

Privileged and Confidential Information

CASE ASSESSMENT

By: Alicia White State: Oklahoma

Customer Name: [REDACTED] Service Request: 71-680121893 BBB Case No.: SAT0853782

Vehicle ID No.: 1G8AL55F06Z [REDACTED] In Service Date: 7/19/2005 Vehicle is: Used BAC Code: 164339

Year, Make & Model: 2006 Saturn ION 3 Mileage at Time of BBB Filing (55,000) Lien holder: GMAC [] Other []: {Name} DVM Name: Daniel Rohring Phone/Cell Number: 405-615-1229 Svc Mgr Name: Steven Cannon Vehicle Purchased Used on: January / February 2008 at odometer 49,000 Sale Type: Purchase [] Lease [] Other [] : {Type} CAM Name: Larry Shields Phone Number: 972-443-2901

VEHICLE REPAIR HISTORY

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

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

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

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

Power Steering failed

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
19/11/08	273452	7	56,304	Customer states – While driving, power steering shut off and service power steering came on drive info center. Dealer states – Power steering lamp verified. Necessary to replace power steering column which includes electric power steering motor.

Ignition Switch failed

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
19/11/08	273452	*	56,304	Customer states – At times vehicle will not start. After waiting for a bit will eventually start. Dealer states – Includes 12 month / 12,000 mile warranty. Replaced ignition switch and reprogrammed. Cust pay \$1138.37.

Weatherstrip loose (NOT ON CCF)

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
15/03/08	267665	1	50,601	Customer states – Weatherstrip at bottom of left front door is loose. Dealer states – Necessary to replace weatherstrip. No work done. Repair(s) recommended.

Headliner loose (NOT ON CCF)

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
15/03/08	267665	*	50,601	Customer states – Headliner is coming loose at left rear corner. Dealer states – Necessary to replace headliner. No work done. Repair(s) recommended.

{Symptom}

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

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

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

Did you confirm your answer with the customer Y

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

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

Has the customer filed any insurances claims on this Vehicle Y

If Yes obtain the following information below

Insurance Company USAA

Insurance Rep (First and Last Name) Unsure

Phone # 1-800-531-8722

Claim Made? Y Claim Status: Approved

Claim # Unsure

Did Insurance Company refer customer to GM? N

Are there any Aftermarket Modifications to the Vehicle N

Have you confirm this with the customer Y

List:

Was a Trade Repurchase offered to the customer N

(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)

Date authorized by the DVM/CAM _____

Other

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

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

GM Program Summary Repurchase/Replacement: No – Vehicle is outside of time/mileage parameters (12 months / 12,000 miles).

Lemon Law Repurchase/Replacement: No – Presumption for days out of service / number of repair attempts have not been met. Yes – Claim was filed within specified time period.

GM Program Summary Repairs/Reimbursement for past repairs: No – Vehicle is outside of time/mileage parameters (36 months / 36,000 miles).

THE STATE LEMON LAW READS:

Days out of service: 45

Repairs 4

Time period 1 year (from in-service date) – 4 years (from in-service date) to file

Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs N/A

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

Number of repair attempts in the presumption period: 0

Total days out of service during the presumption period: 0

Total days out of service during customer's ownership: 7

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: SR # 71-680121893 - power steering & ignition switch

Date & Offer/Result: Opened 11/17/2008 10:01:59 AM. Closed dissatisfied 11/25/2008 02:30:35 PM. No goodwill offered/processed.

Cust sts: I'm experiencing a regular problem with a 2006 Ion I purchased eight months ago. It doesn't start about once every two weeks, and I have to wait at least 15 minutes while I check wires, etc., to get it started again. A quick internet search turns up hundreds of people having exactly the same issue, so I think you should replace the ignition switch sensor at your expense. It's unsafe and poorly engineered to have a car that occasionally doesn't start, especially in the winter.

Cust sks: Cost assistance.

Crs adv: Due to the fact that this wasnt a repeated concern and that your outside of the bumper to bumper warranty we wouldnt be able to offer any assistance on the veh.

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

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

RECOMMENDATION AND RATIONALE

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

Cust sks: December 3, 2008 - Reimbursement for repair.

December 10, 2008 – Customer accepted reimbursement.

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:

Settle case:

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

Issued by:
Chevrolet

Certificate No. 1G1ZT548X5F [REDACTED]

Issue Date: April 11, 2011

Issued exclusively for: [REDACTED]

Sergeant Bluff, IA [REDACTED]

Valid through: December 15, 2009

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

April 11, 2011

[REDACTED]
Sergeant Bluff, IA [REDACTED]

Service Request: 71-683962296

Dear [REDACTED]

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.

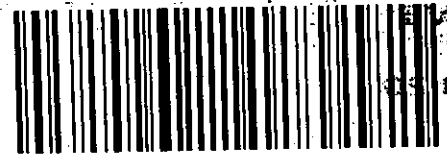
We are proud you made Chevrolet your choice when you purchased your 2005 Malibu and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department 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

CERTIFIED MAIL™

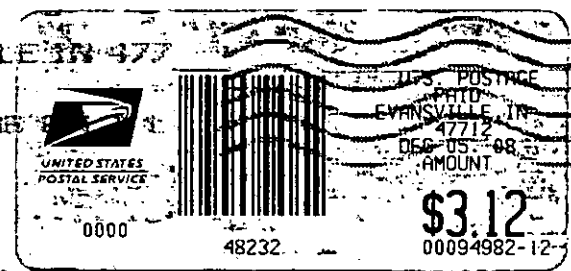
Evansville, IN



7007 2680 0002 4607 7343

EVANSVILLE IN 477

DEC 2008



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

12-09-08P01:24 RCVD

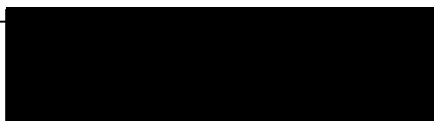


48232+5170 B050



I was told by the dealership where I purchased my car that I needed to bring it to them for repair so the claim would be filed properly with my extended warranty.

The car was sent to and repaired at a G.M. dealership.



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: November 23, 2008

17-Digit Vehicle Identification Number (VIN): 1G1ZT62825F [REDACTED]

Mileage at Time of Repair: 37323 Date of Repair: 7/18/2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Evansville State: IN ZIP Code [REDACTED]

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

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

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: [REDACTED]

Please mail this claim form and the required documents to:

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

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



TELEPHONE: (812) 471-3673



7720 E. DIVISION ST.
EVANSVILLE, IN 47715

COPY

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK (*) APPROPRIATE BOX)				
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT		
\$ PARTS	\$ LABOR	\$ TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X _____
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
P & A CODE
01466

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

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C88984

NEWBURGH

PO#3087285

CELL: [REDACTED]

WORK: [REDACTED]

IN [REDACTED]

NEWBURGH

CELL: [REDACTED]

WORK: [REDACTED]

IN [REDACTED]

FOR OFFICE USE

TAG: 0772

ADV: 700

WILSON, D

INVOICE: PRELIM CUS A C

TS

VIN: 1G1ZT6282F

[REDACTED]

VEHICLE INFORMATION

LICENSE NUMBER: IN 87A7670

INVOICED: 07/18/2007 09:43:08

05 CHEVROLET MALIBU MAX LS

ODOMETER IN: 37323

DIST: DEF

STOCK: 00000599

DATES

BEGIN: 07/16/07

DONE: 07/18/07

DATES

SOLD: 051106

CONCERN 52* DEDUCT FOR EZ CARE

CORRECTION DEDUCT FOR EZ CARE

FACTORY TECH: 101 - PARSON, JOHN

TYPE: QJS

OPERATION

TECH

AMOUNT

NC

101

.00

TOTAL CHARGE FOR CONCERN

.00

SUMMARY OF CHARGES FOR INVOICE C88984

GRAND TOTALS

TOTAL CHARGE

.00

PAYMENT DISTRIBUTION FOR INVOICE C88984

DEDUCTIBLE MOVED FROM A88984

200.00

CASH

200.00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

EZ - APCD

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANIEL WILSON

** THANK YOU **

FOR CHOOSING TOWN AND COUNTRY FORD, WE APPRECIATE YOUR BUSINESS!

PAGE 1
LAST PAGE

THANK YOU!

1000

SALES DRAFT

TOWN AND COUNTRY FORD
7800 LLOYD EXPRESS WAY
EVANSVILLE, IN 47715
TERMINAL 6854368

0000302221248997

07/20/07 02:41PM

US

REF NO. 20128015 1102

AUTH. CODE 497125

SALE TOTAL \$200.00

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IS CREDIT VOUCHER)

X
APR

TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

April 11, 2011

[REDACTED]
Evansville, IN [REDACTED]

Service Request: 71-686256456

Dear [REDACTED]

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: [REDACTED]

Service Request:
71-687238591

BBB Case No.:
PGM0932074

Vehicle ID No.:
1G2ZH558164 [REDACTED]

In Service
Date:
09/05/2005

Vehicle is: Used (Demo)

BAC Code: 170159

Year, Make & Model: 2006 Pontiac G6 GT
Mileage at Time of BBB Filing (53000)

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

Phone Number: na

Svc Mgr Name: 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.

Tires-Excessive Wear

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

Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-18-07	243213	7	33,264	CustSts: Keyless Remote Entry Inoperative. DlrSts: 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>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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.

Windows-Noise

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9-18-07	243213	*	33,264	CustSts: All windows make low moan when rolling down all the way. DlrSts: Lubed window run channels.

Radio

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

Lighting

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
11-26-05	066913	4	3231	CustSts: Exterior lighting. DlrSts: Relay-Exterior lighting replaced

Recall/Campaign (Not Related to Other Symptoms/Complaints)

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

Did you confirm your answer with the customer - Y

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

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

Has the customer filed any insurances claims on this Vehicle - 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>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: 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
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PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

Cust sts: 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.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
1. Multiple repairs on steering component.

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

1. Cust is ineligible due to time of filing vs original in service date.
2. Age and Mileage

Decision reached by CRS: Arbitrate case: Settle case:

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

TEAM LEAD APPROVING:	{Name}	Date: {Date}
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TO: JASON McFadden

From: 

71-6087 238 591



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

Handwritten notes:
 2/18/07
 Mr. Fadden
 1850 4th St
 MSB Co - 281 0324

CUSTOMER NO. 74434	ADVISOR BLAKE	TAG NO. 4294	INVOICE DATE 09/19/07	INVOICE NO. PNC5243213
LABOR RATE	LICENSE NO.	MILEAGE 33,264	COLOR G6/	STOCK NO.
YEAR/MAKE/MODEL 06/PONTIAC/BLUE	VEHICLE I.D. NO. 1G2ZH558164	DELIVERY DATE	DELIVERY MILES	
RESIDENCE PHONE	COMMENTS	R.O. DATE 09/18/07	SELLING DEALER NO.	PRODUCTION DATE

MO: 33265

LABOR & PARTS
 #1 09PNZ ELECTRICAL TECHNICIAN WARRANTY
 CUSTOMER STATES KEYLESS ENTRY LOCK BUTTON INOP
 FOUND TRANSMITTER FAULTY.
 REPLACED FAULTY TRANSMITTER AND REPROGRAMMED KEYLESS ENTRY SYSTEM.

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. 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."

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22733624	TRANSMITT 10.485		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

#2 03PNZ ENGINE/MINOR TECHNICIAN WARRANTY
 CUSTOMER STATES LOW COOLANT LIGHT GOING ON/OFF INTERMITTANTLY
 COOLANT TANK LOW. PRESSURE TESTED COOLING SYSTEM. NO LEAKS FOUND.
 REPLACED PRESSURE CAP.
 OPERATING AS DESIGNED.

"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."

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	15075118	CAP 1.240 R		
JOB # 2	1	12346290	COOLANT 8.800		
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

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.

#3 09PNZ1090 PWR WINDOWS TECHNICIAN WARRANTY
 ALL WINDOWS MAKE LOW MOAN WHEN ROLLING DOWN ALL THE WAY.
 LUBED WINDOW RUN CHANNELS
 OPERATING AS DESIGNED.

TERMS CASH OR CREDIT CARD ONLY
 Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 1 1/2% (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%.

#4 09PNZ2 ELECTRICAL REPAIR TECHNICIAN WARRANTY
 CUSTOMER STATES SUNROOF MAKES CREAKING NOISE WHEN OPENING OR CLOSING
 LUBED SUNROOF CABLES AND LINKS.

#5 16PNZ AXLE DIFFERENTIAL TECHNICIAN WARRANTY
 CUSTOMER STATES STEERING WHEEL THUMPS WHEN TURNING ALL THE WAY TO THE LEFT.
 FOUND INTERNAL FAULT IN STEERING GEAR.
 REPLACED STEERING GEAR AND SET TOE.
 OPERATING AS DESIGNED.

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

CUSTOMER NO. 74434	ADVISOR BLAKE	TAG NO. 992600 4294	INVOICE DATE 09/19/07	INVOICE NO. PNC5243213
	LABOR RATE	LICENSE NO.	MILEAGE 33,264	COLOR G6/
AVON, IN	YEAR/MAKE/MODEL 06/PONTIAC/BLUE	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1G2ZH558164	SELLING DEALER NO.		PRODUCTION DATE
	DATE NO.	P.O. NO.	R.O. DATE 09/18/07	
COMMENTS				MO: 33265

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	1	15858369	GEAR KIT 6.508		
JOB # 5	-1	15858369	CORE RETURN		
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 6 TOTAL PARTS					0.00
JOB # 6 TOTAL LABOR & PARTS					0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 6	39609		09/19/07	RENTAL	
TOTAL - SUBLET					0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 COMMENTS
 SHUTTLE

TOTALS			
<input type="checkbox"/> Cash	<input type="checkbox"/> Check #	<input type="checkbox"/> Acct Receivable	
<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> American Express	
<input type="checkbox"/> Discover	<input type="checkbox"/> GM Protection Plan		
PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS. ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE		TOTAL LABOR	0.00
	TOTAL PARTS	0.00	
	TOTAL SUBLET	0.00	
	TOTAL G.O.G.	0.00	
	TOTAL MISC CHG.	0.00	
	TOTAL MISC DISC	0.00	
	TOTAL TAX	0.00	
TOTAL INVOICE \$		0.00	

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. 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."

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TERMS CASH OR CREDIT CARD ONLY
 Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 1 1/2% (minimum charge of \$.80) 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!
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CUSTOMER SIGNATURE

 DUPLICATE INVOICE



CHEVROLET
 2001 Stanley 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	ADVISOR BLAKE	TAG NO. 992600	INVOICE DATE 10/24/07	INVOICE NO. PNC5244617
[REDACTED] AVON, IN [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 34,246	COLOR G6/
	YEAR/MAKE/MODEL 06/PONTIAC/BLUE	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1G2ZH558164	SELLING DEALER NO.		PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 10/24/07	
COMMENTS				MO: 34248

LABOR & PARTS
J# 1: 01PNZ110 ~~TECHNICAL~~ ~~WARRANTY~~
 CUSTOMER STATES ENGINE IS RUNNING ROUGH. ROUGH IDLE. RPM FLUCTUATING ABOUT 200. COULD NOT DUPLICATE PROBLEM AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2: 09PNZ ~~TECHNICAL~~ ~~WARRANTY~~
 CUSTOMER STATES REAR WINDOW STILL MAKING MOANING NOISE WHEN ROLLING UP AND DOWN. ALL WINDOWS QUIET WHILE ROLLING UP OR DOWN AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3: 20PNZ ~~TECHNICAL~~ ~~WARRANTY~~
 CUSTOMER STATES THAT THERE IS A CAP MISSING ON DRIVERS SIDE FRONT DOOR HANDLE FROM LAST REPAIR. REPLACED COVER BEHIND LEFT DOOR HANDLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	15269147	CAP 10.515	
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4: 100PNZ100 ~~TECHNICAL~~ ~~WARRANTY~~
 CHECK BRAKES, TIRE DEPTH, ALL FLUIDS, AND ANY NEEDED SERVICE REPAIRS. ADVISE!

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00

J# 5: 100PNZ125 ~~TECHNICAL~~ ~~WARRANTY~~
 30,000 MILE SERVICE. DECLINED SERVICE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 RECOMMENDATIONS
 30,000 MILE SERVICE.....\$399.95

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. 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."

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 Indianapolis, Indiana 46254
 Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR BLAKE	TAG NO. 992600 6397	INVOICE DATE 10/24/07	INVOICE NO. PNCS244617
	LABOR RATE	LICENSE NO.	MILEAGE 34,246	COLOR G6/
AVON, IN	YEAR/MAKE/MODEL 06/PONTIAC/BLUE		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G2ZH558164		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.C. NO.	R.O. DATE 10/24/07	
COMMENTS				

MO: 34248

TOTALS

<input type="checkbox"/> Cash	<input type="checkbox"/> Check #	<input type="checkbox"/> Acct Receivable	TOTAL LABOR....	0.00
<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> American Express	TOTAL PARTS....	0.00
<input type="checkbox"/> Discover	<input type="checkbox"/> GM Protection Plan		TOTAL SUBLET....	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS. ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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. 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."

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Thank You!
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 Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR ANDREW MOORE	TAG NO. 236 7923	INVOICE DATE 12/06/07	INVOICE NO. PNC5246156
LABOR RATE	LICENSE NO.	MILEAGE 35,993	COLOR G6/	STOCK NO.
YEAR/MAKE/MODEL 06/PONTIAC/BLUE	VEHICLE I.D. NO. 1G2ZH558164	DELIVERY DATE	DELIVERY MILES	
F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE	
COMMENTS		R.O. DATE 12/05/07	REPRINT# 1	

MO: 35993

LABOR & PARTS
1 1APNZ SUSPENSION/STEERING **TECHS: 992153** **WARRANTY**
 CUSTOMER STATES HEARS A POPPING NOISE WHEN TURNING LEFT TO RIGHT AT LOW SPEEDS COMING FROM THE STEERING WHEEL
 FOUND STEERING SHAFT TO BE NOISEY
 NECESSARY TO REPOSITION STEERING SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 1 TOTAL PARTS 0.00
				JOB # 1 TOTAL LABOR & PARTS 0.00

2 20PNZ INTERIOR TRIM **TECHS: 992153** **WARRANTY**
 CUSTOMER STATES THE PAINT IS PEELING OFF OF THE RADIO
 NECESSARY TO SPECIAL ORDER A RADIO

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 2 TOTAL PARTS 0.00
				JOB # 2 TOTAL LABOR & PARTS 0.00

3 00PNZ126 DECLINED SERVICES **TECHS: 992153** **WARRANTY**
 DECLINED 30K SERVICES AND ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 3 TOTAL PARTS 0.00
				JOB # 3 TOTAL LABOR & PARTS 0.00

4 20PNZ100 INTERIOR TRIM **TECHS: 992153** **WARRANTY**
 CUSTOMER STATES THE TRUNK RELEASE HANDLES ARE BROKEN
 NECESSARY TO REPLACE RELEASE HANDLES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	15826827	CABLE 11.620	
				JOB # 4 TOTAL PARTS 0.00
				JOB # 4 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS
 CALL CUSTOMER WHEN FINISHED 607-5863

RECOMMENDATIONS
 30K SERVICIES
 ALIGNMENT

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 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."

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 Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ANDREW MOORE	236 TAG NO. 7923	12/06/07	PNCS246156
AVON, IN	LABOR RATE	LICENSE NO.	35,993 MILEAGE	667 STOCK NO.
	06/PONTIAC/BLUE			DELIVERY DATE
	VEHICLE NO. 1G2ZH558164			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	12/05/07	SELLING DEALER NO.
	COMMENTS			PRODUCTION DATE
TOTALS				REPRINT# 1
				MO. 35993

- Cash Check # Acct Receivable
- Visa MasterCard American Express
- Discover GM Protection Plan

PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS. ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

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

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 "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."

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CUSTOMER SIGNATURE ***** DUPLICATE INVOICE *****



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CUSTOMER NO. 74434	ADVISOR ANDREW MOORE	TAG NO. 236	INVOICE DATE 12/13/07	INVOICE NO. PNC5246423
AVON, IN	LABOR RATE	LICENSE NO.	MILEAGE 36,206	COLOR G6/
	YEAR/MAKE/MODEL 06/PONTIAC/BLUE	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. 1G2ZH558164	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/13/07	
COMMENTS				

MO: 36207

LABOR & PARTS

JOB # 1 INTERIOR TRIM TECH(S) 992163 WARRANTY
 CUSTOMER STATES THE BUTTONS ON THE RADIO ARE CHIPPING
 SPECIAL ORDER PARTS ARE IN
 NECESSARY TO REPLACE RADIO

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	ELECTRONIC	ELECTRON		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 SUSPENSION/STEERING TECH(S) 992163 WARRANTY
 CUSTOMER STATES HEARS A CRACKING NOISE COMING FROM THE FRONT
 OF THE VEHICLE WHEN TAKING OFF ON DRY PAVEMENT
 UNABLE TO DUPLICATE AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # 3 TIRE INSPECTION TECH(S) 992163 WARRANTY
 CHECK BRAKES, TIRE DEPTH, ALL FLUIDS, AND ANY NEEDED SERVICE
 REPAIRS, ADVISE!
 PERFORMED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

ESTIMATE -
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS -
 CALL CUSTOMER WHEN FINISHED 607-5863

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. I hereby grant you and/or your employee's 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."

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CUSTOMER NO. 74434	ADVISOR ANDREW MOORE	IA# NO. 236 7994	INVOICE DATE 12/13/07	INVOICE NO. PNC5246423
	LABOR RATE	LICENSE NO.	MILEAGE 36,206	COLOR G6/
AVON, IN	YEAR/MAKE/MODEL 06/PONTIAC/BLUE			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4			DELIVERY MILES
	R.T.E. NO.	P.O. NO.	R.O. DATE 12/13/07	PRODUCTION DATE
COMMENTS				

MO: 36207

- TOTALS-----
- Cash Check # Acct Receivable
 - Visa MasterCard American Express
 - Discover GM Protection Plan

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

TOTAL INVOICE \$ 0.00

PARTS IDENTIFIED BY AN ASTERISK (*) AND PAID FOR BY THE CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS. ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

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. 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 1 1/2% (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.

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****



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

PONTIAC BUICK GMC
 5336 Pike Plaza Road
 Indianapolis, Indiana 46254
 Ph: 317-299-5555 • Fax: 317-329-4224

CUSTOMER NO. 74434	ADVISOR ANDREW MOORE	TAG NO. 236 8624	INVOICE DATE 01/04/08	INVOICE NO. PNC5247034
AVON, IN	LABOR RATE	LICENSE NO.	MILEAGE 37,508	COLOR G6/
	YEAR/MAKE/MODEL 06/PONTIAC/BLUE	VEHICLE I.D. NO. 1G2ZH558164	DELIVERY DATE	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS		R.O. DATE 01/03/08	

MO: 37509

LABOR & PARTS

~~#1: LAPNZ~~ *SUSPENSION/STEERING TECH(S): 992153 WARRANTY
 CUSTOMER STATES HEARS A CRACKING TYPE NOISE COMING FROM THE
 RIGHT FRONT WHEEL AREA WHEN TAKING OFF
 UNABLE TO DUPLICATE AT THIS TIME
 JOB # 1 TOTAL LABOR & PARTS 0.00

~~#2: CORNZ100~~ *27PT INSPECTION TECH(S): 992153 INTERNAL
 CHECK BRAKES, TIRE DEPTH, ALL FLUIDS, AND ANY NEEDED SERVICE.
 REPAIRS, ADVISE!
 PERFORMED
 JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 CALL CUSTOMER WHEN FINISHED 317-607-5863

TOTALS
 Cash Check # Acct Receivable
 Visa MasterCard American Express
 Discover GM Protection Plan

PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE
 CUSTOMER; ARE COVERED BY THE GOODWRENCH SERVICE PLUS
 LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS.
 ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

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

**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 respon-
 sible 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 acknow-
 ledged 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 Dis-
 claims 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 \$16.00 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 1 1/2% (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.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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	ADVISOR SEAN R DANIELS	TAG NO. 870 8996	INVOICE DATE 02/19/08	INVOICE NO. PNC5248627
	LABOR RATE	LICENSE NO.	MILEAGE 39,882	COLOR G6/
AVON, IN	YEAR/MAKE/MODEL 06/PONTIAC/BLUE	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4	DELIVERY DATE	DELIVERY MILES
	P.T.E. NO.	P.O. NO.	R.O. DATE 02/19/08	PRODUCTION DATE
	COMMENTS	MO: 39882		

LABOR & PARTS

J# 1: 09PNZ100 - ELECTRICAL REPAIRS: CD PLAYER ERROR
 CUSTOMER STATES THE CD PLAYER IS READING CD PLAYER ERROR WHEN LISTENING TO THE RADIO AND TRYING TO LOAD A CD UNABLE TO DUPLICATE
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2: 00PNZ100 - APZPT INSPECTION
 CHECK BRAKES, TIRE DEPTH, ALL FLUIDS, AND ANY NEEDED SERVICE REPAIRS. ADVISE!
 JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$85.00 (+TAX)

COMMENTS
 CALL CUSTOMER WHEN FINSHIED 607-5863

RECOMMENDATIONS
 30,000 MILE SERVICE

TOTALS

Cash Check # Acct Receivable
 Visa MasterCard American Express
 Discover GM Protection Plan

PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS. ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

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

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. 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."

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Thank You!

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CUSTOMER SIGNATURE

 DUPLICATE INVOICE *****

PAGE 1 OF 1
 CUSTOMER COPY
 [END OF INVOICE] 04:15pm



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	ADVISOR SEAN R DANIELS	TAG NO. 870	INVOICE DATE 02/25/08	INVOICE NO. PNCS248769
[REDACTED] AVON, IN [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 40,094	COLOR G6/
	YEAR/MAKE/MODEL 06/PONTIAC/BLUE	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1G2ZH558164	SELLING DEALER NO.		PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 02/25/08	
COMMENTS				

MO: 40094

LABOR & PARTS

# 1 09PNZ	ELECTRICAL TECHS 247	WARRANTY			
CUSTOMER STATES RADIO IS READING CD PLAYER ERROR SOP IS IN REPLACED RADIO AND PROGRAMMED					
JOB # 1 TOTAL LABOR & PARTS		0.00			
# 2 27PNZ	TWO WAY SHUTTLE TECHS 247	WARRANTY			
CUSTOMER REQUESTS TWO WAY SHUTTLE SERVICE COURTESY TRANSPORTATION PROVIDE CUSTOMER TWO WAY SHUTTLE SERVICE Z7911 MJ.98					
JOB # 2 TOTAL LABOR & PARTS		0.00			
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	28482	9999	02/25/08	REPAIR RADIO	
TOTAL - SUBLET					0.00

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TOTALS

<input type="checkbox"/> Cash	<input type="checkbox"/> Check #	<input type="checkbox"/> Acct. Receivable	TOTAL LABOR....	0.00
<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> American Express	TOTAL PARTS....	0.00
<input type="checkbox"/> Discover	<input type="checkbox"/> GM Protection Plan		TOTAL SUBLET...	0.00
PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS. ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE.			TOTAL G.O.G....	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

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CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****



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 Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR SEAN R DANIELS	TAG NO. 870	INVOICE DATE 03/25/08	INVOICE NO. PNC5249819
[REDACTED] AVON, IN	LABOR RATE	LICENSE NO.	MILEAGE 41,019	COLOR G6/
	YEAR/MAKE/MODEL 06/PONTIAC/BLUE	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4	DELIVERY DATE	DELIVERY MILES
	R.T.E. NO.	P.O. NO.	R.O. DATE 03/24/08	PRODUCTION DATE
	COMMENTS			

MO: 41019

LABOR & PARTS

~~74434PNZ12~~ *RADIO TECHNICIAN: 247 0.00
 CUSTOMER STATES STEERING WHEEL CONTROLS NOT PERFORMING PROPERLY. CHECK AND ADVISE. REPROGRAMMED RADIO
 JOB # 1 TOTAL LABOR & PARTS 0.00

~~74434PNZ~~ *SUSPENSION/STEERING TECHNICIAN: 247 0.00
 CUSTOMER STATES THERE IS A POPPING WHEN TURNING RIGHT OR LEFT.
 Steering System Diagnosis All REPOSITION INTERMEDIATE SHAFT.
 JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 607-5863

TOTALS
 Cash Check # Acct Receivable
 Visa MasterCard American Express
 Discover GM Protection Plan

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

TOTAL INVOICE \$ 0.00

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CUSTOMER SIGNATURE

DUPLICATE INVOICE

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 Indianapolis, Indiana 46254
 Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR SEAN R DANTELS	TAG NO. 870 1514	INVOICE DATE 08/07/08	INVOICE NO. PNC5254332
LABOR RATE	LICENSE NO.	MILEAGE 45,752	COLOR G6/	STOCK NO.
YEAR/MAKE/MODEL 06/PONTIAC/BLUE	VEHICLE I.D. NO. 1G2ZH558164		DELIVERY DATE	DELIVERY MILES
F.T.E. NO.		P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
COMMENTS			R.O. DATE 08/06/08	

LABOR & PARTS

JOB # 1 **SUSPENSION/STEERING**
 CUSTOMER STATE THERE IS A POPPING/CRACKLING NOISE FROM THE FRONT END WHEN TURNING RIGHT OR LEFT. FOUND STEERING COLUMN TO BE MAKING A POPPING NOISE. REPLACED COLUMN AND SIR COIL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15926870	COLUMN 6.518		
JOB # 1	1	15908975	SWITCH 2.895		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

JOB # 2 **27 POINT INSPECTION**
 CHECK BRAKES, TIRE DEPTH, ALL FLUIDS, AND ANY NEEDED SERVICE REPAIRS. ADVISE!
 27 Point Inspection All

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	GW	GM WARR DEDUCTIBLE		254332	100.00
TOTAL - MISC					100.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 CALL CUSTOMER WHEN FINISHED 607-5863

TOTALS		TOTAL LABOR....	0.00
<input type="checkbox"/> Cash	<input type="checkbox"/> Check #	TOTAL PARTS....	0.00
<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	TOTAL SUBLET...	0.00
<input type="checkbox"/> Discover	<input type="checkbox"/> GM Protection Plan	TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	100.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	100.00

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CUSTOMER SIGNATURE

 DUPLICATE INVOICE

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TERMS CASH OR CREDIT CARD ONLY
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Thank You!
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PONTIAC BUICK GMC
 5336 Pike Plaza Road
 Indianapolis, Indiana 46254
 Ph: 317-299-5555 • Fax: 317-329-4224

CUSTOMER NO. **74434** NAME **ANDREW MOORE** TAG NO. **236** TAG NO. **244** DATE **11/10/08** PNC# **257249**

AVON, IN [REDACTED] LABOR RATE [REDACTED] LICENSE NO. [REDACTED] MILEAGE **49,281** C66/ STOCK NO. [REDACTED]

06/PONTIAC/BLUE DELIVERY DATE [REDACTED] DELIVERY MILES [REDACTED]

1G2ZH558164 [REDACTED] SELLING DEALER NO. [REDACTED] PRODUCTION DATE [REDACTED]

F.T.E. NO. [REDACTED] P.O. NO. [REDACTED] DATE **11/10/08** REPRINT# **1**

LABOR & PARTS BUSINESS PHONE COMMENTS MO: **49282**

1 14PNZ SUSPENSION/STEERING TECHNICIAN: 992159 WARRANTY
 CUSTOMER STATES HEARS A POPPING NOISE COMING FROM THE STEERING COLUMN WHEN TURNING LEFT TO RIGHT NECESSARY TO REPLACE THE STEERING SHAFT, STEERING GEAR AND RIGHT FRONT LOWER CONTROL ARM E7700.5 E9740 3.7 E3530 .9

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15858369	GEAR KIT 6.508		
JOB # 1	1	15858369	CORE RETURN		
JOB # 1	1	22730776	ARM 6.168		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

2 00PNZ100 27 PT INSPECTION TECHNICIAN: 992159 WARRANTY
 CHECK BRAKES, TIRE DEPTH, ALL FLUIDS, AND ANY NEEDED SERVICE REPAIRS. ADVISE!
 27 Point Inspection All

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

3 127PNZRENT RENTAL CAR TECHNICIAN: 992159 WARRANTY
 RENTAL FOR CUSTOMER SAFTISFACTION PERFORMED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

4 09PNZ ELECTRICAL TECHNICIAN: 992159 WARRANTY
 CUSTOMER STATES AT TIMES VEHICLE WILL NOT START WITH REMOTE OR KEY NECESSARY TO CLEAN FUEL INJECTORS
 J5645 1.0

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					0.00

SUBLET PO# 50371 VEND INV# 11/10/08 INV.DATE DESCRIPTION RENTAL
 TOTAL - SUBLET WARRANTY 0.00

MISC CODE GW GM WARR DEDUCTIBLE CONTROL NO. 257249 100.00
 TOTAL - MISC 100.00

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CUSTOMER NO. 74434	ADVISOR ANDREW MOORE	TAG NO. 236	INVOICE DATE 11/10/08	INVOICE NO. PNC5257249
LABOR RATE	LICENSE NO.	MILEAGE 49,281	COLOR G6/	STOCK NO.
YEAR/MAKE/MODEL 06/PONTIAC/BLUE	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4		DELIVERY DATE	DELIVERY MILE
F.T.E. NO.	P.O. NO.	R.O. DATE 11/10/08	REPRINT# 1	
COMMENTS				

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 CUSTOMER WAITING

TOTALS

Cash Check # Acct Receivable
 Visa MasterCard American Express
 Discover GM Protection Plan

PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS. ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG..	100.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	100.00

MO: 49282

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. 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."

CUSTOMER SIGNATURE _____

***** DUPLICATE INVOICE *****

"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 1 1/2% (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

CUSTOMER NO. 74434	ADVISOR SEAN R DANIELS	TAG NO. 870 1435	INVOICE DATE 12/18/08	INVOICE NO. PNCS258482
LABOR RATE	LICENSE NO.	MILEAGE 51,035	COLOR G6/	STOCK NO.
YEAR/MAKE/MODEL 06/PONTIAC/BLUE	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4		DELIVERY DATE	DELIVERY MILES
F.T.E. NO.		F.O. NO.	R.O. DATE 12/17/08	PRODUCTION DATE
COMMENTS				

LABOR & PARTS

JOB # 1 *SUSPENSION/STEERING
 CUSTOMER STATES THE STEERING WHEEL IS POPPING WHEN TURNING RIGHT AND LEFT
 REPOSITION INTERMEDIATE SHAFT
 JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 *27PT INSPECTION
 CHECK BRAKES, TIRE DEPTH, ALL FLUIDS, AND ANY NEEDED SERVICE REPAIRS. ADVISE!
 27 Point Inspection A11
 JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

MO: 51035

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 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."

COMMENTS

TOTALS

Cash Check # Acct Receivable
 Visa MasterCard American Express
 Discover GM Protection Plan

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

TOTAL INVOICE \$ 0.00

"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."

PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS. ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

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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.

CUSTOMER SIGNATURE

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 1 1/2% (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.



General Motors Corporation
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: [REDACTED]
Service Request: 71-695081590
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61826F [REDACTED]
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 Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature

LG0006
V08012008





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

VIA FAX ONLY

March 5, 2009

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

RE: [REDACTED]
Service Request: 71-695081590
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61826F [REDACTED]
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





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

VIA FAX ONLY

March 5, 2009

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

RE: [REDACTED]
Service Request: 71-695081590
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61826F [REDACTED]
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:	[REDACTED]	
VIN#:	1G1ZT61826F	[REDACTED]
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: Reedman Toll, Langhorne	BAC #206432
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 #

2nd DEALER: NorthEast Chevrolet	BAC # 113847
SVC MGR: David Stressman/Leon Newman	PH # (215) 824-0800
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:

Jennifer
Wooding/Austin/GM1
03/31/2009 02:39 PM

To rsilverman@lemonlaw.com
cc
bcc
Subject [REDACTED] SR 71-695081590

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



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

VIA FAX ONLY

March 9, 2009

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

RE:

[REDACTED]
Service Request: 71-695081590
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61826F [REDACTED]
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



VIN: 1G1ZT6182 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: JMC61P

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:

TRADE:

DLVY TO: [REDACTED]

TRD DOE:

SRVC IN:

PHILADELPHIA

PA [REDACTED]

SRVC OUT:

CANC SRVC IN:

BFSO ORD DT:

BFSO CUST:

PRICE ASSUR DT:

PRICE ASSUR RT:

--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

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
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

VIN: 1G1ZT6182 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: JMC61P

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
SZA	01	13 15547	2336138	04/07/06	100.00	OP		0.00	9

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

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- [REDACTED] VIN-1G1ZT61826F [REDACTED]

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- [REDACTED] VIN-1G1ZT61826F [REDACTED]

DVM Denise Zobel:

Hi, my name is [REDACTED]. 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.

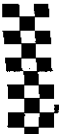
C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

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



GMC

HUMMER

General Motors Business Resource Center

FAX

To: Mary Richards
Company:
Fax: 2157028453
Phone:

From: Patricia Easley
Fax: 866-508-1966
Phone: 866-790-5600 X11216
E-mail:

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 of title showing lien holder information.

pat easley/brc legal/atx/11216



WID: 06100 3400 0074 10-001

New Title Number: [REDACTED]

General Systems Solutions On-Line Registration System

Pennsylvania Department of Transportation Applicant Summary Statement

Transaction: New Title/New Reg Purchase Date: Mar 31, 2006 Prev Title No: None		Processor: REEDMAN TOLL AUTO WORLD/00859654 Process Date: Apr 10, 2006/ Prev Dup Title Count: 0		Processed By: TERRY WHITE Temp Reg Date: Mar 31, 2006 State of Origin: None	
VIN: 1G1ZT61826F [REDACTED] Vehicle Type: PASSENGER Y3/Make: 2006/CHEV Odom Reading: 7 Purchase Price: \$17,090.00		Condition: SDN [] Police Body: G [] Taxi Fuel: [] O/S Tires Odom Qual: ACTUAL MILEAGE		Stock No: 179919/30882 GVWR: [REDACTED] GCWR: [REDACTED] Seat Cap: [REDACTED] Chassis Mfr: [REDACTED]	
Owner Information: [REDACTED]		Lessees Information: None		Insurance Information: GRICO Dec 30, 2005 Jun 30, 2006	
PHILADELPHIA/PA/ [REDACTED]		Survivorship? [] ODPF [] Retired [] Daily Rental Mail Code: [REDACTED]		PennDOT Fees Sales/Use Tax: 1,196.30 Title Fee: 22.50 Lien Fee: 5.00 Reg/Proc Fee: 36.00 Dup Reg Fee: 0.00 Transfer Fee: 0.00 Increase Fee: 0.00 Replacement Fee: 0.00 Other Fee: 0.00 Total: \$1,259.80	
Trade In #1 Information: VIN: None YR: [REDACTED] Make: [REDACTED] Condition: [REDACTED] Allowance: [REDACTED]		Lien Holder #1 Information: GMAC PO BOX 8140 COCKEYSVILLE/MD 21030 [] ELT		Fees & Sales Tax Information: Tax exempt Reason: NCNE/00 Tax Exempt No: [REDACTED] Taxable Sale Price: \$17,090.00 [] Local Sales Tax Override? % Rate: 0.07	
Trade In #2 None Allowance: [REDACTED]		Lien Holder #2 None			
Trade In #3 None Allowance: [REDACTED]		Lien Holder #3 None			
Assigned Tag Type: PASSENGER Assigned Tag No: [REDACTED] Assigned Exp Mo/Yr: Feb/2007		Class: [REDACTED] RRGN: [REDACTED] RRGCN: [REDACTED]		Assigned Exp Sticker No: 0287565 Class Sticker No: [REDACTED] Transferred Title No: [REDACTED] Transferred Tag No: [REDACTED] Relation To Applicant: [REDACTED] No of Dup Reg Cards: 0	
Signature of Person from Whom Tag is Being Transferred: [REDACTED]				[] W/Renewal [] W/Tag Replacement [] W/Tag Exchange	

[] - Request for Optional Registration At A Weight Exceeding the GVWR (MV-1005)

WARNING: The operation of a truck loaded beyond the manufacturer's Gross Vehicle Weight Rating (GVWR) may create unsafe conditions and also void the manufacturer's warranty if damage should occur. I/we request that the above described vehicle be registered at the gross vehicle weight (RRGW or RRCGW) listed above under the provisions of Section 1916(b) of the Vehicle Code as amended by Act No. 8 (1980), approved 2-15-80. I/we acknowledge that I have been warned by the Department of Transportation that loading my truck beyond the manufacturer's gross weight rating may damage it and its occupants, as well as other vehicles and 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/our operating privilege(s) or vehicle registration(s) for failure to maintain financial responsibility on the currently registered vehicle for the period of its completion; and, that, if an exemption from payment of sales tax is claimed, I am/we are authorized to claim this exemption. I/we further certify that I/we have examined and signed this form and its contents are true and correct and I/we make application for certificate of title for the vehicle described above.

Date Subscribed and Sworn to:	Signature of Applicant or Authorized Signer:
Signature of Notary Administering Oath:	Signature of Co-Owner/Title of Authorized Signer:
S E A L	[] VIN/GVWR Certification or Tracing is Required. Place Signature of Person Verifying VIN/GVWR or the Tracing Here: I hereby certify that I have verified the VIN/GVWR of this vehicle and the VIN/GVWR listed above is correct SIGN: _____ DIN: _____

Detach Here 01 of 01 COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY: FEB 28, 2007 VALID: 04/10/06

PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 1G1ZT61826F [REDACTED]
YR/MAKE: 2006 CHEV
TYPE: SDN
WID: 06100 3400 0074 10-001

I hereby acknowledge this day that I have received notice of the provisions of Section 3708 of the Vehicle Code.

EMISSION INSPECTION REQUIRED/DIESEL EXEMPT COUNTY: PHILADELPHIA

PHILADELPHIA PA



RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

30882

Buyer (and Co-Buyer) - Name and address (include county and zip code) <div style="background-color: black; width: 150px; height: 40px; margin-bottom: 5px;"></div> PHILADELPHIA PA [REDACTED] CO: PHILADELPHIA	Creditor (Seller name and address) REEDMAN-TOLL AUTO WORLD RT1 LANGHORNE PA 19047-3004
---	---

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

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	CHEVROLET MALIBU MAXX	1G1ZT61826F [REDACTED]	<input checked="" type="checkbox"/> Personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business

Your trade-in is a: Year _____ Make _____ Model _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment.
2.50%	\$ 720.00	\$ 18463.95	\$ 19184.04	of \$ 3500.00 is \$ 22684.04

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
36	\$ 532.89	Monthly beginning 04/30/2006	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge. If the vehicle is a heavy commercial motor vehicle, the charge will be 4% of the part of the payment that is late. Otherwise, the charge will be 2% per month of the part of the payment that is late, figured based on a full calendar month for any part of a month that is more than 10 days.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)	\$ 21786.30(1)
2 Total downpayment = (If negative enter "0" and see line 4H below)	
Gross trade-in \$ N/A -payoff by seller \$ N/A	
= net trade-in \$ N/A + cash \$ N/A	
+ other (describe) REBATE \$ 3500.00	\$ 3500.00(2)
3 Unpaid balance of cash price (1 minus 2)	\$ 18286.30(3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$ N/A	
Disability \$ N/A	N/A
B Other insurance paid to the insurance company	
(describe) N/A	\$ N/A
C Official fees paid to government agencies	\$ 48.15
D Government taxes not included in cash price	\$ 5.00
E Government license and/or registration fees	\$ 36.00
REG=\$36.00	
F Government certificate of title fees	\$ 27.50
(includes \$ 5.00 security interest recording fee)	
G Other charges (Seller must identify who is paid and describe purpose.)	
to N/A for N/A	\$ N/A
to REEDMAN-TOLL for NOTARY FEE	\$ 6.00

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

Check the insurance you want and sign below:

Optional Credit Insurance.
 Credit Life Buyer Co-Buyer
 Term N/A

Credit Disability (Buyer Only)
 Term N/A

Premium:
 Credit Life \$ N/A

Credit Disability \$ N/A

N/A (Insurance Company)

N/A (Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life or credit disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions.

Other Insurance.
 N/A N/A
 Type of Insurance Term

Premium \$ N/A

N/A (Insurance Company)

N/A (Home Office Address)

I want the insurance checked above.

+ other (describe) REBATE	\$	3500.00	\$	3500.00(2)
3 Unpaid balance of cash price (1 minus 2)	\$		\$	18286.30(3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):				
A Cost of optional credit insurance paid to the insurance company or companies				
Life	\$	N/A		
Disability	\$	N/A		N/A
B Other insurance paid to the insurance company				
(describe) N/A	\$		\$	N/A
C Official fees paid to government agencies	\$	48.15		
D Government taxes not included in cash price	\$	5.00		
E Government license and/or registration fees				
REG=\$36.00	\$	36.00		
F Government certificate of title fees (includes \$ 5.00 security interest recording fee)	\$	27.50		
G Other charges (Seller must identify who is paid and describe purpose.)				
to N/A for N/A	\$		\$	N/A
to REEDMAN-TOLL for NOTARY FEE	\$	6.00		
to REEDMAN-TOLL for DOC FEE	\$	55.00		
to N/A for N/A	\$		\$	N/A
to N/A for N/A	\$		\$	N/A
H Net trade-in payoff to N/A	\$		\$	N/A
Total other charges and amounts paid to others on your behalf	\$	177.65(4)		
5 Amount financed (3 + 4)	\$	18463.95(5)		
6 Finance charge	\$	720.09(6)		
7 Total of payments - time balance (5 + 6)	\$	19184.04(7)		

insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life or credit disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions.

Other Insurance.

N/A **N/A**

Type of Insurance Term

Premium \$ **N/A**

N/A (Insurance Company)

N/A (Home Office Address)

I want the insurance checked above.

Buyer Signature _____ Date _____

Co-Buyer Signature _____ Date _____

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

If you do not meet your contractual obligations, you may lose your motor vehicle.

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

Buyer Sign _____ Co-Buyer Sign _____

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

You authorize us to obtain information about you or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration authorities.

See back for other important agreements.

Do not sign this contract on a Sunday.

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

Notice to Buyer.

Do not sign this contract in blank. You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.


Buyer Sign _____ Date **03/31/2006** Co-Buyer Sign _____ Date **03/31/2006**

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

Buyer Sign _____ Date **03/31/2006** Co-Buyer Sign _____ Date **03/31/2006**

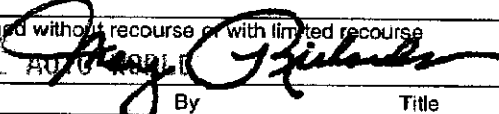
Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here _____ Date _____ Address _____

Creditor Signs **REEDMAN-TOLL AUTO WORLD** Date **03/31/2006** By  Title _____

Seller assigns its interest in this contract to: General Motors Acceptance Corporation (GMAC) GMACAB Nuveel Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse Assigned without recourse or with limited recourse

Seller _____ By _____ Title _____ REEDMAN-TOLL AUTO WORLD By  Title _____

REEDMAN TOLL

AUTO WORLD

1700 E. Lincoln Hwy., Langhorne, PA 19047
 (215) 757-4961
 www.reedmantoll.com

CUST NO: 179919
 DEAL # 3088

DATE: 03/31/2006

STATE: PHILADELPHIA PA

PHONE: [REDACTED]

PRICE OF VEHICLE: 20590.00

VEHICLE INFORMATION

VEHICLE: 2006 CHEVROLET MALIBU MAXX 4DR SDN

COLOR: MED GRY MET TRIM: EBONY CUST MILEAGE: 7

VIN: 1G1ZT61826F [REDACTED]

STOCK NO: 602421 NEU SALESMAN: JAMES A. BERTO, IVD

GM CREDIT CARD: 3000.00
 MARCH MADNESS: 500.00

DESCRIPTION OF TRADE IN 1

YR: [REDACTED] MAKE: [REDACTED] MODEL: [REDACTED] TYPE: [REDACTED]

COLOR: [REDACTED] TRIM: [REDACTED] MILEAGE: [REDACTED]

VIN: [REDACTED]

GMAC
 555 Business Center Dr.
 Horsham, PA 19044

DESCRIPTION OF TRADE IN 2

YR: [REDACTED] MAKE: [REDACTED] MODEL: [REDACTED] TYPE: [REDACTED]

COLOR: [REDACTED] TRIM: [REDACTED] MILEAGE: [REDACTED]

VIN: [REDACTED]

AMT. REC. ON DELIVERY: CASH \$ [REDACTED] CHECK \$ [REDACTED]

DEL. DATE: [REDACTED] DEL. BY: [REDACTED]

HOLD CHECK: [REDACTED] TEMP TAG: [REDACTED]

Amount is calculated in "Cash on Delivery" but funds are not received until cashier's receipt for hold check is processed.

