North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 CHECK NO. DATE 07/24/08 20 20 20 20 20 20 **********6,000.00 **********6,000 DOLLARS ****00 CENTS North American Operations General Motors Corporation Disbursement Account PAY TO THE ORDER OF <u>~</u>ELMHURST_% I£ INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. 000000142 88 PAYMENT DATE VENDOR NAME Phoenix, 07/24/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 07/23/08 71-603057594.1-ANS075 00.0000 6,000.00 6,000.00 1G2ZF55B164

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



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



MAY 0 5 2009

Mr. Rob Brown, Jr. General Motors Corporation c/o MSX International Attn: BRC Legal 1919 Concept Drive Warren, MI 48091

CT CORPORATION

A WoltersKluwer Company

Service of Process Transmittal

04/28/2008

CT Log Number 513363322

TO:

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Connie Postelli

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Law Office of Connie J. Postelli 19952 Torrence Avenue Lynnwood, IL 60411

RE:

Process Served in Illinois

FOR:

General Motors Corporation (Domestic State: DE)

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

TITLE OF ACTION:

Pltf. vs. General Motors Corporation, Dft.

DOCUMENT(S) SERVED:

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

COURT/AGENCY:

Cook County Circuit Court - Municipal Department - First District, IL Case # 08M1131904

NATURE OF ACTION:

Product Liability Litigation - Manufacturing Defect - Power steering control module,

radio, passenger side air bag sensor, brakes/rotors, I shaft, fuel gauge sensor/module, link/spring to passenger door, coolant system, driver's window switch, and coolant system - Pontiac G6 - VIN# 1G2ZF55B164

ON WHOM PROCESS WAS SERVED:

C T Corporation System, Chicago, IL

DATE AND HOUR OF SERVICE:

By Process Server on 04/28/2008 at 09:00

APPEARANCE OR ANSWER DUE:

05/13/08 between the hours of 8:30 a.m. and 2:30 p.m.

ATTORNEY(S) / SENDER(S):

Angelina R. Rupp Consumer Legal Services, P.C. 649 North York Road Elmhurst, IL 60126 630-834-4100

ACTION ITEMS:

SOP Papers with Transmittal, via Fed Ex 2 Day , 798929696965 Image SOP - Page(s): 42 Email Notification, Rosemarie Williams rosemarie.f.williams@gm.com Fax Transmittal, Rosemarie Williams 313-665-7572

04/28/08 - Faxed at 14:43

CC Recipient(s)

Heather Hoey, via Regular Mail

SIGNED: PER: ADDRESS: C T Corporation System

Tawana Carter 208 South LaSaile Street

Suite 814

TELEPHONE:

Chicago, IL 60604 312-345-4336

Page 1 of 1/LV

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.

2120 - Served 2220 - Not Served 2620 - Sec. of State 2121 - Alias Served 2221 - Alias Not Served 2621 - Alias Sec. of State Summons (This form replaces CCM 0646, CCM1 0646, CCMJ 0651, CCMD 0648,	and CCMD 0649-2 thru 6) CCM N649-60M-9/15/06 (
Name All Parties IN THE CIRCUIT COURT OF FIRST MUN	Case No.
Plaintiff(Amount Claimed: \$\frac{\text{up to \$15,000.00}}{\text{Appearance Filing/Return Date: }\frac{\lambda - 1}{\text{3} - 0}\text{8}
GENERAL MOTORS CORPORATION Defendant(
c/o RA: CT Corporation, 208 S. LaSalle, #814, Chicago IL Address of Defendant(
SUM	MONS
To each Defendant:	· · · · · · · · · · · · · · · · · · ·
YOU ARE SUMMONED and required:	The state of the s
1. To file your written appearance by yourself or your att	orney and pay the required fee in:
District 1: Richard J. Daley Center; 50 West Washington, Room District 2: 5600 Old Orchard Rd., Rm 136; Skokie, IL 60077 District 4: 1500 Maybrook Dr., Rm 236; Maywood, IL 60153 on, 2008, between the content of the	District 5: 10220 S. 76th Ave., Rm 121; Bridgeview, IL 60455
District 3: 2121 Euclid, Rm 121; Rolling Meadows, IL 60008 on, before 9:0	District 6: 16501 S. Kedzie Pkwy., Rm 119; Markham, IL 60428 0 a.m.
2. File your answer to the complaint before 9:00 a.m. as in the NOTICE TO THE DEFENDANT on the reverse side.	required by the applicable subsections of Paragraph 3 or 4
IF YOU FAIL TO DO SO, A JUDGMENT BY DEFAULT MATTHE COMPLAINT, A COPY OF WHICH IS HERETO ATTA	AY BE TAKEN AGAINST YOU FOR THE RELIEF ASKED IN ACHED.
service and fees, if any, immediately after service, and not les be made, this summons shall be returned so endorsed.	person to whom it was given for service, with endorsement of sthan 3 days before the day for appearance. If service cannot
This summons may not be served later than 3 days before THERE WILL BE A FEE TO FILE YOUR APPEARANCE	
	. SEE FEES ON THE REVERSE SIDE OF THIS FORM.
Atty. No.: 38907	WITNESS,
Name: Consumer Legal Services PC	CONCLETE DECEMBER APR 222008
Atty. for: Plaintiff	DOROTHY BROWN, Circuit Court Clerk
Address: 649 N. York Road City/State/Zine Elmburst Illinois 60126	BOROTHI BROWN, CHEMI COURT CREEK
City/State/Zip: Elmhurst, Illinois 60126 Telephone: 630-834-4100	Date of Service:
reiephone: 050-054-4100	(To be inserted by officer on copy left with Defendant or other person)
	SEE REVERSE SIDE
** Service by Facsimile Transmission will be accepted at: _	(Area Code) (Facsimile Telephone Number)

DOROTHY BROWN, CLERK OF THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS

2120 - Served 2220 - Not Served 2620 - Sec. of State 2121 - Alias Served 2221 - Alias Not Served 2621 - Alias Sec. of State Summons (This form replaces CCM 0646, CCM1 0646, CCM1 0651, CCMD 0648, and CCMD	0649-2 thru 6) CCM N649-60M-9/15/06 (
IN THE CIRCUIT COURT OF COO FIRST MUNICIPAL	·
Name All Parties	C
	Case No. 131904
Plaintiff(s)	Amount Chaimed: \$ up to \$15,000.00
v.	Appearance Filing/Return Date: <u>5-13-08</u>
GENERAL MOTORS CORPORATION Defendant(s)	Status Date:
· ·	Trial Date:
c/o RA: CT Corporation, 208 S. LaSalle, #814, Chicago IL Address of Defendant(s)	Time:Room:
SUMMONS	er and

To each	ı Dei	end	lant:
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Address of Defendant(s)	Time:	Room:
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o each Defendant:	a, ·	
YOU ARE SUMMONED and required:		Carlo Maria
1. To file your written appearance by yourself or your attorney at		
K District 1: Richard J. Daley Center; 50 West Washington, Room 602; © District 2: 5600 Old Orchard Rd., Rm 136; Skokie, IL 60077 District 4: 1500 Maybrook Dr., Rm 236; Maywood, IL 60153		oth Ave., Rm 121; Bridgeview, IL 60455
n, 2008, between the hours	s of 8:30 a.m. and	I 2:30 p.m.;
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2. File your answer to the complaint before 9:00 a.m. as required the NOTICE TO THE DEFENDANT on the reverse side.	ed by the applica	able subsections of Paragraph 3 or 4
F YOU FAIL TO DO SO, A JUDGMENT BY DEFAULT MAY BE T HE COMPLAINT, A COPY OF WHICH IS HERETO ATTACHED.		TYOU FOR THE RELIEF ASKED IN
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This summons must be returned by the officer or other person tervice and fees, if any, immediately after service, and not less than 3 e made, this summons shall be returned so endorsed.		
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This summons may not be served later than 3 days before the day for appearance.

THERE WILL BE A FEE TO FILE YOUR APPEARANCE. SEE FEES ON THE REVERSE SIDE OF THIS FORM.

Atty. No.: 38907	WITNESS.
Name: Consumer Legal Services PC	DUMULEIV DRUGUES APR 222008
Atty. for: Plaintiff	
Address: 649 N. York Road	DOROTHY BROWN, Circuit Court Clerk
City/State/Zip: Elmhurst, Illinois 60126	Date of Service:
Telephone: 630-834-4100	(To be inserted by officer on copy left with Defendant or other person)
	SEE REVERSE SIDE
** Service by Facsimile Transmission will be accepted at:	

(Area Code) (Facsimile Telephone Number)

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

	6 Person Jury Trial Demanded
Plaintiff,	Case No. 8 M1 131904
vs. GENERAL MOTORS CORPORATION) Amount Claimed: up to \$15,000.00
Defendant.) Return Date: 5-13-05-3
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COMPLAINT AT LAW

NOW COMES the Plaintiff, by and through her attorneys Consumer Zing Cons

PARTIES

- 1. Plaintiff, "Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Illinois.
- 2. Defendant, General Motors Corporation, ("Manufacturer"), is a foreign corporation authorized to do business in the State of Illinois, and is engaged in the manufacture, sale, supply, and distribution of motor vehicles and related equipment, consumer goods and services. 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.
 - 3. Venue is proper in Cook County.

BACKGROUND

4. On or about February 22, 2006, Plaintiff agreed to purchase, and Mike Haggerty Pontiac Buick GMC Inc., ("Seller"), agreed to sell a new Pontiac G6, ("vehicle"), VIN:

1G2ZF55B164 as fully described in the purchase documents, attached hereto and made part hereof as Exhibit "A."

- 5. In consideration for the purchase of the vehicle, the Manufacturer issued and supplied to Plaintiff, either directly or through the Seller, its written warranty which included three (3) years or thirty-six thousand (36,000) mile bumper to bumper coverage, and Seller supplied the warranty to Plaintiff, as well as standard warranties fully outlined in the Manufacturer's New Car Warranty booklet. Plaintiff is currently not in possession of the warranty booklet and will procure it upon location.
- 6. Plaintiff's purchase of the vehicle was induced by Manufacturer's warranties and was basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the vehicle to Plaintiff.
- 7. Plaintiff has met all of obligations and preconditions as provided in the written warranties.
- 8. After the time of purchase of the vehicle, Plaintiff experienced the various defects listed below that substantially impair the use, value and/or safety of the vehicle.
- 9. After the time of purchase of the vehicle, the vehicle exhibited various problem(s), which include but are not limited to:
 - a. defective power steering control module;
 - b. defective radio;
 - c. defective passenger side air bag sensor;
 - d. defective brakes/rotors;
 - e. defective I shaft;
 - f. defective fuel gauge sensor/module;
 - g. defective link/spring to passenger door;
 - h. defective coolant system;
 - i. defective driver's window switch;
 - j. any complaints made by Plaintiff that may not be contained on the Manufacturer's authorized dealer repair orders;

in additional to any other problems identified by the repair orders for the vehicle, and other defects which may not have been noted in the repair orders.

- 10. Plaintiff delivered the vehicle to the Manufacturer's authorized dealership(s) and/or repair facilities, on numerous occasions to give the Manufacturer a reasonable opportunity to repair the defects pursuant to the Manufacturer's warranty.
- 11. The repairs performed pursuant to the Manufacturer's warranty were to remedy the defects as described above.
- 12. The above defects were present at the time of sale of the vehicle to Plaintiff and could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the vehicle.
- 13. The Manufacturer was unable and/or has failed to repair the defects after a reasonable number of attempts and/or a reasonable amount of time for the Manufacturer to cure the defects.
- 14. On or about March 12, 2008, Plaintiff, exercising her rights under the Magnuson-Moss Warranty Act, revoked acceptance of the vehicle in writing.
- 15. At the time of revocation, the vehicle was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear.
- 16. Defendant refused Plaintiff's demand for revocation and has refused to provide Plaintiff with the remedies to which Plaintiff is entitled upon revocation.
- 17. Plaintiff justifiably lost confidence in the vehicle's safety and reliability, and said defects have substantially impaired the value of the vehicle to Plaintiff.
- 18. Said defects could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the vehicle.

- 19. The vehicle remains in a defective and un-merchantable condition, and continues to exhibit the above mentioned defects that substantially impair its use, value and/or safety.
- 20. 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 vehicle.

COUNT I

Magnuson-Moss Warranty Act: Breach of Express Warranty against Manufacturer

- 21. Plaintiff re-alleges factual allegations contained in paragraphs 1-20 of this Complaint, and incorporates them herein by reference.
- 22. The vehicle described above is a "consumer product", as defined by the Act, 15 U.S.C. 2301(1).
 - 23. Plaintiff is a "consumer", as defined in the Act. 15 U.S.C. §2301(3).
- 24. Manufacturer is a "supplier" and "warrantor", as defined in the Act. 15 U.S.C. §2301(4) and (5).
- 25. The warranty described above is a "written warranty", as defined in the Act. 15 U.S.C. §2301(6).
- 26. Plaintiff notified Manufacturer of the defects in the vehicle within a reasonable time after Plaintiff discovered the defects by presenting the vehicle for repairs to Defendant and/or its dealerships authorized to perform repairs pursuant to the express warranties.
- 27. Manufacturer failed to repair the defects in the vehicle after a reasonable number of attempts and/or a reasonable amount of time.
- 28. As a direct and proximate result of Manufacturer's failure to comply with its express written warranties as described above, 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 and costs are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff requests that the Court:

- A. Return of all monies paid, diminution in value of the vehicle, and incurred and/or needed costs of repair, and
- B. All incidental and consequential damages incurred;
- C. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- D. Such other and further relief that the Court deems just and appropriate.

COUNT II

Magnuson-Moss Warranty Act: Breach of Implied Warranty of Merchantability against Manufacturer

- 30. Plaintiff re-alleges factual allegations contained in paragraphs 1-20 of this Complaint, and incorporates them herein by reference.
- 31. The vehicle was subject to an implied warranty of merchantability as defined in 15 U.S.C. §2301(7) running from the Manufacturer to the intended consumer, Plaintiff herein.
- 32. 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 from the date of purchase to perform services relating to the maintenance or repair of a motor vehicle.

- 33. Pursuant to 15 U.S.C. §2308, the vehicle was impliedly warranted to be substantially free of defects in both material and workmanship, and thereby fit for the ordinary purpose for which the vehicle was intended.
- 34. The vehicle was warranted to pass without objection in the trade under the contract description, and was required to conform to the descriptions of the vehicle contained in the contracts and labels.
- 35. Plaintiff notified Manufacturer of the defects in the vehicle within a reasonable time after Plaintiff discovered the defects.
- 36. The above described defects and non-conformities present in the vehicle render it un-merchantable and thereby not fit for the ordinary and essential purpose for which the vehicle was intended.
- 37. As a direct and proximate result of the breach of implied warranty by Manufacturer, Plaintiff is without the reasonable value of the vehicle, and has suffered and continues to suffer damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- A. Revocation of acceptance of the vehicle in accordance with 15 U.S.C. §2310(d) and 810 ILCS 5/2-608;
- B. Return of all monies paid, diminution in value of the vehicle, and incurred and/or needed costs of repair, and
- C. All incidental and consequential damages incurred;
- D. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- E. Such other and further relief that the Court deems just and appropriate.

COUNT III

Revocation of Acceptance against Manufacturer

- 38. Plaintiff re-alleges factual allegations contained in paragraphs 1-20 of this Complaint, and incorporates them herein by reference.
 - 39. Section 2310(d) of the Magnuson-Moss Warranty Act provides, in relevant part:

a consumer who is damaged by the failure of a supplier, warrantor, or service contractor to comply with any obligation under this chapter, or under a written warranty, implied warranty, or service contract, may bring suit for damages and other legal and equitable relief.

