ,			one John	HriAL
	- A. (4)	116) 279-37 II	10-26 01	ACCOUNT	ACCT NO.	AMOUN	
•			//- 20 52/	CASH ON HAN		AMOUN	ï
	1,41,54			<u> </u>			
RECEIVED OF			11000-21	ACC. REC. P/S	220	-	7.
			\$1108511	ACC. REC. VE			
	7-12	Wat Names	POLLARS	CONT. IN THAN			
ACCOU	NUMBER OF THE PROPERTY OF	HOW PAID MEMO		1.14-1	100		-
AMOUNT		CASH CASH		A Company	O Par Booker		7 -
AMOUNT PAID		CHECK	And the second second				
100 W. 1		383	1.76-1	CHECKING	202		
BALANGE		ORAFT BY	THANK YOU	CASH SALES	225		
		OTORT I					
<u> </u>		<u></u>	<u> </u>				
1							
l)							
·· ·-·· 							
1							
H							
				•			
	·						
				·			
					<u>.</u>		
					······································		
	<u> </u>			······································			

IN	IV - 1 (5-05)	·						,	/ FEES
A	MAKE OF VEHICLE	VEHICLE II	DENTIFICATION NUN	IBER (VIN), IF TRACING	BODY TYPE	(SDN, TK,	MODEL YEAR	Paris e	7,-223
Ι,	CHEVRULE	REQUIRED	, TAPE SECURELY 1 612761846F	COPY THIS COPY	DUS, ETC.)			P.P. Carlot	1,3864.35
<u> </u>	GROSS VEHICLE WI	FUEL TYPE: THGAS	OLINE DA		S/W		96	LESS	The state of the same
VEHIC	RATING	O DIESEL D'ELECTR	IIC PROPANE		anien de la la lega	ONE (OUT)		TRADE-IN	3580. 90
> 8	CHECK THE APPROPR	NATE BLOCK IF THE VEHI	CLE I CHE LEVEL		HEERE .		3.0 Ja	TAXABLE	3000.00
		AS FORMERLY USED AS A E VEHICLE (IF APPLICAB		and the same of th				AMOUNT	19364.35
В.	LAST NAME (OR FUL			FIRST NAME	MIDDLE INITIAL	DATE	CQUIRED/	X 8% (.06) SALES TAX	
	Bio. Winz (o oz				MIDDEC NATURE		26/2006	*X 7% (.07) *(See pole on reverse)	1
	CO-PURCHASER					1		LESS TAX	621.86
	CO-FORCHASER	·				(IE AP	BID NUMBER	CREDIT	
2 2	STREET			0174			COUNTY CODE	1	, N/A
	STREET	HASHI	licaroni na	The second secon	STATE Z	IP .	COUNTY CODE	SALES TAX	621.86
a c				, , , , , , , , , , , , , , , , , , , 				DUÉ	OC1. OC
-				nd you went the tile to be surviving owner.) CHECK			REFER TO COUNTY		Land .
4				vner, interest of desensed i		helds dr	CODES LISTING ON PRIVILIBLE SIDE OF		
· ,	estate.).	males de la					YELLOW COPY	A SECTION OF SECTION	A TOWN
L	NOTE: IF THE VEHICLE IS	s to be used as a daily i	RENTAL OF LEASED VE	NCLE, CHECK THIS BLOCK					
Ċ	REFLECTS TH	TE AMOUNT OF MILEA	GE IN EXCESS	IS NOT THE ACT	UAL MILEAUE	OCOMETER	READING	IC. (PTA) NO M	
la g	OF ITS MECH	MAIONE LIMITS		L_ WARNING: O DISCREP	ANCY	•			
AFE.	WARNING: FEDER	TAL AND STATE LAWS	REQUIRE THAT YO	U STATE THE MILEAGE IN	CONNECTION		TENTHS		
. ~ ž	STATE	THE TRANSFER OF OV MENT MAY RESULT IN	TINES AND/OF 1889	TO COMPLETE OF PROVID	ING A FALSE	,	_2_2 	TITLE FEE	22. 50
Ď.	1ST LIEN DATE:			A STREET WATE		P NO L	EN, CHECK	9/ -	
١,	IST LIENHOLDER			ZNO DENHAL BER				FEE .	
ž	STREET			STREET		er er er er er er er er er er er er er e		4. REGISTRATION OF	•
# 3	CITY	STAT	E ZIP	crry	STA	îE .	ŽIP	PROCESSING FEE	N/A
2	FINANCIAL INSTITUT	ION NUMBER		FINANCIAL INSTITU	TON NUMBER	**		Page Exomol Phinther pa	BOTH TO PERSONAL REPORT OF
	IF THIS IS AN ELT, C	HENHEURE NOTE:	FIN 16 14911425	2.16.XE	HECK HERE NOTE	: FIN IS REC	MRED	and the try of Borean	
EHE	MAKE OF VEHICLE		/IN	<u></u>		L YEAR		5. DUPLICATE REG.	1.3 (4.1 (4.1 (4.1 (4.1 (4.1 (4.1 (4.1 (4.1
一器	BODY TYPE (SDN, BI		COL	IDITION OF VEHICLE	<u> جين النب بين </u>	POOR	V.	FEE NO. OF OARDS	_
F.	PASSENGER TAXIBUS	PASSENGER T	ANI TI IMPUSINE		COVERN FOR SEASO		r d	6.	-
1		CYLINDER CAPACIT	Y YES NO	BD/C	Ton			TRANSFER FEE	6.00
	MOTORCYCLE MOTOR DRIVEN CYCLE MOPED	CYLINDER CAPACIT 50CC OR LESS OPERABLE	YES NO	MAX DIRECTIONS	2 Yes	No	 	7.	-
쭕	MOPED	AUTOMATIC TRANSMISSION	YES NO	DESIGNEDIAL ERI		No		INGREASE FEE	
7 1	MOTOR HOME	CHASSIS MFR:	<u> </u>	BOOY WAKE	<u> </u>	, [4]		Ð.	•
50	TRAILER &	NUMBER OF AXLES		70-70-01 Table 100	HÉD BHOSE WT (INC	LUDING LOX	S	REPLACEMENT FEE	N/A
ğ	VEHICLES BELOW	SUM OF DAWNS:		UNIAGED WT	- 751 TO 2.2.5		T¥E J= april 1	9.	•
1	TRUSK TRUCK TRACTOR	REQ. REGISTERED	GROSS COMBINATIO		COMBINATION WT. HJ	STING:		TOTAL PAID	
Ġ.							VS - r y ii - Na jida Kis	(ADD 1 THRU 8) Send One Check	
0 (\$254)	ORIGINAL PLATE		ANSFER OF PREVIOUS MEFERICEUE		TRANSFER & RENEWAL C			In This Amount ➡	650, 36
i de	EUREAU PROOF	OF INSURANCE -	MOSERIA REMAGENE	ALBERTA STATE OF THE STATE OF T	STICKER	EPLACEMENT	OF .		•
K.	MUST BE ATTACH	CANAL ALL		25 (2.45)	THE SON FOR REP	LACEMENT	Company of the last of the las		granger of the second of the s
	ISSUED BY BURE	AU ac				A	Theresone	Charge sco	O 4 OOT 11 1 1 1 1 1 1
1	TEMPORARY PLAT	MOTE, THE 1 .		Post	STOLE	•	DEFACED	-	D (LOST IN MAIL)
5 ء	BY FULL AGENT (I	RE 90 DAYS	th JUN ERRED FROM TITU		"NEVER RECEIVE	U" block is	cnecked, appl	icant must complete	rom MV-44.
APPLICATION FOR	FROM DATE OF IS	POUNCE)	_ III III III III III III					_	
No.	Wysteric Co.	SI-	THE CHIPERSON	FROM WHOM V SIGN	161	NE52.18	16	RELATIONSHIP	PO ADDI ICANT
₹ ±	Street, and the	PLATE	is being thansfei	HED (IF OTHER		Variation and Spa		ILLA TO(TOTIII	O PR T CIOPATT
	TEMP, PLATI	70-04-1-1-1	PPLICANT):	Ĉ NO. POLICY N	ര ശ്രജ	<u> </u>	Pouc	 YEFFECTIVE	POLICY EXPIRATION
1	I I I I I I I I I I I I I I I I I I I	HARTFURI	L	ATTACH E			DATE	10/21/06	DATE
	<u> </u>				ISSUING AGE	NT (PRINT N	AME)		#1 NO.
l	ISSUING	I CERTIFY THAT ON M	DETERMINE THAT	THE VEHICLE IS INSURED	AND PLANE	HSTAR		1	57645.
	AGENT INFORMATION	ISSUED TEMPORARY	REGISTRATION T	O THE ABOVE APPLICANT	N IBSUNIG AGE	NT SIGNATI	ħΕ	TELEPHO	ONE NO.
		AND DEPARTMENT RE	BILL ATIONS	· · · · · · · · · · · · · · · · · · ·			1		
Н.	CURRENTLY REGI	GE THAT I'WE MAY LE STERED VEHICLE FOR	THE PERIOD OF A	ATING PRIVATEGES OF YE EGISTRATION. WE FURTH INV FALSE STATEMENT BE IN EXEMPTION FROM PAYM FURTHER AR. 2006. FOR TEA	MOLE REGISTRATION M ACKNOWLEDGE TO	(8) FOR FAI	URB TO MAINT.	AIN FINANCIAL TRESPO TO A FINE HOT EXCE	EDING \$5.000 AND
TITLE	MPRISONMENT OF	NOT MORE THAN TW	O (2) YEARS FOR	INY FALSE STATEMENT THE	THE MAKE ON THE	S APPLICATI	ON, AND IWE C	ERTIFY THAT I'VE HAVE	E EXAMINED AND
FOR	SUBSCRIBED AND ST	WORN	DAY 26	FURTHER	CENTIFY THAT ALL ST	ATEMENTS !	EREIN ARE TRU	AND CORRECT AND A	AKE APPLICATION
	TO BEFORE ME:	MU. Eller	UNI PAR YE	SI SI		a Pina Middle		A CALL AG	377
ă	SIGN	NATURE OF PERSONAL	DIMINISTERING SATI	1					
MPLICATION	Š		$M_{\rm p} = M_{\rm p}$	The second of the second					
8		· 1000年 · 1000年 · 1000年							
SEAL	A	SIGN IN PRESE	ICE OF NOTA	RY	·		ocument	s are not receive	/éd
"	L	100 100	775.1 124.1		within	90 davs		ntact PennDot.	
1	 In Algorithms and a second 			a will allow between the					

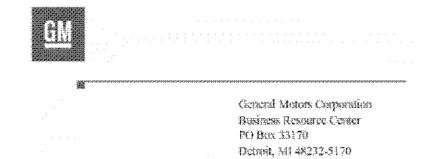


NORTH STAR CHEVROLET, Inc.

	32	yod diensnem os	ievard.• ∪	amegie, PA 1510	D O			
DEAL 72946		412/279-2300	Phones	412/923-1230		DATE	18/26/96	
PURCHASER'S NAME						RES. PHONE		
PURCHASER'S ADDRESS_						BUS. PHONE		
CITY STATE & 71P	WASHINGTON, PA			_		SOC. SEC.	<u> </u>	

ITY, STATE & ZIP WHISH ING TUN, IPH		NUMBER
Red Care in district		
PLEASE ENTER MY ORDER YENEW YED CAR STOCK	10.	
FOR THE FOLLOWING DUSED TRUCK	INCENTIVES KANALA	\$200 - CAS
D.DEMO [61929		CSAD SEE
YEAR 2005 MAKE CHEVRULET	INCENTIVES (N. I. W) # P	4822
MODEL OR BODY SERIES MOLIBU TYPE S/W	INCENTIVES	
The state of the s	INCENTIVES 5+ // IDC PAICE	TARIOUS
RUE	SPANTIA /LAASS	073
SERIAL NO 1517/161845	SUBTOTAL.	
TO BE DELIVERED ON OR ABOUT	TRADE IN PAYOPF	
SALESMAN	OWED TO	PHONE
EN SUA SUA		
	AMOUNT'S	GOOD UNTIL
er Der State gestalten in der State gestalten der State gestalten der State gestalten der State gestalten der	VERIFIÉD	DATE
I state that odometer mileage on VEHICLE BEING PURCHASED des		The state of the s
above is 22 at time of transfer.	Phone	Winded By
(Check the following statement; If applicable) ☐ I further state that the actual mileage differs from the odometer reac	ling for	Variation by
reasons other than odometer tallipretten error and that the actual milear	ge je Insurance Carrier. Policy Number	
UNKNOWN SIGNATURE OF TRANSFEROR (DEALER OR AGENT) DATE		Some and Coll.
		buloni, belight to service retilies sectormer lik profesional visionance induction
Federal regulations require the occuments mikes at the stated upon transfer of ship. An inscrurate statement may make the transferor liable for demage transferor, pursuant to section 199(a) of the Motor Vehicle information at Savings Act of 1972 Public Savings 253	re Cost ing shy implied waitenty of merchantability of in	ness for a particular purpose, and NORTH STAR CHEVROLE I, Inc
Savings Act of 1972-Public Act 1973-1991 I state that odometer mileage on USED VEHICLE TRADED-IN det	Vehicle. Degler shall not be obligated to sall	on to againme for it any liability in connection with the sele of the unit approval of the terms hereof is given by a bank or linance contract between the parties hareto besed on such larms.
	serripory aming to be accept a visite manning in	
above isst time of transfer. (Check the following statement, if applicable)	SPACTIFIE	
I further state that the agreed mileage differs from the octometer reaches other than the actual mileage.	ge is FACTURY REPAIR	5463 16
المراجع والمنافية	TRADE ALLOWANCE OR DIS	COUNT 3500.00
unknown		A STATE OF THE STA
USED VEHICLE TRADE IN AND/OR OTHER CREDITS		
YEAR MAKE STOCK		
MODEL OR SERIES DIRECTO GIRZON	MONEY DIFFERENCE	35 0764.
COLOR	SALES TAX	+ 621 86
SERIAL NO.	Control of the second s	
YEAR MAKE STOCK	The State of Control of the Control	5.04
MODEL OR BODY SERIES TYPE	DOCUMENTARY & TIRE TAX	
COLOR //TRIM		puray to 65 m
SERIAL NO.	TOTAL	+ 11965, 71
BALANCE OWED TO	PAYOFF	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1
This contract is not binding upon either the dealer or the purchaser, until signed by a nized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRA	on autho- CT AND DOWN PAYMENT	N/9
RECEIVE A FULL REPUNDIANY TIME BEFORE RECEIPT OF A COPY OF CONTRACT SIGNED BY AN AUTUBE WHITTEN NOTICE OF CAN-	SERVICE CONTRACT	+
Purchaser's Signature	SERVICE CONTRACT TAX	+
Accepted By Miles	TOTAL	11085.71
*	11	2140-1-11

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chaesis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller. Provisions Applicable to Sale of Used Vehicle —
Factory Warranty: If a Manufacturer's Printed Warranty is delivered with the vehicle or chaesis such warranty is a contract solely between the Manufacturer and Purchaser. The Seller is not a party to such contract and such Warranty is not a part of the sale of bargain between the Purchaser and Seller. "The information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."



April 2, 2009

VIA FAX ONLY

Rob Klodowski, Service Manager Sun Chevrolet McMurray, PA 15317

RE:

Service Request: 71-710264833 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61846F Customer Relationship Specialist: Mary Greer

Dear Mr. Klodowski:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer service documents regarding this vehicle. The specific documents needed are:

• 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,





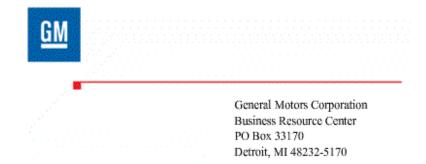












March 28, 2009

VIA FAX ONLY

Rich Caswell, Service Manager WASHINGTON CHEVROLET Washington, PA

RE:

Service Request: 71-710264833 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61846F

Customer Relationship Specialist: Mary Greer

Dear Mr. Caswell:

This is a letter of notification regarding a legal 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:

• 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, **right away**, 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,





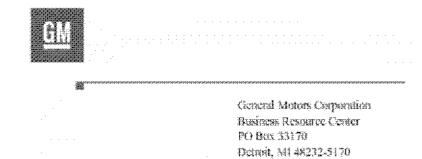












March 28, 2009

VIA FAX ONLY

Rich Caswell, Service Manager WASHINGTON CHEVROLET Washington, PA

RE:

Service Request: 71-710264833 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61846F Customer Relationship Specialist: Mary Greer

Dear Mr. Caswell:

This is a letter of notification regarding a legal 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:

• 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, right away, 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,

















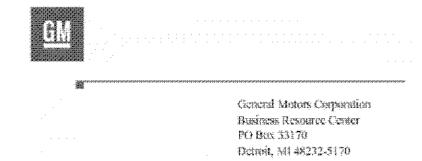
jack.h.adams@gm.com 03/29/2009 12:15 PM To mary_greer@gmexpert.com

C

bcc

Subject Re: Fw: 71-710264833

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.



March 19, 2009

VIA FAX ONLY

David Gorberg, Esq. David J Gorberg & Associates 32 Parking Plz Ste 700 Ardmore, PA 19003

RE:

Service Request: 71-710264833 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61846F Customer Relationship Specialist: Mary Greer

Dear Mr. Gorberg:

This is to advise that General Motors is in receipt of the above referenced case dated March 12, 2009. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

	Copy of owner's current title and/or registration	Finance agreement
\times	Other: Signed Release of Lien Information form	Buyer's agreement
	General Motors Corporation	
	A TOTAL TO DO CLA	

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,















RELEASE OF LIEN INFORMATION

I	,	
(Client's Name)	(Client's Social Security Number)	
hereby authorize		
hereby authorize(Lien holder Na	nme)	
(Lien holder Address)	(Lien holder Phone Number)	
	(Account Number)	
with		
(Lien holder Name)		
to General Motors Corporation, including loan payoff amount, and per diem informations and per diem information.	ng but not limited to a complete payment history of my account, mation.	a
Date		
V	EHICLE INFORMATION	
The current vehicle mileage is	Date mileage read:	
Signature	Signature	













Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

<u>Last updated by Michael Nordstrom on 5/19/09</u> <u>Settled for 3400k incl and 36/45 Steering CCL</u>

By: Dianna Barber State: PA

Customer Name: Service Request: 71-710264833 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT61846F In Service Date: 10/26/2006 Vehicle is: NEW BAC Code: 204396

Year, Make & Model: 2006 Chevrolet Malibu MAXX Lien holder: GMAC ☐ Other ☐: paid cash

Was TAC contacted for this vehicle (Y/N)?: NO, not needed

Vehicle Purchased Used on: N/A

DVM requests Purchase Price of
involvement? Vehicle: \$ 20,333.41

Option D -

VEHICLE REPAIR HISTORY

If TAC was contacted, what did they say?
If TAC was NOT contacted, why? (Ask Dealership) no need for assistance with diagnostics

■ BODY/TRIM

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/3/08	54593	2	6697	C/S Right front outside mirror rattles / Glass is loose - Replaced right front outside mirror assembly - Paint right front outside mirror
3/20/08	55151	1	6697	C/S Front outside mirror rattles, glass is loose / Right outside mirror loose, defective part - Replaced right front outside mirror - Paint right front outside mirror
12/04/08	68090	1	13600	C/S that the cover on the driver's side vanity mirror on the sun visor is disconnected – ordered part, will call when in
12/17/08	68521	1	13917	C/S that the cover on the vanity mirror is loose / loose – replace visor vanity mirror
03/02/09	65394	1	15342	C/S screws at hatch rusted, parts in – replace screws on tailgate chrome strip, rusting, clean off strip
3/7/09	65605	1	15487	C/S Left front visor for mirror broken / Lid not staying open - Replaced left front sun shade

ELECTRICAL

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/04/08	68090	*	13600	C/S that the one key fob does not work as far away as the other one, sometimes it will not start the car / internal fault in transmitter – replace transmitter remote door/rear compartment lock
2/23/09	65184	*	15230	C/S Key FOB inoperable / Tested on tester and failed, found battery hold down loose from board

STEERING

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/18/08	54172	2	6389	C/S power steering assist in-op, sitting still feels like no assist / working ok now, system overload – replaced steering column
02/25/08	54357	1	6400	C/S power steering seems stiff / motor supplies insufficient torque – replace power steering assist motor
12/04/08	68090	1	13600	C/S that the power steering gets very hard to turn at times (intermittent) –ordered parts, will call when parts come in
12/17/08	68521	*	13917	C/S that the power steering gets very hard to turn / parts are in – replace coil and ground as per bulletin 08-02-32-005
2/23/09	65184	1	15230	C/S Binds at slow speeds - operating as designed at this time
03/02/09	65394	*	15342	C/S power steering binds and clunking in front end / excessive spline clearance – replace I shaft
				Order visor mirror

THE STATE LEMON LAW READS:

Days out of service: 30 or more calendar days

Repairs 3 or more

Time period: 12/12k miles

Does Lemon Law state nonconformity must continue to exist? YES

If applicable, safety-related repairs: 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:	12

Accident/Insurance Information:

Has the vehicle ever been involved in an accident? Y or N NO Did you confirm your answer with the dealer/attorney? Y or N YES What type of damage was sustained (example front end collision): N/A Are the RO's attached if the vehicle was in an accident? Y or N N/A Has the customer filed any insurances claims on this Vehicle? Y or N N/A If Yes. Did the insurance company deny the claim? Y or N N/A Are there any Aftermarket Modifications to the Vehicle? Y or N NO

Have you confirmed this with the dealership? Y or N YES
If "Yes" to aftermarket, please list:
PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

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 . jack.h.adams@gm.com

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Svc mgr went through his ROs - he stated that customer has brought the vehicle to the dealership 3 times since the Intermediate Steering shaft was replaced, and he has not mentioned having concerns with the steering. Svc mgr states it appears that the steering concern is repaired. He also mentioned that one visit when the customer was complaining of the steering being stiff, they checked the air pressure in his tires, and it was very low, and that was causing his steering to be stiff

to be stiff.	pressure in his tires, and it was	very low, and that was causing his steering
PERTINENT FACTS FROM PRE	EVIOUS SRs WHICH REI	LATE TO YOUR EVALUATION
Concern: Date & Offer/Result:		
Concern: Date & Offer/Result:		
Concern: Date & Offer/Result:		
RECOM	MENDATION AND RATI	ONALE
CRS recommends denial at this time. LS reje	ected recommendation	
Empowered for 2400k to 3400k incl and 36/	45 Steering CCL	
PC accepted 3400k incl and 36/45 Steering (CCL	
R	REASON FOR REMOVAL	
repairs are minor. There was one bulletin 08 all covered under b2b and appears to have b	3-02-32-005 which resulted in rep been repaired. The vehicle has 1	epairs within presumptive period and all othe placing of the steering coil, ground and shaft 6k miles and the last time at the dealership be any significant impairment to the vehicles
CRS FINAL OFFER: :3400k incl	DATE: 5/18/09	OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$3400k

DATE:

PLAINTIFF'S FINAL

incl

AMOUNT TO CUST: \$

DEMAND:	ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
TEAM LEAD APPROVING:	Date:

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

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

NORTHSTAR CHEVROLET 5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108 412-264-3325

TO: MARY GREER
COMPANY: GA LEGAL DEPT
PHONE: 866-790-5600 X 11135
FAX: 866 - 393 - 8081
FROM: ATTY Jimmone
COMPANY: NORTHSTAR CHEVROLET
PHONE: 412-264-3325
FAX: 412-264-4483
DATE: 4/3/69
PAGES INCLUDING COVER PAGE: \(\frac{1}{2}\)
COMMENTS:
F YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.

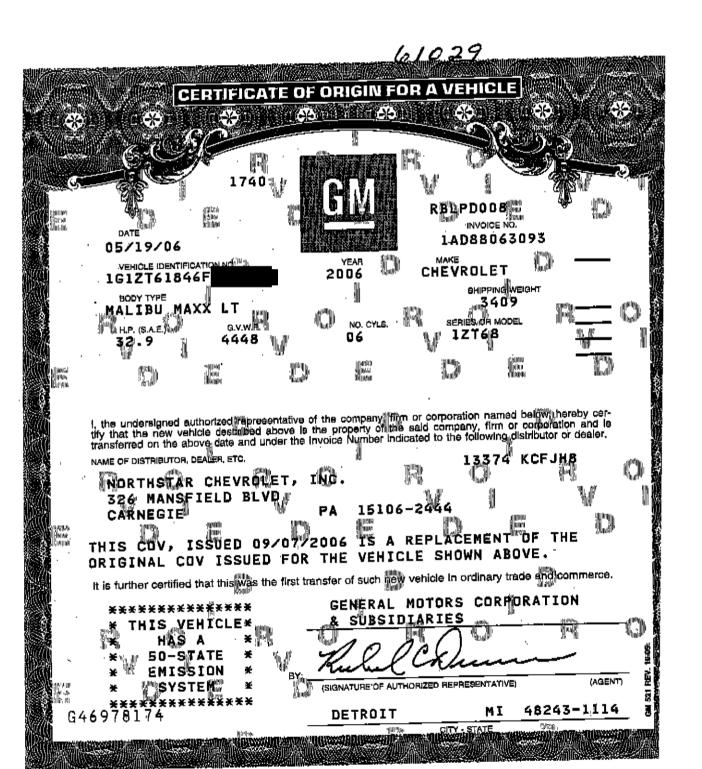


NORTH STAR CHEVROLET, Inc. 326 Mansfield Boulevard Carpagia, PA 15106



DEAL	72946			00 Phones 412/923-1230	DATE _	10/26/06		
PURCHA	ASER'S NAME				RES. PHONE			
PURCHA	ASER'S ADDRESS			-	BUS.			
CITY ST	ATE & ZIP	WASHINGTON, PA			SOC, SEC			
(ATE & ZIF	With the terms of			NUMBER			
	VEHIC	LE BEING PURCHAS	ED	Manufacturers Suggested Retail	i Price	6		
PLEAS	E ENTER MY ORD	PER X NEW X CAR	STOCK NO.	0.		20333	41	
FOR	UE HOURS	□ DEMO	61029	INCENTIVES KEDAIE - 300	5 -	(44.0	+-	
YEAR	2 00 6 MAK	E CHEVROLET	OTOL 5	INCENTIVE CHICAM - 3469	2 /2	UNE		
MODEL		BODY		INCENTIVES AUM # 981482	2			
SERIES		TYPE S/W		INCENTIVES				
COLOR	BLUF.	TRIM		INCENTIVES SELLIDG PUCK I NO	للالا			
\$ERIAL	. NO. 1617T618	45F		\$Po.74 /3.77350,45	<u> </u>	<u> </u>	┦	
	DELIVERED			TRADE IN PAYOFF		<u>20333</u>	. 41	
SALESI	-	<u> 9/26/06</u>		OWED TO	PHO			
0.71220.		ON, RAYMOND	· · · · · · · · · · · · · · · · · · ·	ADDRESS	11101			
	<u>, </u>	<u> </u>		AMOUNT \$	GOO	D UNTIL	_	
				VERIFIED	DATE	TIME		
I state t	that odometer mile	aga on VEHICLE BEING PUR	CHASED described	Insurance Agent		"		
above is	ss	at time of tr	ansfer.	Address				
i 🗆 i funti	her state that the ac	ement, if applicable) clustrilleage differs from the c	dometer reading for	Phone Verified By:				
гөвбопв	other the bdomet	er fallbration error and that the	actual mileage is	Insurance Carrier	<u> </u>			
unknowi	n. Wanatusé de	TRANSPEROR (DEALER OR AGE	10/26/06 NT) DATE	Policy Number				
Federal	regulations require th	a odometer mileage to be stated u	pon transfer of owner-	Effective Date From 0/21/05 04/21/07	Comp.	<u>രെ. രര ^{Coll.} </u>	0.00	
ship. An trensfere	inaccurate stateme: se, pursuant to aoct:	nt may make the transferor liab! Ion 409(a) of the Motor Vehicle :	a for dameous to the	The Seller, NORTH STAR CHEVROLET, Inc., hereby expressly a ing any implied warranty of merchantability or fitness for a particular state.	ticular purpose	* **** NORTH STAR CHEVE	O ET 1	
	Act of 1972, Public Li	ege on USED VEHICLE TRA	DED IN described	The trial assumes not supported so self until approve	B 10f IT Any IIa Lof Ibe Javan	billty in connection with the	sale of the	
				company willing to purchase a retail installment contract betw	een the perile	s hereto based on such termi	<u> </u>	
(Check	the following state	et time of transment, if applicable)		SUBTOTAL		20333.	4.1	
□ I furth Féasons	ier state that the ac othe <u>r than odomet</u> e	tual mileage differs from the or	iometer reading for actual mileage is	FACTORY REPOTE		6459.	06	
unknown	n. × .		9/25/96.	TRADE ALLOWANCE OR DISCOUNT	_			
• • • • • • • • • • • • • • • • • • • •			DATE		+	<u>3500.</u>	00_	
	USED VEHICLE	TRADE-IN AND/OR OTHER					 	
YEAR MODEL	ADD MAKE	- CHEVROLET	STOCK NO.	<u> </u>	[
SERIES	- MALIBU	TYPE SO	61029A	MONEY DIFFERENCE		10364_	25	
COLOR	<u> </u>	TRIM -		SALES TAX	+			
SERIAL	161NESE	JOXE SECOND TRADE		LICENSE, TITLE	+	621.		
YEAR	MAKE	<u> </u>	STOCK NO.	NOTARY FEES	+	28_	50	
MODEL (OR	BODY		DOOL IN TENTE OF THE THE TAX A THE T	/	5_	ØØ	
COLOR		ATRIM		DOCUMENTARY & TIRE TAX	4/0	<u> </u>	Ø@	
SERIAL		<u>//</u> /		TOTAL	+	11085	71	
BALANC				PAYOFF	+			
rizad dank	er representative. YOL	either the dealer or the purchaser, un J. THE BUYER, MAY CANCEL TH	US CONTRACT AND	DOWN PAYMENT	†	- 		
CONTRAC	A FULL REFUND A	NY TIME BEFORE RECEIPT OF	A COPY OF THIS	SERVICE CONTRACT			/ A	
WRITTEN				-	-			
Purchas -	TO Marie	VI.		SERVICE CONTRACT TAX	+			
Accepte	d By	1 T		TOTAL		11085	71	
ctory Warr	anty: The orinted Med	nufacturer's Worrenty delivered to	Burnhaner udik ika a-	and the late of th				

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face horse) is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Salier, Provisiona Applicable to Sale of Daed Vehicle — Factory Warranty: if a Manufacturer's Printed Warranty is delivered with the vehicle or chassis such warranty is a contract solely between the Manufacturer and Purchaser. The Seller is not a party to such contract and such Warranty is not a part of the sale of bargain between the Purchaser and Seller. "The information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."



_	1						
1			of his knowledge, information an I the vehicle is not subject to an				
1	5(iii \$1 5/19 didda		D I TOANGEED THE VEHICLE				in abidon. T
	NAME OF					_	-
1 to 9	PURCHASER) / A e	III. IC.	$ \sim$ \sim \sim		
139	ADDRE88		NA-1-2	<u> </u>	ON PA		
155	I certify to the beet	of my knowledge that the	cdomoter Wading is/	C.6(()2	<u> </u>	 (/>	Na Lenne
l 💆 💆	\ DEALER			<u>>-76-</u> 19,(<u> </u>	<u> </u>
155	∄ . /\∧	NAME OF DEALSHARIF	periodid b binding kontohu	Being duly sw	vorn upon bath says that t	the eletements age	
1 🖹 🗟	State of 1		 	forth are true	and correct. Subscribed	7C Worn to me C	
DISTRIBUTOR-DEALER	County of ALL	FEHEN		201010 (1112	-4-14Suy StB	Novary Public	
- 4			USE NOTARIZATION ONLY I	<u>F REQUIRED IN TIT</u>	LING JURISDICTION	THOMAS TOOMS	
, n	NAME OF PURCHASER(S)						
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2	j		<u>'</u>	•			
3 <u>9</u>	ADDAESS			· - -			
문물	carring to the Desi		odometer reading is				No Tentha
巨岩	DEALER	NAME OF BEALEMENT	DNALNAR FIGURAR NOWING	BY:			
₩ 5	<u>.</u>				ràin upòn cáth asys thát t and correct. Subscribed s		
医鱼	State of				day of	20	
8 8	County of		<u> </u>		-	Notery Public	
Í	NAME OF	<u>'.</u>	USÉ NOTARIZATION ÓRLY I	F REQUIRED IN TITL	ING JURISDICTION	,	
- 5	PURCHASER(6)	.,,	·				
四级					<u>-</u> ·		
英藍	ADDRESS	of my knowledge that the	ortomara sandina la				No Teorbe
문론	TOPTING IC IND COOL C			BY:			40 / Willia
[일품	DEALER	NAME OF DEALERSHIP	DEALER'S LICENSE NUMBER				
97	State of				orn upon cath says that it and correct, Bubscribed a		
DISTRIBUTOR-DEALER ASSIGNMENT MUMBER 3	3(8.6 0)				day of	20	
₽ X	County of		UBIT NOTARIZATION, ONLY IF	- DESTRUCTION OF THE	Me_inergo-ren_	Netary Public	
	NAME OF		DOM NO LAMIZATION, DINET II	MEGGINED IN THE			
DESTRIBUTOR-DEALER SESSONMENT MIMBER 4	PURCHABER(S)						i
DISTRIBUTION DEALER SSIGNMENT AUMBER	ADDRESS						i
불	I cariffy to the beet o	my knowledge that the	oriometer reading la				arlineT ok
5 €	DEALER.			@Y:			
复重		NAME OF DEALERSHIP	DEALER'S LICENSE NUMBER	Being duly swo	om upan auth eaye lhei th	no piplemonte sot	i
是其	State of			forth are true a	ind correct. Subscribed at	nd aworn to me	
φ ζ	Caunty of			before this	day of/		
- A			USE NOTARIZATION ONLY IF	REQUIRED IN TITU	ING JUPISDICTION	Notery Public	
	Fedoral low requires	you to state the adomete			hin Gallian en enemaleia e	r provide a falae statement r	ney
w	result in these and / o	r Imprisonment.	ndemaior modine is the estate in	aliance of the vehicle	le unless one of the follow	ving eretemente is checked. (Odomerer
<u>;</u> ;	Reading	NO TO	antija. 🗖 The miljeage state) logi	excess of its mach	nanical limite □The odoπ	eter reading is not the actus	mileage.
CLOSU	Signature(e) of Seller	(a) Zeeld	adaynsion repains the edition and an action of the milesge prompt better the milesge prompt bett		// // . WAST	ING ODOMETER DISORF	احد (۲۶٬۹۸
용길	Printed Name(s) of S	EOWSE V	04 - ASS-96US	Date of Steller		Date of Bally	
IER OKST Retail							1
쁘쁘	Signature of Purchase	Pr(D)					·
돌	Printed Name of Purc	hes					i
ODCIMETER DISCLOSURE FOR RETAIL SALE	Company Name (If Ag	voliceble)		91q(o of	COMMONWEAL	TH-OAPENNSYLVA	ANIA I
۰ ا	Address of Purchaser			County of	N L		
—.		10.15	OF ROTATION ONLY IF	RECUIRED IN TITL	NG JUBISPICTION A	ay, Jr., Notary Public	-
<u></u>	tet ilen in tevor of	MONE				wo., Butter County	
出	whose address is					wp., Butter County 7-Expires-Aug-31,-200	الصور
		15.15			-iviy-ourningsigi		<u></u>
췯	2nd lien in lever of	りかだ					
ENHOL	2nd lien in (aver o <u>f l-</u>	10K/E2		•	Member, Penneyive	inia Association of No	taries
LENHOLDER	2nd lien in (aver o <u>f la-</u> whose address is	70VE>			Member, Penneyive	inia Association of No	taries

DVM Jack Adams:

Hi, my name is Mary Greer. This email is to follow up on my voicemail regarding Service Request 71-710264833 for customer. The customer's vehicle is a 2006 Chevrolet Malibu Maxx with 15,487 miles. The customer has been working with Washington Chevrolet in Washington, PA. 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,

Mary Greer

Email: mary greer@gmexpert.com Phone: 866-790-5600 X 11135 NORTHSTAR CHEVROLET 5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108 412-264-3325

TO: MARY GREER
COMPANY: GA LEGAL DEPT
PHONE: 866-790-5600 X 11135
FAX: 866 - 393 - 8081
FROM: ATTY Jimmone
COMPANY: NORTHSTAR CHEVROLET
PHONE: 412-264-3325
FAX: 412-264-4483
DATE: 4/3/69
PAGES INCLUDING COVER PAGE: \(\frac{1}{2}\)
COMMENTS:
F YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.

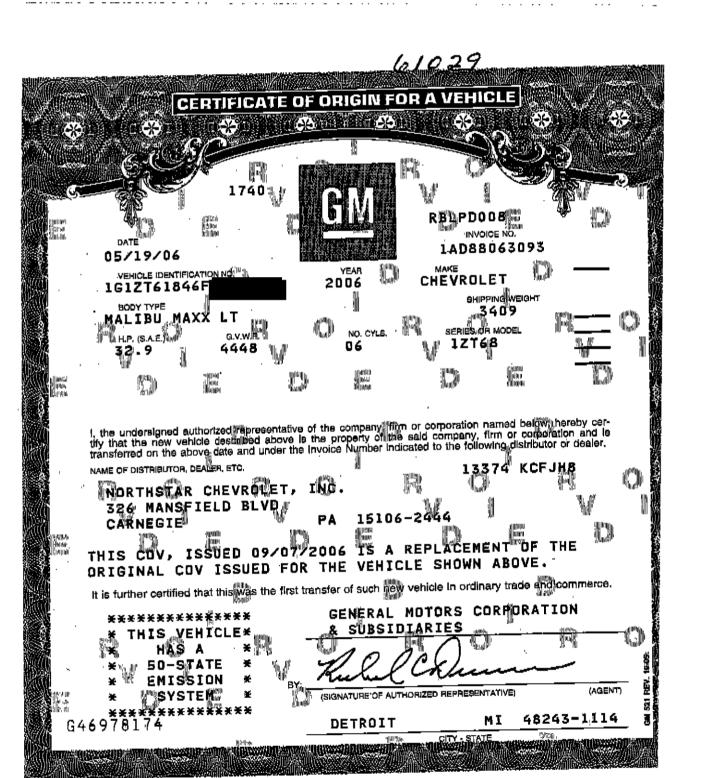


NORTH STAR CHEVROLET, Inc.



326 Mansfield Boulevard - Carnogie, PA 15106 DEAL 72946 412/279-2300 Phones 412/923-1230 DATE 10/26/05 RES PURCHASER'S NAME PHONE BUS. **PURCHASER'S ADDRESS** PHONE SOC. SEC. WASHINGTON, PA CITY, STATE & ZIP, NUMBER **VEHICLE BEING PURCHASED** Manufacturers Suggested Retail Price 20333. PLEASE ENTER MY ORDER YOUNED YOU CAR FOR THE FOLLOWING STOCK NO. INCENTIVES □ DEMO 61029 INCENTIVES YEAR 2006 MAKE CHEVROLET INCENTIVES (MODEL OR BODY INCENTIVES SERIES TYPE MAL TAU COLOR BILLIE INCENTIVES TRIM SERIAL NO. 16177618466 SUBTOTAL TO BE DELIVERED 20333. ON OR ABOUT TRADE IN PAYOFF 10/26/06 OWED TO SALESMAN PHONE <u>PENNINGTON, RAYMOND</u> **ADDRESS** AMOUNT \$ GOOD UNTIL VERIFIED DATE TIME Insurance Agent I state that odometer mileage on VEHICLE BEING PURCHASED described Address sbove is at time of transfer. (Check the following statement, if applicable) Phone Verified By: ☐ I further state that the actual fillege differs from the odometer reading for reasons other that podometer fallbratten error and that the actual mileage is Insurance Carrier HORTFORD Policy Number unknow SIGNATURE OF TRANSFEROR (DEALER OR AGENT) Effective Dail From 0/21/06 04/21/07 Comp. 100, 00 Coll. Federal regulations require the adometer mileage to be stated upon transfer of owner-ship. An inaccurate statement may make the transferor liable for dameges to the transferee, pursuant to section 409(s) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513. 500. OO The Seller, NORTH STAR CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied. Including any implied warranty of marchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. ing any improve warranty or majorismissing or intreas for a personal personal liability in connection with the sale of the vahicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance. I state that odometer mileage on USED VEHICLE TRADED-IN described company willing to purchase a retail installment contract between the periles hereto based on such terms. (Check the following statement, if applicable) SUBTOTAL 20333. I further state that the actual mileage differs from the odometer reading for reasons other than adometer calibration error and that the actual mileage is FACTORY REBOTE **6469.** M6 TRADE ALLOWANCE OR DISCOUNT unknown, X 0/25/06 3500.00 810 DATE USED VEHICLE TRADE-IN AND/OR OTHER CREDITS YEAR MAKE STOCK NO. MODEL¹OP9 SERIES СНЕЧЮЬЕТ TYPE SID MONEY DIFFERENCE . 1029A 10364. 35 COLOR TRIM SALES TAX 4 SERIAL NO. 161NESEJØX6 SECOND TRADE 521 LICENSE, TITLE + 28. YEAR NOTARY FEES MAKE STOCK NO. TIRE TOX MODEL OR SERIES 92 타스타 DOCUMENTARY & TIRE TAX ∕~ COLOR 00. 66. TOTAL SERIAL NO. + 11085 PAYOFF + This contract is not binding upon either the desier or the purchaser, until signed by an authorized design representative. YOU. THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY A DOWN PAYMENT SERVICE CONTRACT WRITTEN NOTICE OF CAN + Purchaser's Signatu SERVICE CONTRACT TAX + TOTAL Accepted By

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The soller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Salier, Provisiona Applicable to Sale of Used Vehicle — Factory Warranty: If a Manufacturer's Printed Warranty is delivered with the vahicle or chasels such warranty is a contract solely between the Manufacturer and Purchaser. The Salier is not a party to such warranty is not a part of the sale of bargain between the Purchaser and Seller. "The Information you also on the window form for the vehicle is part of this contract.



	in this or any state at the time of delivery and the vahicle is not subje	ation and belief under penalty of the law that the vehicle is new and has not been registered or to any security interests other than those disclosed herein and warrant title to the vehicle
\vdash	NAME OF	MICLE DESCRIBED ON THE SACE OF THIS CERTIFICATE TO:
 5 G	FURCHARE L	ASHINGTON PA.
DISTRIBUTION-DEALER ASSIGNMENT NUMBER	AppRes	
182	! certify to the beet of my knowledge that the adometer yearing is DEALER NAME OF DEALERSHIP ORALLING INCOME.	185-96 3 Carre - 6010
154	NAMO OF DISALBRAHIP DESALING LIDENSE N	Being duly sworn upon bath says that the statements act
慢量	State on A	forth are true and correct. Subscribed and aworn to me before this
12 88	County of ALLEGHEN	ONLY IF REQUIRED IN TITLING JURISDICTION NOWLY Public
	NAME OF	ONEA IS RECOIDED IN CLITING ACTION
DISTRIBUTOR-DEALER ASSIGNIMENT NUMBER 2	PURCHABÉR(B)	· · · · · · · · · · · · · · · · · · ·
DISTRIBUTOR-DEALER SSIGNARM NUMBER	ADDAESS I cartify to the basi of my knowledge that the externeler reading is	No Tentha
돌론	DEALER.	DV-
長量	DEALER NAME OF DEALEMBER POPALISMS LIGHNES N	OMINUM Being duly sworn upon cath asys that the statements set
崖蓋	State of	forth are true and correct. Subscribed and sworn to me
88	County of	Notery Bublis
	NAME OF:	ONLY IF REQUIRED IN TITLING JURISDICTION
E5 65	PURCHASER(S)	
귤품	ADDRESS	
문론	(certify to the beet of my knowledge that the edometer reading is	NO Tenths
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER	DEALER NAME OF DEALERSHIP DEALER'S LICENSE N	UMBER Being duly sworn upon cath cays that the statements set
2000	State of	forth are true and correct. Bubscribed and swom to me
DEST SSS	County of	before Ihisday ot
•1	NAME OF USE NOTARIZATION.	ONLY IF RECUIRED IN TITLING JURISDICTION
# #	РЦЯСНАВЕЯ(В)	
当意	ADDRESS	
DISTRIBUTOR-DEALER ASSIGNAENT ANMBER A	I carify to the best of my knowledge that the oriometer reading to	No Teniha
	DEALER. NAME OF DEALERSHIP DEALER'S LICENSE N	MBER Being duly swam upan auth says that the statements set
歪 鬐	State of	forth are true and correct. Subscribed and eworn to me
호용	County of	before thisday of/
<u> </u>	USE NOTARIZATION.	ONLY IF RECUIRED IN TITLING JURISDICTION NOISBY Public
[Federal law requires you to state the odometer mileage in connection result in fines and / or imprisonment.	with the transfer of ownership. Fallure to complete or provide a false statement may
喽	I confly to the best of mulinomodes that the edeptition reading to the Beating	cottal mileage of the vehicle unless one of the following externants is checked. Odometer representations at the sound initial mileage. WARNING ODOMETER DISORDANCE
2008 2008 2008	Signatura(e) of Seller	WARNING ODOMETER DISORPANCE
喜	Printed Name(s) of Si	<u> </u>
WETER DIS For retail	Signature of Purchase	Ω_{co}
显英	Printed Name of Fure	hlic
OOGMETER DISCLOSURE FOR RETAIL SALE	Company Name (If As	
٥	Address of Purchase	Coupty of Notarial Sea
┯╁	UBE NOTARIZATION C	NEY IF REQUIRED IN TITI NO JUDISDICTION TOTALING SERVICE STATE OF THE PROPERTY PUBLIC STATE OF THE PROPERTY PUBLIC STATE OF THE PROPERTY PUBLIC STATE OF THE PROPERTY PUBLIC STATE OF THE PROPERTY PUBLIC STATE OF THE PROPERTY PUBLIC STATE OF THE PU
<u>щ</u>	tat ilen in tavor of NONE	Jackson Twp., Butter County
JENHOLDER	2nd lien in layer of 14 ONE	NEY IF REQUIRED IN TITL NG JUBISDICTION NOTATIAL Seal JOSEPH A. Gray, Jr., Novary Public Jackson Twp., Butler County My Commission Expires Aug. 31, 2009 Member, Penneylvania Association of Notaries
	Sud light to take of b-7 (Alana)	Member, Penneyivania Association of Notaries
	whose address is	

THE TO SELECT ON THE PARTY OF T









LAW OFFICES DAVID J. GORBERG & ASSOCIATES, P.C.

700 TIMES BUILDING SUBURBAN SQUARE ARDMORE, PA 19003



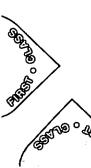
FIRST CLASS MAIL

03-17-09A09:51 RCVD



GENERAL MOTORS CORPORATION CHEVROLET DIVISION P O BOX 33170 DETROIT, MI 48232-5170

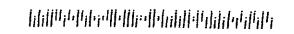












DAVID J. GORBERG & ASSOCIATES, P.C.