Cash Price of Vehicle & Accessories	17090.00
Sales Tax	1196.30
REGISTRATION	36.00
TITLE	22.50
TRANSFER	5.00
ENCUMBRANCE	63.50
On Line MV Reg. Fee	10.00
Dealer On Line MV Processing Fee	14.15
Documentary Fee	55.00
Messenger Fee	14.00
Notary Fee	6.00
TEMP FEE	10.00
TIRE FEE	5.00
OTHER CHARGES	

WARRANTY INFORMATION

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

USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.

AS IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECT THAT PRESENTLY EXISTS OR THAT MAY OCCUR IN THE VEHICLE.

PURCHASER SIGNATURE: [REDACTED]

AGENCY FEE

Trade-in: 18463.95

Less Payoff *

Net Trade In

Deposit

Cash on Delivery

Net Trade + Deposit + Cash on Delivery = Total Down Payment

Unpaid Balance of Total Price

USED CAR BUYERS GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

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, forfeit as damages the amount of \$ [REDACTED]

VIN MED GRV MET		EBONY CUST		MILEAGE 7	
STOCK NO. 1G1ZT61826F		SALESMAN			
602421 NEW		JAMES BERTO INO			
DESCRIPTION OF TRADE IN 1					
YR.	MAKE	MODEL	TYPE		
COLOR	TRIM	MILEAGE			
DESCRIPTION OF TRADE IN 2					
YR.	MAKE	MODEL	TYPE		
COLOR	TRIM	MILEAGE			
AMT. REC. ON DELIVERY		CASH \$	CHECK \$		
DEL. DATE		D. BY		TEMP. TAG	
HOLD CHECK					

WARRANTY INFORMATION

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

USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.

AS IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECT THAT PRESENTLY EXISTS OR THAT MAY OCCUR IN THE VEHICLE.

PURCHASER'S SIGNATURE X

USED CAR BUYERS GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

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, forfeit as damages the amount of \$

PURCHASER'S SIGNATURE X

Purchaser hereby acknowledges to the above clause

Buyer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, with any retail installment sale contract, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer, by signing this Agreement, acknowledges that he has read its terms and has received a true copy of this Agreement.

This Agreement is not binding upon either Dealer or Buyer until signed by an authorized Dealer representative. YOU, THE BUYER, MAY CANCEL THIS AGREEMENT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THE AGREEMENT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER.

BUYER ACKNOWLEDGES THAT IF THIS BOX IS CHECKED, THIS AGREEMENT CONTAINS AN ARBITRATION CLAUSE.

BUYER HAS READ ALL PAGES OF THIS AGREEMENT AND AGREES TO ALL TERMS AND CONDITIONS IN THIS AGREEMENT.

BUYER SIGNS X

CO-BUYER SIGNS X

AUTHORIZED DEALER SIGNATURE

GM CREDIT CARD 3000.00
 MARCH MADDNESS 500.00

GMAC
 555 Business Center Dr.
 Horsham, PA 19044

Cash Price of Vehicle & Accessories		17090.00
REGISTRATION	TITLE	1196.30
36.00	22.50	
TRANSFER	ENCUMBRANCE	1196.30
	5.00	
	On Line MV Reg. Fee	63.50
	Dealer On Line MV Processing Fee	10.00
	Documentary Fee	14.15
	Messenger Fee	55.00
	Notary Fee	14.00
		6.00
	TEMP FEE 10.00 / TIRE FEE 5.00	15.00

OTHER CHARGES

AGENCY FEE

	Trade-In	18463.95
	Less Payoff *	
	Net Trade In	
	Deposit	
	Cash on Delivery	
	Total Down Payment	
	Unpaid Balance of Total Price	18463.95

Net Trade In Deposit Cash on Delivery

DATE 03/31/2006

DATE 03/31/2006

(Must Be Accepted By An Authorized Representative of GM Dealer)

show and request that the available customer
a check be (c) or (c) as a price reduction
possible by law, as a price reduction

Salesperson: 3154

PHILADELPHIA PA 19146
 PHILADELPHIA
 60242
 2008 Chevrolet Malibu
 12T58
 191278228
 New/Used New

CustomerTaxRate:
 0.07
 DealType: **Cash**
 Factory Employee:
 Business
 Rebate Taxable
 Incentive Taxable

PRGID	Amount	Rate	Term	ToCust	Taxable	Manual	StairStep	AuthCD1	AuthCD2
16138	\$3,000.00	0.00	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	al65025	
Amount: 0.00		Incentive: 0.00	StairStep: 0.00		Other: 0.00		Residual OverMiles Miles 0 0 0		
GM CARD (800-944-7099) IN AUTO SHOW VEHICLES									
Term 0 Incentive 0.00									
16197	\$353.00	353.00	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>		
Amount: 0.00		Incentive: 0.00	StairStep: 0.00		Other: 0.00		Residual OverMiles Miles 0 0 0		
dealer cash DO NOT APPLY									
Term 0 Incentive 0.00									
16736	\$500.00	0.00	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>		
Amount: 500.00		Incentive: 0.00	StairStep: 0.00		Other: 0.00		Residual OverMiles Miles 0 0 0		
BPH MALIBU MARCH MADNESS BONUS CASH									
Term 0 Incentive 0.00									

APPROVED BY:


Manager Signature: ROB MCGINLEY 3/31/2008 3:08:22 PM

2006 MALIBU MAXX LT /V6G CHEVROLET MOTOR DIVISION
 88U MEDIUM GRAY METALLIC GENERAL MOTORS CORPORATION
 19C EBONY 100 RENAISSANCE CENTER
 ORDER NO. JMC1P/TRE STOCK NO. DETROIT MI 48243-1114
 VIN 1G1 ZT61 82 6F [REDACTED] VEHICLE INVOICE 1AD76711067
 *****13*15547S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT68 MALIBU MAXX LT	21025.00	19448.13	INVOICE 11/04/05
LX9 3.5L V6 ENGINE	N/C	N/C	SHIPPED 11/04/05
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	EXP I/T 11/18/05
NE1 50-STATE EMISSIONS	N/C	N/C	INT COM 11/18/05
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	PRC EFF 11/04/05
			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
 REMIT TO GMAC NO. 020
 VIN 1G1ZT61826F [REDACTED]
 \$ 20493.63 INV 1AD76711067
 DUE 11/18/05 DEALER 15-547

Service Request Activity

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		Source	White Mail	Updated	2/28/2007 02:52:01 PM
Serial #/VIN	1G1ZT61826F	Model Year	2006	Priority	Medium	License #	CHEVROL
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 Mileage	GMPP Retail Cost
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Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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Certificate Details

Certificate Number	Amount	Expiration Date
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Pre-Authorization Basics

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

Created	Created By	Assigned To	Activity Type	Activity 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 Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Pat Easley State: PA

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

Vehicle ID No.: 1G1ZT61826F [REDACTED] In Service Date: 3/31/2006 Vehicle is: NEW BAC Code: 206432
 Year, Make & Model: 2006 Chevrolet Malibu Maxx Vehicle Purchased Used on: N/A
 Lien holder: GMAC Other : {Name} DVM requests Purchase Price of
 Was TAC contacted for this vehicle NO 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

Brakes

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

Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1-4-08	840069	*	9,329	C/S that at idle, sound like a percolating coffee pot.- No problem found . All noises normal.

Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 maneuvers.- Cannot 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

Axle

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

Wheel/Tires

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 speed.-See 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 BY 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

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.**



Patricia Easley/Austin/GM1

03/05/2009 11:37 AM

To denise.zobel@gm.com

cc

bcc

Subject 71-695081590- [REDACTED] VIN-1G1ZT61826F [REDACTED]

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

Mar. 5. 2009 2:29PM

No. 6579 P. 8

NORTHEAST AUTO OUTLET

7 8 6 6 3 5



CUSTOMER #: [REDACTED]

WORKORDER

3301 GRANT AVENUE
PHILADELPHIA, PA 19114
(215) 824-0800 800-673-4712
www.northeastauto.com

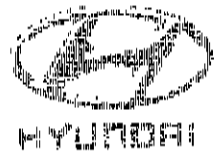
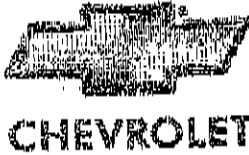
PAGE 1

PHILA PA HOME: [REDACTED] BUS:

SERVICE ADVISOR: 2308 STRESSMAN, D

06	CHEVROLET MALIBU	1G1ZT61826F	9330	14528/14530	T9669
01JAN06 IS					
01JAN06 DD					
20JAN2009 08:45					

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	STATE		CPC	STATE INSPECTION EST: TOTAL 20.00
# B	E		CPC	EMISSION INSPECTION EST: TOTAL 50.00
# C			CPC	CK. POWER STEERING INOP WHEN MAKING PARKING MANUEVERS



*Ok need
Fist In*

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned hereby acknowledges that the undersigned understands and agrees that the undersigned is not to perform with

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

9669

16K164600

14528

necessary material left in vehicle in plays caused by it. I hereby grant libed on streets. mechanic's lien is The dealership is

PRELIMINARY ESTIMATE # 70.00

AUTHORIZED BY (X)	[REDACTED]			
REVISED ESTIMATE (1)	DATE	TIME	BY	
REVISED ESTIMATE (2)				
REVISED ESTIMATE (3)				

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

X
CUSTOMER SIGNATURE

SERVICE WORKORDER

No. 6579 P. 9

Mar. 5. 2009 2:29PM

MTR	Technicians Notes	Additional Service Request			LINE	Time Clock
		Hrs.	Service Required	Parts Amount		
	Cause: <i>SK</i> <i>EMM</i>					ON OFF
	Corrections:					ON OFF
	<i>SCAN PCM No Codes.</i>					ON OFF
	Cause: <i>Cannot Duplicate Code</i> <i>road test</i>					ON OFF
	Corrections:					ON OFF
		Hrs.	Service Required	Parts Amount	Labor Amount	ON OFF
	Cause:					ON OFF
	Corrections:					ON OFF

FLAGS:

CVCS826158

CVCS826158

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

179919

JOHN J KUDZMAS 3839 S358 10/03/07 CVCS826158

7,271 MED GRY MET 602421

06/CHEVROLET/MALIBU MAXX/4DR SDN

7

PHILADELPHIA, PA

1 G 1 Z T 6 I 8 2 6 F

10/03/07

MO: 7274

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----
GREEN TEAM

TOTALS-----

* NEXT RECOMMENDED SERVICE: *
* 10/01/2008 / 12074 MI 00CVZ004 PA STATE & EMISSIONS *

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

THANK YOU FOR YOUR BUSINESS!!

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

X _____
CUSTOMER SIGNATURE

REEDMAN TOLL

AUTO WORLD

215-757-4961
www.reedmantoll.com

Reedman-Toll Auto World
U.S. Route 1
Langhorne, PA 19047
(215) 757-4961
20176

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ006 00CVZ004	6000 MILE SERVICE PA STATE & EMISSIONS	MI MO	36.95 79.95	01CVZ006R	6000 MILE SERVICE	MI	36.95

SERVICE HISTORY

DATE	REPAIR ORDER#	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/23/05	711015	3	3839	1544 1544 1544 1544 1544		75CVZMALIBU 75CVZ2 75CVZ27 85CVZ 85CVZ2ZETCH	NEW CAR PDI EXEMPT EMISSIONSPREP PDI FLUID ADDS ACCESSORIES ETCH

SALESPERSON NO. 3154 JAMES A BERTOLINO

SERVICE

STATE REG# AL74

PLANT NO. 1G12161826E	YEAR/MAKE/MODEL 06/CHEVROLET/MALIBU MAXX/4DR SDN	PRODUCTION DATE 602421	STOCK NO. GJB-4214	PLANT NO. 826158
TECH # [REDACTED]	CUSTOMER NO. 179919	DELIVERY MILE 7	SELLING DEALER NO. 10/03/07	PLANT NO. 10/03/07
PHILADELPHIA, PA	COLOR MED GRY MET/EBONY	EXPIRATION DATE	EXPIRATION MILE	TAP NO. S358
RESIDENCE PHONE [REDACTED]	TURBO [REDACTED]	ADVISOR NO. 3839	ADVISOR JOHN J KUDZMAS	
BUSINESS PHONE [REDACTED]	AIR COND [REDACTED]			
TIME RECEIVED 07:46am	DATE/TIME PROMISED 10/03/07 11:59pm			

[ETCH SERIAL#] E5Z3538 [EXT WARRANTY] UNIVERSAL

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

WAIT WAIT WAIT

COMMENTS: GREEN TEAM

- W 11CVZ 1031 STEERING CONCERN
CUST STATES: POWER STEERING DOES NOT SEEM TO BE OPERATING WHEN DRIVING AT LOW SPEEDS
- W 11CVZ02 1031 STEERING/SUSPENSION
CUSTOMER STATES: TORQUE STEERING TAKES WHEEL OUT OF HANDS WHEN LANE CHANGING AT HIGHWAY SPEED
- W 08CVZ12 1031 BRAKE VIBRATION
CUSTOMER STATES VIBRATION WHEN BRAKING HAPPENS AT HIGHWAY SPEED
- I 00CVZ 1031 MULTI POINT INSP.
PERFORM MULTI POINT INSPECTION REPORT

INITIAL YOUR CHOICE
 I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
 I AUTHORIZE THE ABOVE REPAIRS UP TO \$
 DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$
 I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$

CUSTOMER SIGNATURE [REDACTED] AUTHORIZED ADD'L REPAIRS \$

ADD'L REPAIRS OK'D BY

DATE TIME

AT PHONE NO. CALLED

SPECIFIC AUTHORIZATION GIVEN:

REEDMAN TOLL

AUTO WORLD

Mechanical Shop and/or Body Shop Customer Labor Charge Mechanical Shop Uses (Excludes Labor Glass Material) Body Repairs Uses Motor Crash Estimate (Includes an Average Time Requirement for the Performance of Specific Vehicle Repairs and Which May Therefore Be Either More or Less Than the Actual Clock Time in Any Given Instance, if No Labor Rate is Published, Actual Time Clock Time Will Be Charged at the Above Labor Rate and Includes Services of Our Customer Service Advisor, Mechanic, Technician, Shop Supervisor, Quality Control Inspector, Body, Paint, Trim and Water Leak Technician (Where Applicable) Facilities & Concessions as Necessary.

SERVICE FILE COPY

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

PART MEASUREMENT/REPLACEMENT DOCUMENTATION

Dealer Code: _____

Repair Order Number: 826158

Front Rotor - ORIGINAL/REFINISHED thickness measurements (required when front labor operation is used):

- Thickness Specification (Min. Thickness/ Discard Stamped on Rotor/SI): .898 inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Front (OLF) 1.09 inch/mm
Right Front (ORF) 1.017 inch/mm
- REFINISHED measured thickness after refinish: Left Front (RLF) .952 inch/mm
Right Front (RRF) .991 inch/mm

Rear Rotor - ORIGINAL/REFINISHED thickness measurements (required when rear labor operation is used):

- Thickness Specification (Min. Thickness/ Discard Stamped on Rotor/SI): .465 inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Rear (OLR) .521 inch/mm
Right Rear (ORR) .521 inch/mm
- REFINISHED measured thickness after refinish: Left Rear (RLR) .509 inch/mm
Right Rear (RRR) .510 inch/mm

Rotor Replacement:

If rotors are replaced, you must indicate reason for replacement:

Chen P METAL wasted within 1/2 mile while trying to Borwish 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) 0.001 inch
Right Front (LRF) 0.001 inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used:
Left _____ Right _____ (Example: 801-03)

Rear Rotor (required when rear rotor labor operation is used):

- LRO measurement after rotor refinish/replace: Left Rear (LLR) 0.001 inch
Right Rear (LRR) 0.001 inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used:
Left _____ Right _____ (Example: 801-03)

Service Information

Document ID# 1756294
2006 Chevrolet Malibu

Disc Brake Component Specifications

Application	Specification	
	Metric	English
Caliper Bore Diameter-Front	60.0 mm	2.36 in
Caliper Bore Diameter-Rear	38.0 mm	1.50 in
Front Brakes J41/J67	276.0 mm	10.866 in
• Rotor Diameter	22.8 mm	0.898 in
• Rotor Discard Thickness*	0.05 mm	0.002 in
• Rotor Maximum Allowable Assembled Lateral Runout	1.50 mm	0.059 in
• Rotor Maximum Allowable Scoring	23.0 mm	0.906 in
• Rotor Minimum Allowable Thickness After Refinish	0.025 mm	0.001 in
• Rotor Maximum Allowable Thickness Variation	26.0 mm	1.023 in
• Rotor Thickness New		
Front Brakes JL9	296.0 mm	11.653 in
• Rotor Diameter	22.8 mm	0.898 in
• Rotor Discard Thickness*	0.05 mm	0.002 in
• Rotor Maximum Allowable Assembled Lateral Runout	1.50 mm	0.059 in
• Rotor Maximum Allowable Scoring	23.0 mm	0.906 in
• Rotor Minimum Allowable Thickness After Refinish	0.025 mm	0.001 in
• Rotor Maximum Allowable Thickness Variation	26.0 mm	1.023 in
• Rotor Thickness New		
Rear Brakes JL9/J67	270.0 mm	10.630 in
• Rotor Diameter	11.8 mm	0.465 in
• Rotor Discard Thickness*	0.05 mm	0.002 in
• Rotor Maximum Allowable Assembled Lateral Runout	1.50 mm	0.059 in
• Rotor Maximum Allowable Scoring	12.0 mm	0.472 in
• Rotor Minimum Allowable Thickness After Refinish	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 any rotor that does not meet this specification. After refinishing the rotor, replace any rotor that does not meet the minimum thickness specification.

10/3/2007

Mar. 6. 2009 4:46PM

DELIVERED BY MAIL

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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these 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 know-how to do a job properly and safely. 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 dealer for information on whether your vehicle may benefit from the information.



**WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION**

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**Document ID# 1879716
2006 Chevrolet Malibu**



10/3/2007
Mar. 6. 2009 4:46PM

Mar. 5. 2009 2:28PM

No. 6579 P. 4

NORTHEAST AUTO OUTLET

7 3 5 3 4 0



CUSTOMER # [REDACTED]

WORKORDER

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

PAGE 1

PHILA. PA

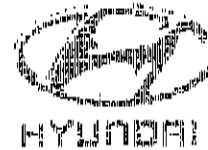
HOME [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 1708 SHENKO, L

05	CHEVROLET MALIBU	1G1ZT61826F	6221/ 6224	T511
01JAN06 DD		17:00 22JUN07		CASH

22JUN2007 08:06

LINE	OP CODE	PLAT	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				CPC	CUSTOMER STATES WHEN AT A STOP OR AT VERY SLOW SPEEDS (EX: PARKING) THE POWER STEERING DOES NOT WORK - CUSTOMER CAN HARDLY TURN THE STEERING WHEEL, THE TIRES WILL NOT TURN. <i>OK when Driving higher speeds.</i>
# B 3		0.30		CPC	LUBE OIL & FILTER, TOP OFF ALL FLUIDS AND ADJUST TIRE PRESSURE.



EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE € 33.95 + tax

AUTHORIZED BY	[REDACTED]			
REVISED ESTIMATE (1)		DATE	TIME	BY
REVISED ESTIMATE (2)				
REVISED ESTIMATE (3)				

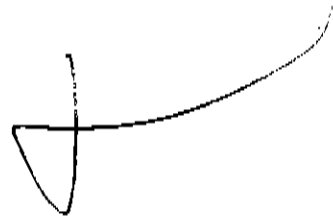
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

SERVICE WORKORDER

JS840069

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



179919

THOMAS WHITE

4368

T223

01/04/08

CVCS840069

9,329 MED GRY MET

602421

PHILADELPHIA, PA

06/CHEVROLET/MALIBU MAXX/4DR SDN

1 G 1 Z T 6 1 8 2 6 F

01/04/08

MO: 9329

LABOR

CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE
PER RECOMMENDED MILEAGE INTERVAL
TIRE ROTATION COMPLETE

JOB# 5 TOTALS----- LABOR 19.95

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 19.95

TOTALS

* NEXT RECOMMENDED SERVICE: *
* 01/02/2009 / 14597 MI 00CVZ004 PA STATE & EMISSIONS *

*****		TOTAL LABOR....	94.85
* [] CASH [] CHECK CK NO. [] *		TOTAL PARTS....	15.00
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	6.59
		TOTAL INVOICE \$	116.44

THANK YOU FOR YOUR BUSINESS!!

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

CUSTOMER SIGNATURE

JAN 04 PAID

Che

IN

REEDMAN TOLL

AUTO WORLD

215-757-4961
www.reedmantoll.com

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

WAIT

WAIT

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009	9000 MILE SERVICE	MI	67.00	00CVZ004	PA STATE & EMISSIONS	MO	79.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/03/07	826158	7274	3839	1031		11CVZ 11CVZ02	STEERING CONCERN STEERING/SUSPENSION BRAKE VIBRATION
11/23/05	711015	3	3839	1031	W	06CVZT2 00CVZ 75CVZMALIBU 75CVZ2	MULTI POINT INSP. NEW CAR PDI EXEMPT EMISSIONSPREP

SALESPERSON NO. 3154 JAMES A BERTOLINO

S E R V I C E

STATE REG# AL74

Year/Make/Model 06/CHEVROLET/MALIBU MAXX/4DR SDN	Production Date 6/24/07	Book No. 602421	License No. 840069
Customer No. 179919	Delivery Date	Delivery Miles	Registration No. 01/04/08
Color MED GRY MET/EBONY	Contract No. 9333	Expiration Date	Expiration Miles
Turbo CVZ	Air Cond. R.S.	Trans.	Mileage 320
Advisor No. 4368	Advisor THOMAS WHITE	Tag No. T223	

103)

PHILADELPHIA, PA

09:04am 01/04/08 11:59pm

LABOR RATE

1G1Z161826F

06/CHEVROLET/MALIBU MAXX/4DR SDN

179919

MED GRY MET/EBONY

CVZ

4368

THOMAS WHITE

103)

PA STATE INSPECTION

LUBE OIL FILTER SPEC

CUSTOMER REQUESTS LUBE OIL AND FILTER BE COMPLETED

SUSPENSION CONCERN

CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS A RUBBING SOUND IN THE REAR

ENGINE NOISE

CUST STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT

TIRE ROTATION

CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE

INITIAL YOUR CHOICE

I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS

I AUTHORIZE THE ABOVE REPAIRS UP TO \$

DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES

I UNDERSTAND THAT IF I AUTHORIZED YOU TO REPAIR REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE GUN OF \$

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE

AUTHORIZED ADD'L REPAIRS

ADD'L REPAIRS OK'D BY

DATE

TIME

AT PHONE NO. CALLED

SPECIFIC AUTHORIZATION GIVEN:

IM 8146 1643

A281624622

MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES, MECHANICAL SHOP USES CHELTON LABOR GUIDE MATERIAL, BODY REPAIRS USED BENTON CRASH ESTIMATING GUIDE WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR TIME IS INDICATED ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC, TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY PAINT TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & OVERSIGHTING AS NECESSARY.

WAIT

REEDMAN TOLL

AUTO WORLD

Mar. 5. 2009 2:28PM

No. 6579 P. 6

X

NORTHEAST AUTO OUTLET



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

773177

WORKORDER

PAGE 1

CUSTOMER # [REDACTED]
[REDACTED]
PHILA, PA [REDACTED]
HOME [REDACTED] BUS:

SERVICE ADVISOR: 2286 DAVIS, M

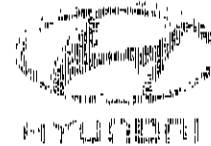
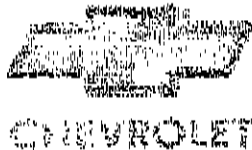
YEAR	MAKE	MODEL	VIN	ENGINE	TRANS	DRIVE
06	CHEVROLET	MALIBU	1G1ZT61E26F [REDACTED]	1257B/		T1301
DEL DATE	PROD DATE	WARR EXP	PROMISED	FINO	PAID	INVT
01JAN06 IS			17:00 01AUG08		CASH	
01JAN06 DE						
REG	OPENED	READY	OPTIONS:			
01AUG2008	09:18		81			

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A LOF CPC LUBE OIL AND FILTER
EST: TOTAL 34.95

B ROTATE CPC ROTATE TIRES
EST: TOTAL 24.95

desired 15K



EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ 59.90

AUTHORIZED BY *X*

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

[REDACTED SIGNATURE]

SERVICE WORKORDER

Mar. 5, 2009 2:28PM

No. 6579 P. 7

LINE	Technicians Notes	Additional Service Request			LINE	Time Clock
		Hrs.	Service Required	Parts Amount		
	Cause:					ON OFF
	Corrections:					ON OFF
	Cause:					ON OFF
	Corrections:					ON OFF
	Cause:					ON OFF
	Corrections:					ON OFF

FLAGS:

Mar. 5. 2009 2:27PM

No. 6579 P. 3

717050

NORTHEAST AUTO OUTLET

ACCOUNTING

3301 GRANT AVENUE
PHILADELPHIA, PA 19114
(215) 824-0800 800-673-4712
www.northeastauto.com

PAGE 1

SERVICE ADVISOR: 1706 L SHENKO

PHILA, PA
HOME BUS:

06	CHEVROLET MALIBU	1G1ZT61826F	3066/3066	T351
01JAN06 IS		17:00 20DEC06	CASH	20DEC06

08:08 20DEC06	10:51 20DEC06	OPTIONS:		
---------------	---------------	----------	--	--

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
LOF LUBE OIL AND FILTER											
1	25010792		FILTER			340	550	0	6.12	5.50	5.50
3066 LOF											

HYDRA BOOSTER SWELN PARKING IN A LIGHT SPOOT ROLLS STEERING HARD TO STEER
 CAUSE:
 DEER CUSTOMER CONCERN NOT DEPICTED

172	WARC	0.03	0.30	740	2423	24.23	24.23
-----	------	------	------	-----	------	-------	-------

CLAIM TYPE:
 RATE CODE:

740	2423	LABOR
-----	------	-------

EST. 02 98 200806 0000 SA 170
 PARTS DISPOSAL RATE 2.00

DATE	START	FINISH	DURATION	TYPE	TECH	GROUP	ORG
12-20-06	08:49	09:57	1.13	W	172	A	
08:57	09:59	00:02	00:02	W	172	B	

ACCOUNT	SALES	COST	CONTROL	ACCOUNT	SALES	COST	CONTROL
46000	1519	740		46700	1545	1125	
62000	228	0		22520	3492	*****	
32400							
25800							

COST, SALE, & COMP TOTALS 2605 5687 0

I agree to pay all sums due as set forth on this invoice and in the event of non-payment or returned checks I agree to pay all collection costs including reasonable attorney fees.

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

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

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.

CUSTOMER SIGNATURE

DESCRIPTION	AMOUNT
LABOR AMOUNT	15.19
PARTS AMOUNT	15.45
GAS, OIL, LUBE	0.00
BULLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	32.64
CHARGE AMOUNT DUE	0.00
SALES TAX	2.28
PLEASE PAY THIS AMOUNT	

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

RECOMMENDED SERVICES			MO/MI		TOTAL		
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY							OPERATION DESCRIPTION	
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION	

P D I STATE REG# AL74

SALESPERSON NO.		YEAR / MAKE / MODEL		PROD. DATE	STOCK No.	LICENSE No.	R.O. No.
VEHICLE ID No. 1G1ZT61826F		06/CHEVROLET/MALIBU MAXX/4DR SDN			602421		711015
REEDMAN-TOLL AUTO WORLD U.S. ROUTE 1 P.O. BOX 3004 LANGHORNE, PA 19047		CUSTOMER No.	SERVICE CONTRACT	DEL. DATE	DEL. MILE	SELL DEALER No.	R.O. DATE
		10					11/23/05
RESIDENCE PHONE 215-757-4961		BUSINESS PHONE 215-757-4961		CONTRACT No.		EXP. DATE	EXP. MILES
TIME RECEIVED 02:29pm		DATE / TIME PROMISED 11/24/05 12:30pm		MILEAGE 3		ADVISOR No. 3839	ADVISOR JOHN J KUDZMAS
PRIORITY 5		LABOR RATE		TAG No. M533			
APPOINTMENT							
<input type="checkbox"/> Yes							
<input checked="" type="checkbox"/> No							

100	ORIGINAL CUSTOMER ESTIMATE:	TOTAL
X		0.00
1	75CVZMALIBU NEW CAR PDI	
2	75CVZ EXEMPT EMISSIONS PREP	
	PERFORM EXEMPT EMISSIONS PREP	
3	75CVZ PDI FLUID ADDS	
	ADD FLUIDS AS NEEDED	
4	85CVZ ACCESSORIES	
	INSTALL STARTER KILL	
5	85CVZETCH ETCH	
	INSTALL UNIVERSAL ETCH	

711015

REEDMAN TOLL

AUTO WORLD

215-757-4981
www.reedmantoll.com

Reedman-1011 AUTO WORLD
U.S. Route 1
Langhorne, PA 19047
(215) 757-4961

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPL	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. **P D I**

STATE REG# AL74

Year/Make/Model	06/CHEVROLET/MALIBU MAXX/4DR SDN		PRODUCTION DATE	602421	LICENS# NO.	711015
Customer No.	10	Service Contract	Delivery Date		Selling Dealer No.	112305
Reedman-Toll Auto World U.S. Route 1 P.O. Box 3004 Langhorne, PA 19047	Med GRY MET/EBONY		Contract No.		Expiration Date	11/3/33
Residence Phone	215-757-4961	Business Phone	215-757-4961	TURBO	ADVISOR	3839
APPOINTMENT	02:29pm	07/24/05	12:30pm	ADVISOR	JOHN J KUDZMAS	

REPRESENTATION, AGREEMENT AND RELEASE: I own the vehicle described above and am authorized to sign this contract for the owner. I authorize Reedman Toll to furnish repairs services and parts and to transport the vehicle on public highways and elsewhere to test and inspect it. I agree to pay Reedman Toll a storage charge of \$200 per day. Reedman Toll will not be liable for (a) any parts furnished, if I do not pick up the vehicle within 48 hours after it is repaired, (b) any damage to the vehicle due to use of antirust, or (c) any indirect, special or consequential damages arising out of any services, materials, or parts furnished by Reedman Toll. I release and forever discharge Reedman Toll, its employees and agents and their liability and claims of any nature, whether known or unknown, resulting from the negligent performance of services or from any breach of contract or implied warranty for all liability and claims of any nature, including any implied warranty of performance of repairs for a particular purpose. If I am properly notified, Reedman Toll will, however, readily promptly deliver to me a copy of any repair or maintenance service which was not performed by it in a called and workable manner. An express release of any and all claims to the vehicle to ensure the total cost of the repairs. Acceptance of the vehicle by me or any authorized representative will mean I really took agreement and release.

INITIAL YOUR CHOICE

I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS

I AUTHORIZE THE ABOVE REPAIRS UP TO \$

DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$

CUSTOMER SIGNATURE _____

ORIGINAL ESTIMATE \$ 1544

AUTHORIZED ADD'L REPAIRS \$ 6

ADD'L REPAIRS OK'D BY _____

DATE _____ TIME _____

AT PHONE NO. CALLED _____

SPECIFIC AUTHORIZATION GIVEN: _____

MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGE, MECHANICAL SHOP USES (CHRYSLER LABOR GUIDE MATERIAL), BODY REPAIRS USES MOTOR CRASH ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF REPAIRS. VEHICLE REPAIRS AND WHICH MAY THEREAFTER BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE OBTAINED AT THE ABOVE LABOR RATE AND INCLUDED SERVICE OF OUR CUSTOMER SERVICE ADVISOR. MECHANICAL SHOP SUPERVISOR, QUALITY CONTROL, SUPERVISOR, BODY PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCES AS NECESSARY.

711015

711015

Reedman and Reedman, FINEARTS/DRIVE COURTESY, © (2008)

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

Vehicle Identification Number 1G1ZAG1926F Dealer/BAC Code 3347 Stock # 62421 Repair Order # 711015

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:

- Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.
AFTER: LF 30 RF 30 LR 30 RR 30
- Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- Verify RPO and RPA options
- Install all accessories; check fit, finish and operation

Road Test:

ODOMETER: Before 2 After 3
Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

During Road Test:

- Drive on a legal roadway with road conditions permitting evaluation of the following:
- Engine Performance: Cold start, idle quality
- HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- Radio, cassette and CD player (regular, steering wheel and rear controls)
- Steering wheel - center position
- Steering for leads, pulls, vibration at idle, vibration while driving
- Wipers, delay and washers (front and rear)
- Brakes for noise, pulls, vibration or shudder at both high and low speeds
- Unusual wind noise

- Unusual noises/vibrations
- Squeaks and rattles
- Transfer case or TAPshift function (if equipped)
- Cruise/adaptive cruise (if equipped)
- OnStar for connectivity (if equipped)
- Transmission shifter, clutch, noise, shift smoothness
- Engine performance: Hot start, idle quality
- Check for MIL, SES, SVS, and warning lights

Under Hood:

- Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts
VOLTAGE 12.8

VOLTAGE

DATE 11/28/05 INITIAL rw

- Remote hood release, latch and hood safety latch
- Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- Fluid levels: Add as required

Body/Chassis:

- Doors, locks, keys and keyless entry system
- Check child safety door/window locks are in normal (unlocked) position (if equipped)
- Neutral start safety switch (if equipped)
- Power mirrors (if equipped)
- Horn
- Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- Seats: Check operation and that removable seats are properly secured

- Seat belts: material, operation and latches
- Child Comfort Guide - elastic cord visible (if equipped)
- Removable top/panel, convertible top
- Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- Trunk safety release (if equipped)
- Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

Under Vehicle:

- Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- Brake/fuel lines secured in clips
- Check all fluid systems for leaks

Final Inspection & Preparation:

- Perform just prior to delivery.
- Interior; Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- Install floor mats (if equipped)
- Thorough exterior wash and dry; check for water leaks
- Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- Erase all messages on voice recorder (if equipped)
- Reset fuel economy readings
- Set clock/calendar to local time
- Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed by:

R. Wilson
Technician (Print Name)

[Signature] 11-28-05
Service Manager (Signature) Date

Mar. 6. 2009 4:44PM

No. 1599 P. 2

MAR 6, 2009 SUMMARY HISTORY DISPLAY Store 01 SERVC01 PORT 5086 3030

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
CUSTOMER NAME [REDACTED] SERIAL NO. 1G1ZT61826F [REDACTED]								
TOTAL R/O'S 3 TOTAL SERV. DAYS 7 MAKE CV CHEVROLET								
1	840069	01/04/2008	9329	A	4366			
				T	1031	1	C 00CVZ005	PA STATE/EXEMPT
				T	1031	2	C 00CVZ001	LUBE/OIL/FILTER
				T	1031	3	I 09CVZ	SUSPENSION CONCE
				T	1031	4	I 13CVZ03	ENGINE NOISE
				T	1031	5	C 00CVZ04	4 TIRE ROTATION
2	826158	10/03/2007	7274	A	3839			
				T	1031	1	I 11CVZ	STEERING CONCERN
				T	1031	2	I 11CVZ02	STEERING/SUSPENS
				T	1031	3	W 06CVZ12	BRAKE VIBRATION
				T	1031	4	I 00CVZ	MULTI POINT INSP
3	711015	11/23/2005		3	A	3839		
				T	1544	1	I 75CVZMALIBU	NEW CAR PDI
				T	1544	2	I 75CVZ2	EXEMPT EMISSIONS
				T	1544	3	I 75CVZZ7	PDI FLUID ADDS

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

Mar. 6. 2009 4:44PM

No. 1599 P. 1

REEDMAN TOLL AUTO WORLD
1700 EAST LINCOLN HIGHWAY
LANGHORNE, PA 19047
Phone: (215) 757-4961
Fax: (215) 757-7971

To: GM Legal (Patricia Easley) 866-508-1966

From: Reedman Toll Chevy Date: 3/6/09

Re: [Redacted] Pages: (including cover) 23 pages

CC:

- For Review
- Please Comment
- Please Reply
- Please Recycle



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Mar. 6. 2009 4:44PM

No. 1599 P. 3

Chevrolet Malibu

Date 11/23/05 Stock No 602421

Make Chevrolet Malibu

S O No. JMC61P

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/TC/WC/B/S/LP/MF

CD W CART

NAV. SYS. W CART

AIR GAGE

DVD W REMOTE

HEADPHONE 2

No. 1599 P. 4

Mar. 6. 2009 4:44PM

REEDMAN-TOLL AUTO WORLD
LANGHORNE PA 19047-3004

WE OWE

30

NAME [REDACTED] STK. NO. 602421 NEW XXXX USED
 ADDRESS [REDACTED] YEAR 2006 MAKE CHEVROLET
 CITY PHILADELPHIA STATE PA ZIP [REDACTED] MODEL 4DR SDN
 PHONE [REDACTED] VIN NO. 1G1ZT61826F [REDACTED]
 SALESPERSON JAMES A BERTOLINO DEL. DATE 03/31/2006

QTY.	NAME OF ITEM	PART
	NO ADDITIONAL ITEMS DUE	
	NOTHING ADDITIONAL PROMISED	
	THIS RECEIPT MUST BE PRESENTED FOR SERVICE	

I hereby accept this WE-OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed.

(FOR APPOINTMENT CALL SERVICE DEPT.)

DATE 03/31/2000

APPROVED

[Signature]

CUSTOMER [REDACTED]
 FORM 100-1 (REV. 1/05)

Reynolds and Reynolds

MGR:

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

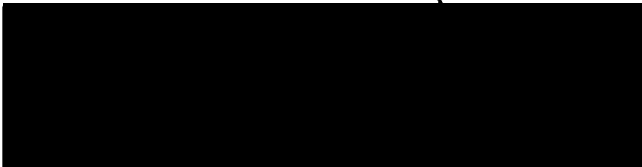
FIRM GM BRC

FAX NUMBER 066 508 1964

SENT BY Erica

TOTAL NUMBER OF PAGES 9

MESSAGE: RO History for



OUR FAX NUMBER: 215 - 824 - 2083

CONFIDENTIALITY

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General Motors Corporation
Business Resource Center
PO Box 33470
Detroit, MI 48232-5470

VIA FAX ONLY

March 5, 2009

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

RE: [REDACTED]
Service Request: 71-695081590
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61826F [REDACTED]
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



Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Pat Easley State: PA

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

Vehicle ID No.: 1G1ZT61826F [REDACTED] In Service Date: 3/31/2006 Vehicle is: NEW BAC Code: 206432
 Year, Make & Model: 2006 Chevrolet Malibu Maxx Vehicle Purchased Used on: N/A
 Lien holder: GMAC Other : {Name} DVM requests Purchase Price of
 Was TAC contacted for this vehicle NO 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.

VEHICLE REPAIR HISTORY

Brakes

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

Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1-4-08	840069	*	9,329	C/S that at idle, sound like a percolating coffee pot.- No problem found . All noises normal.

Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 maneuvers.- Cannot 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.

Axle

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

Wheel/Tires

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 speed.-See 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:

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 INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE 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: \$

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.**



KIMMEL & SILVERMAN
P.C.

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

JACQUELINE C. HERRITT**
ROBERT A. RAPKIN*
MELISSA K. FIALA**
IRA P. SMADES*
ANGELA K. TROCCOLI**
FRED DAVIS**
AMY L. BENNECOFF**
CHRISTINA GILL ROSEMAN**
RICHARD A. SCHOLER**
KATE G. SHUMAKER**

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL*

*Member, PA Bar
*Member, NJ Bar
*Member, DE Bar
*Member, NY Bar
*Member, MA Bar
*Member, MD Bar
*Member, OH Bar
*Member, MI Bar
*Member, NH Bar
*Member, CT Bar

March 4, 2009

VIA EMAIL ONLY
gmerinfo@gmexpert.com

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

Re: [REDACTED] **v. General Motors Corporation**
Vehicle: 2006 Chevrolet Malibu-Maxx
Date of Purchase: 03/31/2006
Place of Purchase: Reedman Toll, Langhorne
VIN: 1G1ZT61826F [REDACTED]

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. [REDACTED] 50-93
213

DATE
05/07/09

*****6,500 DOLLARS

*****00 CENTS

AMOUNT
*****6,500.00

PAY
TO THE
ORDER
OF

[REDACTED]
 CHICAGO IL

North American Operations
 General Motors Corporation
 Disbursement Account

Ann D. Albee

SIGNATURE

The Chase Manhattan Bank, N.A.
 Syracuse, New York

AUDIT

[REDACTED]

North American Operations

General Motors Corporation
 Disbursements (2613)
 PO Box 62530
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

05/07/09

VENDOR
DUNS NO. BB 00000011

1

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG558964	05/06/09 71-701759847	VM 1-BXXJ3Z .1-BXXJ3Z	00.0000	6,500.00	.00	6,500.00
TOTAL				6,500.00	.00	6,500.00

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

M3

May 5, 2009

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

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
Customer Relationship Specialist: Shera Vasquez

Dear Ms. Postelli:

Enclosed please find a check in the amount of \$6,500.00 made payable to [REDACTED] and [REDACTED] 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 -**
[REDACTED]

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 www.GM.com. 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 -** [REDACTED]

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 [REDACTED]. The customer's vehicle is a 2006, Pontiac G6 with 24,344 miles. Vin# 1G2ZG558964 [REDACTED]. 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.

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

Main Office

120 West Madison, 10th Floor

Chicago, Illinois 60602

www.krohnandmoss.com

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Writer's Direct Facsimile
(866) 309-9458
Writer's Direct E-Mail
gmoss@consumerlawcenter.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

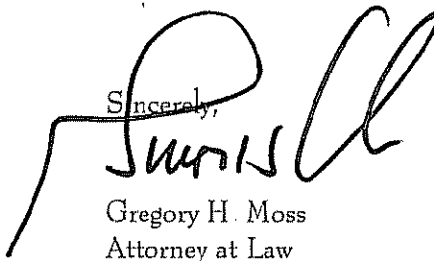
RE: [REDACTED] v. General Motors Corporation

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,



Gregory H. Moss
Attorney at Law

GM/am

FROM :

FAX NO. :

Feb. 04 2009 05:51PM P1

95172

308379

Rogers Auto Group



Telephone: (312) 225-4300 Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

INVOICE

PAGE 1

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

CHICAGO, IL

HOME: [REDACTED] BUS [REDACTED]

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964	[REDACTED]	24623/25678	T418	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	VAR. RATE	PAYMENT	INV. DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	04FEB09
R.O. OPENED	READY	OPTIONS:					
09:04 22JAN09	06:54 04FEB09	STK:P8071A ENG:3.5 Liter SFI TRN:MX0					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A 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)
SUBL ENTERPRISE 56043							
							(N/C)

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	LUBE PLUS-28	POINT SAFETY CHECK				
	3K	GM QUICK LUBE PLUS-28	POINT SAFETY CHECK				
		2	CR6		12.85		12.85
		1	25010792 FILTER	5.00	5.00		5.00
		1	SOLVENT WASHER	1.62	1.62		1.62
		5	OIL ENGINE	1.69	1.69		8.45
		1	LUBE GREASE	0.35	0.35		0.35

C COURTESY VISUAL SERVICE INSPECTION							
CAUSE: RENTAL							
		27903	3	DAYS RENTAL			
			2	W			(N/C)
		FC:	99	PART#: COUNT: 0			
		CLAIM TYPE:					
		AUTH CODE:					
		MJ					

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
EPA CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer's Signature: _____

FROM :

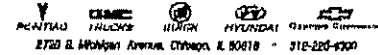
FAX NO. :

Feb. 04 2009 05:51PM P2

95172

308379

Rogers Auto Group



2720 S. Michigan Avenue, Chicago, IL 60618 • 312-225-4300

Telephone: (312) 225-4300 • Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

Chicago License No. 000243

INVOICE

PAGE 2

CHICAGO, IL

HOME :

BUS

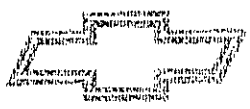
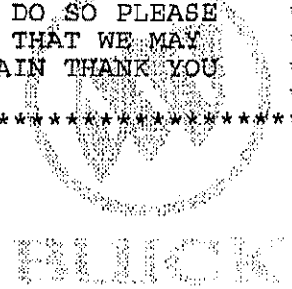
CELL :

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964		24623/25678	T418	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	VAR RATE	PAYMENT	INV DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	04FEB09
R.O. OPENED	READY	OPTIONS: STK:P8071A ENG:3.5 Liter SFI TRN:MX0					
09:04 22JAN09	06:54 04FEB09						

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

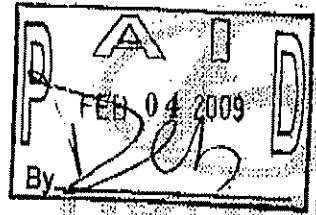
 * OUR SERVICE STAFF WANTS YOU "COMPLETELY *
 * SATISFIED", IF WE FAIL TO DO SO PLEASE *
 * CONTACT US IMMEDIATELY SO THAT WE MAY *
 * CORRECT YOUR CONCERN. AGAIN THANK YOU *
 * FOR YOUR VALUED BUSINESS. *



GENUINE CHEVROLET



PONTIAC



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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 Labor.

DESCRIPTION	TOTALS
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

Customer's Signature: _____

FROM :

FAX NO. :

Feb. 04 2009 05:52PM P3

95172

308379

ROGERS AUTO GROUP

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616
Telephone: (312) 225-4300 · Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

PAGE 1

ACCOUNTING

CHICAGO, IL
HOME: [REDACTED] BUS: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

COL	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964	[REDACTED]	24623/25678	T418	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	VALUATION	PAYMENT	INV DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	04FEB09
R.O. OPENED	READY	OPTIONS:					
09:04 22JAN09	06:54 04FEB09	STK:P8071A ENG:3.5 Liter_SFI TRN:MX0					

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A 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

2IMISC	0.00	0.00	0	0	0.00	0.00
SUBL ENTERPRISE 56043						
W			48600	48600	486.00	486.00

VERSION 1 (EMP# 28,04FEB09 06:52): 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

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

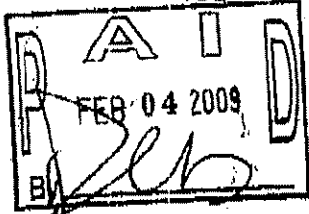
B GM QUICK LUBE PLUS-28 POINT SAFETY CHECK

3K GM QUICK LUBE PLUS-28 POINT SAFETY CHECK

2 CR6	0.40	0.40	1210	1285			12.85	12.85
1 25010792 FILTER			386	500	0	5.00	5.00	5.00
1 SOLVENT WASHER			162	162	0	1.62	1.62	1.62
5 OIL ENGINE			845	845	0	1.69	1.69	8.45
1 LUBE GREASE			25	35	0	0.35	0.35	0.35

C COURTESY VISUAL SERVICE INSPECTION
CAUSE: RENTAL
Z7903 3 DAYS RENTAL

2 W	0.00	0.00	0	0	0.00	0.00
FC: 99 PART#: COUNT: 0						
CLAIM TYPE:						
AUTH CODE:						
MJ						



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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 Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
EPA CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer's Signature

FROM :

FAX NO. :

Feb. 04 2009 05:50PM P1

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

C O P Y

02/04/2009 11:00:09

Debited :

Transaction # 1.2
Acc:
Entry: Swiped
Invoice # 308379
Debited: 29.85

Reference No.: 02161161
Auth.Code: 923330
Response: APPROVAL R#005
Resp. Code: AAR1
Acct Type: CHECKING

CUSTOMER COPY

THANK YOU
HAVE A NICE DAY!