- 40. As detailed above, the tender made by Manufacturer was substantially impaired, and in addition, Manufacturer breached its express warranty and/or an implied warranty of merchantability.
- 41. The defects, enumerated above, substantially impaired the vehicle's value to Plaintiff in violation of section §2310(d) of the Magnuson-Moss Warranty Act.
- 42. Plaintiff notified Manufacturer that Plaintiff was revoking the acceptance of the vehicle.
- 43. Pursuant to 15 U.S.C. §2310(d) and 810 ILCS 5/2-608, Plaintiff is entitled to revoke acceptance of the vehicle on the following grounds:
 - (a) Manufacturer's breach of the express warranty; and/or
 - (b) Manufacturer's breach of the implied warranty of merchantability; and/or
 - (c) Substantial impairment of the vehicle's value to Plaintiff, based on non-conformities described above, where Plaintiff accepted the vehicle without discovery of such non-conformities, and where Plaintiff's acceptance was reasonably induced by the difficulty of discovery of the non-conformities before acceptance and/or by Manufacturer's assurances, and where Plaintiff's faith in the vehicle is completely shaken.

WHEREFORE, Plaintiff requests that the Court:

- A. Award Plaintiff damages to which Plaintiff is entitled;
- B. Award Plaintiff expenses of litigation and costs;
- C. Enter an order confirming Plaintiff's rightful revocation of acceptance;
- D. Enter an order requiring Manufacturer to refund all the payments made by Plaintiff under the purchase documents and rescinding the transaction;
- E. Award Plaintiff's attorneys their fees; and,
- F. Grant Plaintiff other relief the Court deems appropriate and just.

Respectfully Submitted

PATRICYA A. HULL

Bv:

Attorney for Plaintiff

Atty No. 38907 Mike K. Kim Angelina R. Rupp Consumer Legal Services, P.C. 649 North York Road, Elmhurst, Illinois 60126 (630) 834-4100 Office (630) 834-2196 Fax

SUPREME COURT RULE 222 AFFIDAVIT

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NOW	COMES	ıne	DV	ana	unrougn	ner	attorneys,	Consume
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Legal Services, P.C., 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 concerning the above captioned matter.
- 2. I have personal knowledge regarding the facts and circumstances of the above captioned matter.
- 3. Upon information and belief, the total money damages sought in this cause does not exceed \$50,000.00.

Further Affiant sayeth naught.

Respectfully Substitte

Bv:

Amorney for Plaintiff

Atty No. 38907 Mike K. Kim Angelina R. Rupp Consumer Legal Services, P.C. 649 North York Road, Elmhurst, Illinois 60126 (630) 834-4100 Office (630) 834-2196 Fax

Exhibit A

9301 S. GICERO AVENUE OAK LAWN, IL 60453 (708) 423-5000







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NO PUBLIC ELBERY INSURANCE SSUED WITH THIS TRANSACTION

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

Plaintiff,)))) Case No.
GENERAL MOTORS CORPORATION) 08 M1 131904
Defendant.)
NOTICE OF	FILING
General Motors Corporation c/o R.A. CT Corporation System 208 S. LaSalle Street, Suite 814 Chicago, Illinois 60604	08 APR 22 CONTROP THE DOROTH
PLEASE TAKE NOTICE THAT ON the Circuit Court, Plaintiff's Initial Supreme Court of which is attached hereto and herewith served up	there was filed with the Clerk of urt Rule 222(d) Disclosure Statement a copy

Attorney No: 38907 Mike K. Kim Angelina R. Rupp CONSUMER LEGAL SERVICES, P.C. 649 North York Road, Elmhurst, Illinois 60126 (630) 834-4100 – Office (630) 834-2196 – Fax

IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS

MUNICIPAL DEPARTM	MENT, FIRST DISTRICT
Plaintiff, vs. GENERAL MOTORS CORPORATION)))) cale Ro. M 1 1 3 1 9 0 4
Defendant.)
PLAINTIFF'S INITIAL SUPREME	COURT RULE 222 DISCLOSURE
	by and through her attorneys, Consumer Egal
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1. The factual basis of the claim of defenses, the factual basis for each claim or defenses.	or defense. In the event of multiple claims or the efense.
Motors Corporation. Plaintiff's purchase of written warranty. Defendant's warranty unde	f purchased from Seller, Pontiac vehicle"), manufactured by Defendant, General the vehicle was accompanied by Defendant's rtook to repair or replace defective parts with its warranty and the implied warranty of

merchantability in that shortly after purchase, the vehicle manifested various defects, including but not limited to: defective power steering control module; defective radio; defective passenger side air bag sensor; defective brakes/rotors; defective I shaft; defective fuel gauge sensor/module; defective link/spring to passenger door; defective coolant system; defective driver's window switch; and any additional complaints made by Plaintiff, whether or not they are contained in Defendants' records or on any repair orders. Defendant has failed to repair the vehicle as provided in its written warranty, failed to repair the defects in the vehicle within a reasonable amount of time and/or a reasonable number of attempts, and the vehicle presently remains in a defective and un-merchantable condition. As a result of said defects, Plaintiff revoked her acceptance in writing.

The legal theory upon which each claim or defense is based including where necessary for a reasonable understanding of the claim or defense, citations of pertinent legal or case authorities.

Breach of written warranty pursuant to the Magnuson-Moss Warranty Act and breach of implied warranty pursuant to the Magnuson-Moss Warranty Act against Defendant

Manufacturer, and Revocation of Acceptance pursuant to section 2310(d) of the Magnuson-Moss Warranty Act against Defendant Manufacturer. See 15 U.S.C. § 2310, 810 ILCS § 5/2-608, 15 U.S.C. § 2301(10), 810 ILCS § 5/2-715 and 810 ILCS § 5/2-719(2).

3. The names, addresses, and telephone numbers of any witnesses whom the disclosing party expects to call at trial with a designation of the subject matter about which each witness might be called to testify.

Plaintiff will call the service manager, technicians, mechanics and/or service advisors from all servicing dealerships as identified in the repair orders of the authorized dealers of the Defendants where the vehicle was serviced. Plaintiff will call all service managers, technicians, mechanics and/or service advisors from any servicing dealership identified in any further repair orders from the authorized dealers of the Defendant where the vehicle may require future service.

These individuals will be called pursuant to both Illinois Supreme Court Rule 213(f) and (g). Plaintiff may also call the individuals who have filled the above referenced positions on the date of arbitration and/or trial. These witnesses will testify about the contents of all repair orders or any other documentation created by the Defendant's authorized dealerships where they are employed. The testimony will include all information contained in the repair orders including, but not limited to the work performed on the vehicle, any applicable technical service bulletins and/or recalls performed on the vehicle and any codes contained in the repair orders. These witnesses may also testify about the warranty covering the vehicle, the terms of the warranty covering the vehicle, the warranty history printout or any other computer generated documents of the dealership or Defendant and the amount of warranty dollars spent on the vehicle. In addition, these individuals may testify about other similar vehicles they have serviced as well as the merchantability of the vehicle at the time of sale and the "reasonableness" of the repair history of Finally, these witnesses may also testify as to the Kelly Bluebook, Plaintiff's vehicle. Blackbook, and/or NADA value (or any other accepted measure of value of the vehicle common in the industry) of the vehicle as defined by all categories in those manuals as well as the amount of value the vehicle has been diminished due to the defects in the vehicle.

Plaintiff will call the service managers and/or service advisors and/or the presidents of Defendant's authorized dealerships or anyone in that position that is employed on the day of arbitration and/or trial to authenticate any and all repair orders or any other documentation created by their dealership. They will also be called to testify that the aforementioned documents are kept in the normal course of business and are business records of the applicable dealership or business entity.

Plaintiff will also call the technicians and/or records keeper of all independent repair facilities to testify about the contents of all repair orders, estimates, paid bills. The testimony will include all information contained in the aforementioned documentation including, but not limited to the work performed on the vehicle and any codes contained in the aforementioned documentation. These witnesses may also testify about the amount of money spent repairing the vehicle. In addition, these individuals may testify about other similar vehicles they have serviced as well as the merchantability of the vehicle at the time of sale and the "reasonableness" of the

repair history of Plaintiff's vehicle. These witnesses may also testify as to the Kelly Bluebook, Blackbook, and/or NADA value (or any other accepted measure of value of the vehicle common in the industry) of the vehicle as defined by all categories in those manuals as well as the amount of value the vehicle has been diminished due to the defects.

Plaintiff will call the records keeper(s) of any and all independent repair facilities to authenticate any documentation created by their respective business. These witnesses will also be called to testify that the aforementioned documentation is kept in the normal course of business and are business records of the applicable business.

Plaintiff will call the corporate representative of Defendant(s) with the most knowledge as to the facts of this case.

Plaintiff may also call any or all of Defendant's witnesses to testify at arbitration and/or trial pursuant to Illinois Supreme Court Rule 213(f) and (g) about the warranty covering the vehicle, the terms of the warranty covering the vehicle, the warranty history printout or any other computer generated documents of the Defendant, the amount of warranty dollars spent on the vehicle, comparable vehicles they have been associated with, the defective nature of the vehicle, the merchantability of the vehicle at the time of sale and any reports they may have created. Defendant's witnesses may also testify as to the Kelly Bluebook, Blackbook, and/or NADA value (or any other accepted measure of value of the vehicle common in the industry) of the vehicle as defined by all categories in those manuals as well as the amount of value the vehicle has been diminished due to the defects. These individuals will also be called to authenticate any and all documentation provided by Defendant to Plaintiff during discovery.

Plaintiff, at arbitration and/or trial, will call the individual or persons identified in Defendant's responses to interrogatories and response to Plaintiff's request for production who assisted in answering the aforementioned discovery to authenticate all documentation produced in discovery and regarding the answers to interrogatories.

Plaintiff will testify at arbitration and/or trial about the matters alleged in Plaintiff's complaint and all documents produced to Defendant by Plaintiff during the course of discovery. Also, Plaintiff is going to testify to the diminished value of the vehicle in an amount not to exceed 50% of the purchase price.

Plaintiff will further testify as to the facts surrounding the purchase of the subject vehicle and the numerous problems experienced with the vehicle due to defects in material and workmanship. Plaintiff will testify as to the facts surrounding each time the vehicle had to be serviced by an authorized dealership and the problems existing on each occasion, the conversations with the personnel of each authorized dealership, and the results of all attempted repairs, as well as all problems still experienced at the time of trial resulting from defects in material and workmanship.

Plaintiff will testify as to all aggravation, inconvenience and loss of use of the vehicle experienced as a result of the numerous defects in material and workmanship and the Defendant's failure to repair. Plaintiff will also testify as to all incidental and consequential

damages she incurred as a result of the numerous and recurring defects. Plaintiff will testify that Plaintiff would not have paid the contract price for the subject vehicle had Plaintiff been aware of the numerous mechanical defects and non-conformities that would arise in the vehicle. Plaintiff will base this testimony on the repair history as documented in the repair records, and current problems with the vehicle at the time of arbitration and/or trial; Plaintiff's experience purchasing, trading-in and/or selling vehicles; Plaintiff's knowledge of comparable vehicles; and/or Plaintiff's knowledge of the current price of the vehicle based on recognized valuation guides that are available through the Internet, including but not limited to on Kelly Blue Book, Black Book, N.A.D.A., and other value specification sources.

Plaintiff expects to call the following as opinion or fact witness(es):



Plaintiff reserves the right to supplement this initial disclosure during the course of discovery, including disclosure in response to any Rule 214 Request to Produce, Rule 213 Interrogatories, or other discovery request served by Defendant.

4. The names, addresses, and telephone numbers of all persons whom the party believes may have knowledge or information relevant to the events, transactions, or occurrences that gave rise to the action, and the nature of the knowledge or information each such individual is believed to possess.

See answer to Number 3 (above). Plaintiff reserves the right to supplement this initial disclosure during the course of discovery, including disclosure in response to any Rule 214 Request to Produce, Rule 213 Interrogatories, or other discovery request served by Defendant.

5. The names, addresses, and telephone numbers of all persons who have given statements, whether written or recorded, signed or unsigned, and the custodian of the copies of those statements.

Other than remarks written on repair orders by employees from Defendant's and authorized dealers, Plaintiff is unaware of any individuals who have given written statements, whether signed or unsigned, in this matter. Plaintiff reserves the right to supplement this initial disclosure during the course of discovery, including disclosure in response to any Rule 214 Request to Produce, Rule 213 Interrogatories, or other discovery request served by Defendant.

6. The names, addresses, and telephone numbers of each person whom the disclosing party expects to call as an opinion witness at trial, the subject matter on which the opinion witness is expected to testify, the conclusions and opinions of the opinion witness and the bases therefore, the qualifications of the opinion witness, and copies of any reports prepared by the opinion witness.

See answer to Number 3 (above). Plaintiff reserves the right to supplement this initial disclosure during the course of discovery, including disclosure in response to any Rule 214 Request to Produce, Rule 213 Interrogatories, Rule 213(f) Interrogatories, or other discovery request served by Defendant.

7. A computation and measure of damages alleged by the disclosing party and the document or testimony on which such computation and measure are based and the names, addresses, and telephone numbers of all damage witnesses:

A computation and/or measure of damages are not determined at this time as such damages may be ongoing. Because of the ongoing nature of such damages, an exact "computation" or "measurement" Plaintiff's damages incurred are unknown at present. However, Plaintiff has sustained the following damages at present:

Vehicle Cost:

\$20,207.98; in the alternative, diminution of value of the subject vehicle. Diminution of value of the vehicle will be calculated as the difference between the value of the goods as accepted from the date of purchase and/or date of acceptance of delivery of the goods, and the goods as warranted by Defendant. See Razor v. Hyundai Motor America, 222 Ill. 2d 75, 109, 854 N.E. 2d 607, 627 (2006). Any calculation and/or measurement will be consistent with Razor or any other industry accepted source. As disclosed previously, Plaintiff will testify as to such damages. (See answer to 3, above).

Aggravation and Inconvenience:

Plaintiff will testify as to the computation and measure of his or her aggravation and inconvenience that was incident to or a consequence of Defendant's breaches Other potential damage witnesses are undetermined at this time and shall be disclosed separately, if any. Plaintiff will seek reasonable compensation based on the experiences Plaintiff has had with the vehicle and therefore is more appropriately a subject of discovery deposition testimony.

However, such testimony would include (but would not be limited to) the aggravation of purchasing a defective vehicle for the amount of money spent where Defendant failed to repair within a reasonable amount of time and/or attempts; the inability to trade-in the subject vehicle, or receive fair market value or fair trade-in value as a result of the extensive repair history of the subject vehicle due to Defendant's failure to repair; the inconvenience experienced when such vehicle failed to proper operate and presenting the vehicle to the authorized dealership for repairs pursuant to the owners' manual issued by Defendant

as opposed to being able to use the vehicle without needing repairs; and any unreasonable amount of time the vehicle would not be able to be used because it was being repaired by Defendant.

Loss of Use:

Loss of use is a non-liquidated damage and cannot be calculated at this time. However, Plaintiff will seek at least \$49.99 per day (or reasonable rental rate) for all days the vehicle was at an authorized dealership for repairs, for any days the vehicle could not be used while waiting for an appointment at an authorized dealership and for any days the vehicle was in storage as a result of its defective nature.

Plaintiff reserves the right to supplement this initial disclosure during the course of discovery, including disclosure in response to any Rule 214 Request to Produce, Rule 213 Interrogatories, or other discovery request served by Defendant.

8. The existence, location, custodian, and general description of any tangible evidence or documents that the disclosing party plans to use at trial and relevant insurance agreements.

Plaintiff's attorneys plan to use as evidence all repair orders that pertain to Plaintiff's vehicle. Additionally, Plaintiff's attorneys plan to use as evidence all documents which relate to the sale of the vehicle, including any disclosures that were made by Defendant regarding the condition of the vehicle prior to sale and any warranties or service contracts that were issued in connection with the sale. Finally, Plaintiff's attorneys plan to use as evidence all documents which relate to any incidental or consequential damages Plaintiff incurred as a result of Defendant' actions (See paragraph 9, below).

Plaintiff's incidental and consequential damages, are in the possession of the Defendants or are equally available to the Defendants through its authorized dealer network. In addition, the technical service bulletins and/or any recalls issued by Defendant would be in the Defendants' possession and/or control.

Plaintiff reserves the right to supplement this initial disclosure during the course of discovery, including disclosure in response to any Rule 214 Request to Produce, Rule 213 Interrogatories, or other discovery request served by Defendant.