DAVID J. GORBERG[†]
TAMMY J. SCHMITT
LAURA L. APPLEGATE
NICOLE VITALE^{*}
SAMUEL T. LEHEW^{*}

*MEMBER OF PA AND NJ BARS

*MEMBER OF PA AND NY BARS

700 TIMES BUILDING
SUBURBAN SQUARE
ARDMORE, PA 19003

I (800) MY-LEMON
I (800) 695-3666

(215) 665-7660
FAX (215) 563-8738

NEW JERSEY OFFICE

100 CENTURY PARKWAY SUITE 305 MT. LAUREL, NJ 08054 (856) 797-0703 FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG. 330 GRANT STREET PITTSBURGH, PA 15219 (412) 894-9970 FAX (412) 894-9983

March 12, 2009

www.MyLemon.com

GENERAL MOTORS CORPORATION CHEVROLET DIVISION P O BOX 33170 DETROIT, MI 48232-5170

RE: Our Client:

Vehicle:

2006 Chevy Malibu

Vin #: 1G1ZT61846F

Dear Legal Department:

Please be advised this office represents the above individual under any and all of the following claims:

Pennsylvania's Automobile Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office.

The Primary non-conformities for which relief is sought include the following:

Power Steering

Kindly confirm receipt of this letter, and have a representative contact our office to discuss this matter at your first convenience.

ery\truly yo\rs,

J. GORBERG

DJG/nn

Ň	IV - 1 (5-05)					.		 	I, TAX	<u> </u>
A.	MAKE OF VEHICLE	VEHICLE IDENTIFIC	ATION NUMBER	(VIN). IF TRACING	BC	DY TYPE	(SDN, TK,	MODEL YEAR	II IAA	/ FEES
z	CHEVRULET	REQUIRED, TAPE S	ECURELY TO BE	EVERSE OF THIS C	DPY BU	S, ETC.)		96	PRINT	1.386A 25
J E	GROSS VEHICLE WT. FUEL	TYPE TOGASOLINE	No.	100		35.2695			LESS	and the second second
VEHICL	RATING DI	ESEL Ø ELECTRIC 🗋 PA 'BRID 🗋 OTHER	OPANE PA				DT (U.B.		TRADE-IN	3500.00
ä	CHECK THE APPROPRIATE BL	OCK IF THE VEHICLE	narra a			yyale.y	W 100	at Harry	TAXABLE	3.50.30
	TAXI OR A POLICE VEHIC	CLE (IF APPLICABLE)	and the state of	Land of					AMOUNT	19364.35
В.	LAST NAME (OR FULL BUSI	NESS NAME)	F	IRST NAME	MIDDLE INIT	1AL		COUNED	X 6% (.06) SALES TAX	
							PURCH	/36/2006	*X 7% (.07) *(See note on reverse)	521.86
	cq					1 43	JOBALI (1993)	E ID NUMBER	LESS TAX CREDIT	
_ 🕺							105	CONSTRUCTION OF	ONEDIT	N/A
ATK A	STREET			CITY	STATE	ŽI	Р	COUNTY CODE	1.	
<u> </u>		MASHINGTON	y PA				<u> </u>		SALES TAX DUE	621.86
` ≧	NOTE: If a co-purchaser of							A	S. Company	
	Right of Survivorship" (On will be issued as "Tenants						the title	REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF		
	estate.).	entre de la companya de la companya de la companya de la companya de la companya de la companya de la companya	i or ono owner,	COLUMN TO THE SERVE	aga waa lat gabaa	3. 1.11GF 1 (D.1.	riono en 192	YELLOW COPY	is a subject of	
	NOTE: IF THE VEHICLE IS TO BE				Secretary of the second second					
°C.∷ - ≆	REFLECTS THE AMO	OUNT OF MILEAGE IN I	EXCESS	IS NOT THE	ACTUAL MILEAGE G: ODOMETER REPANCY	in the state of the	OBOMETER	THEADING	IC. (PTA) NO.	
8 8 8 8 8 8	OF ITS MICOTATIONS							75. T. 10	The state of the s	
MILEAGE INFORMATIO	WARNING: FEDERAL AND WITH THE TR	D STATE LAWS REQUIR LANSFER OF OWNERSHI	E THAT YOU ST P. FAILURE TO	TATE THE MILEAGE COMPLETE OR PA	IN CONNECTION OVIDING A FALSE		é	2 2	2. TITLE	20 50
	STATEMENT	IANSFER OF OWNERSHI							FEE	22, 50
D.	1ST LIEN DATE:	→ IF NO	LIEN, CHÉCH		, , , , , , , , , , , , , , , , , , , 		F NO L	ien, Check	LIEN	
ğ	1ST LIENHOLDER	·		2NO CHÊNHÔES		<u> </u>		<u> </u>	4 FEE	•
LEN TAKEN	STREET	STATE	ZIP:	CITY		STA	4	ΖΊΡ	REGISTRATION OR PROCESSING FEE	
₹	FINANCIAL INSTITUTION NU		ZIF	<u> </u>	TITUTION NUMBER	<u> </u>	<u> </u>	: Zir		,N/A
	IF THIS IS AN ELT, CHECK	 	911E52JE		T, CHECK HERE		FIN IS REC	BERED.	Pag Evenni Rimber sa addicasa 57 No bureau	
E#3	MAKE OF VEHICLE	SD VIN	WITH MALLY	SUL	.,	MODEL			5. DUPLICATE REG.	
F.C	BODY TYPE (SDN, BUS, TK,		CONDITION	ON OF VEHICLE	GOOD DAE		POOR	 	FEE NO. OF CARDS	
F.	PASSENGER TAXVBUS PAS	SENGER TAXI	LIMOUSINE	Marie Electric			G CAPACIT	7	6.	<u> </u>
	I CYLI	INDER CAPACITY YE	771	Li prince to		OF			TRANSFER FEE	6.00
<u>'</u>	MOTOR DRIVEN OPE	RABLE YE	s ∏no	MAXCDENICLE 26 MPK OR	SPEED [PES	No	Salaharan 198 Salaharan 1984	7. INCREASE	
至至	CYCLE PED AUT	OMATIC NSMISSION YE	s No	DESIGNEDIA FOR ROAD-U	TERED [YES	NO		FEE	
Y A	MOTOR HOME CHA	SSIS MFR:		BODY M	KE:				8. REPLACEMENT	14.42
Ĕž	VEHICLES	IBER OF AXLES	 		nstered Groes	WT: (INC	UDING LOA	b)	FEE	.N/A
Z		OF GAMPIS	10 m 1 m	2 200	WT. (EMPTY)		e de produc	4 2	θ.	
6	Author There are	. REGISTERED GROSS (2.0	IOSS COMBINATIO	N.WT. RA	TING		TOTAL PAID (ADD 1 THRU 8)	
	ORIGINAL PLATE / Check	The second secon	F PREVIOUSLY ISS		TRANSFER & PI		52 g - 1 d - 1		Send One Check In This Amount ➡	650.36
* 4	BUREAU PROOF OF INS	PRANCE PRANCE	REPLACEMENT OF	BATE	ET STATE OF	PLATE & R	PLACEMENT	OF		•
, es	MUST BE ATTACHED.)			***	MA MARSH	OR REP	ACEMENT		The state of the s	process, or seminarity or the
7	EXCHANGE PLATE TO BE	EX	3		ost I	STOLE	i [DEFACED	NEVER REC'	D (LOST IN MAIL)
	TEMPORARY PLATE ISSU BY FULL AGENT (NOTE: T	HIS Month	JUN Yea		en a de la secono Ti	_	•		icant must complete	
APPLICATION FOR REGISTRATION	PLATE WILL EXPIRE 90 DA FROM DATE OF ISSUANCE	AYS			Vil	٧				
CATION FC		7.76				181	NE 52.JE	X6		
4 15			PERSON FRO		GNIBERE	No PM			RELATIONSHIP T	O APPLICANT
∢	TEMP, PLATE NO.	THAN APPLICAN	r): 240 - 5				11.14			
	INSURANCE COMPANY NAM		NAIG NO		CY NO. (OP CH BINDEF	1, 1		L POLIC	Li Li	POLICY EXPIRATION
		HARTFURD_			ISSU	ING AGE	NT (PRINT N	AME)	10/21/96 AGEA	84/21/07
	I ISSUING I LIAVE	TEY THAT ON MONTH	MAIC THAT THE	VEHICLE IS INSU		NORT	HSTAR		\mathcal{J}	5764.5
	INFORMATION ISSUED	D TEMPORARY REGIS LIANCE WITH ALL APPLI	Fration to t Cable Provision	HE ABOVE APPLI	GANTA'IN IRSI	ING AGE	NT SIGNATL	AE 'i	TELEPHO	NE NO.
Н.	AND D	EPARTMENT REGULATION	NS.	1.79		11	() - () -	/	di galanam araba	UCIDIO ITY AN THE
	VWE ACKNOWLEDGE TH/ CURRENTLY REGISTERED IMPRISONMENT OF NOT I SIGNED THIS FORM AFTER	VEHICLE FOR THE PA	NOD OF REGIS	TRATION, WE FU	THER ACKNOWL	EDGE TH	AT IWE MA	Y BE SUBJECT	TO A PINE NOT EXCE	EDING \$5,000 AND
TITE	SIGNED THIS FORM AFTER	R ITS COMPLETION; AND	THAT, IF AN E	KEMPTION FROM P	THERT OF SALES	TAX IS	LAMED, I	MWE ARE AUT	ORIZED TO CLAIM THIS	EXEMPTION IWE
\$	SUBSCRIBED AND SWORN TO BEFORE ME:	MO. OCT DAY		2006		ALL ST	THE VEHICL	E DESCRIBED N	E AND CORRECT AND M BLOCK A:	ARE APPLICATION
SEAL AND APPLICATION FOR	SIGNATIIDO	DEPERSON ADMINISTR	CONC MATE	EC.						
		A STATE OF THE PROPERTY OF THE PARTY OF THE	e-iing ya in	er (Artista) var. Novabbar var.						
3	S E									
EAL.	A SIGN	IN PR ESEN CE O	FNOTARY		1	JUIT TO	nous-men	Luccument	s are not receiv	ڎd
47	[3 (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)							ntact PennDot.	- -



NORTH STAR CHEVROLET, Inc.



326 Mansfield Boulevard • Carnegie, PA 15106 18/26/96 DEAL 72946 DATE . 412/279-2300 Phones 412/923-1230 RES. PURCHASER'S NAME PHONE BUS. **PURCHASER'S ADDRESS** PHONE SOC. SEC WASHINGTON, PA NUMBER CITY, STATE & ZIP PLEASE ENTER MY ORDER VENEW YOU CAR FOR THE FOLLOWING DUSED TRUCK D DEMO 61029 MAKE CHEVRINET YEAR 2005 MODEL OR **INCENTIVES** SERIES TYPE INCENTIVES COLORBLUE TRIM SUBTOTAL TO BE DELIVERED TRADE IN PAYOFF ON OR ABOUT PHONE OWED TO SALESMAN GOOD UNTIL AMOUNT \$ VERIFIED Insurance Agent I state that odometer mileage on VEHICLE BEING PURCHASED described The state of the state of the state of the state of Address ા મારા મારા માટે તેને જો છે. જે જે જે જો at time of transfer. जार है। का दूर दें जिन्न का Phone (Check the following statement, if applicable) ☐ I further state that the actual mileage differs from the odometer reading for Insurance Carrier that the actual mileage is reason Policy Number unknov SIGNATURE OF FRANSFEROR (DEALER OR AGENT) DATE Effective Date From 9/21 (10) [06, 725 187, Comp. 188, 389, Coll. Fadersi regulations require the obomister mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferor, pursuant to section 499(a) of the Motor Vehicle information and Cost Savings Act of 1972, Public Res. 92-515: THE Selfar NORTH STAR CHEVROLET, Inc., Kereby expressly disclaims all warrantes; either express or implied; including any implied warranty of merchantability or filhess for a perficular purpose, and NORTH STAR CHEVROLET, Inc. helling assumes for it any liability in connection with the sele of the vehicle. Dealer shall not be obligated to sell; until approval of the terms hereof is given by a bank or linance company willing to purchase a retail installment contract between the parties hereto based on such terms. I state that odometer mileage on USED VEHICLE TRADED-IN described AMIOTAL 5469. FORTINY REPORTE TRADE ALLOWANCE OR DISCOUNT 8/26/**9**6 unknown. USED VEHICLE TRADE IN AND/OR OTHER CREDITS STOCK NO MONEY DIFFERENCE COLOR SALES TAX SERIAL NO. - I CHARLES na glavo anni da kara ge day NOTARY FEES THE TOX STOCK NO. MAKE YEAR: MODEL OR SERIES DOCUMENTARY & TIRE TAX COLOR TOTAL 11005 SERIAL NO PAYOFF This contract is not binding upon either the dealer or the purchaser, until signed by an authorized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS DOWN PAYMENT CONTRACT SIGNED BY AN SERVICE CONTRACT WRITTEN NOTICE OF CAN SERVICE CONTRACT TAX Purchaser's Signatur TOTAL. Accepted By

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chaesis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller. Provisions Applicable to Sale of Used Vehicle —
Factory Warranty: if a Manufacturer's Printed Warranty is delivered with the vehicle or chassis such warranty is a contract solely between the Manufacturer and Purchaser. The Seller is not a party to such contract and such Warranty is not a part of the sale of bargain between the Purchaser and Seller. "The information you see on the window form for the vehicle is part of this contract.

Information on the window form overrides any contract provisions in the contract of sale."

NORTH STAR CHEVROLET, INC.

PROCEIVED OF

RECEIVED OF

RE

Power steering is defective. Problem is intermittant and occurs at speeds under 15 mph. Wheel becomes stiff and hard to turn. Two dealers were unsuccessful in correcting problem (see repair records).

Problem still exists. Dealers stated vehicle is safe to drive Will seek additional repairs in the future.

I can be constacted at

between 2-5 PM.

Thank you,

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUN 30; 2009 VALID: 04/25/08

PLATE:

VIN: YR/MAKE:

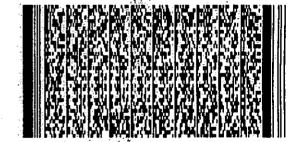
1G1ZT61846F : 2006 CHEVROLET SW

TYPE: WID:

08116 3903 361456-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WASHINGTON

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.



WASHINGTON PA







www.washingtonchevy.com

THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

wo 5 4172	IGIZT	61846F						DATE IN D2/18/08
006 ILES IN	MAKE CHEVROLET MILES OUT	MALIBU MAX FIRST USE	COLOR USC.	 Washington pa				TIME IN 08:08
6389	6390	00/00/00						02/22/08
EE LSO				RES. H:	W: () -		RICH
STII SYSI			P - SITTING WORKING OK NOW	B7680 (F)15926870 Total Labor		т02	1	105.69 286.48 105.69
	9730 DORSEY-	•	A	Total Parts Total Repair				286.48 392.17

	W/C	INT	CUSTOMER
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the menufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied werrantly of merchanizability of finess for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any lenitation contained herein does not apply where prohibited by law. **CUSTOMER SIGNATURE** Page 1 of 1 Job 54172 Reprint (1) 54172 Customer Copy	105.69 286.48 .00 .00 .00 392.17 .00 392.17	.00 Labor .00 Parts .00 Sublet .00 .00 Oil/Grease .00 Sub Total .00 Tax .00 Total	.00







www.washingtonchevy.com

THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

rvo 54357	7 1G1Z1	r 6 1 8 4 6 F			·		DATE IN 02/25/08
EAR 2006	MAKE CHEVROLET	MALIBU MAX	COLOR				TIME IN 08:04
41LES IN 640C	MILES OUT 6400	FIRST USE 00/00/00	USC.	WASHINGTON PA			CLOSED 02/27/08
see Lso				RES. H	BUS. W: (724)	•	WRITE®461 MATT
		ING SEEMS STII		E7631	2T OA	T02 11	83.04
	LACE P/S ASS			(F) 25805894		1	282.31
				Total Labor	• • • • • • • • • • • • • • • • • • • •		. 83.04
				Total Parts			. 282.31
	-9730 DORSEY						

Any warranties on the product sold hereby are those made by the manufacturer. The selfer hereby expressly disclaims all warranties either expressed or implied. Including any implied warranty of merchanisability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any firntiation contained herein does not apply where prohibited by law. CUSTOMER SIGNATURE 83.04 282.31 .00 Parts .00 .00 .00 .00 .00 .00 .00 .00 .00 .0	· · · · · · · · · · · · · · · · · · ·	W/C	INT.	CUSTOMER
54357 Customer Copy	Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchanishility of timess for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any firstitation contained herein does not apply where prohibited by law. CUSTOMER SIGNATURE Page 1 of 1 Job 54357 Reprint (1)	83.04 282.31 .00 .00 .00 365.35	.00 Labor .00 Parts .00 Sublet .00 .00 Oil/Grease .00 Sub Total .00 Tax	.00

Customer Number: 33785 Invoice No: 68090 *INVOICE* PAGE 1 WASHINGTON, PA 2939 Washington Rd. (724) 941-5160 Home: Bus: Cell: PO Box 1919 (412) 344-8000 McMurray, Pa 15317 R: 253 JOHN J PONIKVAR Email: www.sunchevy.com SERVICE ADVISOR COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG ..BLUE 06 CHEVROLET MALIBU 1G1ZT61846F T755 13600 13600 DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV DATE 260CT06 WAIT 04DEC08 79.00 CASH **04DEC08** R.O. OPENED READY OPTIONS: DLR:NORTHSTA ENG:3.5_Liter_MFI_OHV 04DEC08 04DEC08 SECTION OPCODE TECH **TYPE** LIST NET TOTAL A CUSTOMER STATES THAT THE THE POWER STEERING GETS VERY HARD TO TURN AT TIMES...(INTERMITTANT) MISC ORDERED PARTS WILL CALL WHEN PARTS COME IN 0.00 LABOR: 0.00 OTHER: 0.00 CUSTOMER STATES THAT THE ONE KEY FOB DOES NOT WORK AS FAR AWAY AS THE OTHER ONE... SOMETIMES IT WILL NOT START THE CAR
CAUSE: INTERNAL FAULT IN TRANSMITTER R4490 TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK REPLACE 12538938 BATTERY 22733524 TRANSMITT (N/C) PARTS: LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 CUSTOMER STATES THAT THE COVER ON THE DRIVER'S SIDE VANITY MIRROR ON THE SUN VISOR IS DISCONNECTED INTORDER PART WILL GALL WHEN PART COMES IN 451 C hrs. **OTHER:** 0.00 ଂ 0 :00 ା Customer (STATEMENT OF DISCLAIMER **Service Department Hours:** The factory warranty constitutes all of the

Monday 7:30 AM to 8:00 PM
Tues. - Wed. 7:30 AM to 6:00 PM
Thursday 7:30 AM to 8:00 PM
Friday 7:30 AM to 6:00 PM

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.

CUSTOMER SIGNATURE

		Custoniei	COPY
	DESCRIPTION	TOTAL	S
9	LABOR AMOUNT		0.00
S	PARTS AMOUNT		0.00
r	GAS, OIL, LUBE		0.00
f	SUBLET AMOUNT		0.00
;	MISC. CHARGES		0.00
1	TOTAL CHARGES		0.00
	LESS INSURANCE		0.00
┙	SALES TAX		0.00
	PLEASE PAY THIS AMOUNT		0.00

Copyright 2000 ADP, Inc.

Customer Number: 33785

Invoice No: 68521



INVOICE

PAGE 1

WASHINGTON, PA

17DEC08

Bus: Home: Email:

Cell:

2939 Washington Rd. PO Box 1919

McMurray, Pa 15317

(724) 941-5160 (412) 344-8000 www.sunchevy.com

	253 JOHN J PONIKVAR	
VIN	CLICENSE MILEAGE IN / OUT	TAG
	40017 13031	T032

COLOR	YEAR		MAKE/MODEL			VIN 🐃 🛴	LICENSE	MILEAGE	IN / OUT	TAG .
BLUE	06		CHEVROLET N	MALIBU	1G1Z1	761846F	_	13917	13921	T032
		<u> </u>	WARR EXP		ED 💮	PO NO:	RATE	PAYMENT	INV. D	ATE
2000706				WAIT 17DE	FC08		79.00	·CASH	17DE	C08

OPTIONS: DLR:NORTHSTA ENG:3.5_Liter_MFI_OHV R.O. OPENED READY 17DEC08

TOTAL LIST NET والمرتج SECTION TECH TYPE OPCODE

CAUSE: REPLACE COIL AND GROUND AS PER BUL #080232005

MISC REPLACE COIL AND GROUND hrs. 1. 12581176 HARNESS 11588715 BOLT 2436162 F-WASHER V 12595088 W-COIL

11570082 BOLT OTHER: 0.00 PARTS: 0.00 LABOR: 0.00

B CUSTOMER STATES THATTHE COVER ON THE VANITY MIRROR IS LOOSE

CAUSE: LOOSE - REPLACE

C2035 MIRROR, VISOR VANITY REPLACE hrs.

15855088 SUNSHADE

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

\$ 0.00

\$. 0.00

Customer Copy

Service Department Hours:

Monday 7:30 AM to 8:00 PM Tues. - Wed. 7:30 AM to 6:00 PM Thursday 7:30 AM to 8:00 PM Friday 7:30 AM to 6:00 PM

The factory warranty constitutes all of the warranties with respect to the sale of this The Seller hereby expressly item\items. 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.

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

TOTALS DESCRIPTION 0.00 LABOR AMOUNT 0.00PARTS 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 PLEASE PAY 0.00THIS AMOUNT

Copyright 2000 ADP, Inc.

0





GM Parts

www.washingtonchevy.com

THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

_{ВО} 6539	VIN O 1 7 TO	. 6 1 0 4 6 7			DATE IN
YEAR		61846 F			03/02/09
2006	CHEVROLET	MALIBU MAX			TIME IN 07:42
1534		FIRST USE 10/26/06	USC.	WASHINGTON PA	CLOSED 03/02/09
SEE U.SO				RES BUS H W: -	WRITE 0461 MATT
L) C/S	S SCREWS AT HA	TCH RUSTED, PA	ARTS IN		
RE	PLACE SCREWS O	N TAILGATE CE	ROME STRIP	B5500 5W VD T10 3	23.72
RUS	STING, CLEAN OF	F STRIP		(F) 11515894 (SCREW TA) 4	13.56
				Total Labor	23.72
				Total Parts	13.56
(10	0-8753 BRIGGS-)	<u>A</u>	Total Repair (Warranty)	37.28
() C/S	POWER STEERI	NG BINDS AND	CLUNKING IN F/E	N	
D				E7700 2E NE T10 5	39.53
REP	LACE I SHAFT	- EXCESSIVE S	SPLINE CLEARANCE	1-, (122.47
				Total Labor	39.53
/10	0752 BDIGGS	,	_	Total Parts	122.47
(10	-8753 BRIGGS-) 	A	Total Repair (Warranty)	162.00
) ORD	ER VISOR MIRRO	OR			
				Labor T10	.00
(10	-8753 BRIGGS-	}	A	Total Repair, (Warranty)	00



	W/C	INT.	CUSTOMER
DISCLAIMER OF WARRANTIES Any warrantes on the product sold hereby are those mode by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of timeses for a particular purpose, and reither assumes nor authorizes any person to assume for it any lability in connection with the sale of said products. Any finitiation contained herein does not apply where probabiled by law. CUSTOMER SIGNATURE Page 1 of 1 Job 65394 65394 Curtomer Copy	63.25 136.03 .00 .00 .00 199.28 .00 199.28	.00 Labor .00 Parts .00 Sublet .00 Paint & Mate .00 Cil/Grease .00 Sub Total .00 Tax .00 Total	.00

RELEASE OF CLAIM

Wc. (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$3,400.00 inclusive and 36 month/ 45,000 mile (whichever comes first) Steering Component Letter which begins with the current date and odometer shown on this release 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) 2006 Chevrolet Malibu MAXX bearing Vehicle Identification Number 1G1ZT61846F ("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 17, 4/5 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: 5-22-09	
	Claimant's Signature
-	
	Audress
Washington, Fa City, State, Zip Cod	Washington PA
City, state, Zip Cod	Lity, State, Zip Code
STATE OF	

COUNTY OF Phile

20 <u>/</u> , b	worn to (or affirmed) and subscribed before me this 22 day of May
	Signature-or-incitary Pariolité PENNSYLVANIA
	Motarial Seal Marie Kahlan, Notary Public City of Philadelphia, Philadelphia County My Commission Expires June 13, 2012 Member, Penneylvania Actioning of Notary Public Print, type or stamp Commissioned Name 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	

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUN 30, 2009

VALID: 04/25/08

PLATE: TITLE: VIN:

1G1ZT61846F 2006 CHEVROLET

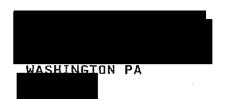
YR/HAKE: TYPE:

SI

TYPE: SI

08116 3903 361456-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: HASHINGTON





I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

Form **W-9** IREV. (br.) ary 2003)

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

piesig	Reversal Staylog		send to the IRS,
Print or type se Specific Instructions on page 2.	Check appropriate box: Individual Sole propriate box: Sole propriate box: Check appropriate box: Check appropriate box: Individual Sole propriate box: Indi	fetor Corporation Partnership Other >	Exempt from hackup withholding
տ Part	Taxpayer Identification	Number (YIN)	
Dage :		ndividuals, this is your social security number (SSN). alor, or disregarded entity, see the Part I instructions on or identification number (SIN). If you do not have a pumber,	Social security murphy:
	If the account is in more than one ga	nia, see the chart on page 4 for guidelines on whose number	Or Employer Identification monther
Part	 -		<u> </u>
Under	panallies 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
- I am not subject to backup withhniding because: (a) I am exempt from backup will holding, or (b) I have not been notified by the Internal
 notified matthat I am no longer subject to backup withholding as a result of a follow to report all interest or dividends, or (c) the IRS has
- 3. I am a U.S. person [including a U.S. resident rillon).

Certification instructions. You must cross out Item 2 above if you have been notified by the IRS that you are currently subject to hankup withholding because you have foliod to report all interest and dividends on your tax return. For real estate transactions, Item 2 does not apply, strangement (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 op/page 4.)

Sign	Signature of	
Here	U.S. person >	
<u> </u>		

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpeyer identification number (TIN) to report, for example, income paid to you, rest estate transactions, mortgage interest you paid, acquisition or abandonment of socured property, cancellation of iteat, or contributions you made to an IRA.

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

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify that you are not subject to hackup withholding, or
- 3. Claim exemption from backup withholding II you are a \sim U.S. exempt payee.

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.

Foreign person. If you are a foreign person, use the appropriate Form W-8 (see Pub. \$15, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alion individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision leaven as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax outposes.

If you are a U.S. resident aften who is relying on as exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement that specifies the following five items:

- The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident ellen.
 - 2. The freaty article addressing the income.
 - The article number (or focation) in the tax treaty that contains the saving clause and its exceptions.
 - The type and amount of income that qualifies for the exemption from tax.
 - Sufficient facts in Justify the exemption from tex under the terms of the freety article.

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

CHECK NO

06/22/09

XXXXXXXXXXXX3,400 DOLLARS

AMOUNT **********3,400.00

PAY TO THE

VENDOR DUNS NO.

VENDOR NAME

ARDMORE PA

North American Operations General Motors Corporation Disbursement Account

SIGNATURE

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

BB 000000049

AUDIT

1

CHECK NO.

DETACH BEFORE DEPOSITING CHECK

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

PAYMENT DATE

06/22/09

REGISTER NO. DESCRIPTION INVOICE DATE INVOICE AMOUNT DOC. REFERENCE NUMBER % DISC. DISC. AMOUNT NET AMOUNT 00.0000 3,400.00

05/29/09 VH 1-C1C7P4 .71-710264833.1-C1C7P4 3,400.00 1G1ZT61846F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 Н3

TOTAL

3,400.00

.00

3,400.0

May 27, 2009

Laura Applegate, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: v. General Motors Corporation

Service Request: 71-710264833 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61846F

Customer Relationship Specialist: Michael Nordstrom

Dear Ms. Applegate:

Enclosed please find a check in the amount of \$3,400.00 inclusive made payable to and David J Gorberg & Associates, PC to settle the above-referenced case.

A 36 month/ 45,000 mile (whichever comes first) Steering Component Letter will be sent directly to after processing.

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

LG0008 V07092007

(Rev. Jamany 2003)

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not

Internal Records Staylog	The same of this deligi	send to the IRS,
E Business neare, I different flues above	herg + 4550ciates, P.C.	
Check appropriate box: Individual Sole propriate box: Sole propria	afetor Gorporation Partnership Other >	Exempt from hackup
S CONCEDATE OF THE CALL	19003 Reguesa	u's name and address (uptional,
Part I Taxpayer Identification	n Number (YIN)	
Transfer, ich ich icht bien, sole oroni	individuals, this is your social security number (SSN). Nator, or disregarded entity, see the Part Hintarctions on yor identification number (SIN). If you do not have a pumber,	Social security whiches
Note: If the account is in more than one n to enter.	ania, see the chart on page 4 for guidelines on whose number	Employer Identification number
Part Certification		<u> </u>
Under penalties of perjury. I certify that:		
	correct (expayer identification sumber (or I am weltho for a no	inher to be incomed to make any

- 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 (RS) that I am subject to backup withholding as a result of a fallish to report all interest or dividends, or (c) the IRS has notified ma that I am no longer subject to backup withholding, and
- I am a U.S. person [including a U.S. resident rillon].

Certification instructions. You must cross out Item 2 above if you have been notified by the IRS that you are currently subject to handup withholding because you have folice to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For multyage interest paid, anguistion or abandosment of secured property, concellation of defin, contributions to an individual retirement strangement (IRA), and generally, payments other than interest and dividends, your are not required to sign the Certification, but you must provide your correct TIM. (See the instructions on page 4.)

Sign	Signature of			<u> </u>
Here	U.S. person 🕨	- 		11 17-18
			Uate ►	10-11-07

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 socured property, cancellation of dept, or contributions you made to an IRA,

U.S. person. Use Form W-8 only if you are a U.S. person (including a resident aten), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to hackup withholding,
- 3. Claim exemption from backup withholding If you are a ... U.S. exempt payee.

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-4.

Foreign person. If you are a foreign person, use the appropriate Form W-8 (see Pub. 518, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alian individual may use the terrus of a tax freety to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified In the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

lf you are a U.S. rosident alien who is :elying on an exception contained in the soving clause of a tax treaty to claim an exemption from U.S. tax on certain types of faceme, you must attach a statement that specifies the following five

- The treaty country, Generally, this must be the same. treaty under which you claimed exemption from tax as a nonresident allen.
 - The freaty article addressing the income.
 - The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
 - 4. The type and amount of income that qualifies for the exemption from tax.
 - Sufficient facts to justify the exemption from tax under the terms of the treaty article.

PAGE: 1

VIN: 1G1ZT6184 6F VIN TYPE: N	7		S	SELLG	SCE:	13	MDL	YR:	06	ORD	NO:	ксғјн8
	SS	/	DOCUMENT		I		IN	C				
EVENT DESC		re CD	NUMBER		S EV	ENT D'	r cd			DMA	JNT	
INCENTIVE MEMO	13	13374	000312443	328	10	/28/0	6 UD	E	3	,469	.06	
INCTV PAYMENT		13374	000312443			/28/0				,469		
INCTV APPLICATN			000312443			/28/0				469		
INCENTIVE MEMO		13374	000312443			/28/0				,000		
INCTV PAYMENT		13374	000312443			/28/0				,000		
INCTV APPLICATN			000312443			/28/0				,000		
DELIVERY D.O.E.						/27/0		_	•		.00	
DELIVERY TO CUS						/26/0					.00	
INCENTIVE CHARG			000309917	762		/19/0		V		500		DR
INCENTIVE MEMO		13374	000309917			/19/0				500		
INCTV APPLICATN			000309917			/19/0				500		
COV/NVIS REPLAC			1AD88063			/07/0		-			.00	
REPLACEMENT LAB			111200000	,,,,		/06/0			20	, 790		
DLVY CANCEL DOE						/05/0					.00	
INCENTIVE MEMO		13374	000309035	597		/02/0		V		500		
INCTV PAYMENT		13374	000309035			/02/0				500		
INCTV APPLICATN			000309035			/02/0				500		
DELIVERY CANCEL	_					/31/0		-			.00	
DELIVERY D.O.E.						/31/0					.00	
DELIVERY TO CUS						/31/0					.00	
DLR TRADE D.O.E						/31/0					.00	
DEALER TRADE (P						/31/0					.00	
INCENTIVE CHARG			000308710	082		/29/0		D	1	,000		DR
INCENTIVE MEMO		13031	000308710			/29/0				,000		
INCTV APPLICATN			000308710			/29/0				,000		
INCENTIVE CHARG			000308710			/29/0				933		
INCENTIVE MEMO		13031	000308710			/29/0				933		
INCTV APPLICATN	13	13031	000308710	082		/29/0				933	. 25	DR
DLVY CANCEL DOE	13	13031				/15/0					.00	
INCENTIVE MEMO	13	13031	000307553	314	08	/08/0	6 VB	D	1.	,000.	.00	
INCTV PAYMENT	13	13031	000307553	314	08	/08/0	6 VB	D	1,	,000.	.00	
INCTV APPLICATN	13	13031	000307553	314	08	/08/0	6 VB	D	1,	,000	.00	
INCENTIVE MEMO	13	13031	000307473	344	08	/05/0	6 GM	S		933	. 25	
INCTV PAYMENT		13031	000307473	344	08	/05/0	6 GM	S		933	. 25	
INCTV APPLICATN	13	13031	000307473	344	08	/05/0	6 GM	S		933	.25	
INCENTIVE MEMO	13	13031	000307473	344	08	/05/0	6 FF	C		39.	.08	
INCTV PAYMENT	13	13031	000307473	344	08	/05/0	6 FF	C		39.	.08	
INCTV APPLICATN	13	13031	000307473	344	08	/05/0	6 FF	C		39.	.08	
DELIVERY CANCEL	13	13031			08	/04/0	6			0.	.00	
DELIVERY D.O.E.	13	13031			08	/04/0	6			0.	.00	
DLR TRADE D.O.E	13	13031			08	/04/0	6			0.	.00	
DELIVERY TO CUS						/03/0				0.	.00	
DEALER TRADE (P	13	13031				/03/0					.00	
SETTLEMENT DATE	13	13374	1AD88063	3093		/30/0			19	, 983 .	.41	CR
EXPIRATION TRAN			1AD88063	3093		/29/0					.00	
ORIGINAL INVOIC			1AD88063			/19/0			19,	, 983 .	. 41	
COV/NVIS DATE		13374	1AD88063	3093		/19/0					.00	
SHIPMENT DATE		13374				/19/0					.00	
PRODUCTION (BUI						/18/0					.00	
PREFERENCE TO P						/25/0					.00	
GM ORDER ACCEPT	13	13374				/24/0					.00	
GM ORDER ACCEPT					04	/24/0	6			0	.00	

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY PROCESSING SOURCE: CHEVROLET

12/08/07 13:37:49

PROCESSING SOURCE: CHEVROLET 13:37:49
PAGE: 1

VIN: 1G1ZT6184 6F SELLG SCE: 13 MDL YR: 06 ORD NO: KCFJH8

ODATE: 04/24/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 13374

DDATE: 10/26/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 10/27/06 ORDER BY:

CANC: 08/31/06

CANC DOE: 09/05/06

TRADE: 08/31/06 DLVY TO:

TRD DOE: 08/31/06

SRVC IN: WASHINGTON

SRVC OUT: CANC SRVC IN: BFSO ORD DT: BFSO CUST:

PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE PAYSS/SITE INV/INC NO DATEAMOUNT MTHD DLR SHR STAT BDV 01 13 13374 00030991762 09/19/06 500.00 DR OA 0.00 0

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: BARS INC MEMO NO: 00030991762 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT BDV 01 13 13374 00030903597 09/02/06 500.00 OΑ 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00030903597 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

SS/SITE INV/INC NO CODE PAY DATETRUOMA MTHD DLR SHR STAT 13 13374 00031244328 10/28/06 3,000.00 OΑ CNE 01 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00031244328 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

DATE CODE PAYSS/SITE INV/INC NO AMOUNT MTHD DLR SHR STAT FFC 01 13 13031 00030747344 08/05/06 0.00 9 39.08 OΑ

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLVY INC MEMO NO: 00030747344 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

VEHICLE DELIVERY/INCENTIVE HISTORY PROCESSING SOURCE: CHEVROLET

12/08/07 13:37:49

PROCESSING SOURCE: CHEVROLET 13:37:49
PAGE: 2

VIN: 1G1ZT6184 6F SELLG SCE: 13 MDL YR: 06 ORD NO: KCFJH8

MTHD PAY SS/SITE INV/INC NO DATEAMOUNT DLR SHR STAT CODE **GMS** 01 13 13031 00030871082 08/29/06 933.25 DR OA 0.00 0

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: BARS INC MEMO NO: 00030871082 AUTH PUR CD: 515526440

MISC DATE: MISC:

POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

SS/SITE INV/INC NO AMOUNT MTHD DLR SHR STAT CODE PAY DATE**GMS** 13 13031 00030747344 08/05/06 OΑ 0.00 9 01 933.25

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00030747344 AUTH PUR CD: 515526440

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

MTHD CODE PAYSS/SITE INV/INC NO DATEAMOUNT DLR SHR STAT UDE 01 13 13374 00031244328 10/28/06 3,469.06 OA 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00031244328 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT VBD 01 13 13031 00030871082 08/29/06 1,000.00 DR OA 0.00 0

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: BARS INC MEMO NO: 00030871082 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT **VBD** 01 13 13031 00030755314 08/08/06 1,000.00 OΑ 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: HOU INC MEMO NO: 00030755314 AUTH PUR CD: 515526440

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

2006 MALIBU MAXX LT CHEVROLET MOTOR DIVISION 25U DARK BLUE METALLIC /V6G GENERAL MOTORS CORPORATION 83C TITANIUM 100 RENAISSANCE CENTER STOCK NO. ORDER NO. KCFJH8/TRE DETROIT MI 48243-1114 VEHICLE INVOICE 1AD88063093 VIN 1G1 ZT61 84 6F MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 20165.00 19055.93 INVOICE 05/19/06 1ZT68 MALIBU MAXX LT N/C SHIPPED 05/19/06 N/C EXP I/T 05/29/06 N/C INT COM 05/30/06

N/C PRC EFF 05/18/06 KEYS G1661 G1661 WFP-S QTR OPT-1 BANK: GMAC - 004 CHG-TO 13-374

> SHIP WT: 3409 HP: 32.9 GMS: 19150.98 SUPPLR: 20009.40 MRM: 20790.00 MEMO 933.25

TOTAL MODEL & OPTIONS 20165.00 19055.93 ACT 231 19075.98 DESTINATION CHARGE 625.00 625.00 H/B 261 604.95 LAM DEALER CONTRIBUTION 201.65 ADV 261 201.65 LAM GROUP CONTRIBUTION 100.83 EXP 65A 100.83

TOTAL 20790.00 19983.41 PAY 310 19983.41

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 19075.98

REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

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

REMIT TO GMAC NO. 004 VIN 1G1ZT61846F 1AD88063093 \$ 19983.41 INV 1AD88063093 DUE 05/30/06 DEALER 13-374

NORTHSTAR CHEVROLET, INC.



"Laura Applegate" <lapplegate@mylemon.com> 05/18/2009 04:14 PM

To <michael_nordstrom@gmexpert.com>
cc
bcc
Subject Re: VGM - 71-710264833

Michael, this offer is accepted.

Thanks.

---- Original Message -----

From: michael nordstrom@gmexpert.com

To: lapplegate@mylemon.com

Sent: Monday, May 18, 2009 12:45 PM

Subject: Re: v GM - 71-710264833

I can do 3400k incl and the CCL. For time sake, that is the best I can do.

Michael Nordstrom Legal Agent - BRC Legal Department Aditya Birla Minacs (866) 790-5600 Ext. 31402 / Fax: (866) 592-1363 michael_nordstrom@gmexpert.com

This email message may contain proprietary, private privileged and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination, or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.

"Laura Applegate" <iapplegate@mylemon.com>

05/18/2009 02:05 PM

To <michael_nordstrom@gmexpert.com> cc _____

Subject Re v GM - 71-710264833

Michael.

I can counter with 4900 plus the letter.

Thanks

---- Original Message -----

From: michael nordstrom@gmexpert.com

To: lapplegate@mvlemon.com

Sent: Monday, May 18, 2009 11:29 AM Subject: v GM - 71-710264833

Laura,

Will your client accept 2400k and a 36/45 Steering CCL

Best,

Michael Nordstrom Legal Agent - BRC Legal Department Aditya Birla Minacs (866) 790-5600 Ext. 31402 / Fax: (866) 592-1363 michael_nordstrom@gmexpert.com

This email message may contain proprietary, private privileged and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination, or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 8.5.325 / Virus Database: 270.12.33/2120 - Release Date: 05/18/09 06:28:00

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 8.5.325 / Virus Database: 270.12.33/2120 - Release Date: 05/18/09 06:28:00

DAVID J. GORBERG & ASSOCIATES, P.C.

PAVID J. GORBERG* TAMMY J. SCHMITT LAURA L. APPLEGATE NICOLE VITALE* SAMUEL T. LEHEW*

"MEMBER OF PAIANDING BARS IMEMBER OF PAIANDING BARS 700 TIMES BUILDING
SUBURBAN SOUARE
ARDMORE, PA 19003

1 (800) MY-LEMON
1 (800) 695-3666
(715) 665-7660
7AX (215) 563 8738

WWW.MyLomon.com

NEW JERSEY OFFICE

100 CENTURY PARKWAY SUITE 305 MT. LAUREL, NJ 08054 (856) 797-0703 FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG. 330 GRANT STREET PITTSDURGH, PA 15219 (412) 894 9970 FAX (412) 894 9983

FAX TRANSMITTAL SHEET

DATE: March 19, 2009

TO: Mary Greer

FAX NO: (866) 393-8081

FROM: Ms. Nicole N.; David J. Gorberg & Associates, P.C.

FOR: Our client,

RE: Request for Release of Lien Form

PAGES BEING TRANSMITTED: Two (2) including cover sheet

MESSAGE:

Client payed for vehicle in full with cash. does not have access to the vehicles title at this time. Enclosed please find receipt for the cash purchase of the 2006 Chevy Malibu. Will forward copy of clients title as soon as possible. Thank you and have a great day.

IF THERE IS A PROBLEM WITH THIS TRANSMISSION, PLEASE CALL THE TELEPHONE NUMBER LISTED ABOVE.