01/30/2009 16:48 913127451963

PAGE 05/06

2nd Visit

95172

306271

INVOICE

Rogers Auto Group



2720 S. MICHIGAN AVENUE, CHICAGO, IL 60616 • 312-225-4300
Telephone: (312) 225-4300 • Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

PAGE 1

CHICAGO, IL
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 75 CINDI X PIUNTI 138

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/DUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964	[REDACTED]	24344/24344	T390	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	VAR RATE	PAYMENT	INV DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	26DEC08
R.O. OPENED	READY	OPTIONS: STK:P8071A ENG:3.5 Liter_SFI TRN:MX0					

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

A POWER STEERING LIGHT COMES ON AND ENG DIES-RESTARTS BACK UP
CAUSE: SHORTED

EB434 POWER STEERING ASSIST MOTOR REPLACEMENT

2 W
1 25805894 MOTOR
FC: 6G
PART#: 25805894
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ.

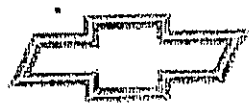


BUICK

B** RENTAL
CAUSE: RENTAL

Z7904 RENTAL NEEDS, ZONE AUTH

2 W
FC: 99 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ



GENUINE CHEVROLET

SUBL ENTERPRISE PO#55480



PONTIAC

* 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 *
 * FOR YOUR VALUED BUSINESS. *

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	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

Customer's Signature: _____

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 TRUCK-BUICK-HYUNDAI STATE THAT

(TRANSFEROR'S NAME - SELLER - PRINT)

20735

THE ODOMETER NOW READS _____ MILES AND TO THE

ODOMETER READING (NO TENTHS)

BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED BELOW, UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

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

MAKE PONTIAC	MODEL G6	BODY TYPE SD
VEHICLE IDENTIFICATION NO. 1G2ZG558964	YEAR 2006	DEALER STOCK NO. P8071A

TRANSFEROR'S SIGNATURE (SELLER) <i>[Signature]</i>	(PRINTED NAME)
TRANSFEROR'S STREET ADDRESS (SELLER) 2720 S. MICHIGAN AVE.	
(CITY) CHICAGO, IL 60616	(STATE) (ZIP CODE)
DATE OF STATEMENT 06/16/2008	

TRANSFEREE'S SIGNATURE (BUYER) X	(PRINTED NAME)
TRANSFEREE'S SIGNATURE (CO-BUYER) X	(PRINTED NAME)
TRANSFEREE'S NAME (BUYER)	
(CITY) CHICAGO (STATE) IL (ZIP CODE)	

01/30/2009 16:50 913127451963

PAGE 02/02

95172 RETAIL INSTALLMENT CONTRACT - MOTOR VEHICLE - SIMPLE INTEREST

FEDERAL TRUTH-IN-LENDING DISCLOSURE STATEMENT

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate 16.49 %	FINANCE CHARGE The dollar amount the credit will cost you. \$ 8428.50	Amount Financed The amount of credit provided to you or on your behalf. \$ 14428.62	Total of Payments The amount you will have paid after you have made all payments as scheduled. \$ 22857.12	Total Sale Price The total cost of your purchase on credit including your downpayment of \$ 725.00 \$ 23582.12
--	--	--	---	---

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 317.46	monthly beginning 07/20/2008
N/A	N/A	N/A

Security: You are giving a security interest in the goods being purchased and in any monies, credits or other property of yours in the possession of the Assignee, on deposit or otherwise.

Late Charge: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less.

Prepayment: You have the right to prepay the unpaid balance in full or in part at anytime without penalty. See your contract terms below and on the reverse side for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalties and further information about security interests.

No. _____

Identification of Ass

Cash Price \$ _____

Less Cash Downpayment \$ _____

Value of Trade-In \$ _____

Trade \$ N/A

Lien Payoff \$ N/A

To: N/A

Unpaid Balance of Cash Price \$ _____

Amount Paid to "WE MAY BE RETAINING A T" \$ _____

Unpaid Balance Due on Trade-In \$ N/A

Year, Make, Model of Buyer's Trs (Paid to) N/A

*Insurance Companies:

- N/A \$ _____
- N/A \$ _____
- N/A \$ _____

Public Officials (Licenses, Title & Taxes) \$ _____

*Paid to ERT Service Provider for OPTIONAL ERT FOR \$ _____

- To BOCFEE - POTOSI \$ _____
- To N/A \$ _____
- To N/A \$ _____

Buyer(s) _____ (Names) _____ (Residence Address) _____ (City) _____ (State) IL

Buyer(s) N/A (Names) _____ (Residence Address) _____ (City) _____ (State) IL

Seller ROGERS AUTO GROUP 2720 S MICHIGAN AVE CHICAGO, IL 60616 (Corporate Firm or Trade Name) _____ (Business Address) _____ (City) _____ (State) IL

Seller hereby sells and Buyer or Buyers, jointly and severally, hereby purchase the following motor vehicle with accessories and equipment thereon for the deferred payment plan in this contract. Buyer acknowledges delivery and acceptance of said motor vehicle in good condition.

New or Used	Year	Make of Vehicle	Model	Body Style	No. Cyl.	Serial Number	Body Color	To
USED	2006	PONTIAC	G6	SD		1G2ZG558964	BLU	

Buyer promises to pay to the order of Seller at the offices of: DRIVE FINANCIAL SERVICES (Assignee) located in DALLAS

the Amount Financed shown above together with a Finance Charge on the principal balance of the Amount Financed from time to time unpaid at the rate of _____ per annum from date until maturity in 71 installments of \$ 317.46 each and a final installment of \$ 317.

to accrued Finance Charge and the balance to principal. The Finance Charge has been computed on the scheduled unpaid balances of the Amount Financed on the as installments will be paid when due. Guarantor, if any, guarantees collection of all amounts due under this contract upon failure of the Seller to collect from the Buyer.

SECURITY INTERESTS: Seller is granted a purchase-money security interest in the motor vehicle described above and all accessories under the Illinois Uniform Commercial Code and all future indebtedness for taxes, liens, repairs and insurance premiums advanced by holder hereunder are paid in full. Buyer grants assignee the right of set-off or lien on property of Buyer in possession of the Assignee, on deposit or otherwise, excepting IRA or similar deposits. Seller is also granted a security interest in any premium rebates for if financed hereunder, in the proceeds of any insurance or service contract on the motor vehicle, and in the proceeds of any credit life and/or accident and health insur all amounts due under this contract are paid in full.

ACCELERATION: Buyer agrees that (1) if Buyer shall default in the payment of any installment of the Total of Payments or any other indebtedness due here to perform any agreement or warranty made by Buyer herein; or (3) if the motor vehicle shall be lost, stolen, substantially damaged, destroyed, sold, or cealed, attached or levied upon; or (4) if the motor vehicle shall be seized or forfeited for violation of any law or ordinance, State, Federal or Municipal; or (bankruptcy or insolvency statute shall be instituted by or against Buyer or Buyer's business or property, or Buyer shall make an assignment for benefit o shall die or be adjudged incompetent; or (7) if holder shall, for reasonable cause, deem itself insecure; or (8) if Buyer shall fail to keep the motor vehicle term of this contract, the holder may declare all unpaid installments of the Total of Payments and all other indebtedness secured hereby in able without notice or demand.

PREPAYMENT: THE BUYER MAY PREPAY IN FULL OR IN PART THE UNPAID BALANCE OF THE CONTRACT AT ANY TIME WITHOUT PENALTY

DELINQUENCY CHARGE: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$ for \$200.00 or less. In addition, Buyer agrees to pay reasonable attorneys' fees, costs and expenses incurred in the collection or enforcement of the debt o eral. Buyer agrees to pay Finance Charges after maturity of the final installment, or after acceleration upon default, at the Annual Percentage Rate stated her any unsecured default hereunder, all without relief from valuation or appraisal laws.

INSURANCE AGREEMENT: Motor Vehicle Damage or Loss insurance is required by Seller (Buyer may choose the person through whom the insu if such insurance is to be obtained through Seller, the cost for a term of N/A months will be \$ N/A

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
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(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: [REDACTED] v. General Motors Corporation

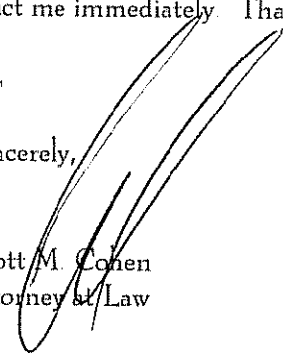
Dear Ms. Reyes:

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

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

RELEASE OF LIEN INFORMATION

I [Redacted] (Client's Name)

hereby authorize Drive Financial (Lien holder Name)

[Redacted] (Lien holder Address) 900 North Dallas, TX [Redacted] (Lien holder Phone Number) 1-888-222-4227

to release any and all information regarding my loan account # [Redacted] (Account Number)

with Drive Financial (Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 2-25-09

VEHICLE INFORMATION

The current vehicle mileage is 25000 Date mileage read: 2-25-09

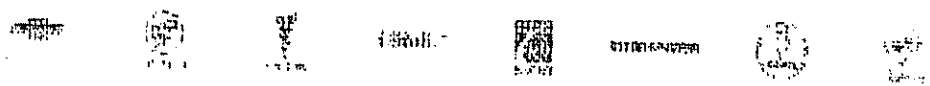
[Redacted Signature]

Signature

[Redacted Signature]

Signature

LG0006
V08012008





Lynn Johnson/Austln/GM1

03/13/2009 04:00 PM

To <gmoss@consumerlawcenter.com>

cc

bcc

Subject [REDACTED] v. GM

Mr. Moss: I have assumed this file from Edna Rodriguez 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 *2nd Office*
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



General Motors Corporation
Business Resource Center
P.O. Box 37170
Detroit, MI 48231-0170

VIA FAX ONLY

March 16, 2009

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

RE: [REDACTED]
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
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
LGG100 VO0093007

Current Vehicle Mileage

Client's Signature

Client's Signature

Date

Date



1-800-231-1841



www.gm.com





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

VIA FAX ONLY

March 12, 2009

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

RE: [REDACTED]
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
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.



GMC



HUMMER



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



Krohn & Moss, Ltd.
120 W MADISON ST FL 10
CHICAGO, IL 60602



\$0.420
US POSTAGE
FIRST-CLASS
FROM 60602
FEB 06 2009
stamps.com



0625000704567

02-11-09A08:38 RCVD



General Motors Corporation
PO Box 33170
Detroit MI 48232-5170



Krohn & Moss, Ltd.

Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Washington 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@consumerlawcenter.com

Writer licensed to practice
only in:
Illinois
Wisconsin

February 6, 2009

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

RE: [REDACTED] v. General Motors Corporation

Vehicle: 2006 Pontiac G6
VIN: 1G2ZG558964 [REDACTED]
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.

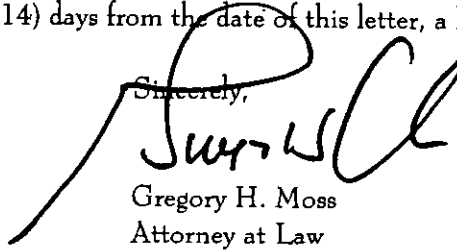
If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and 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.

February 6, 2009

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.

Sincerely,

A handwritten signature in black ink, appearing to read "Gregory H. Moss". The signature is written in a cursive style with a large, looping initial "G".

Gregory H. Moss
Attorney at Law

GM/dh

cc: [REDACTED]

Fax to Courtney 3-12-09



**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

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: [REDACTED] 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 [REDACTED] - 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.

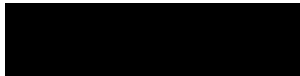
ATTORNEY(S) / SENDER(S): Krohn & Moss Ltd
120 West Madison
10th Floor
Chicago, IL 60602
312-578-9428

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: C T Corporation System
PER: Jill Duffy-Baricovich
ADDRESS: 208 South LaSalle Street
Suite 814
Chicago, IL 60604
TELEPHONE: 312-345-4336

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.

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



Plaintiff,

vs.

GENERAL MOTORS CORPORATION

Defendant.

No. 20091116338
Return Date: CALENDAR/ROOM 1106
TIME 09:30
Breach of Warranty
PLEASE SERVE
General Motors Corporation
c/o CT Corporation System
208 S. LaSalle St., Suite 814
Chicago, IL 60604

SUMMONS

To the Defendant:

YOU ARE SUMMONED and required:

1. To file your written appearance by yourself or your attorney and pay the required fee in Room 602 of the Richard J. Daley Center, Chicago, Illinois 60602, at or before 9:30 A.M. on ~~3-24~~ 3-24, 2009.

2. To file your answer to the complaint in Room 602 as required by Par. 3(c) in the Notice to Defendant below.

IF YOU FAIL TO DO SO, A JUDGMENT BY DEFAULT MAY BE TAKEN AGAINST YOU FOR THE RELIEF ASKED IN THE COMPLAINT, A COPY OF WHICH 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 Endorsement of service and fees, if any, immediately after service, and not less than 3 days before the day for appearance. If service cannot be made, this summons shall be returned so endorsed. This summons may not be served later than 3 days before 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 _____

Clerk of the Circuit Court

Date of service _____, 2009

(To be inserted by officer on copy left with Defendant or other person)

ROBERTA BROWN MAR 03 2009

Name: Krohn & Moss, Ltd.
Attorney For: Plaintiff
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,

vs.

GENERAL MOTORS CORPORATION

Defendant.

)
)
)
)
)
)
)
)
)
)
)

No. 20091116338
Return Date: CALENDAR/ROOM 1106
TIME 09:30
PLEASE SERVE Breach of Warranty
General Motors Corporation
c/o CT Corporation System
208 S. LaSalle St., Suite 814
Chicago, IL 60604

SUMMONS

To the Defendant:

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- To file your written appearance by yourself or your attorney and pay the required fee in Room 602 of the Richard J. Daley Center, Chicago, Illinois 60602, at or before 9:30 A.M. on *3-24, 2009.
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THERE WILL BE A FEE:
TO FILE YOUR APPEARANCE,
SINCE CLAIM IS UNDER \$15,000.00,
THE FEE WILL BE \$168.00.

Witness _____, 2009

Clerk of the Circuit Court

Date of service _____, 2009
(To be inserted by officer on copy left with Defendant or other person)

Name: Krohn & Moss, Ltd.
Attorney For: Plaintiff
Address: 120 West Madison Street, 10th Floor
City: Chicago, Illinois 60602
Telephone: (312) 578-9428
Atty No.: 33599

MAR 03 2009
Clerk of the Circuit Court

BACKGROUND

3. On or about June 16, 2008, Plaintiff purchased from Seller a 2006 Pontiac G6 ("G6"), manufactured by Manufacturer, Vehicle Identification No. 1G2ZG558964 [REDACTED] 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.

9. 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

By: 

Attorney for Plaintiff

KROHN & MOSS, LTD.
Attorneys for Plaintiff
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Chicago, Illinois 60602
(312) 578-9428
I.D. No. 33599

EXHIBIT A

IMPORTANT: This booklet contains important information about the vehicle's warranty coverage. It also explains owner assistance information 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:



***Protection
Plan***

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.

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Part No. 06PONTWAR A First Printing

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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 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 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.

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

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, or 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.

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**

Lined area for notes, consisting of approximately 18 horizontal lines.



NOTES

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.



No-Obligation GM Protection Information Request

YES! Please send me free information about how I can protect myself from costly repair bills after my new vehicle limited warranty expires.

Name: _____

Address: _____ Apt#: _____

City: _____ State: _____ Zip: _____

Daytime Phone: () _____ Evening Phone: () _____

Vehicle Information

Vehicle Identification Number (17 Digits)

Make/Model: _____ Year: _____

Purchase Date: _____ Mileage: _____

Complete and mail this request today and we'll send you FREE details about how you can add years and miles of protection.

Mail to: **GM Protection Plan** Or call **1-800-981-4677** toll-free for
P.O. Box 02968 details today.
Detroit, MI 48202

6-11-09

Mar. 12. 2009 12:12PM LAW OFFICE OF CONNIE POSTELLI No. 6114 P. 51/52

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Fax to Courtney 3-12-09



**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

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: [REDACTED] Ptf. 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 [REDACTED] - 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: C T Corporation System
PER: Jill Duffy-Baricovich
ADDRESS: 208 South LaSalle Street
Suite 814
Chicago, IL 60604
TELEPHONE: 312-345-4336

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.

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

MALEA WHITE,)
)
)
)
)
vs.)
)
GENERAL MOTORS CORPORATION)
)
)
Defendant.)

No. 20091116338
Return Date: CALENDAR/ROOM 1106
TIME 09:30
Breach of Warranty
PLEASE SERVE
General Motors Corporation
c/o CT Corporation System
208 S. LaSalle St., Suite 814
Chicago, IL 60604

SUMMONS

To the Defendant:

YOU ARE SUMMONED and required:

1. To file your written appearance by yourself or your attorney and pay the required fee in Room 602 of the Richard J. Daley Center, Chicago, Illinois 60602, at or before 9:30 A.M. on *3-24, 2009.
2. To file your answer to the complaint in Room 602 as required by Par. 3(c) in the Notice to Defendant below.

IF YOU FAIL TO DO SO, A JUDGMENT BY DEFAULT MAY BE TAKEN AGAINST YOU FOR THE RELIEF ASKED IN THE COMPLAINT, A COPY OF WHICH 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 Endorsement of service and fees, if any, immediately after service, and not less than 3 days before the day for appearance. If service cannot be made, this summons shall be returned so endorsed. This summons may not be served later than 3 days before 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 _____, 2009

Clerk of the Circuit Court

Date of service _____, 2009
(To be inserted by officer on copy left with Defendant or other person)

Name: Krohn & Moss, Ltd.
Attorney For: Plaintiff
Address: 120 West Madison Street, 10th Floor
City: Chicago, Illinois 60602
Telephone: (312) 578-9428
Atty No.: 33599

ROSEMARY BROWN MAR 03 2009

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



Plaintiff,

vs.

GENERAL MOTORS CORPORATION

Defendant.

)
)
) No. 20091116335
) Return Date: CALENDAR/ROOM 1106
) TIME 09:30
) Breach of Warranty
) PLEASE SERVE
) General Motors Corporation
) c/o CT Corporation System
) 208 S. LaSalle St., Suite 814
) Chicago, IL 60604
)

SUMMONS

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**THERE WILL BE A FEE:
TO FILE YOUR APPEARANCE,
SINCE CLAIM IS UNDER \$15,000.00,
THE FEE WILL BE \$168.00.**

Witness _____, 2009

Clerk of the Circuit Court

Date of service _____, 2009
(To be inserted by officer on copy left with Defendant or other person)

Name: Krohn & Moss, Ltd.
Attorney For: Plaintiff
Address: 120 West Madison Street, 10th Floor
City: Chicago, Illinois 60602
Telephone: (312) 578-9428
Atty No.: 33599

MAR 05 2009

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

[Redacted]

Plaintiff,

vs.

GENERAL MOTORS CORPORATION,

Defendant.

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No.

20091116338
CALENDAR/ROOM 1700
TIME 09:30
Breach of Warranty

COMPLAINT

NOW COMES the Plaintiff, [Redacted] 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, [Redacted] ("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 [REDACTED] 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.

9. 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

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.

By: 
Attorney for Plaintiff

EXHIBIT A

IMPORTANT: This booklet contains important information about the vehicle's warranty coverage. It also explains owner assistance information 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:



GM

***Protection
Plan***

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.

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Part No. 06PONTWAR A First Printing

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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 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 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.

FAX

To: shera

Company:

Fax: 18662661792

Phone:

From: Lora D. Hauswirth

Fax: 248-267-4317

Phone: 313-665-1436

NOTES:

White - Settlement Check Request Approved

The attached check request is approved.

Lora

----- Forwarded by Lora D. Hauswirth/US/GM/GMC on 05/05/2009 02:25 AM -----

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LORA D. HAUSWIRTH/US/GM/GMC

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Number of Pages: 4
Duration:
Remote CSID:



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) 267-4317Lora 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: [REDACTED] v. General Motors Corporation
Circuit Court of Cook County, First District, Municipal Division
Case No. : 09 M1 116338
Vehicle : 2006 Pontiac G6
VIN : 1G2ZG558964 [REDACTED]
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 [REDACTED] Ltd." A completed IRS form W-9 is attached as required for proper tax reporting.

Plaintiff:[REDACTED]
Chicago, IL [REDACTED]
[REDACTED]

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

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

16307718297

Line 1

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

3/3

PG 3/1

RELEASE OF CLAIM

I, [REDACTED] 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 [REDACTED] and "Krohn & Moss, Ltd.") paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its authorized independent dealers, designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims and causes of action for any injuries, losses or damages to my person and/or property which may have been caused by, or which may at any time arise out of, or in connection with one 2006 Pontiac G6 VIN 1G2ZG558964 [REDACTED]

I, [REDACTED] 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, [REDACTED] 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.

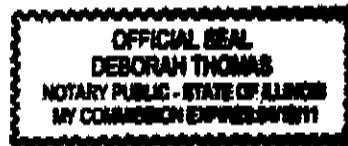
The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

DATE SIGNED: 5-1-09

[REDACTED SIGNATURE]

[REDACTED SIGNATURE]

Chicago, IL
City, State, Zip Code



Sworn to and subscribed before me this 1st day of May, 2009.

Deborah Thomas
Notary Public

Cook County

My Commission Expires: 11/11

95172

308379

Rogers Auto Group



Telephone: (312) 225-4300 • Fax (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

INVOICE

PAGE 1

CHICAGO, IL
HOME: [REDACTED]
CELL: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964	[REDACTED]	24623/25678	T418	
DEL. DATE	PROB. DATE	WARR. EXP.	PROMISED	PO NO.	VAR. RATE	PAYMENT	INV. DATE
06MAR06	IS		17:00	22DEC08	120.00	CASH	04FEB09
R.O. OPENED	READY	OPTIONS	STK: P8071A ENG: 3.5 liter SFI TRN: MX0				

09:04 22JAN09 06:54 04FEB09

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A 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
21MISC
SUBL ENTERPRISE 56043

(N/C)

(N/C)

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

2	CR6					
1	25010792 FILTER	5.00	12.85	12.85		
1	SOLVENT WASHER	5.00	5.00	5.00		
5	OIL ENGINE	1.62	1.62	1.62		
1	LUBE GREASE	1.69	1.69	8.45		
		0.35	0.35	0.35		

C COURTESY VISUAL SERVICE INSPECTION

CAUSE: RENTAL
27903 3 DAYS RENTAL

2 W
FC: 99 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

(N/C)

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Customer's Signature: _____

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 Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
EPA CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

95172

308379

Rogers Auto Group

2220 S. MICHIGAN AVENUE, CHICAGO, IL 60616 - 312-341-4000

Telephone: (312) 225-4300 Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

INVOICE

PAGE 2

CHICAGO, IL
HOME: [REDACTED]
CELL: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964 [REDACTED]	[REDACTED]	24623/25678	T418	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	VAR. RATE	PAYMENT	INV. DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	04FEB09
R.O. OPENED	READY	OPTIONS:					
09:04 22JAN09	06:54 04FEB09	STK: P8071A ENG: 3.5 Liter_SFI TRN: MXO					
LINE	QPCODE	TECH	TYRE	HOURS	LIST	NET	TOTAL

 * 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 *
 * FOR YOUR VALUED BUSINESS. *



BUICK



GENUINE CHEVROLET



PONTIAC



HYUNDAI

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Customer'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	TOTALS
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	28.85

CUSTOMER COPY

95172

306271

Rogers Auto Group



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Internet Address: www.rogersautogroup.net
Chicago License No. 000243

INVOICE

PAGE 1

CHICAGO, IL
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 75 CINDI X PIUNTI 138

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964 [REDACTED]		24344/24344	T390	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	VAR. RATE	PAYMENT	INV. DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	26DEC08
NO. OPENED	READY	OPTIONS	STK: P8071A ENG: 3.5 Liter SFI TRN: MX0				

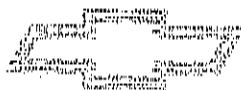
LINE	QRCODE	TRCH	TYPE	HOURS	LIST	NET	TOTAL
A							
A POWER STEERING LIGHT COMES ON AND ENG DIES-RESTARTS BACK UP							
CAUSE: SHORTED							

E8434 POWER STEERING ASSIST MOTOR REPLACEMENT

2 W
 1 25805894 MOTOR
 FC: 6G
 PART#: 25805894
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:
 OJ



B** RENTAL
 CAUSE: RENTAL
 Z7904 RENTAL NEEDS ZONE AUTH
 2 W
 FC: 99 PART#: COUNT: 0
 CLAIM TYPE:
 AUTH CODE:
 MJ



GENUINE CHEVROLET

SUBL ENTERPRISE PO#55480
W

PONTIAC

 * 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 *
 * FOR YOUR VALUED BUSINESS. *

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

Customer's Signature: _____

CUSTOMER COPY

95172

298231

Rogers Auto Group



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Internet Address: www.rogersautogroup.net
Chicago License No. 000243

INVOICE

PAGE 1

CHICAGO, IL
HOME:

BUS:

SERVICE ADVISOR: 85 JAMES ERBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964		22924/22942	T192	
DEL. DATE	PREV. DATE	WARR. EXP.	PROMISED	PG. NO.	VAR. RATE	PAYMENT	INV. DATE
06MAR06 IS			17:00 03SEP08		119.00	CASH	04SEP08
R.O. OPENED	READY	OPTIONS:	STK: P8071A ENG: 3.5 Liter SFI TRN: MX0				

09:38 03SEP08 12:39 04SEP08

LINE OPCODE TRCN TYPE HOURS

LIST NET TOTAL

A CUST STATES: AT TIMES STEERING BINDS WHEN DRIVING & TURNING.
CAUSE: TEST DROVE VEHICLE, FOND CONDITION NORMAL. CALLED TECHNICAL SUPPORT.

1199 MISC

33IMISC

CUSTOMER ADVISED CONDITION NORMAL.

B RENTAL

RENTAL ONE DAY RENTAL PER CUSTOMER SATISFACTION.

1 ISP

SUBL ENTERPRISE INV# 510795 - ONE DAY - P/O# 510795

ISP

C COURTESY VISUAL SERVICE INSPECTION

CN COURTESY VISUAL SERVICE INSPECTION

33IMISC

 * 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 *
 * FOR YOUR VALUED BUSINESS. *

PONTIAC

HYUNDAI

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Customer's Signature: _____

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 Labor.

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

CUSTOMER COPY

95172

296990

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INVOICE

PAGE 1

CHICAGO, IL
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 48 DAVID LECHUGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964	[REDACTED]	22512/22512	T164	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	VAR. RATE	PAYMENT	INV. DATE
06 MAR 06 IS			WAIT 16 AUG 08		119.00	CASH	16 AUG 08
R.O. OPENED	READY	OPTIONS:					
		STK: P8071A ENG: 3.5 Liter SFI TRN: MX0					

09:53 16AUG08 10:51 16AUG08

LINE ORCODE TECH TYPE HOURS

A GM QUICK LUBE PLUS-28 POINT SAFETY CHECK
3K GM QUICK LUBE PLUS-28 POINT SAFETY CHECK
43 CR6

LIST NET TOTAL

1 25010792 FILTER

10.98 10.98

5 OIL ENGINE

5.00 5.00

1 LUBE GREASE

1.60 1.60

1 SOLVENT WASHER

0.35 0.35

1.62 1.62

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

1.50

 * 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 *
 * FOR YOUR VALUED BUSINESS. *

GENUINE CHEVROLET



PONTIAC



HYUNDAI

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Customer's Signature: _____

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 Labor.

DESCRIPTION	TOTALS
LAROR AMOUNT	10.98
PARTS AMOUNT	14.97
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	1.50
TOTAL CHARGES	27.45
LESS INSURANCE	0.00
SALES TAX	1.53
PLEASE PAY THIS AMOUNT	28.98

CUSTOMER COPY

95172

293366

Rogers Auto Group



Telephone: (312) 225-4300 • Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

INVOICE

PAGE 1

CHICAGO, IL
HOME: [REDACTED]

BUS [REDACTED]

SERVICE ADVISOR: 55 MARCELLO PAONESSA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964 [REDACTED]		21247/21247	TR50	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	VAR RATE	PAYMENT	INV DATE
06MAR06 IS			17:00 30JUN08		119.00	CASH	01JUL08
R.O. OPENED	READY	OPTIONS	STK: P8071A ENG: 3.5 Liter SFI TRN: MKO				

08:22 30JUN08 17:29 01JUL08

LINE OPCODE TECH TYPE HOURS

A PER WEOWE DRIVER SIDE DOOR HINGES SQUEAK
METRO METRO BODY SHOP

1IMISC

SUBL METRO PO#49601

IUC

B PER WEOWE TO REPAIR REAR BUMPER
METRO METRO BODY SHOP

1IMISC

C LH FRONT TIRE IS LOOSEING AIR
1199 NO LEAKS FOUND AT THIS TIME OF SERVICE

1IMISC

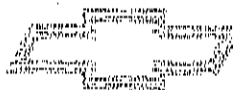
D** RENTAL

RENTAL RENTAL

1IMISC

SUBL ENTERPRISE PO#49599

IUC



BUICK



PONTIAC

HYUNDAI

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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	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	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

Customer's Signature: _____

CUSTOMER COPY

289279

Rogers Auto Group

INVOICE

Telephone: (312) 225-4300 Fax (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

PAGE 1

HOME: BUS:

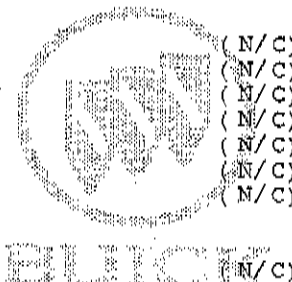
SERVICE ADVISOR: 27 JOHN SCHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	06	PONTIAC G6	1G2ZG558964		19460/19460		
DEL DATE	PROD DATE	WARR EXP	PROMISES	PO NO	VAR RATE	PAYMENT	INV DATE
06MAR06 IS			17:00 07MAY08		119.00	CASH	12MAY08
P.O. OPENED	READY	OPTIONS	STK: P8071A ENG: 3.5 Liter SFI TRN: MX0				

11:34 07MAY08 10:01 12MAY08

LINE OPCODE TECH TYPE HOURS

	LIST	NET	TOTAL
A 6,000 MILE MAINTENANCE			
6K 6,000 MILE MAINTENANCE			
13 IUC			
1 25864605 PAD KIT			(N/C)
1 15808204 PAD KIT			(N/C)
1 25010792 FILTER			(N/C)
5 OIL ENGINE			(N/C)
1 LUBE GREASE			(N/C)
1 SOLVENT WASHER			(N/C)
1199 REPLACE FRONT & REAR BRAKE PADS - RESURFACE FRONT & REAR ROTORS			(N/C)
13 IUC			
SUBL 1			
IUC			(N/C)



 * 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 *
 * 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 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 SAID PRODUCTS.

Customer's Signature: _____

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 Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	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

CUSTOMER COPY

64167

228114

Rogers Auto Group



Telephone: (312) 225-4300 · Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

INVOICE

PAGE 1

CHICAGO IL
HOME
CELL

BUS

SERVICE ADVISOR: 77 JEREMY STONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAC	
BLK	06	PONTIAC G6	1G2ZG558964		3/4	6151D	
DEL. DATE	PRCD. DATE	WARR. EXP.	PROMISED	PG. NO.	VAR. RATE	PAYMENT	INV. DATE
06MAR06 IS			17:00 06MAR06		83.81	CASH	06MAR06
R/O. OPENED	READY	OPTIONS:	STK: P6151D ENG: 3.5 Liter SFI TRN: MX0				

14:32 06MAR06 15:42 06MAR06

LINE OPCODE TECH TYPE HOURS

A FLOOR MATS PER WE OWE ATTACHED

LIST NET TOTAL

POO THE PART (S) TO REPAIR YOUR VEHICLE HAVE BEEN ORDERED, YOU WILL BE NOTIFIED BY PHONE OR MAIL WHEN THEY ARRIVE

1 INC
15285133 MAT

B CUSTOMER WILL RETURN ANOTHER DAY FOR DETAIL - NOT PERFORMING TODAY
DETAIL CUSTOMER WILL RETURN - DETAIL NOT PERFORMED TODAY

1 CR6

0.00 0.00

* 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 *
* FOR YOUR VALUED BUSINESS. *

GENUINE CHEVROLET



PONTIAC



HYUNDAI

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

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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	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	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

Customer's Signature: _____

CUSTOMER COPY



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: [REDACTED]
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
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



2006 G6 - 6CYL SEDAN
46U STEALTH GRAY METALLIC /V6G
19B EBONY
ORDER NO. JPQBQG/TRE STOCK NO.
VIN 1G2 ZG55 89 64

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 2AD53187694

*****16*10400S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20030.00	18527.75	INVOICE 11/04/05
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 11/04/05
F83 AXLE RATIO 3.05	N/C	N/C	EXP I/T 11/10/05
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	INT COM 11/10/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 11/04/05
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	KEYS G0312 G0312
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	WFP-S QTR OPT-1
			BANK: GMAC - 154
			CHG-TO 10-400

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.

GILLESPIE PONTIAC

REMIT TO GMAC NO. 154
VIN 1G2ZG558964
\$ 19619.93 INV 2AD53187694
DUE 11/10/05 DEALER 10-400

VIN: 1G2ZG5589 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: JPQBQG

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:
CANC: 01/26/06
CANC DOE: 01/26/06
TRADE: 12/12/05 DLVY TO: J JACOB
TRD DOE: 12/15/05 1752 TAMAHAWK LN
SRVC IN: NAPERVILLE IL 60564
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	16 10127	000000	05/18/06	3,700.00	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 A2
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCS	01	16 10127		05/18/06	2,150.00 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 F2
POLICY PYMT CMNT: REVERSAL OF GMAC CONTRACT ACTV TYPE: 1

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCS	01	16 10127	162880	03/23/06	2,150.00	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: 0000083838 A2
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
C4C	01	16 10400	00029296790	12/03/05	38.01	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: 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

VIN: 1G2ZG5589 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: JPQBQG

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
DSN	01	16 10127	00029669586	02/07/06	400.00	DR OA	0.00	0

PROCESS TYPE: 001 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
DSN	01	16 10127	00029470567	01/05/06	400.00	OA	0.00	9

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

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
DXP	01	16 10127	00029849478	03/09/06	468.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
 DATA SCE: DLR INC MEMO NO: 00029849478 AUTH PUR CD:
 MISC DATE: MISC:
 POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	16 10127	00029470567	01/05/06	27.31	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
 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	DATE	AMOUNT	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	AMOUNT	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: VEND INC MEMO NO: 2240934 AUTH PUR CD:
 MISC DATE: MISC:
 POLICY PYMT CMNT: ACTV TYPE: A

VIN: 1G2ZG5589 64 [REDACTED] 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

VIN: 1G2ZG5589 64

SELLG SCE: 16 MDL YR: 06

ORD NO: JPQBQG

VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT
INCENTIVE MEMO	16 10127	000000		05/18/06	XSC	1,093.77
INCTV PAYMENT	16 10127	000000		05/18/06	XSC	1,093.77
INCTV APPLICATN	16 10127	000000		05/18/06	XSC	1,093.77
INCENTIVE MEMO	16 10127	000000		05/18/06	CCR	3,700.00
INCTV PAYMENT	16 10127	000000		05/18/06	CCR	3,700.00
INCTV APPLICATN	16 10127	000000		05/18/06	CCR	3,700.00
INCENTIVE CHARG	16 10127			05/18/06	XSD	962.99 DR
INCTV APPLICATN	16 10127			05/18/06	XSD	962.99 DR
INCENTIVE CHARG	16 10127			05/18/06	CCS	2,150.00 DR
INCTV APPLICATN	16 10127			05/18/06	CCS	2,150.00 DR
INCENTIVE MEMO	16 10127	162880		03/23/06	XSD	962.99
INCTV PAYMENT	16 10127	162880		03/23/06	XSD	962.99
INCTV APPLICATN	16 10127	162880		03/23/06	XSD	962.99
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
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
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 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
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	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
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			01/03/06		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
EXPIRATION TRAN	16 10400	2AD53187694		11/10/05		0.00

VIN: 1G2ZG5589 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: JPQBQG
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC 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



General Motors Corporation
Business Resource Center
P.O. Box 37170
Detroit, MI 48233-0370

VIA FAX ONLY

March 18, 2009

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

RE: [REDACTED]
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
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
LGG100 VO093007

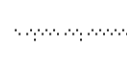
Current Vehicle Mileage

Client's Signature

Client's Signature

Date

Date





"Yates, Cassie"
<cyates@consumerlawcenter.com>
03/17/2009 03:55 PM

To <lynn_johnson@gmexpert.com>
cc
bcc
Subject [REDACTED] 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



General Motors Corporation
Business Resource Center
P.O. Box 37170
Detroit, MI 48231-0170

VIA FAX ONLY

March 16, 2009

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

RE: [REDACTED]
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
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
LGG100 VO 092007

Current Vehicle Mileage

Client's Signature

Client's Signature

Date

Date



1-800-231-1841



www.gm.com





"Yates, Cassie"
<cyates@consumerlawcenter.com>
03/12/2009 04:48 PM

To <edna_rodriguez@gmexpert.com>
cc
bcc
Subject RE: [REDACTED] v. 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: [REDACTED] 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>

03/11/2009 04:37 PM

To <edna_rodriguez@gmexpert.com>
cc
Subject [REDACTED] 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

Revised 11/11/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes State: IL

Customer Name: [REDACTED] Service Request: 71-701759847 GM Legal File No.: 668219
Vehicle ID No.: 1G2ZG558964 [REDACTED] 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

STEERING

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 DROVE THE VEHICLE, FOUND CONDITION NORMAL. – CALLED TAC CUSTOMER ADVISED NORMAL CONDITION. 1 DAY RENTAL PER CUSTOMER SATISFACTION. *(PER SVC. MGR. FRANK DEKRUUFF 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 DEKRUUFF 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 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. *(PER SVC. MGR. FRANK DEKRUUFF 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: **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 1/22/09

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: [REDACTED] Service Request: 71-701759847 GM Legal File No.: N/A
 Vehicle ID No.: 1G2ZG558964 [REDACTED] 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

STEERING

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 DEKUIFF 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 DEKUIFF 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 DEKUIFF UNABLE TO VERIFY DAYS OUT OF SERVICE. "I THINK CUSTOMER REFUSED TO PICK IT UP").

BODY/TRIM

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

<u>Date:</u>	<u>RO #:</u>	<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 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:

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
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.**



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

VIA FAX ONLY

March 10, 2009

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

RE: [REDACTED]
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
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.



GMC



HUMMER



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.

Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Washington 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@consumerlawcenter.com*

*Writer licensed to practice
only in:
Illinois
Wisconsin*

February 13, 2009

VIA FACSIMILE: 866-363-8695
with confirmation received

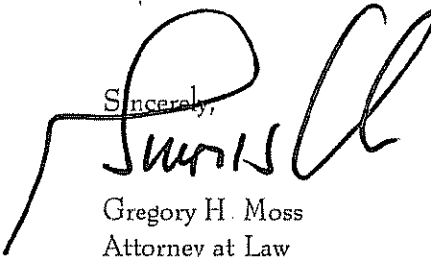
General Motors Corporation
Attn: BRC Legal/Cynthia Reyes
P.O. Box 33170
Detroit, MI 48232

RE: [REDACTED] 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,

Gregory H. Moss
Attorney at Law

GM/am

FROM :

FAX NO. :

Feb. 04 2009 05:51PM P1

95172

308379

Rogers Auto Group



Telephone: (312) 225-4300 Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

INVOICE

PAGE 1

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

CHICAGO, IL
HOME:
CELL:

BUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964		24623/25678	T418	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	VAR RATE	PAYMENT	INV DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	04FEB09
R.O. OPENED	READY	OPTIONS:					
09:04 22JAN09	06:54 04FEB09	STK:P8071A ENG:3.5_Liter_SFI TRN:MX0					

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

A 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)
SUBL ENTERPRISE 56043 (N/C)

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							
2 CR6					12.85		12.85
1 25010792 FILTER				5.00	5.00		5.00
1 SOLVENT WASHER				1.62	1.62		1.62
5 OIL ENGINE				1.69	1.69		8.45
1 LUBE GREASE				0.35	0.35		0.35

C COURTESY VISUAL SERVICE INSPECTION

CAUSE: RENTAL

Z7903 3 DAYS RENTAL

2 W

FC: 99 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

(N/C)

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

"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."

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	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
EPA CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer's Signature: _____

FROM :

FAX NO. :

Feb. 04 2009 05:51PM P2

95172

308379

Rogers Auto Group



2720 S. Michigan Avenue, Chicago, IL 60618 • 312-225-4300

Telephone: (312) 225-4300 • Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

Chicago License No. 000243

INVOICE

PAGE 2

CHICAGO, IL

HOME :

BUS :

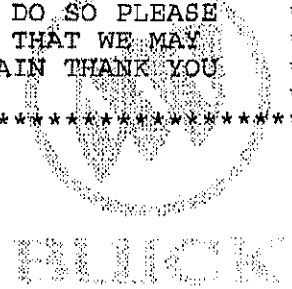
CELL :

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964		24623/25678	T418	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	VAR RATE	PAYMENT	INV DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	04FEB09
R.O. OPENED	READY	OPTIONS: STK:P8071A ENG:3.5 Liter SFI TRN:MX0					
09:04 22JAN09	06:54 04FEB09						

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

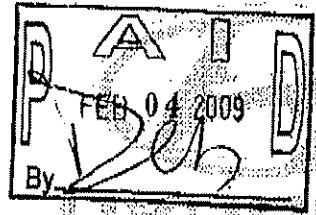
 * OUR SERVICE STAFF WANTS YOU "COMPLETELY *
 * SATISFIED", IF WE FAIL TO DO SO PLEASE *
 * CONTACT US IMMEDIATELY SO THAT WE MAY *
 * CORRECT YOUR CONCERN. AGAIN THANK YOU *
 * FOR YOUR VALUED BUSINESS. *



GENUINE CHEVROLET



PONTIAC



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

"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."

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 Labor.

DESCRIPTION	TOTALS
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

Customer's Signature: _____

FROM :

FAX NO. :

Feb. 04 2009 05:52PM P3

95172

308379

ROGERS AUTO GROUP

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616
Telephone: (312) 225-4300 · Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

ACCOUNTING

PAGE 1

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

CHICAGO, IL
HOME
CELL

BUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964		24623/25678	T418	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	VARI RATE	PAYMENT	INV DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	04FEB09
R.O. OPENED	READY	OPTIONS:					
09:04 22JAN09	06:54 04FEB09	STK:P8071A ENG:3.5_Liter_SFI TRN:MXO					

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A 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

2IMISC	0.00	0.00	0	0	0.00	0.00
SUBL ENTERPRISE 56043						
W			48600	48600	486.00	486.00

VERSION 1 (EMP# 28,04FEB09 06:52): 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

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

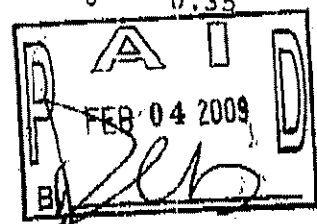
B GM QUICK LUBE PLUS-28 POINT SAFETY CHECK						
3K GM QUICK LUBE PLUS-28 POINT SAFETY CHECK						
2 CR6	0.40	0.40	1210	1285	12.85	12.85
1 25010792 FILTER			386	500	5.00	5.00
1 SOLVENT WASHER			162	162	1.62	1.62
5 OIL ENGINE			845	845	1.69	8.45
1 LUBE GREASE			25	35	0.35	0.35

C COURTESY VISUAL SERVICE INSPECTION
CAUSE: RENTAL

Z7903 3 DAYS RENTAL

2 W 0.00 0.00 0 0 0.00 0.00
FC: 99 PART#: COUNT: 0

CLAIM TYPE:
AUTH CODE:
MJ



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

"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."

Customer's Signature

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 Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
EPA CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

FROM :

FAX NO. :

Feb. 04 2009 05:50PM P1

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

C O P Y

02/04/2009 11:00:09

Debited:

Transaction # 1.2
Acc:
Entry: Swiped
Invoice # 308379
Debited: 29.85

Reference No.: 02161161
Auth.Code: 923330
Response: APPROVAL R#005
Resp. Code: AAR1
Acct Type: CHECKING

CUSTOMER COPY

THANK YOU
HAVE A NICE DAY!

01/30/2009 16:48 913127451963

PAGE 05/06

2nd Visit

95172

306271

INVOICE

Rogers Auto Group



2720 S. MICHIGAN AVENUE, CHICAGO, IL 60616 • 312-225-4300
Telephone: (312) 225-4300 • Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

PAGE 1

CHICAGO, IL
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 75 CINDI X PIUNTI 138

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/DUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964		24344/24344	T390	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	VAR RATE	PAYMENT	INV DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	26DEC08
R.O. OPENED	READY	OPTIONS: STK:P8071A ENG:3.5 Liter_SFI TRN:MX0					

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

A POWER STEERING LIGHT COMES ON AND ENG DIES-RESTARTS BACK UP
CAUSE: SHORTED

EB434 POWER STEERING ASSIST MOTOR REPLACEMENT

2 W
1 25805894 MOTOR
FC: 6G
PART#: 25805894
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ.



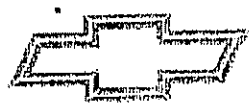
BUICK

(N/C)
(N/C)

B** RENTAL

CAUSE: RENTAL

Z7904 RENTAL NEEDS, ZONE AUTH
2 W

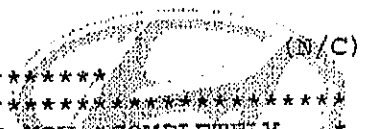


FC: 99 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

GENUINE CHEVROLET

(N/C)

SUBL ENTERPRISE PO#55480
W



(N/C)

 * 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 *
 * FOR YOUR VALUED BUSINESS! *

PONTIAC

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

"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."

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	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

Customer's Signature: _____

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 TRUCK-BUICK-HYUNDAI STATE THAT

(TRANSFEROR'S NAME - SELLER - PRINT)

20735

THE ODOMETER NOW READS _____ MILES AND TO THE

ODOMETER READING (NO TENTHS)

BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED BELOW, UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

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

MAKE PONTIAC	MODEL G6	BODY TYPE SD
VEHICLE IDENTIFICATION NO. 1G2ZG558964	YEAR 2006	DEALER STOCK NO. P8071A

TRANSFEROR'S SIGNATURE (SELLER) <i>[Signature]</i>	(PRINTED NAME)
TRANSFEROR'S STREET ADDRESS (SELLER) 2720 S. MICHIGAN AVE.	
(CITY) CHICAGO, IL 60616	(STATE) (ZIP CODE)
DATE OF STATEMENT 06/16/2008	

TRANSFEREE'S SIGNATURE (BUYER) <i>[Signature]</i>	(PRINTED NAME)
TRANSFEREE'S SIGNATURE (CO-BUYER) X	(PRINTED NAME)
TRANSFEREE'S NAME (BUYER)	
(CITY) CHICAGO	(STATE) (ZIP CODE) IL

01/30/2009 16:50 913127451963

PAGE 02/02

95172 RETAIL INSTALLMENT CONTRACT - MOTOR VEHICLE - SIMPLE INTEREST

FEDERAL TRUTH-IN-LENDING DISCLOSURE STATEMENT				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit including your downpayment of
16.49 %	\$ 8428.50	\$ 14428.62	\$ 22857.12	\$ 23582.12

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 317.46	monthly beginning 07/20/2008
N/A	N/A	N/A

Security: You are giving a security interest in the goods being purchased and in any monies, credits or other property of yours in the possession of the Assignee, on deposit or otherwise.

Late Charge: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less.

Prepayment: You have the right to prepay the unpaid balance in full or in part at anytime without penalty. See your contract terms below and on the reverse side for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalties and further information about security interests.

No. _____

Identification of Ass

Cash Price \$ _____

Less Cash Downpayment \$ _____

Value of Trade-In \$ _____

Trade \$ N/A

Lien Payoff \$ N/A

To: N/A

Unpaid Balance of Cash Price \$ _____

Amount Paid to "WE MAY BE RETAINING A T" \$ _____

Unpaid Balance Due on Trade-In \$ N/A

Year, Make, Model of Buyer's Trs (Paid to) N/A

Insurance Companies:

- N/A \$ _____
- N/A \$ _____
- N/A \$ _____

Public Officials (Licenses, Title & Taxes) \$ _____

*Paid to ERT Service Provider for OPTIONAL ERT FOR \$ _____

- To DOCFEE - POTOSI \$ _____
- To N/A \$ _____
- To N/A \$ _____

Buyer(s) _____ (Name) _____ (Residence Address) _____ (City) _____ (State) IL

Buyer(s) N/A (Name) _____ (Residence Address) _____ (City) _____ (State)

Seller ROGERS AUTO GROUP 2720 S MICHIGAN AVE CHICAGO, IL 60616 (Corporate Firm or Trade Name) (Business Address) (City) (State)

Seller hereby sells and Buyer or Buyers, jointly and severally, hereby purchase the following motor vehicle with accessories and equipment thereon for the deferred payment plan in this contract. Buyer acknowledges delivery and acceptance of said motor vehicle in good condition.