9. A list of the documents or, in the case of voluminous documentary information, a list of the categories of documents, known by a party to exist whether or not in the party's possession, custody or control and which that party believes may be relevant to the subject matter of the action, and those which appear reasonably calculated to lead to the discovery of admissible evidence, and the dates(s) [sic] upon which those documents will be made, or have been made, available for inspection and copying. Unless good cause is stated for not doing so, a copy of each document listed shall be served with the disclosure.

If production is not made, the name and address of the custodian of the document shall be indicated. A party who produces documents for inspection shall produce them as they are kept in the usual course of business.

Plaintiff produces the following documents in support of his case which include but are not limited to the following:

1. Purchase documents -

Plaintiff's Exhibit A

2. Repair orders from selling dealership -

Plaintiff's Exhibit B

Other relevant documents include but are not limited to: promotional literature or advertisements distributed by Defendant regarding the subject vehicle, service bulletins, recall notices or any other documents pertaining to the service history of the vehicle and others of the same make and model. These documents are in the possession of Defendants and the immediate production of such documents is hereby requested.

Plaintiff reserves the right to supplement this initial disclosure during the course of discovery, including disclosure in response to any Rule 214 Request to Produce, Rule 213 Interrogatories, or other discovery request served by Defendant.

Respectfullysi

Bv:

Actorney for Plaintiff

Attorney No: 38907 Mike K. Kim Angelina R. Rupp CONSUMER LEGAL SERVICES, P.C. 649 North York Road, Elmhurst, Illinois 60126 (630) 834-4100 – Office (630) 834-2196 – Fax

STATE OF ILLINOIS)		
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ILLINOIS SUPREME COURT RULE 222(e) AFFIDAVIT

The undersigned, attorney for Plaintiff, being first duly sworn, on oath depose and say that:

- 1. I am an attorney at law employed with Consumer Legal Services, P.C., and I am one of the attorneys assigned to this cause.
- 2. The foregoing Initial Illinois Supreme Court Rule 222 Disclosures are complete and correct as of the date of these disclosures and all reasonable attempts to comply with the provisions of this rule have been made.

Bv:

Attorney for Plaintiff

Attorney No: 38907 Mike K. Kim Angelina R. Rupp CONSUMER LEGAL SERVICES, P.C. 649 North York Road, Elmhurst, Illinois 60126 (630) 834-4100 – Office (630) 834-2196 – Fax

Exhibit A

9301 S. CICERO AVENUE OAK LAWN, IL 60453 (708) 423-5000







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TO					
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NO PUBLIC LIABLETY INSURANCE ISSUED WITH THIS TRANSACTION

Exhibit B

UNIT# 9649 163211 Sales Dept: 9301 S. Cicero <u> 71970MER #:73878</u> Service Dept: 9100 S. Kenton WORKORDER OAK LAWN, ILLINOIS 60453 Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fex PAGE 1 CHICAGO. II BUS: www.haggertypontiac.com HOME: SERVICE ADVISOR: 116 CONDITT, ISAAC L GOLOR YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT PONTIAC G6 06 1G2ZF55B164 4168059 26698/ T6867 PROD. DATE! WARR EXP. * DEL DATE RATE PAYMENT 22FEB06 19:00 08MAR08 CASH R.O. OPENED OPTIONS: STK: 9649 08MAR2008 10:44 LINE OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS CUST STATES WHEN TURNING THE WHEEL AT TIMES IT FEELS LIKE IT IS NOT CONNECTING FEELS LIKE WHEN TURNING IT FEELS LIKE IT DOES NOT WANT TO TURN CAR PULLS AND STTERING WHEEL DOES NOT SEEM STRAIGHT SUPPLY USB OF MIKE W 36 5 AWAITIING REPA

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/for eccessories purchased; and that in no ovent shall dealer be slable 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 heraby 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 havein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lian is hereby acknowledged on above vehicle to socure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate but shall not exceed (1) any price limited estimate; or (2) any parts or labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to an estimate, which gives the motor vahicle repair facility the right to set the price without your permission. Your signature will indicate your selection.

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b) Please proceed	with repairs but call me for approval before continuing if the price
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c) I do not want an estimate and you may set the price of repairs.

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Phone: (708) 423-6000 Sales (708) 229-3390 Service (708) 423-5846 Fax

www.haggartypontlac.com

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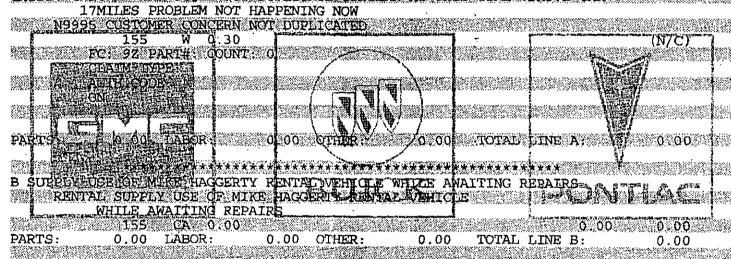
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LIMITED WARRANTY

All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first.

"This dealership utilizes the hours published in the Factory Lebor Time guide, Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, this let go be either more or less than the clock time in any given instançes."

We appreciate your business very much! Thank you, Business Hours MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M. MUL CARS CAN BE-PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY SATURDAY 8:00 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to this sale of this itemitients. The Seller hereby expressly disclaims all warranties sither express or implied, including any implied warranty of merchiphtability or fitness for a particular purpose, Seller neither executes nor subholice and control of the seller seller researches and seller neither executes nor a particular purpose. authorizes any other person to sasume for it eny liability in connection with the sale of this item/frame.

GUSTOMER 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	0.0
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0:00

73878

158211

Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453

Phone: (708) 423-5000 Sales (708) 229-3390 Sérvice (708) 423-5848 Fax

www.haggertypontiac.com

INVOICE

CHICAGO,

UNIT# 9649

PAGE 1

HOME: BUS:			SERVICE ADVISOR: 116_ISAAC_L_CONDITT					
NAMES AND ADDRESS OF THE OWNER, WHEN THE PARTY OF THE OWNER, WHEN THE OWNER, W			SERV			AC L CONDI	TT	
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FC: 93

1 15939371 MODULE KI

LABOR AMOUNT

DESCRIPTION

LIMITED WARRANTY

All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first.

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

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STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
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of the worranties with respect to
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Seller herby expressly disclaims all
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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

PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT

TOTALS



73878

UNIT# 9649

CHICAGO.

HOME:

INVOICE

158211

OAK LAWN, ILLINOIS 60453

Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax

www.haggertypontiac.com

NET

TOTAL

PAGE 2

SERVICE ADVISOR: 116 ISAAC L CONDITT COLOR YEAR MAKE/MODE LICENSE MILEAGE IN / OUT TAG RED PONTIAC G6 1G2ZF55B164 23140/23140 06 T6657 DEL DATE PROD. DATE WARR, EXP. **PROMISED: PO NO PAYMENT INV DATE PATE W 19:00 01DEC07 22FEB06 01DEC07 R.O. OPENED OPTIONS: STK: 9649 07:22 01DEC07 13:10 01DEC07 LIST

LINE OPCODE TECH TYPE HOURS

PART#: 15939371 COUNT: 1

CLAIM TYPE: AUTH CODE:

PARTS SINETERN TO BOR OTHER: 01 .00 0.00 TOTAL INE D: BY CHECK BRAKE CAUSE PERFORMED INSPECTION CHECKED ANT REPLACED REAR PADS AND RESURNACE PEAR HOTORS
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CLAIM TYPE: AUTH CODE:

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TOTALS

REAR ROTOR SPECS ORIGNAL(LR) 13.82 (R/R) 13.9 REFI NISHED MEASURED

DESCRIPTION

LASOR AMOUNT

LIMITED WARRANTY

All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first.

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SATURDAY 8:00 A.M. TO 4:00 P.M.

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The factory warranty constitutes all
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the sale of this Iramittenss. The
Selfer hereby expressly discralms air
warranties either express or
implied, including any implied
warranty of merchantability or
litness for a particular purpose.
Selfer neither assumes nor
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connection with the sale of this
item/items. item/items.

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 SIGNATURE

UNIT# 9649

CHICAGO, IL

156615

MIKE

HAGGERT PONTIAC · BUICK · GMC TRUCK, INC

INVOICE

Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453

Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax

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PAGE 1

BUS: HOME: SERVICE ADVISOR: 116 ISAAC L CONDITT COLOR YEAR MILEAGE IN / OUT 06 PONTIAC G6 1G2ZF55B164 RED 22118/22118 lT5180 PROD. DATE: WARR EXP DEL. DATE PAYMENT 19:00 02NOV07 22FEB06 IS CASH 02NOV07 R.O. OPENED READY OPTIONS: STK: 9649 17:41 Q1NOV07 12:57 02NOV07 LINE OPCODE TECH TYPE HOURS A C/S RADIO BASS AND TEMBLE IS INOP(WE JUST REPLACED RADIO) PO ORDER NEW RADIO 114 CP 0.00 LABOR: PARTS: 0.00 0.00 TOTAL LINE A: OTHER: 0.00 0.00 /s pass. side air bag light is back on customer sits when some one lis B C/S PASS SIDE AIR BAC LIGHT IS BACK ON CUSTOMER SIS WHEN SOME ONE IS BESTITING CONFSEAT AND GETS OFF THE LIGHT DOESNOT GO OFF AND SEATS POTORDERED NEW MODULE PASS PRESENCE STIM MODULE

PARTS TO 0.00 LABOR 0.00 OTHERS 0.00 TOTAL LINE B: CONSE PERFORMED BUILDETIN 06-02-32-DOTT TUBE TETAFT AND REPOSITION-IS SHAFT 0.00 0.00 E9448 REPOSTION I SHAFT TO CORRECT RATTLE 114 W 0.30 FC: 93 PART#: COUNT: 0

CLAIM TYPE: AUTH CODE:

PARTS:

0.00 LABOR: 0.00 OTHER: 0.00

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DESCRIPTION

0.00

D ONE DAY RENTAL CAUSE: RENTAL

Z7901 ONE DAY RENTAL

999 FC: 98 PART#: COUNT: 0

0.00



(N/C)

CLAIM TYPE:
LIMITED WARRANTY

All work warrenteed 90 days or 4,000 miles. All GM parts warrenteed 12 months or 12,000 miles, whichever comes first.

"This dealerable utilizes the hours published in the Factory Labor Time guide, Chiton Manual and/or Motors Crash Book, which raffects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the clock time in any given instance."

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STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
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LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT

CUSTOMER SIGNATURE

BUSINESS HOURS
MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
SATURDAY 8:00 A.M. TO 4:00 P.M.

UNIT# 9649

INVOICE

Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 604B3

Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 5ev

CHICAGO, IL				PAGE 1		•	23-0840 Fax	
HOME:	BUS:						typontiac.com	
			SERV	ICE ADVISOR:		AC L COND	ITT	
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"This dealership utilizes the hours p			af the	warranties with respect to a of this itemUtems. The	0 74070 444			
and/or Motors Crash Book, which re specific vehicle repairs, and which	ifiocts an average time require	ment for the performanc	erof Sofferh Ime warran	rereby expressly disclaims al Lies either express o	GAS, OIL, L	UBE		
	n any given instance."	_	implied	including any implied ty of merchantability o	SUBJET AN	TNUOI		
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We appre very much	17/		#\$\$UCTH	zes any other person to t for it any liability in	n			
very much	i jaank ys	u.		tion with the sale of this				
	M114				I SALES TAY			

CUSTOMER SIGNATURE

SALES TAX

PLEASE PAY THIS AMOUNT

PONTIAC - BUICK - GMC TRUCK, IN

GMC

UNIT# 9649

INVOICE

Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453

Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax

CHICAGO, IL PAGE 2 BUS: www.haggertypontiac.com HOME: SERVICE ADVISOR: 116 ISAAC L CONDITT YEAR MAKEMODEL RED06 PONTIAC G6 1G2ZF55B164 21757/21757 T2408 DEL DATE PROD DATE WARR EXP PROMISED PO NO PAYMENT INV. DATE 2FEB06 IS CASH 240CT07 R.O. OPENED READY **OPTIONS:** STK: 9649 09:00 22OCT07 13:21 240CT07 LINE OPCODE TECH TYPE HOURS LATOT AUTH B NEW DEFLETIVE PART REPLACED RADIO 10/13/ 07 MILES 21403, RO#155638) D RENTAL CAUSE: TWO DAY RENTAL
Z7902 TWO DAYS RENTAL . 114 W 0.00 CONTROL OF THE PROPERTY OF THE COUNT: TWOLLDAY DENIZATION P LUBE 10 200. PARTS: 0.00 LABOR E** C/S RT SIDE DOOR IS MAKINGA POPING NOISE WHEN OPENING OR CLOSING CAUSE: TIGHTEN RT PRT DOOR LINK/CHECK-LOOSE B4050 LINK OR SPRING, FRONT DOOR HOLD OPEN RIGHT REPLACE 114 W (N/C)0.20 FC: 2W PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: NP ***************** SIDE AIR BAG LIGHT COMES ON LIMITED WARRANTY DESCRIPTION

All work warranteed 80 days or 4,000 miles. All GM perts warranteed 12 months or 12,000 miles, whichever comes first.

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

We appreciate your business very much! Thank you.

BUSINESS HOURS MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
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Item\(\)\text{tems}.

LABOR AMOUNT

PARTS AMOUNT GAS, OIL, LUBE

SUBLET AMOUNT MISC, CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX **PLEASE PAY** THIS AMOUNT

CUSTOMER SIGNATURE

BUS:

156042

PONTIAC - BUICK - GMC TRUCK, IN

GME

UNIT# 9649

CHICAGO, IL

HOME:

INVOICE

Salea Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453

Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5848 Fax

www.haggertypontiac.com

PAGE 3

SERVICE ADVISOR: 116 ISAAC L CONDITT · MILEAGE IN / OUT RED 06 PONTIAC. G6 1G2ZF55B164 21757/21757 WARRIEKE DEL DATE PAYMENT 444 2FEB06 00 230C 240CT07 OPTIONS: **************************** STK: 9649

13:21 240CT07 09:00 22OCT07

LINE OPCODE TECH TYPE HOURS

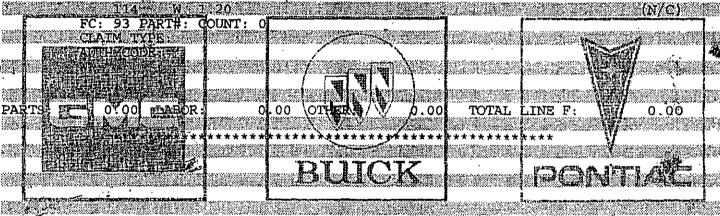
LIST

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CAUSE: TEST AND FOUND CODE 056 PERFORM TEST AND FOLLOW FLOW CHART ALSO

FOUND BUILDETIN (RER PASS. SIDE SEAT COVER TO CHECK FOR Wetnessærrogram)

C9780 R&R SEAT CUSHION COVER, REZERO PPS





LIMITED WARRANTY

All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
***************************************	<u> </u>
LABOR AMOUNT	0.00
TRUOMA STRAG	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

BUSINESS HOURS MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
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SATURDAY 8:00 A.M. TO 4:00 P.M.