THE ORIGINAL OF THIS DOCUMENT WILL:

X	NOT BE FORWARDED
	BE FORWARDED BY FIRST CLASS MAIL
	VIA HAND DELIVERY
	VIA OVERNIGHT MAIL
	OTHER

Paid Cosh in full

	IZO MAHISMIRIN BA	VO. + CASMEGNY, PONT/SYLVA (412) 275-2360 FAX (-)16) 279-9711	11368	한 (4.1) 	T. (CTL) NO.	STOCK N	JON	SH REC. JANAL JACA
,	·,		-10-260		CCOUNT	ACCT NO.	AMOU	
. 1				CASH	ON HAND	201		
RECEIVED OF	13 1 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			<u> </u>			<u> </u>	
			1/095	- 7/ ACC.	REC. P/S	220		
		2.5-27 77	5///// 30U	ACC.	REC. VEH.	220A		
والمعاور الأنها المروكي	7			CONT	IN THANS.	205		15
COETAIL CACCOU		A HOW PAID MEMO	Do Market Street Edition Services	The state of the s		37/10/25		
AMOUNT		CABH						
AMOUNT PAID	<u> </u>	CHEOK SHOOT						
		CABO BY	10174-1	CHEC	KING	202		
BALANCE		BRISEX /	THANK YOU	CASH	SALES	225		
		- 1 - 51 - 51 - 51 - 51 - 51 - 51 - 51		· . 			1:7	
			· · · · · · · · · · · · · · · · · · ·					
								
į								
Į į								
		<u>.</u>						
		· · · · · · · · · · · · · · · · · · ·						
						· · · · · · · · · · · · · · · · · · ·		
		· · · · · · · · · · · · · · · · · · ·						
						· · · · · · · · · · · · · · · · · · ·		
		· · · · · · · · · · · · · · · · · · ·						
	·							
	·							

LAS MADE OF STREET VENICLE DUTTIFICATION HANGER (NE) TO TRANSPER OF THE MEDICAL PROPERTY OF THE MED	П	VI'	V - 1 (5-05)			· · · · · · · · · · · · · · · · · · ·				· · · · · · · · · · · · · · · · · · ·	, .	X / FEES
ELEVANUE IN JULY TO JULY TO COMMON CONTROL OF THE STATE O	<u> </u>	_		VEHICLE	EIDENTIFICATION	NUMBER (VIN), IF	TRACING	BÓDY	TYPE (SDN,	TK, MODEL YEAR	ALL CONTRACTOR SPECIAL CONTRACTOR	Service and the service and th
STATE OF THE PARTY		_	CHE VRULE	REQUIR			YE THIS COPY	BUS,	ETC.)	· ·	P. Company	all a marchine in the
See and service and provide and provide and provided and	4	핡	GROSS VEHICLE WT	FUEL TYPE: THO	ASOLINE			THE PERSON NAMED IN	A	E NEW YORK	LESS	Control of the same
Committee Comm	뚪	륈	RATING					one at the second	KA FRINE IO	A Committee of the Comm	TRADE-IN.	7599 90
TRILLION A DIRECT UNION PARTY OF THE CONTROL OF THE		ᄳ	CHECK THE APPROPR	IATE BLOCK IF THE VE				BERE			TAXABLE	3,160.00
THE PROJECT OF THE PROJECT OF THE ADDITION OF					SA ABLE)	and the second					AMOUNT	10364 35
CONTRIBUTION DATE OF THE PROPERTY OF THE PROPE	-	_				建筑 \$20 年 10 日本	era arak	MICOLE INITIAL	DA.	TE ACOUPED	X 8% (.06) SALES TA	
Section Company Comp	٦	Ė	End, thank (or or			11101140		MIDDEL MATTER			*X 7% (.07)	1
MACHINETIC IN A CONTROLLAR OF THE PROPERTY OF SERVICE SERVICE SERVICES IN SHORT OF THE PROPERTY OF SERVICES IN SHORT OF THE PROPERTY OF THE PR		Ŧ	CO BUIDCHASED									961.86
SOUTH TO COUNT TO CO. 1. ACCESS TO MACHINETON PA County		-	COPPORCHASER						f (i			
MODE I a conjunctation of the their your specials is based and you want has like, to be leave at July Tensor with a state of the conjunctation of the conjunction of	5	죍	0.705		.	-						- N/H
NOTE: Bit a co-putchase of other than your sports be labeled and you sport the libe to be laber, or Julial Tensions With Print of Skinvership? Chi death of one cover, rilling goes to surviving compets (3-)-(10-	₫	₹	SIRFEI	A 5554 W A	veterran.		Y s	IAIE	ZIP	1 COUNTY CODE	4	221 00
Registraction of Surviversity. On death of one owner. Sile opens to surviver domest. Cyclicity interest of Surviversity of Surviversity. On death of the owner, sile opens to surviver death of Surviversity. On the Surviversity of Surviversity of Surviversity. On the Surv	ΔP	헦		HEH	TMETON	PA		- 1, 1 t			DUE	001.00
will be laused as "Tennish in Common" (on legish of lose owner, interested insequence waves prosent in the princip is to be utilized as a terminal processor of the princip is to be utilized as a terminal princip is to be utilized as a terminal princip is to be utilized as a terminal princip is to be utilized as a terminal princip is to be utilized as a terminal princip is to be utilized as a terminal princip is to be utilized as a terminal princip is to be utilized as a terminal princip is to be utilized as a terminal princip is to be utilized as a terminal												
Services in the support of microse in scess and services of the article in the support of the services of the article in the support of the services of the article in the support of the services of the article in the support of the services of the servic	4									COOLS TRUE OF	1000年至3000年	
PRINCES HE ADORT OF MILEMON RECUES SAME PARTY OF STATE THE MESSE OF CONSISTION OF MILEMON STATE LAWS REQUIRE THAN TOO STATE THE MESSE OF CONSISTION OF THE PARTY OF STATE THE PARTY					(On aspan or or	io omitor, microage	AI MENERGE IN	MIIO DOG GALL	era i festi di mito im	YELLOW COPY	A STATE OF THE PERSON NAMED IN	
WEST PROPERTY AND STATE CAME REQUIRE THAT YOU STATE THE MALAGE IS CONSTRUCTED TO THE PROPERTY AND STATE CAME REQUIRE THAT YOU STATE THE MALAGE IS CONSTRUCTED TO THE PROPERTY AND STATE CAME REQUIRE THAT YOU STATE THE MALAGE IS CONSTRUCTED TO THE PROPERTY AND STATE CAME REQUIRE THAT YOU STATE THE MALAGE IS CONSTRUCTED TO THE PROPERTY AND STATE CAME REQUIRE THAT YOU STATE THE MALAGE IS CONSTRUCTED TO THE PROPERTY AND STATE CAME REQUIRE THAT YOU STATE THE MALAGE IS CONSTRUCTED TO THE PROPERTY AND STATE CAME REQUIRE THAT YOU STATE THE MALAGE IS CONSTRUCTED TO THE PROPERTY AND STATE CAME REQUIRE THAT YOU STATE THAT YOU STATE THE MALAGE IS CONSTRUCTED TO THE PROPERTY AND STATE CAME REQUIRE THAT YOU STATE THAT YOU SHOULD BE ADMITTED TO THE PROPERTY AND STATE CAME AND STATE CAME REQUIRE THAT YOU SHOULD BE ADMITTED TO THE PROPERTY AND STATE CAME REQUIRE THAT YOU SHOULD BE ADMITTED TO THE PROPERTY AND STATE CAME AND ST	L	1	NOTE: IF THE VEHICLE IS	TO BE USED AS A DAIL	LY RENTAL OF LEASE	D VEHICLE, CHECK TH	IS BLOCK 🔲 . IF	BLOCK IS CHECK	D. COMPLETE.	NO ATTACH COOM AND		
WARNING FEBERALA NE SYATE LAWS REQUIRE THAT YOU STATE THE BLAGE IN CONNECTION OF THE STATE CONNECTION	Ċ	_[REFLECTS TH	E AMOUNT OF MIL	LEAGE IN EXCES	3 T S	NO THE ACTU	IAL MILEAGE	OCOME	TERTHEADING	IC. (PTA) NO.	
WITH THE THANGER OF CONCROSHER PRIJURE TO CONCRUETE ON PROVINGIA PAISE 2 ST LIBERT THE PROJECT OF CONCROSHER PRIJURE TO CONCRUETE ON PROVINGIA PAISE ST LIBERDATE ST LI	ıу	21	OF ITS MECH/	MICALLIMITS		لبا	WARNING: OD	NOMETER			Market Control	
D IST LIEU DATE	MLE.A.	8	WARNING: FEDER	AL AND STATE LAV	VS REQUIRE THA	T YOU STATE THE	MILEAGE IN C	ONNECTION		TENTHS	•	
DISTLEMENTED STATE ST	. 3	ž	WITH T STATE	MENT MAY RESULT	OWNERSHIP, FAIL IN FINES AND/OR	LURE TO COMPLE	ie or providi	NG A FALSE				22. 50
ST LIERNOLDER SOUTH STREET STREET PROJECT PRO	D	†					ENTATE		() ()	NO LIEN, CHECK 4	9.	
STATE TO DITIES TO STATE TO DITI		ŀ					1	\(\frac{1}{2}\).			FEE	<u>_</u>
THE PROTECTION NOT THE STATE STOPEN IS ADDRESSED TO THE PROTECTION NOTE THE SEASON THE PROTECTION NOTE THE SEASON THE PROTECTION NOTE THE SEASON THE PROTECTION NOTE THE SEASON THE PROTECTION NOTE THE SEASON THE PROTECTION NOTE THE SEASON THE PROTECTION NOTE THE SEASON THE PROTECTION NOTE THE SEASON THE PROTECTION NOTE THE SEASON THE PROTECTION NOTE THE SEASON THE PROTECTION NOTE THE SEASON THE PROTECTION THE PROTECTION THE SEASON		S١	· · · · · · · · · · · · · · · · · · ·				AT PARTY OF 12			the state of the s	4	•
FINANCIAL INSTITUTION NUMBER PRINCIPLE MOTE PIN IS ACCURED MOTE PIN IS 40418552 JAXE MOTE PIN IS RESPONDED	皇	31		ST	ATE 71				STATE	ΖΙΡ	PROCESSING FE	
F THIS IS AN ELT, CHONESPEE NOTE PIN IS BOOKED JOKE SOUTH THE SOUTH THE SOUTH SOUTH THE SOUTH S		뽀ㅏ				بالرف المستنب	VCIAL INSTITUT	ON NUMBER		· · · · · · · · · · · · · · · · · · ·	Lorgen	SEAR OF THE PROPERTY H
ESUME OF VEHICLE SD IVIN CONCITION OF VEHICLE GOOD FAIR POOR RECEIVED NO OF CARDS RECORD YIELD AND CONCITION OF VEHICLE GOOD FAIR POOR OF YIELD AND CONCITION OF		1	·,		TE. EIN ID MENAND				NOTE: CIN IC	OCATAGE CO	address to the Bure	
PASSENGER TON LIMBURING LI	724	-+			7	SOCIENE					5. DUPLICATE REG.	<u> </u>
TASSENCE PASSENCES TO LUCKURE LONG UNDER THE DECEMBER OF THE STORY OF	1	Э.				CONDITION OF M	weis Lac					
TOTAL PAID MOTOR PRIVATE MOTOR PRI	1 5	_						1,000		Children and Child		
MORPH ONE ADICAN IN JUNE 100 PROJECT VEB NO PARCE 100 PROJECT IN NOTIFIED NO PROJECT VEB NO PROJ	Ι'	F	TAXI/BUS	CYLINDER CAPAC	CITY Character					KAH.I.	TRANSFER	5.00
MORPH ONE ADICAN IN JUNE 100 PROJECT VEB NO PARCE 100 PROJECT IN NOTIFIED NO PROJECT VEB NO PROJ	1		MOTORCYCLE MOTOR DRIVEN	OPERABLE	1,129	- terresenti	(14.8) 24.6 (2.15) (14.8) 24.6 (2.15)	A Company of the Comp	1000		7 FEE	
MOTOR HOME CHASSISSISTER BOOT MAKE FEE BOOT MAKE FOR FEE BOOT MAKE FEE	걸	أاح	CYCLE MOPED				2: (e) (E2:53)					i .
THAT BY SOURCE PRODUCT STATE OF PALES PROPERTY O	\$	맑			L YES L	INO 150		<u> </u>	NES TIME	,	4	<u> </u>
BELOW SUND AWAYS DECLARATED TO ALL PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PREVIOUS SOURCE PROJECT OF PROJEC	Š	ōŀ	Service of the Control				Traffico new large	o de la como	n ederación	- Agent	REPLACEMENT	W/0
TRINK TRACER RED. REGISTERED GROSS COMBINATION WILL GROSS COMBINATION WILL PAID GROSS COMBINATION WILL GROSS COMBINATION W	g	۶ .	TRAILER A VEHICLES		ES:		- CT -	- 751 710	: (INCLODING	LOSO)		• • • • • • • • • • • • • • • • • • • •
ORIGINAL PLATE / Check One Company Name Name Company Name Name Company Name Name Company Name Name Company Name Name Company Name Name Company Name Name Company Name Name Name Company Name Name Company Name Name Company Name Name Company Name Name Company Name Name Name Name Name Name Name Name	*	- 2	(動物的な影響を)			A CONTRACTOR	40.000			(1) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
GREAT PLATE SUM AND ALL OF SUMANE SUMBLY SAULE TO SUMANE SUMBLY SAULE SUBSTITUTE OF THE MOUNT ON THE MOUNT OF THE MOUNT OF THE MOUNT OF THE MOUNT ON THE MOUNT OF THE MOUNT OF THE MOUNT OF THE MOUNT ON THE MOUNT ON THE MOUNT ON THE MOUNT OF THE MOUNT ON	Ļ	7					in The Control				(ADD 1 THRU8)	i
BUT DE PROCESSIANCE STOCKEN DEFACED NEVER RECD (LOST IN MAIL) BESUED BY BUT DE TO BE BESUED BY BUT NOTE: THIS ISSUED SEY PLUL AGENT INOTE: THIS SPACE BY PLUL AGENT IN THE THIS ISSUED BY PLUL AGENT INOTE: THIS ISSUED BY PLUL AGENT IN T	16.	t	T 1									650.36
MUST BE ATTACHED. TEMPORARY PLATE ISSUED SETTLE AGENT HOTO THE SETTLE AGENT HOTO HOTO THE SETTLE AGENT HOTO HOTO HOTO THE SETTLE AGENT HOTO HOTO HOTO THE SETTLE AGENT HOTO HOTO HOTO HOTO HOTO HOTO HOTO HO	i de	×.	THE PARTY SE		ALMOST WALLER W	如明代的 似。在"		HANGER DE ELA	TE & REPLACEN	ENT OF		
THENDRARY PLATE ISSUED EXPIRES THENDRARY PLATE ISSUED TO BE LIL AGENT IN OTHER THIS PLATE WILL RAFIN FOR THIS PLATE WILL RAFIN FOR THIS PLATE WILL RAFIN FOR DAYS FROM DATE OF ISSUANCE) TRANSFERRED FROM TITLE NO TRANSFERRED FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT) PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT) INSURANCE COMPANY NAME HART FURD THAN APPLICANT INFORMATION INFORMATION THAN APPLICANT INFORMATION THE SECOND THAT THE VEHICLE IS ABSTREAMED. IN THE ABOVE ANALYSES THE APPLICANT ON MONTH ALL APPLICANT PROVISIONS OF THE VEHICLE IS ABSTREAMED. IN THE ABOVE ANALYSES THE APPLICANT ON MONTH ALL APPLICANT PROVISIONS OF THE VEHICLE IS ABSTREAMED. IN THE ABOVE ANALYSES THE A	a ca		MUST BE ATTACH	ED.)					REPLACEME	NT	A PROPERTY OF THE PROPERTY OF	ABOTO CONT. F. P. P. Margarifora.
TEMPORARY PLATE ISSUED SY PLAL AGENT NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44. TRANSFERRED FROM TITLE NO. TRANSFERRED FROM TITLE NO. SIGNATURE OF PERSON. PROM. WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN A PPLICANT). INSURANCE COMPANY NAME ISSUING AGENT INFORMATION ISSUING AGENT INFORMATION ISSUED TEMPORARY REGISTRATION TO THE ABOVE. APPLICANT, IN INFORMATION INFORMATION WE ACKNOWLEDGE THAT WE MAY LOSE WHOUGH OPERATING PRIVILEGES) OR SENGEL REGISTRATION, WE PUTTING ACKNOWLEDGE THAT WE MAY LOSE WHOUGH OPERATING PRIVILEGES) OR SENGEL REGISTRATION WE PUTTING ACKNOWLEDGE THAT WE MAY LOSE WHOUGH OPERATING PRIVILEGES) OR SENGEL REGISTRATION WE PUTTING ACKNOWLEDGE THAT WE MAY LOSE WHOUGH OPERATING PRIVILEGES) OR SENGEL REGISTRATION WE PUTTING ACKNOWLEDGE THAT WE MAY LOSE WHOUGH OPERATING PRIVILEGES) OR SENGEL REGISTRATION WE PUTTING ACKNOWLEDGE THAT WE MAY LOSE WHOUGH OPERATING PRIVILEGES OR SENGEL REGISTRATION WE PUTTING ACKNOWLEDGE THAT WE MAY LOSE WHOUGH OPERATING PRIVILEGES OR SENGEL REGISTRATION WE PUTTING ACKNOWLEDGE THAT WHO AND REPEAR FOR ANY PLACE STATEBUTY OF ALLEY AND ACKNOWLEDGE THAT WE MAY LOSE WHOUGH OPERATING PRIVILEGES OR SENGEL REGISTRATION WE PUTTING ACKNOWLEDGE THAT WE MAY EXPENDED TO CLAIM THAT WHO (2) PRABAS FOR ANY PLACE STATEBUTY OF ALLEY AND EACH OF THE REPORT OF THE PUTTING ACKNOWLEDGE THAT WHO APPLICATION HOW PLACE THE PUTTING ACKNOWLEDGE THAT WHO APPLICATION HOW PLACE THE PUTTING ACKNOWLEDGE THAT WHO APPLICATION HOW PLACE THE PUTTING ACKNOWLEDGE THAT WHO APPLICATION HOW PLACE THE PUTTING ACKNOWLEDGE THAT WHO APPLICATION HOW PLACE THE PUTTING ACKNOWLEDGE THAT WHO APPLICATION HOW PLACE THE PUTTING ACKNOWLEDGE THAT WHO APPLICATION HOW PLACE THE PUTTING ACKNOWLEDGE THAT WHO APPLICATION HOW PLACE THE PUTTING ACKNOWLEDGE THAT WHO APPLICATION HOW PLACE THE PUTTING ACKNOWLEDGE THAT WHO APPLICATION HOW PLACE THE PUTTING ACKNOWLEDGE THAT WHO APPLICATION HOW PLACE THE PUTTING ACKNOWLEDGE THAT WHO APPLICATION HOW PLACE THE PUTTING ACKNOWLEDGE THAT AND C	1	1	TOTAL PLATE	TO BE		and the second	THE STATE OF THE PARTY.	0.4 12 4993 (1822)	augus . Augus			
EAR PULL AGENT (NOTE: HIS PROME AND AND AND AND AND AND AND AND AND AND	1	ŀ		EXP	RES	, 4"	LOST	∐s	TOLEN	DEFACED	NEVER RE	C'D (LOST IN MAIL)
FROM DATE OF ISSUANCE) TRANSFERRED FROM TITLE NO. SIGNATURE OF PERSON, PROM. WHOM PLATE IS DEING TRANSFERRED (IF OTHER THAN APPLICANT) INSURANCE COMPANY NAME HARTFURD INSURANCE COMPANY NAME HARTFURD I CERTIFY THAT ON MONTH I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS ARBITAND. AGENT ON COMPANANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE IS ON VEHICLE CODE. INFORMATION AGENT INFORMATION AND DEPARTMENT REGISTRATION TO THE ABOVE APPLICATION. IN INFORMATION PRIVATE TO MAINTAIN PRIVATE TO	Œ	ال	BY FULL AGENT (N	NOTE: THIS			NOTE: If		EIVED" bloc	k is checked, app	licant must complet	e Form MV-44.
THAN APPLICANT): INSURANCE COMPANY NAME HARTFURD INSURANCE COMPANY NAME HARTFURD INSURANCE COMPANY NAME HARTFURD INSURANCE COMPANY NAME HARTFURD ISSUING AGENT (PRINT NAME) ISSUING AGENT (PRINT NAME) INSURANCE COMPANY REGISTRATION TO THE ABOVE APPLICANT IN ISSUING AGENT SIGNATURE ISSUING AGENT NO COMPANY REGISTRATION TO THE ABOVE APPLICANT IN ISSUING AGENT SIGNATURE INSURANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE. AND DEPARTMENT REGULATIONS. INSURANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE. AND DEPARTMENT REGULATION. AND DEPARTMENT REGULATION. INSURANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE. AND DEPARTMENT REGULATION. AGENT NO. INSURANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE. AND DEPARTMENT REGULATION. AGENT NO. INSURANCE WITH ALL APPLICATION OF THE PERIOD OF REGISTRATION. WE WAY BE SUBJECT TO A FINE NOT EXCEEDING \$6,000 AND COMPANY AND THE PERIOD OF REGISTRATION. WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$6,000 AND COMPANY AND THE PERIOD OF REGISTRATION. WE ARREST THE PERIOD OF REGISTRATION. WE ARREST THE PERIOD OF REGISTRATION. WE ARREST THE PERIOD OF REGISTRATION. WE ARREST THAT IS EXEMPTION. WE ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST. AND THAT IS ARREST THAT IS ARREST. AND THAT IS ARREST THAT IS ARREST. AND THAT I	X				NSFERRED FROM	TITLE NO.		VIN				
THAN APPLICANT): INSURANCE COMPANY NAME HARTFURD INSURANCE COMPANY NAME HARTFURD INSURANCE COMPANY NAME HARTFURD INSURANCE COMPANY NAME HARTFURD ISSUING AGENT (PRINT NAME) ISSUING AGENT (PRINT NAME) INSURANCE COMPANY REGISTRATION TO THE ABOVE APPLICANT IN ISSUING AGENT SIGNATURE ISSUING AGENT NO COMPANY REGISTRATION TO THE ABOVE APPLICANT IN ISSUING AGENT SIGNATURE INSURANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE. AND DEPARTMENT REGULATIONS. INSURANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE. AND DEPARTMENT REGULATION. AND DEPARTMENT REGULATION. INSURANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE. AND DEPARTMENT REGULATION. AGENT NO. INSURANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE. AND DEPARTMENT REGULATION. AGENT NO. INSURANCE WITH ALL APPLICATION OF THE PERIOD OF REGISTRATION. WE WAY BE SUBJECT TO A FINE NOT EXCEEDING \$6,000 AND COMPANY AND THE PERIOD OF REGISTRATION. WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$6,000 AND COMPANY AND THE PERIOD OF REGISTRATION. WE ARREST THE PERIOD OF REGISTRATION. WE ARREST THE PERIOD OF REGISTRATION. WE ARREST THE PERIOD OF REGISTRATION. WE ARREST THAT IS EXEMPTION. WE ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST. AND THAT IS ARREST THAT IS ARREST. AND THAT IS ARREST THAT IS ARREST. AND THAT I	STE T						10047.3.5		161NE5	.18X6		·
THAN APPLICANT): INSURANCE COMPANY NAME HARTFURD INSURANCE COMPANY NAME HARTFURD INSURANCE COMPANY NAME HARTFURD INSURANCE COMPANY NAME HARTFURD ISSUING AGENT (PRINT NAME) ISSUING AGENT (PRINT NAME) INSURANCE COMPANY REGISTRATION TO THE ABOVE APPLICANT IN ISSUING AGENT SIGNATURE ISSUING AGENT NO COMPANY REGISTRATION TO THE ABOVE APPLICANT IN ISSUING AGENT SIGNATURE INSURANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE. AND DEPARTMENT REGULATIONS. INSURANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE. AND DEPARTMENT REGULATION. AND DEPARTMENT REGULATION. INSURANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE. AND DEPARTMENT REGULATION. AGENT NO. INSURANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE. AND DEPARTMENT REGULATION. AGENT NO. INSURANCE WITH ALL APPLICATION OF THE PERIOD OF REGISTRATION. WE WAY BE SUBJECT TO A FINE NOT EXCEEDING \$6,000 AND COMPANY AND THE PERIOD OF REGISTRATION. WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$6,000 AND COMPANY AND THE PERIOD OF REGISTRATION. WE ARREST THE PERIOD OF REGISTRATION. WE ARREST THE PERIOD OF REGISTRATION. WE ARREST THE PERIOD OF REGISTRATION. WE ARREST THAT IS EXEMPTION. WE ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST THAT IS ARREST. AND THAT IS ARREST THAT IS ARREST. AND THAT IS ARREST THAT IS ARREST. AND THAT I	Æ	2		SIGIV	FISREING TRAN	SON FROM WHO	SIGNATI	EPPÉ :		and the state of t	RELATIONSHIP	TO APPLICANT
HARTFURD ATTACH BINDE ISSUING AGENT INFORMATION ICERTIFY THAT ON MONTH IA DAY AGENT INFORMATION ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT. IN COMPAIRANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGISTRATION. INFORMATION WE ACKNOWLEDGE THAT TWE MAY LOSE WHOULA OPERATING PHIVLEGES) OR VEHICLE REGISTRATIONS. H. WE ACKNOWLEDGE THAT TWE MAY LOSE WHOULA OPERATING PHIVLEGES) OR VEHICLE FOR THE PERIOD OF REGISTRATION. WE FUTTHER ACKNOWLEDGE THAT TWE MAY BE SUBJECT TO A PHIE NOT EXCEEDING \$5,000 AND MARKED THIS FORM AFTER ITS COMPLETION: AND, THAT, IF AN EXCHIPTION FOR PARTHER TO MARKE ON THIS APPLICATION, AND WE CERTIFY THAT WE HAVE EXAMENDE AND SUBSCRIBED AND SWORN TO REFORE ME: SIGNATURE OF PERSON ADMINISTERING SATH DOCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION SUBSCRIBED AND SWORN TO REFORE ME: SIGNATURE OF PERSON ADMINISTERING SATH OCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION SUBSCRIBED AND SWORN TO REFORE ME: SIGNATURE OF PERSON ADMINISTERING SATH OCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION OF PERSON ADMINISTERING SATH OCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION OF PERSON ADMINISTERING SATH OCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION OF PERSON ADMINISTERING SATH OCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION OF PERSON ADMINISTERING SATH OCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION OCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION OCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION OCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION OCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION OCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION OCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION OCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION OCUMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION OCUMENTS HEREIN ARE TRUE AND CORRECT AND CORRECT AND CORRECT AND CORRECT AND CORRECT AND CORRECT AND CORRECT AND CORREC		ŀ		NON- A		(4				. 44 E		
ISSUING AGENT (PRINT NAME) ISSUE THAT COMPLETE THAT ON MONTH 18 DAY 15 NEW PROPERTY IN INFORMATION IN THE CHECKED TO DETERMINE THAT THE VEHICLE IS NEW PROPERTY IN INFORMATION IN INFORMA	ľ	-	INSURANCE COMPAN			NAIC NO.			4.1			
ISSUING AGENT INFORMATION ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICATION. IN ISSUING AGENT SIGNATURE COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE BE ABOVE APPLICABLE. IN ISSUING AGENT SIGNATURE COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS. WE ACKNOWLEDGE THAT WE MAY LOSE MY OUT OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION WE FUTTHER ACKNOWLEDGE THAT TWE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$5,000 AND HARDSONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT ALL STATEMENTS HEREIN ARE AUTHORIZED TO CLAIM THIS EXEMPTION INVE SUBSCIPILED AND SWORN TO REFORE ME: MO OCT DAY 26 YEAR 2605 BIGNATURE OF PERSON ADMINISTERING SATH SIGNATURE OF PERSON ADMINISTERING SATH Within 90 days, please contact PennDot.	l	-		HARIFÜ	KU		. c. L.		S ARENT ION			64/21/07
AGENT INFORMATION ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICATIC. IN IBSUING AGENT SQUAFURE COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS. H. WE ACKNOWLEDGE THAT I'VIE MAY LOSE WYOUR OPERATING PRIVILEGES) OR VEHICLE REGISTRATION WE FURTHER ACKNOWLEDGE THAT I'VIE MAY BE SUBJECT TO A FINE NOT TO THE CURRENTLY REGISTRATION WE FURTHER ACKNOWLEDGE THAT I'VIE MAY BE SUBJECT TO A FINE NOT EXCEDING \$5,000 AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PATMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT TO BE PRESENTED AND SWORN TO REFORE ME: SUBSCRIBED AND SWORN TO REFORE ME: SIGNATURE OF PERSON ADMINISTERING SATH SIGNATURE OF PERSON ADMINISTERING SATH WITHIN THE SECRETION THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION SIGNATURE OF PERSON ADMINISTERING SATH WITHIN THE SECRETIC STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION SOLD THE SECRETIC STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION SOLD THE SECRETIC STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION SOLD THE SECRETIC STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION TO BEFORE ME: SIGNATURE OF PERSON ADMINISTERS OF THE VEHICLE CORP. WITH THE SECRETIC STATEMENT OF THE VEHICLE CORP. WITH THE SECRETIC STATEMENT OF THE VEHICLE CORP. WITH THE SECRETIC STATEMENT OF THE VEHICLE CORP. WITH THE SECRETIC STATEMENT OF THE VEHICLE CORP. WITH THE SECRETIC STATEMENT OF THE VEHICLE CORP. WITH THE SECRETIC STATEMENT OF THE VEHICLE CORP. WITH THE SECRETIC STATEMENT OF THE VEHICLE CORP. WITH THE SECRETIC STATEMENT OF THE VEHICLE CORP. WITH THE SECRETIC STATEMENT OF THE VEHICLE CO	1	f,	ISSUING				PEN	_66	0.00		17	757 17
AND DEPARTMENT REGULATIONS. H. WE ACKNOWLEDGE THAT WE MAY LOSE WOULD OPERATING PRIVILEGES) OF VEHICLE REGISTRATION WE FURTHER ACKNOWLEDGE THAT WE MAY BE SUBJECT TO A FINE NOT EXCEDING \$5,000 AND WE FURTHER OF NOT MORE THAN TWO (2) YEARS FOR ANY FAISE STATEMENT DAY PIEW MAY BE SUBJECT TO A FINE NOT EXCEDING \$5,000 AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PATHERED SAFES TAX IS CLAMBED, I AMANG ARE AUTHORIZED TO CLAIM THIS EXEMPTION I WE SUBJECT BAD AND SWORN TO REFORE ME. SUBSCRIBED AND SWORN TO REPORT ME. SIGNATURE OF PERSON ADMINISTERING SATH SIGNATURE OF PERSON ADMINISTERING SATH WITHIN 90 days, please contact PennDot.		- b	AGENT	ISSUED TEMPORAL	RY REGISTRATIO	N TO THE ABO	VE APPEICANT,	N issum			TELEPI	JONE NO
WE ACKNOWLEDGE THAT WE MAY LOSE WHOULF OPERATING PRIVILEGES OF YEAR THAT WE HAVE BE SUBJECT TO A FINE NOT THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION, WE FUTTHER ACKNOWLEDGE THAT WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$5,000 AND WHAT FOR ANY FOR SAME THAT WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, WE MEXIMPLED AND SUBSCRIBED AND SWORN TO REFORE ME. SUBSCRIBED AND SWORN TO REFORE ME. SUBSCRIBED AND SWORN TO REFORE ME. SIGNATURE OF PERSON ADMINISTERING SATH SIGNATURE OF PERSON ADMINISTERING SATH WE ACKNOWLEDGE THAT WE MAY BE SUBJECT TO A FINE NOT THE CURRENT TO HAVE BEEN AND SHOOL AND THE CURRENT TO HAVE BEEN AND THAT WE HAVE EXAMINED AND SIGNATURE OF PERSON AND THAT WE HAVE EXAMINED	1	-['	1	A ROTH INSTRUMENTAL PROPERTY.	PARTICIPATE A PROPERTY.	The second secon	- こ、年には小屋を設に戻する	QDE /	Must V	1 1		
SIGNATURE OF PERSON ADMINISTERING SATH SE A SIGN IN PRESENCE OF NOTARY Within 90 days, please contact PennDot.	Ħ.	†	WE ACKNOWLED	GE THAT IWE MAY	LOSE MYCUR O	PERATING PHIVIL	EGE(S) ON YER	CLE REGISTRA	TION(8) FOR	FARURE TO MAINT	AIN PINANCIAL RESP	ORSIBILITY ON THE
SIGNATURE OF PERSON ADMINISTERING SATH SE A SIGN IN PRESENCE OF NOTARY Within 90 days, please contact PennDot.		1	SUBRENTLY REGIS	NOT MORE THAN	UN THE PERIOD (TWO (2) YEARS F	OF ANY FALSE ST	ATEMENT BIS	F ACKNOWLED	N THIS APPLI	MAY BE SUBJECT	TO A FINE NOT EXC BENTINY THAT I'VE H	EEDING \$5,000 AND AVE EXAMNED AND
SIGNATURE OF PERSON ADMINISTERING SATH SE A SIGN IN PRESENCE OF NOTARY Within 90 days, please contact PennDot.		-	SIGNED THIS FORM	IAFTER ITS COMPLI WORN	ETION; AND, THAT	, IF AN EXEMPTION	FROM PATNE	NT OF SALES TA	AX IS CLARITEI LL STATEMEN), I amwe are auti Its herein are tru	FORIZED TO CLAIM THE AND CORRECT AND	HIS EXEMPTION LIWE MAKE APPLICATION
SIGNATURE OF PERSON ADMINISTERING SATH SE A SIGN IN PRESENCE OF NOTARY Within 90 days, please contact PennDot.			TO BEFORE ME:	MO. OC	E DAY 26	YEAR 2006	F08 8591	means at the	FOR THE VE	ici E nescolato il	PLOCK A	
E A Digit IN PRESENCE OF NOTARY Documents are not received within 90 days, please contact PennDot.	Ď			34 4		c_n	.01					
E A Digit IN PRESENCE OF NOTARY Documents are not received within 90 days, please contact PennDot.	2	ľ		7			4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4					
A Sign in PRESENCE OF NOTARY Within 90 days, please contact PennDot.	9				a ngyan bana ka Mili. Sangalaha							
within 90 days, please contact PennDot.			7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	SIGN IN PRÈS	ENCE OF NO	TARY					fo over	
within 90 days, please contact PennDot.	8		A	PANT -					hin On -t			
	ŀ		T +===================================		- Non-		ava .	Wil	min an d	ays, piease co	MIRCI PENNUO	lander of the second



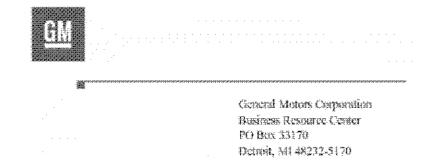
NORTH STAR CHEVROLET, Inc.

Chevrolet

			320 Manshelu Bot	nevard.• ∪	amegie, PA 15106)			
HAL	72946		412/279-2300	Phones	412/923-1230		DATE	18/26/96	
PURCHA	SER'S NAME						RES. PHONE		
PURCHA	SER'S ADDRESS_						BUS. T		
	-	LENGLITHISTON DE					SOC. SEC.	1.5	

CITY, STATE & ZIP	NUMBER	
PLEASE ENTER MY ORDER VENEW VOICAR STOCKNO.		
FOR THE FOLLOWING USED TRUCK	INCENTIVES KANAS -	CASI
D.DEMO 19 19 61029	INCENTIVES AND CARE TO THE	17175
YEAR 2006 MAKE CHEVRILET		
MODEL OR BODY	INCENTIVES (1 L. Y) # P8/43 23	
SERIES MALIBU TYPE S/W	INCENTIVES /// //	1
COLOR BLUE TRIM	Charling MICE LANGUULS	The said Art. 6 Sept. sec.
SERIAL NO. 151.7761846		TWE TO THE REAL PROPERTY.
TO BE DELIVERED	TRADE IN PAYOFF	
ON OR ABOUT	OWED TO PHOI	NE
SALESMAN		
	AMODNI (GOO	DUNIE PROPERTY
	VERIFIED DATE	**************************************
I state that odometer mileage on VEHICLE BEING PURCHASED described	Ineurance Agent	Section 1. Section 1. Section 1.
above is 22 at time of transfer.		the sales and the sales with the sales and the sales are sales a
(Check the following statement, if applicable)		ed By
reasons other than odometer childrenton error and that the actual mileage is	Insurance Carrier	
unknown x 1000 to 19/25/95	Policy Number	Part of the second
SIGNATURE OF FRANSFEROR (DEALER OR AGENT) DATE	Effective Date From a 704 and IQA Pag 487. Comp	Coll San an
Federal regulations require the obcoments inkered by its stated upon transfer of ownership. An inaccurate statement that make the transferor liable for demages to the transferor, pursuant to section \$99(a) of the Motor Vehicle information and Cost Savings Act of 1972 Public Key 23 50: I state that adometer mileage on USED VEHICLE TRADED-IN described.	THE SHEE HOPTH STAR CHEVROLET, the heavy becomes disclosing at a log any implied waternty of merchantability of thress for a particular purpor healther assumes per authorizes any other person to again me for it any livehicle. Dealer shall not be obligated to sail, upth approved of the term company willing to purchase a retail installment contract between the particular process.	se, and NORTH STAR CHEVROLET, Inc. ability in connection with the sale of the server is given by a bank or linance
above is state at time of transfer. (Check the following statement if applicable)	SETOTA	20233.41
(Check the following statement, it applicable). I further state that the estual mileage differs from the occurrence reading for		
reasons other than orbital traffication error shirt that the actual mileage is		5469.06
unknown	TRADE ALLOWANCE OR DISCOUNT	3500.00
OATE	manifer the state of the state	A STATE OF THE STA
USED VEHICLE TRADE IN AND/OR OTHER CREDITS	THE RESERVE THE PROPERTY OF TH	
YEAR MAKE STOCKNO		The second secon
MODEL OR SERIES	MONEY DIFFERENCE	44 1026A 35
COLOR	SALES TAX +	621 86
SERIAL NO.		FARMS C. T.
SECOND TRADE	MOENCE	
YEAR MAKE STOCKNO.	NOTARY FEES TIRE TOX	5. 20
MODEL OR BODY SERIES TYPE	DOCUMENTARY & TIRE TAX / DUTANG / E	
COLOR // TRIM	7 / 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.	
SERIAL NO.	TOTAL +	11085.71
BALANCE OWED TO	PAYOFF	
This contract is not binding upon either the dealer of the purchaser, until signed by an authorized dealer representative. You, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS	DOWN PAYMENT -	N/Q
CONTRACT SIGNED BY A CONTRACT SIGNED BY A	SERVICE CONTRACT +	
WRITTEN NOTICE OF CAN	SERVICE CONTRACT TAX +	
Purchaser's Signatul		
Accepted By	TOTAL	11005.71

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face hereof, is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller. Provisions Applicable to Sale of Used Vehicle — Factory Warranty: If a Manufacturer's Printed Warranty is delivered with the vehicle or chassis such warranty is a contract solely between the Manufacturer and Purchaser. The Seller is not a party to such contract and auch Warranty is not a part of the sale of bargain between the Purchaser and Seller. "The information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."



April 2, 2009

VIA FAX ONLY

Rob Klodowski, Service Manager Sun Chevrolet McMurray, PA 15317

RE:

Service Request: 71-710264833 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61846F Customer Relationship Specialist: Mary Greer

Dear Mr. Klodowski:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer service documents regarding this vehicle. The specific documents needed are:

• 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,





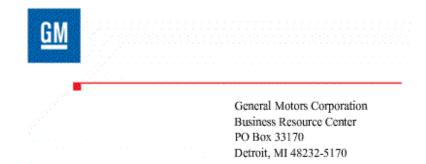












March 28, 2009

VIA FAX ONLY

Rich Caswell, Service Manager WASHINGTON CHEVROLET Washington, PA

RE:

Service Request: 71-710264833 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61846F Customer Relationship Specialist: Mary Greer

Dear Mr. Caswell:

This is a letter of notification regarding a legal 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:

• 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, **right away**, 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,





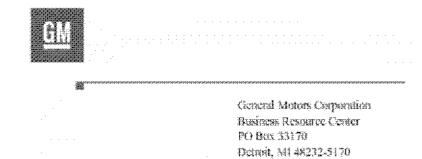












March 28, 2009

VIA FAX ONLY

Rich Caswell, Service Manager WASHINGTON CHEVROLET Washington, PA

RE:

Service Request: 71-710264833 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61846F Customer Relationship Specialist: Mary Greer

Dear Mr. Caswell:

This is a letter of notification regarding a legal 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:

• 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, **right away**, 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,

















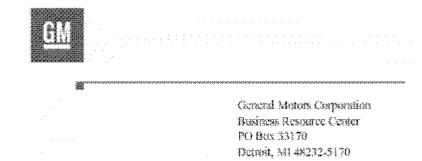
jack.h.adams@gm.com 03/29/2009 12:15 PM To mary_greer@gmexpert.com

CC

bcc

Subject Re: Fw: 71-710264833

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.



March 19, 2009

VIA FAX ONLY

David Gorberg, Esq. David J Gorberg & Associates 32 Parking Plz Ste 700 Ardmore, PA 19003

RE:

Service Request: 71-710264833 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61846F Customer Relationship Specialist: Mary Greer

Dear Mr. Gorberg:

This is to advise that General Motors is in receipt of the above referenced case dated March 12, 2009. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

	Copy of owner's current title and/or registration	Finance agreement
\boxtimes	Other: Signed Release of Lien Information form	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,















RELEASE OF LIEN INFORMATION

I	,		
(Client's Name) (Client's Social Security Number)			
hereby authorize	me)		
(Lien holder Nar	me)		
(Lien holder Address)	(Lien holder Phone Number)		
to release any and all information regardi	ng my loan account #(Account Number)		
with			
(Lien holder Name)			
to General Motors Corporation, including loan payoff amount, and per diem inform	g but not limited to a complete payment history of my accounation.	t, a	
Date			
VE	HICLE INFORMATION		
The current vehicle mileage is	Date mileage read:		
Signature	Signature		















Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

<u>Last updated by Michael Nordstrom on 5/19/09</u> <u>Settled for 3400k incl and 36/45 Steering CCL</u>

By: Dianna Barber State: PA

Customer Name: Service Request: 71-710264833 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT61846F In Service Date: 10/26/2006 Vehicle is: NEW BAC Code: 204396

Year, Make & Model: 2006 Chevrolet Malibu MAXX Lien holder: GMAC ☐ Other ☐: paid cash

Was TAC contacted for this vehicle (Y/N)?: **NO**, **not needed**

Vehicle Purchased Used on: N/A

DVM requests Purchase Price of
involvement? Vehicle: \$ 20,333.41

Option D -

VEHICLE REPAIR HISTORY

If TAC was contacted, what did they say?
If TAC was NOT contacted, why? (Ask Dealership) no need for assistance with diagnostics

☐ BODY/TRIM

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/3/08	54593	2	6697	C/S Right front outside mirror rattles / Glass is loose - Replaced right front outside mirror assembly - Paint right front outside mirror
3/20/08	55151	1	6697	C/S Front outside mirror rattles, glass is loose / Right outside mirror loose, defective part - Replaced right front outside mirror - Paint right front outside mirror
12/04/08	68090	1	13600	C/S that the cover on the driver's side vanity mirror on the sun visor is disconnected – ordered part, will call when in
12/17/08	68521	1	13917	C/S that the cover on the vanity mirror is loose / loose – replace visor vanity mirror
03/02/09	65394	1	15342	C/S screws at hatch rusted, parts in – replace screws on tailgate chrome strip, rusting, clean off strip
3/7/09	65605	1	15487	C/S Left front visor for mirror broken / Lid not staying open - Replaced left front sun shade

ELECTRICAL

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/04/08	68090	*	13600	C/S that the one key fob does not work as far away as the other one, sometimes it will not start the car / internal fault in transmitter – replace transmitter remote door/rear compartment lock
2/23/09	65184	*	15230	C/S Key FOB inoperable / Tested on tester and failed, found battery hold down loose from board

STEERING

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/18/08	54172	2	6389	C/S power steering assist in-op, sitting still feels like no assist / working ok now, system overload – replaced steering column
02/25/08	54357	1	6400	C/S power steering seems stiff / motor supplies insufficient torque – replace power steering assist motor
12/04/08	68090	1	13600	C/S that the power steering gets very hard to turn at times (intermittent) –ordered parts, will call when parts come in
12/17/08	68521	*	13917	C/S that the power steering gets very hard to turn / parts are in – replace coil and ground as per bulletin 08-02-32-005
2/23/09	65184	1	15230	C/S Binds at slow speeds - operating as designed at this time
03/02/09	65394	*	15342	C/S power steering binds and clunking in front end / excessive spline clearance – replace I shaft
				Order visor mirror

THE STATE LEMON LAW READS:

Days out of service: 30 or more calendar days

Repairs 3 or more

Time period: 12/12k miles

Does Lemon Law state nonconformity must continue to exist? YES

If applicable, safety-related repairs: 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:	12

Accident/Insurance Information:

Has the vehicle ever been involved in an accident? Y or N NO Did you confirm your answer with the dealer/attorney? Y or N YES What type of damage was sustained (example front end collision): N/A Are the RO's attached if the vehicle was in an accident? Y or N N/A Has the customer filed any insurances claims on this Vehicle? Y or N N/A If Yes. Did the insurance company deny the claim? Y or N N/A Are there any Aftermarket Modifications to the Vehicle? Y or N NO

Have you confirmed this with the dealership? Y or N YES
If "Yes" to aftermarket, please list:
PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

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 . jack.h.adams@gm.com

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Svc mgr went through his ROs - he stated that customer has brought the vehicle to the dealership 3 times since the Intermediate Steering shaft was replaced, and he has not mentioned having concerns with the steering. Svc mgr states it appears that the steering concern is repaired. He also mentioned that one visit when the customer was complaining of the steering being stiff, they checked the air pressure in his tires, and it was very low, and that was causing his steering to be stiff.

to be stiff.	pressure in his tires, and it was	very low, and that was causing his steering
PERTINENT FACTS FROM PRE	EVIOUS SRs WHICH REI	LATE TO YOUR EVALUATION
Concern: Date & Offer/Result:		
Concern: Date & Offer/Result:		
Concern: Date & Offer/Result:		
RECOM	MENDATION AND RATI	ONALE
CRS recommends denial at this time. LS reje	ected recommendation	
Empowered for 2400k to 3400k incl and 36/	45 Steering CCL	
PC accepted 3400k incl and 36/45 Steering (CCL	
R	REASON FOR REMOVAL	
repairs are minor. There was one bulletin 08 all covered under b2b and appears to have b	3-02-32-005 which resulted in rep been repaired. The vehicle has 1	epairs within presumptive period and all othe placing of the steering coil, ground and shaft 6k miles and the last time at the dealership be any significant impairment to the vehicles
CRS FINAL OFFER: :3400k incl	DATE: 5/18/09	OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$3400k

DATE:

PLAINTIFF'S FINAL

incl

AMOUNT TO CUST: \$

DEMAND:	ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
TEAM LEAD APPROVING:	Date:

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

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

NORTHSTAR CHEVROLET 5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108 412-264-3325

TO: MARY GREEK COMPANY: GA LEGAL DEFT PHONE: 366-790-5600 X 1\\35 FAX: 866-393-8081 FROM: ATTY Jimages COMPANY: NORTHSTAR CHEVROLET PHONE: 412-264-3325 FAX: 412-264-4483 DATE: 43\69 PAGES INCLUDING COVER PAGE: 4
PHONE: \$66-790-5600 X \\\35 FAX: \$66-393-8081 FROM: ATTY Jimmore COMPANY: NORTHSTAR CHEVROLET PHONE: 412-264-3325 FAX: 412-264-4483 DATE: 43/09
FAX: 866-393-8081 FROM: ATTY Jimmer COMPANY: NORTHSTAR CHEVROLET PHONE: 412-264-3325 FAX: 412-264-4483 DATE: 4369
FROM: ATTY Jimmins COMPANY: NORTHSTAR CHEVROLET PHONE: 412-264-3325 FAX: 412-264-4483 DATE: 43/69
COMPANY: NORTHSTAR CHEVROLET PHONE: 412-264-3325 FAX: 412-264-4483 DATE: 43/67
PHONE: 412-264-3325 FAX: 412-264-4483 DATE: 4/3/67
FAX: 412-264-4483 DATE: 4/3/67
DATE: 4/3/69
PAGES INCLUDING COVER PAGE: \(\frac{1}{2}\)
COMMENTS:
IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.

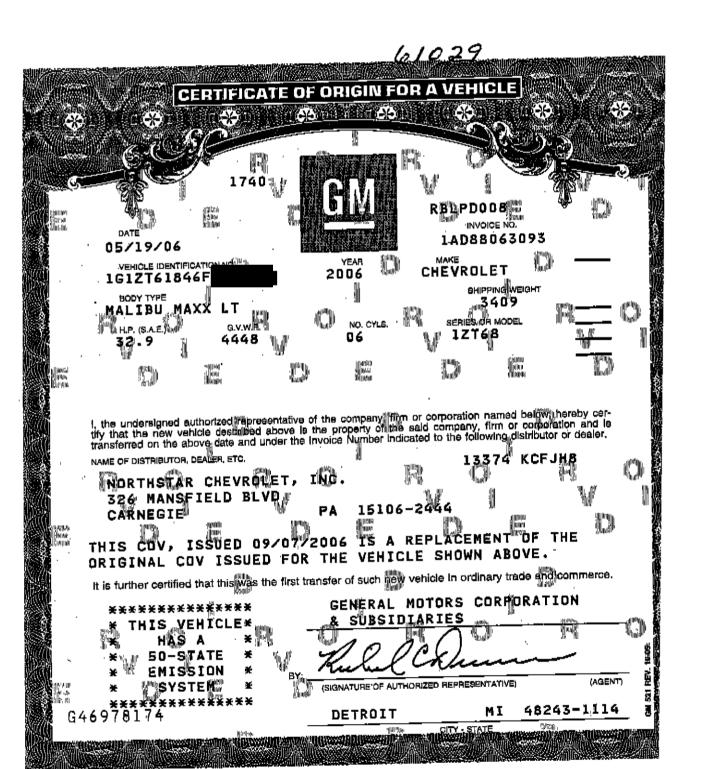


NORTH STAR CHEVROLET, Inc.