New or Used	Year	Make of Vehicle	Model	Body Style	No. Cyl.	Serial Number	Body Color	To
USED	2006	PONTIAC	G6	SD		1G2ZG558964	BLU	

Buyer promises to pay to the order of Seller at the offices of: DRIVE FINANCIAL SERVICES (Assignee) located in DALLAS

the Amount Financed shown above together with a Finance Charge on the principal balance of the Amount Financed from time to time unpaid at the rate of _____ per annum from date until maturity in 71 installments of \$ 317.46 each and a final installment of \$ 317.

to accrued Finance Charge and the balance to principal. The Finance Charge has been computed on the scheduled unpaid balances of the Amount Financed on the as installments will be paid when due. Guarantor, if any, guarantees collection of all amounts due under this contract upon failure of the Seller to collect from the Buyer.

SECURITY INTERESTS: Seller is granted a purchase-money security interest in the motor vehicle described above and all accessories under the Illinois Uniform Commercial Code and all future indebtedness for taxes, liens, repairs and insurance premiums advanced by holder hereunder are paid in full. Buyer grants assignee the right of set-off or lien on property of Buyer in possession of the Assignee, on deposit or otherwise, excepting IRA or similar deposits. Seller is also granted a security interest in any premium rebates for if financed hereunder, in the proceeds of any insurance or service contract on the motor vehicle, and in the proceeds of any credit life and/or accident and health insur all amounts due under this contract are paid in full.

ACCELERATION: Buyer agrees that (1) if Buyer shall default in the payment of any installment of the Total of Payments or any other indebtedness due here to perform any agreement or warranty made by Buyer herein; or (3) if the motor vehicle shall be lost, stolen, substantially damaged, destroyed, sold, or cealed, attached or levied upon; or (4) if the motor vehicle shall be seized or forfeited for violation of any law or ordinance, State, Federal or Municipal; or (bankruptcy or insolvency statute shall be instituted by or against Buyer or Buyer's business or property, or Buyer shall make an assignment for benefit o shall die or be adjudged incompetent; or (7) if holder shall, for reasonable cause, deem itself insecure; or (8) if Buyer shall fail to keep the motor vehicle term of this contract, the holder may declare all unpaid installments of the Total of Payments and all other indebtedness secured hereby in able without notice or demand.

PREPAYMENT: THE BUYER MAY PREPAY IN FULL OR IN PART THE UNPAID BALANCE OF THE CONTRACT AT ANY TIME WITHOUT PENALTY

DELINQUENCY CHARGE: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$ for \$200.00 or less. In addition, Buyer agrees to pay reasonable attorneys' fees, costs and expenses incurred in the collection or enforcement of the debt o eral. Buyer agrees to pay Finance Charges after maturity of the final installment, or after acceleration upon default, at the Annual Percentage Rate stated her any uncured default hereunder, all without relief from valuation or appraisal laws.

INSURANCE AGREEMENT: Motor Vehicle Damage or Loss insurance is required by Seller (Buyer may choose the person through whom the insu if such insurance is to be obtained through Seller, the cost for a term of N/A months will be \$ N/A



General Motors Corporation
 Business Resource Center
 P.O. Box 33170
 Detroit, MI 48233-5170

VIA FAX ONLY

February 12, 2009

Frank Dekruiff
 Roger's Auto Group
 2720 Michigan Ave.
 Chicago, IL. 60616-2819

RE: [REDACTED]
 Service Request: 71-701759847
 2006 Pontiac G6
 Vehicle Identification Number: 1G2ZG558964 [REDACTED]
 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 • BUICK • HYUNDAI • CHEVROLET
 2720 S. MICHIGAN AVE., CHICAGO, IL 60616 • (312) 225-4300 • FAX (312) 567-9498
 DEAL 95172 CTL NO 95172

ORDER FOR A MOTOR VEHICLE

67326 LK

SOLD TO: [REDACTED]
 ADDRESS: [REDACTED]
 CITY, STATE, ZIP: CHICAGO, COOK, IL [REDACTED]

SALESPERSON: ILORI, PETER
 HOME PHONE (312) 225-5651
 WORK PHONE (773) 962-3900

ABOUT VEHICLE BEING PURCHASED ("VEHICLE")

Please enter my order for the following: NEW USED DEMO

YEAR 2006
 MAKE PONTIAC
 MODEL/SERIES: G6 SD
 COLOR BLU
 VIN 1G2ZG558964 [REDACTED]
 STOCK # P8071A

TO THE NEGOTIATED CASH PRICE OF EACH VEHICLE, WE MAY ADD A DOCUMENTARY FEE FOR OUR COSTS AND OVERHEAD. A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATED TO CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$50.00 AND SHALL BE SUBJECT TO AN ANNUAL RATE ADJUSTMENT EQUAL TO THE PERCENTAGE OF CHANGE IN THE BUREAU OF LABOR STATISTICS CONSUMER PRICE INDEX. THE ONLY OTHER ADDITIONAL CHARGES PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS. INSURANCE AND THE ACTUAL COST OF LICENSE AND TITLE REGISTRATION AND TAXES. THIS NOTICE IS REQUIRED BY LAW.

DEALER INSTALLED OPTIONS OR SERVICES

TOTAL DEALER INSTALLED ITEMS:

NO STATEMENTS RELATING TO THE PRIOR USE OR CONDITION OF THE VEHICLE HAVE BEEN MADE BY ANY OF DEALER'S PERSONNEL, AND I AM NOT RELYING ON ANY STATEMENTS, EXCEPT AS FOLLOWS (attach additional sheet if needed):
 N/A

I acknowledge that I have read the terms and conditions (BOTH SIDES AND ANY RIDERS) and have received a copy of this Order (BOTH SIDES AND ANY RIDERS).

INITIAL [REDACTED]

I AM AWARE OF THE ARBITRATION PROVISIONS ON THE REVERSE AND I AGREE THAT THEY ARE PART OF THIS ORDER. I HAVE READ, SIGNED AND RECEIVED COPIES, IF APPLICABLE, OF THE USED VEHICLE DISCLOSURE, IMMEDIATE DELIVERY RIDER, AND/OR OVERALLOWANCE ACKNOWLEDGEMENT.

INITIAL [REDACTED]

FOR NEW VEHICLE SALES, the only warranties applying to this vehicle are those offered by the Manufacturer. MANUFACTURER AND DEALER DO NOT WARRANT NON-MANUFACTURER PARTS, ACCESSORIES, OR CONVERSIONS TO THE VEHICLE. Unless you purchase an extended warranty or service contract, WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

INITIAL [REDACTED]

CASH DELIVERY PRICE OF

VEHICLE BEING PURCHASED	13564.69
PLUS ACCESSORIES / ADDITIONAL ITEMS	
1. OPT ERT FEE	251.00
2.	N/A
PLUS DEALER INSTALLED ITEMS	N/A
SELLING PRICE	135891.69
LESS GROSS TRADE ALLOWANCE	N/A
CASH DIFFERENCE	135891.69
PLUS DOCUMENTARY FEE	1501.00
TAXABLE TOTAL	137391.69
PLUS SALES TAX	11671.88
COUNTY TAX	1031.05
OTHER TAX	N/A
PLUS LICENSE/LICENSE TRANSFER/TITLE/REGISTRATION FEES	143.00
SUBTOTAL	151531.62
LESS DEPOSIT / DOWN PAYMENT	7251.00
LESS CREDITS TO CUSTOMER FOR:	
APPLICABLE DISCOUNTS/REBATES:	N/A
1.	N/A
2.	N/A
PLUS WARRANTY/SERVICE CONTRACT	N/A
NET CASH DUE FROM CUSTOMER OR	
AMOUNT FINANCED ON DELIVERY:	144281.62
PLUS EST. AMOUNT OWED ON TRADE IN(S)	N/A
BALANCE DUE DEALER	144281.62

All dealer and manufacturer incentives, including all rebates, are included in the cash price.

FOR CREDIT SALES, THE REQUIRED INFORMATION, COST OF CREDIT, AND OTHER DISCLOSURES CONTAINED ON THE RETAIL INSTALLMENT CONTRACT ARE A PART OF THIS ORDER. I SIGNED AND RECEIVED A COPY OF THE RETAIL INSTALLMENT CONTRACT WHEN I SIGNED THIS ORDER.

INITIAL [REDACTED]

FOR USED VEHICLE SALES ONLY, the information you see on the window sticker on the vehicle is part of the contract. Information on the window sticker overrides any contrary provisions in the contract of sale.

ABOUT VEHICLE BEING TRADED IN ("TRADE-IN")

YEAR N/A
 MAKE N/A
 MODEL/SERIES: N/A
 COLOR N/A
 VIN N/A
 LIEN HOLDER: N/A
 ADDRESS:
 ACCOUNT #
 ESTIMATED AMOUNT OWED: N/A

Note: If you choose to pay 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 representative.

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 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 (unless 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, when if you have enclosed the number(s) in the National Do Not Call List, you must at any time to be placed on our "Do Not Call" List.

Date: [REDACTED] Customer's Signature: [REDACTED]

ACCEPTED BY: [REDACTED] Date: 06/16/08 Dealer's Authorized Representative: [REDACTED]

95172 RETAIL INSTALLMENT CONTRACT - MOTOR VEHICLE - SIMPLE INTEREST

FEDERAL TRUTH-IN-LENDING DISCLOSURE STATEMENT				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of
16.49 %	\$ 8428.50	\$ 14428.62	\$ 22857.12	\$ 725.00 \$ 23582.12
Your payment schedule will be:				
Number of Payments	Amount of Payments	When Payments Are Due		
72	\$ 317.46	monthly beginning 07/20/2008		
N/A	\$ N/A	N/A		
<p>Security: You are giving a security interest in the goods being purchased and in any moneys, credits or other property of yours in the possession of the Assignee, on deposit or otherwise.</p> <p>Late Charge: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less.</p> <p>Prepayment: You have the right to prepay the unpaid balance in full or in part at anytime without penalty. See your contract terms below and on the reverse side for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalties and further information about security interests.</p>				

No. _____

Itemization of Amount Financed

Cash Price \$ 13564.69

Less Cash Downpayment \$ 725.00

Value of Trade-In

Trade \$ N/A

Lien Payoff \$ N/A

N/A Net Trade \$ N/A

Amounts Paid on Your Account

Unpaid Balance of Cash Price \$ 12839.69

Amount Paid to Others for You

*WE MAY BE RETAINING A PORTION OF THIS AMOUNT

Unpaid Balance Due on Trade-In \$ 0.00

N/A

Year, Make, Model of Buyer's Trade-In

(Paid to) N/A

*Insurance Companies:

N/A \$ N/A

N/A \$ N/A

N/A \$ N/A

Public Officials (Licenses, Title & Taxes) \$ 1413.93

*Paid to ERT, Service Provider for *Optional ERT Fee* \$ 25.00

To OOCFEE PDODLR 150.00

To N/A \$ N/A

To N/A \$ N/A

Buyer(s) _____ (Names) _____ (Residence Address) _____ (City) _____ (State) _____ (Zip)

Buyer(s) N/A (Names) _____ (Residence Address) _____ (City) _____ (State) _____ (Zip)

Seller **ROGERS AUTO GROUP 2720 S MICHIGAN AVE CHICAGO, IL 60616** (Corporate Firm or Trade Name) _____ (Business Address) _____ (City) _____ (State) _____ (Zip)

Seller hereby sells and Buyer or Buyers, jointly and severally, hereby purchase the following motor vehicle with accessories and equipment thereon for the deferred payment price and on the terms set forth in this contract. Buyer acknowledges delivery and acceptance of said motor vehicle in good condition.

New or Used	Year	Make of Vehicle	Model	Body Style	No. Cyl.	Serial Number	Body Color	Top Color	Key No.
USED	2008	PONTIAC	G6	SD		1G2ZG558964	BLU		

Buyer Promises to pay to the order of Seller at the offices of **DRIVE FINANCIAL SERVICES** (Assignee) located in **DALLAS TX** the Amount Financed shown above together with a Finance Charge on the principal balance of the Amount Financed from time to time unpaid at the rate of **16.49 %** per annum from date until maturity in **72** installments of \$ **317.46** each and a final installment of \$ **317.46** beginning on **2008** and continuing on the same day of each successive month thereafter until fully paid. All payments shall be applied first to accrued Finance Charge and the balance to principal. The Finance Charge has been computed on the scheduled unpaid balances of the Amount Financed on the assumption that all scheduled installments will be paid when due. Guarantor, if any, guarantees collection of all amounts due under this contract upon failure of the Seller to collect from the Buyer named herein.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.

Credit Insurance is not required by Seller nor is it a factor in approval of the extension of credit. No credit insurance is to be provided unless the Buyer signs the appropriate authorization below. Group Credit Insurance is available for the term of the credit upon acceptance by insurer at the following costs:

Credit Life Insurance \$ N/A Credit Disability Insurance \$ N/A

I desire Credit Life Insurance.

I desire Credit Disability Insurance.

I DO NOT want Credit Life or Disability Insurance.

N/A 06/16/08

N/A 06/16/08

[REDACTED] 06/16/08

(Age of Insured) (Signature) (Date)

(Age of Insured) (Signature) (Date)

(Signature) (Date)

N/A

N/A

N/A

(Age of Insured) (Signature) (Date)

(Age of Insured) (Signature) (Date)

(Signature) (Date)

SEE REVERSE HEREOF FOR INFORMATION ON POSSIBLE REFUND OF CREDIT LIFE OR DISABILITY INSURANCE PREMIUM.

NOTICE OF PROPOSED GROUP CREDIT LIFE INSURANCE

If a change is made above for credit life insurance and if such insurance is to be procured by assignee, the undersigned takes notice that the decreasing term insurance written under a Group Credit Life Insurance Policy is to be purchased on the life of the Buyer or Buyers who signed above requesting it, subject to acceptance by the insurer and issuance of a certificate by

N/A (Insurer) N/A (Home Office Address)

The amount of premium is shown above. The term of insurance will commence on the date of this contract and expire on the originally scheduled maturity date of the indebtedness. The initial amount of insurance will be equal to the initial indebtedness and will decrease as any payment is made on the indebtedness in an amount computed by multiplying the amount of the payment by the ratio of initial insurance over the initial indebtedness. The proceeds of any insurance paid will be applied to reduce or extinguish the indebtedness. If insurance is terminated prior to the scheduled maturity date of the indebtedness, any premium refund will be paid or credited promptly to the person entitled thereto. Refund formula is on file with the Director of Insurance and with creditor. All of the foregoing is subject to the provisions of the certificate of insurance to be issued.

Other insurance: N/A (Type of Insurance) the cost for a term of N/A months will be \$ N/A

BUYER AGREES THAT THE PROVISIONS ON THE REVERSE SIDE HEREOF SHALL CONSTITUTE A PART OF THIS RETAIL INSTALLMENT CONTRACT AND BE INCORPORATED HEREIN. If this contract evidences the sale of a used motor vehicle (1) Buyer acknowledges receipt of the original or a true copy of the "Buyer's Guide" form displayed by Seller on the side window of the used vehicle; and (2) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS USED VEHICLE IS A PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

DOCUMENTARY FEE: A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATED TO CLOSING OF A SALE. THE BASE DOCUMENTARY FEE BEGINNING JANUARY 1, 2008, WAS \$150. THE MAXIMUM AMOUNT THAT MAY BE CHARGED FOR A DOCUMENTARY FEE IS THE BASE DOCUMENTARY FEE OF \$150 WHICH SHALL BE SUBJECT TO AN ANNUAL RATE ADJUSTMENT EQUAL TO THE PERCENTAGE OF CHANGE IN THE BUREAU OF LABOR STATISTICS CONSUMER PRICE INDEX. THIS NOTICE IS REQUIRED BY LAW.

The Annual Percentage Rate may be negotiable with the Seller. If this Contract is assigned, Seller may retain or receive a portion of the Finance Charge.

NOTICE TO BUYER: 1. Do not sign this agreement before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the agreement you sign. 3. Under the law you have the right, among others, to pay in advance the full amount due and to obtain under certain conditions a partial refund of the finance charge. Buyer acknowledged receipt of a fully completed copy of this contract executed by both Seller and Buyer. Guarantor, if any, acknowledged receipt of completed copies of this contract and of Explanation of Guarantor's Obligation.

CO-BUYER: A Co-Buyer is a person who agrees to be primarily responsible for paying the entire debt and who (1) actually receives the vehicle or (2) is a parent or spouse of the Buyer, or (3) will be listed as an owner on the vehicle's title. By signing below, (1) I confirm that I will actually receive possession of the vehicle or will use it, or that I am a parent or spouse of the Buyer, or that I will be listed as an owner on the vehicle's title; (2) I agree to be primarily obligated under this contract; and (3) I consent to the Creditor having a security interest in the vehicle.

Dated: _____

Buyer(s) acknowledges receipt of a fully completed and executed copy of this Contract.

ROGERS AUTO GROUP

RETAIL INSTALLMENT CONTRACT

Seller: _____

Buyer: [REDACTED]

AGENT

By: [Signature]

TITLE

Guarantor _____

Buyer _____

I hereby guarantee the collection of the above described amount upon failure of the seller named herein to collect said amount from the buyer named herein.

INSTRUCTIONS: If parent, spouse, or other person who is or will be listed 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

PONTIAC GMC BUICK HYUNDAI CHRYSLER
2720 S. Michigan Avenue, Chicago, IL 60616 312.225-4300

Telephone: (312) 225-4300 Fax: (312) 567-9498

AMOUNT	PAID BY	COMMENT
725.00	PC	DOWN PAYMENT PETER I.

40085



CHICAGO IL

95172

TOTAL RECEIVED: \$725.00

DATE-TIME: 16JUN2008 16:49

CASHIER: WANECIA

LOCATION:

CASH DRAWER:

THANK YOU!! WE APPRECIATE YOUR BUSINESS!!

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
1	50	1	2030	725.00		
		1	2220	-725.00	95172	PCG

CASH RECEIPT

ROGERS AUTO GROUP

PONTIAC - GMC TRUCK - BUICK - CHEVROLET - HYUNDAI

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 hour cancellation or rights of revision clause and there is no way for me to change 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 related paperwork.
3. The only way this vehicle can be returned to the selling dealer, ROGERS AUTO GROUP is if the selling dealer is unable to secure the financing for me or if I am unable to secure the financing for myself.
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.
5. I have been made aware that I must not quit, get fired or leave my employer prior to the seller securing funds on my Retail installment Contract and that I will cooperate with the proposed lender and ROGERS AUTO GROUP in collections of any documents needed to secure financing.
6. I understand that a phone interview with the proposed lender is part of the loan 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 to pay cash for the vehicle or return the vehicle to the seller ROGERS AUTO GROUP at the seller's option.

I, _____, have read and understand the above 7 conditions and will be available as follows:

Phone number (_____) _____

From _____ AM/PM to _____ AM/PM

Dated: _____

Customer Signature: _____

Customer Signature: _____



95172
95172

ROGERS AUTO GROUP

PONTIAC - GMC TRUCK - BUICK - CHEVROLET - HYUNDAI

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): _____

We want you to know and understand all aspects of your purchase, and so we encourage you to ask any questions you have about the vehicle, the financing, and the documents you sign. Do not sign the documents or purchase unless and until any questions you may have are answered to your reasonable satisfaction.

We want you to know and understand that we want you as a satisfied customer, because that is the way we succeed!

Vehicle: Year: 2006

Make/Model: PONT G6

VIN: 1G2ZG558964 [REDACTED]

I have read and understand what is stated above, and I have asked about all aspects of this purchase.

Date: 06/16/08

Customer: [REDACTED]

Customer: _____

ROGERS AUTO GROUP

PONTIAC - GMC TRUCK - BUICK - CHEVROLET - HYUNDAI

95172
95172

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 hereby 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: 06/16/2008

Customer

Customer

Vehicle Year, Make Model ²⁰⁰⁶ PONT G6

VIN 1G2ZG558964

ROGERS AUTO GROUP

PONTIAC - GMC TRUCK - BUICK - CHEVROLET - HYUNDAI

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: _____ Customer: _____ Phone: _____

Date: _____ Customer: _____ Phone: _____

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 5378
Timonium, MD 21094-5378**

BR # _____

NAMED INSURED:		FIRST	MIDDLE	LAST
[REDACTED]				
ADDRESS	NUMBER	STREET	CITY	STATE
[REDACTED]			CHICAGO	IL
TEL. NO.	()	[REDACTED]		DRIVERS LICENSE #
[REDACTED]				[REDACTED]

GMAC ACCOUNT NUMBER
[REDACTED]

NAMED PURCHASER:		FIRST	MIDDLE	LAST
[REDACTED]				
ADDRESS	NUMBER	STREET	CITY	STATE
[REDACTED]			CHICAGO	IL
TEL. NO.	()	[REDACTED]		
[REDACTED]				[REDACTED]

VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	VEHICLE IDENTIFICATION NUMBER
2006	PONTIAC	SD	G6	1G2ZG558964 [REDACTED]

VEHICLE USE: Private Passenger, Commercial Auto and Trailer

PLEASE PRINT CLEARLY FULL AND EXACT ADDRESS TO APPEAR IN WINDOW ENVELOPE

INSURANCE AGENT	
NAME	[REDACTED]
MAILING ADDRESS	[REDACTED]
CITY	STATE
[REDACTED]	ZIP CODE
AGENT'S TELEPHONE NUMBER	[REDACTED]

PLEASE PRINT CLEARLY FULL AND EXACT NAME OF INSURANCE CARRIER

INSURANCE CARRIER	
NAME	[REDACTED]
POLICY NUMBER	PENDING
DATE THIS VEHICLE COVERED	FROM: 6/15/08 TO: 12/15/08
COVERAGE	full
<input checked="" type="checkbox"/> Collision \$ <u>500</u> Deductible Type: <input checked="" type="checkbox"/> BROAD FORM OR STANDARD <input type="checkbox"/> LIMITED (NOT ACCEPTABLE)	
<input checked="" type="checkbox"/> Comprehensive \$ <u>500</u> Deductible <input type="checkbox"/> Fire-Theft	

AGENTS COMMENT

NAMED INSURED SIGNS [REDACTED]

DEALER CONFIRMATION:

() AGENCY	() INSURANCE CARRIER	NAME OF PERSON CONTACTED	LOSS PAYEE
[REDACTED]	[REDACTED]	Veronica	LOSS PAYEE CONFIRMED () Yes () No
Confirmed By	DATE	<input type="checkbox"/> GMAC; <input type="checkbox"/> GMACAB and in each case its successors and assigns.	
[REDACTED]	[REDACTED]		

DEALER SIGNS [REDACTED]

DEALER _____ ROGERS PONTIAC-GMC TRUCK-BUICK-HYUN

DEALER NAME
ROGERS PONTIAC GMC TRUC

DEALER TELEPHONE NUMBER
312 - 225 - 4300

DEALER FAX NUMBER
312 - 326 - 9472

APPLICANT'S CREDIT STATEMENT

Individual Credit

Check
Appropriate
Box

If you are applying for individual credit in your name and relying on your own income or assets and not the income or assets of another person as the basis for repayment of the credit requested, complete only Section A.

Joint Credit

If you are applying for joint credit with another person, complete sections A and B.

Community Property State

We intend to apply for joint credit

Applicant

Co-Applicant

Business Application

If you are married and live in a community property state, please complete Section A about yourself and Section B about your spouse. You must sign this application. Your spouse must sign this application only if s/he wishes to be a Co-Applicant.

A. Applicant's Personal Credit Information

SOCIAL SECURITY NUMBER or (TAX ID)

FIRST NAME OR BUSINESS NAME MI LAST NAME

EMAIL ADDRESS

DRIVER'S LICENSE #

DRIVER'S LICENSE STATE

DATE OF BIRTH PHONE #

OTHER PHONE #

2 YRS 0 MOS
TIME AT ADDRESS

Rent
HOUSING STATUS

CURRENT STREET # AND NAME

APT/SUITE #

PO BOX #

RURAL ROUTE

CHICAGO

IL
STATE

ZIP CODE

363

MTG PYMT OR RENT

PREVIOUS STREET # AND NAME

APT/SUITE #

PO BOX #

RURAL ROUTE

CITY

STATE

ZIP CODE

YRS MOS
TIME AT ADDRESS

EMPLOYED BY or TYPE OF BUSINESS (if business application)

Employed

MEDICAL ASSIT

EMPLOYMENT STATUS

OCCUPATION

BUSINESS PHONE #

2 YRS 0 MOS
TIME EMPLOYED

SALARY

Monthly
SALARY TYPE

All money, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

OTHER INCOME

SOURCE OF OTHER INCOME

PREVIOUS EMPLOYMENT (if less than 2 yrs at current)

EMPLOYMENT STATUS

BUSINESS PHONE #

YRS MOS
TIME EMPLOYED

BANK NAME

CHECKING/SAVINGS ACCOUNT (BANK ACCOUNT #)

CONTACT NAME AT BANK (IF BUSINESS APPLICATION)

CONTACT PHONE #

OCCUPATION

NEAREST RELATIVE OR FRIEND NOT LIVING WITH YOU

NAME

ADDRESS

PHONE

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 unilateral statement, or court order applied to marital property will adversely affect a creditor's interests unless, prior to the time that the credit is granted, the creditor is furnished with a copy of the agreement, statement or decree, or has actual knowledge of the adverse provision. If you are making this application individually, and not jointly with your spouse, the full name and current address of your spouse must be properly disclosed in the co-applicant section of this application.

This application may be submitted to the following financial institutions (Name(s) and Address(es)) _____

BY SIGNING BELOW, YOU CERTIFY THAT YOU HAVE READ AND AGREE TO THE TERMS AND DISCLOSURES ON THE THREE PAGES OF THIS APPLICATION.

APPLICANT'S SIGNATURE

DATE

CO-APPLICANT'S SIGNATURE

DATE



INSURE ON THE SPOT
7142 W. BELMONT
CHICAGO, IL 60634
PHONE: 773/202-5060 FAX: 773/202-5069



06/16/2008
This document is invalid
30 days after date above

[REDACTED]
CAGO, IL [REDACTED]

RIVER(S) NAME [REDACTED] LICENSE NUMBER [REDACTED]

COMPANY SELECTED POLICY NUMBER
POLLO PENDING

PENDING EFFECTIVE DATE: 06/16/2008 EXPIRATION: 12/16/2008

VEHICLE YEAR/MAKE/MODEL/VIN
2006 / PONTIAC / G6 SE 1 / 1G2ZG558964 [REDACTED]

COVERAGES REQUESTED
BODILY INJURY: \$20000/\$40000
PROPERTY DAMAGE: \$15000
UNINSURED/UNDERINSURED MOTORIST: \$20000/40000
COMPREHENSIVE & COLLISION DEDUCTIBLE: \$500



INSURE ON THE SPOT
7142 W. BELMONT
CHICAGO, IL 60634
PHONE: 773/202-5060 FAX: 773/202-5069



06/16/2008
This document is invalid
30 days after date above

[REDACTED]
CHICAGO, IL [REDACTED]

RIVER(S) NAME [REDACTED] LICENSE NUMBER [REDACTED]

COMPANY SELECTED POLICY NUMBER
POLLO PENDING

PENDING EFFECTIVE DATE: 06/16/2008 EXPIRATION: 12/16/2008

VEHICLE YEAR/MAKE/MODEL/VIN
2006 / PONTIAC / G6 SE 1 / 1G2ZG558964 [REDACTED]

COVERAGES REQUESTED
BODILY INJURY: \$20000/\$40000
PROPERTY DAMAGE: \$15000
UNINSURED/UNDERINSURED MOTORIST: \$20000/40000
COMPREHENSIVE & COLLISION DEDUCTIBLE: \$500

Initial Payment: \$225.00

Estimated first payment of \$87.54 due 07/07/2008

X _____

X _____

X _____

Policies subject to company approval.

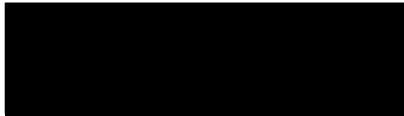
THANK YOU,
INSURE ON THE SPOT

[REDACTED]
CHICAGO, IL [REDACTED]

95172 A720657



60616



CHICAGO, IL



2009 Illinois Registration Identification Card

Jesse White, Illinois Secretary of State

ERTP / / :8013128786:143.00 EFT

9F9075136

Vehicle Year 2006	Vehicle Make PONTIAC	VIN 1G2ZG558964 [REDACTED]			
Weight or CC's	Body Style 4 DOOR	Application Type PASSENGER			
Axes	Leased/Rental	Unit Number	File Number	County COOK	103
Drivers License Number(s) or FEIN(s) [REDACTED]			Expiration Date June 30, 2009		
			Plate Number [REDACTED]		
Renewal Fee Due					

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.

I, ROGERS PONTIAC-GMC TRUCK-BUICK-HYUNDAI

(TRANSFEROR'S NAME - SELLER - PRINT)

STATE THAT

THE ODOMETER NOW READS 20735 MILES AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED BELOW, UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

ODOMETER READING (NO TENTHS)

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

MAKE PONTIAC	MODEL G6	BODY TYPE SD
VEHICLE IDENTIFICATION NO. 1G2ZG558964	YEAR 2006	DEALER STOCK NO. P8071A

TRANSFEROR'S SIGNATURE (SELLER) X	(PRINTED NAME) Rogers Auto Group
TRANSFEROR'S STREET ADDRESS (SELLER) 2720 S. MICHIGAN AVE.	
(CITY) CHICAGO, IL 60616	(STATE) (ZIP CODE)
DATE OF STATEMENT 06/16/2008	

TRANSFEREE'S SIGNATURE X	(PRINTED NAME)
TRANSFEREE'S STREET ADDRESS (CO-BUYER)	
(CITY) CHICAGO	(STATE) (ZIP CODE)

1. Type of transaction(s) [Title and Plates] Month Year

- Title and Plates
Title and Transfer
Title Only
Duplicate Title
Corrected Title
Salvage Certificate
Junking Certificate
Plates Only
Sticker Only
Transfer Only
Corrected ID Card
Duplicate ID Card
Single Plate Replacement
Set of Plates Replacement
Sticker Replacement
Reclass of License Plates
Resale of License Plates
Other:

OWNER INFORMATION
95/72
MAZDA WHITE
2001 S MICHIGAN AVE #10R
CHICAGO IL 60616
Owner 1 DL/FEIN #
Owner 2 DL/FEIN #

VEHICLE INFORMATION
Vehicle Identification Number (VIN) 1G2ZG558964
8. Purchase Date JUN / 16 / 2008
Year 2006 Make PONTIAC Model G6 Body Style SD Color BLU
9. Current Odometer Reading 20735
10. Surrender Title Number and State

13. MAIL TITLE TO (IF DIFFERENT THAN ABOVE)
Name
Street Address
City State ZIP

VEHICLE INSURANCE INFORMATION (TRAILERS EXEMPT)
Insurance Company Name
Policy Number
Expiration Date

15. FIRST LIENHOLDER
Name DRIVE FINANCIAL SERVICES
Street Address PO BOX 560583
City DALLAS State TX ZIP 75356-0583

16. SECOND LIENHOLDER
Name
Street Address
City State ZIP

17. TRANSFER INFORMATION
Year Make/Model
VIN

18. SELLER'S INFORMATION (INDIVIDUAL OR DEALERSHIP)
Name ROGERS PONTIAC-GMC TRUCK
Address 2730 S MICHIGAN AVE CHICAGO IL 60616

19. REASON(S) FOR CORRECTED OR DUPLICATE TITLE
State all reasons for corrections or duplication.

20. REASON FOR REPLACEMENT PLATES/STICKER
Lost Stolen Destroyed
Requesting a Different Number Respacing

21. WHEN REPLACING PLATES, YOU MUST CHECK ONE.
I wish to be issued a random-number plate.
I wish to retain my current plate number.

2. Your signature on the application authorizes the Secretary of State to lower the amount of your check if the fee submitted is greater than the fee required for motor transactions.

AUDITOR'S USE ONLY
TRP NUMBER
Tax Form Number



Illinois Department of Revenue

ST-556 Sales Tax Transaction Return

(R-7/08)

(For Vehicles, Watercraft, Aircraft, Trailers, and Mobile Homes)

Tax return no.: **46005837-3**
 IBT no.: **2360-4743**
 Taxable location no.: **016-0001-1 001**
 Taxable location name: **CHICAGO**
 Dealer's license no.: **DL 89**
 Rev: **04**
 Form: **016**

Do not write above this line.

NS	CA	ED	RC	TL	
----	----	----	----	----	--

NEW ROGERS PONTIAC INC
2720 S MICHIGAN AVE
CHICAGO IL 60616-2819
(312) 225-4300 EXT. # 00003

1 Write the buyer's name and address

Name(s) [REDACTED]
 Street [REDACTED] City **CHICAGO** State **IL** ZIP [REDACTED]

2 Describe the item sold

A Vehicle B Watercraft C Aircraft
 D Trailer E Mobile Home F _____

New Used

Identification no. **1G2ZG558964** [REDACTED]
 Year **2006** Make **PONTIAC**
 Body style and model **SD** **G6**

3 Write the date of delivery

(This return is due no later than 20 days after the date of delivery.)

4 Describe the trade-in, if any

Item traded in _____
 Identification no. _____
 Year **N/A** Make _____
 Body style and model _____

5 Exempt or sale to a nonresident

If so, check the correct box below, and see instructions for Section 6.

- A Nonresident buyer (NOT an out-of-state dealer) See instructions. drive-away permit no./lic. plate no. _____ state _____
- B Sold for resale to a DEALER _____
(Write either the Illinois dealer's IBT no. or "Out-of-state dealer")
- C Exempt organization (government, school, religious, or charitable) tax-exempt no. E- _____
- D Sold to an interstate carrier for hire for use as rolling stock Certificate of authority no. _____
- E Sold for rental use buyer's IBT no. _____
- F Other (describe) _____

6 Write the price, and figure the tax (Round to nearest dollar)

You must complete Lines 1 and 2 even if no tax is due.

1 Total price (include accessories, federal excise taxes, freight and labor, dealer preparation, documentary fees, and dealer-reimbursed rebates or incentives). 13715.00
 2 Total trade-in credit or value.00
 3 Amount subject to tax [Line 1 - Line 2] 13715.00
 4 Tax [Line 3 X .0725*] (If you made this sale from a temporary sales location, see the instructions.) 1168.00
 *Ln 3 x .0850 if Chicago Buyer

5 Use tax for certain districts - (see instructions) Do not report home rule use tax below.
 a. County _____
 b. City _____
 c. Township _____ .00
 6 Total tax [Line 4 + Line 5] 1168.00
 7 Retailer's allowance if filed on time [Line 6 X .0175] 20.00

8 Net tax due [Line 6 - Line 7] 1148.00 ~~1147.00~~
 9 Prior overpayment (see instructions)00
 10 Credit for previously paid tax (see instructions) 0 ~~1147.00~~

On the line below, write the tax return number of the Form ST-556 on which you previously paid tax to an Illinois dealer.
 Tax return no. _____
 11 Excess tax collected.00
 12 Total tax due [Line 8 - Line 9 - Line 10 + Line 11] 1148.00 ~~1147.00~~
 13 Credit memorandum (see instructions)00
 14 Amount due [Line 12 - Line 13] 1148.00 ~~1147.00~~

Dealer's check no. _____

Do not write below this line.

Date received by Illinois state government Copy 1 - Revenue's

ATTACH PAYMENT HERE

Under penalties of perjury, we state that we have examined this return, including any schedules and statements, and to the best of our knowledge, it is true, correct, and complete. If the seller has taken a qualified trade-in, we also state that the buyer has properly assigned and surrendered the title of the trade-in to the seller.
 Signature of buyer(s) [REDACTED] Date 6/16/08
 Signature of seller [REDACTED] Date _____

This form is authorized as outlined by the Illinois tax laws and the Illinois Vehicle Code. Disclosure of this information is REQUIRED. Failure to provide information could result in penalties. This form has been approved by the IRS.

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes State: IL

Customer Name: [REDACTED] Service Request: 71-701759847 GM Legal File No.: 668219
 Vehicle ID No.: 1G2ZG558964 [REDACTED] 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

STEERING

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 DEKRUUFF 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 DEKRUUFF 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 DEKRUUFF UNABLE TO VERIFY DAYS OUT OF SERVICE. "I THINK CUSTOMER REFUSED TO PICK IT UP").

BODY/TRIM

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

<u>Date:</u>	<u>RO #:</u>	<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 TIME OF SERVICE.

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<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: **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 1/22/09

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.**



Lynn Johnson/Austin/GM1

03/30/2009 11:41 AM

To: rob.johnson@gm.com

cc: james.cocking@gm.com

bcc:

Subject: Removal of lawsuit - [REDACTED] v. GM

Attached are the documents pertaining to this lawsuit removal.



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



"Moss, Gregory"
<gmoss@consumerlawcenter.com>
03/13/2009 04:36 PM

To <lynn_johnson@gmexpert.com>
cc
bcc
Subject RE: [REDACTED] 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 [mailto:lynn_johnson@gmexpert.com]
Sent: Friday, March 13, 2009 3:00 PM
To: Moss, Gregory
Subject: [REDACTED] v. GM

Mr. Moss: I have assumed this file from Edna Rodriguez 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.

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----- Message from "Yates, Cassie" <cyates@consumerlawcenter.com> on Thu, 12 Mar 2009 15:48:08 -0500 -----

To: <edna_rodriguez@gmexpert.com>
Subject: RE: [REDACTED] 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, 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: [REDACTED] 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.

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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>

03/11/2009 04:37 PM

To: <edna_rodriguez@gmexpert.com>
cc:
Subject: [REDACTED] 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.krohnmoss.com



General Motors Corporation
Business Resource Center
P.O. Box 37170
Detroit, MI 48231-0170

VIA FAX ONLY

March 20, 2009

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

RE: [REDACTED]
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
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.

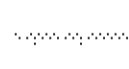
If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0101
V:092007





**General Motors Corporation
Legal Staff**

Facsimile
(248) 267-4427

Telephone
(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
[REDACTED] v. General Motors

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@gm.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



668219

3/24/09

**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: [REDACTED] 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 [REDACTED] - 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: C T Corporation System
PER: Jill Duffy-Baricovich
ADDRESS: 208 South LaSalle Street
Suite 814
Chicago, IL 60604
TELEPHONE: 312-345-4336

ER-Tamera Shultz

Law Office of Connie Postelli
Connie Postelli

CT web
3/11/09
11:48am



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: [REDACTED]
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]

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.

- | | | | |
|-------------------------------------|---|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Other: Release of lien | <input checked="" type="checkbox"/> | Buyer's agreement |

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature





"Yates, Cassie"
<cyates@consumerlawcenter.com>

03/19/2009 03:30 PM

To <lynn_johnson@gmexpert.com>
cc
bcc
Subject: [REDACTED] v. GM

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: [REDACTED] Service Request: 71-701759847 GM Legal File No.: N/A
 Vehicle ID No.: 1G2ZG558964 [REDACTED] 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
 Was TAC contacted for this vehicle (Y/N)? : **Y - #10471803** involvement?: N Vehicle: \$ 13,564.69

If TAC was NOT contacted, why? **Yes, TAC states Normal condition.**

VEHICLE REPAIR HISTORY

Steering

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

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

<u>Date:</u>	<u>RO #:</u>	<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 losing air. – No leaks found at the time of service.

Other

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

08/16/08 296990 * 22,512 Resurface front & rear rotors.
*Prior to sale.
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:

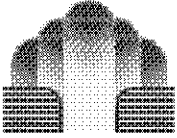
AMOUNT TO CUST: \$
ATTORNEY FEES: \$
OR INCLUSIVE OFFER: \$

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.**



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 [REDACTED]. The customer's vehicle is a 2006, Pontiac G6 with 24,344 miles. Vin# 1G2ZG558964 [REDACTED]. 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

FAX

To: shera

Company:

Fax: 18662661792

Phone:

From: Lora D. Hauswirth

Fax: 248-267-4317

Phone: 313-665-1436

NOTES:

White - Settlement Check Request Approved

The attached check request is approved.

Lora

----- Forwarded by Lora D. Hauswirth/US/GM/GMC on 05/05/2009 02:25 AM -----

Fax Server [USAH2SA0NAM19]

05/04/2009 07:11 PM

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LORA D. HAUSWIRTH/US/GM/GMC

A new 4 page fax has arrived from <unknown

Time Processed: 05/04/2009 07:11:25 PM
Gateway:
Fax Server: USAH2SA0NAM19

Number of Pages: 4
Duration:
Remote CSID:



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: [REDACTED] v. General Motors Corporation
Circuit Court of Cook County, First District, Municipal Division
Case No. : 09 M1 116338
Vehicle : 2006 Pontiac G6
VIN : 1G2ZG558964 [REDACTED]
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 "[REDACTED] Ltd." A completed IRS form W-9 is attached as required for proper tax reporting.

Plaintiff:

[REDACTED]
Chicago, IL
[REDACTED]

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

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

16307718297

Line 1

01:38:24 p.m.

05-01-2009

3/3

PG 3/1

RELEASE OF CLAIM

I, [REDACTED] 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 [REDACTED]. Ltd.") paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its authorized independent dealers, designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims and causes of action for any injuries, losses or damages to my person and/or property which may have been caused by, or which may at any time arise out of, or in connection with one 2006 Pontiac G6 VIN 1G2ZG558964 [REDACTED]

I, [REDACTED] 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, [REDACTED] 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: 5-1-09

[REDACTED SIGNATURE]

MALEA WHITE

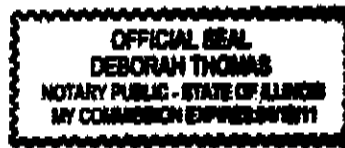
[REDACTED ADDRESS]

Address

Chicago, IL
City, State, Zip Code

Sworn to and subscribed before me this 1st day of May, 2009.

Deborah Thomas
Notary Public



Cook County

My Commission Expires: 4/18/11

Form W-9
 (Rev. November 2008)
 Department of the Treasury
 Internal Revenue Service

**Request for Taxpayer
 Identification Number and Certification**

Give form to the requester. Do not send to the IRS.

Name (as shown on your income tax return) _____

Business name, if different from above _____

Check appropriate box: Individual/Sole proprietor Corporation Partnership Other _____ Exempt from backup withholding

Address (number, street, and apt. or suite no.) _____
 City, state, and ZIP code
Chicago IL _____

List account number(s) here (optional) _____

Requester's name and address (optional) _____

Part I Taxpayer Identification Number (TIN)

Enter your TIN in this appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number _____
 OR
 Employer identification number _____

Part II Certification

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 (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign Here _____ Signature of U.S. person _____ Date **11/30/08**

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),
- 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. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

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

For federal tax purposes, you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- 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 301.7701-5(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 certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

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

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

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][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



CHECK No. [REDACTED]

50-937
213

DATE
06/22/09

*****3,400 DOLLARS

*****00 CENTS

AMOUNT
*****3,400.00

PAY
TO THE
ORDER
OF

[REDACTED]
 ARDMORE PA [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Prin D. Albee

SIGNATURE

The Chase Manhattan Bank, N.A.
 Syracuse, New York

AUDIT

[REDACTED]

North American Operations

General Motors Corporation
 Disbursements (2613)
 PO Box 62530
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR
 DUNS NO. BB 000000049

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT
 DATE 06/22/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT61846F [REDACTED]	05/29/09 .71-710264	VM 1-C1C7P4 833.1-C1C7P4	00.0000	3,400.00	.00	3,400.00
TOTAL				3,400.00	.00	3,400.00

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

H3

May 27, 2009

Laura Applegate, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
Customer Relationship Specialist: Michael Nordstrom

Dear Ms. Applegate:

Enclosed please find a check in the amount of \$3,400.00 inclusive made payable to [REDACTED] and [REDACTED] 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 [REDACTED] 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

**Request for Taxpayer
 Identification Number and Certification**

Give form to the
 requester. Do not
 send to the IRS.

Print or type
 See Specific Instructions on page 2.

Name
David J. Goehberg + Associates, P.C.
 Business name, if different from above

Check appropriate box: Individual Sole proprietor Corporation Partnership Other > _____ Exempt from backup withholding

Address (number, street, and apt. or suite no.)
32 Arkky Plaza 700 Times Bldg.
Ardmore Pa. 19003
 List account number(s) here (optional)

Requester's name and address (optional)

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 proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see **How to get a TIN** on page 3.

Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number								
or								
Employer identification number								

Part II Certification

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 (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. person (including a U.S. resident alien).

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 a mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign Here Signature of U.S. person [Signature] Date 12-17-09

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),
 - Certify that you are not subject to backup withholding, or
 - 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-9.

Foreign person. If you are a foreign person, use the appropriate Form W-8 (see Pub. 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien 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 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.

If you are a U.S. resident alien who is relying on an 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 alien.
- The treaty article addressing the income.
- The article number (or location) 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 treaty article.

VIN: 1G1ZT6184 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: KCFJH8
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC 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	13 13374	00031244328		10/28/06	CNE	3,000.00	
DELIVERY D.O.E.	13 13374			10/27/06		0.00	
DELIVERY TO CUS	13 13374			10/26/06		0.00	
INCENTIVE CHARG	13 13374	00030991762		09/19/06	BDV	500.00	DR
INCENTIVE MEMO	13 13374	00030991762		09/19/06	BDV	500.00	DR
INCTV APPLICATN	13 13374	00030991762		09/19/06	BDV	500.00	DR
COV/NVIS REPLAC	13 13374	1AD88063093		09/07/06		0.00	
REPLACEMENT LAB	13 13374			09/06/06		20,790.00	
DLVY CANCEL DOE	13 13374			09/05/06		0.00	
INCENTIVE MEMO	13 13374	00030903597		09/02/06	BDV	500.00	
INCTV PAYMENT	13 13374	00030903597		09/02/06	BDV	500.00	
INCTV APPLICATN	13 13374	00030903597		09/02/06	BDV	500.00	
DELIVERY CANCEL	13 13374			08/31/06		0.00	
DELIVERY D.O.E.	13 13374			08/31/06		0.00	
DELIVERY TO CUS	13 13374			08/31/06		0.00	
DLR TRADE D.O.E	13 13374			08/31/06		0.00	
DEALER TRADE (P	13 13374			08/31/06		0.00	
INCENTIVE CHARG	13 13031	00030871082		08/29/06	VBD	1,000.00	DR
INCENTIVE MEMO	13 13031	00030871082		08/29/06	VBD	1,000.00	DR
INCTV APPLICATN	13 13031	00030871082		08/29/06	VBD	1,000.00	DR
INCENTIVE CHARG	13 13031	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	
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INCENTIVE MEMO	13 13031	00030747344		08/05/06	GMS	933.25	
INCTV PAYMENT	13 13031	00030747344		08/05/06	GMS	933.25	
INCTV APPLICATN	13 13031	00030747344		08/05/06	GMS	933.25	
INCENTIVE MEMO	13 13031	00030747344		08/05/06	FFC	39.08	
INCTV PAYMENT	13 13031	00030747344		08/05/06	FFC	39.08	
INCTV APPLICATN	13 13031	00030747344		08/05/06	FFC	39.08	
DELIVERY CANCEL	13 13031			08/04/06		0.00	
DELIVERY D.O.E.	13 13031			08/04/06		0.00	
DLR TRADE D.O.E	13 13031			08/04/06		0.00	
DELIVERY TO CUS	13 13031			08/03/06		0.00	
DEALER TRADE (P	13 13031			08/03/06		0.00	
SETTLEMENT DATE	13 13374	1AD88063093		05/30/06		19,983.41	CR
EXPIRATION TRAN	13 13374	1AD88063093		05/29/06		0.00	
ORIGINAL INVOIC	13 13374	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	13 13374			05/18/06		0.00	
PREFERENCE TO P	13 13374			04/25/06		0.00	
GM ORDER ACCEPT	13 13374			04/24/06		0.00	
GM ORDER ACCEPT				04/24/06		0.00	

VIN: 1G1ZT6184 6F [REDACTED] 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: [REDACTED]
TRD DOE: 08/31/06
SRVC IN: WASHINGTON PA [REDACTED]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	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	OA		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

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CNE	01	13 13374	00031244328	10/28/06	3,000.00	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
FFC	01	13 13031	00030747344	08/05/06	39.08	OA		0.00	9

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

VIN: 1G1ZT6184 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: KCFJH8

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

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
GMS	01	13 13031	00030747344	08/05/06	933.25	OA		0.00	9

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

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	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	OA		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
25U DARK BLUE METALLIC /V6G
83C TITANIUM

ORDER NO. KCFJH8/TRE STOCK NO.