UNIT# 9649

CHICAGO, IL

1.55638



HAGGERT PONTIAC · BUICK · GMC TRUCK, INC

GMC

INVOICE

PAGE 1

Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453

Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fex ...

www.haggertypontiac.com

HOME: BUS: SERVICE ADVISOR: 105 JOSEPH RUIZ COLOR I YEAR MAKE/MODEL LIGENSE MILEAGE IN JOUR 06 PONTIAC G6 RED 1G2ZF55B**1**641 <u> 21403/21403</u> T2035 PRODUDATE WARR, EXP. PAYMENT INV. DATE DEL DATE PROMISED **** PO NO. 22FEB06 IS WAIT 130CT07 CASH 130CT0*7* R.O OPENED READY OPTIONS: STK: 9649 08:12 13OCT07 10:55 13OCT07 LINE OPCODE TECH TYPE HOURS TOTAL LIST NET A C/S RADIO DESPLAY GOES TO 1200 LOSES IT MEOMORY INSTALL SOP CAUSE: REPLACED RADIO R0760 RADIO REMOVE AND REPLACE W 1.30 (N/C) FC: 6C PARIH COUNT: 0 CLAIM TYPE: AUTH CODE: PART CUSTOMER PAIRS STILL HAVING PROBLEM WITH FUEL В GAUGE. WHEN STARTED TO GET HERE) WE SCANED AND FOUND TO MINUTES SPRIVING HERE WENT TO 2.5 UPDATE REPROGRAM 10-01-07 CAUSE: REPLACED FUEL BUMP MODULE L1200 FUEL TANK FUEL PUMP MODULE REPLACEMENT 112 W 1.80 (N/C) 1 10376291 W-MODULE (N/C)1 22582111 GASKET (N/C) FC: 3X _PART#: 10376291 COUNT: 2 CLAIM TYPE: AUTH CODE: SERVICE/PARTS PARTS: 0.00 LABOR: 0.00 TOTAL LINE B: 0.000.00LIMITED WARRANTY DESCRIPTION TOTALS. STATEMENT OF DISCLAIMER All work warranteed 90 days or 4,000 miles, All GM parts warranteed 12 months or 12,000 miles, whichever comes first. STATEMENT OF DISCLAIMER
The factory warranty constitutes all
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warranty of merchantability or
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item/items. LABOR AMOUNT PARTS AMOUNT "This desireship utilizes the hours published in the Factory Labor Time guide, Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the clock time in any given instance." GAS, OIL, LUBE SUBLET AMOUNT We appreciate your business very much! Thank you. MISC. CHARGES TOTAL CHARGES

CUSTOMER SIGNATURE

LESS INSURANCE SALES TAX

PLEASE PAY THIS AMOUNT

PONTIAC - BUICK - GMC TRUCK, INC

154978

Sales Dept; 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453

Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax

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CHICAGO, IL HOME:

UNIT# 9649

BUS:

PAGE 1

SERVICE ADVISOR: 105 JOSEPH RUIZ MILEAGE IN / OUT YEAR MAKE/MODEL LICENSE PONTIAC G6 1G2ZF55B164 20869/20869 T9910 PRODUDATE WARRLEXP. PROMISED *** 20 00 PAYMENT INV DATE RATE 19:00 020CT07 CASH 010CT07

22FEB06 IS 19 **OPTIONS:** STK: 9649

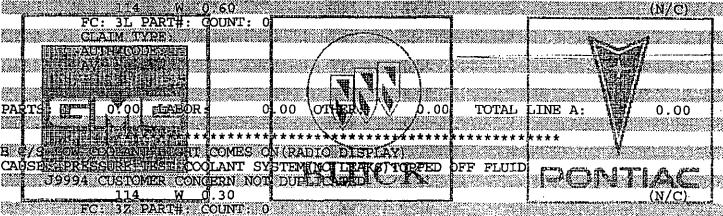
07:12 01OCT07 09:56 010CT07

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A FUEL GAUGE IS ERRATIC GOES FROM FULL TO EMPTY

CAUSE: SCAN AND FOUND PCM NEEDS SOFTWARE UPDATE, REPROGRAM

J6354 POWERTRAIN CONTROL MODULE ENGINE

REPROGRAMMING WITH SPS



CLAIM TYPE:

AUTH CODE:

WD

TOTAL LINE B: 0.00

************** C C/S RADIO DISPLAY GOES TO 22005

62 ORDERED RADIO 114

PARTS: 0.00 LABOR:

0.00 0.00 0.00

******************************* D MIKE HAGGERTY 21 POINT SERVICE INSPECTION SPECIAL LIMITED WARRANTY

All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first.

"This dealership utilizes the hours published in the Fectory Labor Time guide, Chilton Manual and/or Motors Cresh Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the clock time

We appreciate your business very much! Thank you.

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M. ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY SATURDAY 8:00 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warrenty constitutes aid of the werrantles with respect to the sale of this item\()tems. The Selfer hereby expressly disclaims all warrantles either express or implied, including any implied warrantly of merchantability or fitness for a particular purpose. Selfer 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 LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY
THIS AMOUNT

BUS:

154978

HAGG
HONTIAC B

LIST

HAGGERTY
PONTIAC · BUICK · GMC TRUCK, INC

GMC

UNIT# 9649

CHICAGO, IL

HOME

INVOICE

Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453

Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax

www.haggertypontlac.com

PAGE 2

SERVICE ADVISOR: 105 JOSEPH RUIZ MAKEMODEL LICENSE MILEAGE IN / OUT 06 PONTIAC G6 1G2ZF55B164 20869/20869 T9910 PROD DATE! WARR EXP | PROMISED PAYMENT INVIDATE 22FEB06 IS 19:00 020CT07 CASH 010CT07 R.O. OPENED OPTIONS: STK: 9649

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LINE OPCODE TECH TYPE HOURS

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TOTAL

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BRAKES4165.00+TAXES 114 CM Q.00 . 00 0.00 PARTS: 0.00 LABOR! 0 00 OTHER 0.00 E COURTES VIOLEN WAS AREA TO THE COURTES VIOLEN WAS AND THE COURTES VIOLEN WAS AREA TO THE COURTES VIOLEN WAS AND THE COU APPROVAL) WITH OWNER ARWASH (WITH) FIGM 0.00 LAHOR 0 0.0 0.00 CUSTOMET STATES USTOMET STATES THAT DAUGHTER IS PROKING PROPERTY OF CAR. 114 CA đ 0:00 LABOR: 0. 00



LIMITED WARRANTY

All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first.

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

We appreciate your business very much! Thank you.

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.

ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY

SATURDAY 8:00 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item\(^1\) term. The Selies hereby expressly disclaims at warranties either express or implied, including any implied warranty of merchantability or fitness for a perticular purpose. Saler neither expures nor authorizes any other person to assume for it any flability in connection with the sale of this item/fitems.

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TOTALE

DESCRIPTION

CUSTOMER SIGNATURE

BUS:

13437

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26AUG06

TOTAL

PONTIAGE BUICK - GMC TRUCK, IN Sales Dèpt: 9301 S. Cicero

UNIT# 9649

CHICAGO,

HOME:

INVOICE

Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453.

Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax

www.haggertypontiac.com

CASH

PAGE 1 CEDITICE ADVICOR

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COLOR * YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	IN/OUT TAG
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08:34 26AUG06 08:08 26AUG06

LINE OPCODE TECH TYPE HOURS

A INSTALL SOP PART FOR DRIVERS

CAUSE: INSTALLED SWITCH

N2145 SWITCH DOOR WINDO

94 0.60 22626530 FC: 6C PARTS BOR 00 OTHER: 0.00 COURTESY CAR WASH (WITH DWNER 94 ISP 0.00

(N/C)TOTAL INE A: 0.00

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PARTS:

0.00 LABOR:

0.00 OTHER 0.00

TOTAL LINE B:

(D)(D) 0.00

IMPORTANT YOU MAY RECEIVE A YOU MAY RECEIVE A
TIOMER SATISFACTION SURVEY
FROM GENERAL MOTORS IN THE NEXT
FEW WEEKS, IF, FOR MAY REASON
YOU CANNOT GRADE US
COUNTY ETELY SATISFIED *COMPLETELY SATISFIED* PLEASE CONTACT US IMMEDIATELY. THANK YOU.

MIKE HAGGERTY PONTIAC BUICK GMC (708) 229-3390

LIMITED WARRANTY

All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first.

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

We appreciate your business very much! Thank you.

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY 8:00 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER

The factory warranty constitutes ell
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the sale of this itemittems. The
Soller harby expressly disclaims all
warrantles either express or
implied, including any implied
warranty of metchentability or
fitness for a particular purpose.
Sellor neither assumes nor
authorizes any other person to
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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



73878

CHICAGO TIL

INVOICE

Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60463

Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax

www.haggertypontiac.com

PAGE 1

HOME	BUS:		•			adra thairean a sa	
			SERVICE A	DVISOR: 110	SAMANTHA JO	ORDAN	
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PARTS: 0=000TLABOR

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62 THE DANSEL CONDITION FOR SEME METALIC 0.00 TOTAL LINE C: 0.00

D COURTESY CAR WASH (WITH OWNER APPROVAL)

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LIMITED WARRANTY

All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first.

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We appreciate your business very much! Thank you. BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.

ALL CARS CAN BE PICKEB-UP-BETWEEN-8:00-A:M:-70 7:00 P.M. MONDAY - FRIDAY

SATUADAY 8:00 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all
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the sale of this lightlighten. The
Sellor heraby expressly disclaims all
warrantles 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

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

TOTALS

DESCRIPTION



Charles Bernard Carbon Palendo Bernard Carbo PA Box 25:30 Oxyodi, MI 18272-5176

VIA FAX ONLY

June 30, 2008

Angelina Rupp, Esq. Consumer Legal Services, PC 649 N York St Elmhurst, IL 60126-1604

RE:

v. General Motors Corporation

Service Request: 71-603057594

2006 Pontiac G6

Vehicle Identification Number: IG2ZF55B164

Customer Relationship Specialist: Gina Perez

Dear Ms. Rupp:

We regret that your client is dissatisfied with her 2006 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, 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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of \$6,000.00 inclusive of fees.

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 and signing of a release prepared by General Motors Corporation's counsel.

Your client would retain the vehicle. If this offer is acceptable to your client, please have your client sign this offer letter and return it 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 do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

and the second

June 30, 2008 Page 2

Sincerely.

General Motors Corporation

cc: FILE

L00043 V03092007

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Client's Signatule	Client's Signature
7/21/08	·
Date	Date

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MIKE HAGGERTY

PONTIAC • BUICK • GMC TRUCK

DATE 4/2/08
TIME
TO_ GN Legal
TO GM Legal ATTENTION Mary GREER
FROM
FAX NUMBER 866-393-8081
SPECIAL INSTRUCTIONS
NUMBER OF PAGES

IF YOU DO NOT RECEIVE ALL THE PAGES, PLEASE CONTACT US AT 708-423-5000

FOR YOUR FUTURE REFERENCE, OUR FAX NUMBER IS 708-423-5030

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OP-OUT PROVISION: IF YOU NO LONGER WISH TO RECEIVE FAX ADVERTISEMENTS FROM MIKE HAGGERTY PONTIAC BUICK GMC INC, PLEASE CALL 708-423-5000 OR SEND A FAX TO 708-423-5030 OR SEND A EMAIL TO SALES@HAGGERTYPONTIAC.COM AND PROVIDE THE FOLLOWING INFORMATION SO WE CAN PROCESS YOUR REQUEST: YOUR NAME, THE NAME OF YOUR COMPANY (IF APPLICABLE), YOUR FAX NUMBER(S) AND THAT YOU DO NOT WISH TO RECEIVE FAX ADVERTISEMENTS FROM MIKE HAGGERTY PONTIAC BUICK GMC INC.

Mike Haggerty Pontiac Buick GMC, Inc.

9301 S. CICERO AVENUE OAK LAWN, IL 60453 (708) 423-5000







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Mike Haggerty Pontiac Buick GMC, Inc.

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9301 S. CICERO AVENUE OAK LAWN, IL 60453







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	dures set forth on the reverse side of this Purchase Order. The						
Except In the c	as provided herein, this contract is non-cancelable once it is accepted ase of a purchase wherein Mike Haggerty Pontiac Buick GMC, In	by the signature of an	authorized repre	esentative of M	like Haggerty Po	ntiac Buick GMC	C, Inc.
OBLIG/	ATED TO SELL UNTIL A THIRD PARTY FINANCE SOURCE APPRO ser and Mike Haggerty Pontiac Buick GMC, Inc. based on this tran	OVES THIS AGREEM	ENT and agrees	to purchase t	the retail installme	nt contract execu	ted by
Purchas	ser agrees that this order includes all of the terms and conditions on		ack side hereof a	and that this c	ontract cancels ar	nd supersedes an	y prior
agreem	ent including oral agreements. ser certifies that he/she is of majority age has received a true copy of t						•
	tement is taken to that all identifying outphers contained in this bill of s				HUNK BRU BAUK 1	HETTEYF.	
7	LISER'S SIGNATURE 2/22/		D BY:	DE11-2			
- CHCHI	-ech e engrande .	DATE		REVIEW ON H	IS AUTHORIZED RE	-HESENIAHVE	

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION



SmartBuv™

FINANCIAL SERVICES		G	Rìd MAC Flexible		n		•	,
			C	lealer Number		Contract Nu	mber	:
New or Used	Year		Description of				cation Nun	noer
NEW	2006	PONTIAC	66			1G2ZF55	B164	
	······································						Mileage on	Odometer
,u		BU	YER'S LAST PAY	MENT OPTION	S		282	
This SmartBuy℠ Pla	n Rider ("Ride	er") is part of the	contract relating to	the credit sale	of the motor v	ehicle describ	ed above	("Contract"
dated <u>FFB</u> (Mo.)	<u>22</u> (Day)	2006	, between	MIKE HAGGE	RTY PONTIA	C BUICK GM	C. INC.	
(Creditor),	(Day)	(Yr.)						
(Co-Buyer). All refere	nces to "this C	Contract" include t	———— (I his Rider	Buyer) and				
Meaning of Words. Use this Rider, the wornamed above and an Last Payment. THIS	rds "you" and y assignee of	"your" refer to the the Creditor.	e Buyer and Co-l	Buyer, if any. The	e words "we," '	"us," and "our	" refer to t	ne meaning the Credito
AN INSTALMEN					(Ma.)	() 4 (Day)	***************************************	2010 (Yr)
if you make every pay of the payment due a Schedule. You may m	at the end of t	he Contract term	may be more or	less than the ar	not change. As	your Contractest payment s	t explains,	the amoun
1. You may pay the pa	-			•				
You may, if you have	· ·				•			
a. sell the vehicle							Contract	term; and,
 b. pay the Creditor 	rany excess o	f the payment due	e at the end of the	Contract term ov	/er the Sale Pri	ice; or		· · · · · · · · · · · · · · · · · · ·
You may enter into	a new written	agreement with the	he Creditor to refi	nance the payme	ent.			
Your Option to Sell. Price. The Sale Price fee; (B) less any Excepayment shown in the You have the option to	will be the am ss Wear and T o original paym o sell only if ea	nount of the last s "ear Deduction; an nent schedule. Th ch of the following	cheduled payment id, (C) less any Exist is payment may b g conditions is me	nt as shown in the cess Mileage De e different from to t:	ne Payment So aduction. (Note the payment d	chedule: (A) le The last schoue at the end	ess a \$250 eduled pay of the cor	disposition yment is the ntract term.)
You have given the directed to a specifical contract.	fied place so th	nat the Creditor m	ay make a prelimi	nary appraisal o	f the vehicle's o	condition;.		(
You have not brok and encumbrances			der the Contract,	including your a	igreement to k	keep the vehi	ole free fro	om all liens
You have paid the C		-						
 You deliver the ve designated by the t 	Creditor;			, ,	•	J	,	•
You pay the Credit over the Sale Price		date of the last s	cheduled paymer	nt any excess of	the payment d	lue at the end	of the Co	intract term
You have serviced requests in any rec			Owner's Manual	and in the Maint	enance Sched	lule folder and	as the ma	anufacturer
You have not altere	ed the vehicle v	without obtaining t	the prior written p	ermission of the	Creditor.			
If you exercise this op	tion, you will si	ign and deliver all	documents that n	nay be needed to	transfer title to	o the vehicle t	o the Cred	litor.
Excess Wear and Tea estimates it would co makes the repairs. Th that you have tinted; delivered and has no (e) missing or unsafe at the shallowest poi (h) any mechanical of manner; (i) any other of	st to make all ese costs inclu (b) damaged lot been replac wheels or tires nt; (g) torn, damage or other tamage br>tamage ta tamage tamage tamage tamage tamage tamage tamage tamage	repairs to the ve ude, but are not li body, fenders, me ed with equipme (including spare; lamaged, or stain ner condition that	chicle that are not mited to, the amo stal work, lights, t nt of equal qualit snow tires are no ned dash, floor or t causes the veh	the result of no unt it would cost rim or paint; (c) y and design; (d t acceptable); (f) overs, seats, he icle to operate i	ormal wear and to repair or rep missing equipr d) missing who any tire with le adliners, upho in a noisy, rou	d tear, whether place: (a) glass ment that was eel covers, jass than 1/8 in listery, interior igh, improper	er or not the set that is de in the velock or whe ch of treacer work or	he Creditor damaged or chicle when cel wrench; d remaining trunkliners;
Independent Appraise appraisal of the vehicle obtain a professional a	e's ∨alue. The a	appraiser must be	an independent t	hird party accept	able to both yo	u and the Cre	ditor. If you	u choose to

48000 the vehicle is driven over _ _ miles. Your Option to Refinance. You may enter into a new written agreement with the Creditor to refinance the last instalment. You agree that the terms of the refinancing will be as follows: (1) The Creditor will choose the annual percentage rate, but it will not be more than the Prime Rate plus 7 percentage points. The Prime Rate will be the prime rate published on the last business day of the month before the refinancing in the "Money Rates" column of the Wall Street Journal. If a range of prime rates is published, the Prime Rate will be the highest rate in the range. The rate will not exceed the maximum lawful rate applicable to the refinancing. The annual percentage rate for the refinancing will not change during the term of the refinancing. (2) The refinancing will be for 24 months with equal monthly payments. However, at the time of the refinancing, you and the Creditor may agree to a refinancing over a longer or shorter time. You are entitled to refinance over 24 months even if you and the Creditor do not agree to a different time.