DEAL 72946		Boulevard • Carnegie, PA 15106 00 Phones 412/923-1230	D.4856	10/26/06	
	412/2/3-25	00 Phones 412/923-1230	DATE _ Res.	10/50/08	
PURCHASER'S NAME		-	PHONE_ BUS.		
FURCHASER'S ADDRESS			PHONE_		• 10
CITY, STATE & ZIP. WASHINGTON, PI	4		SOC, SEC. Number		
VEHICLE BEING PURCHAS	ED	Manufacturers Suggested Retail	Price	6	
PLEASE ENTER MY ORDER YO NEW YO CAR FOR THE FOLLOWING	STOCK NO.	0,		20333	41.
□ DEMO	61029	INCENTIVES KEDATE - 3000		CAN)	十一
YEAR 2006 MAKE CHEVROLET		INCENTIVE COMPUTED TO 3469	2 49	UNE	
MODEL OR BODY		INCENTIVES AUM # Y81482	<u> 2</u>		
SERIES MALIBU TYPE S/W		INCENTIVES			
COLOR TRIM		INCENTIVES SELLING PLICE I NO	الملاك		
SERIAL NO. 161ZT61846F		\$Po.70. Fort 350.40	_	<u> </u>	┦—
TO BE DELIVERED ON OR ABOUT 10/26/06		TRADE IN PAYOFF		20333	. 41
SALESMAN		OWED TO	PHON	<u> </u>	
- PENNINGTON, RAYMOND		ADDRESS	FROM	<u> </u>	
		AMOUNT \$	GOOD	UNTIL	_
		VERIFIED	DATE		
I state that odometer mileage on VEHICLE BEING PUR	RCHASED described	Insurance Agent			
shove is 22 at time of t	ransfer.	Address			
(Check the following statement, if applicable) I further state that the actual milege differs from the	odometer reading for	Phone	∨erifie	d By:	
reasons other the boometer fallbration error and that the	actual mileage la	Insurance Carrier			_
unknown.	1 0/26/ 06	Policy Number			
Federal regulations require the adometer mileage to be stated:	roon transfer of owner-	Effective Date From 0/21/05 04/21/07	Comp.	00.00 ^{Coll.} 50	0.00
Ship. An inaccurate statement may make the transferor liab transferee, pursuant to section 409(a) of the Motor Vehicle	lo for domonos to the	The Seller, NORTH STAR CHEVROLET, Inc., hereby expressly di ing any implied warranty of merchantability or fitness for a parti	CHÎSC DIVEASA	こんかん いつきてい きてんき ウロニング	ET I
Savings Act of 1972, Public Law 92-513.		vehicle. Degler shall not be obligated to self until approved	10f it eny ligi of the terms	bility in connection with the	sale of the
I state that odometer mileage on USED VEHICLE TR		company willing to purchase a retail installment contract between	on the parties	hereto based on such termi	h
above is st time of b (Check the following statement, if applicable)		SUBTOTAL			4.1
☐ I further state that the actual mileage differs from the creasons other	dometer reading for i	FACTORY REPOTE		5450	06
unknown, X	0/25/06	TRADE ALLOWANCE OR DISCOUNT	_	6459.	
	DATE		+	<u>3500.</u>	00_
USED VEHICLE TRADE-IN AND/OR OTHER	· · · · · · · · · · · · · · · · · · ·	·			-
YEAR MAKE CHEVERSLET	<u>STOCK NO</u> .	<u> </u>			
-SERIES MALIBU	61029A	MONEY DIFFERENCE		10364_	3 5
SERIAL NO.		SALES TAX	+	621.	
161NESEJØX6 SECOND TRADE		LICENSE, TITLE	+		
YEAR MAKE	STOCK NO.	NOTARY FEES		28_	50
MODEL OR SERIES / BODY TYPE			- 2	5-	00
COLOR //ATRIM		DOCUMENTARY & TIRE TAX	4/0	66.	ØØ
SERIAL NO.		TOTAL /	+	11085.	7.1
SALANCE OWED TO		PAYOFF	+		
This contract is not binding upon either the dealer or the purchaser, urized dealer representative. YOU, THE BUYER, MAY CANCEL T	HIS CONTRACT AND II	DOWN PAYMENT		-	
RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT O CONTRACT SIGNEI	F A COPY OF THIS	SERVICE CONTRACT	_ +	─ ──	/ A
WRITTEN NOTICE C				-	
Purchaser's Sig		TOTAL	+		
Accepted By		TOTAL	<u> </u>	11085	71

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face horse) is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller, Provisions Applicable to Sale of Daed Vehicle — Factory Warranty: If a Manufacturer's Printed Warranty is delivered with the vahicle or chassis such warranty is a contract solely between the Manufacturer and Purchaser. The Seller is not a party to such contract and such Warranty is not a part of the sale of bergain between the Purchaser and Seller. "The information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."



	Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle.
当	NAME OF PURCHASER WASHINGTON DA
OR-DEA	ADDRESS I certify to the best of my knowledge that the adometer reading is DEALER NAME OF DIAL BRISHIP DEALERS NUMBER DEALER NAME DEALER NUMBER DEALER NAME DEALER NUMBER DEALER NAME DEALER NUMBER DEALER NAME DEALER NUMBER DEALER NUMBER DEALER NUMBER DEALER NUMBER DEALER NUMBER DEALER NUMBER DEALER NUMBER DEALER NUMBER DEALER NUMBER DEALER NUMBER DEALER NUMBER DEALER NUMBER DEALER NUMBER DEALER NUMBER DEALER NUMBER DEALER NUMBER DEALER NU
DISTRIBUTION-DEALER	Being duly sworn upon bath says that the statements as forth are true and correct. Subscribed and sworn to me to the country of ALLECHEN Notary Public
\vdash	NAME OF
R-DEALE NI ROSCE	ADDRESS
DISTRIBUTOR-DEALER	DEALER NAME OF DEALEMENT DEALEMENT LIGENSE NUMBER Being duly sworn upon cath says that the statements set forth are true and correct. Subscribed and sworn to me before this day of 20
35 25	- I DSE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION
CALCH WRFB 3	NAME OF: PURCHASER(8) ADDRESS
DISTRIBUTOR-DEALER	Certify (c the best of my knowledge that the adomater reading to
DISTRI	State of
EB 4	NAME OF
DISTRIBUTOR DEALER ASSIGNMENT MIMBER 4	ADDRESS
THEUT	DEALER BY: NAME OF CEALERSHIP DEALER'S LICENSE NUMBER Being duly sworn upon outh says that the statements set tonis are true and correct. Subscribed and aworn to me before this
ASSA ASSA	County of
SURE E	result in times and / or imprisonment. I certify to the basi of minor order into the edgration registing in the edgration registing in the edgration registing in the edgration registing in the edgration registing in the edgration registing in the edgration registing in the edgration registing in the edgration registing in the edgration registing is not the edgration registing in the edgration registing in the edgration registing in the edgration registing in the edgration registing in the edgration registing in the edgration register registing in the register registing in the register registing in the register registing in the register registing in the register registing in the register registing in the register registing in the register registing in the register registing in the register registing in the register registing in the register registing in the register regist
ODOMETER DISCLOSURE FOR RETAIL SALE	
METER For RE	Bignature of Purchaser(5) Printed Name of Purchas
8	Address of Purchases See Normanization ONLY IF ACQUIRED IN TITL No. JURISDICTION Notarial Seal
DEA	Address of Purchases Tet ilen in fever of NOTATION ONLY IF AEQUIRED IN TITL NO JURISDICTION NOTATION ONLY IF AEQUIRED IN TITL NO JURISDICTION NOTATION ONLY IF AEQUIRED IN TITL NO JURISDICTION NOTATION ONLY IF AEQUIRED IN TITL NO JURISDICTION OF
LENHOLDER	2nd lien in lever of 1.1 DNE Member, Panneylvania Association of Notaries
5	whose address in

DVM Jack Adams:

Hi, my name is Mary Greer. This email is to follow up on my voicemail regarding Service Request 71-710264833 for customer. The customer's vehicle is a 2006 Chevrolet Malibu Maxx with 15,487 miles. The customer has been working with Washington Chevrolet in Washington, PA. 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,

Mary Greer

Email: mary greer@gmexpert.com Phone: 866-790-5600 X 11135 NORTHSTAR CHEVROLET 5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108 412-264-3325

TO: MARY GREEK COMPANY: GA LEGAL DEFT PHONE: 366-790-5600 X 1\\35 FAX: 866-393-8081 FROM: ATTY Jimages COMPANY: NORTHSTAR CHEVROLET PHONE: 412-264-3325 FAX: 412-264-4483 DATE: 43\69 PAGES INCLUDING COVER PAGE: 4
PHONE: \$66-790-5600 X \\\35 FAX: \$66-393-8081 FROM: ATTY Jimmore COMPANY: NORTHSTAR CHEVROLET PHONE: 412-264-3325 FAX: 412-264-4483 DATE: 43/09
FAX: 866-393-8081 FROM: ATTY Jimmer COMPANY: NORTHSTAR CHEVROLET PHONE: 412-264-3325 FAX: 412-264-4483 DATE: 4369
FROM: ATTY Jimmins COMPANY: NORTHSTAR CHEVROLET PHONE: 412-264-3325 FAX: 412-264-4483 DATE: 43/69
COMPANY: NORTHSTAR CHEVROLET PHONE: 412-264-3325 FAX: 412-264-4483 DATE: 43/67
PHONE: 412-264-3325 FAX: 412-264-4483 DATE: 4/3/67
FAX: 412-264-4483 DATE: 4/3/67
DATE: 4/3/69
PAGES INCLUDING COVER PAGE: \(\frac{1}{2}\)
COMMENTS:
IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.

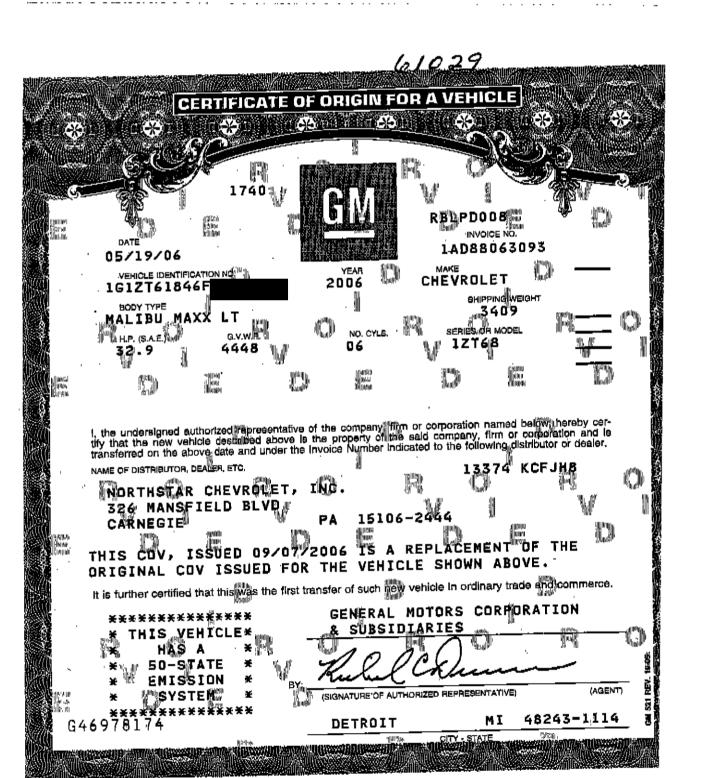


NORTH STAR CHEVROLET, Inc. 326 Mansfield Boulevard Carpagio, PA 15106



DEAL 72946		00 Phones 412/923-1230 PA	ATE 10/26/06	
PURCHASER'S NAME			ES. ONE_	
PURCHASER'S ADDRESS		BU	US. One_	
CITY, STATE & ZIP. WASHINGTON, PO	a	soc	, SEC.	
			4BER	
VEHICLE BEING PURCHAS	SED	Manufacturers Suggested Retail Pri		1
PLEASE ENTER MY ORDER YOUNEW YOU CAR FOR THE FOLLOWING	STOCK NO.	7, -		3.41
D DEMO	61029	INCENTIVES KEDATE - 5000	- CNE	\neg
YEAR 2006 MAKE CHEVROLET			3- 0VE	
MODEL OR BODY	<u> </u>	INCENTIVES NOT #Y8/4822		
SERIES MAI TRU TYPE S/W	<u> </u>	INCENTIVES SELLION PLANE LONGIAL	L 	—
COLOR BILLIF TRIM		5Portu 100 7150	2_	
SERIAL NO. 161ZT618466		SUBTOTAL		= -
TO BE DELIVERED ON OR ABOUT 10/26/06		TRADE IN PAYOFF		2141
SALESMAN		OWED TO	PHONE	
- PENNINGTON, RAYMOND		ADDRESS		
			GOOD UNTIL	
	<u></u>		DATE TIME	
I state that odometer mileage on VEHICLE BEING PUP	RCHASED described	Address		
sbove is <u>22</u> at time of t (Check the following statement, if applicable)	ransfer.	<u></u>		
☐ I further state that the actual mileage differs from the crossons other than adometer fall pratten error and that the	odometer reading for		Verified By:	
unknow		Insurance Carrier HARTFORD		
/ SIGNATURE OF TRANSPEROR (DEALER OR AGE		<u> </u>	mp Coll	
Federal regulations require the adometer mileage to be stated a ship. An inaccurate statement may make the transferor liab	in for dameous to the	The Seller, NORTH STAR CHEVROLET, Inc., hereby expressly disclaim	or all warranties, althought	100.00
transferee, pursuant to section 469(a) of the Motor Vehicle Savings Act of 1972, Public Law 92-513.	Information and Cost	I neither assumes not authorizes any other person to assume for it	purpose, and NORTH STAR CHEV	VROLET, Inc.
I state that odometer mileage on USED VEHICLE TR.	ADED-IN described	vehicle. Dealer shall not be obligated to self until approval of the company willing to purchase a retail installment contract between the	 tarms hereof is given by a ban periles hereto basad on such ter 	ik or finance ma.
above is stime of tr (Check the following statement, if applicable)	ansfer.	SUBTOTAL	20225	
I further state that the actual mileage differs from the c reasons other than adometer calibration error and that the	dometer reading for			<u> </u>
unknown, X	10/25/06	TRADE ALLOWANCE OR DISCOUNT		
SIG	DATE	THE STATE OF THE S		2.00
USED VEHICLE TRADE-IN AND/OR OTHER	CREDITS			 .
MODEL - OF CHEVER - C	STOCK NO.			
SERIES MALIBU	61029A	MONEY DIFFERENCE		35
SERIAL NO.		SALES TAX		.86
1GINCSEJØX6		LICENSE, TITLE	+	
YEAR MAKE	STOCK NO.	NOTARY FEES	2 <u>A</u>	L 5@
MODEL OR SERIES / BODY TYPE		DOCUMENTA THE TAXABLE PROPERTY.	/ 5	- 00
COLOR ATRIM			/6 266	.00
SERIAL NO.		TOTAL	11085	71
SALANCE QWED TO	-111 -1	PAYOFF	+	
This contract is not binding upon either the dealer or the purchaser, ur rized dealer representative. YOU, THE BUYER, MAY CANCEL TI RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT O	HIS CONTRACT AND I	DOWN PAYMENT	-	1/2
CONTRACT SIGNED BY A WRITTEN NOTICE OF CAN	, a corr or inis i	SERVICE CONTRACT	+	N/O
Purchaser's Signatu		SERVICE CONTRACT TAX	+	+ $-$
Accepted By		TOTAL		+-
ctory Warranty: The printed Manufacturer's Warranty delivered t	a Burchaset with the		11085	<u>. 71 </u>

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face hersof is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller, Provisions Applicable to Sale of Daed Vehicle — Factory Warranty: if a Manufacturer's Printed Warranty is delivered with the vehicle or chassis such warranty is a contract solely between the Manufacturer and Purchaser. The Seller is not a party to such contract and such Warranty is not a part of the sale of bargain between the Purchaser and Seller. "The Information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."



NAME OF PURCHAPERS ADDRES I certify to the best of my impowledge that the adometer reading is DEALER NAME OF DISALBRAINF DI	ICATE TO:
PURCHASED ADDRES 1 certify to the beet of my knowledge that the adometer reading is DEALER NAME OF DISALBRIDE DOLLARS LICENSE NUMBER Being duty sworn upon acts says that the	_
ADDRES I certify to the best of my impelled p that the adameter reading is DEALER NAME OF DISALBRAHIP OBJALING NUMBER Being duty sworn upon asth says that the	
DEALER NAME OF DISALSHARIF COLLUMN LICENSE NUMBER Being duty sworm upon beth says that the	
DEALER NAME OF DUAL SPRING COLUMN LICENSE NUMBERS Being duly sworm upon bath eave that the	a Total Total
「 常 岩 】 【 】 【 】 【 】	
置差 State of クー	d-Aworn to the
Biete of A County of A LECHEN before this County of A LECHEN BOOK BOOK BOOK BOOK BOOK BOOK BOOK BOO	
USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION	Novery Public
NAME OF	
1 🛈 筒 📗	
ADDAESS	No Tentha
DEALER BY:	
DEALER NAME OF DEALEMBHIP DEALEMB LIGUINE NUMBER POR Being duly awam upon gath asye that the	s štālomātitā sāt
是	d Aworn to me
S County ofday of	20 Notary Public
NAME OF: , USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION	Notally Fabilit
9 I numericannes	
ADDRESS.	
수를 (certify to the boar of my knowledge that the adomater reading to	No Tenths
ADDRESS I certify to the boar of my knowledge that the adometer reading is DEALER NAME OF DEALERSHIP DEALER'S LICENSE NUMBER Being duly sworn upon cath says that the forth are true and correct. Subscribed and before thisday of	<u> </u>
Being duly sworn upon cath cays that the	
문항 State of	20
ADDRESS	Notary Public
UBIZ NOTARIZATION, ONLY IF REQUIRED IN TITLING JURISDICTION. NAME OF	
E F PURCHABER(S)	
PURCHABER(S) ADDRESS I certify to the best of my knowledge that the extometer reading te. DEALER NAME OF DEALERSHIP DEALER	
준물 I cariffy to the beet of my knowledge that the originator reading to	No Tenins
DEALER NAME OF DEALERSHIP DEALERSHIP DEALERS DUCENSE NUMBER DEALERSHIP DEALER	
Being duly swom upon oath says that the forth are true and correct. Subscribed and	
S County ofday of	20
USE NOTARIZATION, ONLY IF REQUIRED IN TITLING JURISDICTION	Notery Public
Code of the control of the columns of the control of the control of the control of according to the control of	rovide a false statement may
result in tines and / or (morisonment) confly to the basis of morisonment	ig stelemente la checked. Odometer
Reading NO Tentina. The mileage start to the receipt of the mechanical limits of the odometric Signature(e) of Seller	er reading is not the actual mileage.
Signature(e) of Seller	0 <u>-26-0</u> 6
움물 Printed Name(s) 이 5	
Bignature of Purchase	اصلي
Frinted Name(s) of 50 High Bignature of Purchase Finded Name of Purchase	blic
	R-OREENNSYLVANIA
Address of Burghane	arial Seal
Joseph A. Gra	y, Jr., Notary Public
Jackson Tw	p., Butter County
whose address is	Expires-Aug-31-2009
Member, Panneyivani	arial Seal y, 3r., Notary Public p., Butler County Expires Aug. 31, 2008
범 whose address is	

THE TO SELECT ON THE PARTY OF T









LAW OFFICES DAVID J. GORBERG & ASSOCIATES, P.C.

700 TIMES BUILDING SUBURBAN SQUARE ARDMORE, PA 19003



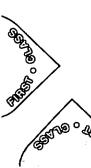
FIRST CLASS MAIL

03-17-09A09:51 RCVD



GENERAL MOTORS CORPORATION CHEVROLET DIVISION P O BOX 33170 DETROIT, MI 48232-5170

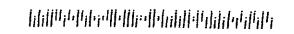












DAVID J. GORBERG & ASSOCIATES, P.C.

DAVID J. GORBERG[†]
TAMMY J. SCHMITT
LAURA L. APPLEGATE
NICOLE VITALE^{*}
SAMUEL T. LEHEW^{*}

*MEMBER OF PA AND NJ BARS

 NEW JERSEY OFFICE

100 CENTURY PARKWAY SUITE 305 MT. LAUREL, NJ 08054 (856) 797-0703 FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG. 330 GRANT STREET PITTSBURGH, PA 15219 (412) 894-9970 FAX (412) 894-9983

March 12, 2009

GENERAL MOTORS CORPORATION CHEVROLET DIVISION P O BOX 33170 DETROIT, MI 48232-5170

RE: Our Client:

Vehicle:

2006 Chevy Malibu

Vin #:

1G1ZT61846F

Dear Legal Department:

Please be advised this office represents the above individual under any and all of the following claims:

Pennsylvania's Automobile Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office.

The Primary non-conformities for which relief is sought include the following:

Power Steering

Kindly confirm receipt of this letter, and have a representative contact our office to discuss this matter at your first convenience.

ery\truly yo\rs,

J. GORBERG

DJG/nn

M	V - 1 (5-05)					 -			I, TAX /	FEES
Α.	MAKE OF VEHICLE	VEHICLE IDENTIFI REQUIRED, TAPE	CATION NUMBER	(VIN). IF TRACING		DY TYPE S, ETC.)	(SDN, TK,	MODEL YEAR	TOTAL THE CHARLEST WARREN THE RESIDENCE	NAME OF STREET
_ ₹	CHEVRULET	1617	IN BARF			5/W		96		J. 3864, 35
VEHICLE DESCRIPTO	GROSS VEHICLE WT. FUI RATING U	EL TYPE) YIGASOLINE DIESEL IZI ELECTRIC [] PI HYBRID [] OTHER	POPANE 1	eren er				(FIEZ)	LESS TRADE-IN	3500.00
"	CHECK THE APPROPRIATE IS TO BE USED OR WAS FO TAXI OR A D POLICE VEH	BLOCK IF THE VEHICLE I OF RMERLY USED AS A HICLE (IF APPLICABLE)				7700			TAXABLE AMOUNT	10364.35
B.	LAST NAME (OR FULL BU		THE RESERVE AND ADDRESS OF THE PERSON OF THE	RST NAME	MIDDLE INITI	IAL		COUIRED/	X 6% (.06) SALES TAX "X 7% (.07) "(See note on reverse)	621.86
	CO							R ID NUMBER	LESS TAX CREDIT	
ICANT MATION	STREET			CITY	STATE	ŽII	ر ري _ا ا	COUNTY CODE	1. SALES TAX	, N/A
APP.	NOTE: If a co-purchase	MASHINGTO		mi-want the title	to he lieted so " in	nt Tenan	de With		DUE	621.86
	Right of Survivorship* (C will be issued as *Tenan estate.).	In death of one owner,	title goes to surv	riving owner.) Ch	HEOK HERE []: ON	herwise,	the title heirs or	REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY		
	NOTE: IF THE VEHICLE IS TO B	E USED AS A DAILY RENTAL (OR LEASED VEHICLE.		The State Committee of the Committee of	and the second second		· · · · · · · · · · · · · · · · · · ·	IC. (PTA) NO.	
KGE CA	OF ITS MECHANIO	NOUNT OF MILEAGE IN	EXCESS	IS NOT THE WARM	E ACTUAL MILEAGE ING: ODOMETER SCREPANCY	21 Pr. A. 3 41 24	BOMETER	PEADING		
MRLE, INFORM	WITH THE 1	ND STATE LAWS REQUI TRANSFER OF OWNERS I MAY RESULT IN FINES I	IP. FAILURE TO	COMPLETE OR P	SE IN CONNECTION POVIDING A FALSE			2 2	2. Title Fee	2 2. 5 0
D.	1ST LIEN DATE:	→ IF NC	LIEN, CHÉGI	E PREVENTA			→ IF NO E	EN, CHECK	9. LIEN	:
Ş	1ST LIENHOLDER STREET	<u> </u>		2NO CIÊNHOS STREET		a Lagrado A Lagrado A Lagrado	er inter	<u> </u>	LIEN FEE	•
LIEN	CITY	STATE	ZIP	cny		STAT	ŧ	ZIP	REGISTRATION OR PROCESSING FEE	.N/A
Z	FINANCIAL INSTITUTION N				STITUTION NUMBER				Fig. Elempt Phinter he selected by the selected by the box and	
	IF THIS IS AN ELT, CHECK MAKE OF VEHICLE	SD VIN	1491ME52JE	XE	T. CHECK HERE	MODEL	FIN IS REQ	PURED	5. DUPLICATE REG.	
VEHIC	BODY TYPE (SDN, BUS, TI			ON OF VEHICLE		uR L	Jeogr		NO. OF CARDS	•
F.		ASSENGER TAXI		bee 2	(内侧) / Lu	SEATIN	g Capacity		6. TRANSFER	6.00
4	MOTOR DRIVEN A OF	/LINDER CAPACITY OF COOR LESS PERABLE OF LESS	ES NO 1	ORISE POWER MAX DEVICE		FEE	NO NO		FEE 7.	9.40
VEHIC	CYCLE MOPED AL TF		ES NO	CESIGNEDI/ FOR ROAD	UTERED	YE9	NO		INCREASE FEE	•
FORM.	100	HASSIS MFR:		BOOY I	KAKE: EGISTERED GROEB	ion mars	ing range		8. REPLACEMENT FEE	N/A
ADD N	VEHICLES	IN OF GAINES	r vision in the second of the		DAWT (EMPTY)	4.6.5	ARS backs		0.	•
	TRUBE TRACTOR PRE	O. REGISTERED GROSS			SHOSS COMBINATION	N.WT. FA	ring		TOTAL PAID (ADD 1 THRU 8)	
G.	ORIGINAL PLATE Chec	・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・	OF PREVIOUSLY ISS		TRANSFER & RE				Send One Check In This Amount ■	65 0. 36
	BUREAU PROOF OF IN MUST BE ATTACHED.)	SURANCE -	CHERLAGENEY(TO)		C STOKER		PLACEMENT (्र स्ट्रोडी सर्वे विकास स्थापना स्थापना स्थापना स्थापना स्थापना स्थापना स्थापना स्थापना स्थापना स्थापना स्थापना
S.	PATHANGE PLATE TO E		1 17 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2		A THE SALE	. The state of the		5		
	TTT TEMPORARY PLATE ISS	BUED EX	JIN Yea			STOLEN	_	DEFACED	NEVER REC'D	
N FOR	BY FULL AGENT (NOTE: PLATE WILL EXPIRE 90 FROM DATE OF ISSUAN	DAYS ICE.) TRANSFERRED	FROM TITLE NO.		VIN) DIOUN IS	checked, appi	can must complete i	Diffe NEV -44.
APPLICATION FOR REGISTRATION		SIGNATURE	F PERSON FRO	AND MALIGIES N	SIGN MEHE	161	Æ52.J9	X6	RELATIONSHIP TO	ADDI ICANT
APP A	TEMP, PLATE NO	PLATE IS BEIN	g transferred		Old Maria				ACEA HONORIF TO	AFFEIDAIN
	INSURANCE COMPANY NA	WE	NAIC NO		LIGY NO. (OR FACH BINDER	4.1		POLIC	DA DA	LICY EXPIRATION
		HARTFURD			JSSU	ING AGE	NT (PRINT N	AME)	10/21/06 AGENT	84/21/07
	AGENT ISSU	RTIFY THAT ON MONTH VE CHECKED TO DETER IED TEMPORARY REGIS PLIANCE WITH ALL APPL DEPARTMENT REGULATI	IMINE THAT THE	VEHICLE IS INC	EIGANT. IN IRSU		HSTAR VT BIGNATU	AE /	J	76 9
Н.	VWE ACKNOWLEDGE T	HAT I'ME MAY LOSE MY ED VEHICLE FOR THE P	GUR OPERATING	G PRIVILEGE(S)	OR VENICLE REGIST	RATION	FOR FAM	URE TO MAINT	AIN FINANCIAL RESPONS	BIBILITY ON THE
TITE.	IMPRISONMENT. OF NOT SIGNED THIS FORM AFT	I MORE THAN TWO (2) Y ER ITS COMPLETION; AN	ears for any i d, that, if an ed	FALSE STATEMEN (EMPTION FROM	TO THE MAKE PAYMENT OF SALES	ON THIS	APPLICATI LAMED, I A	ON, AND UWE C	AIN FINANCIAL RESPONS TO A FINE NOT EXCEED ERTIFY THAT LIWE HAVE FORIZED TO CLAIM THIS E E AND CORRECT AND MAI BLOCK A.	EXAMINED AND XEMPTION. I'WE
\$	SUBSCRIBED AND SWORM TO BEFORE ME:	MO DCT DAY	26 YEAR	2006		ALL STA	LIEMENTS)	EREIN ARE TRU	E AND CORRECT AND MAI BLOCK A:	KE APPLICATION
CATIO	SIGNATUI	RE OFFERSON ADMINIST	ENNS PATH	4.00						
AND APPLICATION	<u>s</u>									
SEAL A	E SIG	N IN PR ESEN CE C	FNOTARY		li ye	our reg	ionano	cument	s are not receive	od



NORTH STAR CHEVROLET, Inc.



326 Mansfield Boulevard • Carnegie, PA 15106 10/26/06 DEAL 72946 412/279-2300 Phones 412/923-1230 DATE RES. PURCHASER'S NAME PHONE BUS. **PURCHASER'S ADDRESS** PHONE SOC. SEC WASHINGTON, PA NUMBER CITY, STATE & ZIP PLEASE ENTER MY ORDER VENEW YOU CAR FOR THE FOLLOWING DUSED TRUCK D DEMO 61029 MAKE CHEVRINET YEAR 2005 MODEL OR **INCENTIVES** SERIES TYPE INCENTIVES COLORBLUE TRIM SUBTOTAL TO BE DELIVERED TRADE IN PAYOFF ON OR ABOUT OWED TO SALESMAN GOOD UNTIL AMOUNT \$ VERIFIED Insurance Agent I state that odometer mileage on VEHICLE BEING PURCHASED described The state of the state of the state of the state of Committee of the second second Address at time of transfer. Carecter and California Phone (Check the following statement, if applicable) ☐ I further state that the actual mileage differs from the odometer reading for Insurance Carrier that the actual mileage is reason Policy Number unknov SIGNATURE OF FRANSFEROR (DEALER OR AGENT) DATE Effective Date From 1/21 (DE 1/24 / 1977 Somp) 184 184 Coll Federal regulations require the oxionistic mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferoe, pursuant to section \$19(a) of the Motor Vehicle Information and Cost Savings Act of 1874. Public kas 92-51 to The Selfer NoRTH STAR CHEVROLET, Inc. Hereby bicaresty disclaims all warrantes; either express or infelied; including any implied warranty of merchantability or fitness for a perficular purpose, and NORTH STAR CHEVROLET, Inc. heither assistings, nor authorizes; any other person to; assume for it any liability in connection with the sele of the vehicle. Dealer shall not be obligated to sell; until approval of the terms hereof is given by a bank or linance company willing to purchase a retail installment contract between the parties hereto based on such terms. I state that odometer mileage on USED VEHICLE TRADED-IN described above is sayed s. (Check the following statement, if applicable).

I further state that the adjust mileage differs from the odometer reading for the complete reading for t at time of transfer ANTOTAL 5469. FORTING REPORT TRADE ALLOWANCE OR DISCOUNT a/26/**9**6 unknown. USED VEHICLE TRADE IN AND/OR OTHER CREDITS STOCK NO MONEY DIFFERENCE COLOR SALES TAX SERIAL NO. - I CHARLES na glavo anni da kara # 447 NOTARY FEES THE TOX STOCK NO. MAKE YEAR: MODEL OR SERIES DOCUMENTARY & TIRE TAX COLOR TOTAL 11005 SERIAL NO PAYOFF This contract is not binding upon either the dealer or the purchaser, until signed by an authorized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS DOWN PAYMENT CONTRACT SIGNED BY AN SERVICE CONTRACT WRITTEN NOTICE OF CAN SERVICE CONTRACT TAX Purchaser's Signatur TOTAL. Accepted By

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chaesis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller. Provisions Applicable to Sale of Used Vehicle —
Factory Warranty: if a Manufacturer's Printed Warranty is delivered with the vehicle or chassis such warranty is a contract solely between the Manufacturer and Purchaser. The Seller is not a party to such contract and such Warranty is not a part of the sale of bargain between the Purchaser and Seller. "The information you see on the window form for the vehicle is part of this contract.

Information on the window form overrides any contract provisions in the contract of sale."

NORTH STAR CHEVROLET, INC.

PROCEIVED OF

RECEIVED OF

RE

Power steering is defective. Problem is intermittant and occurs at speeds under 15 mph. Wheel becomes stiff and hard to turn. Two dealers were unsuccessful in correcting problem (see repair records).

Problem still exists. Dealers stated vehicle is safe to drive. Will seek additional repairs in the future.

I can be constacted at

between a-SPM.

Thank you,

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUN 30, 2009 VALID: 04/25/08

PLATE:

VIN: YR/MAKE:

1G1ZT61846F KE: 2006 CHEVROLET SW

TYPE: WID:

08116 3903 361456-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WASHINGTON

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.



WASHINGTON PA







www.washingtonchevy.com

THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

wo 5 4172	IG1ZT	'61846F						DATE IN D2/18/08
	CHEVROLET MILES OUT 6390	MALIBU MAX FIRST USE 00/00/00	COLOR USC.	WASHINGTON PA				TIME IN 08:08 CLOSED 02/22/08
EE LSO				RES. H:	₩: () -		WRITE 004 RICH
STILL SYSTE	OWER STEERI FEELS LIKE M OVERLOAD CED STEERIN		P - SITTING WORKING OK NOW	B7680 (F)15926870 Total Labor	, ,		14	105.69 286.48 105.69
	730 DORSEY-	•	A	Total Parts Total Repair				286.48

	W/C	INT.	CUSTOMER
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the menufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchan ability of finness for a particular purpose, and neither assumes not authorizes any person to assume for a any liability in connection with the selle of said products. Any limitation contained herein does not apply where prohibited by law. CUSTOMER SIGNATURE Page 1 of 1 Job 54172 Reprint (1) 54172 Customer Copy	105.69 286.48 .00 .00 .00 392.17 .00 392.17	.00 Labor .00 Parts .00 Sublet .00 .00 Oil/Grease .00 Sub Total .00 Tax .00 Total	.00 .00 .00 .00 .00 .00







www.washingtonchevy.com

THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

rio 54357	VIN 7 1G1Z1	7 6 1 8 4 6 F	,					DATE IN 02/25/08
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU MAX	COLOR					TIME IN 08:04
41LES IN 6400	MILES OUT	FIRST USE 00/00/00	LISC.	WASHINGTON PA			_	CLOSED 02/27/08
SEE NLSO				RES.	RUS W: (72	4) -		WRITE # 461 MATT
	DAWED 48555	ING SEEMS STI						
				77.C33	0m 01	maa	* *	
MOT	OR SUPPLIES 1	INSUFFICIENT :		E7631	2T OA	T02	11	83.04
MOT		INSUFFICIENT :		(F) 25805894	(MOTOR)		1	282.31
MOT	OR SUPPLIES 1	INSUFFICIENT :		(F)25805894 Total Labor	(MOTOR)		1	282.31 83.04
MOT REP	OR SUPPLIES 1	INSUFFICIENT :		(F) 25805894	(MOTOR)		<u>1</u>	282.31 83.04 282.31

ļ	1	W/C	INT.	CUSTOMER
		83.04	.00 Labor	.00
힏		282.31	.00 Parts	.00
5	DISCLAIMER OF WARRANTIES	.00	.00 Sublet	.00
2	Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied	.00	.00	.00
4	including any Implied warranty of merchanishility of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any firstitation contained herein does not apply where prohibited by law.	.00	.00 Oil/Grease	.00
널	To controlled in which we have on each products. Any annuation contented therein does not apply where producting by the	365.35	.00 Sub Total	.00
20	CUSTOMER SIGNATURE	.00	.00 Tax	.00
	Page 1 of 1 Job 54357 Reprint (1)	365.35	.00 Total	.00
ğ	rago r or r			
빌	54357 Customer Copy			
٥	5435/ Customer Copy		l l	
2	·			
,				-

Customer Number: 33785 Invoice No: 68090 *INVOICE* PAGE 1 WASHINGTON, PA 2939 Washington Rd. (724) 941-5160 Home: Bus: Cell: PO Box 1919 (412) 344-8000 McMurray, Pa 15317 R: 253 JOHN J PONIKVAR Email: www.sunchevy.com SERVICE ADVISOR COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG ..BLUE 06 CHEVROLET MALIBU 1G1ZT61846F 13600 13600 T755 DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV DATE 260CT06 WAIT 04DEC08 79.00 CASH **04DEC08** R.O. OPENED READY OPTIONS: DLR:NORTHSTA ENG:3.5_Liter_MFI_OHV 04DEC08 04DEC08 SECTION OPCODE TECH **TYPE** LIST NET TOTAL A CUSTOMER STATES THAT THE THE POWER STEERING GETS VERY HARD TO TURN AT TIMES...(INTERMITTANT) MISC ORDERED PARTS WILL CALL WHEN PARTS COME IN 0.00 LABOR: 0.00 OTHER: 0.00 CUSTOMER STATES THAT THE ONE KEY FOB DOES NOT WORK AS FAR AWAY AS THE OTHER ONE... SOMETIMES IT WILL NOT START THE CAR
CAUSE: INTERNAL FAULT IN TRANSMITTER R4490 TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK REPLACE 12538938 BATTERY 22733524 TRANSMITT (N/C) PARTS: LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 CUSTOMER STATES THAT THE COVER ON THE DRIVER'S SIDE VANITY MIRROR ON THE SUN VISOR IS DISCONNECTED INTORDER PART WILL GALL WHEN PART COMES IN 451 C hrs. **OTHER:** 0.00 ଂ 0 :00 ା Customer Con STATEMENT OF DISCLAIMER **Service Department Hours:** The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly

Monday 7:30 AM to 8:00 PM
Tues. - Wed. 7:30 AM to 6:00 PM
Thursday 7:30 AM to 8:00 PM
Friday 7:30 AM to 6:00 PM

The factory warranty constitutes all of the warranties with respect to the sale of this item\()(tem\

CUSTOMER SIGNATURE

		oudionnon dopy
2	DESCRIPTION	TOTALS
9	LABOR AMOUNT	0.00
s	PARTS AMOUNT	0.00
r	GAS, OIL, LUBE	0.00
f	SUBLET AMOUNT	0.00
;	MISC. CHARGES	0.00
1	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
╛	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

Copyright 2000 ADP, Inc.

Customer Number: 33785

Invoice No: 68521



INVOICE

PAGE 1

WASHINGTON, PA

Bus: Home:

Cell:

2939 Washington Rd.

PO Box 1919

(724) 941-5160 (412) 344-8000

McMurray, Pa 15317

www.sunchevy.com

Email:					SER	VICE ADVISO	R: 253 JOHN	J PUNKVAR		
COLOR	YEAR	MAK	(E/MODEL			VIN		MILEAGE	IN / OUT	TAG _
BLUE	06		ROLET M		1G1Z	761846F		13917	13921	T032
		DATE WAR	RR. EXP.	PROMIS	€D	PO NO:	RATE	PAYMENT	INV.	DATE
2600706		-		WAIT 17DI	EC08		79.00	·CASH	170	EC08

OPTIONS: DLR:NORTHSTA ENG:3.5_Liter_MFI_OHV R.O. OPENED READY

17DEC08 17DEC08

TOTAL LIST TECH TYPE SECTION OPCODE

CAUSE: REPLACE COIL AND GROUND AS PER BUL #080232005

MISC REPLACE COIL AND GROUND hrs. 1. 12581176 HARNESS 11588715 BOLT 2436162 F-WASHER V 12595088 W-COIL

11570082 BOLT PARTS: 0:00 LABOR: 0:00 OTHER: 0:00

\$ 0.00

B CUSTOMER STATES THATTHE COVER ON THE VANITY MIRROR IS LOOSE

CAUSE: LOOSE - REPLACE

C2035 MIRROR, VISOR VANITY REPLACE hrs.

15855088 SUNSHADE

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

\$ 0.00

Customer Cop

Service Department Hours:

Monday 7:30 AM to 8:00 PM Tues. - Wed. 7:30 AM to 6:00 PM

Thursday 7:30 AM to 8:00 PM Friday 7:30 AM to 6:00 PM

The factory warranty constitutes all of the warranties with respect to the sale of this The Seller hereby expressly item\items. 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.

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

DESCRIPTION	IUIALS
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

Copyright 2000 ADP, Inc.





www.washingtonchevy.com

THE FEELING IS GENUINE 1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

RO 653:	94 1G1Z1	C 6 1 8 4 6 F	,		03/02/09
YEAR 2006	MAKE		COLOR		TIME IN 07:42
LESIN 153	MILES OUT 42 15343	FIRST USE 10/26/06	USC.	WASHINGTON PA	GLOSED 03/02/09
SEÉ ALSO				H W: -	WRITE 0461 MATT
RE	/S SCREWS AT HA RPLACE SCREWS OF USTING, CLEAN OF	ON TAILGATE CE	ARTS IN HROME STRIP	B5500 5W VD T10 3 (F)11515894 (SCREW TA) 4 Total Labor	23.72 13.56
(1	10-8753 BRIGGS-	.)	A	Total Parts Total Repair (Warranty)	. 13.56
) c/	'S POWER STEERI	NG BINDS AND	CLUNKING IN F/E	A	
D RE	PLACE I SHAFT	- EXCESSIVE S	SPLINE CLEARANCE	E7700 2E NE T10 5 (F)25962603 (SHAFT KI) 1 Total Labor	39.53 122.47 . 39.53
(1	.0-8753 BRIGGS-)	A	Total Parts Total Repair (Warranty)	. 122.47
) OR	DER VISOR MIRR	OR			
(1	0-8753 BRIGGS-)	Α	Labor T10 Total Repair, (Warranty)	00



INT.	CUSTOMER
.00 Labor .00 Parts .00 Sublet .00 Paint .00 Cil/Gr .00 Sub To .00 Tax .00 Total	.00 .00 .00 .00 & Mate .00 ease .00

Proform Products Inc., 412-461-0117

RELEASE OF CLAIM

•	Me, myself/ourselves and my/our assigns, heirs and executors, in consideration of \$3,400.00 inclusive and 36 month/ 45,000 mile (whichever comes first) Steering Component Letter which begins with the current date and odometer shown on this release 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) 2006 Chevrolet Malibu MAXX bearing Vehicle Identification Number 1G1ZT61846F ("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
---	---

The subject vehicle's mileage is 17, 4/5 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: 5-22-09	
-	Claimant's Signature
Washington, Pa City, State, Zip Cod	Washington PA Dity, State, Zip Code
STATE OF	

COUNTY OF Phile

Sworn to (or affirmed) and subscribed before me this 22 day of May
Signature of Notary Pholice PENNSYLVANIA Notarial Seal City of Philadelphia, Notary Public My Commission Expires June 13, 2012 Print, type or stamp Commissioned Name of Notary Public Personally Known OR Produced identification
OR Produced Identification
Type of identification
My commission expires:
CC: File
LG0024 V6302006

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUN 30, 2009

VALID: 04/25/08

PLATE: TITLE: VIN:

1G1ZT61846F 2006 CHEVROLET

YR/MAKE: TYPE:

SW HID:

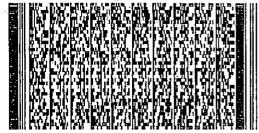
08116 3903 361456-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: HASHINGTON





I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.



Form **W-9** (Rev. Jamesy 2003)

(Rev. Jenuary 2003) (Jepaiment of the Tressury

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Install Research Stayline	send to the IRS,
Business name, I d'insent truss above Business name, I d'insent truss above	
Check appropriate box: Sole propriete: Artifices Intrinber, abox; and option suite no.] Partnership Other > Requestus 7 name and add	Exercipt from hackup
Andreas Intermediate and applied on suite no.	dress (uptilura),
Part I Taxpayer Identification Number (TIN)	
Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). However, for a resident alien, sole propriator, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (SIN). If you do not have a pumber, see How to get a TIN on page 3.	y windber
Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.	:Ufication number
Part Certification	

Under panalties 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
- I am not subject to backup withhniding because: (a) I am exempt from backup will holding, or (b) I have not been notified by the Internal
 notified matthat I am no longer subject to backup withholding as a result of a follow to report all interest or dividends, or (c) the IRS has
- 3. I am a U.S. person [including a U.S. resident rillon).

Certification instructions. You must cross out Item 2 above if you have been notified by the IRS that you are currently subject to hankup withholding because you have foliod to report all interest and dividends on your tax return. For real estate transactions, Item 2 does not apply, strangement (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 op/page 4.)

Sign	Signatur
Here	U.5. per:

Purpose of Form

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

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

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify that you are not subject to hackup withholding, or
- 3. Claim exemption from backup withholding II you are a \sim U.S. exempt payee.

Note: If a requester gives you a form other than Form W-0 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Foreign person. If you are a foreign person, use the appropriate Form W-8 (see Pub. \$15, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alion individual may use the terms of a tax fresty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision locum as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident aften who is relying on as exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement that specifies the following five items:

- The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident allen.
 - 2. The freaty article addressing the income.
- The article number (or focation) in the tax treaty that contains the saving clause and its exceptions.
- The type and amount of income that qualifies for the exemption from tax.
- Sufficient facts to justify the exemption from tax under the terms of the freety article.



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

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

REINBURSEMENT DEPARTMENT P.O. Box 33170 DETROIT, MI 48232-5170

4823235170 B050

Madahahalladahdaadhalladadhallaadh

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12/16/07
17-Digit Vehicle Identification Number (VIN): 19229528454
Mileage at Time of Repair: 53267 Date of Repair: 8/17/07
Claimant Name (please print):
Street Address or PO Box Number:
City: REDIANOS State: A ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 63027
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 attests that all attached documents are genuine and I
Claimant's Signature ————

Please mail this claim form and the required documents to:

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

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

. . . .

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



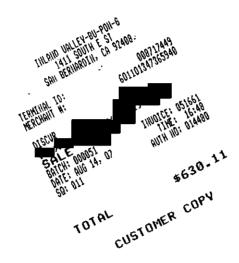




1411 South "E" Street - Sen Bernerdino - CA - 92408 (909) 888-6707 | Fax (909) 381-6057

SERVICE ADVIS	JOSH	JA G PETT	Y			12.1/		AR # AGZ12190 O MILE WARRAS	CK POMMALL PA	INUCKS EPA / CAT WITS AND LA	norola (25) Bur, Merchturr Occurs f Yram - Upli
REPAIR DADER .		STOCK NO.	VEHIÇLE IDE	NUFICATION	cust.	نديب بيدين		.O. NO.	HIV()(T T	INVOICE NO
	14AUG07		1G2ZG5284	54:					14AU	G07	11.6228
TIME IN	TIME READY	YEAR	MAKE & MODEL		TELEPHONE	NO:	CUST, PAV ABUR RATE	CONTE	γ., . · · · ·	HELVHUD 16A	3/A
09:06	14:30	05 PONTI	AC G6				/ARIES	21 AU 0	305	371	3 7 1
· MILEAGE IN	MILEAGE OUT	LICENSE NO.	nu nanath a a Air	90.1 (0.1)		3.00	,				
53267	53267				,				-		
WRE POW 54 B FREE 2 27 EST: CONTA	NCH LIGHER STEEL TESTED TO MOTOR IN 1 2580507 POINT FREE 27	T CAME ORING PLEA AND REPLA CECTOR OF CETTOR OF CECTOR OF CETTOR OF CECTOR O	NSPECTION SUAL INSP AUG07 09 AUG07 16	ICLE LOS AND ADVI STEERIN 348.04 ECTION :06 SA:	TSE. G254.23 348.04 0.00 371	348/0	200		一 V 作 T	\ / / /	1 5C
					,						
				o propin		TOTALE	<u> </u>				•
** PRE-I	NAOTCE	**		DESCRIP LABOR AM		254.		ORIGINA	(1	TAL ALITHOUGHOUSED
			-	PARTS AM		348.0	7	ESTIMAZ		1 7	TAL AUTHORIZED
i			<u> </u> -	GAS,OIL, L		0.0			_	1/	2 <i>10</i> —
		•		SUBLET AN	TNUON		20 \$ ()			\$10	
1				MISC, CHA	RGES	0.7	00				approval of an 🕠
				TOTAL CH	ARGES	602.	27	Vacknowledo	je and appr	iai di eno	ed pace, tialso gais as transcett
		•:		LESS INSU	RANCE		00	$\cdot \setminus \cdot$	androc reco	sint of vol	victa.
				SALES TAX	X j	27	84 X				·
		•		PLEASE PA THIS AMOI		630.	: i	STOMER SIG	NATUPE		
				ALL PAR	TS ARE	NEW UN	LESS S	PECIF	TED C	THEF	RWISE
										•	
breach thereof, Unitorm Rules fo	shall be settled : r Better Business	out of or relating to the by arbitration in action, rbitration, rbitration,	cordance with the (·							
INSLEAN TO THE PROPERTY OF THE	MINION AND AND AND AND AND AND AND AND AND AN	LITTS SAN BERN	o. "e" sireet	ON BEHALF OF SERVI SHOWN, THERE WAS UNDER THIS CLAIM ECTAIN ARE AVAILABE MANUFACTURER'S RE	ICING DEALER, FH HO HIDICATION F HAD DEEN CONNEL LE TOR THE YEAR PRESENTATIVE.	IEREBY CERTIFY TH ROM THE APPEARA CTED IN ANY WAY THOM THE OATE	AT THE INFORM NUE OF THE VE WITH ANY AC OF PAYMENT S	MATION CONT. HICLE ON OTH CIDENT, NEGI INTERCATION	AINED HEREG ERVISE, TH IGENCE OR AT THE SEL	ON IS ACC AT ANY TH MISURE H AVICING DI	WHATE UNLESS OTHERW AT REPARTO OR SEPACE L'CUROS SUPPORTES T FALER ROR INSTITUTION

CUSTOMER PURPOWERAL MANAGER OF ACTIVISITED PERSON



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



CHECK NO.