VIN 1G1 ZT61 84 6F [REDACTED]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD88063093
*****13*13374S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT68 MALIBU MAXX LT	20165.00	19055.93	INVOICE 05/19/06
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 05/19/06
LX9 3.5L V6 ENGINE	N/C	N/C	EXP I/T 05/29/06
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	INT COM 05/30/06
R8K *****	N/C	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 WHOLESAL 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 [REDACTED]
\$ 19983.41 INV 1AD88063093
DUE 05/30/06 DEALER 13-374



"Laura Applegate" <lapplegate@mylemon.com>
05/18/2009 04:14 PM

To <michael_nordstrom@gmexpert.com>
cc
bcc
Subject Re: [REDACTED] v GM - 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: [REDACTED] 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" <lapplegate@mylemon.com>

05/18/2009 02:05 PM

To <michael_nordstrom@gmexpert.com>
cc
Subject Re: [REDACTED] v GM - 71-710264833

Michael,
I can counter with 4900 plus the letter.

Thanks

----- Original Message -----

From: michael_nordstrom@gmexpert.com
To: lapplegate@mylemon.com
Sent: Monday, May 18, 2009 11:29 AM
Subject: [REDACTED] 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.

DAVID J. GORBERG†
TAMMY J. SCHMITT
LAURA L. APPEGATE
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

1 (800) MY-LEMON
1 (800) 695-3666

(215) 665-7660
FAX (215) 563 8738

www.MyLemon.com

NEW JERSEY OFFICE

100 CENTURY PARKWAY
SUITE 305
MT. LAUREL, NJ 08054
(856) 797-0703
FAX (856) 983-6123

PITTSBURGH OFFICE

7325 GRANT BLDG.
330 GRANT STREET
PITTSBURGH, PA 15210
(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, [REDACTED]

RE: Request for Release of Lien Form

PAGES BEING TRANSMITTED: Two (2) including cover sheet

MESSAGE:

Client payed for vehicle in full with cash. [REDACTED] 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:

- NOT BE FORWARDED
- BE FORWARDED BY FIRST CLASS MAIL
- VIA HAND DELIVERY
- VIA OVERNIGHT MAIL
- OTHER

Paid Cash in full

NORTH STAR CHEVROLET, INC.

100 MARSHFIELD BLVD. • LARNEY, VA. 22075 • VARIATA 15109
(412) 275-2300
FAX (412) 279-3711

RECEIPT NO.

11368

11-26-09



RECEIVED OF

\$11085.00
DOLLARS

92945

DETAIL	ACCOUNT	NOTE	HOW PAID	MEMO
AMOUNT DUE			CASH	<i>[Signature]</i> BY <i>[Signature]</i> THANK YOU
AMOUNT PAID			CHECK	
			CREDIT CARD	
			DRAFT	
BALANCE DUE			MONEY ORDER	

CUST. (CTL) NO.	STOCK NO.	CASH REC.	JOURNAL SOURCE	50
ACCOUNT	ACCT. NO.	AMOUNT		KEY
CASH ON HAND	201			<input type="checkbox"/>
ACC. REC. P/S	220			<input type="checkbox"/>
ACC. REC. VEH.	220A			<input type="checkbox"/>
CONT. IN TRANS.	205			<input type="checkbox"/>
CHECKING	202			<input checked="" type="checkbox"/>
CASH SALES	225			<input checked="" type="checkbox"/>

MV - 1 (5-05)

A. VEHICLE DESCRIPTION		MAKE OF VEHICLE LIVE VROLET		VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED. TAPE SECURELY TO REVERSE OF THIS COPY 1G1ZT61B4G		BODY TYPE (SDN, TK, BUS, ETC.) S/M		MODEL YEAR 06		I. TAX / FEES	
		GROSS VEHICLE WT. RATING		FUEL TYPE: <input checked="" type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> PROPANE <input type="checkbox"/> HYBRID <input type="checkbox"/> OTHER		PUBLIC OR CERTIFIED				LESS TRADE-IN 3500.00	
		CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A <input type="checkbox"/> POLICE VEHICLE (IF APPLICABLE)								TAXABLE AMOUNT 10364.35	
B. APPLICANT INFORMATION		LAST NAME (OR FULL BUSINESS NAME)		FIRST NAME		MIDDLE INITIAL		DATE ACQUIRED/PURCHASED 10/26/2006		X 8% (.06) SALES TAX *X 7% (.07) *(See note on reverse) 621.86	
		CO-PURCHASER						DEALER ID NUMBER (IF APPLICABLE) 857672		LESS TAX CREDIT N/A	
		STREET		CITY		STATE		ZIP		1. SALES TAX DUE 621.86	
		WASHINGTON		PA		603					
		NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> . Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)									
		NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK <input type="checkbox"/> . IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM 101									
C. MILEAGE INFORMATION		<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE. WARNING: ODOMETER DISCREPANCY		ODOMETER READING		TENTHS		10. (PTA) NO.	
		WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.				2 2		2 2		2. TITLE FEE 22.50	
D. LIEN INFORMATION		1ST LIEN DATE: <input type="checkbox"/> IF NO LIEN, CHECK HERE		2ND LIEN DATE: <input type="checkbox"/> IF NO LIEN, CHECK HERE		1ST LIENHOLDER		2ND LIENHOLDER		3. LIEN FEE	
		STREET		STREET		CITY		STATE		4. REGISTRATION OR PROCESSING FEE N/A	
		CITY		CITY		STATE		STATE			
		FINANCIAL INSTITUTION NUMBER		FINANCIAL INSTITUTION NUMBER							
		IF THIS IS AN ELT, CHECK HERE <input type="checkbox"/> NOTE: FIN IS 161NE52J0X6 CHECK HERE <input type="checkbox"/> NOTE: FIN IS REQUIRED									
E. VEHICLE INFORMATION		MAKE OF VEHICLE SD		VIN		MODEL YEAR		CONDITION OF VEHICLE <input checked="" type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR		5. DUPLICATE REG. FEE NO. OF CARDS	
F. ADDITIONAL VEHICLE INFORMATION		PASSENGER TAXI/BUS		<input type="checkbox"/> PASSENGER <input type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> MOTORCYCLE <input type="checkbox"/> OTHER		SEATING CAPACITY		CYLINDER CAPACITY 5000 OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO		6. TRANSFER FEE 5.00	
		MOTORCYCLE MOTOR DRIVEN CYCLE MOPEL		<input type="checkbox"/> OPERABLE PEDALS <input type="checkbox"/> YES <input type="checkbox"/> NO		MAX. SPEED 26 MPH OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO		<input type="checkbox"/> OVER 5.0		7. INCREASE FEE	
		MOTOR HOME		CHASSIS MFR.		BODY MAKE				8. REPLACEMENT FEE N/A	
		TRAILER & VEHICLES BELOW		NUMBER OF AXLES		REQ. REGISTERED GROSS WT. (INCLUDING LOAD)					
		TRUCK/TRACTOR		SUM OF GAWTS		UNLOADED WT. (EMVT)					
				REQ. REGISTERED GROSS COMBINATION WT.		GROSS COMBINATION WT. RATING				9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount 650.36	
G. APPLICATION FOR REGISTRATION		ORIGINAL PLATE <input checked="" type="checkbox"/> Check One		<input checked="" type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE		<input type="checkbox"/> TRANSFER & RENEWAL OF PLATE		<input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE			
		EXCHANGE PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)		EXPIRES		Month JUN Year 07		NOTE: IF "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.			
		TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE)		REASON FOR REPLACEMENT		<input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)					
		TEMP. PLATE NO.		SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT):		SIGNATURE		RELATIONSHIP TO APPLICANT			
		INSURANCE COMPANY NAME HARTFORD		NAIC NO.		POLICY NO. (OR ATTACH BINDER)		POLICY EFFECTIVE DATE 10/21/06		POLICY EXPIRATION DATE 04/21/07	
		ISSUING AGENT INFORMATION		I CERTIFY THAT ON MONTH 10 DAY 26 YEAR 06 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT (PRINT NAME) NORTHSTAR		AGENT NO. 857672			
						ISSUING AGENT SIGNATURE		TELEPHONE NO.			
H. SEAL AND APPLICATION FOR TITLE		SUBSCRIBED AND SWORN TO BEFORE ME:		MO. OCT DAY 26 YEAR 2006		SIGNATURE OF PERSON ADMINISTERING OATH					
		SEAL		SIGN IN PRESENCE OF NOTARY							

Documents are not received within 90 days, please contact PennDot.



NORTH STAR CHEVROLET, Inc.



326 Mansfield Boulevard • Carnegie, PA 15106

DEAL 72946

412/279-2300 Phones 412/923-1230

DATE 10/26/86

PURCHASER'S NAME

PURCHASER'S ADDRESS

CITY, STATE & ZIP

WASHINGTON, PA

RES. PHONE

BUS. PHONE

SOC. SEC. NUMBER

PLEASE ENTER MY ORDER FOR THE FOLLOWING		<input checked="" type="checkbox"/> NEW <input checked="" type="checkbox"/> CAR <input type="checkbox"/> USED <input type="checkbox"/> TRUCK <input type="checkbox"/> DEMO	STOCK NO. 61029	INCENTIVES <i>Rebate - \$200 - ONE</i>	
YEAR 2005	MAKE CHEVROLET			INCENTIVES <i>MOON - \$150 - ONE</i>	
MODEL OR SERIES MAZIBU	BODY TYPE S/H			INCENTIVES <i>NUM # 2814822</i>	
COLOR BLUE	TRIM			INCENTIVES <i>Selling Price 110000</i>	
SERIAL NO. 151Z761846F				SUBTOTAL	2033.41
TO BE DELIVERED ON OR ABOUT 10/26/86				TRADE IN PAYOFF	
SALESMAN DENNINGTON, DOWNS				OWED TO	PHONE
I state that odometer mileage on VEHICLE BEING PURCHASED described above is 22 at time of transfer. (Check the following statement, if applicable) <input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.				AMOUNT \$	GOOD UNTIL
SIGNATURE OF TRANSFEROR (DEALER OR AGENT) <i>[Signature]</i> DATE 10/26/86				VERIFIED	DATE
Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 3203(a) of the Motor Vehicle Information and Cost Savings Act of 1974, Public Law 93-504.				Insurance Agent	TIME
I state that odometer mileage on USED VEHICLE TRADED-IN described above is 23518 at time of transfer. (Check the following statement, if applicable) <input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.				Address	Verified By
USED VEHICLE TRADE-IN AND/OR OTHER CREDITS				Phone	Insurance Carrier
YEAR 1999	MAKE CHEVROLET			Policy Number	Effective Date From
MODEL OR SERIES MAZIBU	BODY TYPE GD	STOCK NO. 610290		Comp. 100.00	Coll. 500.00
COLOR	TRIM			The Seller, NORTH STAR CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.	
SERIAL NO. 1G1NEE102281000	SECOND TRADE			SUBTOTAL	2033.41
YEAR	MAKE	STOCK NO.		FACTORY REBATE	5469.86
MODEL OR SERIES	BODY TYPE			TRADE ALLOWANCE OR DISCOUNT	3500.00
COLOR	TRIM			MONEY DIFFERENCE	10364.35
SERIAL NO.				SALES TAX	621.86
BALANCE OWED TO				LICENSE & TITLE	28.50
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 CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. WRITTEN NOTICE OF CANCELLATION MUST BE RECEIVED BY THE DEALER.				NOTARY FEES	5.00
Purchaser's Signature <i>[Signature]</i>				DOCUMENTARY & TIRE TAX	66.00
Accepted By <i>[Signature]</i>				TOTAL	11085.71
				PAYOFF	+
				DOWN PAYMENT	- N/A
				SERVICE CONTRACT	+
				SERVICE CONTRACT TAX	+
				TOTAL	11085.71

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 such warranty is not a part of the sale or 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."



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

April 2, 2009

VIA FAX ONLY

Rob Klodowski, Service Manager
Sun Chevrolet
McMurray, PA 15317

RE: [REDACTED]
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
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,

General Motors Corporation





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

March 28, 2009

VIA FAX ONLY

Rich Caswell, Service Manager
WASHINGTON CHEVROLET
Washington, PA

RE: [REDACTED]
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
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,

General Motors Corporation



GMC



HUMMER





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

March 28, 2009

VIA FAX ONLY

Rich Caswell, Service Manager
WASHINGTON CHEVROLET
Washington, PA

RE: [REDACTED]
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
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,

General Motors Corporation





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.



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


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.

- | | | | |
|-------------------------------------|---|--------------------------|-------------------|
| <input type="checkbox"/> | Copy of owner's current title and/or registration | <input type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Other: Signed Release of Lien Information form | <input type="checkbox"/> | Buyer's agreement |

General Motors Corporation
 ATTN: BRC Legal
 P.O. Box 33170
 Detroit, MI 48232

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature



Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

Last updated by Michael Nordstrom on 5/19/09

Settled for 3400k incl and 36/45 Steering CCL

By: Dianna Barber

State: PA

Customer Name: [REDACTED] Service Request: 71-710264833 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT61846F [REDACTED] In Service Date: 10/26/2006 Vehicle is: NEW BAC Code: 204396
Year, Make & Model: 2006 Chevrolet Malibu MAXX Vehicle Purchased Used on: N/A
Lien holder: GMAC Other : paid cash DVM requests Purchase Price of
Was TAC contacted for this vehicle (Y/N)? : **NO, not needed** 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

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

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

- Replace transmitter

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.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION AND RATIONALE

CRS recommends denial at this time. LS rejected recommendation

Empowered for 2400k to 3400k incl and 36/45 Steering CCL

PC accepted 3400k incl and 36/45 Steering CCL

REASON FOR REMOVAL

The vehicle does not appear to meet PA LL. The vehicle has experienced 0 repairs within presumptive period and all other repairs are minor. There was one bulletin 08-02-32-005 which resulted in replacing of the steering coil, ground and shaft, all covered under b2b and appears to have been repaired. The vehicle has 16k miles and the last time at the dealership was on 3/7/09 for a replacement of a sun shade. There does not appear to be any significant impairment to the vehicles use value or safety.

CRS FINAL OFFER: :3400k incl

DATE: 5/18/09

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$3400k incl

PLAINTIFF'S FINAL :

DATE:

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 Quadrateer.
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**

FACSIMILE COVER SHEET

TO: MARY GREER

COMPANY: GM LEGAL DEPT

PHONE: 866-790-5600 X11135

FAX: 866-393-8081

FROM: PATTY JIMMERS

COMPANY: NORTHSTAR CHEVROLET

PHONE: 412-264-3325

FAX: 412-264-4483

DATE: 4/3/09

PAGES INCLUDING COVER PAGE: 4

COMMENTS:

**IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.
THANK YOU**

Chevrolet

NORTH STAR CHEVROLET, Inc.

Chevrolet

326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/920-1200

DEAL 72946

DATE **10/26/06**

PURCHASER'S NAME

RES. PHONE

PURCHASER'S ADDRESS

BUS. PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC. NUMBER

VEHICLE BEING PURCHASED		STOCK NO.
PLEASE ENTER MY ORDER FOR THE FOLLOWING		61029
<input checked="" type="checkbox"/> NEW	<input checked="" type="checkbox"/> CAR	
<input checked="" type="checkbox"/> USED	<input checked="" type="checkbox"/> TRUCK	
<input type="checkbox"/> DEMO		
YEAR 2006	MAKE CHEVROLET	
MODEL OR SERIES MALIBU	BODY TYPE S/W	
COLOR BLUE	TRIM	
SERIAL NO. 1G1ZT61846E		
TO BE DELIVERED ON OR ABOUT 10/26/06		
SALESMAN PENNINGTON, RAYMOND		

Manufacturers Suggested Retail Price		\$
		20333.41
INCENTIVES	Rebate - 3000 - CNE	
INCENTIVE	CANAD - 3469 - JDE	
INCENTIVES	AUM # P814822	
INCENTIVES	Selling Price / Includes Sports Font 350.	
SUBTOTAL		20333.41
TRADE IN PAYOFF		
OWED TO	PHONE	
ADDRESS		
AMOUNT \$	GOOD UNTIL	
VERIFIED	DATE	TIME

I state that odometer mileage on VEHICLE BEING PURCHASED described above is **22** at time of transfer.
 (Check the following statement, if applicable)
 I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown. **10/26/06**
 SIGNATURE OF TRANSFEROR (DEALER OR AGENT) **[Signature]** DATE

Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.

Insurance Agent
 Address
 Phone
 Verified By:
 Insurance Carrier
 Policy Number
 Effective Date From **10/21/06** To **04/21/07** Comp. **100.00** Coll. **500.00**

The Seller, NORTH STAR CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied. Including any implied warranty of merchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.

I state that odometer mileage on USED VEHICLE TRADED-IN described above is **59518** at time of transfer.
 (Check the following statement, if applicable)
 I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown. X **10/26/06**
 DATE

SUBTOTAL	20333.41
FACTORY REBATE	6469.06
TRADE ALLOWANCE OR DISCOUNT	3500.00

USED VEHICLE TRADE-IN AND/OR OTHER CREDITS		STOCK NO.
YEAR 1999	MAKE CHEVROLET	61029A
MODEL OR SERIES MALIBU	BODY TYPE SD	
COLOR	TRIM	
SERIAL NO. 1G1N5EJ0X6		
SECOND TRADE		
YEAR	MAKE	STOCK NO.
MODEL OR SERIES	BODY TYPE	
COLOR	TRIM	
SERIAL NO.		
BALANCE OWED TO		

MONEY DIFFERENCE	10364.35
SALES TAX	621.86
LICENSE, TITLE	29.50
NOTARY FEES	
PA TIRE TAX	5.00
DOCUMENTARY & TIRE TAX [Notary Fee]	66.00
TOTAL	11085.71
PAYOFF	
DOWN PAYMENT	
SERVICE CONTRACT	N/A
SERVICE CONTRACT TAX	
TOTAL	11085.71

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 CONTRACT SIGNED BY THE BUYER.
 PURCHASER'S SIGNATURE: **[Signature]**
 ACCEPTED BY: **[Signature]**

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 such Warranty is not a part of the 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."

61029

CERTIFICATE OF ORIGIN FOR A VEHICLE

1740



RB1PD008
INVOICE NO.
1AD88063093

DATE
05/19/06

VEHICLE IDENTIFICATION NO.
1G1ZT61846F

YEAR
2006

MAKE
CHEVROLET

BODY TYPE
MALIBU MAXX LT

SHIPPING WEIGHT
3409

H.P. (S.A.E.)
32.9

G.V.W.R.
4448

NO. CYL.
06

SERIES OR MODEL
1ZT68

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

13374 KCFJHB

**NORTHSTAR CHEVROLET, INC.
326 MANSFIELD BLVD
CARNEGIE**

PA 15106-2444

THIS COV, ISSUED 09/07/2006 IS A REPLACEMENT OF THE ORIGINAL COV ISSUED FOR THE VEHICLE SHOWN ABOVE.

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *

**GENERAL MOTORS CORPORATION
& SUBSIDIARIES**

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G46978174

DETROIT

MI 48243-1114

CITY - STATE

GM 521 REV. 10-05

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. FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1
 NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenths
 DEALER _____ BY: Joseph Gray
 NAME OF DEALERSHIP: NORTH STAR CHEV DEALER'S LICENSE NUMBER: 85-9643
 State of: PA Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this 20 day of OCT 2009
 County of: ALLEGHENY Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2
 NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenths
 DEALER _____ BY: _____
 NAME OF DEALERSHIP: _____ DEALER'S LICENSE NUMBER: _____
 State of: _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of: _____ Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3
 NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenths
 DEALER _____ BY: _____
 NAME OF DEALERSHIP: _____ DEALER'S LICENSE NUMBER: _____
 State of: _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of: _____ Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4
 NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenths
 DEALER _____ BY: _____
 NAME OF DEALERSHIP: _____ DEALER'S LICENSE NUMBER: _____
 State of: _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of: _____ Notary Public

ODOMETER DISCLOSURE FOR RETAIL SALE
 Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.
 I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ No Tenths. The mileage stated is in excess of its mechanical limit. The odometer reading is not the actual mileage.
 Signature(s) of Seller(s): Joseph Gray Date of Sale: 10-26-09 Date of Sale: 10-26-09
 Printed Name(s) of Seller(s): JOSEPH GRAY
 Signature of Purchaser(s): _____
 Printed Name of Purchaser(s): _____
 Company Name (if Applicable): _____ State of: COMMONWEALTH OF PENNSYLVANIA
 Address of Purchaser: _____ County of: _____

LIENHOLDER
 1st lien in favor of: NONE
 whose address is: _____
 2nd lien in favor of: NONE
 whose address is: _____

Notarial Seal
 Joseph A. Gray, Jr., Notary Public
 Jackson Twp., Butler County
 My Commission Expires Aug-31, 2009
 Member, Pennsylvania Association of Notaries

GM521 REV. 1-2000

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 [REDACTED]. 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**

FACSIMILE COVER SHEET

TO: MARY GREER

COMPANY: GM LEGAL DEPT

PHONE: 866-790-5600 X11135

FAX: 866-393-8081

FROM: PATTY JIMMERS

COMPANY: NORTHSTAR CHEVROLET

PHONE: 412-264-3325

FAX: 412-264-4483

DATE: 4/3/09

PAGES INCLUDING COVER PAGE: 4

COMMENTS:

**IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.
THANK YOU**

Chevrolet

NORTH STAR CHEVROLET, Inc.

Chevrolet

326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/923-1230

DEAL 72946

DATE **10/26/06**

PURCHASER'S NAME

RES. PHONE

PURCHASER'S ADDRESS

BUS. PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC. NUMBER

VEHICLE BEING PURCHASED		STOCK NO.
PLEASE ENTER MY ORDER FOR THE FOLLOWING		61029
<input checked="" type="checkbox"/> NEW	<input checked="" type="checkbox"/> CAR	
<input checked="" type="checkbox"/> USED	<input type="checkbox"/> TRUCK	
<input type="checkbox"/> DEMO		
YEAR 2006	MAKE CHEVROLET	
MODEL OR SERIES MALIBU	BODY TYPE S/W	
COLOR BLUE	TRIM	
SERIAL NO. 1G1ZT618468		
TO BE DELIVERED ON OR ABOUT 10/26/06		
SALESMAN PENNINGTON, RAYMOND		

Manufacturers Suggested Retail Price		\$
		20333.41
INCENTIVES	Rebate - 3000 - CNE	
INCENTIVE	GMCAO - 3469.00 - JDE	
INCENTIVES	AUM # P814822	
INCENTIVES	Selling Price / Includes Sporter font 350.	
SUBTOTAL		20333.41
TRADE IN PAYOFF		
OWED TO	PHONE	
ADDRESS		
AMOUNT \$	GOOD UNTIL	
VERIFIED	DATE	TIME
Insurance Agent		
Address		
Phone	Verified By:	
Insurance Carrier HARTFORD		
Policy Number		
Effective Date From 10/21/06 To 04/21/07	Comp. 100.00	Coll. 500.00

I state that odometer mileage on VEHICLE BEING PURCHASED described above is **22** at time of transfer.
 (Check the following statement, if applicable)
 I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown. **10/26/06**
 SIGNATURE OF TRANSFEROR (DEALER OR AGENT) DATE

Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.

SUBTOTAL		20333.41
FACTORY REBATE		6469.06
TRADE ALLOWANCE OR DISCOUNT		3500.00
MONEY DIFFERENCE		10364.35
SALES TAX	+	621.86
LICENSE, TITLE	+	29.50
NOTARY FEES	+	
DOCUMENTARY & TIRE TAX	+	5.00
TOTAL	+	11085.71
PAYOFF	+	
DOWN PAYMENT	-	N/A
SERVICE CONTRACT	+	
SERVICE CONTRACT TAX	+	
TOTAL		11085.71

I state that odometer mileage on USED VEHICLE TRADED-IN described above is **59518** at time of transfer.
 (Check the following statement, if applicable)
 I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown. X **10/26/06**
 SIGNATURE OF TRANSFEROR (DEALER OR AGENT) DATE

USED VEHICLE TRADE-IN AND/OR OTHER CREDITS		STOCK NO.
YEAR 1999	MAKE CHEVROLET	61029A
MODEL OR SERIES MALIBU	BODY TYPE SD	
COLOR	TRIM	
SERIAL NO. 1G1N5EJ0X6		
YEAR	MAKE	STOCK NO.
MODEL OR SERIES	BODY TYPE	
COLOR	TRIM	
SERIAL NO.		
BALANCE OWED TO		

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 CONTRACT SIGNED BY A WRITTEN NOTICE OF CANCELLATION.

Purchaser's Signature: _____

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 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 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."

61029

CERTIFICATE OF ORIGIN FOR A VEHICLE

1740



RB1PD008
INVOICE NO.
1AD88063093

DATE
05/19/06

VEHICLE IDENTIFICATION NO.
1G1ZT61846F

YEAR
2006

MAKE
CHEVROLET

BODY TYPE
MALIBU MAXX LT

SHIPPING WEIGHT
3409

H.P. (S.A.E.)
32.9

G.V.W.R.
4448

NO. CYL.
06

SERIES OR MODEL
1ZT68

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

13374 KCFJHB

**NORTHSTAR CHEVROLET, INC.
326 MANSFIELD BLVD
CARNEGIE**

PA 15106-2444

THIS COV, ISSUED 09/07/2006 IS A REPLACEMENT OF THE ORIGINAL COV ISSUED FOR THE VEHICLE SHOWN ABOVE.

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *

**GENERAL MOTORS CORPORATION
& SUBSIDIARIES**

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G46978174

DETROIT

MI 48243-1114

CITY - STATE

GM 521 REV. 10-05

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. FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1
 NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenths
 DEALER _____ BY: Joseph Gray
 NAME OF DEALERSHIP: NORTH STAR CHEV DEALER'S LICENSE NUMBER: 85-9643
 State of: PA Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this 30 day of OCT 2006
 County of: ALLEGHENY Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2
 NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenths
 DEALER _____ BY: _____
 NAME OF DEALERSHIP: _____ DEALER'S LICENSE NUMBER: _____
 State of: _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of: _____ Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3
 NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenths
 DEALER _____ BY: _____
 NAME OF DEALERSHIP: _____ DEALER'S LICENSE NUMBER: _____
 State of: _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of: _____ Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4
 NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenths
 DEALER _____ BY: _____
 NAME OF DEALERSHIP: _____ DEALER'S LICENSE NUMBER: _____
 State of: _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of: _____ Notary Public

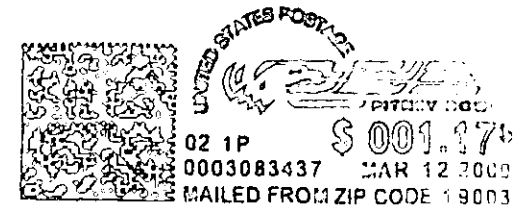
ODOMETER DISCLOSURE FOR RETAIL SALE
 Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.
 I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ NO Tenths. The mileage stated is in excess of its mechanical limits. The odometer reading is not the actual mileage.
 Signature(s) of Seller: _____ Date: 10-26-06
 Printed Name(s) of Seller: _____
 Signature of Purchaser: _____
 Printed Name of Purchaser: _____
 Company Name (if Any): _____ State of: COMMONWEALTH OF PENNSYLVANIA
 Address of Purchaser: _____ County of: _____

LIENHOLDER
 1st lien in favor of: NONE
 whose address is: _____
 2nd lien in favor of: NONE
 whose address is: _____

Notarial Seal
 Joseph A. Gray, Jr., Notary Public
 Jackson Twp., Butler County
 My Commission Expires Aug-31, 2009
 Member, Pennsylvania Association of Notaries

GM521 REV. 1-2000

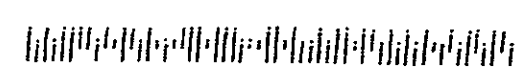
LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
700 TIMES BUILDING
SUBURBAN SQUARE
ARDMORE, PA 19003



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. APPLIGATE
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

1 (800) MY-LEMON
1 (800) 695-3666

(215) 665-7660
FAX (215) 563-8738

www.MyLemon.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
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: [REDACTED]
Vehicle: 2006 Chevy Malibu
Vin #: 1G1ZT61846F [REDACTED]

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.

Very truly yours,

DAVID J. GORBERG

DJG/mn

MV - 1 (5-05)						I. TAX / FEES	
VEHICLE DESCRIPTION	MAKE OF VEHICLE CHEVROLET		VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY 1G1ZE761846F		BODY TYPE (SDN, TK, BUS, ETC.) S/W	MODEL YEAR 06	1. SALES TAX 1364.35
	GROSS VEHICLE WT. RATING	FUEL TYPE: <input checked="" type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> PROPANE <input type="checkbox"/> HYBRID <input type="checkbox"/> OTHER		DATE ACQUIRED/ PURCHASED 10/26/2006		LESS TRADE-IN 3500.00	TAXABLE AMOUNT 10364.35
	CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A POLICE VEHICLE, (IF APPLICABLE) <input type="checkbox"/>						2. SALES TAX DUE 621.86
APPLICANT INFORMATION	LAST NAME (OR FULL BUSINESS NAME)		FIRST NAME	MIDDLE INITIAL	DATE ACQUIRED/ PURCHASED 10/26/2006		X 8% (.06) SALES TAX *X 7% (.07) *(See note on reverse) 621.86
	STREET		CITY	STATE	ZIP	COUNTY CODE 603	LESS TAX CREDIT N/A
	WASHINGTON PA						3. SALES TAX DUE 621.86
MILEAGE INFORMATION	<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY		ODOMETER READING 22 TENTHS 2		10. (PTA) NO.
	WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.						2. TITLE FEE 22.50
LIEN INFORMATION	1ST LIEN DATE: <input checked="" type="checkbox"/> IF NO LIEN, CHECK HERE		2ND LIEN DATE: <input checked="" type="checkbox"/> IF NO LIEN, CHECK HERE		8. LIEN FEE .		
	1ST LIENHOLDER		2ND LIENHOLDER		4. REGISTRATION OR PROCESSING FEE N/A		
	STREET		STREET		5. DUPLICATE REG. FEE NO. OF CARDS		
	CITY STATE ZIP		CITY STATE ZIP		6. TRANSFER FEE 6.00		
ADDITIONAL VEHICLE INFORMATION	MAKE OF VEHICLE SD		VIN 1G1NE52J0X6		MODEL YEAR		7. INCREASE FEE .
	BODY TYPE (SDN, BUS, TK, ETC.)		CONDITION OF VEHICLE <input checked="" type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR		8. REPLACEMENT FEE N/A		
	PASSENGER TAXI/BUS		CYLINDER CAPACITY 5000 OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO		9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount 650.36		
APPLICATION FOR REGISTRATION	ORIGINAL PLATE <input checked="" type="checkbox"/> Check One		<input checked="" type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE		<input type="checkbox"/> TRANSFER & RENEWAL OF PLATE		
	EXCHANGE PLATE TO BE ISSUED BY BUREAU		EX <input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACTED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)		REASON FOR REPLACEMENT		
	TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE)		Month JUN Year 07		NOTE: IF "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.		
ISSUING AGENT INFORMATION	INSURANCE COMPANY NAME HARTFORD		NAIC NO.	POLICY NO. (OR ATTACH BINDER)	POLICY EFFECTIVE DATE 10/21/06	POLICY EXPIRATION DATE 06/21/07	
	ISSUING AGENT INFORMATION		I CERTIFY THAT ON MONTH 10 DAY 26 YEAR 06 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT (PRINT NAME) NORTHSTAR		AGENT NO. 859642
	ISSUING AGENT SIGNATURE		SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT):		RELATIONSHIP TO APPLICANT		
SEAL AND APPLICATION FOR TITLE	I/we acknowledge that I/we may lose my/our operating privilege(s) or vehicle registration(s) for failure to maintain financial responsibility on the currently registered vehicle for the period of registration. I/we further acknowledge that I/we may be subject to a fine not exceeding \$5,000 and imprisonment of not more than two (2) years for any false statement that I/we make on this application, and I/we certify that I/we have examined and signed this form after its completion; and, that, if an exemption from payment of sales tax is claimed, I am/we are authorized to claim this exemption. I/we further certify that all statements herein are true and correct and make application for registration of title for the vehicle described in block A.						
	SIGNED AND SWORN TO BEFORE ME: MO. OCT DAY 26 YEAR 2006		SIGNATURE OF PERSON ADMINISTERING OATH				
SIGN IN PRESENCE OF NOTARY		If your registration documents are not received within 90 days, please contact PennDot.					

Chevrolet

NORTH STAR CHEVROLET, Inc.

Chevrolet

326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/923-1230

DEAL 72946

DATE 10/26/06

PURCHASER'S NAME

RES. PHONE

PURCHASER'S ADDRESS

BUS. PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC. NUMBER

PLEASE ENTER MY ORDER FOR THE FOLLOWING		<input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> DEMO	<input checked="" type="checkbox"/> CAR <input type="checkbox"/> TRUCK	STOCK NO. 61029	INCENTIVES REBATE - 3000 - CNY	
YEAR	2006	MAKE	CHEVROLET		INCENTIVES CASH - 3435.00 - UDE	
MODEL OR SERIES	MALIBU	BODY TYPE	S/W		INCENTIVES NUT # 4814822	
COLOR	BLUE	TRIM			INCENTIVES Selling Price 11700.00 Selling Fee 330.00	
SERIAL NO.	161ZT61846				SUBTOTAL	20333.41
TO BE DELIVERED ON OR ABOUT	10/26/06				TRADE IN PAYOFF	
SALESMAN	DEMINISTIAL ROYMOND				OWED TO	PHONE
I state that odometer mileage on VEHICLE BEING PURCHASED described above is 22 at time of transfer. (Check the following statement, if applicable) <input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons that the actual mileage is unknown.					AMOUNT \$	GOOD UNTIL
SIGNATURE OF TRANSFEROR (DEALER OR AGENT) DATE 10/26/06					VERIFIED	DATE TIME
Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 406(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-313.					Insurance Agent	
I state that odometer mileage on USED VEHICLE TRADED-IN described above is 50951.8 at time of transfer. (Check the following statement, if applicable) <input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons that the actual mileage is unknown.					Address	
USED VEHICLE TRADED-IN AND/OR OTHER CREDITS					Phone	Verified By
YEAR	1999	MAKE	CHEVROLET		Insurance Carrier	
MODEL OR SERIES	MALIBU	BODY TYPE	SD	610290	Policy Number	
COLOR		TRIM			Effective Date From 10/21/06 To 04/21/07 Comp. 100.00 Coll. 500.00	
SERIAL NO.	101N521819				This seller NORTH STAR CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.	
YEAR		MAKE			SUBTOTAL	20333.41
MODEL OR SERIES		BODY TYPE			FACTORY REBATE	5469.06
COLOR		TRIM			TRADE ALLOWANCE OR DISCOUNT	3500.00
SERIAL NO.						
YEAR		MAKE			MONEY DIFFERENCE	10364.35
MODEL OR SERIES		BODY TYPE			SALES TAX	621.06
COLOR		TRIM			LICENSE TITLE	21.00
SERIAL NO.					NOTARY FEES	5.00
BALANCE OWED TO					DOCUMENTARY & TIRE TAX / NOTARY Fee	65.00
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 CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO THE DEALER.					TOTAL	11085.71
Purchaser's Signature					PAYOFF	
Accepted By					DOWN PAYMENT	N/A
					SERVICE CONTRACT	
					SERVICE CONTRACT TAX	
					TOTAL	11085.71

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 such Warranty is not a part of the sale or 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."

Paid Cash

CHEVROLET NORTH STAR CHEVROLET, INC.
 220 MANSEFIELD BLVD. CARNEGIE, PENNSYLVANIA 15106
 (412) 278-2500
 FAX (412) 278-2711

RECEIPT NO. **11368**
 10-26-01

RECEIVED OF [REDACTED]

22946

\$ 11085.00 DOLLARS

THANK YOU

DETAIL	ACCOUNT	NOTE	HOW PAID	MEMO
AMOUNT DUE			CASH	
AMOUNT PAID			CHECK	
			CREDIT CARD	
			DRAFT	
BALANCE DUE			MONEY ORDER	

CUST. (CTL) NO.	STOCK NO.	CASH REC. JOURNAL SOURCE
ACCOUNT	ACCT. NO.	AMOUNT
CASH ON HAND	201	
ACC. REC. P/S	220	
ACC. REC. VEH.	220A	
CONT. IN TRANS.	205	
CHECKING	202	
CASH SALES	225	

Power steering is defective. Problem is intermittent 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 contacted at [REDACTED] between 2-5 PM.

Thank you,

[REDACTED]

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUN 30, 2009 VALID: 04/25/08

PLATE:

TITLE:

VIN: 1G1ZT61846F

YR/MAKE: 2006 CHEVROLET

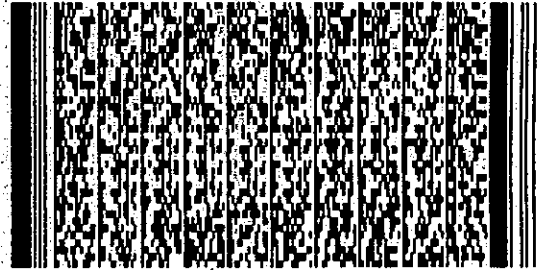
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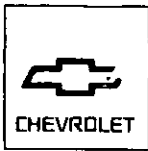
WID: 08116 3903 361456-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WASHINGTON

WASHINGTON PA

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.





www.washingtonchevy.com

THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

R/O 54172	VIN 1G1ZT61846F	[REDACTED]		DATE IN 02/18/08
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU MAX	COLOR [REDACTED]	TIME IN 08:08
MILES IN 6389	MILES OUT 6390	FIRST USE 00/00/00	DISC. WASHINGTON PA	CLOSED 02/22/08
SEE ALSO	RES. H:	[REDACTED]	W: () -	WRITER 004 RICH

(1) C/S POWER STEERING ASSIST INOP - SITTING
 STILL FEELS LIKE NO ASSIST - WORKING OK NOW
 SYSTEM OVERLOAD
 REPLACED STEERING COLUMN.
 (02-9730 DORSEY-) A

E7680	6D	OA	T02	14	105.69
(F)15926870	(COLUMN)			1	286.48
Total Labor					105.69
Total Parts					286.48
Total Repair (Warranty)					392.17

DISCLAIMER OF WARRANTIES

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

X

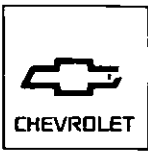
CUSTOMER SIGNATURE

Page 1 of 1 Job 54172 Reprint (1)

54172 Customer Copy

W/C	INT.	CUSTOMER
105.69	.00 Labor	.00
286.48	.00 Parts	.00
.00	.00 Sublet	.00
.00	.00	.00
.00	.00 Oil/Grease	.00
392.17	.00 Sub Total	.00
.00	.00 Tax	.00
392.17	.00 Total	.00

Proform Products Inc. 412-461-0117



www.washingtonchevy.com

THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

ROD 54357	VIN 1G1ZT61846F	[REDACTED]		DATE IN 02/25/08
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU MAX	COLOR	TIME IN 08:04
MILES IN 6400	MILES OUT 6400	FIRST USE 00/00/00	LISC. WASHINGTON PA	CLOSED 02/27/08
SEE ALSO	RES. H	BUS. W: (724)		WRITER MATT

(1) C/S POWER STEERING SEEMS STIFF
 MOTOR SUPPLIES INSUFFICIENT TORQUE
 REPLACE P/S ASSIST MOTOR

E7631	2T	OA	T02	11	83.04
(F)25805894	(MOTOR)			1	282.31
Total Labor					83.04
Total Parts					282.31
Total Repair (Warranty)					365.35

(02-9730 DORSEY-)

A

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or 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 limitation contained herein does not apply where prohibited by law.

X

CUSTOMER SIGNATURE

Page 1 of 1 Job 54357 Reprint (1)

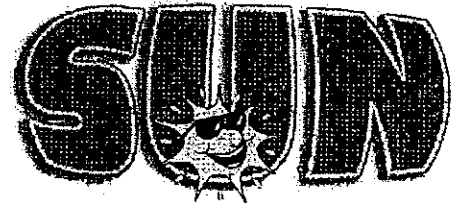
54357 Customer Copy

W/C	INT.	CUSTOMER
83.04	.00 Labor	.00
282.31	.00 Parts	.00
.00	.00 Sublet	.00
.00	.00	.00
.00	.00 Oil/Grease	.00
365.35	.00 Sub Total	.00
.00	.00 Tax	.00
365.35	.00 Total	.00

Proform Products Inc. 412-461-0117

Customer Number: 33785

Invoice No: 68090



INVOICE

PAGE 1

WASHINGTON, PA

Home: [redacted] Bus: [redacted]
Email: [redacted]

Cell:

2939 Washington Rd.
PO Box 1919
McMurray, Pa 15317

(724) 941-5160
(412) 344-8000
www.sunchevy.com

SERVICE ADVISOR: 253 JOHN J PONIKVAR

COLOR	YEAR	MAKE/MODEL	WIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	06	CHEVROLET MALIBU	1G1ZT61846F [redacted]	[redacted]	13600 13600	T755	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT06			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					
		451	C hrs.		0.00	0.00
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
				TOTAL LINE A:		\$ 0.00
B	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					
		451	W hrs.			(N/C)
		1	12538938 BATTERY			(N/C)
		1	22733524 TRANSMITT			(N/C)
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
				TOTAL LINE B:		\$ 0.00
C	CUSTOMER STATES THAT THE COVER ON THE DRIVER'S SIDE VANITY MIRROR ON THE SUN VISOR IS DISCONNECTED					
	INT ORDER PART WILL CALL WHEN PART COMES IN					
		451	C hrs.		0.00	0.00
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
				TOTAL LINE C:		\$ 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

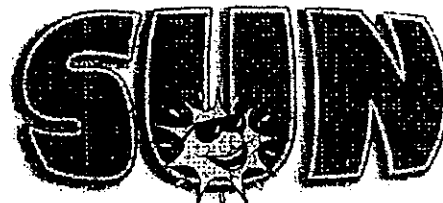
STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither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

CUSTOMER SIGNATURE

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

Customer Number: 33785

Invoice No: 68521



INVOICE

PAGE 1

WASHINGTON, PA

Home: [Redacted] Bus: [Redacted]
Email: [Redacted]

Cell: [Redacted]

2939 Washington Rd.
PO Box 1919
McMurray, Pa 15317

(724) 941-5160
(412) 344-8000
www.sunchevy.com

SERVICE ADVISOR: 253 JOHN J PONIKVAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	06	CHEVROLET MALIBU	1G1ZT61846F [Redacted]	[Redacted]	13917 13921	T032	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT06			WAIT 17DEC08		79.00	CASH	17DEC08
R.O. OPENED	READY	OPTIONS: DLR:NORTHSTA ENG:3.5_Liter_MFI_OHV					
17DEC08	17DEC08						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A	CUSTOMER STATES THAT THE POWER STEERING GETS VERY HARD TO TURN (PARTS ARE IN)					
	CAUSE: REPLACE COIL AND GROUND AS PER BUL #080232005					
	MISC REPLACE COIL AND GROUND					
		118	W	hrs.		(N/C)
		1	12581176	HARNASS		(N/C)
		1	11588715	BOLT		(N/C)
		1	2436162	F.WASHER V		(N/C)
		1	12595088	W-COIL		(N/C)
		2	11570082	BOLT		(N/C)
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
					TOTAL LINE A:	\$ 0.00

B	CUSTOMER STATES THAT THE COVER ON THE VANITY MIRROR IS LOOSE					
	CAUSE: LOOSE - REPLACE					
	C2035 MIRROR, VISOR VANITY REPLACE					
		118	W	hrs.		(N/C)
		1	15855088	SUNSHADE		(N/C)
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
					TOTAL LINE B:	\$ 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

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.

CUSTOMER SIGNATURE

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



www.washingtonchevy.com

THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

RO	VIN	DATE IN	
65394	1 G 1 Z T 6 1 8 4 6 F	03/02/09	
YEAR	MAKE	MODEL	COLOR
2006	CHEVROLET	MALIBU MAX	
MILES IN	MILES OUT	FIRST USE	DISC.
15342	15343	10/26/06	
SEE ALSO		RES	DATE
		H	W: -
			WRITER
			MATT

<p>(1) C/S SCREWS AT HATCH RUSTED, PARTS IN REPLACE SCREWS ON TAILGATE CHROME STRIP RUSTING, CLEAN OFF STRIP</p> <p>(10-8753 BRIGGS-) A</p>	B5500	5W	VD	T10	3	23.72
	(F)11515894	(SCREW TA)			4	13.56
	Total Labor					23.72
	Total Parts					13.56
	Total Repair (Warranty)					37.28
<p>(2) C/S POWER STEERING BINDS AND CLUNKING IN F/EN D REPLACE I SHAFT - EXCESSIVE SPLINE CLEARANCE</p> <p>(10-8753 BRIGGS-) A</p>	E7700	2E	NE	T10	5	39.53
	(F)25962603	(SHAFT KI)			1	122.47
	Total Labor					39.53
	Total Parts					122.47
	Total Repair (Warranty)					162.00
<p>(3) ORDER VISOR MIRROR</p> <p>(10-8753 BRIGGS-) A</p>	Labor				T10	.00
	Total Repair (Warranty)00

IMPORTANT
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS REGARDING THIS SERVICE. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE DEPT. IMMEDIATELY. YOUR SATISFACTION MEANS EVERYTHING TO US.
724-222-2800

<p>DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</p> <p>X CUSTOMER SIGNATURE</p> <p>Page 1 of 1 Job 65394</p> <p>65394 Customer Copy</p>	W/C	INT.	CUSTOMER
	63.25	.00	Labor
	136.03	.00	Parts
	.00	.00	Sublet
	.00	.00	Paint & Mate
	.00	.00	Oil/Grease
	199.28	.00	Sub Total
	.00	.00	Tax
	199.28	.00	Total

Proform Products Inc. 412-461-0117

RELEASE OF CLAIM

We, [REDACTED] (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 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 17,415 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

[REDACTED]

[REDACTED]

Washington, Pa
City, State, Zip Code [REDACTED]

[REDACTED]

[REDACTED]

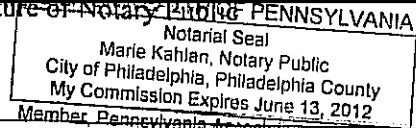
Washington PA
City, State, Zip Code [REDACTED]

STATE OF _____

COUNTY OF Phila

Sworn to (or affirmed) and subscribed before me this 27 day of May, 2009, by _____

Signature of Notary Public



Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUN 30, 2009 VALID: 04/25/08

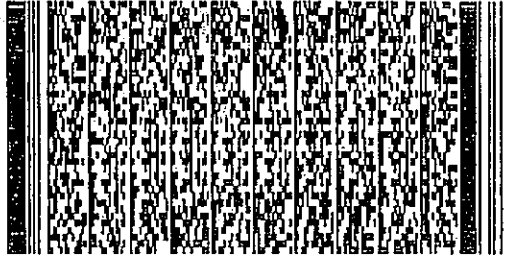
PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 1G1ZT61846F
YR/MAKE: 2006 CHEVROLET
TYPE: SW
WID: 08116 3903 361456-001



I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WASHINGTON

[REDACTED]
WASHINGTON PA
[REDACTED]



**Request for Taxpayer
 Identification Number and Certification**

Give form to the requester. Do not send to the IRS.

Print or type
 See Specific Instructions on page 2.

Name: David J. Goehberg + Associates, P.C.
 Business name, if different from above

Check appropriate box: Individual Sole proprietor Corporation Partnership Other > _____ Exempt from backup withholding

Address (number, street, and apt. or suite no.):
2 Arkky Plaza 700 Times Bldg.
Ardmore Pa. 19003
 List account number(s) here (optional): _____

Requester's name and address (optional): _____

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 proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see **How to get a TIN** on page 3.

Social security number								
or								
Employer identification number								

Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

- 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 (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. person (including a U.S. resident alien).

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 a mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign Here Signature of U.S. person: _____ Date: 12-17-09

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),
- Certify that you are not subject to backup withholding, or
- 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-9.

Foreign person. If you are a foreign person, use the appropriate Form W-8 (see Pub. 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien.

Generally, only a nonresident alien 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 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.

If you are a U.S. resident alien who is relying on an 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 alien.
- The treaty article addressing the income.
- The article number (or location) 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 treaty article.