Ву

schedule, minus the \$250 disposition fee; or (2) the appraised value of the vehicle minus the \$250 disposition fee.

Excess Mileage Deduction. The Excess Mileage Deduction used to figure the Sale Price will be ____

Buyer Signs

Co-Buyer Sighs

Other owner signs

Creditor Signs#1KE HAGGERTY PONTIAC BULCK (481)

_ ¢ per mile for each mile

Title

(excludes Saturn)

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT















	USTOMER NAME:
1. Cus	stomer Incentive
ince (Bil	sign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer entive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction all of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) a check be used in my name by Dealer named below:
	Incentive Program Reference S 5766 S 566 C Q W S 566 S 566 Total Incentive Amount Received \$
sup	ported financing/leasing, etc) I elect to receive
ъ.	and/or I elect to receive
а.	identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on/_/ I acknowledge receipt of incentive(s) as described in Item and release GM Division from any future claim or obligation for incentive(s) on this unit.
b.	Is vehicle equipped with OnStar? Yes No Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com , or by contacting OnStar as described below).
	I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar.(1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.
	Purchaser/Lessee Signati
incentiv	dersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the ve(s) described in Item and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who en delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been ded to General Motors or Saab Cars USA.
	thorized Dealer Signature: Date: 2/23/06 Dealer Code:

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.



VIN/Incentive Lookup System

Eligible Incentive Programs for VIN 1G2ZF55B164

delivered on 2-22-2006

Vehicle Description: 2006 Pontiac G6 4 Cyl Sedan

MMC: 2ZF69

Inventory Status: NEW

Consumer Cash INDIVIDUAL Vehicle Financing INDIVIDUAL

Smart Lease

Sm IND

Smart Buy INDIVIDUAL

Delivery Destination
Region: NORTH CENTRAL DMA: CHK

DMA: CHICAGO, IL County: COOK

Report Generated on: 2/22/2006 9:16:57 E.T.

State: IL * Zip: 60620

Combo INDIVIDUAL

A List of Potentially Eligible Programs for SmartBuy. Exception requests will not be allowed based on this report.

	Program Name	Start Date	End Date	Option Condition	Program #	Term (mos.)	Rate*	Resd	DPA/ Cash	Disp 1st Fee Pay	
0	NORTH CENTRAL REGION GMAC ALTERNATIVE SMARTLEASE/SMARTBUY PROGRAM	2/22/2006	3/31/2006	w/ LE5	06-35BB- 10	24	9.0	60	1150	~	XSD
0	NORTH CENTRAL REGION GMAC ALTERNATIVE SMARTLEASE/SMARTBUY PROGRAM	2/22/2006	3/31/2006	w/ LE5	06-35BB- 10	30	9.0	55	1150	~	XSD
0	NORTH CENTRAL REGION GMAC ALTERNATIVE SMARTLEASE/SMARTBUY PROGRAM	2/22/2006	3/31/2006	w/ LE5	06-35BB- 10	36	9.0	50	1150	~	XSD
0	NORTH CENTRAL REGION GMAC ALTERNATIVE SMARTLEASE/SMARTBUY PROGRAM	2/22/2006	3/31/2006	w/ LE5	06-358B- 10	48	9.0	42	1150	•	XSD
0	NORTH CENTRAL REGION GMAC SMARTLEASE/SMARTBUY PROGRAM	2/22/2006	3/31/2006	w/ LE5	06-35B-15	24	6.0	62	0	~	xsc
0	NORTH CENTRAL REGION GMAC SMARTLEASE/SMARTBUY PROGRAM	2/22/2006	3/31/2006	w/ LE5	06-35B-15	30	6.0	57	0	~	xsc
0	NORTH CENTRAL REGION GMAC SMARTLEASE/SMARTBUY PROGRAM	2/22/2006	3/31/2006	w/ LE5	06-35B-15	36	6.0	53	0	~	XSC
0	NORTH CENTRAL REGION GMAC SMARTLEASE/SMARTBUY PROGRAM	2/22/2006	3/31/2006	w/ LE5	06-35B-15	48	6.0	44	0	-	XSC
\circ	GMAC SMARTBUY PROGRAM	1/19/2006	3/31/2006		06-35BI-3	24	8.5	47	3700		XSC/GCR
\circ	GMAC SMARTBUY PROGRAM	1/19/2006	3/31/2006		06-3581-3	30	8.5	43	3700		XSC/CCR
\circ	GMAC SMARTBUY PROGRAM	1/19/2006	3/31/2006		06-35BI-3	36	8.5	39	3700		XSC/CCR
(a)	GMAC SMARTBUY PROGRAM	1/19/2006	3/31/2006	:	06-35BI-3	48	8.5	32	3700		XSC/CCR
V	NORTH CENTRAL REGION GM CAP COST REDUCTION/DOWN PAYMENT ASSISTANCE PROGRAM	2/7/2008	3/31/2006		06-35BC-9	48			500		CRW
	GM DEALER CASH	1/11/2006	10/2/2006		06-35AAA-				900		DXP

04/02/2008 11:16 17084235030 MIKE HAGGERTY PONTIA PAGE 07/13

SmartBuy Programs

Page 2 of 2

~	ADJUSTMENT PROGRAM			2				
	GM FEBRUARY/MARCH INSTANT VALUE CERTIFICATE PROGRAM	2/1/2006	3/31/2006	0 6 -35AAI			0	DAL/DAF/DAH/DAC
	GM NATIONAL ASSOCIATION OF HOME BUILDERS PRIVATE OFFER	1/4/2006	1/3/2007	06-35CH			500	PNJ
	Q1 2006 DIVISIONAL PRIVATE OFFER	2/5/2006	3/31/2006	06-35CN	•		1500	ERN
	GM E-MAIL PRIVATE OFFER PROGRAM	2/1/2006	3/31/2006	06-35CL			500	ERP
	GM MILITARY PURCHASE PROGRAM	2/3/2006	9/30/2006	06-35C-2			500	MPP
	CORPORATE PROGRAM 2006 MY GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM	10/1/2005	9/30/2006	06-07				MOB/MOC
	CORPORATE PROGRAM: 2006 MY GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROCESS	10/1/2005	9/30/2006	06-03		,		LCP
	CORPORATE PROGRAM: 2006 MY GM CARDS WITH REDEMPTION LIMITS COPPER/PLATINUM, CHECK CARD AND FLEXIBLE EARNINGS PROGRAMS	1/25/2006	9/30/2006	06-05A-2				UDP
•	GM CHICAGO/DAVENPORT AUTO SHOWS BONUS CASH OR SPO ACCESSORIES ALLOWANCE PROGRAM	2/13/2006	2/28/2006	06-35AAD		,		BVD/APC
لسيا	CORPORATE PROGRAM: 2006 MY GM IN THE DRIVEWAY PROGRAM	10/1/2005	9/30/2006	· · 06-13				GID
		10/1/2005	9/30/2006	06-05C			•	UDF
	CORPORATE PROGRAM: 2006 MY GM BUSINESS CARD PROGRAM	10/1/2005	9/30/2006	06-05B				UDB
	CORPORATE PROGRAM: 2006 MY GM CARD (BLUE/GOLD) PROGRAM	10/1/2005	9/30/2006	06-05		,		UDE
	CORPORATE PROGRAM: 2006 GM CUSTOMER APPRECIATION CERTIFICATE PROGRAM	10/1/2005	9/30/2006	06-14				VHC
ريب	CORPORATE PROGRAM: 2006 MODEL YEAR GM DRIVER EDUCATION PROGRAM	10/1/2005	9/30/2006	06-08			750	U4C/U5C
				Selection >> 48	8.5	32	5100	

* Subject to GMAC Approval

Programs in red and with italic print indicate a VIN Exception Condition - you must refer to program for specific eligibility/compatibility guidelines

Dealer responsible for determining consumer eligibility for each program.

Questions?? Contact GM Dealer Business Center (888-414-6322)

Close Window

Contract Registration	GMPP	MRP	Medium Duty	GM Cert	**		MRP LW	<u> </u>
VEHICLE IDENTIFICATION NUMBER (must be 17 characters)		_		AG	REEMENT	PURCHASI	E DATE	
1 G 2 Z F 5 5 B 1 6 4					FEB/	22 /	2006	
NW 10				'	-0/	4L /	2000	
YEAR MAKE 2006 PONTIAC	MODEL			CURRENT ODOM	ETER	4 WHE	EL ORIVE	
2006 PONTIAC	G6							
FIRST NAME M.I.	LAST N	AME				FLEET	ĠM EN	IDI OM
1741.	LASTN	AUVIC	1	•		rLCC1	CINI CIV	MPLOT
NAME OF PURINERS OF AN INCIDA								
NAME OF BUSINESS OR MUNICIPALITY			1	AREA CODE &	PHONE N	ŲM8ER	,	
MAILING ADDRESS (must include apt. or svite #, if applicable)		CITY			STATE	Z	IP CODE	
		CHICAGO)		11			
The Agreement provides is authorized to charge my passuut for the					-1-1			
The Agreement provider is authorized to charge my account for the or DEALER NAME	ost of the Agreeme	anu(s) and my sh		sequent cancellation ER CODE (Required		PROMOTIC	או בכת	
	* N.C.			,	.,	TONOTH	UN COUE	
MIKE HAGGERTY PONTIAC BUICK GMC,	INC		2 1	0037				
ADDRESS		CITY			STATE	ZI	IP CODE	
9301 S CICERO AVE		OAK LAW	N		IL		60453	
GMAC SPP NAME								
ÓR OR				-	G	MAC		
ADDRESS		CITY			CTATE	7	P CODE	
PO BOX 8123		COCKEYS	VILLE		STATE MD		21030	
		COCKETO	******	'A	110	-	1030	
LEASE RETAIL MAJOR GUARD VALUE	GUARD BAS	SIC GUARD	SMART PRO	OTECTION MD	T-PT+	MDT-E&T	r Mi	DT-E
\times								
	MECHAN							
THE TERM OF THIS AGREEMENT MAY INCLUDE AL	L OR PART OF TH	E TERM OF TH	E NEW VEHICI	LE LIMITED WARRA	NTY IF ST	ILL IN EFFE	ECT.	
The term of your Agreement will begin on the Agn	ement purchase		The te	orm of your Agreem	ent will be	gin on the A	greement p	urchas
term of your Agreement will end at the earlier of the	time and mileage	USED	of you	nd odometer mileag r Agreement will end	at the earli	er of the time	e and mileag	ne teri e optic
option you have selected. Your deductible is refe		<u> </u>		ave selected. Your o	ieductible T			
VEHICLE IN SERVICE DATE (In-Warranty vehicles) TERM-MO/MI. (II			TIBLE (Requi	· .		PR • •••	IÇE	
02/22/06 48/6	2 K 30	\$50	\$100	\$200		, > 1	// - '	0 0
MAINTENANCE TERM The term of your Smart Care will begin on the SMART C	ARE TERM		ODWRENCH	# OF SERVICES	 			
ugreement purchase date and odorneter mileage at the Agreement purchase date. The ern of your Smart Care will end at the earlier of the time and mileage option you have	(IM D	00'S) /	CARE					_
elected. The term of your Goodwench Care will be based on the specified number of ervices listed herein and performed within 4 years of the Agreement purchase date.	/					•	•	0 0
BUSINESS HUMMER	EMERGENO	CY SNO	WPLOW	,				
				4.5			_ (0 0
					I	7	• '	
Select all that apply)					1			
SURCHARGES (Select all that apply) By signing this, I agree to all the terms and conditions on this form, I acknow the southead in order to purchase or obtain financing for a motor vehicle.			ement Size	TOTAL *	<u> </u>			ሰ ለ
Select all that apply)	le. I understand tha		ement nce of SUE	STOTAL	5	÷	_ (0 0
Select all that apply) By signing this, I agree to all the terms and conditions on this form. I acknown the source of the selection of the se	le. I understand tha	t, upon acceptar	nce of SUE	STOTAL	5	, ,	_	0 0

REMITTER AGENCY/DRIVERS FACILITY STAMP NAME HERE ONLY

APPLICATION FOR VEHICLE TI		JESSE WHITE SECRETARY OF STATE STATE OF ILLINOIS	PLEASE TYPE OR PRINT CLEARLY
	4/68069		PATRICE USE ONLY
\otimes	JESSE WHITE SECRETARY OF STATE STATE OF ILLINOIS VEHICLE IDENTIFICATION CARD	CRVKC3/15 41 68059	/06:03:5667: 80.00 CK91 TT
COOK 103 12. VEHICLE IDENTIFICATI	HP CHICAG)() 13. YEAR	•
		2006 5. BODY STYLE	
02/22/06	PONTIAC G6 4 18. REBUILT VEHICLE 19. WOTORCYCLE 10. C.C.	FL/K 20. Vehacle Color 21. rental	1 4 0 8 9 9 4 LEASED (* applicable) FOR OWNERS USE
(1/2)		DSS WEIGHT TYPE OF FUEL	VEHICLE OPERATED FOR HIRE

		J
	E THE MILEAGE UPON	
	1	STATEMENT MAY
ADDRESS (Bus.)	PHONE NO. (Bus.)	`
		STATE THAT
OWNERS VEHICLE		STATE ITAL
201 2 (Make	4 Body Style Polor	
R Stereo Tape Vinyi/R AT LPS PS PV		MILES AND TO THE
	New Used License No.	Γ
When Purchased Where	14-1	VEHICLE DESCRIBED
Oil Trans. / B	rakes 6 Muther 4	
Tune-Up / A/G / A	ustoroofed Alarm System	DOMETER READING
14 (61)	1 10-	L LIMITS.
Exterior Scalant Warranty Rec	**************************************	TUAL MILEAGE.
Owners Comments	1871	I OAC WILEAGE.
Stock Ng. Salesperson	Date Traded	
		BODY TYPE SD
BUYER'S RECONDITIONING R	SP TYPE/BRAND COST	j
TRES Saleable - 9 RF LF RR LA	37 11723741	DEALER STOCK NO. 9649A
BODY:		30+3A
M. Halleston		: 1
***************************************		1
NATT A		
INTERIOR:		
THE TECHNOLOGY		
ENGINE:		(ZIP CODE) 60620
TUNE UP:		-
EMISSION CONTROL (CAT, ONLY):		
TRANSMISSION/REAR END:		
	7	
FRONT END:		ļ
BRAKES:	~~~~	
SHOCKS:		
EXHAUST SYSTEM:	→	
AIR CONDITIONING:	/ 	
OTHER (MISC.)		
SPEEDOMETER		
AEVOING!		(ZVD CODE)
MILEAGE FACTOR:		(ZIP CODE) 60453
SAFETY INSPECTION:		
COMPLETE CLEAN UP:		1
SERIAL NO.	Date Buyer Total	1
	Cost	}
APPRAISAL GOOD FOR () DAYS ONLY	
R. W. PREFERRED HAND PICKE		
VALUE PRICE	zo : 🖸	
		•

MKEHAGGERTY

PONTIAC • GMC TRUCK • VOLKSWAGEN

TRADE DISCLOUSURE FORM

of 2002 (hv (av. 161 JC52+427) (year, make, VIN) declares:

- 1. This vehicle is NOT a salvage, former police, fire, or taxi vehicle.
- 2. The mileage has been verified, and that the odometer is in good working order
- 3. Certification that NONE of the following conditions are present:
 - welded or bent frame;
 - welded or bent chassis;
 - motor or cylinder head(s) cracked, welded, or repaired;
 - air bag has been deployed;
 - if air bag was replaced, it was OEM equipment;
 - prior damage from accident, hail, theft, vandalism or other causes.