50-937 213

DATE AMOUNT 01/24/08 XXXX11 CENTS ****************630.11 North American Operations General Motors Corporation Disbursement Account REDLANDS CA TO THE ORDER The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK CHECK NO. BB 000000060

VENDOR DUNS NO. PAYMENT DATE VENDOR NAME 01/24/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/23/08 | VH 1-9TUCVQ 71-594275667.1-9TUCVQ 00.0000 630.11 .00 630.11 1G2ZG528454 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT OR QUESTIONS CALL 800-462-8782 H3 630.11 .00 630.11 TOTAL

February 4, 2011



Service Request: 71-594275667

Customer Relationship Specialist: Gavin Sanders



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.

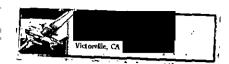
We have reviewed your request for reimbursement on the power steering assist that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$630.11.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

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



SAN BERNARDINO CA 924

18 DEC 2007 PM 3 T

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

Reinbursement Dept P.D. Box 33170 Detroit, MI 48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant						
Date Claim Submitted: 12-17-67						
17-Digit Vehicle Identification Number (VIN): 1612754855F						
Mileage at Time of Repair: 44789 Date of Repair: 7-10 f (1-07						
Claimant Name (please print):						
Street Address or PO Box Number:						
City: VICTORVILLE State: CA ZIP Code:						
Daytime Telephone Number (include Area Code)						
Evening Telephone Number (include Area Code): SAME						
Amount of Reimbursement Requested: \$ (00 . (ONE HUNTRED)						
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 Signatur						

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).



:ustomer Number: 21797

/ICTORVILLE, CA

Invoice No: 356579



INVOICE

PAGE 1

15425 Dos Palmas Victorville, CA 92395 (760) 955-8200 (800) 395-3278 B.A.R. #AC 171332 E.P.A. #CAD983668849

impile 16 HINGS

maii: 16JUNU6				SERVICE ADVISOR: 549 NESTOR GARCIA				
COLOR	YEAR MAKE/MODEL			VIN		LICENSE	MILEAGE	IN / OUT TAG
GRAY	05	CHEVROLET M	ALIBU	1G1ZT54855F			44789	44789
DEL. DATE	PROD. I	DATE WARR, EXP.	PROMIS	ED	PO NO	FANE	PAYMENT	INV. DATE
27MAR06 I			19:00 11J	JLO7		0.00	_CASH	11JUL07
R.O. OPEN	ED	READY	OPTIONS	: STK:R316	B1C ENG:3.5_Liter_SFI			
14:34 10JUL	.07	10:04 11JUL07						
CUSTOMER	STAT	ES, POWER ST	EERING ME	SSAGE	APPEARS IN I	NFORMATI	ON CENTER	
(G	MPP)	ADVISE, AFTE	R PARKING	AND T		,	ENT TO	
ST	ART A	. CIVA EVOM CIVA	STEERING	MOULD :	NOT MOVE, CO	ULD NOT	TURN	

E7680 COLUMN ASSEMBLY, STEERING - REPLACE

9481 WPP2

1 15926870 COLUMN

1 IN STOCK FC: 6C

PART#: 15926870

COUNT: 1 CLAIM TYPE: 0 AUTH CODE:

'AUSE: .

'ARTS: 0.00 LABOR:

0.00 OTHER:

0.00 TOTAL LINE A: 0.00

(N/C)

(N/C)

,,,44789 DTC C0460 STERING WHEEL SENSOR REPLACE STEERING COLUM PRE DOC

GMPP MAJOR GUARD, \$100.00 DEDUCTIBLE, EXPIRES 06/16/09 OR 61765 MILES 'AUSE:

COM COMMENTS

999 WPP2

FC: PART#: COUNT: 0

CLAIM TYPE: AUTH CODE:

'ARTS:

0.00 LABOR:

0.00 OTHER:

0.00 TOTAL LINE B:

0.00

(N/C)

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.	ORIGINAL	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
These chemicals are contained in many vehicle components and	ESTIMATE		LABOR AMOUNT	T
replacement parts, vehicle fluids, and paints and materials used to maintain rehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel	l		PARTS AMOUNT	
selancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and			GAS, OIL, LUBE	
replacement fluids, furnes, grease, grime, touch-up paint, certain- replacement parts, and particulates from component wear. When we	4		SUBLET AMOUNT	
service your car, we will return used components to you upon request. Jeed parts and components contain chemicals known to the State of			MISC. CHARGES	
California to cause cancer and birth detects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your	I acknowledge notice and increase in the original		TOTAL CHARGES	
rehicle: 1) work in a well ventilated area; 2) do not smoke, dánk or est white working; 3) wash your hands when finished or when taking a break;			LESS INSURANCE	
and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.			SALES TAX	
Posted in accordance with Proposition 65 in Cal. Health & Safety Code 125249.5 or seq.1 For further information about Proposition 85: 17p://www.od/hbs.org/prop65.trml.	CUSTOMER	SIGNATURE	PLEASE PAY THIS AMOUNT	

Sustomer Number: 21797 Invoice No: *INVOICE* 15425 Dos Palmas Victorville, CA 92395 PAGE 2 (760) 955-8200 (800) 395-3278 /ICTORVILLE, CA B.A.R. #AC 171332 dome: Bus: Cell: E.P.A. #CAD983668849 imail: | SERVICE ADVISOR: 549 NESTOR GARCIA COLOR LICENSE MILEAGE IN / OUT YEAR MAKE/MODEL TAG 05 44789 **GRAY CHEVROLET MALIBU** 1G1ZT54855F 44789 DEL. DATE PROD. DATE WARR. EXP. PROMISED PAYMENT RATE INV. DATE 27MAR061 19:00 11JUL07 0.00 **CASH** 11JUL07 OPTIONS: STK:R31681C ENG:3.5_Liter SFI R.O. OPENED READY 14:34 10JUL07 10:04 11JUL07 MULTI-POINT INSPECTION FREE 'AUSE: . MULTI COMPLETED VEHICLE INSPECTION. (N/C) 9481 WPP2 FC: PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: 0.00 'ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: ,,,44789

SA: 254

THANK YOU FOR YOUR BUSINESS !!

USTOMER PAY DEDUCTIBLE FOR LINE A

10JUL07

14:34

100.00

NARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and episcement parts, vehicle fluids, and paints and materials used to maintain rehicles, including, but not limited to, fuel, oil betterles, brakes, and wheel salancing weights. When you service, clean or maintain your car, you will so exposed to listed chemicals contained in used oil, waste and episcemens. If luids, fumes, grease, grime, touch-up paint, certain episcemens parts, and particulates from component were. When we DESCRIPTION TOTALS AUTHORIZED ORIGINAL ADDITIONS 0.00 ESTIMATE LABOR AMOUNT PARTS AMOUNT 0.00 0.00 GAS, OIL, LUBE SUBLET AMOUNT <u>00.00</u> MISC. CHARGES <u> 100.00</u> I acknowledge notice and oral approval of an TOTAL CHARGES 100.00 increase in the original estimated price. Ś 0.00LESS INSURANCE 0.00 \$ SALES TAX ance of motor vehicles and vehicle components Posted in accordance with Proposition 125249.5 et seq.) For further inf http://www.oehha.org/prop65.html. tion 65 in Cal. Health & Safety Code PLEASE PAY \$ 100.00 CUSTOMER SIGNATURE THIS AMOUNT

EST: 100.00

February 4, 2011



Service Request: 71-594280261

Customer Relationship Specialist: Alex Page



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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

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

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



CHECK NO.

50-937 213

DATE ···· 01/29/08···

*************100 DOLLARS

***XOO CENTS

North American Operations General Motors Corporation Disbursement Account

ORDER

VICTORVILLE

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

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

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000364 PAYMENT DATE VENDOR NAME 01/29/08 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/28/08 | VM 1-9UV85A .71-594280261.1-9UV85A 00.0000 100.00 .00 100.00 1G1ZT54855F ٠,٢

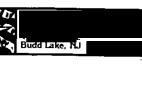
H3

TOTAL

100.00

.00

100.00



Reim Bursement Dept. PO Box 33170 Detroit, MI 48232-5/20

OVD PADC

KEARNY NJ 070

22 DEC 2007 PM 4 T

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant				
Date Claim Submitted: 12-22-07				
17-Digit Vehicle Identification Number (VIN): 1622H528054				
Mileage at Time of Repair: 5096 Date of Repair: 10-3-07				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: BUDD LAKE State: NJ ZIP Code:				
Daytime Telephone-Number-(include Area-Gode):				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$				
The following documentation must accompany this claim form.				
Original or clear copy of all receipts, invoices, and/or repair orders that show:				
The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)				
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter. Claimant's Signature:				

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



CALLARBMI PONTIAC, BUICK, CADILLAC, GMC P.O. BOX 733, 385 RT. 46 EAST

HACKETTSTOWN, NJ 07840

VEHICLE IDENTIFICATION MILEAGE OUT DATE OUT INVOICE NO. 1G2ZH528054 50967 10/03/07 39729 COLOR TAG NO. BUDD LAKE YEAR MAKE MODEL 05 PONTIAC G6 GT GRAY 00135 PROD. DATE CUST.NO. LICENSE HOME PHONE WORK PHONE STOCK NO. SERV.ADV. TERMS 908-00/00/00 738 7738 CASH DELIV.MILES MILEAGE IN IN-SERV DATE CUST.LABOR RATE DELIV.DATE DATE IN 00/00/00 50964 10/02/07 00/00/00 87.00

THANK YOU FOR VISITING CALLAREMI AUTO GROUP OUR GOAL IS YOUR COMPLETE SATISFACTION IF YOU HAVE ANY CONCERNS OR SUGGESTIONS ABOUT YOUR SERVICE EXPERIENCE, PLEASE GIVE US A CALL. 908-852-4613 AT THE PROMPT PRESS 4.

LINE

OP.CODE FAIL-CD

HOURS/QTY TYPE

AMOUNT

STEERING NOISE Α

CUSTOMER STATES A CLUNK IS FELT IN STEERING WHEN TURNING WHEEL,

ALSO FEELS LIKE IT SKIPS

UPON INSPECTION FOUND STEERING SHAFT IS BINDING

REPLACED STEERING SHAFT (50/50 GOODWILL WARRANTY)

0610

A64 6064

X 22687711 SHAFT KIT BL

Line Total....

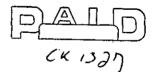
LOANER # 7 В

CUSTOMER REQUESTS USE OF A LOANER CAR, LOANER# 7 1998 PARK AVE.

4006

A99 0999

Line Total....



Warr-Deduct TOTAL-AMOUNT 116.00 116.00

CUSTOMER COPY - PAGE 01

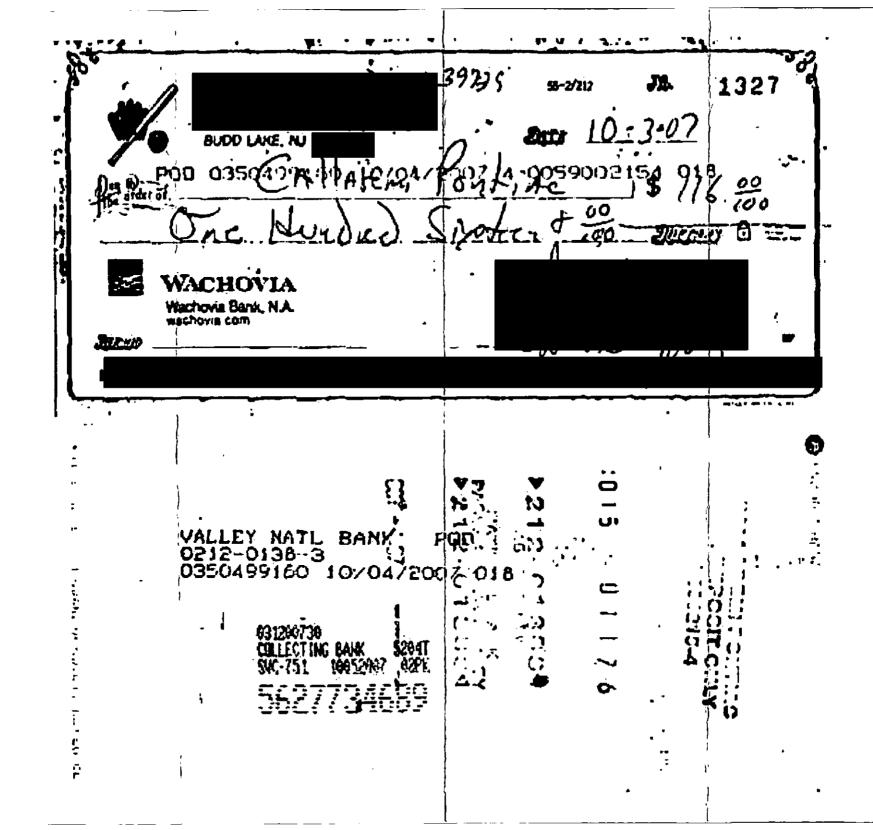
STATEMENT OF DISCLAIMER

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.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

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



February 14, 2011



Service Request: 71-595647102

Customer Relationship Specialist: MJ Mason

Dear

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 assist that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

At 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

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

February 17, 2011

Sun City, AZ

Service Request: 71-596594318

Customer Relationship Specialist: Jim Goldberg

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$709.87.

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

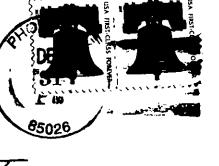
Sincerely,

Chevrolet Customer Assistance Center

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

SUN CATY, AZ

JAN 03 28381



REIMBURSEMENT DEPARTMENT PO BOX 33170 DETROIT, M. 48232 5170

Mallaladadhabhaalladhaballaaall

48232\$5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 12-18-2007
17-Digit Vehicle Identification Number (VIN): <u>IG/ZT5Z845F</u>
Mileage at Time of Repair: 62768 Date of Repair: 6-11-07
Claimant Name (please print):
Street Address or PO Box Number:
City: SUN City State: AZ ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



74246



PowerO Chevrolet Arrowhead

9055 W. BELL RD. PEORIA, ARIZONA 85382-3715 (623) 974-0000

SUN CITY, AZ BUS: HOME: SERVICE ADVISOR: 7755 VERNON DALE MAXEY TAG LICENSE MILEAGE IN / OUT COLOR MAKE/MODEL 05 CHEVROLET PROD. DATE WARR, EX G1ZT52845F 62768/62768 T7584 INV. DATE PAYMENT RATE WARR, EXP. PO NO. PROMISED DEL. DATE 20JAN05 IS 1JUN07 18:00 11JUN07 20JAN05 DD DLR:39298 ENG:3.5 Liter SFI READY R.O. OPENED 11JUN07 11JUN07 TOTAL NET LIST LINE OPCODE TECH TYPE HOURS A C/S P/STR GOES OUT WHILE DRIVING AND P/STR LIGHT COMES S407 ALIGNMENT/SUSPENSION/FRONT END 310.98 310.98 7612 CP 359.00 -- 359.00 -- 359.001_1,5926870_COLUMN_ 62768 CHECKED FOR CODES C0545 TORQUE SENSOR 3.0 HRS REPLACED STEERING COLUMN AND CALIBRATED ALL SENSORS

YES

NL

23.25

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PARTIS) 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 PERISON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTIS; AND/OR SERVICE, BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGED FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROPIRTS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

ENVIRONMENTAL SERVICE CHARGE - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on yo vehicle. Applicable supply items include but are not limited to the following items: Nuts, bolts, 'ashers, tape, pins, perospray, shells solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

TERMS: CASH OR ACCEPTABLE CREDIT CARD UNLESS PRIOR ARRANGEMENTS MADE.

I hereby authorize the below repair work to be done along with the necessary materials. You and your for purposes of testing, Inspection or delivery at my risk. An express mechanic's lion is acknowledge thereto. You will not be held responsible for loss or damages to said vehicle or any accident or other causes beyond your control. If it becomes necessary for you to employ a coll this account, I the undersigned, agree to pay all court costs plus a reasonable attorney's fee and

LABOR AMOUNT	310.98
LABOR AMOUNT PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	679.98
LESS INSURANCE	0.00
SALES TAX	29.89
PLEASE PAY THIS AMOUNT	709.87

DESCRIPTION

ON ADP, INC. SERVICE INVOICE #2 XSIZO

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



BalaldadbladallaalBlaadbladallaal

07126 1G1ZT52845F

13 0008195

SUN CITY, AZ

12251 BEX Z 17507 C SUN CITY AZ

CARDMEMBER SERVICE PO BOX 94014 PALATINE IL 60094-4014





Opening/Closing Date: Payment Due Date: Minimum Payment Due:

05/25/07 - 06/24/07 CUSTOMER SERVICE 07/19/07 In U.S. 1-800-792

In U.S. 1-800-792-0001 Español 1-888-446-3308 TDD 1-800-955-8060 Pay by phone 1-800-436-7958 07/19/07 In U.S. \$320.00 Español Outside U.S. call collect 1-302-594-8200

VISA ACCOUNT SUMMARY Account Number: 4417 1230 1354 2880 \$35,800 P.O. Box 15298 \$23,010 Wilmington, DE 19850-5298 \$12,889.54 -\$3,300.00 Previous Balance Total Credit Line Payment, Credits Available Credit Cash Access Line Purchases, Cash, Debits +\$3,006.84 +\$192.75 Finance Charges Available for Cash \$7,160 PAYMENT ADDRESS \$12,789.13 P.O. Box 94014 Palatine, IL 60094-4014 New Balance

> VISIT US AT: www.chase.com/creditcards

Congratulations! Your credit line has been increased. Take advantage of your enhanced spending power to make purchases and transfer balances today.

SOUTHWEST AIRLINES RAPID REWARDS VISA SUMMARY

Reward dollars earned from previous statement	\$407.00
Reward dollars earned from purchases	\$3,007.00
Promotional reward dollars	\$291.00
Total reward dollars	\$3,705.00
Total rewards transferred to flight credits	\$3,600.00
Remaining rewards balance	\$105.00
Flight credits transferred	3

For more information on Southwest Airlines Rapid Rewards program, log on to www.southwest.com or call 1-800-445-5764

Southwest will automatically issue a Roundtrip Award for every 16 credits you earn in a twenty-four month period.

Every time you make a purchase with your Southwest Airlines Rapid Rawards Visa card, you will earn Reward Dollars. For every 1,200 Reward Dollars earned you will receive one Rapid Rewards credit. Earned credits will be transferred within 30 days of this statement.

TRANSACTIONS

Trans		Ame	DUIT
Date Reference Number	Merchant Name or Transaction Description	Credit	Debit
05/23 24455017144140011166126	WAL-MART #3241 GLENDALE(NW) AZ		\$43.91
05/24 2439900714414209751932	WALGREEN 00030486 PEORIA AZ		30.22
05/25 24761977146521955070063	3 CIRCLE K 01054 Q04 PEORIA AZ		42.09
05/24 2439900714599367429387	QT 428 05004288 PEORIA AZ		34.01
05/25 2476197714552192924006			41.37
05/27 24455017147140012383974	WAL-MART #3241 GLENDALE(NW) AZ		50.02
05/27 24492797147409003684860	ALBERTSONS #971 PEORIA AZ		13,74
05/27 24445007147844296019949	FRYS-FOOD-DRG #114 SXN PEORIA AZ		58.89
05/28 2444500714884522646938	FRYS-FOOD-DRG #114 SXN PEORIA AZ		52.91
05/29 2469216714900000875946	B ESI MAIL PHARMACY T2 866-DODTMOP AZ		100.00
05/29 2471705715012150823158	2 VINCENT S NAIL AND SPA II PEORIA AZ		16.00
05/29 2449279714940900312024	4 ALBERTSONS #991 PEORIA AZ		13.27
05/30 2439900715014200662835	WALGREEN 00053538 PEORIA AZ		12.52
05/29 2476197715052191316006	6 CIRCLE K 01054 Q04 PEORIA AZ		17.48
05/30 2476197715052191515005	7 CIRCLE K 05544 Q04 PEORIA AZ		3.88
05/30 2422638715032076754981	8 WAL MART GLENDALE AZ		71.29
05/31 2469216715100015911326	2 COX*PHOENIX COMM SERV 602-277-1000 AZ		145.49
05/30 2416407715133230153672	2 CHECKER #415300041533 PEORIA AZ		25.90
05/30 2416407715133230153673	0 CHECKER #415300041533 PEORIA AZ		27.01
05/30 2439900715114202759179	2 WALGREEN 00053538 PEORIA AZ		12.53
05/30 2439900715199373246389			30.75
06/01 2432300715325408601026	4 COLLECTORS WAREHOUSE &GI 310-375-2255 CA		17.27
06/03 1154154274039372790000	1 PAYMENT - THANK YOU	1,300.00	
06/01 2439900715330229544153	8 BASHAS' #1030206901029 PEORIA AZ		16,73
06/01 2401339715301155824921	2 FUZZYS PIZZA PEORIA AZ		25.56
06/03 2449215715482064252814			19.99
06/02 2439900715430229544154	5 BASHAS' #1030206901029 PEORIA AZ		19.24
06/02 2439900715430229544154	5 BASHAS' #1030206901029 PEORIA AZ		5.39
06/03 2444500715485200199058			12,27
06/04 2469216715500045866940	8 QWESTCOMM*TN623 800-244-1111 CO		77,54
06/04 2439900715630229544156			2.89
06/05 2469216715600055845751	3 VZWRLSS*APOCC VISW 800-922-0204 NJ		114.62

Page 2 of 4

TRANSACTIONS

Trans	•		Amount
Jate	Reference Number	Merchant Name or Transaction Description	Credit Debi
6/05	24399007156142981668946	WALGREEN , 00030486 PEORIA AZ	8.5
6/05	24399007157993787803635	QT 490 05004908 PEORIA AZ	43.9
6/05	24445007157855245287277	FRYS-FOOD-DRG #114 SXN PEORIA AZ	34.9
6/07	24692167158000718854094	ESI*MAIL PHARMACY T2 866-DODTMOP AZ	50.0
6/07	24399007159993811487015	QT 490 05004908 PEORIA AZ	45.0
6/06	24323017159138012034386	BIG APPLE ARROWHEAD GLENDALE AZ	42.9
6/10	24761977161512161010142	SHASTA POOL SUPPLIES#3 GLENDALE AZ	66.6
6/10	24399007162302295441628	BASHAS' #1030206901029 PEORIA AZ	25.3
ST	2/3/90071621420563826981	WALGREEN: 00030486 PEORIA AZ.	20.9
6/11	.24164077.16327731.1660671	POWER 17800020 PEORIA AZ	709.8
6/12	24399007464993857878336	**************************************	742.0
6/13	24455017164140010120707	WAL-MART #3241 GLENDALE(NW) AZ	34.8
6/12	24761977164521965300069	CIRCLE K 05544 Q04 PEORIA AZ	46.5
6/12	24445007164862684566121	OFFICE MAX GLENDALE AZ	10.8
6/13	24493987165207999600020	LITTLE BITE OF ITALY SUN CITY AZ	8.4
6/13	24013397165011884196174	SHERS CLOTHING SUN CITY SUN CITY AZ	10.6
6/15	24445007167866696193706	FRYS-FOOD-DRG #114 SXN PEORIA AZ	15.1
6/15	24299167167904197781510	JCPENNEY STORE 0251 GLENDALE AZ	23.6
6/15	24164077167332151535537	CHECKER #415300041533 PEORIA AZ	10.8
6/17	24445007168867926880293	FRYS-FOOD-DRG #114 SXN PEORIA AZ	73.7
6/16	24455017168140011550528	WAL-MART #3241 GLENDALE(NW) AZ	77,4
	24717057168731687829731	VINCENT S NAIL AND SPA II PEORIA AZ	27.0
	24717057168691686801943	SMART & FINAL CO. GLENDALE AZ	23.3
	11701702740955372200006	PAYMENT - THANK YOU	2,000.00
6/19	24399007170142056842485	WALGREEN 00030486 PEORIA AZ	25.6
06/18	24164077170835316983744	PIZZA H012972 10300333 ALBUQUERQUE NM	14.1
6/18	24399007170993912518945	QT 428 05004288 PEORIA AZ	38.2
6/19	24761977170521934400067	CIRCLE K 01777 Q04 ALBUQUERQUE NM	42.1
6/20	24164077171091007622345	TARGET 00008250 PEORIA AZ	104.0
J6/2(24254777172467664820981	LOS CUATES ALBUQUERQUE NM	16.0
6/21	24224437173429221300144	GOLDEN CORRAL 919 ALBUQUERQUE NM	8.7
6/21	24492807173118000100481	BLAKE'S LOTABURGER 32 ALBUQUERQUE NM	5.5
6/21	24224437174493384102050	GIANT #6025 ALBUQUERQUE NM	37.0
06/20	24246517173508790280887	BABIES R US #5679 GLENDALE AZ	32.4
)6/22	24445007173873406431691	FRYS-FOOD-DRG #114 SXN PEORIA AZ	29.2
06/22	2 24164077174105179270472	STAPLES 00114363 SANTA FE NM	2.4
06/23	3 24692167174000063005193	LENOX *CATALOG 800-225-1779 PA	25.7
16/21	1 24164077173332217076023	CHECKER #170700017079 ALBUQUERQUE NM	18.1

FINANCE CHARGES

	•			Finance Charge			
Category	Daily Periodic Rate	Corresp.	Average Daity	Due To	Transaction	Accumulated	FINANCE
	31 days in cycle	APR	Balance	Periodic Rate	Fee	Fin Charge	CHARGES
Purchases	V .04655%		\$13,356.77	\$192.75	\$0.00	\$0.00	\$192.75
Cash advances	V .06573%		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total finance ch	arges					_	\$192.75

Effective Annual Percentage Rate (APR): 16.99%

Please see Information About Your Account section for balance computation method, grace period, and other important information.

The Corresponding APR is the rate of interest you pay when you carry a balance on any transaction category. The Effective APR represents your total finance charges - including transaction fees such as cash advance and balance transfer fees - expressed as a percentage.

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 CHECK NO. 213 DATE 02/01/08 XXXXXXX709 DOLLARS : £4, North American Operations General Motors Corporation Disbursement Account The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. BB 000000260 PAYMENT DATE VENDOR NAME 02/01/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/31/08 71-596594318.1-9VHDLB 00.0000 709.87 709.87 .00 18 18 1G1ZT52845F 1 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 709.87 .00 TOTAL 709.87

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

March 10, 2011

San Antonio, TX

Service Request: 71-602651902

Customer Relationship Specialist: Athena Faraday

Dear

Enclosed is the GM Product Special Coverage Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement on the power steering gear box that you had repaired once we have received this completed form.

If you have any future questions, please feel free to contact our Pontiac Customer Assistance Center at 1-800-204-0261 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 Managers will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this special coverage condition corrected before December 2007, you may be eligible to receive reimbursement.

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GMICT	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

^{*} Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT				
Date Claim Submitted:				
Vehicle Identification Number (VIN):				
Mileage at Time of Repair:Date of Repair:				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: State: ZIP Code				
Daytime Telephone Number (include Area Code):				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$				
THE FOLLOWING DOCUMENTATION $\underline{\text{MUST}}$ ACCOMPANY THIS CLAIM FORM				
Original or clear copy of all receipts, invoices and/or repair orders that show:				
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 				
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.				
Claimant's Signature:				

Please mail this claim form and the required documents to:

General Motors Corporation P.O. Box 33170 Detroit, MI 48232-5170

SAN ANTONIO TX 780 FIND GRANDE DISTRICT TE MY SOUS PRO BT Serviral Modern Crp Po. Box 33170 APR 2 8 2000 Detroit, M. 48232-5170

4<u>8</u>232+5170



Customer Assistance Center

Pontiac PO Box 33172 Detroit, MI 48232-5172

GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT	\
Date Claim Submitted: 4-21-08	
Vehicle Identification Number (VIN): 13273528154	
Mileage at Time of Repair: 501347 Date of Repair: 01/09/0	7_
Claimant Name (please print):	
Street Address or PO Box Number:	
City: SAN ANTONIO State: TX ZIP Code 78247	
Daytime Telephone Number (include Area Code):	_
Evening Telephone Number (include Area Code):	ļ '
Amount of Reimbursement Requested: \$ 574.95 + Tax	
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.	August .
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 Uncurred for the repair covered by this recall.	
Claimant's Signature:	

Please mail this claim form and the required documents to:

General Motors Corporation P.O. Box 33170 Detroit, MI 48232-5170

All recall reimbursement questions should be directed to the following number: 1-800-204-0261





4800 N.W. LOOP 410, SAN ANTONIO, TEXAS 78229 (210) 684-7440

GM oodwrench Service Plus_

PNCS400093

113220

DELIVERY MILES

PRODUCTION DATE

MO: 50350

0401111403400003			
CUSTOMER NO. 143052	SERVICE ADDRESS MIKE MOSS	6683 TAO NO. 4811	01/09/07
	LABOR RATE	MILEAGE 50,347	GRANITE MET
	YEAR/MAKE/MODEL D5/PONTIAC/G6/4DR S	DN 6-CYL	12/13/04
SAN ANTONIO, TX	VEHICLE LD. NO. 1 G 2 Z G 5 2 8 1		SELLING DEALER NO.
	FT.E. NO.	P.O. NO.	o1/08/07
F	COMMENTS		
ZABUR & PARIS D# 1 80PNZ802 NOTSE IN FRONT END	AC ASA STORE OF STORE	706-88	On behalf of servicing
CUSTOMER STATES KLUNKING NOISE I LEFT - NOISE SOUNDS LIKE IT'S CO TRACED AND DIAGNOSED TO STEERING REPLACED STEERING GEAR AS NECESS	M FRONT END WHEN TURNING MING FROM LEFT FRONT GEAR POPS WHEN TURNING	ali lan ladi adi adi adi adi adi adi adi adi adi	otherwise shown. Sen no charge to owner. appearance of the ve repaired or replaced un in any way with any Records supporting the
PARTS	RIPTIONUN & 6.508 E RETURN JOB # 1 TOT	100.00 -100.00	from the date of pay dealer for inspection by Dealer, General Maras
	JOB # 1 TOTAL LABOR	R & PARTS 505.00	CUSTOMER LABOR RATE OF \$ utilizes the hours of
D# 2-50PNZ506 HVAC ODOR CUSTOMER STATES BURNING RUBBER (HEATER FOR A WHILE SERPENTINE BELT AND BELT IDLER / REPLACED SERPENTINE BELT AND BEL	ODOR AT TIMES AFTER RUNNING ARE RUBBING TOGETHER	80.788	guide, which reflects the performance of may therefore be ett clock time in any g instances the actual of
	LEY 1.062 T 1.066	53.13 53.13 53.18 53.18	expressly disclaims
	JOB # 2 TOTAL L'ABQ		merchantability or s
D# 3 40PNZ439 HEAD LIGHTS NO. 11.	-		Trucks • Hyundai, ne other person to assu with the sale of said p
CUSTOMER STATES MOISTURE IN LEF DRIVERS\SIDE HEADLIGHT LEAKS!! REPAIRS WERE DECLINED, AT THIS TO PARTS	T FRONT-HEADLIGHT)	Terms are net cash or only material is extra along with the nec employee may oper testing, inspection or
PARTSQTYFP_NUMBERDES	JOB.#-3 TO	TAL PARTS -0.00	mechanics lien is a secure the emount
	JOB # 3 TOTAL LABO	R & PARTS 0.00	 beyond our control. 5
D# 4+25PNZZWH. ZWH ALIGN THRUST ANG Z 2 WHEEL ALIGNMENT THRUST ANGLE COMPLETED SERVICE, 2WLS.			48 hours after repa Antonio, Bekar Coun necessary to enforce afterney's fees and o prior arrangements n
PARTSQTYFP-NUMBERDES	CRIPTIONU JOB # 4 TO	INIT PRICE. OTAL PARTS 0.0	o,
	JOB # 4 TOTAL LABO	OR & PARTS 69.9	
MISCCODEDESCRIPTIONDOB # A AI SHOP + ENVIRONMENTAL COUNT DOB # 1 D04L 10% LABOR DISCOUNT DOB # 2 D04L 10% LABOR DISCOUNT DOB # 2 D04P 10% PARTS DISCOUNT DOB # 2 D04L 10% LABOR DISCOUNT DOB # 4 D04L 10% LABOR DISCOUNT	HARGE	37.1 -20.6 -29.8 -8.0 -8.6 -7.0 AL - MISC -37.1	1 AM THE PERSON C THE PERSON, WHO REPAIR OF THE M REPAIR AGREEMED CLE IS SUBJECT TO WITH \$3.609, TEMB PAYMENT FOR THE BY A CHECK, MO TRANSACTION IS S OF INSUFFICIENT
·		000 NEVE DAGE: 40.00	X Signature of Person R
DISTORER CO		ON NEVT DAGE: 12:60nm	

ehalf of servicing dealer, I hereby certify that the nation contained hereon is accurate unless nyise shown. Services described were performed at tharge to owner. There was no indication from the varance of the vehicle or otherwise, that any part red or replaced under this claim had been connected ny way with any eccident, negligence of misusa.

India supporting this claim are available for (1) year the date of payment notification at the servicing er for inspection by manufacturer's representative.

ier, General Manager or Authorized Person Onte

TOMER LABOR CHARGES ARE BASED ON A PER HOUR. This dealership S es the hours published in Pontiac's labor time e, which reflects an average time requirement for performance of specific vehicle repairs in which therefore be either more or less than the actual k time in any given instance. In certain rare inces the actual clock time may be used.

DISCLAIMER OR WARRANTIES

warranties on the products sold hereby are those de by the manufacturer. The Setter, Red McCombs serior Pontiac • GMC Trucks • Hyundal hereby ressly disclaims all warranties either express implied, including any implied warranty of chantability or filmess for a particular purpose, | Red McCombs Superior Pontiac • GMC diss • Hyundai, neither assumes nor authorizes and is person to assume for it any liability in connection the sale of said products.

ns are net cash on delivery. Estimates are for labor material is extra. I hereby authorize these repairs ng with the necessary materials you and you ing with the trustesory maintain your act your ploybee may operate above vehicle for purposes of ling, inspection or delivery at my risk. An express chanic's lien is admovidedgod on above vehicle to sure the amount of repairs thereto. Conditions, not consible for loss or damage to vehicle or articles left in icles in case of fire, that, accident or any other cause and our control. Storage will be charged commencing hours after repairs are completed payable in San tonio, Bexar County, Texas, in the event legal action is essary to enforce this contract, I will pay reasonable imey's fees and court cost, terms strictly cash unless и arrangements made.

Customer Signature

Notice Pursuant to \$70.001,
Texas Property Code
MITHE PERSON OR AGENT ACTING ON BEHALF OF
E PERSON, WHO IS OBLIGATED TO PAY FOR THE
BAIR OF THE MOTOR VEHICLE SUBJECT TO THE
EIS SUBJECT TO REPOSSESSION IN ACCORDANCE
THE REPORT OF THE MOTOR VEHICLE SUBJECT TO THE PROPERTY OF THE VEHI-E IS SUBJECT TO REPOSSESSION IN ACCORDANCE IN \$5.60, Texas Business and Commerce Code, if MARENT FOR THE REPAIR OF THE MOTTOR VEHICLE, A CHECK, MONEY ORDER, OR A CREDIT CARK LANSACTION IS STOPPED, DISHONORED BECAUSH IN MARCH OR DRAWER OF THE ORDER OR THE REDIT CARD HOLDER HAS NO ACCOUNT OR THE REDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT AND ACCOUNT HAS BEEN CLOSED.

ignature of Person Responsible or Agent for Person Responsible



4800 N.W. LOOP 410, SAN ANTONIO, TEXAS 78229 (210) 684-7440



INVOICE NO

115220

DELIVERY MILES

PRODUCTION DATE

MO: 50350

PNCS400093

E CRANIC COM MINIO ACTOR MINIO MINIO MINIO MARI ANTRE IN CIRCO COM CONT. COM 1910 IN 1811

CUSTOMER NO. 143052		VICE ADDRES			6683	TAG NO. 4811	01/09/07
143032	1 _	OR RATE	<u>- ا</u>			EAGE	COLOR
						50,347	GRANITE MET
	YEA D.S	PONTI	AC/G6/	4DR SD	n 6-cyl		12/13/04
SAN ANTONIO, TX			G 5 2				SELLING DEALER NO.
	L	E, NO.	G J 4	0 1 3	P.O. NO.		01/08/07
							01/08/07
THORK SHOWE	COI	MMENTS					
FECHNICIAN CERTIFICATION	THEODORE M I	MONCADA		5328			On behalf of servicing information contained
5328 6225	PABLO G CAV			6225			otherwise shown. Servi
TOTA) C							appearance of the vet repaired or replaced unit
TOTALS					non.	257 71	in any way with any
****************************	*****************			TOTAL LA TOTAL PA	RTS	357.71 384.43	Records supporting this from the date of payri
* [] CASH <u> </u>] *		1	rotal su	BLET	0.00 0.00	dealer for inspection by
[] VISA [] MASTERCARD []	DISCOVER *			FOTAL G. FOTAL MI	SC CHG.	37.11	Dealer, General Manage
* '	*			TOTAL MI		-74.22 31.23	CUSTOMER LABOR
*	CHARGE *						utilizes the hours put
****	******		TO	TAL IN	VOICE \$	736.26	guilde, which reflects a the performance of a
THANK YOU FOR YOUR BUSINESS!!							may therefore be eith clock time in any gl
PARTS DESIGNATED WITH AN ASTERICK (* LIFETIME GUARANTEE APPLIES FOR CUSTO	*) INDICATES OMER PAY REPAIRS	,				•	instances the actual clo
THE COMMENTE AT LESS FOR SOST		•					DISCLAIMI Any warranties on the
·							made by the manufact Superior Portiec • 0
·						J	expressly disclaims or implied, including
CUSTOMER SIGNATURE			-	·			merchantability or fil and Red McComb
D.U.	. =	INVO	ICE	*****	*****	*****	Trucks • Hyundai, net other person to assure
		מרמינ	7/6\57	77			with the sale of said pr
\ \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\		티빗	#{{ }}{!	<i>)}</i>)		Terms are net cash or only material is extra.
	DATE T	<i>다다다</i>	70/1	77	/		along with the nece employee may operat
	Pontiac • GMC	TRUCKS	· HYUNI	IAI	ಮು.ಪರ್ಯ	and the second	testing inspection or mechanics lien is ac
	-						secure the amount or responsible for loss or
.						_	vehicles in case of fire beyond our control. St
1	*			-		_	48 hours after repair Antonio, Bexar County
			_				necessary to enforce
ŀ			A	(C)	MC1.7	<i>a</i>	attorney's lees and co prior arrangements ma
			$Y \mid$		11-1	9	
		/		Be Ar	少日 🖟		Cu
		(/		Notice P Texa
		\					I AM THE PERSON O

behalf of servicing dealer, I hereby certify that the matter contained hereon is accurate unless arwise shown. Services described were performed at charge to owner. There was no indication from the earance of the vehicle or otherwise, that any part aired or replaced under this claim had been connected arry way with arry accident, negligence or misuse, cords supporting this ctaim are available for (1) year in the date of payment notification at the servicing ler for inspection by manufacturer's representative.

raler, General Manager or Authorized Person Date

STOMER LABOR CHARGES ARE BASED ON A PER HOUR. This dealership \$ zee the hours published in Pontiac's labor time de, which reflects an average time requirement for performance of specific vehicle repairs in which y therefore be either more or less than the actual ok time in any given instance. In certain rare tances the actual clock time may be used.

DISCLAIMER OF WARRANTIES

y warranties on the products sold hereby ere those de by the manufacturer. The Seller, Red McCombs perior Pontiec • GMC Trucks • Hyundal hereby pressly disclaims all warranties either express implied, including any implied warranty of enchantability or filmess for a particular purpose, of Red McCombs Superior Pontiac • GMC locks • Hyundai, neither assumes nor authorizes and er person to assume for it any liability in connection h the sale of said products.

rms are net cash on delivery. Estimates are for iabor ly malerial is extra. I hereby authorize these repairs ing with the necessary materials you and you only will the mecessary manual you and your policyee may operate above vehicle for purposes of sting, inspection or delivery at my fisk. An express achanics lien is acknowledged on above vehicle to cure the amount of repairs thereto. Conditions, not sponsible for loss or damage to vehicle or articles left in hicles in case of fire, theft, accident or any other cause yond our control. Storage will be charged commencing hours after repairs are completed payable in San ntonio, Bexar County, Texas. In the event legal action is cessary to enforce this contract. I will pay reasonable comey's lees and court cost, terms strictly cash unless or arrangements made.

Customer Signature

Notice Pursuant to \$70.001,
Texas Property Code
I AM THE PERSON OR AGENT ACTING ON BEHALF OF
THE PERSON, WHO IS OBLIGATED TO PAY FOR THE
REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE
REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHI
CLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE
WITH \$8,600, Texas Business and Commerce Code, If
PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE
BY A CHECK, MONEY ORDER, OR A CREDIT CART.
THANSACTION IS STOPPED, DISHONORED BECAUSE
THE MAKER OR DRAWER OF THE ORDER OR THE
ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT
CARD HOLDER HAS NO ACCOUNT OR THE
ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT
CARD HOLDER HAS NO ACCOUNT OR THE
ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT
CARD ACCOUNT HAS BEEN CLOSED.

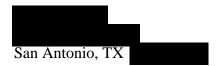
Signature of Person Responsible or Agent for Person Responsible

PAGE 2 OF 2

CUSTOMER CORY

THANK YOU

March 10, 2011



Service Request: 71-602651902

Customer Relationship Specialist: Beau Casset



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 steering gear box 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

Reinburgement Departments

PO. Box 33170

Detroit, Mi 48232-5170

4823285170 BOSO

USA First-Class

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant						
Date Claim Submitted: 1/21/08						
17-Digit Vehicle Identification Number (VIN): 1 カ						
Mileage at Time of Repair: 61,839 Date of Repair: 6/14/07						
Claimant Name (please print):						
Street Address or PO Box Number:						
City: State: TX ZIP Code:						
Daytime Telephone Number (include Area Code):						
Evening Telephone Number (include Area Code):						
Amount of Reimbursement Requested: \$ 308.67						
The following documentation must accompany this claim form.						
Original or clear copy of all receipts, invoices, and/or repair orders that show:						
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 						
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.						
Claimant's Signature:						

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).







San Antonio, TX

Dear

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

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

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

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

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

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

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



We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson

General Director,

Customer and Relationship Services

Enclosure 07126









4800 N.W. LOOP 410. SAN ANTONIO, TEXAS 78229 (210) 684-7440

<u>GM</u> Goodwrench Service Puss_

PNC5409443

115220 DELIVERY MILES Q

PRODUCTION DATE

MO: 61854

- I TBONI BRUN BIBU, BOUN WEIRI BÖBÜÜ ÜÜRÜ ÖBBÜ ÜÜLÜÜ ÜN ÜÜBÜL BENIB IBUR BEUÜN DIOOT IUN IBUR

	04011PNCS4094				1		/2
USTOMER NO	187169			GAMEZ	5138 TAG		06/14/07
			LABOR RATE		MILEAC	€ 61,839	GRÂNITE MET
SAN ANTO	ONIO, TX		ŎŚŻPONTI	C/G6/4DR	SDN 6-CYL		12/13/04
			1 ^{EH} G ^E 2 N2	G 5 2 8 1	. 5 4		SELLING DEALER NO
			F.T.E. NO		P.O NO		06/14/07
			COMMENTS		!		
PADUK-a-PAKI J# 1 20PNZ	COMPLIMENTARY	I'NE'	TECH	(2).6968		TINTERNAL	On behalf of servicing of
,, I 201112	LOF COMPLETED MAINT. COMP LEVELS						information contained otherwise shown. Service no charge to owner. The appearance of the vehicle repaired or replaced under
PARTS 0 10B # 1 10B # 1	TYFP-NUMBER 1 25010792 5 OIL	OESCRIF FILTER OIL	PTION 1.836		INIT PRICE-	INTERNAL INTERNAL	in any way with any a Records supporting this from the date of paym dealer for inspection by n
				JOB # 1 TO	DTAL PARTS		Dealer, General Manager
	LINE LINE		JOB #	1 TOTAL LABO	OR & PARTS	0.00	CUSTOMER LABOR CO
J# 2_60PNZ	CUSTOMER STATES LOUD LEFT FRT HUB NOISEY REPLACE LEFT FRT HUB	HUMMING NDISE	ON ACCEL REP	1(S):6968 ORT		150.62	guida, which reflects an the performance of spi may therefore be either
PARTS(QTYFP-NUMBER	····-DESCRI	PTION		UNIT PRICE-		clock time in any give instances the actual clock
							DISCLAIMER Any warrantes on the p made by the manufacture
- 1	00 FRONT END		JOR #	2 TOTAL LAB	OR & PARTS	150.62	Superior Pontiac • GA expressly disclaims a
ı	CUSTOMER STATES STEER NEEDS BALANCE	RING WHEEL VIB	RATION REPORT	Ī			or implied, including merchantability or fitne and Red McCombs
PARTS(QTYFP-NUMBER	DESCRI	PTION		UNIT PRICE.		with the sale of said prod Terms are net cash on
JOB # 3	DTYFP-NUMBER1 22706425	HUB 6.	311		,273.72 Otal parts	273.72 273.72	only material is extra.
			JOB #	3 TOTAL LAB	OŘ & PARTS	308.67	employee may operate testing, inspection or d
MISC CI JOB # A JOB # 1 JOB # 1 JOB # 2 JOB # 3 JOB # 3	ODE DESCRIPTION AA1 INTERNAL SH A3 COMP LOF(LB A5 COMP LOF(CA _A4_ COMP LOF(PA D04L 10% LABOR D D04L 10% LABOR D D04P 10% PARTS D	OP & ENVIRDNME RS) RTS) ISCOUNT ISCOUNT		CONTROL	NO	INTERNAL INTERNAL INTERNAL INTERNAL -15.06 -3.50 -27.37 -45.93	mechanics fan is ackn secure the amount of insponsible for loss or de- vehicles in case of fire, the beyond our control. Six 48 hours after repairs Antonio, Bexar County, T necessary to enforce the attorney's fees and coun- prior arrangements made
COMMENTS					ALL'S HISC	-43.33	Custo
COMMENTS WAITING]ORIG	INA:			Notice Pui Toxias I AM THE PERSON OR THE PERSON, WHO IS REPAIR AGREEMENT. CLE IS SUBJECT TO RE WITH \$9.000, TOXIA B PAYMENT FOR THE RE BY A CHECK, MONEY TRANSACTION IS STO OF INSUFFICENT FUI THE MAKER OR DRA CREDIT CARD HOLDS ACCOUNT UPON WHIC CARD ACCOUNT HAS
PAGE 1 OF 2				(00)		~~	x
FAGE 1 OF 2	Ct	ISTOMER COPY	<u>_</u>	ICONTINUE	D ON NEXT PAGI	:: 11:548M	Eligrathure of Person Respo

on behalf of servicing dealer, I hereby certify that the formation contained hereon is accurate unless therwise shown. Services described were performed at o charge to owner. There was no indication from the opearance of the vehicle or otherwise, that any part epoired or replaced under this claim had been connected any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year rorm the claim of payment notification at the servicing ealer for inspection by manufacturer's representative.