North American Operations

General Motors Corporation
 Disbursements (2613)
 PO Box 62530
 Phoenix, AZ 85082-2530



CHECK No. [REDACTED]

50-937
213

DATE
06/22/09

*****3,400 DOLLARS

*****00 CENTS

AMOUNT
*****3,400.00

PAY
TO THE
ORDER
OF

[REDACTED]
 ARDMORE PA [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Prin D. Albee

SIGNATURE

The Chase Manhattan Bank, N.A.
 Syracuse, New York

AUDIT

[REDACTED]

North American Operations

General Motors Corporation
 Disbursements (2613)
 PO Box 62530
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR
 DUNS NO. BB 00000049

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT
 DATE 06/22/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
-----------------------------	--------------	-----------------------	---------	----------------	--------------	------------

1G1ZT61846F [REDACTED]	05/29/09 .71-710264	VM 1-C1C7P4 833.1-C1C7P4	00.0000	3,400.00	.00	3,400.00
------------------------	------------------------	-----------------------------	---------	----------	-----	----------

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

H3

TOTAL	3,400.00	.00	3,400.00
--------------	-----------------	------------	-----------------

May 27, 2009

Laura Applegate, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
Customer Relationship Specialist: Michael Nordstrom

Dear Ms. Applegate:

Enclosed please find a check in the amount of \$3,400.00 inclusive made payable to [REDACTED]
[REDACTED] 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
[REDACTED] 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

**Request for Taxpayer
 Identification Number and Certification**

Give form to the requester. Do not send to the IRS.

Name: David J. Goehberg + Associates, P.C.
 Business name, if different from above

Check appropriate box: Individual Sole proprietor Corporation Partnership Other > _____ Exempt from backup withholding

Address (number, street, and apt. or suite no.):
32 Arkky Plaza 700 Times Bldg.
Ardmore Pa. 19003
 List account number(s) here (optional): _____

Requester's name and address (optional): _____

Part I Taxpayer Identification Number (TIN) [REDACTED]

Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see **How to get a TIN** on page 3.

Social security number								
or								
Employer identification number								

Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

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Under penalties of perjury, I certify that:

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- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. person (including a U.S. resident alien).

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 a mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign Here Signature of U.S. person: _____ Date: 12-17-09

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),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee.

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- The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
- The treaty article addressing the income.
- The article number (or location) 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 treaty article.

VIN: 1G1ZT6184 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: KCFJH8
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC 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	13 13374	00031244328		10/28/06	CNE	3,000.00	
DELIVERY D.O.E.	13 13374			10/27/06		0.00	
DELIVERY TO CUS	13 13374			10/26/06		0.00	
INCENTIVE CHARG	13 13374	00030991762		09/19/06	BDV	500.00	DR
INCENTIVE MEMO	13 13374	00030991762		09/19/06	BDV	500.00	DR
INCTV APPLICATN	13 13374	00030991762		09/19/06	BDV	500.00	DR
COV/NVIS REPLAC	13 13374	1AD88063093		09/07/06		0.00	
REPLACEMENT LAB	13 13374			09/06/06		20,790.00	
DLVY CANCEL DOE	13 13374			09/05/06		0.00	
INCENTIVE MEMO	13 13374	00030903597		09/02/06	BDV	500.00	
INCTV PAYMENT	13 13374	00030903597		09/02/06	BDV	500.00	
INCTV APPLICATN	13 13374	00030903597		09/02/06	BDV	500.00	
DELIVERY CANCEL	13 13374			08/31/06		0.00	
DELIVERY D.O.E.	13 13374			08/31/06		0.00	
DELIVERY TO CUS	13 13374			08/31/06		0.00	
DLR TRADE D.O.E	13 13374			08/31/06		0.00	
DEALER TRADE (P	13 13374			08/31/06		0.00	
INCENTIVE CHARG	13 13031	00030871082		08/29/06	VBD	1,000.00	DR
INCENTIVE MEMO	13 13031	00030871082		08/29/06	VBD	1,000.00	DR
INCTV APPLICATN	13 13031	00030871082		08/29/06	VBD	1,000.00	DR
INCENTIVE CHARG	13 13031	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	13 13031	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	13 13031	00030747344		08/05/06	GMS	933.25	
INCENTIVE MEMO	13 13031	00030747344		08/05/06	FFC	39.08	
INCTV PAYMENT	13 13031	00030747344		08/05/06	FFC	39.08	
INCTV APPLICATN	13 13031	00030747344		08/05/06	FFC	39.08	
DELIVERY CANCEL	13 13031			08/04/06		0.00	
DELIVERY D.O.E.	13 13031			08/04/06		0.00	
DLR TRADE D.O.E	13 13031			08/04/06		0.00	
DELIVERY TO CUS	13 13031			08/03/06		0.00	
DEALER TRADE (P	13 13031			08/03/06		0.00	
SETTLEMENT DATE	13 13374	1AD88063093		05/30/06		19,983.41	CR
EXPIRATION TRAN	13 13374	1AD88063093		05/29/06		0.00	
ORIGINAL INVOIC	13 13374	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	13 13374			05/18/06		0.00	
PREFERENCE TO P	13 13374			04/25/06		0.00	
GM ORDER ACCEPT	13 13374			04/24/06		0.00	
GM ORDER ACCEPT				04/24/06		0.00	

VIN: 1G1ZT6184 6F [REDACTED] 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: [REDACTED]
TRD DOE: 08/31/06
SRVC IN: WASHINGTON PA [REDACTED]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	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	OA		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

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CNE	01	13 13374	00031244328	10/28/06	3,000.00	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
FFC	01	13 13031	00030747344	08/05/06	39.08	OA		0.00	9

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

VIN: 1G1ZT6184 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: KCFJH8

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

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
GMS	01	13 13031	00030747344	08/05/06	933.25	OA		0.00	9

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

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	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	OA		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
25U DARK BLUE METALLIC /V6G
83C TITANIUM

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD88063093
*****13*13374S

ORDER NO. KCFJH8/TRE STOCK NO.
VIN 1G1 ZT61 84 6F

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT68 MALIBU MAXX LT	20165.00	19055.93	INVOICE 05/19/06
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 05/19/06
LX9 3.5L V6 ENGINE	N/C	N/C	EXP I/T 05/29/06
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	INT COM 05/30/06
R8K *****	N/C	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" <lapplegate@mylemon.com>
05/18/2009 04:14 PM

To <michael_nordstrom@gmexpert.com>
cc
bcc
Subject Re: [REDACTED] v GM - 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: [REDACTED] 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" <lapplegate@mylemon.com>

05/18/2009 02:05 PM

To <michael_nordstrom@gmexpert.com>
cc
Subject Re: [REDACTED] v GM - 71-710264833

Michael,
I can counter with 4900 plus the letter.

Thanks

----- Original Message -----

From: michael_nordstrom@gmexpert.com
To: lapplegate@mylemon.com
Sent: Monday, May 18, 2009 11:29 AM
Subject: [REDACTED] 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.

DAVID J. GORBERG†
TAMMY J. SCHMITT
LAURA L. APPEGATE
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

1 (800) MY-LEMON
1 (800) 695-3666

(215) 685-7860
FAX (215) 563 8738

www.MyLemon.com

NEW JERSEY OFFICE

100 CENTURY PARKWAY
SUITE 305
MT. LAUREL, NJ 08054
(856) 797-0703
FAX (856) 983-6123

PITTSBURGH OFFICE

7325 GRANT BLDG.
330 GRANT STREET
PITTSBURGH, PA 15210
(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, [REDACTED]

RE: Request for Release of Lien Form

PAGES BEING TRANSMITTED: Two (2) including cover sheet

MESSAGE:

Client payed for vehicle in full with cash. [REDACTED] 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:

- NOT BE FORWARDED
- BE FORWARDED BY FIRST CLASS MAIL
- VIA HAND DELIVERY
- VIA OVERNIGHT MAIL
- OTHER

Paid Cash in full

NORTH STAR CHEVROLET, INC.

100 MARKET BLVD. • LARNEY, NE, 68125 • VARIETY 15109
(417) 275-2300
FAX (415) 279-3711

RECEIPT NO.

11368

11-26-09



RECEIVED OF

92945

\$11085.00
DOLLARS

DETAIL	ACCOUNT	NOTE	HOW PAID	MEMO
AMOUNT DUE			CASH	<i>[Signature]</i> BY <i>[Signature]</i> THANK YOU
AMOUNT PAID			CHECK	
			CREDIT CARD	
			DRAFT	
BALANCE DUE			MONEY ORDER	

CUST. (CTL) NO.	STOCK NO.	CASH REC.	JOURNAL SOURCE	50
ACCOUNT	ACCT. NO.	AMOUNT		KEY
CASH ON HAND	201			<input type="checkbox"/>
ACC. REC. P/S	220			<input type="checkbox"/>
ACC. REC. VEH.	220A			<input type="checkbox"/>
CONT. IN TRANS.	205			<input type="checkbox"/>
CHECKING	202			<input checked="" type="checkbox"/>
CASH SALES	225			<input checked="" type="checkbox"/>

MV - 1 (5-05)						I. TAX / FEES		
A VEHICLE DESCRIPTION	MAKE OF VEHICLE LIVE VEHICLE	VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY 1G1ZT61B4G		BODY TYPE (SDN, TK, BUS, ETC.) S/M	MODEL YEAR 06		1364.35	
	GROSS VEHICLE WT. RATING	FUEL TYPE: <input checked="" type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> PROPANE <input type="checkbox"/> HYBRID <input type="checkbox"/> OTHER	VEHICLE IS PUBLIC OR CERTIFIED? <input type="checkbox"/> YES <input type="checkbox"/> NO			LESS TRADE-IN	3500.00	
	CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A <input type="checkbox"/> POLICE VEHICLE (IF APPLICABLE)						TAXABLE AMOUNT	10364.35
B APPLICANT INFORMATION	LAST NAME (OR FULL BUSINESS NAME)		FIRST NAME	MIDDLE INITIAL	DATE ACQUIRED/PURCHASED 10/26/2006	X 8% (.06) SALES TAX *X 7% (.07) *(See note on reverse)	621.86	
	CO-PURCHASER					DEALER ID NUMBER (IF APPLICABLE) 857672	LESS TAX CREDIT	N/A
	STREET		CITY	STATE	ZIP	COUNTY CODE 63	1. SALES TAX DUE	621.86
	NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> . Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)					REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY		
C MILEAGE INFORMATION	<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE. WARNING: ODOMETER DISCREPANCY		ODOMETER READING	10. (PTA) NO.		
	WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.					TENTHS 2 2	2. TITLE FEE	22.50
D LIEN INFORMATION	1ST LIEN DATE: <input checked="" type="checkbox"/> IF NO LIEN, CHECK HERE		2ND LIEN DATE: <input checked="" type="checkbox"/> IF NO LIEN, CHECK HERE					
	1ST LIENHOLDER		2ND LIENHOLDER		3. LIEN FEE			
	STREET		STREET		4. REGISTRATION OR PROCESSING FEE			
	CITY STATE ZIP		CITY STATE ZIP		N/A			
E VEHICLE INFORMATION	MAKE OF VEHICLE SD		VIN		MODEL YEAR		5. DUPLICATE REG. FEE	
	BODY TYPE (SDN, BUS, TK, ETC.) <input checked="" type="checkbox"/>		CONDITION OF VEHICLE <input type="checkbox"/> GOOD <input checked="" type="checkbox"/> FAIR <input type="checkbox"/> POOR				NO. OF CARDS	
	PASSENGER TAXI/BUS <input checked="" type="checkbox"/> PASSENGER <input type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> MOTORCYCLE <input type="checkbox"/> OTHER <input type="checkbox"/>		CYLINDER CAPACITY 5000 OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO		SEATING CAPACITY		6. TRANSFER FEE	
	MOTORCYCLE MOTOR DRIVEN CYCLE MOPEL <input type="checkbox"/> OPERABLE PEDALS <input type="checkbox"/> YES <input type="checkbox"/> NO		MAX. SPEED 26 MPH OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO				7. INCREASE FEE	
F ADDITIONAL VEHICLE INFORMATION	MOTOR HOME <input checked="" type="checkbox"/> CHASSIS MFR:		BODY MAKE:				8. REPLACEMENT FEE	
	TRAILER & VEHICLES BELOW <input type="checkbox"/> NUMBER OF AXLES:		REQ. REGISTERED GROSS WT. (INCLUDING LOAD):				N/A	
	TRUCK <input type="checkbox"/> TRACTOR <input type="checkbox"/> REQ. REGISTERED GROSS COMBINATION WT.		GROSS COMBINATION WT. RATING				9. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount	
							650.36	
G APPLICATION FOR REGISTRATION	ORIGINAL PLATE <input checked="" type="checkbox"/> Check One		<input checked="" type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE		<input type="checkbox"/> TRANSFER & RENEWAL OF PLATE			
	EXCHANGE PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)		<input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE		<input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER			
	<input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY BUREAU		EXPIRES Month JUN Year 07		REASON FOR REPLACEMENT <input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)			
	<input type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE)		TRANSFERRED FROM TITLE NO.		VIN			
	TEMP. PLATE NO.		SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT):		SIGNATURE		RELATIONSHIP TO APPLICANT	
	INSURANCE COMPANY NAME HARTFORD		NAIC NO.		POLICY NO. (OR ATTACH BINDER)		POLICY EFFECTIVE DATE 10/21/06 POLICY EXPIRATION DATE 04/21/07	
H ISSUING AGENT INFORMATION	I CERTIFY THAT ON MONTH 10 DAY 26 YEAR 06		ISSUING AGENT (PRINT NAME) NORTHSTAR		AGENT NO. 857672			
	I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT SIGNATURE		TELEPHONE NO.			
I SUBSCRIBED AND SWORN TO BEFORE ME:	MO. OCT DAY 26 YEAR 2006		SIGNATURE OF PERSON ADMINISTERING OATH		SIGNATURE			
	SIGNATURE OF PERSON ADMINISTERING OATH		SIGNATURE		SIGNATURE			
SEAL AND APPLICATION FOR TITLE		SIGN IN PRESENCE OF NOTARY		DOCUMENTS ARE NOT RECEIVED WITHIN 90 DAYS, PLEASE CONTACT PENNDOT.				



NORTH STAR CHEVROLET, Inc.



326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/923-1230

DEAL 72946

DATE 10/26/86

PURCHASER'S NAME

RES.

PHONE

PURCHASER'S ADDRESS

BUS.

PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC. NUMBER

PLEASE ENTER MY ORDER FOR THE FOLLOWING		<input checked="" type="checkbox"/> NEW <input checked="" type="checkbox"/> CAR <input type="checkbox"/> USED <input type="checkbox"/> TRUCK <input type="checkbox"/> DEMO	STOCK NO. 61029	INCENTIVES	REBATE - \$200 - ONE	
YEAR	2006	MAKE	CHEVROLET	INCENTIVES	MOON - \$150	UAE
MODEL OR SERIES	MALIBU	BODY TYPE	S/H	INCENTIVES	NUM # 2814822	
COLOR	BLUE	TRIM		INCENTIVES	Selling Price 110000	
SERIAL NO.	151Z761846F			SUBTOTAL		2033.41
TO BE DELIVERED ON OR ABOUT	10/26/86			TRADE IN PAYOFF		
SALESMAN	DENNINGTON, ROYAL			OWED TO		PHONE
I state that odometer mileage on VEHICLE BEING PURCHASED described above is 22 at time of transfer. (Check the following statement, if applicable) <input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.				AMOUNT \$		GOOD UNTIL
SIGNATURE OF TRANSFEROR (DEALER OR AGENT) DATE 10/26/86				VERIFIED		DATE
Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 10814 of the Motor Vehicle Information and Cost Savings Act of 1974. Public Law 93-504.				Insurance Agent		TIME
I state that odometer mileage on USED VEHICLE TRADED-IN described above is 23518 at time of transfer. (Check the following statement, if applicable) <input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.				Address		
USED VEHICLE TRADE-IN AND/OR OTHER CREDITS				Phone		Verified By
YEAR	1999	MAKE	CHEVROLET	Insurance Carrier		
MODEL OR SERIES	MALIBU	BODY TYPE	GD	Policy Number		
COLOR		TRIM		Effective Date From	10/21/86	Comp. 100.00 Coll. 500.00
SERIAL NO.	1G1NEE1022000000000000			The Seller, NORTH STAR CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.		
YEAR		MAKE		SUBTOTAL		2033.41
MODEL OR SERIES		BODY TYPE		FACTORY REBATE		6469.86
COLOR		TRIM		TRADE ALLOWANCE OR DISCOUNT		3500.00
SERIAL NO.						
BALANCE OWED TO				MONEY DIFFERENCE		10364.35
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 CONTRACT SIGNED BY A WRITTEN NOTICE OF CANCELLATION.				SALES TAX	+	621.86
Purchaser's Signature				LICENSE FEES		28.50
Accepted By				NOTARY FEES	+	5.00
				DOCUMENTARY & TIRE TAX	+	66.00
				TOTAL	+	11085.71
				PAYOFF	+	
				DOWN PAYMENT	-	N/A
				SERVICE CONTRACT	+	
				SERVICE CONTRACT TAX	+	
				TOTAL		11085.71

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 such warranty is not a part of the sale or 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."



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

April 2, 2009

VIA FAX ONLY

Rob Klodowski, Service Manager
Sun Chevrolet
McMurray, PA 15317

RE: [REDACTED]
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
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,

General Motors Corporation





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

March 28, 2009

VIA FAX ONLY

Rich Caswell, Service Manager
WASHINGTON CHEVROLET
Washington, PA

RE: [REDACTED]
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
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,

General Motors Corporation



GMC



HUMMER





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

March 28, 2009

VIA FAX ONLY

Rich Caswell, Service Manager
WASHINGTON CHEVROLET
Washington, PA

RE: [REDACTED]
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
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,

General Motors Corporation





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.



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

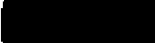
March 19, 2009

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.

- | | | | |
|-------------------------------------|---|--------------------------|-------------------|
| <input type="checkbox"/> | Copy of owner's current title and/or registration | <input type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Other: Signed Release of Lien Information form | <input type="checkbox"/> | Buyer's agreement |

General Motors Corporation
 ATTN: BRC Legal
 P.O. Box 33170
 Detroit, MI 48232

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature



Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

Last updated by Michael Nordstrom on 5/19/09

Settled for 3400k incl and 36/45 Steering CCL

By: Dianna Barber

State: PA

Customer Name: [REDACTED] Service Request: 71-710264833 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT61846F [REDACTED] In Service Date: 10/26/2006 Vehicle is: NEW BAC Code: 204396
Year, Make & Model: 2006 Chevrolet Malibu MAXX Vehicle Purchased Used on: N/A
Lien holder: GMAC Other : paid cash DVM requests Purchase Price of
Was TAC contacted for this vehicle (Y/N)? : **NO, not needed** 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

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

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

- Replace transmitter

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.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION AND RATIONALE

CRS recommends denial at this time. LS rejected recommendation

Empowered for 2400k to 3400k incl and 36/45 Steering CCL

PC accepted 3400k incl and 36/45 Steering CCL

REASON FOR REMOVAL

The vehicle does not appear to meet PA LL. The vehicle has experienced 0 repairs within presumptive period and all other repairs are minor. There was one bulletin 08-02-32-005 which resulted in replacing of the steering coil, ground and shaft, all covered under b2b and appears to have been repaired. The vehicle has 16k miles and the last time at the dealership was on 3/7/09 for a replacement of a sun shade. There does not appear to be any significant impairment to the vehicles use value or safety.

CRS FINAL OFFER: :3400k incl

DATE: 5/18/09

OFFER TO CUST: \$
ATTORNEY FEES: \$
OR INCLUSIVE OFFER: \$3400k
incl

PLAINTIFF'S FINAL :

DATE:

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**

FACSIMILE COVER SHEET

TO: MARY GREER

COMPANY: GM LEGAL DEPT

PHONE: 866-790-5600 X11135

FAX: 866-393-8081

FROM: PATTY JIMMERS

COMPANY: NORTHSTAR CHEVROLET

PHONE: 412-264-3325

FAX: 412-264-4483

DATE: 4/3/09

PAGES INCLUDING COVER PAGE: 4

COMMENTS:

**IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.
THANK YOU**

Chevrolet

NORTH STAR CHEVROLET, Inc.

Chevrolet

326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/920-1230

DEAL 72946

DATE **10/26/06**

PURCHASER'S NAME

RES. PHONE

PURCHASER'S ADDRESS

BUS. PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC. NUMBER

VEHICLE BEING PURCHASED		
PLEASE ENTER MY ORDER FOR THE FOLLOWING	<input checked="" type="checkbox"/> NEW <input checked="" type="checkbox"/> USED <input type="checkbox"/> DEMO	<input checked="" type="checkbox"/> CAR <input type="checkbox"/> TRUCK
STOCK NO. 61029		
YEAR 2006	MAKE CHEVROLET	
MODEL OR SERIES MALIBU	BODY TYPE S/W	
COLOR BLUE	TRIM	
SERIAL NO. 1G1ZT61846E		
TO BE DELIVERED ON OR ABOUT 10/26/06		
SALESMAN PENNINGTON, RAYMOND		

Manufacturers Suggested Retail Price		\$
		20333.41
INCENTIVES	Rebate - 3000 - CNE	
INCENTIVE	GMCAO - 3469.00 - JDE	
INCENTIVES	AUM # P814822	
INCENTIVES	Selling Price / Includes Sporter font 350.	
SUBTOTAL		20333.41
TRADE IN PAYOFF		
OWED TO	PHONE	
ADDRESS		
AMOUNT \$	GOOD UNTIL	
VERIFIED	DATE	TIME

I state that odometer mileage on VEHICLE BEING PURCHASED described above is **22** at time of transfer.
 (Check the following statement, if applicable)
 I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown. **10/26/06**
 SIGNATURE OF TRANSFEROR (DEALER OR AGENT) *[Signature]* DATE

Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.

Insurance Agent
 Address
 Phone
 Verified By:
 Insurance Carrier
 Policy Number
 Effective Date From **10/21/06** To **04/21/07** Comp. **100.00** Coll. **500.00**

The Seller, NORTH STAR CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied. Including any implied warranty of merchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.

I state that odometer mileage on USED VEHICLE TRADED-IN described above is **59518** at time of transfer.
 (Check the following statement, if applicable)
 I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown. **10/26/06**
 DATE

SUBTOTAL	20333.41
FACTORY REBATE	6469.06
TRADE ALLOWANCE OR DISCOUNT	3500.00

USED VEHICLE TRADE-IN AND/OR OTHER CREDITS		
YEAR 1999	MAKE CHEVROLET	STOCK NO. 61029A
MODEL OR SERIES MALIBU	BODY TYPE SD	
COLOR	TRIM	
SERIAL NO. 1G1N5EJ0X6		
SECOND TRADE		
YEAR	MAKE	STOCK NO.
MODEL OR SERIES	BODY TYPE	
COLOR	TRIM	
SERIAL NO. N/A		
BALANCE OWED TO		

MONEY DIFFERENCE	10364.35
SALES TAX	621.86
LICENSE, TITLE	29.50
NOTARY FEES	5.00
DOCUMENTARY & TIRE TAX PA TIRE TAX	66.00
TOTAL	11085.71
PAYOFF	
DOWN PAYMENT	N/A
SERVICE CONTRACT	
SERVICE CONTRACT TAX	
TOTAL	11085.71

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 CONTRACT SIGNED BY THE BUYER AND A WRITTEN NOTICE OF CANCELLATION FROM THE BUYER.

Purchaser's Signature: *[Signature]*

Accepted By: *[Signature]*

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 such Warranty is not a part of the 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."

61029

CERTIFICATE OF ORIGIN FOR A VEHICLE

1740



RB1PD008
INVOICE NO.
1AD88063093

DATE
05/19/06

VEHICLE IDENTIFICATION
1G1ZT61846F

YEAR
2006

MAKE
CHEVROLET

BODY TYPE
MALIBU MAXX LT

SHIPPING WEIGHT
3409

H.P. (S.A.E.)
32.9

G.V.W.R.
4448

NO. CYL.
06

SERIES OR MODEL
1ZT68

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

13374 KCFJHB

**NORTHSTAR CHEVROLET, INC.
326 MANSFIELD BLVD
CARNEGIE**

PA 15106-2444

THIS COV, ISSUED 09/07/2006 IS A REPLACEMENT OF THE ORIGINAL COV ISSUED FOR THE VEHICLE SHOWN ABOVE.

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *

**GENERAL MOTORS CORPORATION
& SUBSIDIARIES**

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G46978174

DETROIT

MI 48243-1114

CITY - STATE

GM 521 REV. 10-05

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. FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1	NAME OF PURCHASER(S) _____ ADDRESS _____ I certify to the best of my knowledge that the odometer reading is _____ No Tenths DEALER _____ BY: <u>Joseph Gray</u> <small>NAME OF DEALERSHIP DEALER'S LICENSE NUMBER</small> State of <u>PA</u> Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this <u>30</u> day of <u>OCT</u> 20 <u>09</u> County of <u>ALLEGHENY</u> _____ Notary Public USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION
	NAME OF PURCHASER(S) _____ ADDRESS _____ I certify to the best of my knowledge that the odometer reading is _____ No Tenths DEALER _____ BY: _____ <small>NAME OF DEALERSHIP DEALER'S LICENSE NUMBER</small> State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____ County of _____ Notary Public USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3	NAME OF PURCHASER(S) _____ ADDRESS _____ I certify to the best of my knowledge that the odometer reading is _____ No Tenths DEALER _____ BY: _____ <small>NAME OF DEALERSHIP DEALER'S LICENSE NUMBER</small> State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____ County of _____ Notary Public USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4	NAME OF PURCHASER(S) _____ ADDRESS _____ I certify to the best of my knowledge that the odometer reading is _____ No Tenths DEALER _____ BY: _____ <small>NAME OF DEALERSHIP DEALER'S LICENSE NUMBER</small> State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____ County of _____ Notary Public USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION
ODOMETER DISCLOSURE FOR RETAIL SALE	Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment. I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ No Tenths. <input type="checkbox"/> The mileage stated in excess of its mechanical limits. <input type="checkbox"/> The odometer reading is not the actual mileage. Signature(s) of Seller(s) _____ Date of Sale _____ Printed Name(s) of Seller(s) _____ Signature of Purchaser(s) _____ Printed Name of Purchaser(s) _____ Company Name (if Applicable) _____ State of <u>COMMONWEALTH OF PENNSYLVANIA</u> Address of Purchaser _____ County of _____ USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION
LIENHOLDER	1st lien in favor of <u>NONE</u> whose address is _____ 2nd lien in favor of <u>NONE</u> whose address is _____ <div style="border: 1px solid black; padding: 5px; width: fit-content; margin-left: auto;"> <p style="text-align: center;">Notarial Seal</p> <p style="text-align: center;">Joseph A. Gray, Jr., Notary Public</p> <p style="text-align: center;">Jackson Twp., Butler County</p> <p style="text-align: center;">My Commission Expires Aug-31, 2009</p> <p style="text-align: center;">Member, Pennsylvania Association of Notaries</p> </div>

GM521 REV. 1-2000

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 [REDACTED]. 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**

FACSIMILE COVER SHEET

TO: MARY GREER

COMPANY: GM LEGAL DEPT

PHONE: 866-790-5600 X11135

FAX: 866-393-8081

FROM: PATTY JIMMERS

COMPANY: NORTHSTAR CHEVROLET

PHONE: 412-264-3325

FAX: 412-264-4483

DATE: 4/3/09

PAGES INCLUDING COVER PAGE: 4

COMMENTS:

**IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.
THANK YOU**

Chevrolet

NORTH STAR CHEVROLET, Inc.

Chevrolet

326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/923-1230

DEAL 72946

DATE **10/26/06**

PURCHASER'S NAME

RES. PHONE

PURCHASER'S ADDRESS

BUS. PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC. NUMBER

VEHICLE BEING PURCHASED		STOCK NO.
PLEASE ENTER MY ORDER FOR THE FOLLOWING <input checked="" type="checkbox"/> NEW <input checked="" type="checkbox"/> CAR <input checked="" type="checkbox"/> USED <input type="checkbox"/> TRUCK <input type="checkbox"/> DEMO		61029
YEAR 2006	MAKE CHEVROLET	
MODEL OR SERIES MALIBU	BODY TYPE S/W	
COLOR BLUE	TRIM	
SERIAL NO. 1G1ZT618468		
TO BE DELIVERED ON OR ABOUT 10/26/06		
SALESMAN PENNINGTON, RAYMOND		

Manufacturers Suggested Retail Price		\$
		20333.41
INCENTIVES	Rebate - 3000 - CNE	
INCENTIVE	GMCAO - 3469.00 - UDE	
INCENTIVES	AUM # P814822	
INCENTIVES	Selling Price / Includes Sporter Font 350.	
SUBTOTAL		20333.41
TRADE IN PAYOFF		
OWED TO	PHONE	
ADDRESS		
AMOUNT \$	GOOD UNTIL	
VERIFIED	DATE	TIME

I state that odometer mileage on VEHICLE BEING PURCHASED described above is **22** at time of transfer.
 (Check the following statement, if applicable)
 I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown. **10/26/06**
 SIGNATURE OF TRANSFEROR (DEALER OR AGENT) DATE

Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.

Insurance Agent
 Address
 Phone
 Verified By:
 Insurance Carrier **HARTFORD**
 Policy Number
 Effective Date From **10/21/06** To **04/21/07** Comp. **100.00** Coll. **500.00**

The Seller, NORTH STAR CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied. Including any implied warranty of merchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.

I state that odometer mileage on USED VEHICLE TRADED-IN described above is **59518** at time of transfer.
 (Check the following statement, if applicable)
 I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown. X **10/26/06**
 SIGNATURE OF TRANSFEROR (DEALER OR AGENT) DATE

SUBTOTAL	20333.41
FACTORY REBATE	6469.06
TRADE ALLOWANCE OR DISCOUNT	3500.00

USED VEHICLE TRADE-IN AND/OR OTHER CREDITS		STOCK NO.
YEAR 1999	MAKE CHEVROLET	61029A
MODEL OR SERIES MALIBU	BODY TYPE SD	
COLOR	TRIM	
SERIAL NO. 1G1N5EJ0X6		
SECOND TRADE		
YEAR	MAKE	STOCK NO.
MODEL OR SERIES	BODY TYPE	
COLOR	TRIM	
SERIAL NO.		
BALANCE OWED TO		

MONEY DIFFERENCE	10364.35
SALES TAX	621.86
LICENSE, TITLE	29.50
NOTARY FEES	5.00
DOCUMENTARY & TIRE TAX PA TIRE TAX	66.00
TOTAL	11085.71
PAYOFF	
DOWN PAYMENT	N/A
SERVICE CONTRACT	
SERVICE CONTRACT TAX	
TOTAL	11085.71

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 CONTRACT SIGNED BY A WRITTEN NOTICE OF CANCELLATION.

Purchaser's Signature
 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 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 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."

61029

CERTIFICATE OF ORIGIN FOR A VEHICLE

1740



RB1PD008
INVOICE NO.
1AD88063093

DATE
05/19/06

VEHICLE IDENTIFICATION NO.
1G1ZT61846F

YEAR
2006

MAKE
CHEVROLET

BODY TYPE
MALIBU MAXX LT

SHIPPING WEIGHT
3409

H.P. (S.A.E.)
32.9

G.V.W.R.
4448

NO. CYL.
06

SERIES OR MODEL
1ZT68

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

13374 KCFJHB

NORTHSTAR CHEVROLET, INC.
326 MANSFIELD BLVD
CARNEGIE

PA 15106-2444

THIS COV, ISSUED 09/07/2006 IS A REPLACEMENT OF THE ORIGINAL COV ISSUED FOR THE VEHICLE SHOWN ABOVE.

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *

**GENERAL MOTORS CORPORATION
& SUBSIDIARIES**

BY: *Rachel Ch...*

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G46978174

DETROIT

MI 48243-1114

CITY - STATE

GM 521 REV. 10-05

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. FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1
 NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenths
 DEALER _____ BY: Joseph Gray
 NAME OF DEALERSHIP: NORTH STAR CHEV DEALER'S LICENSE NUMBER: 85-9643
 State of: PA Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this 30 day of OCT 2009
 County of: ALLEGHENY Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2
 NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenths
 DEALER _____ BY: _____
 NAME OF DEALERSHIP: _____ DEALER'S LICENSE NUMBER: _____
 State of: _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of: _____ Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3
 NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenths
 DEALER _____ BY: _____
 NAME OF DEALERSHIP: _____ DEALER'S LICENSE NUMBER: _____
 State of: _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of: _____ Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4
 NAME OF PURCHASER(S) _____
 ADDRESS _____
 I certify to the best of my knowledge that the odometer reading is _____ No Tenths
 DEALER _____ BY: _____
 NAME OF DEALERSHIP: _____ DEALER'S LICENSE NUMBER: _____
 State of: _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____
 County of: _____ Notary Public

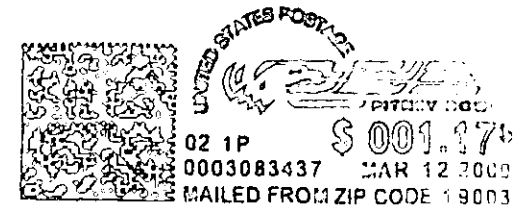
ODOMETER DISCLOSURE FOR RETAIL SALE
 Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.
 I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ NO Tenths. The mileage stated is in excess of its mechanical limits. The odometer reading is not the actual mileage.
 Signature(s) of Seller: _____ Date: 10-26-09
 Printed Name(s) of Seller: _____
 Signature of Purchaser: _____
 Printed Name of Purchaser: _____
 Company Name (if Applicable): _____ State of: PENNSYLVANIA
 Address of Purchaser: _____ County of: _____

LIENHOLDER
 1st lien in favor of: NONE
 whose address is: _____
 2nd lien in favor of: NONE
 whose address is: _____

Notarial Seal
 Joseph A. Gray, Jr., Notary Public
 Jackson Twp., Butler County
 My Commission Expires Aug-31, 2009
 Member, Pennsylvania Association of Notaries

GM521 REV. 1-2000

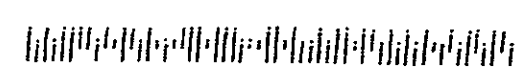
LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
700 TIMES BUILDING
SUBURBAN SQUARE
ARDMORE, PA 19003



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. APPLIGATE
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

1 (800) MY-LEMON
1 (800) 695-3666

(215) 665-7660
FAX (215) 563-8738

www.MyLemon.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
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: [REDACTED]
Vehicle: 2006 Chevy Malibu
Vin #: 1G1ZT61846F [REDACTED]

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.

Very truly yours,

DAVID J. GORBERG

DJG/mn

MV - 1 (5-05)						I. TAX / FEES	
VEHICLE DESCRIPTION	MAKE OF VEHICLE LIVE VIOLET		VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY 161ZT61846F		BODY TYPE (SDN, TK, BUS, ETC.) S/W	MODEL YEAR 06	SALES TAX 1364.35
	GROSS VEHICLE WT. RATING	FUEL TYPE: <input checked="" type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> PROPANE <input type="checkbox"/> HYBRID <input type="checkbox"/> OTHER		DATE ACQUIRED/ PURCHASED 10/26/2006		LESS TRADE-IN 3500.00	TAXABLE AMOUNT 10364.35
	CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A POLICE VEHICLE, (IF APPLICABLE) <input type="checkbox"/>						SALES TAX DUE 621.86
APPLICANT INFORMATION	LAST NAME (OR FULL BUSINESS NAME)			FIRST NAME	MIDDLE INITIAL	DATE ACQUIRED/ PURCHASED 10/26/2006	X 6% (.06) SALES TAX *X 7% (.07) *(See note on reverse)
	STREET			CITY	STATE	ZIP	COUNTY CODE 603
	WASHINGTON PA						SALES TAX DUE 621.86
MILEAGE INFORMATION	<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY		ODOMETER READING 22 TENTHS 2		10. (PTA) NO.
	WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.						2. TITLE FEE 22.50
LIEN INFORMATION	1ST LIEN DATE: <input checked="" type="checkbox"/> IF NO LIEN, CHECK HERE		2ND LIEN DATE: <input checked="" type="checkbox"/> IF NO LIEN, CHECK HERE		3. LIEN FEE		
	1ST LIEN HOLDER		2ND LIEN HOLDER		4. REGISTRATION OR PROCESSING FEE		N/A
	STREET		STREET		5. DUPLICATE REG. FEE		
ADDITIONAL VEHICLE INFORMATION	MAKE OF VEHICLE SD		VIN 161NE32J0X6		MODEL YEAR		6. TRANSFER FEE 6.00
	BODY TYPE (SDN, BUS, TK, ETC.)		CONDITION OF VEHICLE		SEATING CAPACITY		7. INCREASE FEE
	PASSENGER TAXI BUS		<input checked="" type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR		CYLINDER CAPACITY 5000 OR LESS		8. REPLACEMENT FEE N/A
APPLICATION FOR REGISTRATION	ORIGINAL PLATE <input checked="" type="checkbox"/> Check One		<input checked="" type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE		<input type="checkbox"/> TRANSFER & RENEWAL OF PLATE		9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount 650.36
	EXCHANGE PLATE TO BE ISSUED BY BUREAU		<input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE		<input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER		
	TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE)		REASON FOR REPLACEMENT		MONTH JUN YEAR 07		
SEAL AND APPLICATION FOR TITLE	ISSUING AGENT INFORMATION		SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT)		RELATIONSHIP TO APPLICANT		
	INSURANCE COMPANY NAME HARTFORD		POLICY NO. (OR ATTACH BINDER)		POLICY EFFECTIVE DATE 10/21/06		
	I CERTIFY THAT ON MONTH 10 DAY 26 YEAR 06 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT SIGNATURE NORTHSTAR		AGENT NO. 859642		
I/we acknowledge that I/we may lose my/our operating privilege(s) or vehicle registration(s) for failure to maintain financial responsibility on the currently registered vehicle for the period of registration. I/we further acknowledge that I/we may be subject to a fine not exceeding \$5,000 and imprisonment of not more than two (2) years for any false statement that I/we make on this application, and I/we certify that I/we have examined and signed this form after its completion; and, that, if an exemption from payment of sales tax is claimed, I am/we are authorized to claim this exemption. I/we further certify that all statements herein are true and correct and make application for Pennsylvania title for this vehicle described in block A.							
SIGNED AND SWORN TO BEFORE ME: MO. OCT DAY 26 YEAR 2006							
SIGNATURE OF PERSON ADMINISTERING OATH							
SIGN IN PRESENCE OF NOTARY							

If your registration documents are not received within 90 days, please contact PennDot.

Chevrolet

NORTH STAR CHEVROLET, Inc.

Chevrolet

326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/923-1230

DATE **10/26/06**

DEAL **72946**

PURCHASER'S NAME

RES. PHONE

PURCHASER'S ADDRESS

BUS. PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC. NUMBER

PLEASE ENTER MY ORDER FOR THE FOLLOWING		<input checked="" type="checkbox"/> NEW <input checked="" type="checkbox"/> CAR <input type="checkbox"/> USED <input type="checkbox"/> TRUCK <input type="checkbox"/> DEMO	STOCK NO. 61029	INCENTIVES <i>Rebate - 5000 - CNY</i>	
YEAR 2006	MAKE CHEVROLET			INCENTIVES <i>EMOANS - 3435.00 - UDE</i>	
MODEL OR SERIES MALIBU	BODY TYPE S/W			INCENTIVES <i>NUM # 2814822</i>	
COLOR BLUE	TRIM			INCENTIVES <i>Selling Price 11700.00</i>	
SERIAL NO. 161ZT61846F				<i>Subtotal 530</i>	
TO BE DELIVERED ON OR ABOUT 10/26/06				SUBTOTAL	2833.41
SALESMAN DEMINISTIAL ROYMOND				TRADE IN PAYOFF	
I state that odometer mileage on VEHICLE BEING PURCHASED described above is 22 at time of transfer. (Check the following statement, if applicable) <input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons unknown that the actual mileage is unknown on 10/26/06 .				AMOUNT \$	GOOD UNTIL
Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 406(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-313.				VERIFIED	DATE
I state that odometer mileage on USED VEHICLE TRADED-IN described above is 50951.8 at time of transfer. (Check the following statement, if applicable) <input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons unknown that the actual mileage is unknown on 10/26/06 .				INSURANCE AGENT	TIME
USED VEHICLE TRADED-IN AND/OR OTHER CREDITS				Address	
YEAR 1999	MAKE CHEVROLET	STOCK NO. 610290		Phone	Verified By
MODEL OR SERIES MALIBU	BODY TYPE SD			Insurance Carrier	
COLOR	TRIM			Policy Number	
SERIAL NO. 101N521819S	SECOND TRADE			Effective Date From 10/21/06 To 04/21/07 Comp. 100.00 Coll. 500.00	
YEAR	MAKE	STOCK NO.		The Seller, NORTH STAR CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.	
MODEL OR SERIES	BODY TYPE			SUBTOTAL	2833.41
COLOR	TRIM			FACTORY REBATE	5469.06
SERIAL NO.				TRADE ALLOWANCE OR DISCOUNT	3500.00
BALANCE OWED TO				MONEY DIFFERENCE	10364.35
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 CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. WRITTEN NOTICE OF CANCELLATION MUST BE RECEIVED BY THE DEALER WITHIN 10 BUSINESS DAYS OF THE DATE OF SIGNATURE.				SALES TAX	621.06
Purchaser's Signature				LICENSE TITLE	24.50
Accepted By				NOTARY FEES	5.00
				DO TIRE TAX	65.00
				DOCUMENTARY & TIRE TAX	65.00
				TOTAL	11085.71
				PAYOFF	
				DOWN PAYMENT	N/A
				SERVICE CONTRACT	
				SERVICE CONTRACT TAX	
				TOTAL	11085.71

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 such Warranty is not a part of the sale or 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."

Paid Cash

CHEVROLET NORTH STAR CHEVROLET, INC.
 220 MANSEFIELD BLVD. CARNEGIE, PENNSYLVANIA 15106
 (412) 278-2500
 FAX (412) 278-2711

RECEIPT NO. **11368**
 10-26-01

RECEIVED OF [REDACTED]

22946

\$ 11085.00 DOLLARS

THANK YOU

DETAIL	ACCOUNT	NOTE	HOW PAID	MEMO
AMOUNT DUE			CASH	
AMOUNT PAID			CHECK	
			CREDIT CARD	
			DRAFT	
BALANCE DUE			MONEY ORDER	

CUST. (CTL) NO.	STOCK NO.	CASH REC. JOURNAL SOURCE
ACCOUNT	ACCT. NO.	AMOUNT
CASH ON HAND	201	
ACC. REC. P/S	220	
ACC. REC. VEH.	220A	
CONT. IN TRANS.	205	
CHECKING	202	
CASH SALES	225	

Power steering is defective. Problem is intermittent 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 contacted at [REDACTED] between 2-5 PM.

Thank you,

[REDACTED]

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUN 30, 2009 VALID: 04/25/08

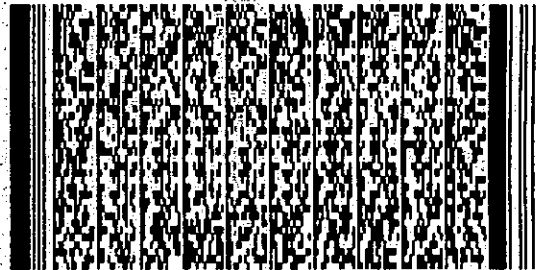
PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 1G1ZT61846F
YR/MAKE: 2006 CHEVROLET
TYPE: SW
WID: 08116 3903 361456-001

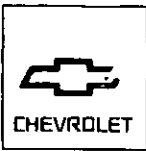
EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WASHINGTON

[REDACTED]
WASHINGTON PA
[REDACTED]



I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.





www.washingtonchevy.com

THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

R/O 54172	VIN 1G1ZT61846F	[REDACTED]		DATE IN 02/18/08
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU MAX	COLOR	TIME IN 08:08
MILES IN 6389	MILES OUT 6390	FIRST USE 00/00/00	DISC. WASHINGTON PA	CLOSED 02/22/08
SEE ALSO	RES H: [REDACTED]	PLS N: () -		WRITE 004 RICH

(1) C/S POWER STEERING ASSIST INOP - SITTING
 STILL FEELS LIKE NO ASSIST - WORKING OK NOW
 SYSTEM OVERLOAD
 REPLACED STEERING COLUMN.
 (02-9730 DORSEY-) A

E7680	6D	OA	T02	14	105.69
(F)15926870	(COLUMN)			1	286.48
Total Labor					105.69
Total Parts					286.48
Total Repair (Warranty)					392.17

DISCLAIMER OF WARRANTIES

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

X

CUSTOMER SIGNATURE

Page 1 of 1 Job 54172 Reprint (1)

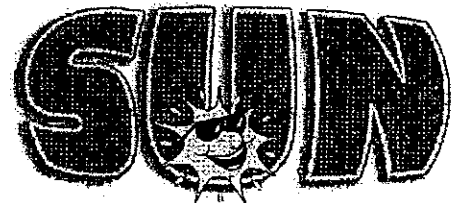
54172 Customer Copy

W/C	INT.	CUSTOMER
105.69	.00 Labor	.00
286.48	.00 Parts	.00
.00	.00 Sublet	.00
.00	.00	.00
.00	.00 Oil/Grease	.00
392.17	.00 Sub Total	.00
.00	.00 Tax	.00
392.17	.00 Total	.00

Proform Products Inc. 412-461-0117

Customer Number: 33785

Invoice No: 68090



INVOICE

PAGE 1

WASHINGTON, PA

Home: [Redacted] Bus: [Redacted]
Email: [Redacted]

Cell:

2939 Washington Rd.
PO Box 1919
McMurray, Pa 15317

(724) 941-5160
(412) 344-8000
www.sunchevy.com

SERVICE ADVISOR: 253 JOHN J PONIKVAR

COLOR	YEAR	MAKE/MODEL	WIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	06	CHEVROLET MALIBU	1G1ZT61846F [Redacted]	[Redacted]	13600 13600	T755	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT06			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					
	451	C	hrs.		0.00	0.00
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00			
				TOTAL LINE A:		\$ 0.00
B	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					
	451	W	hrs.			(N/C)
	1	12538938	BATTERY			(N/C)
	1	22733524	TRANSMITT			(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00			
				TOTAL LINE B:		\$ 0.00
C	CUSTOMER STATES THAT THE COVER ON THE DRIVER'S SIDE VANITY MIRROR ON THE SUN VISOR IS DISCONNECTED					
	INT ORDER PART WILL CALL WHEN PART COMES IN					
	451	C	hrs.		0.00	0.00
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00			
				TOTAL LINE C:		\$ 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

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.

CUSTOMER SIGNATURE

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

Customer Number: 33785

Invoice No: 68521



INVOICE

PAGE 1

WASHINGTON, PA

Home: [Redacted] Bus: [Redacted]
Email: [Redacted]

Cell: [Redacted]

2939 Washington Rd.
PO Box 1919
McMurray, Pa 15317

(724) 941-5160
(412) 344-8000
www.sunchevy.com

SERVICE ADVISOR: 253 JOHN J PONIKVAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	06	CHEVROLET MALIBU	1G1ZT61846F [Redacted]	[Redacted]	13917 13921	T032	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
26OCT06			WAIT 17DEC08		79.00	CASH	17DEC08
R.O. OPENED	READY	OPTIONS: DLR:NORTHSTA ENG:3.5_Liter_MFI_OHV					
17DEC08	17DEC08						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A	CUSTOMER STATES THAT THE POWER STEERING GETS VERY HARD TO TURN (PARTS ARE IN)					
	CAUSE: REPLACE COIL AND GROUND AS PER BUL #080232005					
	MISC REPLACE COIL AND GROUND					
		118	W	hrs.		(N/C)
		1	12581176	HARNASS		(N/C)
		1	11588715	BOLT		(N/C)
		1	2436162	F.WASHER V		(N/C)
		1	12595088	W-COIL		(N/C)
		2	11570082	BOLT		(N/C)
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
					TOTAL LINE A:	\$ 0.00

B	CUSTOMER STATES THAT THE COVER ON THE VANITY MIRROR IS LOOSE					
	CAUSE: LOOSE - REPLACE					
	C2035 MIRROR, VISOR VANITY REPLACE					
		118	W	hrs.		(N/C)
		1	15855088	SUNSHADE		(N/C)
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
					TOTAL LINE B:	\$ 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

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.