9301 S. Cicero Onk Lawn, 1L 60453 (708) 423-5000

13/13	ADDITION (BOS.) PHONE	£II	HE MILEAGE UPON ATEMENT MAY	d; other	0/00	Date
PAGE I	OWNERS VEHICLE INFORMATION OWNERS VEHICLE INFORMATION BOOK 1 Body Style R Stereo Tape Venyl/R AT PS PS PW 8/SE A/C	Bolor / Engl. (Cyl.)	STATE THAT	or repaired ment; ndalism or o	y	
	When Purchased Wines W. Hand Died Lices Oil Old Trans. Brakes Tune-Up. A/C / Bustonia	rise No. E VE	MILES AND TO THE			5000
. T	Exterior Sealant Warranty Recommend Owners Comments	LLIM	METER READING NTS. L MILEAGE	I, welded SM equition.	*. *.	708). 423-5000
ATINO4 ≻	TIMES SHOULD REPORT IN LR SP TYPE-BRAND	COST SD DEAL	YTYPE ER STOCK NO.	ai O Ke		Name
HAGGER	BODY:		9649A	5 ≥ 5		EZ +09
MIKE	INTERICA:		(2) Single (1) (2) (3) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4	t chassis; der head(s) cr en deployed; replaced, it w from accident		Lawn
	ENGINE: TUNE UP: EMISSION CONTROL (CAT, DNLY): TRANSMISSION/REAR END:	(ZIP CI	· '1	1944 V. 44. 15		z Ö
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842350	EXHAUST SYSTEM: MIR CONDITIONING: DITHER (MISC.)		welded	welded o motor or air bag h if air bag prior dar causes.		<i>y</i>
	SPEEDCMETER BEADING: ULEAGE FACTOR:	(ZIP CC		- we - mo - air - ifa - pri		ō
T : T	AFETY INSPECTION: OMPLETE CLEAN UP: SEPIAL NO. Date Buyer Total Cost					
84/62/2008	APPRAISAL GOOD FOR () DAYS ONLY R W. PREFEARED					
Ž						

CONSUMER LEGAL SERVICES, P.C.

649 N. York Road, Elmhurst, IL 60126 (630) 834-4100 – Office (630) 834-2196 – Fax www.LemanAuto.com

Ronald J. Bolz Mike K. Kim Angelina R. Rupp

FACSIMILE TRANSMISSION

Fax No.:	(866) 3 3 3 - 8081	-	Date: _	March 24, 2008
To:	Mary Greer			
	GMC Business Resource C	Center		
	Early Resolution Program	·		
NUMBER	OF PAGES: <u>19</u> (Includia	ig this page)
SUBJECT	:			
	ill vs. General Motors Corpo quest: 71-603057594 ac G6	ration		
		Ву:	Jennifer J	Hall, Paralegal

CONSUMER LEGAL SERVICES, P.C.

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

Ronald J. Bolz Mike K. Kim Angelina R. Rupp Writer's Email Address ARupp@LemonAuto.com

March 24, 2008

Sent Via Facsimile Only

Mary Greer General Motors Corporation Business Resource Center Early Resolution Program Fax No. (866) 393-8081

RE:

Service Request: 71-603057594 2006 Pontiac G6

Dear Ms. Greer:

We are in receipt of your letter regarding concerning the above captioned matter. In response to your letter, enclosed you will find our client's Retail Installment Contract, Current Vehicle Registration and Repair Orders to date. Should you need any further documentation, please contact our office. Otherwise, I look forward to resolving this matter with you in an attempt to avoid having to file a lawsuit in the next three (3) weeks.

Very truly yours,

CONSUMER LEGAL SERVICES, P.C.

Angelina R. Rupp Attorney at Law

ARR/jjh Enclosures

BUTE RESOLUTION. The parties agree that any and all discules and com-pact in confector, with the purchase of mending of the terricle shall be sold to an action if at sect and/of the lipnois Allemative Dispute Resolution this

any kind and nature between Purchaser and bealer ans secoures set forthron the reverse side of this Purchase Order, the parties further wayer any right to a trial by jury concerning such dispute.

utchaser and Mike Haggerty Pontiac Buick GMC, the based of

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NOPUBLIC LABLEY INSURANCE ISSUED WITH THIS TRANSACTION

2008 Illinois Registration Identification Card Jesse White, Illinois Secretary of State

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event shall dealer be liable for incidental or consequential damages or commercial losses shall out of such purchase. The undersigned purchaser further agrees that the warranties stated by dealer, include, but are not limited to any warranties that such parts and/or accessoring are of merchantable quality or that they will enable any vahicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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AUTHORIZATION FOR REPAIRS

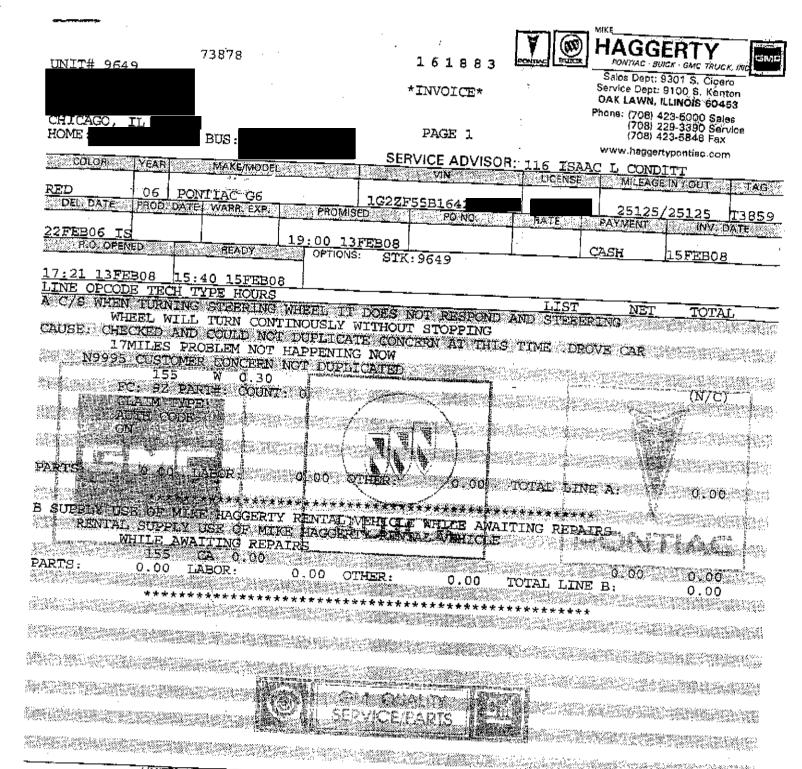
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c) I do not want an estimate and you may set the price of repairs. Signature

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ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIC SATURDAY 8:00 A.M. TO 4:00 P.M. MONDAY - FRIC	DAY CONTEN SIGNATURE	PLEASE PAY THIS AMOUNT	
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LIMITED WARRANTY All work warranteed 30 days or 4,000 miles. All GM parts worranteed 12 months or 12,000 miles, whichover comes first.

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We appreciate your business very much! Thank you, BISINESS HOURS MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M. MUNDAY - FRIDAY 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY CATURDAY 8:00 A.M. TO 4:00 P.M.

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등하다 73878 156042 UNIT# 9649 Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton *INVOICE* OAK LAWN, ILLINOIS 60453 Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax CHICAGO PAGE 2 HOME: BUS: www.haggertypontiac.com SERVICE ADVISOR: 116 ISAAC L CONDITT COLOR YEAR MAKEMODEL LIGENSE MEEAGE IN / OUT TAG PONTIAC G6 <u>1G2ZF55B164</u> DEL DATE 21757/21757 FROD DATE WARR EXP T2408 PROMISED PO NO RATE PAYMENT INVEDATE <u> 22FEB06 IS</u> 9:00 230CT07 CASH R.O. OPENED <u>24</u>0CT07 READY OPTIONS: STK: 9649 <u>09:00</u>220CT07 13:21 240CT07 LINE OPCODE TECH TYPE HOURS ALTH B (NEW DEFLETIVE PART, REPLACED RADIO 10/13/07, MILES TOTAL 21403,RO#155638) D RENTAL CAUSE: IWO DAY Z7902 TWO DAYS RENTAL 114 W 0.60 COUNT: O TWO DAY RESPONDED TO THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST OF THE POST LÜBE n - nese (N/G) 01.00 A GT E** C/S RT SIDE DOOR IS MAKINGA POPING NOISE WHEN OPENING OR CLOSING CAUSE: TIGHTEN RT PRT DOOR LINK/CHECK-LOOSE B4050 LINK OR SPRING, FRONT DOOR HOLD OPEN RIGHT REPLACE 114 W 0.20 (N/C)FC: 2W PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: ΝÞ F** C/S PASS. SIDE AIR BAG LIGHT COMES All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first. DESCRIPTION STATEMENT OF DISCLAIMER TOTACS The factory warranty constitutes all of the warranties with respect to the sale of this itemiters. The LABOR AMOUNT "This designship utilizes the hours published in the Fectory Letter Time guida, Chiltren Manuel and/or Motors Crash Book, which reflects an average time requirement for the parlormence of specific vehicle repeirs, and which may, therefore, be either more or less than the clock time in any given instance." PARTS AMOUNT GAS, OIL, LUBE

We appreciate your business very much! Thank you.

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.

ALL CARS CAN BE PICKED UP BETWIEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY

SATURDAY 8:00 A.M. TO 4:00 P.M.

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CUSTOMER SIGNATURE

**IAGGERTY** 73878 🕺 PONTIAC - BUICK - GMC TRUCK, INC UNIT# 9649 Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton *INVOICE* OAK LAWN, ILLINOIS 60453 Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax CHICAGO IL HOME: PAGE 3 www.haggertypontiac.com SERVICE ADVISOR: 116 ISAAC COLOR MAKE/MODEL YEAR L CONDITT LICENSE MILEAGE IN FOUT TAC 06 PONTIAC G6 1G2ZF55B164. DEL DATE 21757<u>/217</u>57 PROD DATE WARR EXP PROMISED T2408 INV DATE PAYMENT 2FEB06 19:00 230CT07 R.O. OPENED CASH READY OPTIONS: 240CT07 STK: 9649 09:00 220CT07 <u>13:21/</u>240CT07 LINE OPCODE TECH TYPE HOURS CAUSE: TEST AND FOUND CODE 055, PERFORM TEST AND FOLLOW FLOW CHARD, ALSO NET TOTAL MARKET - 199 FOUND BULLETIN (R&R PASS. SIDE SEAT COVER TO CHECK FOR Wetnesseprogram) C9780 R&R SEAT CUSHION COVER, REZERO PPS 114 W 12 W 12 20 FC: 93 PART#: COUNT: CLAIM TYPE: L'adde l'écopé au l' ottoo! Oi. 00 0.00 TOTAL LINE F: 0.00**文字是是是是大块** *** LIMITED WARRANTY DESCRIPTION

All work warranteed 90 days or 4,000 miles. All GM parts warrenteed 12 months or 12,000 miles, whichever comes first.

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# We appreciate your business very much! Thank you. BUSINESS HOURS MONDAY. FRIDAY 7-00 A.M. TO 7-00 P.M.

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ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
SATURDAY 8:00 A.M. TO 4:00 P.M. MONDAY - FRIDAY

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HAGGERT 73878 PONTIAC - BUICK - GMC TRUCK, INC 154978 UNIT# 9649 Sales Dept: 9301 S. Cicero Service Dept. 9100 S. Kenton *INVOICE* OAK LAWN, ILLINOIS 60453 Phone: (708) 423-5000 Sales (708) 229-3390 Service CHICAGO, IL (708) 423-5846 Fax PAGE 1 HOME: BUS: www.haggertypontiac.com SERVICE ADVISOR: 105 JOSEPH RUIZ COLOR CENSE MILEAGE IN / OUT RED PONTIAC G6 <u>1G</u>2ZF55B164 20869/20869 * DEL DATE PROD DATE! WARR EXP PROMISED PO NO. TATE PAYMENT INV. DATE 2FEB06 19:00 020CT07 CASH OloCT07 R O OPENED READY OPTIONS: STK: 9649 <u>07:12 010CT07</u> 09:56 010CT07 LINE OPCODE TECH TYPE HOURS LIST NET A FUEL GAUGE IS ERRATIC GOES FROM FULL TO EMPTY TOTAL CAUSE: SCAN AND FOUND PCM NEEDS SOFTWARE UPDATE, REPROGRAM J6354 POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS FC: 3L PART#: COUNT: 0 CLAIM TYPE: # PARTS 0.00 **FABOR** 00 **0**_00 LATOT LINE A: 0.00 B C/SEE BOOK THE PROPERTY COMES ON (RADIO DISPLAY)
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ALL CARS CAN RE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
SATURDAY 8:00 A.M. TO 4:00 P.M. MONDAY - FRIDAY SALES TAX CÜSTÖMER SIGNATURE PLEASE PAY THIS AMOUNT

UNIT# 9649

73878

15497B

*INVOICE*



PONTIAC - BUICK - GMC TRUCK, INC.
Salos Dept: 9301 S. Cicero

Service Dept: 9100 S. Keriton OAK LAWN, ILLINOIS 60453 Phone: (708) 423-5000 Sales

one: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax

www.haggertypontiac.com

CHICAGO, IL BUS:

PAGE 2

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LIMITED WARRANTY

PARTS: 0.00 LABOR: 0.00

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All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first.

"This dealership utilizes the hours published in the factory Labor Time guide. Children Manual and/or Motors Crosh Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, is either more or less than the clock time.

## We appreciate your business very much! Thank you.

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
ALL CARS CAN BE PICKED UP SETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
SATURDAY 8:00 A.M. 70 4:00 P.M. MONDAY - FRIDAY

STATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warrantes with respect to
the sale of this itemitiems. The
Salier hereby expressly dischaims all
warrantias either express or
implied, including any implied
warranty of merchantability or
fitness for a pericular purpose,
Soliar neither exames nor
authorizes any other person to
examine for it any liability in
domination with the sale of this
Item/items.

	<u> </u>
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	6 6A

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

0.00

0.00

0.00

TOTALS

0.00

73878

134371



FONTIAC - BUICK - GMC TRUCK, INC

UNIT# 9649

*INVOICE*

Sales Dept; 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453

Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax

CHICAGO PAGE 1 HOME: BUS: www.haggertypontiac.com SERVICE ADVISOR: 111 PEGGY PRICE YEAR MAKE/MODEL LICENSE MILEAGE INVOLUT TAG: 27U CRIMSO 1G2ZF55B164 6441/6441 T5878 PAGE DATE WARR EXP DEL DATE ** PROMISED PONO RATE PAYMENT INV. DATE 22FEB06 IS 26AUG06 CASH 26AUG06 33 SERVO PRENED READY OPTIONS: STK: 9649 08:08_26AUG06 08:34 26AUG06 Vά LINE OPCODE TECH TYPE HOURS TOTAL A INSTALL SOP PART FOR DRIVERS EXPRESS DOWN WINDOW CAUSE: INSTALLED SWITCH

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MPORTANT YOU MAY RECEIVE A STOMER SATISFACTION GURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS, IF, FOR ANY REASON YOU CANNOT GRADE US "COMFLETELY SATISFIED" PLEASE CONTACT US IMMEDIATELY. THANK YOU.

MIKE HAGGERTY PONTIAC BUICK GMC (708) 229-3390

### LIMITED WARRANT

All work warrenteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first.

"This dealership utilizes the house published in the Fusions Cabor Time guide, Chilate Manual and/or Metors Cresh Book, which reflects an average time requirement for the performance of specific vehicle reputity, and which may, therefore, be ofther more or less then the clock time in any given fusions.