Dealer, General Manager or Authorized Person

CUSTOMER LABOR CHARGES ARE BASED ON A PER HOUR. This dealership \$ tilizes the hours published in Pontiac's tabor time uidio, which reflects an average time requirement for ne performance of specific vehicle repairs in which may therefore be either more or less than the actual block time in any given instance. In cortain rare instances the actual clock time may be used.

DISCLAIMER OR WARRANTIES

Any warrantes on the products sold hereby are those made by the manufacturer. The Seller, Red McComba Superior Pontiac - GMC Trucks - Hyundai hereby expressly disclaims all warrantes either express. or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Red McCombs Superior Pontiac • GMC Trucks . Hyundal, neither assumes nor authorizes and other person to assume for it any liability in connection vith the sale of said products.

Terms are net cash on delivery. Estimates are for labor only material is extra. I hereby authorize these repairs along with the necessary materials you and your employee may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's fan is acknowledged on above vehicle to secure the amount of repairs thereto. Conditions, not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft, accident or any other cause eyond our control. Storage will be charged commencing 48 hours after repairs are completed payable in San Antonio, Bevar County, Taxas. In the event legal action is necessary to enforce this contract, I will pay reesonable entormey's fees and court cost, terms strictly cash unless prior arrangements made.

Customer Signature

Notice Pursuant to \$70.001,
Toxas Property Code
I AM THE PERSON OR AGENT ACTING ON BEHALF OF
THE PERSON, WHO IS OBLICATED TO PAY FOR THE
REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE
REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE
WITH \$3.809, Times Business and Commerce Code, IF
PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE
BY A CHECK, MONEY ORDER, OR A CREDIT CARD
TRANSACTION IS STOPPED, DISHONORED BECAUSE
OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE
THE MAKER OR GRAWER OF THE ORDER OR THE
CREDIT CARD HOLDER HAS NO ACCOUNT OR THE
ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT
CARD ACCOUNT OR THE

Elgrecture of Person Responsible or Agent for Person Responsible



PAGE 2 OF 2







4800 N.W. LOOP 410, SAN ANTONIO, TEXAS 78229 (210) 684-7440



PNC5409443

DELIVERY MILES Q

PRODUCTION DATE

MO: 61854

115220

06/14707

ĽŹŸĨЗŸŌ4

06/14/07

SELLING DEALER NO.

GRÂNITE MET

7044 187169 EDWARD M. GAMEZ 5138 MILEAGE ABOR RATE 61,839 OSPONTIAC/G6/4DR SDN 6-CYL SAN ANTONIO, TX 1ºHG 2 2 G 5 2 8 1 5 4 F.T.E. NO. COMMENTS ***************** 185.57 TOTAL LABOR.... TOTAL PARTS.... 273.72 CK NO. [[] CASH [] CHECK TOTAL G.O.G.... 0.00 TOTAL MISC CHG. TOTAL MISC DISC Γ 1 VISA [] MASTERCARD [] DISCOVER 0.00 45.93 TOTAL TAX..... 22.24 [] CHARGE [] AMER XPRESS [] OTHER ****************************** **TOTAL INVOICE \$** 435.60 S PAIRS 000007623341 TIME DATE 06/14/07 0001 11:54:34 RED MCCOMBS SUPERIOR PONTIAC GMC 4800 LOOP 410 NW SAN ANTONIO, TX 78229 (210) 684-7440 CREDIT SALE 631 BATCH # TRANS # 007 087034 AUTH 0614MPL8MTZ5J TRANS ID REFERENCE # 716516255448 FXP DATE MSTR ACCOUNT # PAT D WHI 4 2007 \$435.60 SALE AMOUNT RUSTOMER COPY

CUSTOMER COPY

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Services described were performed at no charge to owner. There was no Indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this daim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

Dealer, General Manager or Authorized Person Date

CUSTOMER LABOR CHARGES ARE BASED ON A PER HOUR. This dealership utilizes the hours published in Pontiac's labor time guide, which reflects an average time requirement for the performance of specific vehicle repairs in which may therefore be either more or less than the actual clock time in any given instance. In certain rare instances the actual clock time may be used.

DISCLAIMER OR WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Red McCombs Superior Pontiac • GMC Trucks • Hyundai hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Red McCombs Superior Pontiac • GMC Trucks • Hyundal, neither assumes nor authorizes and other person to assume for it any liability in connection with the sale of said products.

Terms are net cash on delivery. Estimates are for labor only material is extra. I hereby authorize these repairs ng with the necessary materials you and your employee may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. Conditions, not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft, accident or any other cause. beyond our control. Storage will be charged commencing 48 hours after repairs are completed payable in San Antonio, Bexar County, Texas. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's lees and court cost, terms strictly cash unless prior arrangements made.

Customer Signature

Notice Pursuant to §70.001,

TOUSES PURSUANT TO 370-001,
TENSS PROPERTY CODE
I AM THE PERSON OR AGENT ACTING ON BEHALF OF
THE PERSON, WHO IS OBLIGATED TO PAY FOR THE
REPAIR OF THE MOTION VEHICLE SUBJECT TO THE
REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHI-REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHCLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE
WITH \$3.609, Tures Business and Commerce Code, IF
PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE
BY A CHECK, MONEY ORDER, OR A CREDIT CARD
TRANSACTION IS STOPPED, DISHONORED BECAUSE
OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE
THE MAKER OR DRAWER OF THE ORDER OR THE
CREDIT CARD HOLDER HAS NO ACCOUNT OR THE
ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT
CARD ACCOUNT HAS BEEN CLOSED.

Signature of Person Responsible or Agent for Person Re

[END OF INVOICE] 11:54am

March 10, 2011

San Antonio, TX

Service Request: 71-602651902

Customer Relationship Specialist: Karl McTaggert

Dear

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 front wheel hub 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

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

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Barclee Huggins State: Minessota

Customer Name:	Servio 61932	e Request: 71- 24793	BBB Case No.: CHV0838069			
Vehicle ID No.: 1G1ZT54815F	In Service Date: 6/28/2005	Vehicle is: nEW	BAC Code: 132755			
Year, Make & Model: 2005 Chev Mileage at Time of BBB Filing:		Vehicle Purchased	Used on: N/A at odometer N/A			
Lien holder: GMAC Other	: {Name}	Sale Type: Purcl {Type}	nase Lease Other::			
DVM Name: Barry Tice		CAM Name: Rob	Johnson			
Phone/Call Number: 612-700-4450	2	Phone Number: 620 061 6917 or 9 520 6917				

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.

☐ Steering Noise

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/26/07	473148	2	39,976	Customer States: There is a cracking noise coming from steering when turning. Goodwilled repair per Neal Olsen, steering gear has internal clunking when returning the steering wheel back to center. Replaced the steering rack, performed a front end alignment, test drove vehicle and found no other clunking at this time.
09/11/07	478289	2	44,674	Customer States: There is a cracking noise from the front when turning the wheel. See history Advise: Found an internal clunk from the steering rack, rack needs to be replaced, parts warranty, replaced steering rack, performed front end alignment. Test drove vehicle and found no further clunking at this time.
10/16/07	480803	2	46767	Customer states: Clunk in the steering-history Test drove the vehicle and found the steering wheel is clunking around turns. Shaft needs to be lubed and reinstalled. R/R steering shaft and lubed, worked the lube deep in the slip shaft, test drove the vehicle and found no further clunking around turns at slow speeds. Added operation: Performing steering/suspension diagnosis Clunk in the steering over bumps, test drove vehicle, I-shaft is clunking around turns, performed steering/suspension diagnosis

☐ Gas Cap Issue

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/08/05	416306	1	3925	Customer States: the check gas cap warning light is on, fuel cap not

sealing

Verified cust concern, connect scan tool – code P0455 present, test and diag. found fuel cap not sealing, replaced cap, retested-ok.

☐ Oil Leak

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
12/12/06	457310	1	27811	Customer States: We told her the right front axle seal is leaking Repair: Found oil leak from engine area, not axle seal, front main seal leaking will need new seal. R&R front main seal, cleaned and checked oil level-ok.

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/27/05	415152	1	3450	Recall # 05548 Engine Harmonic Balancer not seated
				Recall to retorque harmonic balancer retorqued

<u>Verified with customer if the vehicle has ever been involved in an accident Y N If yes are the RO's attached Y N</u>

☐ Other

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

THE STATE LEMON LAW READS:

Days out of service: 30 or more business days

Repairs: 4 or more repair attempts

Time period: within the written warranty terms or 2 years from the original delivery date to the customer.

Does Lemon Law state nonconformity must continue to exist? yes

If applicable, safety-related repairs: nonconformity that results in complete failure of the braking or steering system of the vehicle, and is likely to cause death or serious bodily injury if the vehicle is driven, has been subject to repair at least once by the manufacturer, its agents or its authorized dealer, and the nonconformity continues to exist.

Safety-related time period : 2 years after the original delivery date to the consumer or the remainder of the new veh warranty

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	9
Total days out of service during customer's ownership:	9

Vehicle Meets Presumption of Lemon Law NO

RECOMMENDATION AND RATIONALE

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

Cust sks: repurchase on vehicle

DVM sts: Dahlberg, '05 steering concern

She has a CCL, she is not happy, as far as I can tell, it has been in there twice and we are covering all repairs, I do not see us buying anything back, especially since we have been covering the concerns.

SVM sts: No maintenance at DLR, previous goodwill of steering CCL already given, all concerns covered under warranty

CRS Rationale: No assistance, previously given assistance.

CRS FINAL OFFER:	No assistance	DATE : 4/17/08	CUST: n/a
Goodwill: n/a		Attorney Fees (if appli	cable): \${Amount}

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

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

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

ADR File Checklist

SR Numbe <u>r:71-619324793</u>	BBB Case: CHV08 <u>38069</u>
Customer:	VIN:1G1ZT54815F
Make/Model/Year: Chevrolet/Malibu/2005	9 /
Received Date: 4/11/08 Day 15 Day	ate: Goes Active:
Primary Concern: Steering Concern	
M. C C / A. I I. I / (24.1)	C - L C - D - L //F'
☐ Case Scan / Acknowledgement (24 hrs) Completion Date/11me:
Initial Calls (72 hrs):	
	Completion Date/Time: 4/14/08 / 10:20 AM
Dealer Svc Mgr	Completion Date/Time: 4/11/08 / 4:12 PM
Dealer Finance Mgr	Completion Date/Time: /
\boxtimes AVM	Completion Date/Time: 4/11/08 / 4:30 PM
⊠ Repair Orders Requested:	Received: 4/15/08
⊠ Sales Documents:	Received: 4/15/08
☐ BARS / Finance Sheet	
Case Assessment (by Day 14):	
Lemon Law Eligible:	Yes No No
Presumption:	Yes \overline{\o
⊠ GM Position – Customer / BBB Due I	Date (7-10 days):
☐ Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
☐ Arbitration Date:	
◯ Closing Activities:	
Settlement	Completion Date/Time: 5/22/08 / 9:49 AM
Executive Summary	Completion Date/Time: 5/22/08 / 9:51 AM
Close Siebel	Completion Date/Time: 5/22/08 / 9:52 AM
DVM: Barry Tice	Node/Box: 630092 8170
Service Dealer: LUPIENT CHEVROLET	Svc Mgr: Mike Suelter
Selling Dealer: LUPIENT CHEVROLET	8
2gyyy	2 2-200000 21-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-
Nome	
NOTES:	

Privileged and Confidential Information

CASE ASSESSMENT

By: Barclee Huggins State: Minessota

Customer Name:	Servic 61932	e Request: 71- 24793	BBB Case No.: CHV0838069
Vehicle ID No.; 1G1ZT54815F	In Service Date: 6/28/2005	Vehicle is: nEW	BAC Code: 132755
Year, Make & Model: 2005 Che Mileage at Time of BBB Filing:		Vehicle Purchased	Used on: N/A at odometer N/A
Lien holder: GMAC ☐ Other	: {Name}	Sale Type: Purch {Type}	ase ☐ Lease☐ Other☐:
DVM Name: Barry Tice		CAM Name: Rob Jo	ohnson
Phone/Cell Number: 612-799-445	59	Phone Number: 63	30-961-6817 or 8-530-6817

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.

☐ <u>Steering Noise</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/26/07	473148	2	39,976	Customer States: There is a cracking noise coming from steering when turning. Goodwilled repair per Neal Olsen, steering gear has internal clunking when returning the steering wheel back to center. Replaced the steering rack, performed a front end alignment, test drove vehicle and found no other clunking at this time.
09/11/07	478289	2	44,674	Customer States: There is a cracking noise from the front when turning the wheel. See history Advise: Found an internal clunk from the steering rack, rack needs to be replaced, parts warranty, replaced steering rack, performed front end alignment. Test drove vehicle and found no further clunking at this time.
10/16/07	480803	2	46767	Customer states: Clunk in the steering-history Test drove the vehicle and found the steering wheel is clunking around turns. Shaft needs to be lubed and reinstalled. R/R steering shaft and lubed, worked the lube deep in the slip shaft, test drove the vehicle and found no further clunking around turns at slow speeds. Added operation: Performing steering/suspension diagnosis Clunk in the steering over bumps, test drove vehicle, I-shaft is clunking around turns, performed steering/suspension diagnosis

☐ Gas Cap Issue

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
9/08/05	416306	1	3925	Customer States: the check gas cap warning light is on, fuel cap not

sealing

Verified cust concern, connect scan tool – code P0455 present, test and diag. found fuel cap not sealing, replaced cap, retested-ok.

☐ Oil Leak		Oil	Leak
------------	--	-----	------

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/12/06	457310	1	27811	Customer States: We told her the right front axle seal is leaking Repair: Found oil leak from engine area, not axle seal, front main seal leaking will need new seal. R&R front main seal, cleaned and checked oil level-ok.
☐ {Symp	otom}			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ {Symp	ntom}			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

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

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/27/05	415152	1	3450	Recall # 05548 Engine Harmonic Balancer not seated Recall to retorque harmonic balancer retorqued

<u>Verified with customer if the vehicle has ever been involved in an accident Y N</u>
If yes are the RO's attached Y N

☐ Other

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

THE STATE LEMON LAW READS:

Days out of service: 30 or more business days

Repairs: 4 or more repair attempts

Time period: within the written warranty terms or 2 years from the original delivery date to the customer.

Does Lemon Law state nonconformity must continue to exist? yes

If applicable, safety-related repairs: nonconformity that results in complete failure of the braking or steering system of the vehicle, and is likely to cause death or serious bodily injury if the vehicle is driven, has been subject to repair at least once by the manufacturer, its agents or its authorized dealer, and the nonconformity continues to exist.

Safety-related time period : 2 years after the original delivery date to the consumer or the remainder of the new veh warranty

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	9
Total days out of service during customer's ownership:	9

Vehicle Meets Presumption of Lemon Law 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 sks:

DVM sts:

SVM sts:

CRS Rationale:

CRS FINAL OFFER:	{REPAIR/REP/TRADE}	DATE: {Date}	CUST: {Accepted / Declined}
Goodwill: {Type}		Attorney Fees (if appli	cable): \${Amount}

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

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

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

ADR File Checklist

SR Numbe <u>r:71-619324793</u>	BBB Case: CHV08 <u>38069</u>
Customer:	VIN:1G1ZT54815F
Make/Model/Year: Chevrolet/Malibu/2005	9
Received Date: 4/11/08 Day 15 Day	ate: Goes Active:
Primary Concern: Steering Concern	
Case Scan / Acknowledgement (24 hrs	s) Completion Date/Time:
Initial Calls (72 hrs):	
☐ Customer	Completion Date/Time: /
🔀 Dealer Svc Mgr	Completion Date/Time: 4/11/08 / 4:12 PM
Dealer Finance Mgr	Completion Date/Time: /
\boxtimes AVM	Completion Date/Time: 4/11/08 / 4:30 PM
Repair Orders Requested:	Received:
⊠ Sales Documents:	Received:
☐ BARS / Finance Sheet	
Case Assessment (by Day 14):	
Lemon Law Eligible:	Yes No
Presumption:	Yes No
☐ GM Position – Customer / BBB Due I	Date (7-10 days):
Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date:	
☐ Closing Activities:	
Settlement	Completion Date/Time: /
Executive Summary	Completion Date/Time: /
Close Siebel	Completion Date/Time: /
DVM:	Node/Box:
Service Dealer:	Svc Mgr:
Selling Dealer:	Contact:
NOTES:	

Privileged and Confidential Information

CASE ASSESSMENT

By: Barclee Huggins State: Minessota

Customer Name:	Service I 6193247	Request: 71- 793	BBB Case No.: CHV0838069
Vehicle ID No.: 1G1ZT54815F	In Service Date: 6/28/2005	Vehicle is: nEW	BAC Code: 132755
		Sale Type: Purcha {Type}	
DVM Name: Barry Tice Phone/Cell Number: 612-799-4459		CAM Name: Rob Joh Phone Number: 630	nnson D-961-6817 or 8-530-6817
	VEHICLE REPA	AIR HISTORY	
Throughout the entire form, use a category.	an asterisk (*) if day	y(s) out of service ar	re already counted in another
PLACE A CHECKMARK IN THE BOX IF THERE WERE NO REPAIRS FOR			REPAIR ORDERS. USE "N/A"
☐ {Symptom}			
Date: RO #: Days Out: Mi	leage: Description o	f Complaint and Repair	Performed:
☐ {Symptom}			
<u>Date:</u> <u>RO #:</u> <u>Days Out</u> : <u>Mi</u>	leage: Description o	f Complaint and Repair	Performed:
☐ {Symptom}			
Date: RO #: Days Out: Mi	leage: Description o	f Complaint and Repair	Performed:
☐ {Symptom}			
Date: RO #: Days Out: Mi	leage: Description o	f Complaint and Repair	Performed:
☐ {Symptom}			
Date: RO #: Days Out: Mi	leage: Description o	f Complaint and Repair	Performed:

☐ {Symptom}			
Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:			
☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)			
Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:			
Verified with customer if the vehicle has ever been involved in an accident Y N			
If yes are the RO's attached Y N			
□ <u>Other</u>			
<u>Date:</u> RO #: <u>Days Out</u> : <u>Mileage:</u> <u>Description of Complaint and Repair Performed:</u>			
THE STATE LEMON LAW READS:			
Days out of service: 30 or more business days Repairs: 4 or more repair attempts Time period: within the written warranty terms or 2 years from the original delivery date to the customer. Does Lemon Law state nonconformity must continue to exist? yes If applicable, safety-related repairs: nonconformity that results in complete failure of the braking or steering system of the vehicle, and is likely to cause death or serious bodily injury if the vehicle is driven, has been subject to repair at least once by the manufacturer, its agents or its authorized dealer, and the nonconformity			

Safety-related time period: 2 years after the original delivery date to the consumer or the remainder of the new veh warranty

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

attempts} {# of Days}

Total days out of service during the presumption period: 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}

continues to exist.

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

DVM sts: SVM sts: CRS Rationale: CRS FINAL OFFER: {REPAIR/REP/TRADE} DATE: {Date} CUST: {Accepted / Declined}				nere are any unrepaired defects, nent" of the vehicle's use, value or
SVM sts: CRS Rationale: CRS FINAL OFFER: {REPAIR/REP/TRADE} DATE: {Date} CUST: {Accepted / Declined}	Cust sks:			
CRS Rationale: CRS FINAL OFFER: {REPAIR/REP/TRADE} DATE: {Date} CUST: {Accepted / Declined}	DVM sts:			
CRS FINAL OFFER: {REPAIR/REP/TRADE} DATE: {Date} CUST: {Accepted / Declined}	SVM sts:			
	CRS Rationale:			
Goodwill: {Type} Attorney Fees (if applicable): \${Amount}	CRS FINAL OFFER:	{REPAIR/REP/TRADE}	DATE: {Date}	CUST: {Accepted / Declined}
	Goodwill: {Type}	cable): \${Amount}		

Date: {Date}

{Name}

TEAM LEAD APPROVING:

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

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

ADR File Checklist

SR Number:71-619324793	BBB Case: CHV0838069 VIN:1G1ZT54815F
Customer: Make/Model/Year: Chevrolet/Malibu/2005	· · · · · · · · · · · · · · · · · · ·
Received Date: 4/11/08 Day 15 Day	ate: Goes Active:
Primary Concern: Steering Concern	
Case Scan / Acknowledgement (24 hrs	S) Completion Date/Time:
✓ Initial Calls (72 hrs):✓ Customer	Completion Date/Time: 4/14/08 / 10:20 AM
Dealer Svc Mgr	Completion Date/Time: 4/11/08 / 4:12 PM
Dealer Finance Mgr	Completion Date/Time: /
∠ AVM	Completion Date/Time: 4/11/08 / 4:30 PM
Repair Orders Requested:	Received: 4/15/08
⊠ Sales Documents:	Received:
☐ BARS / Finance Sheet	
☐ Case Assessment (by Day 14):	
Lemon Law Eligible:	Yes No No No No No No No No No No No No No
Presumption:	Yes No
GM Position – Customer / BBB Due I	Date (7-10 days):
Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
☐ Arbitration Date:	
☐ Closing Activities:	
Settlement	Completion Date/Time: /
Executive Summary Close Siebel	Completion Date/Time: / Completion Date/Time: /
Close Siebei	Completion Date/Time.
DVM: Service Dealer:	Node/Box:
Selling Dealer:	Svc Mgr: Contact:
Zemmy Zemer	Commen
NOTES:	









GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

April 11, 2008

To: Mike Suelter LUPIENT CHEVROLET 1601 SOUTHTOWN DR BLOOMINGTON, MN 55431-1431 (952) 884-3333

Re:

Siebel Request: 71-619324793 2005 Chevrolet Malibu VIN # 1G1ZT54815F

Dear Mr.: Mike Suelter:

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

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

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

For customer privacy purposes, please block out all social security numbers that appear on sales documentation

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,

Barclee Huggins

Barclee Huggins BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 11801 FAX# 866-256-2829 barclee_huggins@gmexpert.com



FAX COVER

To:	Baro	lee	Huggin	5
From: _	Mike	Suc	. Her	<u>.</u>
Pages (Inc. cove	r)		

Notes:

Lupient Chevrolet 1601 Southtown Drive Bloomington, MN 55431 Phone 952-884-3333 Fax 952-346-9394



PAGE 1 OF 1

CUSTOMER COPY

1601 SOUTHTOWN DRIVE (494 & 35W) BLOOMINGTON, MN 55431 (952) 884-3333 • FAX (952) 346-9394



13

Taking you where you want to go! SERVICE DIRECT: (952) 887-9325 CELL: 76733 MICHAEL HERRMANN 96533 TAG NO. 726 CVCS480803 BLACK/GRAY 46.767 05/CHEVROLET/MALIBU/MALIBU LS SEDAN 06/28/05 ROSEMOUNT, MN TEHICLE ID NO Z T 5 4 8 1 5 F SELLING DEALER NO. 10716/07 HESIOENCE PRONE CONTROL OF THE CONTROL LABOR & PARIS..... J# 1 50CVZ FRONT END REPAIR TECH(S):96204 71.95 CUST STATES THERE IS A CLUNK IN STEERING-HISTORY
TEST DROVE THE VEH AND FOUND THE STEERING WHEEL IS CLUNKING
AROUND TURNS SHAFT NEEDS TO BE LUBED AND REINSTALLED.
R/R STEERING SHAFT AND LUBED WORKED THE LUBE DEEP IN THE
SLIP SHAFT.TEST DROVE THE VEH AND FOUND NO FUTHER CLUNKING
AROUND TURNS AT SLOW SPEEDS. DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those of the menufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller 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 JOB # 1 TOTAL LABOR & PARTS 71.95 other person to assume for it any liability in J# 2+93CVZRENTALCAR RENTAL CAR TECH(S):997056 connection with the sale of said products. This 0.00 Added Operation (2MHERRMANN @ 10/16/2007 15:35)
RENTAL SET UP PER DAVE S disclaimer by this seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to the sale. JOB # 2 TOTAL LABOR & PARTS 0.00 SERVICE AND PARTS HOURS STEERING/SUSP_DIAG_______TECH(S):96204 MONDAY - THURSDAY 7:00 - 7:00 J# 3+50CVZDIAG 44.50 FRIDAY 7:00 - 6:00 Added Operation (2MHERRMANN @ 10/17/2007 07:34) SATURDAY 8:00 - 1:00 PERFORM STEERING/SUSPENSION DIAGNOSIS
THERE IS A CLUNK IN STEERING OVER BUMPS
TEST DROVE THE VEH AND FOUND THE INTERMEDIATE STEERING SHAFT
IS CLUNKING AROUND TURNS (952) 887-9325 **BODY SHOP HOURS** MONDAY - FRIDAY 7:30 - 5:00 PERFORMED STEERING/SUSPENSION DIAGNOSIS (952) 887-9327 JOB # 3 TOTAL LABOR & PARTS 44.50 MISC------CODE-------DESCRIPTION----------------CONTROL NQ-------JOB # A A1 SHOP SUPPLIES AND ENVIRON DISP. IMPORTANT You may receive a questionuaire from the manufacturer. questionaire from the manufacturer.
If for any reason you feel you
cannot rate our services completely
satisfied, please contact
your Service Consultant
immediately.
A "Completely Satisfied" rating
does not mean we are
portect but rather that
we did our job well 952-937-3312---TOTAL LABOR.... 116.45 0.00 [] CASH [] CHECK : CK NO. [TOTAL SUBLET... 0.00 we did our job well TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC 0.00 and served you [] MASTERCARD [] DISCOVER * [] VISA 11.33 0.00 [] AMER XPRESS [] OTHER [] A/R TOTAL TAX..... 0.00 DATE PAID / / CASHIER INITIALS How satisfied are you with **TOTAL INVOICE \$** 127.78 LUPIENT'S SERVICE? V Completely THANK YOU FOR YOUR BUSINESS!! Verv Setisfied Satisfied Satisfied Somewhat Not Satisfied Satisfied CUSTOMER SIGNATURE If you're not completely satisfied.... DUPLICATE INVOICE WE WANT TO KNOW ABOUT IT!

[END OF INVOICE 105:02pm

ALL PARTS NEW ORIGINAL **EQUIPMENT UNLESS** OTHERWISE SPECIFIED



1601 SOUTHTOWN DRIVE (494 & 35W) BLOOMINGTON, MN 55431

BLOOMINGTON, MN 55431 (952) 884-3333 • FAX (952) 346-9394 SERVICE DIRECT: (952) 887-9325



rakına <u>you</u> wnere yo	<u>u want to go:</u>		/ICE DIRECT: (952)	887-932 —	:5	
					CELL:	
CUSTOMER NO. 76733		DAVID SMRCKA	27727 TAG	NO. 4823	09/11/07	CVCS478289
		LABOR FIATE	MILEAGE	ng naturage and rate and reserving a	COLOR BLACK/GRAY	STOCK NO.
ROSEMOUNT, MN		YEAR/MAKE/MODEL 05/CHEVROLET	Γ/MALIBU/MALIBU L		06/28/05	DELIVERY MILES
MODELINOITY IN		VETCE P Z T 5		0 20 1 11	SELLING DEALER NO.	PRODUCTION DATE
		F.T. E.NO.	P. O. NO.		°09710/07	Marie S. Landing
RESIDENCE PHONE TO A TOTAL OF STATE OF	Çm "i	COMMENTS	<u>ndeksioon killiga (1986–196) alla ja talagoofkii</u> n looneen lihaa ooga es	ushur qeft bergel <u>ege</u> , ut j	<u>(4 - 7 - 6 - 6 - 7 - 6 - 7 - 6 - 6 - 6 - 6</u>	The wear
CUSTOMER STAT WHEN TURNING FOUND AN INTE RACK NEEDS TO PARTS WARRANT REPLACED THE	Y STEERING RACK.PERFORN H AND FOUND NO FUTHER	ING NOISE FROM THE RY. ADVISE STEERING RACK. MED A FRONT END AL R CLUNKING AT THIS	IGNMENT. TIME.	HEWARRANTY	DISCLAIMER OF Any warranties on the pr those of the manufacture seller and buyer, the prod and the entire risk as to t ance of the product is we expressly disclaims all we or implied, including any it chentability or fitness fo and the seller neither asset	roducts sold hereby are st. As between this retail tuct is to be sold "AS IS" the quality and perform- ith the buyer. The seller arranties, either express implied warranty of mer- or a particular purpose, umas nor authorizas any
JOB # 1 1 158583 JOB # 1 -1 158583	68 GEAR 6	5.508 RETURN JOI	B # 1 TOTAL PARTS OTAL LABOR & PARTS	WARRANTY WARRANTY 0.00	other person to assume connection with the sale disclaimer by this seller terms of the manufacture acknowledges being so in	e for It any liability in of said products. This in no way affects the ar's warranty. The buyer of ormed prior to the sale.
J#_2+93CVZRENTALCAR RENTA Added Operation (2MSTINE BUDGET RENTAL	PER MIKE S	A DIECH(S):	997056		SERVICE AND I MONDAY - THUR: FRIDAY 7: SATURDAY (952) 88	\$DAY 7:00 - 7:00 :00 - 6:00 8:00 - 1:00
PARTS QTY FP - NUMBER	DESCRI	JOI	UNIT PRICE- B # 2 TOTAL PARTS	0.00	BODY SHO MONDAY - FRID	<u>IP HOURS</u> DAY 7:30 - 5:00
		JOB # 2 T	OTAL LABOR & PARTS	0.00	(952) 88	
DROPPING FOR DAVEMIKE 952-937-3312	S RESERVED LOANER!!				IMPOR	RIANT
TOTALS					You may a questionnaire from	the manufacturer.
* [] CASH [] CHECK * [] VISA [] MASTERC * [] AMER XPRESS []	CK NO. []	** * * * * * * * * * * * * * *	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	0.00 0.00 0.00 0.00 0.00 0.00	If for any ressor cannot rate our ser satisfied, pler your Service immedi A "Completely Si does not me perfect but r we did our and serv professi	rvices completely asse contact Consultant iately, atistied "rating and we are rather that rjob well
* ****************	*****	* r*		0.00		Mar.
CUSTOMER SIGNATURE	511	E INVOICE	1000	********	How satisfied LUPIENT'S: Completely Ver Satisfied Satisfied Samewhat Satisfied If you're not comp	SERVICE? y Satisfied fited Not Satisfied slettely satisfied
PAGE 1 OF 1	CUSTOMER COPY	61/19/00/14	[END OF INVOICE]	05:02pm	ALL PARTS NE EQUIPMEN OTHERWISE	T UNLESS



1601 SOUTHTOWN DRIVE (494 & 35W) BLOOMINGTON, MN 55431 (952) 884-3333 • FAX (952) 346-9394



32) 884-3333 • FAX (952) 346-93 SERVICE DIRECT: (952) 887-9325

		
		•
•		CELL:
CUSTOMER NO. 76733	ADVISOR TAG NO.	INVOICE DATE INVOICE NO.
<u> And animal mempira i pina dan Araba, at dan dan belah interior beganapat</u> an dan se	DAVID SMRCKA 27727 4146	06/27/07 CVC5473148
	39,976	BLACK/GRAY STOCK NO.
ROSEMOUNT, MN	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/MALIBU LS SEDAN	06/28/05 DELIVERY MILES 13
NOSCHOOL , PH	VEHICLELO. NO. 1 G 1 Z T 5 4 8 1 5 F	SELLING DEALER NO. PRODUCTION DATE
	F.T. E. NO. P. O. NO.	R.O.DASS
RESIDENCE PRONESS NO SERVICE NO S	COMMENTS	°06726/07
	COMMENTS	
J# 1:50CVZ FRONT END REPAIR	TECH(S):96204 WARRANTY	DISCLAIMER OF WARRANTIES
CUST STATES THERE IS A CRACKING NO WHEN TURNING	DISE COMING FROM STEERING	Any warranties on the products sold hereby are
GOODWILL PER NEAL OLSON		those of the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS"
STEERING GEAR HAS AN INTERNAL CLUM STEERING WHEEL BACK TO CENTER.	KING WHEN RETURNING THE	and the entire risk as to the quality and perform- ance of the product is with the buyer. The seller
REPLACED THE STEERING RACK, PERFORM TEST DROVE VEH AND FOUND NO FUTHER	ED A FRONT END ALIGNMENT.	expressly disclaims all warranties, either express or implied, including any implied warranty of mer-
· ·		chantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any
PARTSQTYFP-NUMBERDE\$CRI JOB # 1	PTIONWNIT PRICE WARRANTY	other person to assume for it any liability in connection with the sale of sald products. This
JOB # 1 -1 15858368 CORE F	RETURN WARRANTY	disclaimer by this seller in no way affects the terms of the manufacturer's warranty. The buyer
		acknowledges being so informed prior to the sale.
	JOS # 1 TOTAL LABOR & PARTS 0.00	SERVICE AND PARTS HOURS MONDAY - THURSDAY 7:00 - 7:00
COMMENTS		FRIDAY 7:00 - 6:00
TOTALS····		SATURDAY 8:00 - 1:00 (952) 887-9325
		BODY SHOP HOURS
**************************************	* TOTAL LABOR 0.00 * TOTAL PARTS 0.00	MONDAY - FRIDAY 7:30 - 5:00 (952) 887-9327
* [] CASH [] CHECK CK NO. []	* TOTAL SUBLET 0 00	(552) 667-5327
* [] VISA [] MASTERCARD [] DISCOVER	* TOTAL MISC CHG. 0.00	
* [] AMER XPRESS [] OTHER [] A/R	* TOTAL MISC DISC 0.00 * TOTAL TAX 0.00	
* DATE PAID / / CASHIER INITIALS	*	IMPORTANT You may receive a
* ************************************	* TOTAL INVOICE \$ 0.00	questionnaire from the manufacturer. If for any reason you feel you
	**	cannol rate our services completely satisfied, please contact
THANK YOU FOR YOUR BUSINESS!!		your Service Consultant immediately.
		A "Completely Satisfied" rating does not mean we are
CUSTOMER SIGNATURE		perfect but rather that we did our job well
**************************************	E INVOICE ****************	and served you professionally.
		How satisfied are you with
		LUPIENT'S SERVICE?
		Completely Very Satisfied Satisfied Satisfied
		Somewhal Not
		Satisfied Satisfied
$0 \le k \le 1$		If you're not completely satisfied WE WANT TO KNOW ABOUT IT!
7.00		
DAGE 4 OF 4		ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS
PAGE 1 OF 1 GUSTOMER COPY	[END OF INVOICE] 05:02pm	OTHERWISE SPECIFIED



1601 SOUTHTOWN DRIVE (494 & 35W)

BLOOMINGTON, MN 55431 (952) 884-3333 • FAX (952) 346-9394 SERVICE DIRECT: (952) 887-9325



		J
,		
;		
		CELL:
CUSTOMER NO. "C 7 2 2	ADVISOR TAG NO.	
COSTOMER NO. 76733	MICHAEL HERRMANN 96533 1170	12/12/06 CVCS457310
	LABOR RATE LICENSE NO. MILEAGE 27,811 YEAR/MAKE/MODEL	BLACK/GRAY STOCK NO.
ROSEMOUNT, MN	05/CHEVROLET/MALIBU/MALIBU LS SEDAN	06/28/05 DELIVERY MILES 13
Kosenoviti, ini	VEHICLE ID. NO. Z T 5 4 8 1 5 F	SELLING DEALER NO. PRODUCTION DATE
	E.T. E. NO. P. O. NO.	"12712/06, REPRINT# 1
RESIDENCE PHONE	DOMMENTS	12/12/06 REPRINT# 1
LABOR & PARTS		
J# 1 80CVZ ENGINE REPAIR CUSTOMER STATES WE TOLD HER THE F LEAKING. REPAIR. OIL LEAK FROM ENGINE AREA. NOT A) FOUND THAT THE FRONT MAIN SEAL LE R&R FRONT MAIN SEAL, CLEANED AND L -OK-	TECH(S):113729-30572 WARRANTY IGHT FRONT AXLE SEAL IS LE SEAL. AKING WILL NEED NEW SEAL CHECKED OIL LEVEL. OIL LEVE	DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all warranties, either express or implied, including any implied warranty of mer-
PARTSQTYFP-NUMBER	IPTIONUNIT PRICE- ASM- 0.213 WARRANTY JOB # 1 TOTAL PARTS 0.00	chantability 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. This disclaimer by this seller in no way affects the
****	JOB # 1 TOTAL LABOR & PARTS 0.00	terms of the manufacturer's warranty. The buyer acknowledges being so Informed prior to the sele.
MAINTENANCE. PERFORMED TIRE ROTATION	Ten Har E. H. H. TECH(S):30572-4. The Asia dir. [1] (Heat 1-74-22.95	SERVICE AND PARTS HOURS MONDAY - THURSDAY 7:00 - 7:00 FRIDAY 7:00 - 6:00 SATURDAY 8:00 - 1:00
PARTS QTY FP - NUMBER DESCR	IPTIONUNIT PRICE-	(952) 887-9325
	JOB # 2 TOTAL PARTS 0.00	<u>BODY SHOP HOURS</u> MONDAY - FRIDAY 7:30 - 5:00
	JOB # 2 TOTAL LABOR & PARTS 22.95	(952) 887-9327
MISCCODE DESCRIPTION		
:	TOTAL - MISC 2.23	
COMMENTSWAIT-APPT		IMPORTANT
TOTALS		You may receive a questionnaire from the manufacturer. If for any reason you feel you
		Cannot rate our services completely
*************************************	** TOTAL LABOR 22.95 * TOTAL PARTS, 0.00	satisfied, please contact your Service Consultant immediately.
* [] CASH [] CHECK CK NO. []	* TOTAL SUBLET 0.00	A "Completely Satisfied" rating does not mean we are
* [] VISA [] MASTERCARD [] DISCOVER	* TOTAL MISC CHG. 2.23	perfect but rather than we did our job well
* [] AMER XPRE\$\$ [] OTHER [] A/R	* TOTAL MISC DISC 0.00 * TOTAL TAX 0.00	and served you professionally.
* DATE PAID / / CASHIER INITIALS	* TOTAL INVOICE \$ 25.18	
~ ************************************	*	How satisfied are you with
THANK YOU FOR YOUR BUSINESS!!		Completely Very Satisfied Satisfied
CUSTOMER SIGNATURE ************************************	E INVOICE	Somewhat Not Satisfied Satisfied
	TALL TALLS OF THE CONTRACT OF	Satisfied If you're not completely satisfied WE WANT TO KNOW ABOUT IT!
	and the second s	ALL PARTS NEW ORIGINAL
PAGE 1 OF 1 CUSTOMER COPY	[END OF INVOICE] 05:03pm	EQUIPMENT UNLESS OTHERWISE SPECIFIED



PAGE 1 OF 1

CUSTOMER COPY

1601 SOUTHTOWN DRIVE (494 & 35W) BLOOMINGTON, MN 55431 (952) 884-3333 • FAX (952) 346-9394 SERVICE DIRECT: (952) 887-9325



EQUIPMENT UNLESS

OTHERWISE SPECIFIED

•					
· · ·					
				CELL -	763 706 7700
CUSTOMER NO.	ADVISOR				763-706-7700
CUSTOMER NO. 76733	STEPHEN IRRGAN		1316	"09708/05	CVCS416306
	LABOR RATE L	MILEAGE	3,925	BLACK/GRAY	STOCK NO.
ROSEMOUNT, MN	VEAR/MAKE/MODEL 05/CHEVROLET/M	ALIBU/MALIBU LS	SEDAN	06/28/05	DELIVERY MILES 13
	VETCE T Z T 5 4			SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.	P. O. NO.		¹ 09/708/05	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
RESIDENCE PHONE CONTROL OF THE CONTROL OF	COMMENTS	<u> 1900 - Allin Salah Bertal Polisipsi ya Marika Marika Barata s</u>	May Specify	<u>Little of the state of the sta</u>	<u> </u>
LABOR & PARTS					
3# 1 30CVZ GENERAL LITE DUTY CUSTOMER STATES THE CHECK GAS CAF	TECH(\$):9653 WARNING IS ON ALL THE	33 E TIME	WARRANTY	DISCLAIMER OF Any warrantles on the pi	
FUEL CAP NOT SEALING VERIFIED CUST CONCERN, CONNECT SC	CAN TOOL CODE PO455 PRE	FSFNT		those of the manufacture seller and buyer, the proo	ar. As between this retail
TEST AND DIAG. FOUND FUEL CAP NOT RETESTED-OK. ERASED CODE	SEALING. REPLACED CAR			and the entire risk as to t ance of the product is w	the quality and perform-
	?YPTTÓN	UNYT DDTCE		expressly disclaims all wa or implied, including any i	implied warranty of mer-
PARTSQTYFP-NUMBERDESCR JOB # 1 1 10372246 CAP 3	3.028 B	1 TOTAL PARTS	WARRANTY	chantability or fitness for and the seller neither assi	umes nor authorizes any
	"		0.00	other person to assum, connection with the sale	of said products. This
COMMENTS		_ LABOR & PARTS	0.00	disclaimer by this seller terms of the manufactum acknowledges being so in	er's warranty. The buyer
WAITER		*****		SERVICE AND	PARTS HOURS
TOTALS	*****	· · · · · · · · · · · · · · · · · · ·		MONDAY - THUR FRIDAY 7	SDAY 7:00 - 7:00
**************************************	***	FOTAL LABOR	0.00	SATURDAY (952) 88	8:00 - 1:00
* [] CASH [] CHECK CK NO. []		TOTAL PARTS FOTAL SUBLET	0.00	BÓDY SHO	
* [] VISA [] MASTERCARD [] DISCOVER	*	TOTAL G.O.G TOTAL MISC CHG.	0.00	MONDAY - FRII (952) 88	DAY 7:30 - 5:00
* [] VISA [] MASTERCARD [] DISCOVER * [] AMER XPRESS [] OTHER [] A/R	* 1	TOTAL MISC DISC	0.00	(332) 60	37 - 4 0227
* DATE PAID / / CASHIER INITIALS	*	OTAL INVOICE \$	0.00		4444
**************************************	*	STAL INVOICE \$	0.00	IMPOR	RTANT
THANK YOU FOR YOUR BUSINESS!!				You may r questionnaire from	receive a
TO THE POST OF THE POST PROPERTY.				If for any reaso cannot rate our se	in you leel you cryices completely
CUSTOMER SIGNATURE	<u> </u>			satisfied, ple your Service	lase contact Consultant
******* DUPLICAT	EINVOICE	******	*****	immed A "Completely S does not me	satisfied" rating
				perfect but we did our	rather that
·				and serv professi	ved you ionally.
·					Mary .
				How satisfied	
:				LUPIENT'S	
·				Completely Ver	ry Satisfied
				Somewhat	Not
	That then within the	A Santago Santa A Marian a santago		Setisfied	Satisfied
		47 T 14 H		If you're not comp	
		18		ALL PARTS NE	EW OBIGINAL

[END OF INVOICE] 05:03pm



1601 SOUTHTOWN DRIVE (494 & 35W) BLOOMINGTON, MN 55431 (952) 884-3333 • FAX (952) 346-9394



OTHERWISE SPECIFIED

Idvana kon mucic kon M	rant to yo:	SEKY	ICE DIRECT: (93	02) 887-932	.o	
					CELL:	
CUSTOMER NO. 76733	a dha ka ka ka dhaha kha ka sa shi ann ba k	STEPHEN IRRG	ANG 108462	TAG NO.	08/27/05	CVCS415152
	A SANCE TO COMMENT OF THE PROPERTY OF THE PROP		The state of the s	3,450	COLOR	STOCK NO.
ROSEMOUNT, MN		VEAR/MAKE/MODEL 05/CHEVROLET	/MALIBU/MALIB	J LS SEDAN	06/28/05	DELIVERY MILES 13
ROSEMOORY, PH		VEHICLE IN ID Z T 5	4 8 1 5 F		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	8.0.NO.		¹08/27/0 5	<u>X for Astronomers and a second</u>
PESIDENCE PHONE: 11/25 A 17/25 TO 1/25/17/19	777	COMMENTS	Kan King a langgan King Tabupatèn S	<u> 18 timber (1801 grand) ir altingda a</u>	<u>(%) (%) (%) (%) (%) (%) (%) (%) (%) (%) </u>	<u> India de la companya dela companya dela companya dela companya dela companya de la companya de</u>
RECALL 05548 RECALL TO RETORQU TO FACTORY SPEC .4 J# 2 30CVZ GENERAL L CUSTOMER STATES T CUSTOMER TO MAKE	E HARMONIC BALANC THE DUTY HE CHECK GAS CAP APPOINTMENT FOR M	JOB # 1 TCH(S):4 WARNING IS ON ALL ONDAY	DTAL LABOR & PARTS	0.00 INTERNAL 0.00	Any warranties on the pathose of the manufactur. seller and buyer, the product is vexpressly disclaims all wor implied, including any chantability or fitness fand the seller neither associated as the seller with the seller by this seller.	F WARRANTIES products sold hereby are ter. As between this retail duct is to be sold "AS IS" the quality end perform- with the buyer. The seller varranties, either express implied warranty of mer- ior a particular purpose, sumes nor authorizes any ne for it any liability in e of sald products. This r in no way affects the rer's warranty. The buyer informed prior to the sale.
COMMENTS	•••••••••••••••••••••••••••••••••••••••					PARTS HOURS RSDAY 7:00 - 7:00
WAIT					FRIDAY 7	7:00 - 6:00 (8:00 - 1:00
		*********			(952) 8	87-9325
************************************		*	TOTAL LABOR	0.00 0.00	MONDAY - FRI	<u>DP HOURS</u> IDAY 7:30 - 5:00
* [] VISA [] MASTERCARD	NO. [] [] DISCOVER	*	TOTAL SUBLET	0.00 0.00	(952) 8	87-9327
* [] ***		* *	TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	0.00 0.00		444.
*	ER INITIALS	* *	TOTAL INVOICE	0.00 9.00	IMPO	RTANT
* ********* THANK YOU FOR YOUR BUSINESS!! CUSTOMER SIGNATURE ************************************			*******		You may questionnating from If for any reast cannot rate our statistically four service immer. A "Completely does not me perfect but we did out	receive a 1 the manufacturer, on you feel you ervices completely ease contact e Consultant distely. Satisfied rating tean we are trather that try tod you
				м [*] .	How satisfied LUPIENT'S Completely Ve Satisfied Setion Somewhat Satisfied If you're not com WE WANT TO K	d are you with SERVICE? ary Satisfied Sfled Not Satisfied pletely satisfied NOW ABOUT IT!
PAGE 1 OF 1	CUSTOMER COPY		[END OF INVOIC			NT UNLESS

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

John Ferguson/Austin/GM1

To steve.j.franklin@gm.com

02/22/2009 12:07 PM

cc

bcc

Subject

Steve Franklin:

This email is to follow up on Service Request 71-646860893 for customer. The customer's vehicle is a 2007 Chevy Malibu with 35,000. The customer has been working with Scott Chevrolet in El Monte, CA.

After negotiations with the plaintiff's counsel, the final offer of a repurchase was accepted.