CUSTOMER SIGNATURE

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

RELEASE OF CLAIM

We, [REDACTED] (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 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 17,415 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

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Washington, Pa
City, State, Zip Code [REDACTED]

Washington PA
City, State, Zip Code [REDACTED]

STATE OF _____

COUNTY OF Phila

Sworn to (or affirmed) and subscribed before me this 27 day of May,
2009, by _____

Signature of Notary Public PENNSYLVANIA

Notarial Seal
Marie Kahlan, Notary Public
City of Philadelphia, Philadelphia County
My Commission Expires June 13, 2012
Member, Pennsylvania Association of Notaries

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: [REDACTED]
TITLE: [REDACTED]
VIN: 1G1ZT61846F [REDACTED]
YR/MAKE: 2006 CHEVROLET
TYPE: SW
WID: 08116 3903 361456-001

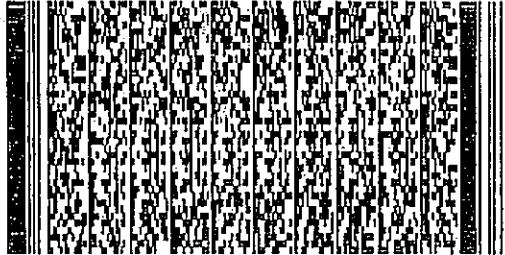


I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WASHINGTON



WASHINGTON PA



**Request for Taxpayer
 Identification Number and Certification**

Give form to the
 requester. Do not
 send to the IRS.

Print or type
 See Specific Instructions on page 2.

Name
David J. Garberg + Associates, P.C.
 Business name, if different from above

Check appropriate box: Individual Sole proprietor Corporation Partnership Other > _____ Exempt from backup withholding

Address (number, street, and apt. or suite no.)
2 Arkky Plaza 700 Times Bldg.
Ardmore Pa. 19003
 List account number(s) here (optional)

Requester's name and address (optional)

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 proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see **How to get a TIN** on page 3.

Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number								
or								
Employer identification number								

Part II Certification

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 (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. person (including a U.S. resident alien).

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 a mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign Here Signature of U.S. person [Signature] Date 12-17-09

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),
- Certify that you are not subject to backup withholding, or
- 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-9.

Foreign person. If you are a foreign person, use the appropriate Form W-8 (see Pub. 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien.

Generally, only a nonresident alien 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 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.

If you are a U.S. resident alien who is relying on an 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 alien.
- The treaty article addressing the income.
- The article number (or location) 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 treaty article.



Redlands CA

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

17 DEC 2007 PM 7 T



DES 26 2007

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

REIMBURSEMENT DEPARTMENT

P.O. Box 33170

DETROIT, MI 48232-5170

482325170 8050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/14/07

17-Digit Vehicle Identification Number (VIN): 1G2ZG528454 [REDACTED]

Mileage at Time of Repair: 53267 Date of Repair: 8/17/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: REDLANDS State: CA ZIP Code: [REDACTED]

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

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

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 of the amount of the repair covered by this letter.

Claimant's Signature [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

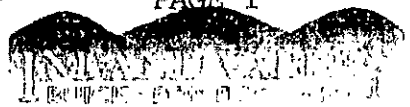
Your claim will be acted upon within 60 days of receipt.

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).





1411 South "E" Street - San Bernardino - CA 92408
 (909) 888-8787 Fax (909) 381-6657



BAR # AG21170 EPA # CAM6614127
 12 MONTHS OR 12,000 MILE WARRANTY ON ALL PARTS AND LABOR, WHICHEVER OCCURS FIRST
 Service hrs Mon-Fri 9AM-6PM Sat 9AM-1PM

REDLANDS, CA

SERVICE ADVISOR **JOSHUA G PETTY**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PARTS	INVOICE NO.
13AUG07	14AUG07		1G2ZG528454				14AUG07	116228
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SA
09:06	14:30	05	PONTIAC G6		VARIES	21AUG05	371	371
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
53267	53267							

A CUSTOMER STATES THAT, SHE WAS DRIVING AND WRENCH LIGHT CAME ON AND VEHICLE LOST POWER STEERING PLEASE CHECK AND ADVISE.
 54 TESTED AND REPLACED POWER STEERING MOTOR RE-TESTED OK NOW
 647 CPC 254.23
 1 25805894 MOTOR 348.04 348.04
 B FREE 27 POINT VISUAL INSPECTION
 27 FREE 27 POINT VISUAL INSPECTION
 647 CPC 0.00 0.00
 EST: 83.00 13AUG07 09:06 SA: 371
 EST: 630.27 13AUG07 16:21 SA: 371
 CONTACT: 382-6189
 POWER STEERING MOTOR

COPY
 DISC

DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITIONS
LABOR AMOUNT	254.23	254.23	
PARTS AMOUNT	348.04	348.04	
GAS, OIL, LUBE	0.00		
SUBLET AMOUNT	0.00		
MISC. CHARGES	0.00		
TOTAL CHARGES	602.27		
LESS INSURANCE	0.00		
SALES TAX	27.84		
PLEASE PAY THIS AMOUNT	630.11		

I acknowledge notice and oral approval of an increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

"Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration in accordance with the Uniform Rules for Better Business Bureau Arbitration, and the judgement upon the award rendered by the Arbitrator(s) may be entered in any Court having jurisdiction thereof."



1411 SO. "E" STREET
 SAN BERNARDINO, CA 92408
 (909) 888 6787

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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.

(SIGNED) **CUSTOMER COPY** GENERAL MANAGER OR AUTHORIZED PERSON

INLAND VALLEY-BU-P011-6
1411 SOUTH E ST
SAN BERNARDINO, CA 92408

088717449
601101347365940

TERMINAL ID:
MERCHANT #:

DISCUP

SALE

BATCH: 000851
DATE: AUG 14, 07
SQ: 011

INVOICE: 051661
TIME: 16:48
AUTH ID: 014480

TOTAL \$630.11
CUSTOMER COPY

North American Operations

General Motors Corporation
 Disbursements (2613)
 PO Box 62530
 Phoenix, AZ 85082-2530



CHECK No. [REDACTED]

50-937
213

DATE
01/24/08

*****630 DOLLARS

***11 CENTS

AMOUNT
*****630.11

REDLANDS CA [REDACTED]

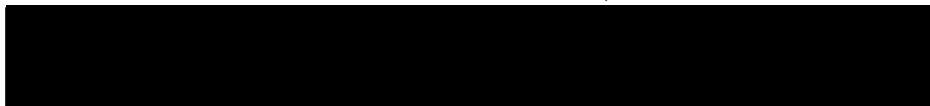
PAY
TO THE
ORDER
OF

North American Operations
 General Motors Corporation
 Disbursement Account

Richard C. [Signature]
 SIGNATURE

The Chase Manhattan Bank, N.A.
 Syracuse, New York

AUDIT



North American Operations

General Motors Corporation
 Disbursements (2613)
 PO Box 62530
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT DATE 01/24/08

VENDOR DUNS NO. BB 000000060

1

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G22G528454 [REDACTED]	01/23/08 71-594275667	VH 1-9TUCVQ .1-9TUCVQ	00.0000	630.11	.00	630.11
TOTAL				630.11	.00	630.11

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

M3

4316

February 4, 2011

[REDACTED]
[REDACTED]
Redlands, CA [REDACTED]

Service Request: 71-594275667
Customer Relationship Specialist: Gavin Sanders

Dear [REDACTED]:

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

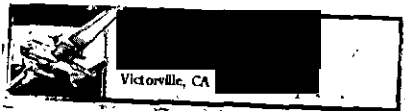
We have reviewed your request for reimbursement on the power steering assist that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$630.11.

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



USA FIRST-CLASS PERMIT

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

DEC 27 2007

Reimbursement Dept

P.O. Box 33170

Detroit, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-17-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT54855F [REDACTED]

Mileage at Time of Repair: 44789 Date of Repair: 7-10-11-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: VICTORVILLE State: CA ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code) [REDACTED]

Evening Telephone Number (include Area Code): SAME

Amount of Reimbursement Requested: \$ 100.⁰⁰ (ONE HUNDRED)

The following documentation must accompany this claim form.

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

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



Customer Number: 21797

Invoice No: 356579

rancho MOTOR COMPANY

INVOICE

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #AC 171332
E.P.A. #CAD983668849

PAGE 1

VICTORVILLE, CA

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]
Email: 16JUN06

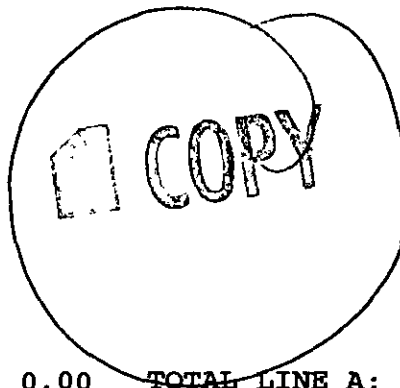
SERVICE ADVISOR: 549 NESTOR GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	05	CHEVROLET MALIBU	1G1ZT54855F [REDACTED]	[REDACTED]	44789 44789	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27MAR06			19:00 11JUL07		0.00	CASH	11JUL07
R.O. OPENED	READY	OPTIONS: STK:R31681C ENG:3.5_Liter_SFI					
14:34 10JUL07	10:04 11JUL07						

CUSTOMER STATES, POWER STEERING MESSAGE APPEARS IN INFORMATION CENTER (GMPP) ADVISE, AFTER PARKING AND TURNING OFF ENGINE, WENT TO START AND MOVE AND STEERING WOULD NOT MOVE, COULD NOT TURN

CAUSE: E7680 COLUMN ASSEMBLY, STEERING - REPLACE

9481 WPP2
1 15926870 COLUMN
1 IN STOCK
FC: 6C
PART#: 15926870
COUNT: 1
CLAIM TYPE: 0
AUTH CODE:
WT



(N/C)
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

44789 DTC C0460 STERING WHEEL SENSOR REPLACE STEERING COLUM PRE DOC
1521111

GMPP MAJOR GUARD, \$100.00 DEDUCTIBLE, EXPIRES 06/16/09 OR 61765 MILES

CAUSE: COM COMMENTS

999 WPP2
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

WARNING 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 replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq. For further information about Proposition 65: <http://www.oehha.org/prop65.html>.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

Customer Number: 21797

Invoice No: [REDACTED]

RANCHO MOTOR COMPANY

INVOICE

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #AC 171332
E.P.A. #CAD983668849

PAGE 2

[REDACTED] / VICTORVILLE, CA

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]
Email: [REDACTED]

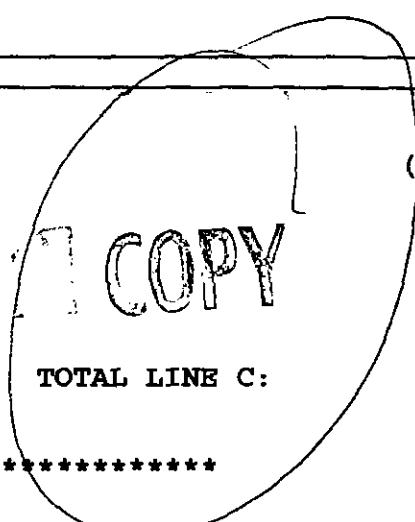
SERVICE ADVISOR: 549 NESTOR GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	05	CHEVROLET MALIBU	1G1ZT54855F [REDACTED]	[REDACTED]	44789 44789	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
27MAR06 1			19:00 11JUL07		0.00	CASH	11JUL07
R.O. OPENED	READY	OPTIONS: STK:R31881C ENG:3.5_Liter_SFI					
14:34 10JUL07	10:04 11JUL07						

MULTI-POINT INSPECTION FREE.

CAUSE:
MULTI COMPLETED VEHICLE INSPECTION.
9481 WPP2
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

(N/C)



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

,,,44789

EST: 100.00 10JUL07 14:34 SA: 254

THANK YOU FOR YOUR BUSINESS !!

CUSTOMER PAY DEDUCTIBLE FOR LINE A

100.00

WARNING 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 replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, greases, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. Posted in accordance with Proposition 65 in Cal. Health & Safety Code (25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		LABOR AMOUNT	\$ 0.00
		PARTS AMOUNT	\$ 0.00
		GAS, OIL, LUBE	\$ 0.00
		SUBLET AMOUNT	\$ 0.00
		MISC. CHARGES	\$ 100.00
		TOTAL CHARGES	\$ 100.00
		LESS INSURANCE	\$ 0.00
		SALES TAX	\$ 0.00
		PLEASE PAY THIS AMOUNT	\$ 100.00

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

Customer Copy

Page 2 of 2

February 4, 2011

[REDACTED]
[REDACTED]
Victorville, CA [REDACTED]

Service Request: 71-594280261
Customer Relationship Specialist: Alex Page

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the 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. [REDACTED]

50-837
213

DATE 01/29/08 *****100 DOLLARS *****00 CENTS *****100.00 AMOUNT

North American Operations
 General Motors Corporation
 Disbursement Account

PAY TO THE ORDER OF

VICTORVILLE CA [REDACTED]

Ribal C. [Signature]
 SIGNATURE

The Chase Manhattan Bank, N.A.
 Syracuse, New York

AUDIT



VENDOR DUNS NO. BB 000000364
 VENDOR NAME [REDACTED]

1

North American Operations
 General Motors Corporation
 Disbursements (2613)
 PO Box 62530
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
 CHECK NO. [REDACTED]
 PAYMENT DATE 01/29/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT54855F [REDACTED]	01/28/08 71-594280	VH 1-9UV85A 261.1-9UV85A	00.0000	100.00	.00	100.00
TOTAL				100.00	.00	100.00

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

M3

2008



DVD P&DC
KEARNY NJ 070
22 DEC 2007 PM 4 T



DEC 27 2007

DEC 27 2007

Reim Bursment Dept.
PO Box 33170
Detroit, MI
48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-22-07

17-Digit Vehicle Identification Number (VIN): 1G22H528054 [REDACTED]

Mileage at Time of Repair: 50967 Date of Repair: 10-3-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Budd Lake State: NJ ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 116.00

The following documentation must accompany this claim form.

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

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



CALLAREMI PONTIAC, BUICK, CADILLAC, GMC

P.O. BOX 733, 385 RT. 46 EAST

HACKETTSTOWN, NJ 07840

PHONE: 908-852-4613 FAX: 908-852-9882

WWW.CALLAREMIPONTIAC.COM

39729BEY

ORIGIN

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
[REDACTED]		1G2ZH528054 [REDACTED]		50967		10/03/07		39729	
BUDD LAKE NJ [REDACTED]		YEAR	MAKE	MODEL		COLOR		TAG NO.	
[REDACTED]		05	PONTIAC	G6 GT		GRAY		00135	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS		
[REDACTED]	[REDACTED]	[REDACTED]	908- -	[REDACTED]	00/00/00	738 7738	CASH		
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE				
87.00	00/00/00		50964	10/02/07	00/00/00				

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	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
STEERING NOISE						
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	1	W	
						Line Total.....
B						
LOANER # 7						
CUSTOMER REQUESTS USE OF A LOANER CAR, LOANER# 7 1998 PARK AVE.						
4006 A99 0999						
						Line Total.....

PAID

CK 1327

Warr-Deduct 116.00
 TOTAL-AMOUNT 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)



39235

98-2712

JA

1327



BUDD LAKE, NJ

Date 10-3-07

POD 0350499160 10/04/2007 018

Pay to the order of

CITIZENS BANK, PC

\$ 100.00

One Hundred Spots & 00/100

Twenty 0



WACHOVIA

Wachovia Bank, N.A.
wachovia.com



Serial



VALLEY NATL BANK
0212-0138-3
0350499160 10/04/2007 018

031200738
COLLECTING BANK
SVC-751 10052007 02PE

031200738

215
215
215

:015
011176

SCIT CRY
2154

February 14, 2011

[REDACTED]
Budd Lake, NJ [REDACTED]

Service Request: 71-595647102
Customer Relationship Specialist: MJ Mason

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the power steering 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

[REDACTED]
Sun City, AZ [REDACTED]

Service Request: 71-596594318
Customer Relationship Specialist: Jim Goldberg

Dear [REDACTED]

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

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

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

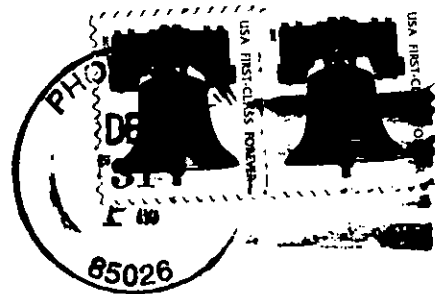
Sincerely,

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.

[REDACTED]
Sun City, Az [REDACTED]

JAN 03 2008



REIMBURSEMENT DEPARTMENT
PO Box 33170
DETROIT, MI 48232 5170

482325170 8050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-18-2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT52845F

Mileage at Time of Repair: 62768 Date of Repair: 6-11-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: SUN CITY State: AZ ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 70987

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 incurred for the repair covered by this letter.

Claimant's Signature [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

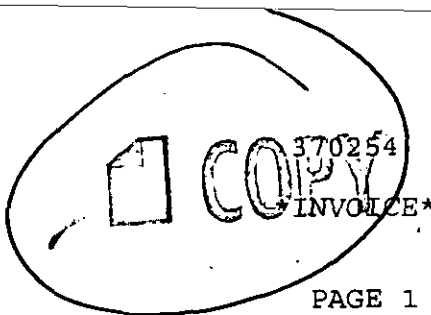
If your claim is:

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

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



74246



Power Chevrolet Arrowhead

9055 W. BELL RD.
PEORIA, ARIZONA 85382-3715
(623) 974-0000

SUN CITY, AZ
HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 7755 VERNON DALE MAXEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	CHEVROLET MALIBU	1G1ZT52845F [REDACTED]		62768/62768	T7584	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JAN05 IS			18:00 11JUN07		0.00		11JUN07
20JAN05 DD							
R.O. OPENED	READY	OPTIONS: DLR:39298 ENG:3.5 Liter SFI					
11JUN07	11JUN07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	P/STR	GOES OUT WHILE DRIVING AND P/STR LIGHT COMES ON				
			S407 ALIGNMENT/SUSPENSION/FRONT END				
			7612 CP			310.98	310.98
			1 1.5926870 COLUMN		359.00	359.00	359.00

62768 CHECKED FOR CODES C0545 TORQUE SENSOR 3.0 HRS REPLACED
STEERING COLUMN AND CALIBRATED ALL SENSORS

NL

YES

23.25
6.64

LIMITED WARRANTY
 AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGED FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

ENVIRONMENTAL SERVICE CHARGE - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items include but are not limited to the following items: Nuts, bolts, washers, tape, pins, aerospray, shellac, 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 agent are responsible for the amount of repairs 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 collector, I the undersigned, agree to pay all court costs plus a reasonable attorney's fee and

PLEASE PRINT NAME AND ADDRESS OF THE PERSON WHO COLLECTS THE VEHICLE FROM YOU

DESCRIPTION	TOTALS
LABOR AMOUNT	310.98
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

X

Statement for account number



Amount Enclosed \$

Make your check payable to Chase Card Services. New address or e-mail? Print on back.

12251 BEX Z 17507 C

SUN CITY AZ



CARDMEMBER SERVICE PO BOX 94014 PALATINE IL 60094-4014



Opening/Closing Date: 05/25/07 - 06/24/07 Payment Due Date: 07/19/07 Minimum Payment Due: \$320.00

CUSTOMER SERVICE In U.S. 1-800-792-0001 Español 1-888-446-3308 TDD 1-800-955-8060 Pay by phone 1-800-436-7958 Outside U.S. call collect 1-302-594-8200

VISA ACCOUNT SUMMARY

Account Number: 4417 1230 1354 2880

Table with 4 columns: Description, Amount, Description, Amount. Rows include Previous Balance, Payment, Credits, Purchases, Cash, Debits, Finance Charges, and New Balance.

ACCOUNT INQUIRIES

P.O. Box 15298 Wilmington, DE 19850-5298

PAYMENT ADDRESS

P.O. Box 94014 Palatine, IL 60094-4014

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

Table with 2 columns: Description, Amount. Rows include Reward dollars earned from previous statement, purchases, promotional, total, transferred to flight credits, remaining balance, and flight credits transferred.

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 Rewards 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

Table with 6 columns: Trans Date, Reference Number, Merchant Name or Transaction Description, Amount Credit, Amount Debit. Lists various transactions from 05/23 to 06/05.

This Statement is a Facsimile - Not an original

TRANSACTIONS

Trans Date	Reference Number	Merchant Name or Transaction Description	Amount	
			Credit	Debit
06/05	24399007156142081668946	WALGREEN 00030486 PEORIA AZ		8.56
06/05	24399007157993787803835	QT 490 05004908 PEORIA AZ		43.97
06/05	24445007157855245287277	FRYS-FOOD-DRG #114 SXN PEORIA AZ		34.97
06/07	24692167158000718854094	ESI*MAIL PHARMACY T2 866-DODTMOP AZ		50.00
06/07	24399007159993811487015	QT 490 05004908 PEORIA AZ		45.00
06/06	24323017159138012034386	BIG APPLE ARROWHEAD GLENDALE AZ		42.90
06/10	24761977161512161010142	SHASTA POOL SUPPLIES#3 GLENDALE AZ		66.64
06/10	24399007162302295441628	BASHAS #1030206901029 PEORIA AZ		25.32
06/11	24399007162142056382698	WALGREEN 00030486 PEORIA AZ		20.95
06/11	24164077163277311660671	POWER 17800020 PEORIA AZ		709.87
06/12	24399007164993857878336	QT 428 -05004288 PEORIA AZ		42.00
06/13	24455017164140010120707	WAL-MART #3241 GLENDALE(NW) AZ		34.86
06/12	24761977164521965300069	CIRCLE K 05544 Q04 PEORIA AZ		46.51
06/12	24445007164862684566121	OFFICE MAX GLENDALE AZ		10.81
06/13	24493987165207999600020	LITTLE BITE OF ITALY SUN CITY AZ		8.45
06/13	24013397165011884196174	SHERS CLOTHING SUN CITY SUN CITY AZ		10.63
06/15	24445007167866696193706	FRYS-FOOD-DRG #114 SXN PEORIA AZ		15.10
06/15	24299167167904197781510	JCPENNEY STORE 0251 GLENDALE AZ		23.64
06/15	24164077167332151535537	CHECKER #415300041533 PEORIA AZ		10.80
06/17	24445007168867926880293	FRYS-FOOD-DRG #114 SXN PEORIA AZ		73.71
06/16	24455017168140011550528	WAL-MART #3241 GLENDALE(NW) AZ		77.47
06/17	24717057168731687829731	VINCENT S NAIL AND SPA II PEORIA AZ		27.00
06/16	24717057168691686801943	SMART & FINAL CO. GLENDALE AZ		23.30
06/19	11701702740955372200006	PAYMENT - THANK YOU	2,000.00	
06/19	24399007170142056842485	WALGREEN 00030486 PEORIA AZ		25.68
06/18	241640771708353169883744	PIZZA H012972 10300333 ALBUQUERQUE NM		14.15
06/18	24399007170993912518945	QT 428 05004288 PEORIA AZ		38.22
06/19	24761977170521934400067	CIRCLE K 01777 Q04 ALBUQUERQUE NM		42.17
06/20	24164077171091007622345	TARGET 00008250 PEORIA AZ		104.04
06/20	24254777172467664820981	LOS CUATES ALBUQUERQUE NM		16.00
06/21	24224437173429221300144	GOLDEN CORRAL 919 ALBUQUERQUE NM		8.74
06/21	24492807173118000100481	BLAKE'S LOTABURGER 32 ALBUQUERQUE NM		5.50
06/21	24224437174493384102050	GIANT #6025 ALBUQUERQUE NM		37.00
06/20	24246517173508790280887	BABIES R US #5679 GLENDALE AZ		32.42
06/22	24445007173873406431691	FRYS-FOOD-DRG #114 SXN PEORIA AZ		29.29
06/22	24164077174105179270472	STAPLES 00114363 SANTA FE NM		2.46
06/23	24692167174000063005193	LENOX *CATALOG 800-225-1779 PA		25.77
06/21	24164077173332217076023	CHECKER #170700017079 ALBUQUERQUE NM		18.16

FINANCE CHARGES

Category	Daily Periodic Rate 31 days in cycle	Corresp. APR	Finance Charge		Transaction Fee	Accumulated Fin Charge	FINANCE CHARGES
			Average Daily Balance	Due To Periodic Rate			
Purchases	V .04655%	16.99%	\$13,356.77	\$192.75	\$0.00	\$0.00	\$192.75
Cash advances	V .06573%	23.99%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total finance charges							\$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. [REDACTED]

50-837
213

DATE
02/01/08

*****709 DOLLARS

****87 CENTS

AMOUNT
*****709.87

North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF

SUN CITY AZ [REDACTED]

Richard C. [Signature]
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. BB 000000260 1
VENDOR NAME [REDACTED]

CHECK NO. [REDACTED]
PAYMENT DATE 02/01/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52845F [REDACTED]	01/31/08 71-596594318.1	VH 1-9VHDLB 1-9VHDLB	00.0000	709.87	.00	709.87
TOTAL				709.87	.00	709.87

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

M3

20549

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

March 10, 2011

[REDACTED]
San Antonio, TX [REDACTED]

Service Request: 71-602651902
Customer Relationship Specialist: Athena Faraday

Dear [REDACTED]

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 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

All recall reimbursement questions should be directed to the following number:
1-800-204-0261

SAN ANTONIO TX 782
RIO GRANDE DISTRICT
26 APR 2008 PM 3 T



General Motors Corp
PO. Box 33170
Detroit, MI 48232-5170

APR 28 2008

48232+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): 1B2Z2528154 [REDACTED]
Mileage at Time of Repair: 50,347 Date of Repair: 01/08/07 - 01/09/07
Claimant Name (please print): [REDACTED]
Street Address or PO Box Number: [REDACTED]
City: SAN ANTONIO State: TX ZIP Code 78247
Daytime Telephone Number (include Area Code): [REDACTED]
Evening Telephone Number (include Area Code): [REDACTED]
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.
- 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 incurred for the repair covered by this recall.

Claimant's Signature: [REDACTED]

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



SUPERIOR

PONTIAC • GMC TRUCKS • HYUNDAI
4800 N.W. LOOP 410, SAN ANTONIO, TEXAS 78229
(210) 684-7440



0401PNC5400093

CUSTOMER NO. 143052	SERVICE ADDRESS MIKE MOSS	TAG NO. 6683	INVOICE DATE 01/09/07	INVOICE NO. PNC5400093
	LABOR RATE	MILEAGE 50,347	COLOR GRANITE MET	STOCK NO. 115220
SAN ANTONIO, TX	YEAR / MAKE / MODEL 05/PONTIAC/G6/4DR SDN 6-CYL		DELIVERY DATE 12/13/04	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 1 5 4		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.O. DATE 01/08/07	
COMMENTS				MO: 50350

JOB # 1 NOISE IN FRONT END TECH(S): 5328 206:88
CUSTOMER STATES KLUNKING NOISE IN FRONT END WHEN TURNING LEFT - NOISE SOUNDS LIKE IT'S COMING FROM LEFT FRONT TRACED AND DIAGNOSED TO STEERING GEAR POPS WHEN TURNING ... REPLACED STEERING GEAR AS NECESSARY ...

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	15858368	GEAR 6.508	398.12	398.12
JOB # 1	-1	15858368	CORE RETURN	100.00	-100.00
JOB # 1 TOTAL PARTS					298.12
JOB # 1 TOTAL LABOR & PARTS					505.00

JOB # 2 HVAC ODOR TECH(S): 5328 80:88
CUSTOMER STATES BURNING RUBBER ODOR AT TIMES AFTER RUNNING HEATER FOR A WHILE SERPENTINE BELT AND BELT IDLER ARE RUBBING TOGETHER ... REPLACED SERPENTINE BELT AND BELT IDLER AS NECESSARY ...

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	1	12563097	PULLEY 1.062	33.13	33.13
JOB # 2	1	12591059	BELT 1.066	53.18	53.18
JOB # 2 TOTAL PARTS					86.31
JOB # 2 TOTAL LABOR & PARTS					167.19

JOB # 3 HEAD LIGHTS TECH(S): 5328
CUSTOMER STATES MOISTURE IN LEFT FRONT HEADLIGHT DRIVERS SIDE HEADLIGHT LEAKS REPAIRS WERE DECLINED AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

JOB # 4 2WH ALIGN THRUST ANG TECH(S): 5328 6225 69:95
2 WHEEL ALIGNMENT THRUST ANGLE COMPLETED SERVICE. 2WLS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					69.95

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	A1	SHOP + ENVIRONMENTAL CHARGE		37.11
JOB # 1	D04L	10% LABOR DISCOUNT		-20.69
JOB # 1	D04P	10% PARTS DISCOUNT		-29.81
JOB # 2	D04L	10% LABOR DISCOUNT		-8.09
JOB # 2	D04P	10% PARTS DISCOUNT		-8.63
JOB # 4	D04L	10% LABOR DISCOUNT		-7.00
TOTAL - MISC				-37.11

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

Dealer, General Manager or Authorized Person Date
CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF \$ 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 • Hyundai, 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 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 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 fees and court cost, terms strictly cash unless prior 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 VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, Texas 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 OF 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.

COPY

PRINTED CIRCUITS, INC. 0119 100-041

THANK YOU



RED McCOMBS SUPERIOR

PONTIAC • GMC TRUCKS • HYUNDAI
4800 N.W. LOOP 410, SAN ANTONIO, TEXAS 78229
(210) 684-7440



04011PNC5400093

CUSTOMER NO. 143052	SERVICE ADDRESS MIKE MOSS	TAG NO. 6683	INVOICE DATE 01/09/07	INVOICE NO. PNC5400093
	LABOR RATE	MILEAGE 50,347	COLOR GRANITE MET	STOCK NO. 115220
SAN ANTONIO, TX	YEAR / MAKE / MODEL 05/PONTIAC/G6/4DR SDN 6-CYL		DELIVERY DATE 12/13/04	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 1 5 4		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.O. DATE 01/08/07	
	COMMENTS	MO: 50350		

TECHNICIAN CERTIFICATION

5328	THEODORE M MONCADA	5328
6225	PABLO G CAVAZOS	6225

TOTALS

*****	TOTAL LABOR....	357.71
*	TOTAL PARTS....	384.43
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG....	37.11
*	TOTAL MISC DISC	-74.22
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	31.23
*****	TOTAL INVOICE \$	736.26

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

Dealer, General Manager or Authorized Person Date

CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF \$ 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 • Hyundai, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Terms are not 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 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 fees and court cost, terms strictly cash unless prior arrangements made.

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 VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, Texas 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.

X
Signature of Person Responsible or Agent for Person Responsible.

THANK YOU FOR YOUR BUSINESS!!
PARTS DESIGNATED WITH AN ASTERICK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

DUPLICATE INVOICE

RED McCOMBS SUPERIOR
PONTIAC • GMC TRUCKS • HYUNDAI

COPY

12/13/04

THANK YOU

March 10, 2011

[REDACTED]
[REDACTED]
San Antonio, TX [REDACTED]

Service Request: 71-602651902
Customer Relationship Specialist: Beau Casset

Dear [REDACTED]:

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the 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.

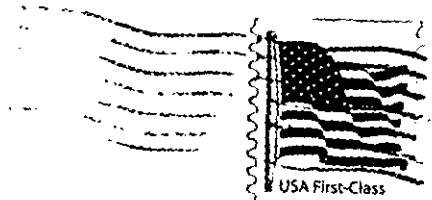
Sincerely,

Pontiac Customer Assistance Center

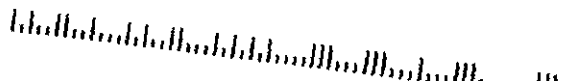
JAN 31 2008

Reimbursement Department,
P.O. Box 33170

Detroit, MI 48232-5170



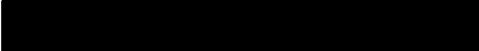
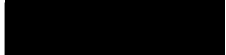




482325170 8050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant


Date Claim Submitted: 1/21/08
 17-Digit Vehicle Identification Number (VIN): 1Y2ZM528154 
 Mileage at Time of Repair: 61,839 Date of Repair: 6/14/07
 Claimant Name (please print): 
 Street Address or PO Box Number: 
 City: S.A. 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).~~





December 2007

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.

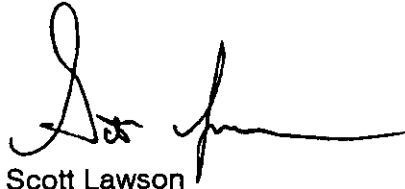
What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. 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





Red McCombs SUPERIOR

PONTIAC • GMC TRUCKS • HYUNDAI

4800 N.W. LOOP 410, SAN ANTONIO, TEXAS 78229
(210) 684-7440



Goodwrench Service Plus

04011PNC5409443

CUSTOMER NO	187169	SERVICE ADDRESS	EDWARD M. GAMEZ	5138	TAG NO	7044	INVOICE DATE	06/14/07	INVOICE NO	PNC5409443	
[REDACTED]		LABOR RATE	[REDACTED]	MILEAGE		61,839	GRANITE MET	115220			
SAN ANTONIO, TX		YEAR MAKE MODEL	05/PONTIAC/G6/4DR SDN 6-CYL				DELIVERY DATE	12/13/04			
[REDACTED]		VEHICLE NO	1G22G528154				SELLING DEALER NO	PRODUCTION DATE			
[REDACTED]		F.T.E. NO	PO NO		06/14/07		MO: 61854				
COMMENTS											

J# 1 20PNZ COMPLIMENTARY LOF TECH(S):6968 INTERNAL

LOF COMPLETED MAINT. COMP LOF/CK TIRE PRESSURES AND ALL FLUID LEVELS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	25010792	FILTER 1.836	INTERNAL
JOB # 1	5	OIL	OIL	INTERNAL
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

J# 2-60RNZ LINE TECH(S):6968 150.62

CUSTOMER STATES LOUD HUMMING NOISE ON ACCEL REPORT LEFT FRT HUB NOISEY REPLACE LEFT FRT HUB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				150.62

J# 3 80PNZ800 FRONT END TECH(S):6968 34.95

CUSTOMER STATES STEERING WHEEL VIBRATION REPORT NEEDS BALANCE BALANCE 4 TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	22706425	HUB 6.311	273.72
JOB # 3 TOTAL PARTS				273.72
JOB # 3 TOTAL LABOR & PARTS				308.67

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	AA1	INTERNAL SHOP & ENVIRONMENTAL CHG	INTERNAL
JOB # 1	A3	COMP LOF(LBR)	INTERNAL
JOB # 1	A5	COMP LOF(CARS)	INTERNAL
JOB # 1	A4	COMP LOF(PARTS)	INTERNAL
JOB # 2	D04L	10% LABOR DISCOUNT	-15.06
JOB # 3	D04L	10% LABOR DISCOUNT	-3.50
JOB # 3	D04P	10% PARTS DISCOUNT	-27.37
TOTAL - MISC			-45.93

COMMENTS WAITING

ORIGINAL

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

Customer Labor Charges are based on a rate of \$ 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 • Hyundai 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 • Hyundai, 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 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 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 fees and court cost, terms strictly cash unless prior 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 VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.009, Texas 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.

X Signature of Person Responsible or Agent for Person Responsible

THANK YOU



SUPERIOR

PONTIAC • GMC TRUCKS • HYUNDAI

4800 N.W. LOOP 410, SAN ANTONIO, TEXAS 78229
(210) 684-7440



0401IPNCS409443

CUSTOMER NO	187169	SERVICE ADDRESS	EDWARD M. GAMEZ	5138	TAG NO	7044	INVOICE DATE	06/14/07	INVOICE NO	PNCS409443
		LABOR RATE			MILEAGE	61,839	GRANITE MET		115220	
SAN ANTONIO, TX		YEAR/MAKE/MODEL	05/PONTIAC/G6/4DR SDN 6-CYL				DELIVERY DATE	12/13/04	DELIVERY MILES	9
		VEHICLE NO	1G22G528154				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			PO NO		06/14/07			
		COMMENTS								MO: 61854

TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR..... 185.57
 TOTAL PARTS..... 273.72
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC -45.93
 TOTAL TAX..... 22.24

TOTAL INVOICE \$ 435.60

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

Dealer, General Manager or Authorized Person Date

CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF \$ 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 • Hyundai, 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 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 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 fees and court cost, terms strictly cash unless prior arrangements made.

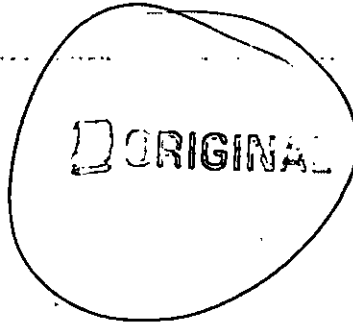
Customer Signature

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 VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.009, Texas 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.

X
Signature of Person Responsible or Agent for Person Responsible

S PAIRS



DATE 06/14/07 TIME 11:54:34

RED MCCOMBS SUPERIOR PONTIAC GMC
4800 LOOP 410 NW
SAN ANTONIO, TX 78229
(210) 684-7440

CREDIT SALE

BATCH # 631
 TRANS # 007
 AUTH # 087034
 TRANS ID 0614MPL8MTZ5J
 REFERENCE # 716516255448
 MSTR ACCOUNT # EXP DATE

SALE AMOUNT \$435.60

CUSTOMER COPY

PAID JUN 14 2007
MC

March 10, 2011

[REDACTED]
San Antonio, TX [REDACTED]

Service Request: 71-602651902
Customer Relationship Specialist: Karl McTaggart

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the 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: Minnesota

Customer Name: [REDACTED] Service Request: 71-619324793 BBB Case No.: CHV0838069

Vehicle ID No.: 1G1ZT54815F [REDACTED] In Service Date: 6/28/2005 Vehicle is: nEW BAC Code: 132755

Year, Make & Model: 2005 Chevrolet Malibu Mileage at Time of BBB Filing : 55,000 Vehicle Purchased Used on: N/A at odometer N/A

Lien holder: GMAC Other : {Name} Sale Type: Purchase Lease Other : {Type}

DVM Name: Barry Tice CAM Name: Rob Johnson Phone/Cell Number: 612-799-4459 Phone Number: 630-961-6817 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.

Steering Noise

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<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}

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

{Symptom}

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/27/05	415152	1	3450	Recall # 05548 Engine Harmonic Balancer not seated Recall to retorque harmonic balancer retorqued

Verified with customer if the vehicle has ever been involved in an accident Y N
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>
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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 applicable): \${Amount}		

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

Customer: [REDACTED]

VIN:1G1ZT54815F [REDACTED]

Make/Model/Year: Chevrolet/Malibu/2005

In Service: 6/28/2005 Mileage: 55,000

Received Date: 4/11/08

Day 15 Date:

Goes Active:

Primary Concern: Steering Concern

Case Scan / Acknowledgement (24 hrs) 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: 4/15/08

BARS / Finance Sheet

Case Assessment (by Day 14):

Lemon Law Eligible:

Yes

No

Presumption:

Yes

No

GM Position – Customer / BBB Due Date (7-10 days):

Settlement / Goodwill Offered Date:

All Documents Attached (by Day 15)

Arbitration Date:

Closing Activities:

Settlement

Completion Date/Time: 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

Contact: Mike Suelter

NOTES:

Privileged and Confidential Information

CASE ASSESSMENT

By: Barclee Huggins State: Minnesota

Customer Name: [REDACTED] Service Request: 71-619324793 BBB Case No.: CHV0838069

Vehicle ID No.: 1G1ZT54815F [REDACTED] In Service Date: 6/28/2005 Vehicle is: nEW BAC Code: 132755

Year, Make & Model: 2005 Chevrolet Malibu Mileage at Time of BBB Filing : 55,000 Vehicle Purchased Used on: N/A at odometer N/A

Lien holder: GMAC [] Other []: {Name} Sale Type: Purchase [] Lease [] Other [] : {Type}

DVM Name: Barry Tice CAM Name: Rob Johnson Phone/Cell Number: 612-799-4459 Phone Number: 630-961-6817 or 8-530-6817

VEHICLE REPAIR HISTORY

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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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<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}

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

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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Verified with customer if the vehicle has ever been involved in an accident Y N
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>
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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 applicable): \${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.
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ADR File Checklist

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VIN:1G1ZT54815F [REDACTED]

Make/Model/Year: Chevrolet/Malibu/2005

In Service: 6/28/2005 Mileage: 55,000

Received Date: 4/11/08

Day 15 Date:

Goes Active:

Primary Concern: Steering Concern

Case Scan / Acknowledgement (24 hrs) 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: /

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 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: Minnessota

Customer Name: [REDACTED] Service Request: 71- BBB Case No.: CHV0838069
619324793

Vehicle ID No.: [REDACTED] In Service Date: 6/28/2005 Vehicle is: nEW BAC Code: 132755
1G1ZT54815F [REDACTED]

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Mileage at Time of BBB Filing : 55,000

Lien holder: GMAC Other : {Name} Sale Type: Purchase Lease Other :
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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.

{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}

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

{Symptom}

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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

Other

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

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

Vehicle Meets Presumption of Lemon Law YES or NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

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DVM sts:

SVM sts:

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CRS FINAL OFFER:	{REPAIR/REP/TRADE}	DATE: {Date}	CUST: {Accepted / Declined}
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TEAM LEAD APPROVING:	{Name}	Date: {Date}
-----------------------------	--------	--------------

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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

Customer: [REDACTED]

VIN:1G1ZT54815F [REDACTED]

Make/Model/Year: Chevrolet/Malibu/2005

In Service: 6/28/2005 Mileage: 55,000

Received Date: 4/11/08

Day 15 Date:

Goes Active:

Primary Concern: Steering Concern

Case Scan / Acknowledgement (24 hrs) 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

Presumption:

Yes

No

GM Position – Customer / BBB Due Date (7-10 days):

Settlement / Goodwill Offered Date:

All Documents Attached (by Day 15)

Arbitration Date:

Closing Activities:

Settlement

Completion Date/Time: /

Executive Summary

Completion Date/Time: /

Close Siebel

Completion Date/Time: /

DVM:

Node/Box:

Service Dealer:

Svc Mgr:

Selling Dealer:

Contact:

NOTES:



GMC

HUMMER

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: [REDACTED]
Siebel Request: 71-619324793
2005 Chevrolet Malibu
VIN # 1G1ZT54815F [REDACTED]

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: Barclay Huggins

From: Mike Snelter

Pages (Inc. cover) _____

Notes:

Lupient Chevrolet
1601 Southtown Drive
Bloomington, MN 55431
Phone 952-884-3333
Fax 952-346-9394



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1601 SOUTHTOWN DRIVE
(494 & 35W)
BLOOMINGTON, MN 55431
(952) 884-3333 • FAX (952) 346-9394
SERVICE DIRECT: (952) 887-9325



CELL: [REDACTED]

CUSTOMER NO. 76733	ADVISOR MICHAEL HERRMANN 96533	TAG NO. 726	INVOICE DATE 10/17/07	INVOICE NO. CVCS480803
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 46,767	COLOR BLACK/GRAY	STOCK NO.
ROSEMOUNT, MN	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/MALIBU LS SEDAN	DELIVERY DATE 06/28/05	DELIVERY MILES 13	
	VEHICLE I.D. NO. 1G1ZT54815F [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/16/07	
RESIDENCE PHONE [REDACTED]	COMMENTS			

LABOR & PARTS	
J# 1 50CVZ FRONT END REPAIR 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.	TECH(S):96204 71.95
JOB # 1 TOTAL LABOR & PARTS 71.95	
J# 2+93CVZRENTALCAR RENTAL CAR Added Operation (2MHERRMANN @ 10/16/2007 15:35) RENTAL SET UP PER DAVE S	TECH(S):997056 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00	
J# 3+50CVZDIAG STEERING/SUSP DIAG Added Operation (2MHERRMANN @ 10/17/2007 07:34) 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 PERFORMED STEERING/SUSPENSION DIAGNOSIS	TECH(S):96204 44.50
JOB # 3 TOTAL LABOR & PARTS 44.50	
MISC - CODE - DESCRIPTION - CONTROL NO -	
JOB # A A1 SHOP SUPPLIES AND ENVIRON DISP.	11.33
TOTAL - MISC	11.33

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 merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This 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.

SERVICE AND PARTS HOURS
MONDAY - THURSDAY 7:00 - 7:00
FRIDAY 7:00 - 6:00
SATURDAY 8:00 - 1:00
(952) 887-9325
BODY SHOP HOURS
MONDAY - FRIDAY 7:30 - 5:00
(952) 887-9327

IMPORTANT
You may receive a questionnaire 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 perfect but rather that we did our job well and served you professionally.

COMMENTS: 952-937-3312---

TOTALS

TOTAL LABOR	116.45
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	11.33
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	127.78

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE [REDACTED]

How satisfied are you with LUPIENT'S SERVICE?

<input checked="" type="checkbox"/> Completely Satisfied	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied
<input type="checkbox"/> Somewhat Satisfied	<input type="checkbox"/> Not Satisfied	

If you're not completely satisfied... WE WANT TO KNOW ABOUT IT!

DUPLICATE INVOICE *****

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BLOOMINGTON, MN 55431
(952) 884-3333 • FAX (952) 346-9394
SERVICE DIRECT: (952) 887-9325



CELL : [REDACTED]

CUSTOMER NO. 76733	ADVISOR DAVID SMRCKA	TAG NO. 27727	4823	INVOICE DATE 09/11/07	INVOICE NO. CVCS478289
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 44,674	COLOR BLACK/GRAY	STOCK NO.	
ROSEMOUNT, MN [REDACTED]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/MALIBU LS SEDAN	DELIVERY DATE 06/28/05	DELIVERY MILES 13		
	VEHICLE I.D. NO. 1G1ZT54815F [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE		
	R.T.E. NO.	P.O. NO.	R.P. DATE 09/10/07		
RESIDENCE PHONE [REDACTED]	COMMENTS				

LABOR & PARTS
J# 1 50CVZ. FRONT END REPAIR TECH(S):96204 WARRANTY
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 THE STEERING RACK.PERFORMED A FRONT END ALIGNMENT. TEST DROVE VEH AND FOUND NO FUTHER CLUNKING AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15858368	GEAR 6.508		
JOB # 1	-1	15858368	CORE RETURN		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2+93CVZRENTALCAR RENTAL CAR TECH(S):997056 0:00
Added Operation (2MSTINE @ 09/10/2007 14:39)
BUDGET RENTAL PER MIKE S

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

COMMENTS
DROPPING FOR DAVE...MIKE S RESERVED LOANER!!
952-937-3312

TOTALS					WARRANTY
				TOTAL LABOR....	0.00
				TOTAL PARTS....	0.00
				TOTAL SUBLET....	0.00
				TOTAL G.O.G....	0.00
				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	0.00
				TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

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 merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This 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.

SERVICE AND PARTS HOURS
MONDAY - THURSDAY 7:00 - 7:00
FRIDAY 7:00 - 6:00
SATURDAY 8:00 - 1:00
(952) 887-9325

BODY SHOP HOURS
MONDAY - FRIDAY 7:30 - 5:00
(952) 887-9327



How satisfied are you with LUPIENT'S SERVICE?

<input checked="" type="checkbox"/> Completely Satisfied	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied
<input type="checkbox"/> Somewhat Satisfied	<input type="checkbox"/> Not Satisfied	

If you're not completely satisfied... WE WANT TO KNOW ABOUT IT!

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BLOOMINGTON, MN 55431
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SERVICE DIRECT: (952) 887-9325



CELL: [REDACTED]

CUSTOMER NO. 76733	ADVISOR DAVID SMRCKA	TAB NO. 4146	INVOICE DATE 06/27/07	INVOICE NO. CVCS473148
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 39,976	COLOR BLACK/GRAY	STOCK NO.
ROSEMOUNT, MN	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/MALIBU LS SEDAN	DELIVERY DATE 06/28/05	DELIVERY MILES 13	
	VEHICLE I.D. NO. 1G1ZT54815F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/26/07	
RESIDENCE PHONE [REDACTED]	COMMENTS			

LABOR & PARTS
J# 1:50CVZ FRONT END REPAIR TECH(S):96204 WARRANTY
CUST STATES THERE IS A CRACKING NOISE COMING FROM STEERING WHEN TURNING
GOODWILL PER NEAL OLSON
STEERING GEAR HAS AN INTERNAL CLUNKING WHEN RETURNING THE STEERING WHEEL BACK TO CENTER.
REPLACED THE STEERING RACK. PERFORMED A FRONT END ALIGNMENT.
TEST DROVE VEH AND FOUND NO FUTHER CLUNKING AT THIS TIME.