## We appreciate your business very much! Thank you.

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
SATURDAY 8:00 A.M. TO 4:00 P.M. MONDAY - FRIDAY

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
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the sale of this itemitianna. The
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PARTS AMOUNT	0.00
GAS, OIL, LUSE	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

UNIT# 9649

CHICAGO, IL

HOME :

73878

6308342196



Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453

Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax

www.haggertypontiac.com

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*INVOICE*

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LIMITEÜ WARRANTY All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first.

"This dealership utilizes the hours published in the Factory Labor Time guide, Chilhon Manual and/or Maters Crash Book, which reliests an average time inquirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the clock time in any given instance."

We appreciate your business very much! Thank you.

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.

ALL CARS CAN BE SICKED UP RETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY

SATURDAY 8:00 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER The factory warrantes with respect to the sale of this identification. The Select horselve disclaims at warrantee wither experience of Impact of including any implied warranty of merchangelity or fitness for a pericular purpose. Seller neither assumer nor authorized any other person to assume for it eny liability in connection with the sale of this itemsfroms. CUSTOMER SIGNATURE

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## **CONSUMER LEGAL SERVICES, P.C.**

649 N. York Road Elmhurst, IL 60126



MAR 17 2050

General Motors Corporation c/o MSX International Attn: BRC Legal 1919 Concept Drive Warren, MI 48091

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## CONSUMER LEGAL SERVICES, P.C.

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

Ronald J. Bolz Mike K. Kim Angelina R. Rupp Writer's Email Address ARupp@LemonAuto.com

March 12, 2008

General Motors Corporation c/o MSX International Attn: BRC Legal 1919 Concept Drive Warren, MI 48091

RE:

2006 Pontiac G6

VIN: 1G2ZF55B164

To Whom It May Concern:

Please be advised that I represent regarding the sale of the above-referenced vehicle purchased at Mike Haggerty Pontiac/Buick/GMC, Inc. located in Oak Lawn, Illinois, on or about February 22, 2006. Pursuant to the Illinois Uniform Commercial Code and the Federal Magnuson-Moss Warranty Act, (which covers breach of express and implied warranties, revocation of acceptance and other rights and remedies), my client hereby revokes acceptance of the above-referenced vehicle. My client is prepared to file suit to effect revocation of acceptance, cancellation of the sale, return of the vehicle and payment to her of all the monies expended putting her back in the position she was prior to the contract.

My client intends to hold you liable for all other foreseeable damages due to the nonconforming vehicle, including attorneys' fees incurred in enforcing her rights pursuant to 15 USC 2310 (d)(2). Since the date my client took delivery, the vehicle has been in for repairs on at least ten (10) different occasions, and the vehicle continues to experience problems.

Please be advised that we are asserting an attorney's lien on any and all proceeds in this matter. All further communications with my client concerning her legal claims must be directed through my office. However, pursuant to the warranty, you are still obligated to make any further necessary warranty repairs.

Thank you for your anticipated cooperation.

Very truly yours,

CONSUMER LEGAL SERVICES, P.C.

Angelina R. Rupp Attorney at Law

## FAX COVER SHEET MIKE HAGGERTY PONTIAC, BUICK, GMC

TO:

FROM: IJ Blough

Mary

### MIKE HAGGERTY

PONTIAC - BUICK - GMC TRUCK, INC. 73878 163211 INTT# 9649 Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453 Phone: (708) 423-5000 Sales *ACCOUNTING* (708) 229-3390 Service DUPLICATE 1 (708) 423-5846 Fax CHICAGO. PAGE 1 www.haggertypontiac.com HOME: BUS SERVICE ADVISOR: 116 ISAAC L CONDITT COLOR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG 06 PONTIAC G6 1G2ZF55B164 26698/26698 T6867 PROD DATE WARR EXP DEL. DATE PROMISED PO NO. RATE PAYMENT INV DATE 22FEB06 IS 19:00 15MAR08 CASH 12MAR08 R.O. OPENED READY OPTIONS: STK: 9649 10:44 08MAR08 15:53 12MAR08 LINE OPCODE TECH TYPE A/HRS S/HRS COST COMP LIST A CUST STATES WHEN TURNING THE WHEEL AT TIMES IT FEELS LIKE IT IS NOT CONNECTING FEELS LIKE WHEN TURNING IT FEELS LIKE IT DOES NOT WANT TO TURN CAR PULLS AND STTERING WHEEL DOES NOT SEEM STRAIGHT 62 COULD NOT DUPLICATE CONCERN AT THIS TIME RF WHEEL IS DENTED \$220.00 FOR NEW WHEEL AND ALIGN OR \$260.00 W/4WHL ALIGNMENT 0 96 CA 0.00 0 0.00 0.00 B SUPPLY USE OF MIKE HAGGERTY RENTAL VEHICLE WHILE AWAITING REPAIRS CAUSE: E RENTAL SUPPLY USE OF MIKE HAGGERTY RENTAL VEHICLE WHILE AWAITING REPAIRS 0.00 96 CA C** ALIGNMENT: INSPECT FRT AND REAR SUSPENSION COMPONENTS, MEASURE VEHICLES CASTOR/CAMBER/TOE AND PERFORM BASIC ALIGNMENT PROCEDURE ALICH ALICHMENT: INSPECT FRT AND REAR SUSPENSION COMPONENTS, MEASURE VEHICLES CASTOR/CAMBER/TOE AND PERFORM BASIC ALIGNMENT PROCEDURE 96 CM 1.50 4275 8000 80 00 80 00 CUSTOMER PAY ENV. WASTE / SHOP CH 400 4.00 ACCOUNT SALE COST CONTROL CONTROL COST ACCOUNT 8000 4275 6900 400 46000 8433 ***** 32400 33 O 22500 SALE, & COMP TOTALS 4275 8400 TOTALS DESCRIPTION LIMITED WARRANTY STATEMENT OF DISCLAIMER LABOR AMOUNT 80.00 The factory werrenty constitutes all of the warranties with respect to the sale of this item/Items. The Seller hereby expressly disclaims ell warranties either express or implied, including any implied warrantly of merchentability or fitness for a particular purpose. Seller neither essumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. The fectory werrenty constitutes all All work warranteed 90 days or 4,000 miles. All GM parts PARTS AMOUNT warranteed 12 months or 12,000 miles, whichever comes first. 0.00 GAS, OIL, LUBE 0.00 We appreciate your business very much! Thank you. SUBLET AMOUNT 0.00 MISC. CHARGES 4.00 TOTAL CHARGES 84.00 LESS INSURANCE 0.00 SALES TAX BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.

ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
SATURDAY 8:00 A.M. TO 4:00 P.M. 0.33

PLEASE PAY THIS AMOUNT

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MIKE HAGGERTY PONTIAC · BUICK · GMC TRUCK, INC. 162408 73878 Sales Dept: 9301 S. Cicero Service Dent: 9100 S. Kenton VITT# 9649 OAK LAWN, ILLINOIS 60453 *ACCOUNTING* Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax PAGE 1 www.haggertypontiac.com IICAGO. BUS: DME: SERVICE ADVISOR: 116 ISAAC L CONDITT TAG LICENSE MILEAGE IN / OUT MAKE/MODEL COLOR YEAR 26305/26305 T4355 1G2ZF55B164 06 PONTIAC G6  ${f E}{f D}$ PO NO. RATE PAYMENT INV. DATE PROMISED PROD DATE WARR EXP. DEL. DATE 27FEB08 CASH 19:00 28FEB08 ZFEB06 IS OPTIONS: STK: 9649 READY R O OPENED 16:40 27FEB08 7:56 23FEB08 TOTAL NET COST SALE COMP LIST INE OPCODE TECH TYPE A/HRS S/HRS POWER STEERING INOP LOCKED UP YESTERDAY AUSE: CHECKED AND REPLACED POWER STEERING CONTROL MODULE.RECHECKED AFTER REPAIRS-OK E7631 MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING REPLACE 101.21 101.21 1.10 3245 10121 W 112 292.39 292.39 20165 29239 353.78 1 25805894 MOTOR FC: 6G PART#: 25805894 COUNT: 1 CLAIM TYPE AUTH CODE: OJ 29239 TPARTS 20165 10121 TLABOR 3245 RENTAL VEHICLE AUSE: 3 DAY RENTAL Z7903 THREE DAYS RENTAL 0.00 W FC: 9Z PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: 0 TPARTS 0 O TLABOR LUBE MHP RENTAL 111.00 0 COURTESY CAR WASH (WITH OWNER APPROVAL) Artical art w courtesy car wash (with owner approval) 0.00 0.00 0 0.00 112 ISP CONTROL ACCOUNT SALE COST CONTROL COST SALE ACCOUNT 29239 20165 48000 3245 46200 10121 46300 O 11100 33100 TOTALS DESCRIPTION STATEMENT OF DISCLAIMER LIMITED WARRANTY STATEMENT OF DISCLAIMER
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Seller hereby expressly disclaims all
warranties either express or
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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. LABOR AMOUNT All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first. PARTS AMOUNT

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CUSTOMER SIGNATURE

We appreciate your business very much! Thank you.

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
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GAS, OIL, LUBE SUBLET AMOUNT

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PLEASE PAY THIS AMOUNT

## MIKE HAGGERTY PONTIAC - BUICK - GMC TRUCK, INC.

Sales Dept. 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453 Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax www.haggertypontiac.com

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UNIT# 9649 *ACCOUNTING*

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We appreciate your business very much! Thank you.

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SATURDAY 8:00 A.M. TO 4:00 P.M.

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NIT# 964	73878 9	*ACCOUNTING*	MIKE HAGGERTY PONTIAC · BUICK · GMC TRUCK, INC. Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60483
HICAGO. T	CT.		Phone: (708) 423-5000 Sales

Cicero Kenton 60453 O Sales (708) 229-3390 Service

: EMC (708) 423-5846 Fex PAGE 1 BUS www.haggertypontiac.com SERVICE ADVISOR: 116 ISAAC L CONDITI COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT 06 PONTIAC G6 TAG DEL. DATE PROD. DATE WARR, EXP. G2ZF55B164: PROMISED 23140/23140 PO NO. **T**6<u>6</u>57 RATE PAYMENT FEB06 IS INV. DATE 19:00 01DEC07 R.O. OPENED READY OPTIONS: <u>CA</u>SH STK: 9649 01DEC $_{07}$ 22 01DEC07 13:10 01DEC07 NE OPCODE TECH TYPE A/HRS S/HRS RADIO INOP INSTALL SOP COST SALE COMP LIST JSE: INSTALLED AND PROGRAMMED RADIO RECHECKED OPERATIONS-OK R0760 RADIO, REMOVE AND REPLACE 112 1.30 3835 FC: 6C PART#: COUNT: 0 11605 116.05 CLAIM TYPE: 116.05 AUTH CODE: 0 O TPARTS IKE HAGGERTY 21 POINT SERVICE INSPECTION SPECIAL 3835 11605 TLABOR 21PT MIKE HAGGERTY 21 POINT SERVICE INSPECTION SPECIAL 112 ISAV 0.50 DURTESY CAR WASH (WITH OWNER APPROVAL) 1400 14.00 W COURTESY CAR WASH (WITH OWNER APPROVAL) 14.00 112 ISP CUST STATES PASS SIDE AIR BAG LIGHT IS COMING ON WHEN NO ONE IS IN 0.00 0.00 E: CHECKED AND PERFORMED BULLETIN #06-09-41-008B RECHECKED OPERATIONS AFTER REPAIRS-OK C9780 R&R SEAT CUSHION COVER, REZERO PPS 112 1.20 3540 10712 1 15939371 MODULE KI 107.12 107.12 24950 36178 FC: 93 0 361.78 361.78 PART#: 15939371 COUNT: 1 CLAIM TYPE: AUTH CODE: 24950 36178 TPARTS 3540 10712 TLABOR THECK BRAKES SQUEAKING PERFORMED INSPECTION CHECKED AND REPLACED REAR PADS AND LIMITED WARRANTY STATEMENT OF DISCLAIMER work warrenteed 90 days or 4,000 miles. All GM parts DESCRIPTION TOTALS inteed 12 months or 12,000 miles, whichever comes first. LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT

# Ve appreciate your business ry much! Thank you.

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.

CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY

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STATEMENT OF DISCLAIMER
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## MIKE HAGGERTY

PONTIAC - BUICK - GMC TRUCK, INC. 158211

Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN. ILLINOIS 60453 Phone: (708) 423-5000 Sales (708) 229-3390 Service

(708) 423-5846 Fex www.haggertypontiac.com

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### LIMITED WARRANTY

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## We appreciate your business very much! Thank you.

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MIKE HAGGERTY

MIKE HAGGERTY PONTIAC - BUICK - GMC TRUCK, INC. 73878 156615 Sales Dept: 9301 S. Cicero UNIT# 9649 Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453 *ACCOUNTING* Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax CHICAGO. PAGE 2 www.haggertypontiac.com HOME: BUS: SERVICE ADVISOR: 116 ISAAC L CONDITT COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG RED 06 PONTIAC G6 1G2ZF55B164: <u>22118/22118</u> T5180 PROD. DATE WARR, EXP. DEL. DATE PROMISED PO NO RATE PAYMENT INV. DATE 22FEB06 IS 19:00 02NOV07 CASH 02NOV07 R.O. OPENED READY OPTIONS: STK: 9649 17:41 01NOV07 12:57 02NOV07 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP NET TOTAL 114 ISAV 0.00 0 0.00 0.00 ACCOUNT SALE COST CONTROL ACCOUNT SALE COST 16002 0 0 46000 0 Ö 46200 2678 855 33100 3700 did sa siring Commence (1) 0 16300 0 0 22500 Ö 26300 6378 6504 0 data rejeta errandi ing kilangilik 855 SALE, & COMP TOTALS 6378 0 COST. DESCRIPTION TOTALS LIMITED WARRANTY STATEMENT OF DISCLAIMER SIATEMENT OF DISCLAIMER
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the sale of this itemitems. The
Seller haraby expressly disclaims all
warrantles either express or
implied, including any implied
warrantly of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connaction with the sale of this
item/items. LABOR AMOUNT All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first. 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 We appreciate your business very much! Thank you. SUBLET AMOUNT 0.00 MISC. CHARGES 0.00

CUSTOMER SIGNATURE

BUSINESS HOURS MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
SATURDAY 8:00 A.M. TO 4:00 P.M. TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT 0.00

0.00

0.00

0.00

73878

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.

ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
SATURDAY 8:00 A.M. TO 4:00 P.M.

UNIT# 9649

CHICAGO, IL

156042

*ACCOUNTING*

Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453 Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fax

www.haggertypontiac.com

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CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

## MIKE HAGGERTY

PONTIAC · BUICK · GMC TRUCK, INC. Sales Dept: 9301 S. Cicero

(708) 423-5846 Fax

Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453 Phone: (708) 423-5000 Sales

(708) 229-3390 Service CHICAGO. PAGE 3 HOME BUS: www.haggertypontiac.com SERVICE ADVISOR: 116 ISAAC L CONDITT COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG RED 06 PONTIAC G6 1G2ZF55B164 DEL. DATE PROD. DATE | WARR EXP 21757/21757 PROMISED PO NO. T2408 HATE PAYMENT INV. DATE <u>22FEB06 IS</u> 19:00 230CT07 R.O. OPENED CASH READY OPTIONS: 240CT07 STK: 9649 09:00 220CT07 13:21 240CT07 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST ACCOUNT SALE NET COST TOTAL. CONTROL ACCOUNT SALE 46200 COST 40171 CONTROL 12825 48000 8473 46000 5843 0 0 33100 7400 26300 0 56044 LOANER ***** 22500 0 

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*ACCOUNTING*

SALE, & COMP TOTALS 18668 56044 LIMITED WARRANTY

All work warranteed 90 days or 4,000 miles. All GM parts warrenteed 12 months or 12,000 miles, whichever comes first.

73878

UNIT# 9649

We appreciate your business very much! Thank you.

BUSINESS HOURS MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
LL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
SAYURDAY 8:00 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The fectory warranty constitutes all
of the warranties with respect to
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Seller heraby expressly disclaims all
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Seller neither assumes nor
authorizes any other person to
essume for it any liability in
connection with the sale of this
item/items.

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

# We appreciate your business very much! Thank you.

LIMITED WARRANTY

All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first.