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

Thank you,

John Ferguson

John ferguson@gmexpert.com

866 790 5600 (41084)

John Ferguson Legal Agent Aditya Birla MINACS 866-790-5600 x 41084 | john_ferguson@gmexpert.com



FACSIMILE TRANSMISSION

FAX #

(410) 584-0412

CONFIDENTIALITY NOTICE

The information contained in this facsimile is legally privileged and confidential information intended for the sole use of the individual (s) or entity named below. If you are not the intended recipient or the employee agent responsible for delivering this to the recipient, you are hereby notified that any dissemination, copying, or taking of any action in reliance on the contents of this information is strictly prohibited. If you have received this facsimile in er-For, please notify us immediately by telephone, and return the entire facsimile to us at the above address via the U.S. Postal Service. Thank you.

TO: Cynthia / bre gare Logal Come # 11646860893 FAX #: (866) 485-4463

FROM:

Katora Hamilton

DATE:

TAGY 24 2008

RE:

CODY of title for Acct#

MESSAGE:

The attached document is an electronic title that PDP has on file. If a paper title is needed, please contact GMAC at 1-800-200-4622.

NUMBER OF PAGES TO FOLLOW: /

If there is a problem with this transmission, please call (888) 948-4853. Thank you.

PDP ELECTRONIC TITLE DOCUMENT

ELT*CA : ELT - CALIFORNIA

Title # : Title Type :

Issue Date: 9/27/2007 Lic/Tag/Control #: 6BJD149

VIN : 1G1ZT57N57F

Vehicle Info. . : 07 CHEV SD 0

Odometer Reading : 000000051

Date . : 9/17/2007

Status :

Owner Information . : Co-Owner :

Owner address . . . :

ALTADENA CA

Lienholder Information: GMAC

PO BX 8128

COCKEYSVILLE MD 210300000

2nd Lienholder Name :

ELT Sent Date . . . : 9/27/2007

Lien Type : Owner Driver License# :

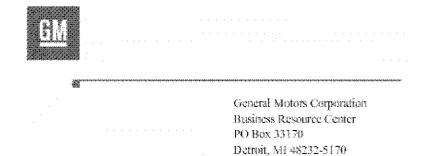
THIS IS A TRUE AND CERTIFIED COPY

BY OVER COMMENT

BY OVER CONTINUES

BY OVER COMMENT

BY OUR PROPERTY OF THE



VIA FAX ONLY

October 29, 2008

A.Clifton Hodges, Esq. Hodges & Associates 4 E Holly St Ste 202 Pasadena, CA 91103-3900

RE:

Service Request: 71-646860893

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT57N57F

Dear Mr. Hodges:

This is to advise that General Motors is in receipt of the above referenced case dated October 22, 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.

\boxtimes	Copy of owner's current title and/or registration	Finance agreement
	Other:	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 Na	me)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regards	ing my loan account #(Account Number)
	(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, including loan payoff amount, and per diem inform	g but not limited to a complete payment history of my account, a nation.
Date	
VE	CHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V08012008	















09:19 NOV 22, 2008 FAX NO: 1800-200-4622 #2285979 PAGE: 1/3

GMAC

To: cynthia case#71646860893

Company:

Fax Number: 9,18664854463

Phone Number:

From: Blanca E. Olivares

Phone Number 1-800-200-4622

Time Sent: Saturday, Nov 22, 2008 09:18AM

Pages: 3

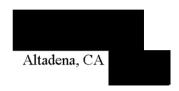
Description:

The information contained in this facsimile message is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone at the above number.

09:19 NOV 22, 2008 FAX NO: 1800-200-4622 #2285979 PAGE: 2/3

<u>GMAC</u>

November 22, 2008



Account #:

Vehicle: N07 Chevmalibu VIN: 1G1ZT57N57F

Dear

I have enclosed a payment history for your account as you requested. If you have any further questions, please do not hesitate to call the toll free number listed below.

Thank you for financing with GMAC.

Blanca & Olivaris

Sincerely,

Blanca E. Olivares

Customer Service Specialist

Attachment

09:19 NOV 22, 2008 FAX NO: 1800-200-4622 #2285979 PAGE: 3/3



-2-

November 22, 2008

Payment History

Date Paid	Principal Paid	Finance Charge Paid	Late Charge Paid	Other Paid	Total Paid
10/30/08	\$360.79	\$141.14			\$501.93
10/08/08	\$306.97	\$194.96			\$501.93
09/08/08	\$284.93	\$217.00			\$501.93
08/06/08	\$308.81	\$193.12			\$501.93
07/08/08	\$266.33	\$235.60			\$501.93
06/03/08	\$311.10	\$190.83			\$501.93
05/06/08	\$308.76	\$193.17			\$501.93
04/08/08	\$258.02	\$243.91			\$501.93
03/04/08	\$276.54	\$225.39			\$501.93
02/01/08	\$189.53	\$312.40			\$501.93
12/19/07	\$400.81	\$101.12			\$501.93
12/05/07	\$290.18	\$211.75			\$501.93
11/06/07	\$135.01	\$366.92			\$501.93



"Dennis" <Dennis@hodgesandassoci ates.com>

12/03/2008 02:47 PM

То	<cynthia_su< th=""><th>niga@gmexpert.com></th></cynthia_su<>	niga@gmexpert.com>
СС		

bcc

Subject 71-646860893

History:

🖅 This message has been replied to.

Hi Cynthia...left you a message to call back on this but thought I would email you in addition with what we view as the proper offer on this matter. The offset, in our view, should be based on 4,565 miles (4,616 at first repair minus the 51 miles that were on the odometer at time of purchase) which translates into a usage fee of \$874.16. Additionally, our fees are \$2,750.00 in prelitigation, not \$2,250.00. You can confirm with Greg G. Also, our client is entitled to reimbursement for his current DMV fees, i.e., \$208.00. Please update your offer letter (and release) to reflect the above three items and we can probably settle this matter.

Regards, Dennis Smith (for A. Clifton Hodges) Hodges and Associates <u>dennis@hodgesandassociates.com</u> 626 564-9797

--- On Tue, 12/2/08, AI <AI@hodgesandassociates.com> wrote:

From: Al <Al@hodgesandassociates.com> Subject: FW: 71-646860893

To: particleswaves@yahoo.com

Cc: "Gina " <Gina@hodgesandassociates.com>, "Gaby " <Gaby@hodgesandassociates.com>

Date: Tuesday, December 2, 2008, 2:28 PM

From: cynthia_suniga@gmexpert.com [mailto:cynthia_suniga@gmexpert.com]

Sent: Tuesday, December 02, 2008 2:27 PM

To: Al

Subject: 71-646860893

AI:

I do apologize for the mix up. This should be the correct Offer and Release. Please review the attached Repurchase Offer and Release of Claim and respond at your earliest convenience.

Thank you for cooperation in this matter.

Sincerely,

Cynthia Suniga

Paralegal Aditya Birla Minacs

GM BRC Legal 7401 E. Ben White Blvd, Bldg #3 Austin, TX 78744

Tel: (866) 790-5600 Ext. 31362

Fax: (866) 485-4463

Email: cynthia_suniga@gmexpert.com Website: www.minacs.adityabirla.com

This email message may contain proprietary, private privileged and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination, or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from



gregory.garguilo@gm.com 12/15/2008 02:16 PM

To "Shawn Stone" <sstone@stonelawfirm.com>

cc cynthia_suniga@gmexpert.com, donna_blackstone@gmexpert.com

bcc

Subject RE: Fw: SR#71-678574721

Mr. Stone.

We have reviewed your most recent correspondence, attached for reference.

I personally fail to understand what is unclear about General Motors' offers. Take, for instance, Donna's e-mail of November 23, 2008, which states in part:

"...trade for a new vehicle or repurchase this one. Our offer remains the same pursuant to the Arizona lemon law statute, including the calculation and deduction of full usage. We will not pay attorney fees."

On numerous dates, we have offered your client their choice of replacement, or repurchase with an offset for their use of the vehicle. This offer was originally extended back in late June of this year, and has been reiterated to your office several times since becoming involved with this claim. In the event that the prior language remains unclear, we have taken the liberty of cutting and pasting from the statutory remedies.

"the manufacturer shall replace the motor vehicle with a new motor vehicle or accept return of the motor vehicle from the consumer and refund to the consumer the full purchase price, including all collateral charges, less a reasonable allowance for the consumer's use of the vehicle. The manufacturer shall make refunds to the consumer and lienholder, if any, as their interests appear. A reasonable allowance for use is that amount directly attributable to use by the consumer before his first written report of the nonconformity to the manufacturer, agent or dealer and during any subsequent period when the vehicle is not out of service by reason of repair."

This seems self explanatory. Once your client has elected their remedy, and provided the remaining required information (including, for instance, current mileage on the vehicle and identification of their lienholder), we should be able to perform the necessary computations in support of the offered terms. Should you still have some questions about the practical effects of those terms to the specifics of your client's situation, I would invite you to call me. It seems likely that we can more quickly discuss the various possibilities and permutations for resolution of this matter via a phone call rather than through the current twice-weekly exchange of correspondence.

Gregory Garguilo (gregory.garguilo@gm.com) Legal Coordinator Western Region General Motors Legal Staff (512) 386-0772 (Ph) (248) 267-4501 (Fax) Subject RE: Fw: 1 SR#71-678574721 Link

Mr Stone.

The offer was extended to your client on or about June 26 of this year, and extended in the presence of third parties. A follow up meeting (in part, to review potential replacement vehicles, should your client elect that option from the remedies offered) was scheduled for July 3rd. Your client declined to appear. Our Customer Assistance Office then extended written correspondence seeking to re-engage your client in the election of their desired remedy and complete the exchange. Your client apparently ignored that correspondence, as well as the correspondence of the Better Business Burea, about the same time period. In addition, your client ignored the efforts of the third party dealership facilitating the meeting to re-engage them in repurchasing or replacing their vehicles, as well as the efforts of the Attorney General's Office.

These activities are contemporanously documented in our own systems, as well as those of the involved third parties. At this time, we feel no need to produce further evidence of those conversations and correspondence beyond that already shared with your office as a courtesy.

Second, in spite of the alleged "lack of cooperation", I refer your to the first contact from Mrs Blackstone of this office to you, below - indicating both the existence of our prior offers and the fact that they remained extended to your client. We have not withdrawn those offers, and await, most patiently, your client's election of either a replacement vehicle, or repurchase (inclusive of a usage offset calculated in accordance with state law).

Third, while it is not my normally my habit to educate plaintiff counsel, I would strongly recommend that your re-read both 15 USC 2301 et seq and the substantial body of recent state and federal decisions regarding that statute. While I am not an attorney, I believe that you will find that:

- A.) 15 USC 2301 et seq contains no "willful violation" language.
- B.) General Motors has disclosed, as part of its New Vehicle Limited Warranty language, that it's warranty is "Limited".

To assist in that review, I have taken the liberty of attaching several representative cases that may assist your further research, both published and non-published. I expect that your search will reveal Monaco Coach to be very active in this area of litigation. Of course, we invite you to draw your own conclusions.

[attachment "BAILEY v Monaco Coach (USDC northGA).doc" deleted by Gregory J Garguilo/C/US/GM/GMC] [attachment "Bretheim v Monaco (MN unpub).pdf" deleted by Gregory J Garguilo/C/US/GM/GMC] [attachment "Chaurasia v GMC (AZ).doc" deleted by Gregory J Garguilo/C/US/GM/GMC]

Finally, and without waiving the numerous affirmative defenses which appear available to us under the applicable statutes, we would suggest that a demand for attorneys fees at this stage is both premature, and unjustified in that your services have added nothing to the value of your represented's claims. If anything, it is the actions of your client and office which have substantially prevented us from

complying with our obligations under statute.

Please advise, as soon as possible, whether your client would prefer a replacement vehicle, or repurchase in accordance with state and federal statutes. The current mileage of the subject vehicle will, of course, be required in order to calculate an appropriate offset for your client's use of the vehicle.

Best regards,

Gregory Garguilo (gregory.garguilo@gm.com) Legal Coordinator Western Region General Motors Legal Staff (512) 386-0772 (Ph) (248) 267-4501 (Fax)

"Shawn Stone" <sstone@stonelawfirm.com>

12/05/2008 15:16

To <gregory.garguilo@gm.com>

cc <donna_blackstone@gmexpert.com>
Subject RE: Fw: SR#71-678574721

Mr. Garguilo,

Please see my letter attached.

Sincerely,

THE STONE LAW FIRM, PLC Shawn L. Stone Attorney at Law (602) 241-8575 Phone (602) 241-8512 Fax

This message and any attachment is for the sole use of the intended recipient(s). If receiving this message in error notify sender and delete message without disclosing its contents or keeping a copy. Message transmission is not guaranteed to be secure. We do not waive any rights to confidentiality or privilege on misdirected messages. We disclaim liability for viruses or other damage caused by transmission defects.

From: gregory.garguilo@gm.com [mailto:gregory.garguilo@gm.com]

Sent: Friday, December 05, 2008 12:23 PM

To: Shawn Stone; donna_blackstone@gmexpert.com **Subject:** Re: Fw: SR#71-678574721

Mr. Stone.

we appreciate your efforts to mince words and place your client's position in the best possible light. We also are cognizant of the financial conflict that appears to have developed due to your client's apparent choice not to reveal to you that General Motors had attempted to resolve this matter through repurchase or replacement of the subject vehicle prior to your representation. It is an unfortunate occurrence, but occasionally happens, where a customer, in the mistaken belief that they are owed something more, seeks out legal representation after GM has offered to comply with our statutory obligations when a "Lemon Law" claim is asserted. Had your client been more forthright, you no doubt would have counseled them to take one of GM's good faith offers, and no further involvement of your office, our ours, would have been required.

Unfortunately, that is not the case here. We do not believe that your client's efforts (even if in good faith, but mistaken) delaying resolution of this matter entitles them to greater remedies than previously offered, nor do we believe that they result in any obligation on the part of General Motors to pay your now incurred legal fees.

Our efforts to resolve this matter are documented contemporaneously not only in our own records, but also in the records of an independent third party, the Better Business Bureau. In addition, the office of the Attorney General for the State of Arizona was also aware of our efforts to resolve your client's claims. Finally, the independent servicing dealership is aware of our attempts to repurchase the customers vehicle, and the general terms associated with those offers.

At this point, you might suggest that your client was unable to evaluate those offers due to a lack of "hard numbers". We would respond that providing more than offered terms would be impossible given your client's refusal to elect a remedy from the extended offers, the fact that your client was in sole possession of the financial/lien information needed to make those calculations, and that, in the event your client elected a replacement vehicle, they had not identified a vehicle acceptable to them.

As Donna said. "We did" make the offers, "We would have" gone through with them then, and we still will honor the terms of those offers extended to your client prior to your representation. However, your clients need to elect their remedy and provide the additional information in their sole control and possession needed to make the elected remedy happen. Help us help you client - there was absolutely no need for this case to get to this point.

Gregory Garguilo (gregory.garguilo@gm.com) Legal Coordinator Western Region General Motors Legal Staff (512) 386-0772 (Ph) (248) 267-4501 (Fax)

---- Forwarded by Donna Blackstone/Austin/GM1 on 12/02/2008 10:49 AM ----

"Shawn Stone" <sstone@stonelawfirm.com>

To <donna_blackstone@gmexpert.com>
cc
Subject RE: SR#71-678574721

Ms. Blackstone,

Your November 23, 2008, email stated, "... on numerous occasions, our Field Representative offered to trade Mr. Moreno for a new vehicle or repurchase this one." However, your November 25, 2008, email clarifies your November 23, contention by stating GM, "would have" and "was prepared to," repurchase the subject vehicle. However, being prepared to make a repurchase offer is not the same as actually making a repurchase offer.

Accordingly, GM failed to offer a statutory repurchase as required under both Federal and Arizona warranty law. This is further supported by the fact GM's only evidence of the purported repurchase offer was a notation in an internal GM database. Further, at no time did GM provide my client with a substantive offer to which he could have accepted or rejected.

My client remains receptive to settling this matter out of court provided he is made whole which would include his legal expenses.

Sincerely,

THE STONE LAW FIRM, PLC Shawn L. Stone Attorney at Law (602) 241-8575 Phone (602) 241-8512 Fax

This message and any attachment is for the sole use of the intended recipient(s). If receiving this message in error notify sender and delete message without disclosing its contents or keeping a copy. Message transmission is not guaranteed to be secure. We do not waive any rights to confidentiality or privilege on misdirected messages. We disclaim liability for viruses or other damage caused by transmission defects.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]

Sent: Friday, November 28, 2008 9:45 AM

To: Shawn Stone

Subject: RE: SR#71-678574721

Mr. Stone.

I am following up on GM's offer regarding claim. Please let me know how they would like to proceed -- trade or repurchase.

Thank you.

Donna Blackstone GM Legal 800-231-1841 Ext. 41208 866-393-8053 (fax)

Donna Blackstone/Austin/GM1

11/25/2008 05:07 PM

To "Shawn Stone" <sstone@stonelawfirm.com>@SITELCWEB
cc
Subject RE: SR#71-678574721 Link

Mr. Stone,

We have documentation in our database that our area representative offered to trade your clients with no usage, and if they wanted a straight repurchase GM was going to charge full usage pursuant to state law. Your clients met with our area manager and in fact where scheduled to meet with him again when you or your clients called off the meeting. Additionally, there was another meeting that your clients failed to show up at after our area representative made the effort to meet with them. Had they chosen to trade at the time they were working with our area representative, all usage was going to be waived. Numerous attempts were made to satisfy your clients and trade them or repurchase their vehicle. You may want to contact the BBB, since there were 3 cases filed, for documentation and GM's communication with the BBB regarding our offers.

I would think your clients could verify all of these facts.

Sincerely,

Donna Blackstone GM Legal 800-231-1841 Ext. 41208 866-393-8053 (fax)

"Shawn Stone" <sstone@stonelawfirm.com>

11/25/2008 03:56 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: SR#71-678574721

Ms. Blackstone,

Please forward me a copy of such documentation.

Sincerely,

THE STONE LAW FIRM, PLC Shawn L. Stone Attorney at Law (602) 241-8575 Phone (602) 241-8512 Fax

This message and any attachment is for the sole use of the intended recipient(s). If receiving this message in error notify sender and delete message without disclosing its contents or keeping a copy. Message transmission is not guaranteed to be secure. We do not waive any rights to confidentiality or privilege on misdirected messages. We disclaim liability for viruses or other damage caused by transmission defects.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]

Sent: Tuesday, November 25, 2008 1:37 PM

To: Shawn Stone

Subject: RE: SR#71-678574721

Yes we do.

Donna Blackstone GM Legal 800-231-1841 Ext. 41208 866-393-8053 (fax)

"Shawn Stone" <sstone@stonelawfirm.com>

11/24/2008 11:00 AM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: I SR#71-678574721

Ms. Blackstone,

Thank you for your e-mail of November 23, 2008. Do you have any documentation evidencing GM's offer

to replace or repurchase I

Sincerely,

THE STONE LAW FIRM, PLC Shawn L. Stone Attorney at Law (602) 241-8575 Phone (602) 241-8512 Fax

This message and any attachment is for the sole use of the intended recipient(s). If receiving this message in error notify sender and delete message without disclosing its contents or keeping a copy. Message transmission is not guaranteed to be secure. We do not waive any rights to confidentiality or privilege on misdirected messages. We disclaim liability for viruses or other damage caused by transmission defects.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]

Sent: Sunday, November 23, 2008 12:32 PM

To: Shawn Stone

Subject: Fw: SR#71-678574721

Mr. Stone,

GM has received and reviewed your demand of November 4, 2008 for previously, on numerous occasions, our Field Representative offered to trade for a new vehicle or repurchase this one. Our offer remains the same pursuant to the Arizona lemon law statute, including the calculation and deduction of full usage. We will not pay attorney fees.

Let me know how your client would like to proceed. If he would like to trade his vehicle, he will need to locate a comparable Hummer H3. If not, we can proceed with the repurchase.

Sincerely,

Donna Blackstone GM Legal 800-231-1841 Ext. 41208 866-393-8053 (fax)

No virus found in this incoming message. Checked by AVG - http://www.avg.com

Version: 8.0.175 / Virus Database: 270.9.9/1809 - Release Date: 11/24/2008 9:03 AM

No virus found in this incoming message. Checked by AVG - http://www.avg.com

Version: 8.0.175 / Virus Database: 270.9.10/1811 - Release Date: 11/25/2008 8:29 AM

No virus found in this incoming message. Checked by AVG - http://www.avg.com

Version: 8.0.176 / Virus Database: 270.9.12/1822 - Release Date: 12/1/2008 8:23 AM

No virus found in this incoming message. Checked by AVG - http://www.avg.com

Version: 8.0.176 / Virus Database: 270.9.13/1828 - Release Date: 12/5/2008 9:57 AM[attachment "08

743

1205 ltr GM - Garguilo, Gregory.PDF" deleted by Gregory J Garguilo/C/US/GM/GMC] Moreno 12-10.TIF

17:20 NOV 21, 2008 FAX NO: 1800-200-4622 #2285821 PAGE: 1/2

GMAC

To:

Company:

Fax Number: 9,1866-485-4463

Phone Number:

From: Cristine Howard

Phone Number 1-800-200-4622

Time Sent: Friday, Nov 21, 2008 05:20PM

Pages: 2

Description:

The information contained in this facsimile message is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone at the above number.

17:21 NOV 21, 2008 FAX NO: 1800-200-4622 #2285821 PAGE: 2/2



November 21, 2008

BRC-GM Legal/case#71646860893

Attention: Cynthia

,

Customer:

Account #: 061-9120-59595 Vehicle: N07 Chevmalibu

VIN: 1G1ZT57N57F

Cynthia:

In accordance with your request, the amount to pay the above account in full is \$23,560.44 plus \$6.32 per day for each day after December 1, 2008 (see below).

Present Unpaid Balance	\$	23,358.28
Finance Charges Accrued to Date	+	202.16
Late Charges Due	+	0.00
Other Charges Due	+	(0.00)
Net Amount To Be Remitted	\$	23,560.44

Plus \$6.32 finance charge per day for each day after December 1, 2008.

Please return this letter with your remittance to GMAC, P.O. Box 9001952, Louisville, KY 40290-1952. Please call us toll free at (800) 216-4622 if we can be of further service or answer any questions you may have.

Sincerely,

Cristine Howard

Dealer Quality Assurance

Custom K. Howaid



OCT 2 7 2008

General Motors Corporation c/o MSX International Attn: BRC Legal 1919 Concept Drive Warren, MI 48091

HODGES AND ASSOCIATES

A PROFESSIONAL LAW CORPORATION

A. CLIFTON HODGES
JAMES S. KOSTAS
BERTA PETERSON-SMITH*

* OF COUNSEL

4 EAST HOLLY STREET PASADENA, CA. 91103 SUITE 202 TEL (626) 564-9797 FAX (626) 564-9111

October 22, 2008

General Motors Corporation c/o MSX International, Attn: BRC Legal 1919 Concept Drive Warren, MI 48091

Re:

v. GM/Chevrolet, Scott Chevrolet, et.al.

Vehicle: 2007 Chevrolet Malibu Vin #: 1G1ZT57N57F

To Whom It May Concern:

Please be advised that Hodges and Associates represent the interests of concerning his 2007 Chevrolet Malibu. You are hereby instructed not to communicate directly with our client as it relates to this matter. Please forward all your communications to this office. Extending our customary courtesy, a complaint will not be filed for thirty (30) days from the above date, reflecting our desire to reach an early, amicable and satisfactory settlement. Please contact our office if you wish to discuss early resolution and avoid the cost and time of litigation.

Our client bases his demand on the Song-Beverly Consumer Warranty Act, found in <u>California Civil Code</u>, Section 1790 <u>et seq.</u>, the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301, <u>et seq.</u> and the following:

- 1. The vehicle was purchased "new" with an odometer reading of 51 miles, on or about October 1, 2007, for personal use, from Scott Chevrolet Pontiac GMC, in the City of El Monte, California, under a Purchase Agreement.
- 2. The vehicle was not fit for the ordinary purposes for which it was sold and contained non-conformities which impaired its use, value and/or safety, to wit: Excessive wind noise from right rear door first duplicated on November 14, 2007, at 4,616 miles. The repair consisted of readjusting the right rear quarter of the door frame, an attempted remedy that failed to solve the problem. Subject vehicle has been subsequently returned to the dealer an additional 5 times for excessive wind noise, the most recent on September 8, 2008, when the dealership replaced a "crushed" weather-strip, however this was once again an unsuccessful repair opportunity as excessive wind noise continues to plague the Matias vehicle. Additionally, subject vehicle has been returned several times for overheating, noisy suspension, "buzzing" from transmission, "clunk" from driveshaft, hard steering on right hand turns and an inoperative driver's seat.

Page Two

Re: v. GM/C

v. GM/Chevrolet, Scott Chevrolet, et.al.

October 22, 2008

3. Our client did not abuse the vehicle and performed maintenance on the vehicle in compliance with the manufacturer's guidelines.

Our client is entitled to full restitution, to date, as follows:

Special Damages to Date

All amounts Paid & Payable...... GMAC Loan Documents to follow

Our client may be further entitled to civil penalties which are twice the amount of special damages. Accordingly, at trial, our client will seek damages in the amount of three (3) times special damages.

Additionally, our client is entitled to attorney fees, costs and expenses as provided in the statute. However, in the spirit of compromise and early resolution, our client makes an offer of settlement for his special damages only, <u>plus</u> his attorney's fees, costs and expenses, with the vehicle being returned. Attorney fees, costs and expenses will be compromised to \$2,750.00 only, <u>if</u> this matter settles promptly.

Thank you in advance for the courtesy of an early assessment together with a reply indicating your intention to defend or discuss settlement.

Very truly yours,

HODGES AND ASSOCIATES

ACH/dcs

Enclosures: Purchase Agreement, Repair Order DMV Registration, GMAC Account Data

ON HØDGES

W/ (A)

27834.31 (1)

P. Other (to whom paid)...

lei Caek Brice /A Menunh Pi

above. Your signature below means that you ag

that (1) You are not eligible for insurance if you he reached your 65th birthday. (2) You are eligible recahility meurance only if you are working for wa

P. Other (to whom paid) For Total Cash Price (A through P) 2. Amounts Paid to Public Officials A. License Fees B. Registration/Transfer/Tritling Fees C. California Tips Fees D. Other Total Official Fees (A through D) 3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column 4. Smog Certification or Examption Fee Paid to Subtotal (1 through 4) 5. Subtotal (1 through 4) 6. Total Downpayment A. Agreed Trade-In Value Yr Make Model VIN B. Leas Prior Credit or Lease Balance C. Net Trade-In (A lease B) (Indicate if a negative num D. Deferred Downpayment E. Manufacturers Rebate F. Other G. Cash Total Downpayment (C through G) (Il negative, enter zero on the 6 and order the amount less than 7. Amount Financed (5 less 6)	\$ \frac{\mathbb{H}/A}{\mathbb{A}}(4) \\ \$ \frac{\mathbb{Z}(8056.06)}{\mathbb{Z}(5)} (5) \\ \$ \frac{\mathbb{H}/A}{\mathbb{A}}(5) \\ \$ \frac{\mathbb{H}/A}{\mathbb{B}}(5) \\ \$ \frac{\mathbb{H}/A}{\mathbb{H}}(5) above, Your aignature below means may you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details). You want to buy the cradit insurance. Date	
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAM, AND WILL BE OSLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAM. Proceeds of Loan Fram: Amount \$ #/A Finance Charge \$ N/A Total \$ Payagle in R/A installments of \$ \$ \$ from this Loan is shown in item 6D. SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign	AUTO BROKER FEE DISCLOSURE If this contract reflects the retail safe of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked: Name of autobroker receiving fee, if applicable:	Term Mos. or Miles 1K Company 72 Mos. or 170000 Miles 1K Company 7A Mos. or 87A Miles 1L Company 7A Mos. or Miles 1L Company 7A Mos. or Miles 1L Company 7A Mos. or Miles 1L Company 7A Mos. or Miles 1L Company 7A
the back giving the Sefer the right to cancel if Seller is unable	<u> </u>	Buyer Signs X
Buyeru	Co-Buyer	Co-Buyer Signs X. TYL A
OPTION: You pay no finance charge if the Amount F	inanced, Item 7, is paid in full on or before	Year SELLER'S INITIALS
NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOU WARNING: YOUR PRESENT POLICY MAY NOT COVER COLLISION NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, TO THE UNPAID BALANCE REMAINING AFTER THE VEHICLE IN FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HEIS	PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PI IR MEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THRO IE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTEC IS BEEN REPOSESSED AND SOLD. YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE YO HE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND COND	YOU SHOULD CONTACT YOUR INSURANCE AGENT. COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO UGH YOUR INSURANCE AGENT OR THROUGH THE SELLING. ITS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF HU SHOULD CONTACT YOUR INSURANCE AGENT.
- BOX 19 Affigure transmitter of the committee of the com	The second secon	
i given a true payoff amount on the vehicle traded in. If t	th and accuracy of the Information provided by you in connect the payoff amount is more then the amount shown above in as than the amount shown above in Item 6B as, "Prior Credit N. / A.	Item 68 as "Prior Credit or Lease Balance," you must pay
Notice to buyer: (1) Do not sign this agreement be in copy of this agreement. (3) You can prepay the	efore you read it or if it contains any blank spaces to full amount due under this agreement at any time. (4) seed and you may be subject to suit and liability for the	If you default in the performance of your obligations
of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change and it is an unfeir or decaptive practice for the seller to me	methods by the soller may be referred to the city alternay, the financing or payment terms unless you agree in writing size a unitatoral change.	g to the change. You do not have to agree to any change,
Buyer Signature X	Co-Buyer Signature X	e Seller may assign this contract
The Annual Percentage Rate ma	y be negotiable with the Seller. Th	ne Seller may assign this contract



THANK YOU SHE CHOOSING YOUR DEALER AND GHAD

FOR ASSISTANCE CALL: 800-200-4622 TDD/TTY (HEARING IMPAIRED): 800-833-4622 visit us at www.gmacfs.com





MAKE/MODEL: 07 CHEV MALIBU VIN: 1G1ZT57N57F

ACCOUNT NUMBER:

PAGE 1 OF 1

STATEMENT REFLECTS
PAYMENT(S) RECEIVED THROUGH:

09/09/08

ACCOUNT SUMMARY

NEXT	PAYMEN	
Due Date Amount Due		10/01/08 501.93
TOTAL		501.93

1	T DUE PA Y IMMEDI	_	5
Due Date			Amount
TOTAL			

OTHER UNPAID	AMOUNTS
Late Charge Insurance Prėmium Miscellaneous	
TOTAL	

	TOTAL PAYMENTS AND	
,	OTHER UNPAID AMOUNTS	:

501.93

PAYMENTS APPLIED AS FOLLOWS

DUE	SCHEDULED	DATE	UNPAID	FINANCE	LATE	OTHER	TOTAL
DATE	PAYMENT	PAID	BALANCE	CHARGE	CHARGE	CHARGE	PAID
07/01/08 08/01/08 09/01/08	501.93 501.93 501.93	08/06/08	266.33 308.81 284.93	235.60 193.12 217.00			501.93 501.93 501.93

MESSAGES

REMAINING UNPAID BALANCE \$24,026.04. THIS AMOUNT DOES NOT INCLUDE FINANCE CHARGES AND OTHER UNPAID AMOUNTS. PLEASE CALL US FOR YOUR PAYOFF.



RETURN THIS PORTION WITH YOUR PAYMENT

ACCOUNT NUMBER: 061-9120-59595

JOSE MATIAS

GMAC www.gmacfs.com

NEXT PAYMENT DUE:	501.93
TOTAL PAST DUE:	
TOTAL OTHER:	
TOTAL DUE NOW:	501.93
AMOUNT PAID-INSURANCE PREMIUM:	
TOTAL AMOUNT PAID:	

PAYMENT PROCESSING CENTER PO BOX 78234

PHOENIX AZ 85062-8234

Hakalddhadlaakdaladaladalahddd

GMHSEU 93

DO NOT SEND CASH OR POST DATED CHECKS ALL CHECKS WILL BE DEPOSITED UPON RECEPT. MAKE CHECKS PAYABLE TO GMAC RETURN THIS NOTICE WITH YOUR PAYMENT TO THE ABOVE ADDRESS





CHEVROLET - PONTIAC - GMC

3333 Santa Anita Ave. El Monte, CA 91731 (626) 579-0500





We are professional grade.

BAR & AF205773 www.scottchevy.com RECOMMENDED SERVICES

Fuel For The Soul

EPA # CAL000313711

		ATION		PEPATION	DESCRIP	TIOU	мола	70740		೧೯೮	1101TA €		OPERATION	J DES	CRIPTION	MONA	TOTAL
	JOPNZO JOPNZO JOPNZO JOPNZO JOPNZO	1D 10045 SELOF	SM GEI	SEL LOF RTCARE B F5 LOF F5 AIR FIL	4 10/1/0	05	MI MI MI MI MI			DOPNZ ODPNZ	OID OI-AC MOO46 CEWIPE OISALI	OUPOL S R	NESEL LOF MBE,OIL, FIL MRTCARE A JEFS WIPER I OF FREE TO	FT NSER	0/1/05 (15	MI MI MI MI	il in the second of the second
SE	RVIC	E HIST	ORY								-						
	0	ATE		пера я ся		MILEAG			ECHIP	_	TYPE	75:	PERATION	PE		CHON DESCR	IPTION .
\ 	08/0	9/06	<u>.</u>	44957C-	·1 ·				8*818 99:	•	: i:	9997	· ·	\\			
-	2004							<u>.</u>	i	• •	: :::::				a di Nigeria. Ngjarja		
	 . ; ;		2.7 2.7			Salar Salar	31.		ે હશે.' ઋહેંદુ પ્								
5A	LESPEI	RSON N	O. 74	i ULI	SES GAI			SE	R١	VΙ	CE		-			CALOO028	
CAS	TERMS	TGT.	2157	N57F		7541V	CHEVRO	DLET/MAL	JBU/S				PRODUCTION DA			ł	65040
1	DT CARD (ה ה	-		: 3.7	339		CUSTOMER N	127	FIDEL	WAYTI_	RRAN	ያ ያ/ሽሃ/ቼ	7 6	ELVENT MILES	SELLING DEALER	100 9/26/87
l _a	еск 🖸	7	DEN A	C A		1.4		BLACK	/GR/	AY		CONT	RACT NO.	φ§	77779198	180,000	168
OU.	DAKONAN US		DENA	, CA	7.33 7.70 7.70 7.70	it, visi		TUHEO IN	•	VPI COMO.	P. M.	THANS	MILEAGE 86	, T	789° HA (NOFRE O	LIVAS
	EAVE REMOVED NATTE FOR	A CONT		, , , , , , , , , , , , , , , , , , , ,			<u> </u>			nemen ers) (10 OF 0214	Ti ALDING WI		- 1		F PROPERTY OFFICE	TIMETHIN H- OFFINIT
	CUSTOME	08.5	PANEO .	ATE/THE PRO	(R/20)	- 00	PROPERTY	SALLA MELLONIA CON MARCO C	PRESIDENT TO THE CONTROL OF THE CONT	AMERICA PAR CHICAGO DE P CHICAGO DE P	PREEDS HERE TO ACTUAL H TO ACTUAL H TOTAL	COMPA OF CALL	NOR CTOP OF THE PARTY OF THE PA	ALTONE	THE CONTRACT OF	PROMETY, BROKULINGS PROCESSIE FROM LANC LIL MICHAEL FREE TO	THE STAND BY VOTER STORE, AND THE STAND ST
	<u>□</u> /*			0972670	THELEAGE O):00am	, b	TOTAL ME CAN	H (W (CHAP	NY ETTOG! W NPV, CTHMO NP APPICLE	HINTERSON OF THE PARTY OF THE P	N SHE THEN MAIN AND TH P CAPE OF	HINDER BO DHAMERA ATTL CHANNE WELL TH HYY, THEY'L MOUDEN'S	LEI MEN () LEIMER ()	AND DESCRIPTION	TWO CANE AND COMP.	D. HER THE PERSON NO.
	PONTMEN	T MICENCE	, pq		MACONIA O			x			•	•	_				
	19				10.0 02						ču	A IDMOTZ	PRIOR BC		A CONTROL		DAMAGET WAFTER MACHING
Γ		ORIGINA	E CUSTO	MER ESTI	MATE:	TOTAL 0.00							DAMAG			-} { { [™]	STATE AND MANAGED
	x _					_ ```							CORRESPONDED TO AN	<u> </u>	TEARDOWN DST	IMATE: I understand	STEE MY WHITEIR WIN DO
	CON	IMENT	S :											•	necessory to the second of the	White the party of	f this diste shown strove as recommended.
.	1			lawa dan tari te	esta viut	: : : : : : : : : : : : : : : : : : :	-	Sestion of the		. ، ، سرچ	ا الروار والحر	BIOR	RENT	AL.			
-1				LL FOUR	DOOR	BODY 9	IDE WE	ATHER :	STRIP	ARE	1001 17 (1)	MPLÅINT E3 □ NO	REVISED ESTIMATI	i (1)	PERSON CONTR	CLED	
	STA	NED. S	OP IN.				,						DAGE	TRAC		DIN PERSON	CONÚNCIED AV
	ļ			:							-	PRIOR	DIO REVEGO ESTAM	are (2)	PERSON CONTA	СТЕО	
			·".					: .			cal	MPLANT	DATE	TIME		□ PHONE	CIONTIACTED BY
1	1			:				·	•		ΙŻΑ	F≅ □ ND	PHONE IT	Ш.		IN PERSON PHONE #2	
				•			**	. 15 - 327	· ··· ::	:.	_		ALL DATTE O	PTAL 4	ED AGE NEW	IND SEE SPECIE	TED OTHERWISE
1	Ì	•		·	. :	1 14						-RIOR	_			NVENIEN	
	i		•		• ; ;				***		COL	MPLANT		ICE		TS DEPT. I	10URS:
-			· / · · / ·			1.123					. Ou	ES □NO		•	Monday - 7:00 AM -		
			:		·				e Fage						Satur		
2							: : Y	4.63	• '					1	3:00 AM -		
Canton O (120)	}		•							•••				Sarv	(626) 57	9-0300 26) 579-74	06
8	1				,								For Your	Conv	enjence W	/c Óffer Shi	uttle Service
													WE GUATANTI	E OUF	LABOR 12 M		MR.ES - WHICH-
A Bryank EPJINIWGE												,	OUR SERVICE	DEPT.	FOR ADJUSTN	MENT.	# RETURNED TO
	ļ												METHOD OF ACTUAL CO	HOUSE, AS MANUFE TH	POTRET LIGHTED IN COMPANY DESCRIPTION COMPANY DESCRIPTION	MOS CHECK PICILITY K TEST INDICATES AND	TO PERSONAL ANY MICHED MECHINARY
١													THE REPORT OF		OF HON THE STORY	IGE AND DISPORAL OF	F TURNS WARED, RADINER
],	AGE 1	OF 1		PL FAR	R GEF MIN	MITANT ME	collines.	OMERIG	กฅ∨				CENERATE THESE WITHERS ARE INSPORT	MICENA MICEN MICENA	ALCONOMICS TO A MARCHINESS MARCHINESS	ALCOLATED ANNUALI)	PART OF BEST STATES
							~		~ .								03070





www.scottchevy.com



Fuel For The Soul



We are professional grade.

333 Santa Anita Ave.	
El Monte, CA 91731	
(626) 579-0500	
amini contrheso com	

36127	ONOFRE OL	IVAS	709	168	09/26/07	PNCS65040
	LABOR RATE	UCENSE NO.	MILEAGE	865		81775
LTADENA, CA	97/CHEVRO	LET/MALIBU	SEDAN 21	т	09/17/07	51
		T 5 7 N 5	7 F		M. O. DATE	
			2.0.M2		09/26/07	<u> </u>
	MOBILE (MO: 86
***	H WEATHER SAK		Trente-	WARRANTY WARRANTY	SERVICE AND PA MONDAY T 7:00 A.M. SATL 8:00 A.M. CLOSED	ONVENIENCE RTS DEPT. HOUF HRU FRIDAY to 7:00 P.M. IRDAY to 3:00 P.M. P SUNDAY # (626) 679-7406
15878956 WEATH	RST 10.694	TORAL TORAL	PARIS	SEADDAMTY	Original S I admowledge notice Increase in the cris	Authorized Revised
ORIGINAL ESTIMATE OF \$0.00 (+TAX) PLENTS PLENTS LIGHT STEREARDS LIGHT TOPICS LIGHT		TOTAL T	OSEC HSC CHG. HSC DISC	0.00 0.00 0.00 0.00	Good	wrench rvice
CUSTONER STEMATURE		TOTAL	NVOICE	Coll	IN SEP	VICE DATE
					MILEAGE IN	MILEAGE OL
ALIVAYS BEING YOUR CAR HERE	FOR FACTÖRY	AUTHORIZEO S	ERVICE	् एक्ट -	ALL PARTS NEW UNLE	s9 RPECIFIED OTHERW





CHEVROLET - PONTIAC - GMC

3333 Santa Anita Ave. El Monte, CA 91731 (626) 579-0500



We are professional grade.

MORAL

BAR # AF205773

D1PNZ003

OPERATION

PAGE 2 OF 2

RECOMMENDED SERVICES

OPERATION DESCRIPTION

3000 MILE SERVICE

www.scottchevy.com

OPERATION

Fuel For The Scul

OPERATION DESCRIPTION

EPA # CAL000313711

'67867'

WO WI ODPNZO1

DEPNZEOF2

DEPNZO1-BGACS

MINGR AC SERV BC

DEPNZO1-BGEVAP MEJOR AC SERV BC

DEPNZO1-ACOUPDE/BEJOIL-FILE COUPON MI MO MO MO OOPNZO1 - BCDIF OIESEL LOF OOPNZO1 - BCDIF OIES SERVE OOPNZO1 - BCBATT BATTERY SVC BC 13PNZO1 D DIESEL-LOF MO. ·Mì SERVICE HISTORY OPERATION DESCRIPTION OFERATION DATE REPAIR ORDER FIRST FREE LOP 22-POINT INSPECTION INT TRIM CONCERN POINT -OUPNZOT-FIRST -OUPNZO2 702 702 66618 709 10/25/07 **EOPNZOT** 709 865 65040 663 8*8186 09/26/07 :: 08/09/06· 848404 44957C-1 9997 STATE REG# CAL000285956 SALESPERSON NO. 741 ULISES GALLEGOS R PARAMAGENIOCEL 07/CHEVROLET/MALIBU/SEDAN 2LT d7807 1612157N57F CASH 36127 FIDELITY WARRAN 09/17/07 174767 CREDIT CAPD 700.000 17754 BLACK/GRAY ALTADENA, CA #E*4,616 A STATE OF THE STA MZZ **MOFRE OLIVAS** on cl а RAVE REMOVED PARTS FOR CUSTOMER 09.06am 19714707° 07.00pm 56 | NB | NB | CUSTOMER ACKNOWLEDGES RECEPT OF A CIVY HEREOF FRICE BODY ЮE OUPNZO3-FIRET... AIR FILT-INT-LABOR DAMAGE CUSTOMER REQUESTS REPLACE AIR FILTER PER GENERAL MOTORS SPECIAL GOODWILL OFFER FOR SOCAL FIRE RELIEF. LABOR ONLY EARDOWN ESTIMATE I UND ON THIS LINE. INTERNAL TYPE. RENTAL PRIOR PEVILEO ESTIMATE (1) PERSON CONTACTED AIR FILT-WAR-PARTS W * 00PNZ03-FIRE2 LI AES (1140 CUSTOMER REQUESTS REPLACE AIR FILTER PER GENERAL MOTORS HONE DE PERSON SPECIAL GOODWILL OFFER FOR SOCAL FIRE RELIEF. PARTS ONLY ON THIS LINE WARRANTY TYPE
LABOR OP CODE Z2173 PRUDA LABOR OF CODE Z2173 CONTACTED BY COMPLAINT IN PERSON TYES HO ALL PARTS INSTALLED AHE NEW UNLESS SPECIFIED OFHERWISE FOR YOUR CONVENIENCE PRIOR SERVICE AND PARTS DEPT. HOURS: COMPLAINT THE CINO Monday - Friday 7:00 AM - 7:00 UM Saturday 8:00 AM - 3:00 PM (626) 579-0500 Service Fax (626) 579-7406 For Your Convenience We Offer Shuttle Service PLEASE ARRANGE TO PIOK UP YOUR CAR OURING ADDIS HOUNG
WE GUARANTEE OUR LABOR 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST, GUARANTEE VALID ONLY IF RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENT. AV LANE, YOU MAY CHOOSE MASSIVES LUCTURED MASON CHOOSE SACRIFY TO POTATION. REMAND ON ADJUSTACINE THAT THE BIADO CHASON THEY INDICATES ARE RECESSARY. CENTRES AND ATE AMPLACE DISTRIBUTE.

THE SHOP OF THE CALCULATED MORALLY FOR CENTRES AND ATE AMPLACE DISTRIBUTE.

THE MORE A SEMANTE CONTROL FOR THE CHARGE AND TREPTION, OF THE CONTROL FOR THE CHARGE ATE AMPLICATION.

THE MORE A SEMANTE CONTROL FOR THE CHARGE AND TREPTION, OF THE CHARGE AND

PLEASE SEE IMPORTANT INFOREMISTROPHISCOPY





CHEVROLET - PONTIAC - GMC

3333 Santa Anita Ave. El Monte, CA 91731





We are professional grade.