DISCLAIMER OF WARRANTIES
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PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		15858368	GEAR 6.508		WARRANTY
JOB # 1	-1		15858368	CORE RETURN		WARRANTY
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

SERVICE AND PARTS HOURS
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FRIDAY 7:00 - 6:00
SATURDAY 8:00 - 1:00
(952) 887-9325
BODY SHOP HOURS
MONDAY - FRIDAY 7:30 - 5:00
(952) 887-9327

COMMENTS [REDACTED]

TOTALS

*****	TOTAL LABOR	0.00
*	TOTAL PARTS	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET	0.00
*	TOTAL G.O.G.	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] A/R	TOTAL TAX	0.00
* DATE PAID / / CASHIER INITIALS	TOTAL INVOICE \$	0.00
*		



THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____
***** DUPLICATE INVOICE *****

How satisfied are you with LUPIENT'S SERVICE?

<input checked="" type="checkbox"/> Completely Satisfied	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied
<input type="checkbox"/> Somewhat Satisfied	<input type="checkbox"/> Not Satisfied	

If you're not completely satisfied... WE WANT TO KNOW ABOUT IT!

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SERVICE DIRECT: (952) 887-9325



CELL: [REDACTED]

CUSTOMER NO. 76733	ADVISOR MICHAEL HERRMANN 96533	TAG NO. 1170	INVOICE DATE 12/12/06	INVOICE NO. CVCS457310
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 27,811	COLOR BLACK/GRAY
ROSEMOUNT, MN [REDACTED]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/MALIBU LS SEDAN	DELIVERY DATE 06/28/05	DELIVERY MILES 13	
	VEHICLE I.D. NO. 1G1ZT54815F [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.P. DATE 12/12/06	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
J# 1 80CVZ ENGINE REPAIR TECH(S): 113729 30572 WARRANTY
 CUSTOMER STATES WE TOLD HER THE RIGHT FRONT AXLE SEAL IS LEAKING. REPAIR.
 OIL LEAK FROM ENGINE AREA. NOT AXLE SEAL.
 FOUND THAT THE FRONT MAIN SEAL LEAKING WILL NEED NEW SEAL R&R FRONT MAIN SEAL. CLEANED AND CHECKED OIL LEVEL. OIL LEVE L -OK-

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	10243247	SEAL ASM- 0.213		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 40CVZ ROTATE TIRES TECH(S): 30572 22.95
 CUSTOMER REQUESTS TIRE ROTATION. MAINTENANCE.
 PERFORMED TIRE ROTATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	22.95

MISC	CODE	DESCRIPTION	CONTROL NO	UNIT PRICE	WARRANTY
JOB # A	A1	SHOP SUPPLIES AND ENVIRON DISP.		2.23	
				TOTAL - MISC	2.23

COMMENTS
 WAIT-APPT

TOTALS

*****				TOTAL LABOR...	22.95
* [] CASH [] CHECK CK NO. []				TOTAL PARTS...	0.00
* [] VISA [] MASTERCARD [] DISCOVER				TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] A/R				TOTAL G.O.G...	0.00
* DATE PAID / / CASHIER INITIALS				TOTAL MISC CHG...	2.23
*****				TOTAL MISC DISC	0.00
				TOTAL TAX.....	0.00
				TOTAL INVOICE \$	25.18

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

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 merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This 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.

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 FRIDAY 7:00 - 6:00
 SATURDAY 8:00 - 1:00
 (952) 887-9325
BODY SHOP HOURS
 MONDAY - FRIDAY 7:30 - 5:00
 (952) 887-9327



How satisfied are you with LUPIENT'S SERVICE?

<input checked="" type="checkbox"/> Completely Satisfied	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied
<input type="checkbox"/> Somewhat Satisfied	<input type="checkbox"/> Not Satisfied	

If you're not completely satisfied... WE WANT TO KNOW ABOUT IT!

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CELL: 763-706-7700

Customer information form including fields for CUSTOMER NO. (76733), ADVISOR (STEPHEN IRRGANG), TAG NO. (1316), INVOICE DATE (09/08/05), INVOICE NO. (CVCS416306), LABOR RATE, MILEAGE (3,925), COLOR (BLACK/GRAY), STOCK NO., YEAR / MAKE / MODEL (05/CHEVROLET/MALIBU/MALIBU LS SEDAN), DELIVERY DATE (06/28/05), DELIVERY MILES (13), VEHICLE I.D. NO. (IGIZT54815F), SELLING DEALER NO., PRODUCTION DATE, P.T.E. NO., P.O. NO., and P.O. DATE (09/08/05).

LABOR & PARTS
J# 1:30CVZ... GENERAL LITE DUTY TECH(S):96533 WARRANTY
CUSTOMER STATES THE CHECK GAS CAP WARNING IS ON ALL THE TIME
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. ERASED CODE
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 1 10372246 CAP 3.028 B
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00
COMMENTS: WAITER
TOTALS:

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] A/R *
* DATE PAID / / CASHIER INITIALS *

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

DISCLAIMER OF WARRANTIES
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FRIDAY 7:00 - 6:00
SATURDAY 8:00 - 1:00
(952) 887-9325
BODY SHOP HOURS
MONDAY - FRIDAY 7:30 - 5:00
(952) 887-9327



How satisfied are you with LUPIENT'S SERVICE?
[X] Completely Satisfied [] Very Satisfied [] Satisfied
[] Somewhat Satisfied [] Not Satisfied
If you're not completely satisfied... WE WANT TO KNOW ABOUT IT!

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED

THANK YOU FOR YOUR BUSINESS!!
CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****
PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 05:03pm

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

John Ferguson/Austin/GM1
02/22/2009 12:07 PM

To steve.j.franklin@gm.com
cc
bcc
Subject [REDACTED]

Steve Franklin:

This email is to follow up on Service Request 71-646860893 for customer [REDACTED]. 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 error, 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 gmc legal case # 716416860893*

FAX #: *(866) 488-4463*

FROM: Katora Hamilton

DATE: NOV 24 2008

RE: copy of title for Acct# [REDACTED]

MESSAGE: [REDACTED]

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 [REDACTED]

Vehicle Info. . . : 07 CHEV SD 0

Odometer Reading : 000000051
Date . . : 9/17/2007
Status : A

Owner Information . : [REDACTED]
Co-Owner : [REDACTED]

Owner address . . . : [REDACTED]
ALTADENA
CA [REDACTED]

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
GMAC
By: [Signature]



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

VIA FAX ONLY

October 29, 2008

A.Clifton Hodges, Esq.
Hodges & Associates
4 E Holly St Ste 202
Pasadena, CA 91103-3900

RE: [REDACTED]
Service Request: 71-646860893
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT57N57F [REDACTED]

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.

- | | | | |
|-------------------------------------|---|--------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input type="checkbox"/> | Finance agreement |
| <input type="checkbox"/> | Other: | <input type="checkbox"/> | Buyer's agreement |

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

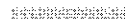
VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature

LG0006
V08012008



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 :

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Thank you.....GMAC.

GMAC

November 22, 2008

[REDACTED]
Altadena, CA [REDACTED]Account #: [REDACTED]
Vehicle: N07 Chevmalibu
VIN: 1G1ZT57N57F [REDACTED]

Dear [REDACTED]

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.

Sincerely,

Blanca E. Olivares

Blanca E. Olivares
Customer Service Specialist

Attachment

Payment History

<u>Date Paid</u>	<u>Principal Paid</u>	<u>Finance Charge Paid</u>	<u>Late Charge Paid</u>	<u>Other Paid</u>	<u>Total Paid</u>
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@hodgesandassociates.com>

12/03/2008 02:47 PM

To <cynthia_suniga@gmexpert.com>

cc

bcc

Subject [REDACTED] 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
dennis@hodgesandassociates.com
626 564-9797

--- On **Tue, 12/2/08, Al <Al@hodgesandassociates.com>** wrote:

From: Al <Al@hodgesandassociates.com>

Subject: FW: [REDACTED] 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: [REDACTED] 71-646860893

Al:

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

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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: [REDACTED] 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 [REDACTED] 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)

Gregory J Garguilo/C/US/GM/GMC

To "Shawn Stone" <sstone@stonelawfirm.com>

12/08/2008 17:17

cc donna_blackstone@gmexpert.com, cynthia_suniga@gmexpert.com

Subject RE: Fw: [REDACTED] 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 Bureau, 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 contemporaneously 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 you 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: [REDACTED] 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

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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: [REDACTED] 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>

12/02/2008 12:15 AM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: [REDACTED] 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

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From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]

Sent: Friday, November 28, 2008 9:45 AM
To: Shawn Stone
Subject: RE: [REDACTED] SR#71-678574721

Mr. Stone,

I am following up on GM's offer regarding [REDACTED] 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: [REDACTED] 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 were 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: [REDACTED] 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

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From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Tuesday, November 25, 2008 1:37 PM
To: Shawn Stone
Subject: RE: [REDACTED] 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: [REDACTED] 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 [REDACTED] vehicle?

Sincerely,

THE STONE LAW FIRM, PLC
Shawn L. Stone
Attorney at Law
(602) 241-8575 Phone
(602) 241-8512 Fax

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From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Sunday, November 23, 2008 12:32 PM
To: Shawn Stone
Subject: Fw: [REDACTED] SR#71-678574721

Mr. Stone,

GM has received and reviewed your demand of November 4, 2008 for [REDACTED]. Previously, on numerous occasions, our Field Representative offered to trade [REDACTED] 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



1205 ltr GM - Garguilo, Gregory.PDF" deleted by Gregory J Garguilo/C/US/GM/GMC] Moreno 12-10.TIF

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 :

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Thank you.....GMAC.



November 21, 2008

BRC-GM Legal/case#71646860893
Attention: Cynthia

Customer: [REDACTED]
Account #: 061-9120-59595
Vehicle: N07 Chevmalibu
VIN: 1G1ZT57N57F [REDACTED]

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).

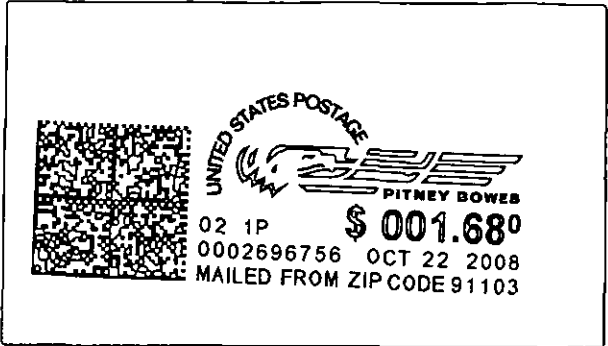
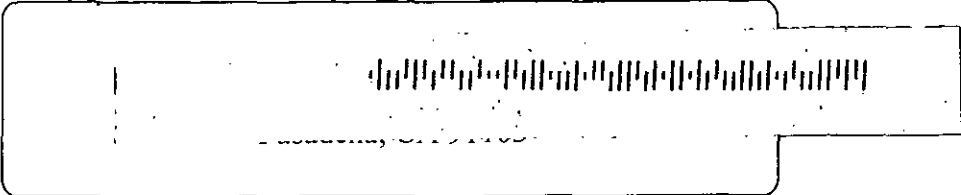
Present Unpaid Balance	\$	23,358.28
Finance Charges Accrued to Date	+	202.16
Late Charges Due	+	0.00
Other Charges Due	+	(0.00)
Net Amount To Be Remitted	\$	23,560.44

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



OCT 27 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: [REDACTED] v. GM/Chevrolet, Scott Chevrolet, et.al.
Vehicle: 2007 Chevrolet Malibu
Vin #: 1G1ZT57N57F [REDACTED]

To Whom It May Concern:

Please be advised that Hodges and Associates represent the interests of [REDACTED] 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 California Civil Code, Section 1790 et seq., the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301, et seq. 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: [REDACTED] 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, **plus** 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, **if** 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



A. CLIFTON HODGES

ACH/dcs

Enclosures: Purchase Agreement, Repair Orders, DMV Registration, GMAC Account Data

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)

Creditor - Seller (Name and Address)

ALTADENA LOS ANGELES CA

SCOTT CHEVROLET PONTIAC GMC
3333 SANTA ANITA AVE
EL MONTE CA 91731

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under agreements on the front and back of this contract.

Table with 6 columns: New Used, Year, Make and Model, Odometer, Vehicle Identification Number, Primary Use For Which Purchased. Includes fields for 'NEW', '2007', 'CHEVROLET MALIBU', '51', '1G1ZT57N57F', and checkboxes for 'personal, family or household' and 'business or commercial'.

FEDERAL TRUTH-IN-LENDING DISCLOSURES

Table with 5 columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE, Amount Financed, Total of Payments, Total Sale Price. Values include 9.90%, \$9082.90, \$27056.06, \$36138.96, and \$37138.96.

YOUR PAYMENT SCHEDULE WILL BE:

Table with 3 columns: Number of Payments, Amount of Payments, When Payments Are Due. Shows 71 payments of 501.93 starting 11/01/2007, with a final payment of 501.93 due on 10/01/2013.

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge. Security interest. You are giving a security interest in the vehicle being purchased.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price

- A. Cash Price of Motor Vehicle and Accessories \$22979.00
1. Cash Price Vehicle \$22979.00
2. Cash Price Accessories \$N/A
3. Other (Nontaxable) \$N/A
B. Document Preparation Fee (not a governmental fee) \$55.00
C. Smog Fee Paid to Seller \$N/A
D. (Optional) Theft Deterrent Device (to whom paid) \$N/A
E. (Optional) Theft Deterrent Device (to whom paid) \$N/A
F. (Optional) Surface Protection Product (to whom paid) \$N/A
G. (Optional) Surface Protection Product (to whom paid) \$N/A
H. Sales Tax (on taxable items in A through G) \$1901.31
I. Optional DMV Electronic Filing Fee \$N/A
J. (Optional) Service Contract (to whom paid) FIDELITY \$2300.00
K. (Optional) Service Contract (to whom paid) \$N/A
L. (Optional) Service Contract (to whom paid) \$N/A
M. Prior Credit or Lease Balance paid by Seller to \$N/A
N. (Optional) Gap Contract (to whom paid) SCOTT CHEVRO \$600.00
O. (Optional) Used Vehicle Contract Cancellation Option Agreement \$N/A
P. Other (to whom paid) \$N/A

Total Cash Price (A through P)

\$ 27834.31 (1)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate insurance through a particular insurance company agent or broker.

Vehicle Insurance

Table for Vehicle Insurance with columns for Term, Premium, and various insurance types like Ded. Comp., Fire & Theft, Ded. Collision, Bodily Injury, Property Damage, Medical.

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us, are not required to buy any other insurance to obtain credit.

Buyer X
Co-Buyer
Seller

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

Application for Optional Credit Insurance

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

Table for Credit Insurance with columns for Term, Exp., Premium. Shows Credit Life and Credit Disability with N/A values.

Total Credit Insurance Premiums \$
Insurance Company Name

Home Office Address

Credit life insurance and credit disability insurance are required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in credit approval process.

You are applying for the credit insurance mentioned above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for credit disability insurance only if you are working for wage

P. Other (to whom paid) N/A \$ N/A (P)
 For N/A

Total Cash Price (A through P) \$ 27834.31 (1)

2. Amounts Paid to Public Officials ESTIMATED

A. License Fees \$ 149.00 (A)
 B. Registration/Transfer/Titling Fees \$ 64.00 (B)
 C. California Title Fees \$ 8.75 (C)
 D. Other N/A \$ N/A (D)

Total Official Fees (A through D) \$ 221.75 (2)

3. Amount Paid to Insurance Companies
 (Total premiums from Statement of Insurance column a + b) \$ N/A (3)

4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 28056.06 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr _____ Make _____ \$ N/A
 Model _____ Odor _____
 VIN _____

B. Less Prior Credit or Lease Balance \$ N/A (B)
 C. Net Trade-In (A less B) (Indicate if a negative number) \$ N/A (C)
 D. Deferred Downpayment \$ N/A (D)
 E. Manufacturer's Rebate \$ 1000.00 (E)
 F. Other N/A \$ N/A (F)
 G. Cash \$ N/A (G)

Total Downpayment (C through G) \$ 1000.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1M above)

7. Amount Financed (5 less 6) \$ 27056.06 (7)

above, your signature below means that 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 credit insurance.

 Date Buyer/Signature _____ Age _____
 N/A
 Date Co-Buyer Signature _____ Age _____

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1N. See your gap contract for details on the protection it provides. It is part of this contract.

Term _____ Mos _____ **STVA TOTAL LOSS**
 Name of Gap Contract _____

You want to buy a gap contract

Buyer X _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1J, 1K, and/or 1L above.

FIDELITY WARRANTY

1J Company _____
 Term 72 Mos. or 10000 Miles
 1K Company N/A
 Term N/A Mos. or N/A Miles
 1L Company N/A
 Term N/A Mos. or N/A Miles

Buyer X _____

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

Buyer Signs X _____
 Co-Buyer Signs X N/A

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
 Amount \$ N/A Finance Charge \$ N/A
 Total \$ N/A Payable in N/A
 installments of \$ _____ \$ _____
 from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
 If this contract reflects the retail sale 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:
N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X _____
 Buyer

X _____
 Co-Buyer

OPTION: You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before N/A Year _____ . SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
 THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X _____
 Co-Buyer X _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
 After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____
 Co-Buyer Signature X N/A

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract

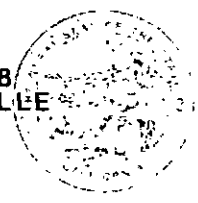
REGISTRATION VALID FROM: AUTO 09/18/2008 TO 09/18/2009 TYPE: 11 LICENSE NUMBER: [REDACTED]

VEHICLE IDENTIFICATION NUMBER: 1G1ZT57N57F [REDACTED]
DATE FIRST SOLD: 00/00/2007 CLASS: FF MAKE: CHEV Yr. Model: 2007
DATE ISSUED: 09/13/2008 TYPE VEH.: 120 MP: G UNLADEN/G/GW: TOTAL FEES PAID: \$208 1900

REG-STERED
OWNER
LICENSE HOLDER
0

[REDACTED]
ALTADENA CA [REDACTED]

GMAC
PO BX 8128
COCKEYSVILLE



R0044
L0134

MD

21030
RI8091020085001

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

U2755322



THANK YOU FOR CHOOSING YOUR DEALER AND GMAC

FOR ASSISTANCE CALL: 800-200-4622
 TOD/TTY (HEARING IMPAIRED): 800-833-4622
 visit us at www.gmacfs.com

ALTADENA CA



MAKE/MODEL: 07 CHEV MALIBU
 VIN: 1G1ZT57N57F

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS
 PAYMENT(S) RECEIVED THROUGH: 09/09/08

ACCOUNT SUMMARY

NEXT PAYMENT DUE		PAST DUE PAYMENTS PAY IMMEDIATELY		OTHER UNPAID AMOUNTS	
Due Date	10/01/08	Due Date		Late Charge	
Amount Due	501.93	Amount		Insurance Premium	
				Miscellaneous	
TOTAL	501.93	TOTAL		TOTAL	
TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS:					501.93

PAYMENTS APPLIED AS FOLLOWS

DUE DATE	SCHEDULED PAYMENT	DATE PAID	UNPAID BALANCE	FINANCE CHARGE	LATE CHARGE	OTHER CHARGE	TOTAL PAID
07/01/08	501.93	07/08/08	266.33	235.60			501.93
08/01/08	501.93	08/06/08	308.81	193.12			501.93
09/01/08	501.93	09/08/08	284.93	217.00			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



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



GAM:SFUG

DO NOT SEND CASH OR POST DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT. MAKE CHECKS PAYABLE TO GMAC. RETURN THIS NOTICE WITH YOUR PAYMENT TO THE ABOVE ADDRESS.

02 01 061 9120 59595 1 00050193 2 7 6



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EPA # CAL000313711

BAR # AF205773

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, M/M, TOTAL, OPERATION, OPERATION DESCRIPTION, M/M, TOTAL. Includes items like LUBE OIL FILTER, DIESEL LOF, SMRT CARE, GEFS WIPER INSERTS.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Entry for 08/09/06 with repair order 44957C-1.

SALESPERSON NO. 741 ULISES CALLEGOS SERVICE STATE REG# CAL000285958

Vehicle information form including VIN (1G1ZT57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/SEDAN 2LT), Production Date (3/775), License No. (65040), and Customer info (ALTADENA, CA).

Customer estimate and comments section. Includes 'ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00' and a comment: 'W-80PNZ01 INT TRIM CONCERN GUEST STATES ALL FOUR DOOR BODY SIDE WEATHER STRIP ARE STAINED. SOP IN.'.

Damage and contact information section. Includes 'PRIOR BODY DAMAGE' checkboxes, 'RENTAL' checkbox, and contact details for two persons.

Service information text: 'ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS: Monday - Friday 7:00 AM - 7:00 PM Saturday 8:00 AM - 3:00 PM (626) 579-0500'.



Chuck

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CUSTOMER NO. 36127	ADVISOR ONOFRE OLIVAS 709	TAG NO. 168	INVOICE DATE 09/26/07	INVOICE NO. PNC565040
[REDACTED] ALTADENA, CA	LABOR RATE	LICENSE NO.	MILEAGE 865	COLOR BLACK/GRAY
	YEAR / MAKE / MODEL	07/CHEVROLET/MALIBU/SEDAN 2LT		STOCK NO. 31775
	VEHICLE I.D. NO.	1G1ZT57N57F [REDACTED]		DELIVERY DATE 09/17/07
		P.O. NO.	P.O. DATE 09/26/07	PRODUCTION DATE 51
	MOBILE #	MO: 865		

JOB# 1 CHARGES

LABOR # 1 60PNZ01 INT TRIP CONCERN (SEERS) 563 WARRANTY
 GUEST STATES ALL FOUR DOOR BODY SIDE WEATHER STRIP ARE STAINED. SOP IN VERIFIED CUSTOMER CONCERN. ALL FOUR WEATHER STRIPS ARE STAINED. REPLACED ALL FOUR WEATHER STRIPS.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15878948	WEATHERST 10.694		WARRANTY
	1	15878947	WEATHERST 10.694		WARRANTY
	1	15878956	WEATHERST 10.694		WARRANTY
TOTAL PARTS				0.00	

FOR YOUR CONVENIENCE
 SERVICE AND PARTS DEPT. HOURS
 MONDAY THRU FRIDAY
 7:00 A.M. to 7:00 P.M.
 SATURDAY
 8:00 A.M. to 3:00 P.M.
 CLOSED SUNDAY
 SERVICE FAX # (626) 579-7408

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.ORG.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!

Original Estimate \$	Authorized Revised Estimate \$
I acknowledge notice and oral approval of an increase in the original estimated price	
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF	



CUSTOMER SIGNATURE

IN SERVICE DATE	
MILEAGE IN	MILEAGE OUT

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED SERVICE



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BAR # AF205773

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ03 00PNZ01D 00PNZ01-BGDIF 00PNZ01-BGBATT 13PNZ01D	3000-MILE SERVICE DIESEL LOF DIFF SERV BG BATTERY SVC BG DIESEL LOF	MI MI MO MO MI		00PNZ01 00PNZ02 00PNZ01-BGACS 00PNZ01-BGEVA 00PNZ01-ACOU	LUBE, OIL; FILTER EOP W/O LOF MINOR AC SERV BG MAJOR AC SERV BG LUBE/OIL/FILT COUPON	MI MO MO MO MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MI/AGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/25/07	66618	3158	709	702		00PNZ01-FIRST	FIRST FREE LOF
09/26/07	65040	865	709	663	W	00PNZ02	27-POINT INSPECTION
08/09/06	44957C-1	5	88404	88186		60PNZ01	INT. TRIM CONCERN
				99		75 9997	PBI

SALESPERSON NO. 741 ULISES CALLEGOS SERVICE STATE REG# CAL000285956

TERMS	VEHICLE ID NO.	YEAR/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
CASH <input type="checkbox"/>	TG1Z157N57F	07/CHEVROLET/MALIBU/SEDAN 2LT	31775	87807	87807
CREDIT CARD <input type="checkbox"/>		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
CHECK <input type="checkbox"/>		36127	FIDELITY WARRANT	09/17/07	51
OTHER APPROVAL <input type="checkbox"/>	ALTADENA, CA	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
OTHER <input type="checkbox"/>		BLACK/GRAY		09/17/13	100,000
RAVE <input type="checkbox"/>		TURBO	MI/AC	AIR COND.	P.S.
REMOVED PARTS FOR CUSTOMER <input type="checkbox"/>		PNZZ			
Yes <input type="checkbox"/>	09:06am	DATE/TIME PROMISED	07:00pm	PRIORITY	
No <input checked="" type="checkbox"/>					
APPOINTMENT <input type="checkbox"/>	MILEAGE IN	MILEAGE OUT			
Yes <input type="checkbox"/>					
No <input checked="" type="checkbox"/>					

5 00PNZ03-FIRE1 AIR FILT-INT-LABOR
CUSTOMER REQUESTS REPLACE AIR FILTER PER GENERAL MOTORS SPECIAL GOODWILL OFFER FOR SOCAL FIRE RELIEF. LABOR ONLY ON THIS LINE. INTERNAL TYPE.

6 W* 00PNZ03-FIRE2 AIR FILT-WAR-PARTS
CUSTOMER REQUESTS REPLACE AIR FILTER PER GENERAL MOTORS SPECIAL GOODWILL OFFER FOR SOCAL FIRE RELIEF. PARTS ONLY ON THIS LINE WARRANTY TYPE. LABOR OP CODE Z2173

PRIOR BODY DAMAGE	<input type="checkbox"/> BF <input type="checkbox"/> RF <input type="checkbox"/> LR <input type="checkbox"/> RR		<input type="checkbox"/> DAMAGED WHERE MARKED <input type="checkbox"/> PARTLY WHERE MARKED
ORIGINAL ESTIMATE	TEARDOWN ESTIMATE: I understand that my vehicle will be dismantled within _____ days of the date shown above. I consent not to authorize the previous recommendations.	AUTHORIZED BY	
<input type="checkbox"/> RENTAL	PERSON CONTACTED	DATE	TIME
	PERSON CONTACTED	DATE	TIME
	PERSON CONTACTED	DATE	TIME
PHONE #1	PHONE #2		

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:
Monday - Friday
7:00 AM - 7:00 PM
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 PICK UP YOUR CAR DURING ABOVE HOURS
WE GUARANTEE OUR LABOR 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST. GUARANTEE VALID ONLY IF RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENT.

BY LAW YOU MAY CHOOSE ANOTHER LICENSED AUTO CHECK FACILITY TO PERFORM ANY WARED REPAIR OR ADJUSTMENTS THAT THE BMDO CHECK TEST INDICATES ARE NECESSARY.

NOTICE TO CUSTOMERS
WE HAVE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF YOUR WASTED OIL. OTHER THAN PROVIDE THESE TOOLS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS. WE WASH THE ENGINE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE EXCESS OILS.
THERE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR OIL, FILTERS, AND SERVICE AND ARE AVAILABLE ON REQUEST.

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EPA # CAL000313711

BAR # AF205773

RECOMMENDED SERVICES:

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MILE, TOTAL, OPERATION, OPERATION DESCRIPTION, MILE, TOTAL. Lists recommended services like 3000 MILE SERVICE, DIESEL LUB, BATTERY SVC, etc.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Shows past service events with dates and descriptions.

SALESPERSON NO. 741

ULISES GALLEGOS

S E R V I C E

STATE REG# CAL000285956

Vehicle information form including VIN (1G1ZT57N57F), Year/Make/Model (07/CHEVROLET/MALIBU/SEDAN 2LT), Production Date (09/17/07), Stock No. (1775), License No. (67807), and Customer details.

Customer complaints section with 4 items: 1. Wind noise from right rear door, 2. Passenger side sunvisor mirror cover does not stay open, 3. Vehicle idles rough, 4. Windshield has scratches.

Service options and contact information section including Rental, Revised Estimate, and Person Contacted fields.

Service and Parts Dept. Hours: Monday - Friday 7:00 AM - 7:00 PM, Saturday 8:00 AM - 3:00 PM. Includes contact info (626) 579-0500 and shuttle service offer.

Additional notes and terms of service, including a notice to customers about shuttle service and a disclaimer about vehicle condition.



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CUSTOMER NO. 36127	ADVISOR ONOFRE OLIVAS	709	PAO NO. 1054	INVOICE DATE 11/17/07	INVOICE NO. PNC567807
	LABOR RATE	LICENSE NO.	MILEAGE 4,616	COLOR BLACK/GRAY	STOCK NO. 31775
ALTADENA, CA	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/SEDAN 2LT			DELIVERY DATE 09/17/07	51
	VEHICLE I.D. NO. 1G1ZT57N57F				PRODUCTION DATE
		R.O. NO.		R.O. DATE 11/14/07	
	MOBILE #	MO: 4616			

TOTALS

* [] CASH [] CHECK CK. NO. []

* [] VISA [] MASTERCARD [] DISCOVER

* [] AMER XPRESS [] OTHER [] CHARGE

TOTAL LABOR 0.00

TOTAL PARTS 0.00

TOTAL SUBLET 0.00

TOTAL G.O.G. 0.00

TOTAL MISC. CHG. 0.00

TOTAL MISC. DISC. 0.00

TOTAL TAX 0.00

TOTAL INVOICES 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

FOR YOUR CONVENIENCE

SERVICE AND PARTS DEPT. HOURS

MONDAY THRU FRIDAY
7:00 A.M. to 7:00 P.M.

SATURDAY
8:00 A.M. to 3:00 P.M.

CLOSED SUNDAY

SERVICE FAX # (626) 579-7406

Original Estimate \$	Authorized Revised Estimate \$
I acknowledge notice and oral approval of an increase in the original estimated price	
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF	
<input checked="" type="checkbox"/>	



IN SERVICE DATE

MILEAGE IN	MILEAGE OUT

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED SERVICE

The Symbols and Repro-Mark Company EXAMINING CENTER (626) 579-0500

JOB#(1) OP/COE 61PNZ16 WIND NOISE LT/? CLM# 67807
 LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
 BILLING TIME 0.30 LABOR RATE 83.58 GRP
 LABOR CHARGES 25.07 NOTE
 COMPLAINT GUEST STATES VEHICLE HAS WIND NOISE FROM RIGHT REAR DOOR.

CAUSE INSPECTED DOOR AND WINDOW SEALS AND DOOR ALIGNMENT.FOUND
 REIG NO DEFECTS BUT WIND NOISE IS PRESENT.
 CORRECTION READJUST R/R QUATER OF DOOR FRAME FOR TIGHTER SEAL IN AREA
 REIG OF WIND NOISE.OK NOW

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
PARTS	0.00	0.00	0.00
SUBLET	0.00	0.00	0.00
G.O.G.	0.00	0.00	0.00

LN#	TECH	NAME	F/H T	DATE	START	FINSH	HOURS	ADJ	TY	P
1	654	BRYAN HEYWOOD	F	W 11/14/07	9.30	11.50	0.00			U
1	654	BRYAN HEYWOOD	F	W 11/15/07	12.60	24.00	0.00			U
TOTAL LABOR TIME					0.30					

(X=C SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX)

CB# (3) OP/ CODE 61PNZ16 WIND NOISE LT/? CLM# 68401

LABOR (C/W/1) W JRNL PFX (C) (W) (I) VLR

CALLING TIME 2.50 LABOR RATE 83.58 GRP

LABOR CHARGES 208.95 NOTE

COMPLAINT CUSTOMER STATES IS GETTING WIND TYPE NOISE FROM BOTH REAR DOORS WHILE DRIVING AT 30 MPH AND ABOVE CHECK AND REPAIR
NOISE ROAD TEST NOISE HEARD FROM REAR SEAT ONLY PERFORM CAB PRESSU
BUBBLE TEST FOUND THIS TEST TO BE INCUNCLUSIVE USE 3M MASKIN
CORRECTION NO REPAIR NEEDED ON THIS VEHICLE
REG

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
PARTS	0.00	68.71	0.00
SUBLET	0.00	0.00	0.00
G.O.G.	0.00	4.91	0.00

TECH	NAME	F/H T DATE	START	FINSH	HOURS	ADJ	TY	P
3 654	BRYAN HEYWOOD	F W 11/27/07	12.00	14.90	0.00			U
3 654	BRYAN HEYWOOD	F W 11/27/07	14.90	14.90	0.00			U
TOTAL LABOR TIME			2.50					

CC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX)

GA
Goodwrench

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HYUNDAI

B.A.R. LICENSE # AM 138715

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PARTS HOURS
MONDAY THRU FRIDAY 8:00 A.M. TO 5:30 P.M.

CEP # [REDACTED]

CVCS287752

INVENTORY NO. 42098	APPROB. DANIEL E HERNANDEZ	TAX NO. 734 8733	INVOICE DATE 03/05/08	INVOICE NO. CVCS287752
ALTAGENA, CA	ADULT RATE [REDACTED]	SALES TAX 12,245	VEHICLE COLOR BLACK, MALI	STOCK NO.
	YEAR / MAKE / MODEL 07 / CHEVROLET / MALIBU		DELIVERY DATE 09/17/07	DELIVERY MILES
	VEHICLE IDENTIFICATION 1G1ZT57N57F		SALESMAN / DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	03/03/08	
	COMMENTS			MO: 12252

JOB# 1 CHARGES

LABOR
PRESERVE FOR LEAK TEST. CUSTOMER STATES ENGINE COOLANT IS BOILING OVER. COOLANT LEAKING & TEMP GAUGE UP TO 3/4 OF THE WAY. INSPECT, DIAGNOSE, AND ADVISE. PRES. COOLING SYSTEM AND FOUND THERMOSTAT STICKING AND SURGE TANK LEAKING AT SENSOR SEAL. REC. TO REPLACE BOTH TO CORRECT COOLANT LEAK. REPAIRS INSPECTED AND OK BY TECH.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12591883	THERMOSTAT 1.246		WARRANTY
	1	12346290	COOLANT 8.800		WARRANTY
	1	15908178	TANK 1.240		WARRANTY
				TOTAL PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
RENTAL ASSISTANCE REQUESTED. WARRANTY RENTAL DUE TO REC TO HOLD VEHICLE OVERNIGHT FOR REPAIRS AND VEHICLE IS INOPERABLE WHEN RECEIVED AT THE DEALERSHIP (OVERHEATING).

SUBLET	PO#	VEN#	INV#	DATE	DESCRIPTION	TOTAL	SUBLET	WARRANTY
	009984	0808479	03/05/08		RENTAL 8800479			0.00
						TOTAL SUBLET		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.05 (TAX)

COMMENTS:
626-221-3959
L/M # ABOVE #. STATING VEHICLE IS READY 3/9/08
THANK YOU FOR CHOOSING TEAM CHEVROLET/HYUNDAI/HUMMER

RECOMMENDATIONS:
->>> TECHNICIAN RECOMMENDATIONS:
6/24K SERVICE
ROTATE & BALANCE
BRAKE INSPECTION
FUEL INJECTION FLUSH THROTTLE BODY SERVICE

NOTICE TO CONSUMER: READ IMPORTANT INFORMATION ON BACK.



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B.A.R. LICENSE # AM 136715

CERT. # [REDACTED]

CVCS289325

CLIENT/ORDER NO.	42098	NAME	DANIEL E HERNANDEZ	AGE	734	REG. NO.	1588	DATE	04/07/08	PLATE NO.	CVCS289325
LABOR HALL	[REDACTED]	VEHICLE	[REDACTED]	SALES	13,263	COLOR	BLACK, MALI	STOCK NO.			
YEAR / MAKE / MODEL	07/CHEVROLET/MALIBU		DELIVERY DATE	09/17/07		DELIVERY MILE					
VEHICLE ID. NO.	1G1ZT57N57F [REDACTED]		SELLING DEALER NO.			PRODUCTION DATE					
F.T.E. NO.		F.O. NO.		DATE	04/07/08						
CLERK/NTC											MO: 13265

TOTALS

NEW HOURS: [REDACTED]
 EFFECTIVE NOVEMBER 1, 2006
 SERVICE AND PARTS DEPARTMENTS ARE NOW
 OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM
 OPEN SATURDAYS: 111 OPEN SATURDAYS: 111
 (WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)
 TOTAL LABOR 88.08
 TOTAL PARTS 7.75
 TOTAL SUBLET 0.00
 TOTAL G.O.G. 13.95
 TOTAL MISC. CHG. 2.00
 TOTAL MISC. DISC. 0.00
 TOTAL TAX 1.79
 TOTAL INVOICES \$ 113.54

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE FOR CUSTOMER-PAY REPAIRS.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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B.A.R. LICENSE # AM 138715

CEFA # [REDACTED]

CVCS289325

CUSTOMER NO.	42098	ADVISOR	DANIEL E HERNANDEZ	734	1588	DATE	04/07/08	STOCK NO.	CVCS289325
		LABOR RATE			13,263	COLOR	BLACK, MALI		
	ALTADENA, CA	YEAR / MAKE / MODEL	07/CHEVROLET/MALIBU			DELIVERY DATE	08/17/07	DELIVERY MILES	
		VEHICLE IDENTIFICATION	1G1ZT57N57F			DELIWERS LOCAL NO.		PRODUCTION UNIT	
		TITLE NO.				DATE	04/07/08		
		COMMENTS							MO: 13265

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 88.05

JOB# 5 CHARGES

LABOR

MAINTENANCE SPECIALS
 MAINTENANCE SPECIAL - LUBE, OIL AND FILTER CHG, BALANCE, ROTATE TIRES, INSP, UNDERBODY, CHASSIS AND BRAKE CONDITION, INSPECT AND ADJUST TIRE AIR PRESSURES, CHECK AND TOP OFF ALL VITAL FLUIDS, COUPON PRICED @ \$109.75 + TAX AND HAZARDOUS MAINTENANCE SPECIAL AS PER INSTRUCTIONS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	89017342	FILTER 1-836	7.75	7.75
TOTAL PARTS					7.75

G.O.G. & SUPPLIES

QTY	DESCRIPTION	UNIT PRICE	PRICE
1.0	MOTOR OIL 4.5 QT	13.95	13.95
TOTAL GOS			13.95

MISC

CODE	DESCRIPTION	CONTROL NO	PRICE
HAZO	HAZ WASTE OIL & FILTER		2.00
TOTAL MISC			2.00

JOB# 5 TOTALS

LABOR	88.05
PARTS	7.75
G.O.G.	13.95
MISC	2.00
TOTAL	111.75

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 111.75

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$112.00 (+TAX)

COMMENTS
 L/M @ ABOVE V. STATING VEHICLE IS READY 4/7/08
 APPLIED ALL SERVICE COUPONS/SPECIALS
 NEXT SERVICE VISIT WILL BE IN 3,000 MILES OR 4 MONTHS
 FRONT BRAKE THICKNESS LIFE REMAINING: 45%
 REAR BRAKE THICKNESS LIFE REMAINING: 35%
 THANK YOU FOR CHOOSING TEAM CHEVROLET/HYUNDAI/HUMMER

RECOMMENDATIONS
 >>>> TECHNICIAN RECOMMENDATIONS:
 15K/1 YEAR SERVICE
 FUEL INJECTION FLUSH, THROTTLE BODY SERVICE

PLEASE CALL 626-449-3333 EXT. 256 TO SCHEDULE NEXT SERVICE VISIT.



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B.A.R. LICENSE # AM 136715

SERVICE
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
PARTS HOURS
MONDAY THRU FRIDAY 8:00 A.M. TO 5:30 P.M.

CELL # [REDACTED]

CVCS289325

CUSTOMER TAG	42098	NAME	DANIEL E HERNANDEZ	734 TAG NO.	1588	DATE	04/07/08	PLATE	CVCS289325
ADDRESS	[REDACTED]	ADDRESS	[REDACTED]	MILEAGE	13,263	OWNER	BLACK, MALI	BUYER	[REDACTED]
CITY	ALTADENA, CA	YEAR / MAKE / MODEL	07/CHEVROLET/MALIBU		DATE	09/17/07		DELIVERY MILES	[REDACTED]
STATE	CA	VEHICLE ID. NO.	1G1ZT57N57F [REDACTED]		SELLING DEALER NO.	[REDACTED]		PRODUCTION DATE	[REDACTED]
REGISTRATION	[REDACTED]	R.T.E. NO.	[REDACTED]	U. NO.	[REDACTED]	04/07/08			
		COMMENTS							

MO: 13265

JOB# 1 CHARGES

LABOR
CUSTOMER STATES VEHICLE SOUNDS RIDES AND FEELS LIKE AN OLD BEAT OR VEHICLE. SUSPENSION IS VERY NOISY. ALWAYS SOUNDS LIKE SOMETHING IS RUBBING OR HITTING. INSPECT, DIAGNOSE, AND ADVISE. L/R FRONT TIRES FLAT/SPOT AND COPPING. ROTATED AND BALANCED W/SERVICE. SUSP. OK.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 6:00

JOB# 2 CHARGES

LABOR
CUSTOMER STATES CAR HEAR WIND TYPE NOISE W/ALL WINDOWS ROLLED UP. SEE RICK R. INSPECT, DIAGNOSE, AND ADVISE. LOOSE. VERIFIED CONCERN. R/R COME MUDG & RESURED TO CORRECT FLUTTERING. TEST DROVE POST REPAIRS. OK. NOM.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0:00

JOB# 3 CHARGES

LABOR
CUSTOMER STATES TICK OR TAP NOISE FROM STEERING COLUMN OR STEERING WHEEL AREA AT TIMES. INSPECT, DIAGNOSE, AND ADVISE. INTERMEDIATE SHAFT NOISY AT TIMES. REPAIR PER DOC #2084819. LUBE SHAFT.

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	26098237	LUBE KIT 8.800		0:00
TOTAL PARTS					0:00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0:00

JOB# 4 CHARGES

LABOR
CUSTOMER STATES L/F SEATBELT PILLAR AND L/R DOORS SKID PLATE NOT ASSEMBLED PROPERLY. INSPECT, DIAGNOSE, AND ADVISE. VERIFIED CONCERN L/F PILLAR HOLDING AND L/R OUT OF PLACE. POOR FITMENT/NOT SECURED. REINSTALLED HOLDINGS AND TRIM PILLARS.



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CUSTOMER NO. 36127	GARY GAVARETTE	667 TAG NO. 2331	DATE OF BIRTH 07/22/08	PHONE NO. PRC580210
LABOR RATE	LICENSE NO.	MILEAGE 25,874	COLOR BLACK/GRAY	STOCK NO. 31775
VEHICLE MAKE/MODEL 07/CHEVROLET/MALIBU/SEDAN ZLT	DATE OF PURCHASE 09/17/07	PRICE \$1	PRODUCTION DATE	
VEHICLE I.D. NO. TGI Z T 5 7 N 5 7 F	P.O. NO.	R. DATE 07/18/08		
MOBILE #				MO: 25876

JOB# 1 CHARGES

LABOR 51PNZ BODY ELECTRICAL TECHS: 1500 WARRANTY

CUSTOMER STATES DAY LIGHT ARE OUT CHECK AND ADVISED. ORL LIGHTS ARE THE LOW BEAMS WITH LESS VOLTAGE. CHECK ORL LIGHTS FOR OPERATION CHECK FOR DIODES WITH TECH NONE IN CURRENT OR HISTORY. TEST ALL LIGHTS ALL WORKING

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR 60PNZ HEATING / COOLING TECHS: 228 WARRANTY

CUSTOMER STATES TEMP GAGE WHEN GO UP TO 34 AND THEN WHEN DOWN CHECK AND ADVISED CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR 60PNZ STEERING / SUSPENSION TECHS: 228 WARRANTY

CUSTOMER STATES WHEN MAKE A RIGHT TURN IS HARD CHECK AND ADVISED FOUND POWER STEERING CONTROL MODULE FAULTY REPLACE PCOR DROVE TEST NO MORE PROBLEM AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
		2592150	GEAR 5-508		
		2592250	CORE RETURN		
TOTAL PARTS				0.00	

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX PNC5 JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR 60PNZ INTERIOR TRIM TECHS: 1500 WARRANTY

CUSTOMER STATES RIGHT FRONT SUN VISOR IS BROKEN CHECK AND ADVISED REPLACE VISOR PASSENGER SIDE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15855110	SUNSHADE TOP 203		
TOTAL PARTS				0.00	

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CLOSED SUNDAY
 SERVICE FAX # (626) 579-7406

Original Estimate #	Authorized Revised Estimate #
I acknowledge notice and oral approval of an increase in the original estimated price	
CUSTOMER'S ACKNOWLEDGEMENT RECEIPT OF A COPY HEREOF	
X	



IN SERVICE DATE

MILEAGE IN

MILEAGE OUT

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

The Repairs and Replaces Courtesy, Sparetime, Declined, (000)

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CUSTOMER NO. 36127	NAME GARY GAVARETTE	DOB NO. 667	INV NO. 2331	DATE 07/22/08	INVENTORY NO. PNC580210
LABOR RATE	LICENSE NO.	MILEAGE 25,874	COLOR BLACK/GRAY	STOCK NO. 31775	
YEAR MAKE MODEL 07/CHEVROLET/MALIBU/SEDAN 2LT	DELIVERY DATE 09/17/07				51
VEHICLE I.D. NO. 1G1ZT57N57F					PRODUCTION DATE
	P.O. NO.			07/18/08	
MOBILE #					MO: 25876

TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR... 0.00
 TOTAL PARTS... 0.00
 TOTAL SUBJECT... 0.00
 TOTAL G.S.G... 0.00
 TOTAL MISC CHG... 0.00
 TOTAL MISC DISB... 0.00
 TOTAL TAX... 0.00
TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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SERVICE AND PARTS DEPT. HOURS
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7:00 A.M. to 7:00 P.M.
SATURDAY
8:00 A.M. to 3:00 P.M.
CLOSED SUNDAY
SERVICE FAX # (626) 579-7408

Original Estimate \$	Authorized Revised Estimate \$
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CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF	
X	



IN SERVICE DATE

MILEAGE IN	MILEAGE OUT
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CUSTOMER NO. 36127	NAME GARY GAVARETTE	667 TAG NO. 2331	INVOICE # 07/22/08	PRCS 80210
	LABOR RATE	LICENSE NO.	MILEAGE 25,874	COLOR BLACK/GRAY
COVINA, CA	07/CHEVROLET/MALIBU/SEDAN 2LT		DECISION DATE 09/17/07	51
	VEHICLE I.D. NO. 1G1ZT57N57F	P. D. NO.	R. DATE 09/18/08	PRODUCTION DATE
	MOBILE #	MO: 25876		

JOB# 4 TOTALS
 JOB# 4 JOURNAL PREFIX PAGES JOB# 4 TOTAL 0.00

JOB# 5 CHARGES
 LABOR 60PNZD1
 CUSTOMER STATES BOTH REAR DOOR WHEN GO A 40MPH MAKE WIND NOISE VERY LOUD
 BASED ON INFORMATION FROM LAST VISIT ON THIS CONCERN CALLED TAN SPOKE TO A STEVE PHILLIPS CASE #10397268, HE ADVISES THAT FROM LAST VISIT ALL WAS DONE TO FIND A PROBLEM SPOILER MAKING THE DIFFERENCE, WOULD IF CUSTOMER IS WILLING TO DRIVE WITH OUT SPOILER TO COMPARE NOISE FACTOR

JOB# 5 JOURNAL PREFIX PAGES JOB# 5 TOTAL 0.00

JOB# 6 CHARGES
 LABOR 60PNZD1
 CUSTOMER STATES REAR BEARING MAKE A WYNING NOISE CHECK AND ADVISED
 DROVE TEST FOUND CLUNKING NOISE FRONT SUSPESTION
 REPLACE TRACK PINON DROVE TEST NO MORE PROBLEM AT THIS TIME
 TECH 663 SET TOE TO GM SPECS

QTY	NUMBER	DESCRIPTION	UNIT PRICE	TOTAL	PARTS	WARRANTY
1	25805894	MOTOR 6-605				0.00

JOB# 6 JOURNAL PREFIX PAGES JOB# 6 TOTAL 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 RECOMMENDATION
 FRONT BRAKES
 REAR BRAKES
 TECH 328

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 SATURDAY
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 CLOSED SUNDAY
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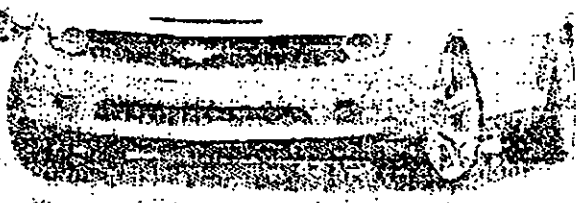
Original Estimate \$	Authorized Revised Estimate \$
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IN SERVICE DATE

MILEAGE IN	MILEAGE OUT
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