BAR # AF205773

(626) 579-0500

PONTIAC
Fuel For The Soul

EPA # CAL000313711

RECOMMENDED SERVICES	www.scottenevy.com				
OPERATION OPERATION DESCRIPTION OFFICE SERVICE	MI CONTRACTOR OPERATION OF MI CONTRACTOR OPERATION OF MI CONTRACTOR OPERATION OF MI CONTRACTOR OPERATION OF MI CONTRACTOR OPERATION OF MI CONTRACTOR OPERATION OF MI CONTRACTOR OPERATION OF MI CONTRACTOR OPERATION OF MI CONTRACTOR OPERATION OF MI CONTRACTOR OPERATION OF MI CONTRACTOR OPERATION OF MI CONTRACTOR OPERATION OF MI CONTRACTOR OPERATION OF MI CONTRACTOR OPERATION OPPORTUNITY OPERATION OPERATION OPERATION OPERATION OPERATION OPERATION OPERATION OPERATION OPERATION OPERATION OPERATION OPERATION OPERATION OPERATION OPERATION OPERATION OPERATION OPERATION OPPORTUNITY OPERATION OPERATI	LUBE OIL FILT	OF.	∴ MD ∀MI 9101(3)	TOTAL
OPPNZO1D ODENZO1-BGDIF DIFF-SERV BG OOPNZO1-BGBATT BATTERY SVC BG 313PNZO1D DIESEL GOF	MO GOPNZOI -	GACS MINOR AC SER GEVAR MAJOR AC SER COUPO GEBE OIL FILT	V BG V BG	MO MO .: MO	
SERVICE HISTORY					700
10/25/07 GEPAIR ORDER WILEAG	58 709 4702 1611	GOPNZO1-FIRST	FIRST FREE L	TION DESCRIP	HOSI
	65 709 663 W	100PNZ02 160PNZ01	27 POINT IN	SPECTION INCERN	
08/09/06 44957C-1	5 8*8404 8*8186	75 9997	PDI	1	٠,
			ATE REG#	CAL 000285	056
ALESPERSON NO. 741 ULISES GALLEGOS	SERVIC	FRODUCTION DATE		LICENSE NO.	
TISHE IG1Z157N57F	/CHEVROLET/MALIBU/SEDAN 2LT		STOCK NO. 3 1 775	SELLING DEALER	67807
CHEOTI CAMD	36127 FIDELITY	VARRAN 09/17/07	51		1/14/07
ALTADENA, CA	BLACK/GRAY	CONTRACT NO.	097179713	100,000	1054
mes D	TURBO INCZ ARICONO F.S.	4,616	709 O	NOFRE OL	IVAS
SANTE FOR			THE COURT OF THE	MUNICIPAL AND CARROLL OF THE PROPERTY OF THE P	AND THE RESERVE
COSTONETA TORRESON LOUDERAND POPULSCO	TODO ON IMPRADE DE 164-NO VARIO EN ITE BUT INCLUSION DE PORT DE L'AUTORITÉ DE 164-NO VARIO EN ITE BUT INCLUSION DE PORT DE CARLON DE L'AUTORITÉ DE L'AUTOR	, HOUSE (F. LANDER 12/1/CHARTE AL) 147 PERMITTER COLV. (F. DELICAL, III) 145/15/16 PETRAS FACE TIME HIS ACTION (12/4/PETR	110 (10 (10 (10 (10 (10 (10 (10 (10 (10	114 PORT 1811 1821 1944 PRIME 1181 1820 1944 PRIME 1845 1846 1946	n ne abazviĝi Liv : Maria' Farit : Maria' Farit
PONTMENT MILEAGE IN NILEAGE OUT	COSC DEFENDED TO SWIEDS VERBERT LES BEI LES BE	NEC 64 CVS (N. 1815' H VI'-F VOJEJAN (A.) U VNESTI VARI I MILIT SELLINGE MRT I DE (TR SI (M. 1942 EMBO BARCO SEL CIMOSELI	የነቀላ ህዝ ዜብ የሚኖርድ በብ አንቷብ ብጹዱ በታብሮስ ት ድብፉን ነው ነው ነው	THESAN INVESTIGATION TO COMPANY TO COMPANY PLEASE	er) 1865kompeler 1816 1811 was namen
T Yha	. 1x				· .
5 No. 1		PRIOR BOD		17~	MAGED WHITE MARKS
ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00		DAMAGE		. ↑ {{} []	LITTE MAGAE HAND
x		CILA RAC		TURKET: Wyringstone W	nd dry volviolo will o
1 W 61PNZ16 1 GREEN WIND NO!	SENGRADIA GARAGA	great Ritua Ale	// chance not to	AND THE PROPERTY OF THE PARTY O	in drift shown abov incommended,
GUEST STATES VEHICLE HAS WIND NOIS	E FROM RIGHT REAR DOOR.	PRION LI RENTAL	<u> </u>	`	
		HYRE () NO	PERSON CONTA		
2 W * 60PNZt2			TaME	UPHONE □ ON PERSON	CONTACTED BY
GUEST STATES PASSENGER SIDE SUNVI	SOR MIRROR COVER DOES NO	T 240 REVISEO ESTRACTE	PERSON CONT		1-11-2-
STAY OPEN.		OMPLAINT DATE	TIME	□ PHONE	CONTINCTED BY
	•	PHONE #1		PHONE IZ	··
W 10PNZ014 W TOTAL STRIVEAR	ILITY.CONGRESS	ALL PARTE NIE	TALLED ARE NEW	I AN ESS STRUM	OOMERWISE
GUEST STATES VEHICLE IDLES ROUGH.		F	OR YOUR CO	ONSINEALIO	E
and the same that the same the same to the same the same that the same t		COMPLAINT SERVIA	CE AND FAR	TS DEPT. H	OURS:
W 61PNZ08		TER CHO	7;((() A.M	- Friday : 7:00 PM	
GUEST STATES WINDSHIELD HAS SCRAF	CHES:		Satur	•	
The second of th			- 8:00 AM - (626) 57		
) .	ozo) 6) ervice Fax		6
· · · · · · · · · · · · · · · · · · ·	·	For Your Co	myemience V	Ve Offer Shut	tile Service
		WE GLIABANTEE	OUR LABOR 12 M	ONTHS OR 12,000	MILES - WHICH
		EVER OCCURB OUR BERVICE DI	FIRST. QUARANTE EPT, FOR ADJUSTIN	EE VALID ONLY IF WENT,	RETURNED T
		77 Last 701 May 040	CONCIDENT SHIP CH	OF YELDOW MODE GOOM	CESSAGE. LELECTOR WITH PARTY
		l	worked for	CUSTOMERS	-

PLEAGE SEE IMPORTANT INFORGATION GMERNED PY





3333 Santa Anita Ave. El Monte, CA 91731 (626) 579-0500 www.scottchevy.com





Fuel For The Soul

36127	ONOFRE OLI		709	1054	11/17/07	PNCS67807
	LABOR RATE	LICENSE NO.	MALEAG		BLACK/GRAY	31775
	07/CHEVROIL	ET/MALIBU/	SEDAN 2		09/17/07	51
LTADENA, CA	VEHICLE I.D. NO.			h- I	05/ 2./ 0.	PRODUCTION DATE
	16121	5 7 N 5 7	R O. NO.		R. O. DATE	
ARRIVER PLANTE	MORILE #		<u> </u>		11/14/07	1
	_l					MO: 46
ALS	3625. 161184		· · · · · · · · · · · · · · · · · · ·			ONVENIENCE
***************************************		TOTAL CA		0.00	SERVICE AND PA	RTS DEPT. HOU! HRU FRIDAY
[] CASH [] CHECK CK, NO. []		TOTAL PA	BLET	0.00 0.00		to 7:00 P.M.
TO VISA : [] WASTERCARD [] DISCOVER	* 34 E C	TOTAL	SC DIG	0.00 0 .00	_	JRDAY
TO AMERIX PRESS / [] OTHER [] CHARGE		TUTAL MI	SC 'DESC'	0.00 0.00		to 3:00 P.M. SUNDAY
E. J. Marchas Articles		. 10	3.23 × 30 1	}	1	# (626) 579-7406
	5	TOTAL	AOIRE)) 		42 may 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4.
NK YOU FUR YOUR BUSINESS!!	4				}	
	, -Ç., -Ş., •	Section 18	A. 100 M		 	
COSTOMERASIGNATURE	(***) *********************************	X.		~	Ortotresi Eetimens \$	Authorized Revised
			eriosas sens			Entimate B
				Tally Sugar	I acknowledge notice increase in the ori	
		e service			CUSTOMER ACIOIOMAEDGE	O RECEIPT OF A DOPY HER
	n de la Servición de la Companya de la Companya de la Companya de la Companya de la Companya de la Companya de Maria de la Companya			100	X	<u> </u>
					ļ	
		(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)			•	eu.
	Territoria (S. S.	The state of the s	ger v	i Living		0111
	4 7 - Jak 1				Good	wrench
			4 1.	\$	Se	vice
		地名人	N.			
			alia National Control		IN SER	/ICE DATE
		4			32.11	- -
				. Termina		
TO THE PERSON NAMED IN THE	17.00	ner er læg i k	3.7]	
		Site all Pages				
		-			MILEAGE IN	MILEAGE O
			1	्र _ी .		
		on water	5160 3	44 3		}
MA	Design the training	Mary Mary	1000mm	2016	-	<u> </u>
				6.5	1	
		MANAGE STATES	Et ged	• •	ALL PARTS NEW LINLES	SS SPECIFIED OTHERW
		· · · · · ·				
ALWAYS BRING YOUR CAR HERE	FOR FACTORY A	UTHORIZED SE	PVICE			
E 3 OF 3 CUSTOMER COPY	•	•			BAR# AF205773	EPA# CAL900313





3333 Santa Anita Aue





We are professional grade.

3333 Santa Anita Ave.
El Monte, CA 91731
(626) 579-0500
www.scottchevy.com

36127	ONOFRE OLIV	AS 70	9 1054	11/17/07	PNCS67807
	LABOR RATE	LICENSE NO.	4,616	COLOR BLACK/GRAY	втоск на: 31775
ALTADENA, CA	YEAR/MAKE/MODEL 07/CHEVROLE VENIOLE I.D. NO.	T/MALIBU/SEDA		09/17/07	51.
	1 G 1 Z T	5 7 N 5 7 F		R O. DATE 11/14/07	
RUSHIGR PHONE	MOBILE F	l l		(22) 24/ 01	MO: 461
REPLACE AIRTELUTER		And the second	·	FOR YOUR C	ONVENIENCE
SC CODE DESCRIPTION ALLDEPT ALL DEPARTMENT SPLIT		CONTROL NO.	INTERNAL 0.00	MONDAY TE	5 7:00 P.M.
5 TOTALS JOB	5 JOURNAL PREFIX	ACS "DOME" 353 TOTA	0.00		o 3:00 P.M. SUNDAY
# 5 CHARGES				SERVICE FAX	(626) 579-7406
GOUDHUJOUS BREZ AIR FILT WAR PRIES FOUSTOMER REQUESTS REPLACE AIR STEELIAL GOODWILL OFFER FOR SO MONOTHES LINE WARRANTY TYPE	FILTER PER GENERAL M	HURS FORLY		ļ	Authorized
TON THIS LINE WARRANTY TYPE SERVED CODE 72173 REPLACE AIR FILTER				Original Estimate \$	Playload Eathyraig \$
10366901 E	ESCREPT FON LEMENT 3,410	TOTAL PART	MARKANTY	increase in the original control of the original of the original o	inal estimated price
F. C. TOTALS FOR THE STATE OF T	A 6 JOURNAL PREFIX	PNCS JOSE 6 TOTA	L 0.00	X	
	o donard north	THE THE PARTY OF T			<u> </u>
				Good	wrench
CET - PROFESS - VCHO TWVA INV. DATE B	ESCALET FOR		and the	361	
7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		LUMB SUB	ET 0:00	IN SERV	ICE DATE
MATE STATE OF THE	7. John Charles Prefix	NCS -308# 17-101/	T 5.000	: In	
TOMER HEREBY TOKENIMEPISES: RECEIVING ORIGINAL ESCRIPTIE DE 10.00 (*				MILEAGE IN	MILEAGE OU
Autoria de la companya del companya de la companya del companya de la companya de					
				ALL PARTS NEW LINLES	s specified otherwis
ALWAYS BIRING YOUR GAR H	ERE FOR FACTORY AID	MORIZED SERVICE			
The state of the s	PORTANT INFORMATION ON BA	•	_	BAR# AF205773	EPA# CAL0003137







Fuel For The Soul



We are professional grade.

3333 Santa Anita Ave.
El Monte, CA 91731
(626) 579-0500
timusi scottchein com

36127	ONOFRE OLIV	/AS	709 100.	054	11/17/07	PNCS67807
	LABOR RATE	LICENAE NO.	APLEAGE		BLACK/GRAY	8TOCK NO. 31775
	VEAR/MAXE/MODEL	T /MAL TOU!	SEDAN 347		09/17/07	51
ALTADENA, CA	07/CHEVROLI				09/1//0/	PRODUCTION DATE
	1 G 1 Z T	57 N 5 7	7 F		A. Q. DATE	
					11/14/07	
	MORKE A	_				MO: 461
CHARGES BOR GUEST STATES VEHICLE HAS WIND NOTS INSPECTED DOOR AND WINDOW SEALS AT NO. DEFECTS BUT WIND NOTSE IS PRESS REPOJUST RYR CORRER OF DOOR FRAME OF WIND NOTSE OK NOW	ND DOOR ALEIGNALING Sent : 627/2006	TOUND		ARRANIY	FOR YOUR CO SERVICE AND PAR MONDAY TH 7:00 A.M. to SATU 8:00 A.M. to CLOSED SERVICE FAX \$	NTS DEPT. HOUR: IRU FRIDAY D 7:00 P.M. RDAY D 3:00 P.M. SUNDAY
BY 2 SHRINGS SUBJECT STATES PASSENGER SIDE SUNVI FOR VANITY HERRER BROKEN AT HER SUBJECT SUBJECT STATES PASSENGER SIDE SUNVI FOR VANITY HERRER BROKEN AT HER		SGBA 7 SPA DOES NOT		0.00	Original	inal estimated price
SALES PROPERTY OF THE PROPERTY	meding as desi	GNED		6.00 Muuduna	Goody Ser	Vice
BH: 4 CHANGES BH: 4	Topelog Phile IV		TOTAL	deco.	IN SERVI	CE DATE
B# 5 CRARGES BOR TO TOPNZO3 FIRST AIR FILTING LABOR COSTOMER REQUESTS REPLACE AIR SPECIAL GOODWILL OFFER FOR SOCAL FOR THE SPECIAL GOODWILL OFFER FOR SOCAL FOR THIS LINE INTERNAL TYPE.	JOURNAL PREFIX FR. PER GENERAL J TRE RELIEF. LABO		1 1054	0.00 RIERNAL	ALL PARTS NEW UNI FEE	RWATHTO GENERARS
ALWAYS BRING YOUR CAR HERE!	TOR FACTORY AU	••		29am	BAR# AF205773	EPA# CAL00031371

www.pasadenachevrolet.com www.pasadenahummer.com www.pasadenahyundal.com WE SERVICE ALL GM MOTOR VEHICLES



CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020 PASADENA, CALIFORNIA 91107-3869 PHONE (626) 449-3333

SERVICE MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M. CHEVROLET 4

HUMMER.

BHYUNDAI

B.A.R. LICENSE # AM 136715

	MONDAY THR			TS HOUI		TO 6:1	en DM		CI	98% & Q	92 828642 6369
2098 42098	DANTEL	E	HE	RNAND	EZ	7	34 TAG	8733	03705/0	08	"CVC\$287752
	LABORINATE	••• •					TIMBAGE.	12,245	BĽACK,	MALI	STOLEN NO.
ALTADENA, CA	07/CHEV	RO)LE	T/MAL	IBU		'		09/17/0)7	HILIVERY MILES
	YEHICLELO HO	<u> </u>	Τ :	5 7 N	5	7 F			PETTING VIACER	MO.	PRODUCTION DATE
	Ь <mark>1. Б. МО.</mark>		•• ,			70.7	NO.		'037'03/0)8 ···	
A COMMENDATIONS	COMMENTE		•••						<u>. </u>		MO: 12252
PLEASE CALCULATION CAT 250 TO SCHEDULE!	iert sewict	Ż	Ş		(8) (j.) S. S.	alle.				1711319	
TOTALS: 2000 La POPULATION DE PARTICIONAL DE PARTICION DE			n: :					10011030			
NEW WOORS AND A		ı il		101	AL L	BOR.	100	0.00			
EFFECTEVE NOVEMBER 1 2006					あり	RTS.	Pi.	0.36 0.06 0.00			
SERVICE AND PARTS DEPARTMENTS ARE NOW OPEN ON SATURDAYS FROM 8-00 AM TO 2500 HM				ः ः नाम	AL Y	6.46	B ** **	3 4, 3 0 300 \			
OPEN SATURDAYS HE - THEN SATURDAYS 174	di di di di di la di di di di di di di di di di di di di			.10i - 10i		1331		0.00			
(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)	111111111111111111111111111111111111111		įL į	FIOT		WO	ICE \$	0.90			
PARTS DESIGNATED DATE AN ASTERISK 449 INDIGATE		i.			* #?	i i i i					
LIFETIME SERVICE GEARANTEE FOR CUSTOMER PAY	ENLRS			:: 175 ::		j					
CUSTOMER STEWATION											
		1	G 1								
		14									
					ļ. 41,						
			1								
		i.				Yagta Destin				មក្រោស ប្រជុំ	
		. is.								and y	
						14. V					
		11 % 11 % 11 %	,								
and an almine a william person and amount believe an		ių,	ileg!	tichke ier	epiga To di	ni-h	m!-1017	ei Hadreye			dental properties
PAGE 2 OF 2					NO 4	jk ind	oide f	09:28am			

::H 17, 2008 д	ABOR OPERAT	TON R/O 6	7807	Sto	re 01	SERVC01	PORT 505	1 3651
. OB# (1) OP/CO						LT/?	CLM# 6780	7
THE TIME TIME	0.30		ĻΑI	BOR RATE		8	GRP	İ
UMPLATNT GL					FROM F	RIGHT RE	AR DOOR.	
AUSE XA						ALIGNMEN'	T. FOUND	j j
TORRECTION RE	R/R TRUCCAS	QURTER OF				TTER SEA	L IN AREA	į
THER CHARGES			1	 WARRAN	 ∕TV		INTERNAL	
PARTS		0.00		WARRAN 0. 0.		İ	0.00	İ
PARTS '. SUBLET' '. G.O.G.				0.			0.00	
.≟ Æ# TECH	NAME						OURS ADJ.	ТҮ Р U
1 654 1 654 TAL LABOR TI	BRYAN HEYV	100D	F W	11/15/07	12.60	24.00	0.00	ŭ
· AD BAROK :					_ ,			

CC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX)

dub 17, 2008 I	ABOR OPERATION R/O 68	401 Store 01	SERVC01 PORT 5051 3651
(:B#(3) OF/C0	DDE 61PNZ16 WIND NOISE		LT/? CLM# 68401
CLUING TIME	W JRNL PFX (C) (2.50	LABOR RATE 83.5 NOTE	58 GRP
CMPLAINT CU	208.95 ISTOMER STATES IS GETT OORS WHILE DRIVING AT	ING WIND TYPE NOIS	
WUSE RO	AND TEST NOISE HEARD F JBBLE TEST FOUND THIS	ROM REAR SEAT ONLY	PERFORM CAB PRESSU
	REPAIR NEEDED ON THI		
THER CHARGES		WARRANTY	INTERNAL 0.00
PARTS SUBLET	0.00	68.71	0.00
. G.O.G.	0.00	4.91	0.00
Ta J# TECH			FINSH HOURS ADJ TY P
3 654 3 654 OTAL LABOR T	BRYAN HEYWOOD F BRYAN HEYWOOD F IME 2.50	W 11/27/07 14.90	14.90 0.00 U

COMPCCC SCREEN) (EMENTER) (NUNEXT) (OTHER CHARGE#) (JEJRNL PFX)

www.pasadenachevrolet.com www.pasadenahummer.com www.pasadenahyundai.com

WE SERVICE ALL GM MOTOR VEHICLES



CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020 PASADENA, CALIFORNIA 91107-3869 PHONE (626) 449-3333

SERVICE

MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M. PARTS HOURS

CHEVROLET ____

HUMMER.

B HYUNDAI

B.A.R. LICENSE # AM 138715

CERN?

ганально. 42098	DANTEL						734	^{3NO} 8733	77775/08	"CVC\$287752
	LADON PARE		_						BLACK, MALI	STOCK NO.
ALTADENA, CA	07/CHE	VRC	LE	T/M/	ALIBU	J	·		79717 507	DELIVERY MILES
ACTABLIA, CA	TE G	`Z :	T :	5 7	N. 5	7 F			SELLING DEVISED NO.	PROPUCTION DATE
	F. T. E. NO.					79.0). NO.	··-	703703/08	
Ĥ	CEMMENTS					'	. =	****		MO: 12252
JOS# 1 CHARGES										
OBTONER STATES ENGINES COOLING	Control		(5)	302 .	4			A THE STANKE PROPERTY		
CODEANT: LEAKING & FENP GAUGE UP:	10/3/4-0F 1	昭祖 (1)	Υ: 							
PRES. COOLING SYSTEM AND FOUND T	3 14 Land 16 4 19		ING	b-32						
NEC. TO REPLACE BOTH TO CORRECT REPAIRS INSPECTED AND OR BY REC	COOLANT LEA	.								
PARTS OTY FP NUMBER	4101 (DN MOSTA 1 246	uled Si				NIT 1	RTCE	WAIRANTY		
1 1259.881 THER 1 12345290 GOOL 1 15908178 TANK	ANT 8:800	(1)		15.			iraitean Talita	WARRANTY		
					TOTA	<u>L</u> , p	AKTS	D.00		
308 1 TOTALS 11 W. 1	Well was be	oces.	ر. دند.	بالناؤ	mess		rfr n	0 b0		
308# 2 CHARGES in a single live the contamination of the				inili.	400		ujput Likurit.			
CABOR		ECH	S	5125						
REMEAL ASSISTANCE REQUESTED WARRANTY REMEAL QUE TO NEE TO HE FOR REPAIRS	LD VEHICLE	OVER	NIG	'n	4					
AND VERTICUE 15 INOPERABLE WIEN RECEI	VED AT THE			H10.						
(OVERHEATING)	(villy strain of the	37	. š.							iei ilikaisiirii yo
SUBLET POF VEND INVESTOR DATE DESC 000984 0809479 03705708 RENT	AL DEOUT 9				مهران النفط			VERTERIAN		
F JOBS 2 TOTALS	ili. Bir Sciffer for			 เมืองของ	AIUL	L	UBLET .	0.00		
	Z JOURNAL P	Œ,	X	cvcs	JOE	2 T	UTAL	0.00		
ESTIMATE						i ji	uijalie Neve			
S CUSTONER NEREBY AGKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.05 C-TAN CONNENTS						11				
626-221-3959 L/N W ABOVE # STATING VEHICLE IS READY 3/9/0	8						98:10:31 19:41:4			
THANK YOU FOR CHOOSING TEAM CHEVROLETZHYUNGAT	/HUNNER	inita Mila								
RECOMMENDATIONS >>> TECHNICIAN RECOMMENDATIONS 6/24K SERVICE ROTATE A BALANCE		1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	- 131 - 131 - 131		Yidiğ M			Allager Hit sister		
ROTATE & BALANCE BRAKE INSPECTION										
CONMENTS 626-221-3959 L/N. 0-ABOVE 0-STATING VEHICLE IS READY 3/5/C THANK YOU FOR CHOOSING TEAM CHEVROLET/MYURDAT RECOMMENDATIONS ->>> TECHNICIAN RECOMMENDATIONS 6/24K SERVICE ROTATE 8-BALANCE BRAKE INSPECTION FUEL INJECTION FLUSH TRROTTLE BODY SERVICE PAGE 1/0F/2: ACCEUNTING COP	i harijanja da da	is ni	ì iji	<u>theiri</u>	itemas ir	ere eni	(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	lurkini.		den gerigerige für fragen ber ben bei
PAGE 1 OF 2				CORT	MUED	ON ME	xt PAG	EJ 09:20am		

www.pasadenachevrolet.com www.pasadenahummer.com www.pasadenahyundal.com

WE SERVICE ALL GM MOTOR VEHICLES



CHEVROLET HUMMER HYUNDA!

3003 E. COLORADO BLVD. P.O. BOX 5020 PASADENA, CALIFORNIA 91107-3869 PHONE (626) 449-3333

SERVICE

MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M. PARTS HOURS

BHYUNDAI

B.A.R. LICENSE # AM 138715

CEPA!

CVCS289325

MONDAY THRU FRIDAY 8:00 A.M. TO 6:30 P.M. **ČVČŠ28932**5 04707/08 CUSTOMES NU. 42098 DANTEL E HERNANDEZ 734 1588 niju niti BLACK, MALI 13,263 DECIVE IV MICE **89717**707 07/CHEVROLET/MALIBU ALTADENA, CA SELLING DEALER NO. 1 G 1 Z T 5 7 N 5 7 F **ህ**4707/08 MO: 13265 TOTALS NEW MOORS IN WHICH IN THE REAL PROPERTY. TOTAL PARTS
TOTAL SUBLET
TOTAL SUBLET
TOTAL SUBLET
TOTAL SUBLET
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL SUBSCL
TOTAL EFFECTIVE NOVEMBER IL 2006 SERVICE AND PARTS DEPARTMENTS ARE NOW OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM OPEN SATURDAYS LIE OPEN SATURBAYS LEY TOTAL MUGICES 113.54 (HE WILL NO LONGER BE OPEN LATE THURSDAY EVES) PARTS DESIGNATED WITH AN ASTERISK (**) INDICATE LIMITED LIFETINE SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS CISTORES SEGULTOR

SIDERLE CRATES, LISURIDI CE AFFIRMANTA DE LA CONTROL ACCOUNTING COPY LEND OF INVOICE YOU ZEET

www.pasadenachevrolet.com www.pasadenachummer.com www.pasadenachyundal.com WE SERVICE ALL GM MOTOR VEHICLES



CHEVROLET HUMMER HYUNDA!

3003 E. COLORADO BLVD. P.O. BOX 5020 PASADENA, CALIFORNIA 91107-3869 PHONE (626) 449-3333

SERVICE

MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M. PARTS HOURS

CHEVROLET A

HUMMER'

BHYUNDAI

B.A.R. LICENSE # AM 136715

CEECL!

С ІФГОМЕН НО. 42098	DANIEL				734 IASK	⁶ 1588	04707/08	"CVC\$289325
	LARTH BATE		Li		MILEAGE	13,263	BLACK, MALI	STOCK NO.
AL TABENA CA	07/CHE	VROL	ET/MA	LIBU			09717707	DELIVERY MILES
ALTADENA, CA	Will Control				7 F		SELUMS DEALLY NO.	PRODUCTION DATE
	โลเลพอา				PA PATTER		'04707/08	1
	COMMENTS	•		 -	·	- 	<u> </u>	мо: 13265
JOS# 4 TOTALS		i Anger Californ						
JOS# 5 GARGES	4:000rsva.: P	REFIX	CVGS	100	(4) TOTAL	14.70		
ABON .		1	cligati	ar sad resident				
## 5 GIOVARAS MARINENAME SPECIAL SUBE DIL M HANTEANCE SPECIAL SUBE DIL M TIRES TASP UNDERHOOD GUASSIS DISPECT MG ADJUST TIRE ATR PRES	E FILTER CH	6. BAL	ANGE R	TATE				
INSPECT AND ADJUST TIRE AIR PRE CHECK AND TOP OFF ALL VITAL FLU COUPON PRICED A 1109.75 + TAX N	SURES:							
[NATION OF THE PROPERTY OF TH	io hazardous							
PARTS OTY FP NUMBER BES	AIPTION-			10	IT PRICE			
1 89017342 FIL	TER. 1-836				7,75 PARTS	7,75 7,75		
G.O.G. & SUPPLIES		140.261	de artista	e e				
1.0 NOTOR OIL 4 5 df	3 13.950	AUN		TOTAL	= GOG	13.95 13.95		
MISC CODE HAZO HAZO HAZO PASTE OF U. S. FILTER			doin	(OL HIO		2.00		
MAGO EDEL MASIC VIL BI, FELICIA		9 10 30-00 - 12 10 11 12		TOTAL	HISC	2.00		
JOB# 5 TOTALS				LABOR		88:05		
		Lije ij		PARTS G. B. G		7.75 18.95	40年30年4月11日	
				HISC		2.00	第四届 中央"沙 里	
ESTIMATE:	5 JOSPANAL P	100, 114	CVCS	JUST	5 IUTAL	111.75		
CUSTOMER MERCHY ACKNOWLEDGES RECEIVING								
L/M B ABOVE & STATING VEHICLE IS READY AFFA APPLIED ALL SERVICE COUPONS ASPECIALS	was si was a sa							
NEXT SERVICE VISIO WILL BE IN 3,000 WILES ON FRONT BRAKE THICKNESS LIFE REMAINING 45%	E WASHS							
THOMK YOU FOR CHOOSING TEAM CHEVROLETYHYLMOA	L/HUMER							
RECOMMENDATIONS TECHNIC PART RECOMMENDATIONS		iii. 129. Marita			e verdalist. Problema	a. Salastica Dalikari, kiri		inger beginne de fraktier beingte ook en trouger op de fraktier bestelling palanthelister oor ander de fraktier
15K/1 YEAR SERVICE FUEL INJECTION FLUSH: THRUTTLE BODY SERVICE	nga cang Kabupatèn)						
NEXT SERVICE VISII WILL BE IN 3 000 NITES ON FRONT BRAKE THICKNESS LIFE REMAINING: 45% REAR BRAKE THICKNESS LIFE REMAINING: 45% THANK YOU FOR CHOOSING TEAM CHEVROLET/HYUNGA RECOMMENDATIONS: 15%/I YEAR SERVICE FUEL INJECTION FLUSH; THROTTLE BOOY SERVICE PLEASE CALL 626-849-3333 EXT. 256 TO SCHEDUL	AEXT SERVI	Œ VI	ilia:					
	en dentiseer	11 - 1 - 1 mm	**************************************	: : : : : : : : : : : : : : : : : : :			er anderendelt er gestig	ing geren beie feite bei beite beite beite beite beite beite beite beite beite beite beite beite beite beite b
PAGE 2 OF 3 ACCOUNTING CO		erini) Alaga		tysit. Meda				
PAGE 2 OF 3 ACCOUNTING COL	*		CONT	WUED (M NEXT PAGE	09:26am		

www.pasadenachevrolet.com www.pasadenahummer.com www.pasadenahyundai.com

WE SERVICE ALL GM MOTOR VEHICLES



CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020 PASADENA, CALIFORNIA 91107-3869 PHONE (626) 449-3333

SERVICE

MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M. PARTS HOURS

*G*D HYUNDAI

B.A.R. LICENSE # AM 196715

VCS289325

CEED! MONDAY THRU FRIDAY 8:00 A.M. TO 5:30 P.M. LOUBLE HEAVY **704707/08** CVC\$289325 42098 1588 DANIEL E HERNANDEZ 734 WYCKEG, BLACK, MALI 13,263 DELIVERY MILES O7/CHEVROLET/MALIBU 09717707 ALTADENA, CA SALLING OLIALFO NO TIGIZTS7N57F 04707/08 MÖ: 13265 LABOR

CUSTAMER STATES VEHICLE SQUINGS RADES AND FEELS LIKE IN DEB

CUSTAMER STATES VEHICLE SQUINGS RADES AND FEELS LIKE IN DEB

EAKE SOMETHING IS RESETING DR HITTING

LASPECT DIAGNOSE AND ADVISE

EVERT LIKE RIS FLAT SPOT AND CEPPING

ROTATED AND GRIANCED WYSERVICEL

SUSP OK TOTALS ... DOSE 1- DOUBLE PREFIX LVCS JOSE 1- TOTAL GIOD LABOR
STRICT TO THE TOTAL TO THE PROPERTY OF THE CONTROL OF THE PROPERTY OF TH JOS# 2 CHARGES ---JOB# 2 TOTALS.

JOB# 3 CHARGES

JOB# 2 TOTALS.

JOB# 3 CHARGES LABOR

UNTO GROWING THE PRINCIPLE OF THE STEEL OF THE STE PARTS OF TOTALS

JOSE & CHARGES

ABOR

ACHARGES

PARTS OF TOTALS

ACHARGES

ACHARGES

ACHARGES

PARTS OF TOTALS

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACHARGES

ACH DESCRIPTION OF PLACE PORT OF PLACE OF PLACE AND LIFE BOTTON OF PLACE OF STATES AND THE PROPERTY OF PLACE FOR FILLING MARKETS.

PLACE NOT ASSEMBLED PROPERTY, INSPECT, DIAGNOSE AND ABVISE OF PLACE PORT FILLING MARKETS.

AND LYR OUT OF PLACE PORT, ETTNENT /NOT, SECURED.

RETHISTALLED HOLDINGS AND TRIM PILLIARS.

PAGE 1 OF 3 ACCOUNTING COPY (CONTINUED ON NEXT, PAGE) OF 254H





CHEVROLET - PONTIAC - GMC

3333 Santa Anita Ave. El Monte, CA 91731 (626) 579-0500 www.scottchevy.com



GMC

We are professional grade.

onte, CA 91731 PONTIAC
26) 579,0500 Fuel For The Soul

CTOMER NO. 3	6127		CARY GAVAR	ETTE	667 TAGN	^a 23 31	mgr/22/08	***PRC\$80210
			LABOR RATE	UCENSE NO.	HILFAGE	25,874	OBLACK/GRAY	^{5™} 317.75
			"O7/CHEVROL	ET/MALIBU/	SEDAN ZI	.T	~09717 /07	51
OVINA, CA	\		VERCUEIDAO Z T	· · · · · · · · · · · · · · · · · · ·				PRODUCTION DATE
			10121		P. O. NO.		°07718/08	<u> </u>
								MO: 2587
			MODILE #				<u>,</u>	
OF 1: CHARGES	**	12.18		A A Te	•		FOR YOUR C	
BOR	SCHOOL FOR	LIRICAL		7 560 233		WARRANT	SERVICE AND PAI	
,	STOMER STATES	CIRICAL DAY LIGHT ARE OUT THE LOW BEAMS WITH FOR OPERATION CH OR HISTORY TEST A	CHECK AND ADVIS	ED.,	6.3		7:00 A.M. 1	o 7:00 P.M.
i. Ö	ECK ORL CIGHTS	FOR OPERATION CH	ECK FOR DICES IN	THE TECH 2	NA NA		SATU	RDAY
S. Y. S. A. S. Y.		SK(HISIURY, 1ES)	IT HITCH & DOMORTHM		1		CLOSED	o 3:00 P.M. SUNDAY
B# 1-TOTALS		, ,	,	1.5		'N	SERVICE FAX	(626) 579-7406
B# 1 CHARGE		J08# 1	JOURNAL PREEIX	PNCS VOE	TOTAL P	0.0	-	
		4 1/2	682					
COCHERON I	HEATING	ACCOUNT AND	A TECHNO	A SEE SE	4.5	er menent	r],	
	ISTUMER STATES BUNGENECK AND A	/ COOPENING TEMP GAGE WHEN OU VAISED CUSTOMER CONCERN	OP TOSYMEAND A	EN WHEN	A Section 1		Original Estimate &	Authorized Ravised Estimate \$
77 ng 345 ng	NKOT BUPLICATE	CUSTOMER CONCERN	LAT THIS DIFFE.	TO SECOND				
2 TO 18 ES		4.525		A CONTRACTOR	Grande of the		I acknowledge notice increase in the original	
		5084	JOURNAL PREFIX	PNCS JOSE	2 TOTAL	0.0	CUSTOMES! ACIONOMESTARES	ACCEPT OF A DOPT HERE
di di direce			rigina da de la composição de la composi				:](X	
80 8 (24.5)	Selection of the select	Section and the		JP DOR HELLE		WHITE HE	x	
	STONER STATES	MER MAKE A RIGI	TURN IS HARD G	ECK. AND	400			SM
4.46	DUNC POMER STEE	THE CHATCHE NODE	IE TANT					177
CAN TO SEE SERVICE	9235 37 51 5 55	IVE TEST NO BORE	POSSEN ATOTHIS				Good	wrench
riy Teday	44. FT - MICHES - 4 25997150	OESG	DOLL ALTI'IS HOLDO 6-508	7 E 1 E 1 C 10	IT PULL	LIANDANT		vice
	25 102 150	CORE	RETURN			THATSTAN	ži	
			PERIOR		COLO.		IN SEPA	ICE DATE
						100	3	
BP 4 CHOCK		J08 4 c	A SURVINE PREFER	CAMES DOOR	DESTRUTAL	F		
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	**************************************				1000 A	1		
BUR 4 60PNZ	A TAN ESTO	CHARLES .	The second	D. 1990, 4. 35.		::::::::::::::::::::::::::::::::::::::		
i. Bata in a A	DAI 2EBS	RIGHT FROM SUN V	150R 15 BRUKEN C	HECK AND		á	MILEAGE IN	MILEAGE OU
an B	ROKEN HINGE ** EPLACE VISOR P	ASSEMBLE STATE						
	FP NUMBER	Live 3	RUH I DR	ا 10 محت جو پر پرو	HT POLCE		.]	
ARTSOTY			AL THE STATE OF			WARRAN	Y	
					SALAHKID.	0.0		
,	, : · · · · ·	· · · · · · · · · · · · · · · · · · ·		STEPPER NAME OF	A CONTRACTOR OF THE PARTY OF TH		ALI, PARTS NEW UNLE	SS SPECIFIED OTHERWI
						•	7	
	ALWAYS BRING	G YOUR CAR HERE						
AGE 1 OF 3		CUSTOMER COPY PLEASE SEE IMPORTA		CONTINUED	ON NEXT PAG	E 89:40am	BAR# AF205773	EPA# CAL000313





CHEVROLET - PONTIAL - GMC

3333 Santa Anita Ave. El Monte, CA 91731 (626) 579-0500





We are professional grade.

www.scottchevy.com

"PNC\$80210 667 MO NO. 2331 CUSTOMER NO. 36127 77/22/08 GARY GAVARETTE 105117.75 25.874 CBTACK/GRAY U7/CREVROLET/MALIBU/SEDAN 2LT 51 COVINA, CA PODUCTION DATE VEHICLE LOLLO T S 7 N 5 7 F 07718/08 MO: 25876 FOR YOUR CONVENIENCE a a la la canada a na al a la la la la canada de la cana SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY [] CASH [] CHECK CK NO. [7:00 A.M. to 7:00 P.M. [] MASTERCARD [] DISCOVER SATURDAY 8:00 A.M. to 3:00 P.M. CLOSED SUNDAY 0.00 SERVICE FAX # (626) 579-7406 THANK TOUSTOR YOUR BUSINESS!! LUSTO PERESTONATURE acknowledge notice and oral approval of an increase in the original estimated price DESTRUMEN ACKNOWLEDGES RECEIPT OF A COPY HERBOR IN SERVICE DATE MILEAGE IN MILEAGE OUT ALL PARTS NEW UNLESS SPECIFIED OTHERWISE ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED SERVICE PAGE 3 OF 3 CUSTOMER COPY [END OF INVOICE] 09:40am BAR# AF205773 EPA# CAL000313711 PLEASE SEE IMPORTANT INFORMATION ON BACK



CHEVROLET.



CHEVROLET - PONTIAC - GMC

3333 Santa Anita Ave. El Monte, CA 91731 (626) 579-0500

www.scottchevy.com



Fuel For The Soul

OPERATION DESCRIPTION



We are professional grade.

M0/M

ΜI

BAR # AF205779

OPERATION

SERVICE HISTORY

DATE

RECOMMENDED SERVICES

OPERATION DESCRIPTION

OTPNZO24 24000 MILE SERVICE OPPNZO1 - BCDIF DIFF SERV BG OPPNZO1 - BCBATT BATTERY SVC BG OPPNZO1 - BCPLOF FREM LOF BG

REPAIR ORDER

IM IM IM IM IM.

MILEAGE ADVISOR TECHNICIAN TYPE

OOPNZO1 OOPNZEOF2 OOPNZO1-BGACS OOPNZO1-BGEVA 13PNZO1D

LUBE, OIL, FILTER

EPA # CAL000313711

TOTAL

MINOR AC SERV BG MAJOR AC SERV BG DIESEL LOF	MI MI MI MI
PERATION	OPERATION DESCRIPTION

12/21/07		69841	· ·			769 769 782 654 654 654		W 99F		Z12-04UP	TIRE ROTATE W/ TPMS SOP PART(S) ORDERED VISORS WIND NOISE			
11726/07		6840,1		5672						Z12				
				<u>., .).</u>	<u> </u>	88		·W	.70PN	Z03.	RENTAL.			
SALESPE	SON NO.				S	E R	<u>V</u> 3		<u>E</u>	STA		CALOU0285	140 NO.	
течма	1G171	57N57F		07/CHEY		MAI IRE	I/SEDA	N OLT			31775		80210	
CASH -	10121	3714371	<u> </u>	U//Cites	custos	ICA NO.	BERV	ce contra		DELIVERY DATE	DELIVERY MILES	SELLING DEALER M	07/18/08	
CREDIT OARD	Þ.				00.00	3612	/ FID	ELITY W	ARRAN CONT	09/17/07	51 STAD MOITANFICKS		HAT NO.	
DANCE NAMEDAWY	WHITT	FR CA			BL	ACK/C			I TRANS	T MILEACHE	09/17/13 ADVEDRING	100,000	2331	
omen [, V		.	PN77	AIR CON	1	1	25.874	667	CARY GAVA		
REMOVED PAITS FOR	Paragraph to	Page 1	B. marge Day	M	I HIZEZIY	ALTHORIZE TO	E STEPHEN WO	OK TO ES TOP	E NUMBER WIT	HI THE HITCHCOME WHITCH COMMENT FOR THE PURPOR ON POTOGREE TO THE CHITCH TO HIDCASE TO THE CHITCH TO THE ACTUM, MOURIN OF L	Ce designe ven co	IT YOUR CHILDYESS PERMITTED AND AND AND AND AND AND AND AND AND AN	CHARGE ARE THE D	
CUSTOMER	YME RECEIVE	QATE/TIME PROM	4050	PRIORI	MOTES OF	HE REAL HO HER BUCH RE	MELVICION NOTION A	TO AGRIMA M PERMITOR INCOME POSTINO MORE	DOMESTICATE THE CONTRACT OF THE CONTRACT OF THE	TO INDICATE TO THE CLETTE	MECH MANAGONA MIST DATE DVING MANAGONA EMICES MECHANISM COM DI	MARCH LINE COL CEST LINEN MARCH LINE LINES LINES.	MACAGE SERVENTED BYEN	
≸ 2	08:45a			0pm 7	TERMEN N	PO SHALL HAVE TO CALCH ON CE COMMON TO CA	AND COURT	MANGRAPHENER C MEAS AND FORE COLUMN DISCORD	THE TOTAL COLUMN AND THE CASE OF I BENEFICE OF I	to modae to the clitte it the action modes of L george to charged. Ital storage will be clost ital thei'l accordit of an	TOTHON CAUSE SEVEN	LIVERS ARE COMPLETED. IN	OI WEST-ONNOUNCE LOCAL	
APPOINTMENT	MALEAGE IN	_	HILEAGE DUT									PLEASE.	The statement days.	
D 160	<u> </u>				X			a.	STOMEN A	KNOWLEDGES RECEIP	OF A COPY HERE	У		
JOC										PRIOR BODY DAMAGE	4	Day	MARKE WINET चीविंगरा	
5 W	. 60PNZD	1 TATES BOTH	INT T	RIM GONG	SERN	40МРН	MAKE	WIND			- W- 1		LITE MOMENT MANAGEM	
	SE VERY L		I KEAR D	JON WILL	OV A	721001 11	415-41-41-4	•••••		ORIGINAL ESTIMATE		TIMATE: I understand th	ne my walkien will be	
										<u> </u>	AUTHORIZED B	nuthering the envious	ne doje «hmin abovo moornijooded.	
ł									PEROR	RENTAL	AU (HOHOEU II	•		
6 W	45PNZ0	1	*STE	ERING CO	NCER	N	; •		MPLAINT	PREVISED ESTIMATE (1)	PERSON CONT.	NCTED -		
	TOMER S	TATES REAF	RBEARING	S MAKE A 1	MYNIN	g NOIS	E CHE	CK AM	5 U = 0	DATE T	ME	☐ PHOME	CONTACTED BY	
		••								SHO REVISED ESTRUATE (PERSON CONT	ACTED	 	
))						٠			PRIGR MPLAINT	DATE IT	M2	VA F	OCHTÁCTED BY	
}	•	•	•						E3 🗆 NO			IN PERSON		
										PHONE #1		PHONE #2		
									ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE					
\	PRIOR								PRIOR	FOR YOUR CONVENIENCE				
1 1						COMPLAINT				SERVICE AND PARTS DEPT. HOURS: Monday - Friday				
1 1			*	•			•	יט	TES UND		7:00 AM			
[• • • • • • • • • • • • • • • • • • • •			•	٠٠.	1. 7.				Satu	rday		
	•		• :		•		•				8:00 AM	- 3:00 PM		
1 1										ł	(626) 5	79-0500		
	••								Service Fax (626) 579-7406 For Your Convenience We Offer Shuttle Service					
i										For Your Co	nvenience V	Ve Offer Smit	tic Service	
									PLEASE ARRANGE TO PICK UP YOUR CAR DURING ABOVE HOURS WE GUARANTEE OUR LABOR 12 MONTHS OR 12,000 MILES - WHICH- EVER OCCURS FIRST, GUARANTEE VALID ONLY IF RETURNED TO					
}										QUR SERVICE DE	T POR ADJUST	MENT.		
1 1										Michael Col Voyrellines	S lead this proof CHE I herbithes monthing	SMOR CHECK TACKETY TO CA TEOF REMOVEES AND HE	COODALIN MÉTROUM VAIA MOTOGO.	
										· · · · · · · · · · · · · · · · · · ·	METHOD TO	CURTINETS, ROOM LARON PARTY TO THOSE MARTINETS ASSESSED		
l í										CUSTOMPTO, WE MAKE T	HIP CHANGE CHEA LIN	THOSE PARTY LAW RESPON	JE OU BELINCOS MISSY	

PAGE 2 OF 2

PLEASE SEE IMPORTANT INFORMATION ON BACKET

POR EACH PARTICULAR 80210





CHEVROLET - PONTIAC - GMC

3333 Santa Anita Ave. (626) 579-0500



BAR# AF205773

EPA# CAL000313711



We are professional grade.

El Monte, CA 91731 www.scottchevy.com

~07°/22/08 CUSTOMED NO. 36127 667 MG NO. 2331 **"PRCS80210** GARY GAVARETTE 25,874 PERCACK/GRAY 51031277.75 TOY/CHEVROLET/MALIBU/SEDAN 2LT ***09717**/07 51 COVINA, CA PRODUCTION DATE TOUR TENTON D, NO, PPF18/08 MO: 25876 JOBP 4 TOTALS FOR YOUR CONVENIENCE JUBIL 4 JOURNAL PREISE PINCS JOBS 4 TOTAL

ABOR

WES GORNZOI

CUSTOMER STATES BOTH REAR DOOR WHEN GO A GONDH MAKE WIND

NOTSE VERY LOUGH

BASED ON INFORMATION FROM LAST VISIT ON THIS CORCERN CALLED

TAIN SPOKE TO A STEVE PHILLIPS CASE \$10397268 HE ADVISES

HHAT FROM LAST VISIT ALL WAS DONE TO FIND A PROBLEM SPONGERS

HAKSING THE DIFFERENCE WOULD IF GUSTOWER IS WIRLING TO DERIVE

WATEN OUT SPOILER TO COMPRARE NOISE FACTOR JOSE 4 JOURNAL PREESE PICS JOSE 4 TOTAL 0.00 SERVICE AND PARTS DEPT. HOURS JOB# 5 CHARGES **MONDAY THRU FRIDAY** 7:00 A.M. to 7:00 P.M. LABOR - - -SATURDAY JE 15::60PNZ01 8:00 A.M. to 3:00 P.M. **CLOSED SUNDAY** SERVICE FAX # (626) 579-7406 JOBBE 5 JOURNAE PREFIX PHCS JOBB 5 TOTAL 350.00

JOBBE 5 JOURNAE PREFIX PHCS JOBB 5 TOTAL 350.00

JOBBE 5 JOURNAE PREFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 5 JOURNAE PREFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 5 JOURNAE PREFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 5 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 5 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PROFIX PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PHCS JOBBE 5 TOTAL 350.00

JOBBE 6 JOURNAE PHCS JOBBE 5 TOTAL 350.00

JOBBE 7 JOB Original Estimato S Estimate 6 acknowledge notice and ordi approval of an increase in the original estimated price CUSTOMER ACCOMMEDGES RECEIPT OF A COPY HEREOF GoodWitench ESCUPATE
CUSTOMER CHEEPY MULTINOMICENSESSIFICE LYING
CUSTOMER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEEPY MULTINOMICENSESSIFICE LYING
REGORNER CHEE IN SERVICE DATE MILEAGE IN MILEAGE OUT The state of the s ALL PARTS NEW LANGERS SPECIFIED OTHERWISE ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED SERVICE CONTINUED ON NEXT PAGE 09:40am PAGE 2 OF 3 CUSTOMER COPY

PLEASE SEE IMPORTANT INFORMATION ON BACK