ALICHMESS WOURS MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
SATURDAY 8:00 A.M. TO 4:00 P.M.

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

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PLEASE PAY THIS AMOUNT	

### MIKE HAGGERTY PONTIAC · BUICK · GMC TRUCK, INC. 73878 155638 UNIT# 9649 Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton *ACCOUNTING* OAK LAWN, ILLINOIS 60453 Phone: (708) 423-5000 Sales (708) 229-3390 Service CHICAGO, IL (708) 423-5846 Fax PAGE 2 www.haggertypontiac.com HOME: BUS: SERVICE ADVISOR: 105 JOSEPH RUIZ COLOR MAKE/MODEL YEAR LICENSE MILEAGE IN / OUT TAG RED 06 PONTIAC G6 1G2ZF55B164 214<u>0</u>3/21403 DEL. DATE PROD. DATE | WARR, EXP. T2035 PROMISED PO NO. RATE PAYMENT INV DATE 22FEB06 IS WAIT 130CT07 CASH R.O. OPENED 130CT07 READY OPTIONS: STK: 9649 08:12 130CT07 10:55 13OCT07 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL 16200 27674 9145 48000 28187 19439 16000 DATE LIBERTO 0 26300 55861 **** 22500 0

CUSTOMER SIGNATURE

55861

STATEMENT OF DISCLAIMER

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SALE, & COMP TOTALS

LIMITED WARRANTY

All work warranteed 90 days or 4,000 miles. All GM parts

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BUSINESS HOURS

MONDAY - FRIDAY 1:00 A.M. TO 7:00 P.M.
LL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
SATURDAY 8:00 A.M. TO 4:00 P.M.

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

TOTALS

0.00

0.00

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UNIT# 9649

154978

MIKE HAGGERTY PONTIAC . BUICK . GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453 Phone: (708) 423-5000 Sales (708) 229-3390 Service (708) 423-5846 Fex

## *ACCOUNTING*

CHICAGO, IL

DACTO 1

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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
sesume for it any liability in
connection with the sale of this
itemittems. LABOR AMOUNT 0.00 All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first. PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 We appreciate your business very much! Thank you. SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 0.00

CUSTOMER SIGNATURE

BUSINESS HOURS MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
ALL CARS CAN BE PICKED UP RETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
SATURDAY 8:00 A.M. TO 4:00 P.M. LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT 0.00

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## MIKE HAGGERTY

PONTIAC - BUICK - GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453 Phone: (708) 423-5000 Sales (708) 229-3390 Service

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COST, SALE, & COMP TOTALS 4365 9971 0

LIMITED WARRANTY

All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first.

We appreciate your business very much! Thank you.

BUSINESS HOURS

MÖNDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.

ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY

SATURDAY 8:00 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER
The factory werrenty constitutes ell
of the werrentles with respect to
the sele of this item/terns. The
Seller hereby expressly disclaims all
werrentles either express or
implied, including any implied
worrenty of merchantability or
fitness for a perticular purpose.
Seller neither assumes nor
summe for it any liability in
connection with the sale of this
item/items.

DESCRIPTION TOTALS LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT <u>0.00</u> MISC. CHARGES 0.00 **TOTAL CHARGES** 0.00 LESS INSURANCE 0.00 SALES TAX 0.00 PLEASE PAY THIS AMOUNT 0.00

## MIKE HAGGERTY PONTIAC - BUICK - GMC TRUCK, INC.

133480

73878 UNIT# 9649

CHICAGO,

*ACCOUNTING* ~~

Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453 Phone: (708) 423-5000 Sales

(708) 229-3390 Service (708) 423-5846 Fax

PAGE 1

HOME:	BUS:	PAGE 1	www.haggertypontlac.com
COLOR		SERVICE ADVISOR:	110 SAMANTHA JORDAN
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27U CRIMSC 06	PONTIAC G6 DATE WARR EXP PROM	1G2ZF55B164	5768/5768 75043
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DESCRIPTION

SALE, & COMP TOTALS LIMITED WARRANTY All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first.

We appreciate your business very much! Thank you.

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.

ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
SATURDAY 8:00 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER The fectory werrenty constitutes all of the werrenties with respect to the sale of this item/items. The Seller hereby expressly disclaims all werrenties either express or implied, including any implied werrenty of merchantability or fitness for a perticular purpose. Selfer neither essumes nor suthorizes any other person to easturne for it say flability in confection with the sale of this item/items.

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TOTALS

0.00

### MIKE HAGGERTY

PONTIAC - BUICK - GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero Service Dept: 9100 S. Kenton OAK LAWN, ILLINOIS 60453 Phone: (708) 423-5000 Sales (708) 229-3390 Service

(708) 423-5846 Fax www.haggertypontiac.com

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7.50

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1 5Q 5/ QUARTS MOTOR OIL

UNIT# 9649 CHICAGO, IL

*ACCOUNTING*

PAGE 1 HOME: BUS: SERVICE ADVISOR: 58 T J BLOUGH COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG 27U CRIMSO 06 PONTIAC G6 1G2ZF55B164 53**81/538**1 DEL. DATE PROD. DATE | WARR, EXP. T4530 PROMISED PO NO. RATE PAYMENT INV. DATE 22FEB06 IS <u>19:</u>00 29JUL06 CASH 29JUL06R.O. OPENED READY OPTIONS: STK: 9649 <u>08:15 29JUL06</u> 08:45 29JUL06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST A CHANGE OIL AND FILTER. LUBE DOORS, HOOD, AND TRUNK HINGES. LUBE LOCK CYLINDERS. TOP OFF ALL FLUIDS TO PROPER LEVEL. SET TIRE PRESSURES TO SPEC 3K PERFORMED SERVICES AS NOTED 96 ISAV 0.40 676 1400 1 12579143 FILTER

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All work warranteed 90 days or 4,000 miles. All GM parts warranteed 12 months or 12,000 miles, whichever comes first.

We appreciate your business very much! Thank you.

BUSINESS HOURS MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M. ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY SATURDAY 8:00 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/ltems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a perticular purpose. Seller neither essumes nor authorizes any other person to essume for it any liability in connection with the sale of this item/ltems.

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



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### VIA FAX ONLY

June 25, 2008

Angelina Rupp, Esq. Consumer Legal Services, PC 649 N York St Elmhurst, IL 60126-1604

RE:

v. General Motors Corporation

Service Request: 71-603057594

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

Vehicle Identification Number: 1G2ZF55B164

Customer Relationship Specialist: Gina Perez

Dear Ms. Rupp:

We regret that your client is dissatisfied with her 2006 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, 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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of \$5,000.00 inclusive of fees.

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 and signing of a release prepared by General Motors Corporation's counsel.

Your client would retain the vehicle. If this offer is acceptable to your client, please have your client sign this offer letter and return it 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 do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

Date -	Date
Client's Signature	Client's Signature
Odometer	
L60043 V07092007	
cc: FILE	
General Motors Corporation	
Sincerely,	
June 28, 2008 Page 2	



2008 Illinois Registration Identification Card
Jesse White, Illinois Secretary of State

ERT208/09/07-09-0441:78-00 EFT
8G9507064 R 0708 VIN
162ZF55B1642
Application Type
PASSENGER
If File Number COOK 103 Expiration Date
July 31, 2008



Print Label

MAY 0 5 2002

DETROIT, MI 48243 UNITED STATES US

TO Rob Brown Jr - MSX

MSX International - c/o BRC Legal
1919 Concept Dr

Warren, MI 48091

MON - 05 MAY A2 STANDARD OVERNIGHT

national shipment,

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Peel and Stick Airbill or Pr

## General Motors Corporation Legal Staff

Facsimile 248/267-4570

**Telephone** 512/386-0750

May 1, 2008

Connie J. Postelli, Esq. Connie J. Postelli, Law Office 2117 N. Main Street Crown Point, IN 46307

Dear Ms. Postelli:

Re: GM Case No. 653103

A 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 to the attention of Robert Brown, GMC, BRC Legal. c/o MSX International, 1919 Concept Drive, Warren, MI 48091.

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, include the GM Case Name and Case Number and address it to the attention of the undersigned, c/o MSX International. Feel free to contact me by phone at (512) 386-0750 or Fax (248) 267-4570.

Sincerely,

Robert A. Brown Jr. Legal Assistant

cc: Robert Brown c/o MSX International (By FedEx)

653103

Service of Process **Transmittal** 

04/28/2008

CT Log Number 513363322

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:

Pltf. vs. General Motors Corporation, Dft.

DOCUMENT(S) SERVED:

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

COURT/AGENCY:

Cook County Circuit Court - Municipal Department - First District, IL

Case # 08M1131904

**NATURE OF ACTION:** 

Product Liability Litigation - Manufacturing Defect - Power steering control module, radio, passenger side air bag sensor, brakes/rotors, I shaft, fuel gauge

sensor/module, link/spring to passenger door, coolant system, driver's window switch, and coolant system - Pontiac G6 - VIN# 1G2ZF55B164

ON WHOM PROCESS WAS SERVED:

C T Corporation System, Chicago, IL

DATE AND HOUR OF SERVICE:

By Process Server on 04/28/2008 at 09:00

APPEARANCE OR ANSWER DUE:

05/13/08 between the hours of 8:30 a.m. and 2:30 p.m.

ATTORNEY(S) / SENDER(S):

Angelina R. Rupp Consumer Legal Services, P.C. 649 North York Road

Elmhurst, IL 60126 630-834-4100

**ACTION ITEMS:** 

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

Email Notification, Rosemarie Williams rosemarie.f.williams@gm.com Fax Transmittal, Rosemarie Williams 313-665-7572 04/28/08 - Faxed at 14:43

CC Recipient(s)

Rosemarie Williams, via Regular Mail

SIGNED: PER:

ADDRESS:

C T Corporation System Tawana Carter

208 South LaSalle Street

Suite 814

TELEPHONE:

Chicago, IL 60604 312-345-4336

ER-RAB

connie Postelli

Law Firm of Connie Postelli

CT web 4/28/08 4:44 pm

Page 1 of 1/LV

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 enswer 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.



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### VIA FAX ONLY

June 30, 2008

Angelina Rupp, Esq. Consumer Legal Services, PC 649 N York St Elmhurst, IL 60126-1604

RE:

v. General Motors Corporation

Service Request: 71-603057594

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

Vehicle Identification Number: 1G2ZF55B164

Customer Relationship Specialist: Gina Perez

Dear Ms. Rupp:

We regret that your client is dissatisfied with her 2006 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, 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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of \$6,000.00 inclusive of fees.

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 and signing of a release prepared by General Motors Corporation's counsel.

Your client would retain the vehicle. If this offer is acceptable to your client, please have your client sign this offer letter and return it 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 do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

CHOIL S DISHARIC	Chem 3 dignature
Client's Signature	Client's Signature
Odometer	
LG0043 V07093007	
cc: FILE	
General Motors Corporation	
Sincerely,	
Page 2	

June 30, 2008

## **Privileged and Confidential Information**

## CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: State: IL

Customer Name: Service Request: **71-603057594** GM Legal File No.: 653103

Vehicle ID No.: 1G2ZF55B164 In Service Date: 02/22/2006 Vehicle is: NEW BAC Code: 116068 Vehicle Purchased Used on: 02/22/06 at

Year, Make & Model: 2006 G6 - 4CYL SEDAN W/1SV

odometer 282 miles

Lien holder: GMAC⊠ Other⊡: DVM requests Purchase Price of involvement?: No Vehicle: \$16,990.00

## **VEHICLE REPAIR HISTORY**

☐ <u>Brakes</u>	<u>S</u>	•		
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/9/06	133480	*	5,768	C/S After brakes are warmed up the brakes squeak. THIS IS A NORMAL CONDITION FOR SEMI METALLIC BRAKE PADS.
				*NO WORK DONE, NORMAL DESIGN CHARACTERISTIC*
12/1/07	158211	*	23,140	D/S Performed inspection checked. <b>REPLACED REAR PADS AND RESURFACED REAR ROTORS</b> .
□ Engine	e/Fuel/Ex	khaust		*WARRANTY*
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/1/07	154978	1	20,869	C/S Fuel gauge is erratic goes from full to empty. SCAN AND FOUND PCM NEEDS SOFTWARE UPDATE. REPROGRAMMED PCM WITH SPS.
				*WARRANTY*
		*		C/S Low coolant light comes on (radio display). PRESSURE TEST COOLANT SYSTEM (NO LEAKS). TOPPED OFF FLUID. CUSTOMER CONCERN NOT DUPLICATED.
				*CUSTOMER CONCERN NOT DUPLICATED*
10/13/07	155638	*	21,403	C/S Still having problem with fuel gauge. When started car this morning it showed ¼ tank while driving here went to just above E. Then back up to above 1/8 tank. (It took 10 minutes to get here). SCANNED AND FOUND PCM NEEDS SOFTWARE UPDATE. REPLACED FUEL PUMP MODULE. REPORGRAMMED.
				*WARRANTY*
10/22/07	156042	3	21,757	C/S Gas gauge fluxuates at times. TEST, FAULTY FUEL LEVEL SENSOR. REPLACE FUEL LEVEL SENSOR (TANK UNIT)

*WARRANTY*

## Steering

	<del>a</del>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
11/1/07	156615	*	22,118	C/S Clunk noise heard when turning. <b>PERFORMED TSB#06-02-32-007B. LUBE I-SHAFT AND REPOSITION.</b>		
				*WARRANTY*		
2/13/08	161883	3	25,125	C/S When turning steering wheel it does not respond and steering wheel will turn continuously without stopping. CHECKED, DROVE CAR 17 MILES PROBLEM NOT HAPPENING NOW. COULD NOT DUPLICATE CONCERN AT THIS TIME.		
				*CUSTOMER CONCERN NOT DUPLICATED*		
2/23/08	162408	4**	26,305	C/S Power steering INOP, locked up yesterday. CHECKED. REPLACED POWER STEERING CONTROL MODULE (CONTROLLER ASSEMBLY), RECHECKED AFTER REPAIRS (OK).		
				*WARRANTY*		
3/8/08	163211	3**	26,698	C/S When turning the wheel at times it feels like it is not connecting. Feels like when turning it feels like it does not want to turn. Car pulls and steering wheel does not seem straight. COULD NOT DUPLICATE CONCERN AT THIS TIME. RIGHT FRONT WHEEL IS DENTED.		
				\$220.00 FOR NEW WHEEL AND ALIGN OR \$260 W/4-WHEEL ALIGNMENT.		
				*COULD NOT DUPLICATE CUSTOMER CONCERN*		
03/21/08	163913	2**	27,007	C/S There is smoke coming from underneath hood and when turning steering wheel it makes a knocking noise. Steering also feels loose.  COULD NOT DUPLICATE CONCERN AT THIS TIME.		
				1-DAY COURTESY TRANSPORTATION PROVIDED		
				*COULD NOT DUPLICATE*		
05/27/08	167318	2	30,425	C/S When turning steering wheel and hitting bumps steering wheel will jerk. CHECK POWER STEERING ERROR MESSAGE ON RADIO. SCAN FOR CODES, C0545 SYMPTOM 00. TORQUE STEER SENSOR PART OF COLUMN. REPLACE STEERING COLUMN FOUND SENSOR INTERNAL SHORT.		
				*WARRANTY* (SEE BELOW REPAIR)		
		*		C/S Check power steering error message on radio. CHECKED AND RETREIVED CODE FROM SYSTEM C0545. CHECKED AND REPLACED STEERING COLUMN. RECHECKED AFTER REPAIRS, OK.		
				1-DAY COURTESY TRANSPORTATION PROVIDED		
□ Body/	Trim			*WARRANTY*		
,	Body/Trim					
<u>Date:</u>	RO #:	Days Out:	Mileage:			
10/22/07	156042	*	21,757	LINK OR SPRING, FRONT DOOR HOLD OPEN. <b>RIGHT</b> , <b>REPLACED</b>		

## *WARRANTY*

		*		REMOVE SEAT CUSHION COVER, REZERO PPS.
				*WARRANTY*
11/1/07	156615	*	22,118	C/S Passenger side air bag light is back on (Customer sts when someone is sitting on seat and gets off the light doesn't go off and seat belt alarm is going off). <b>ORDERED NEW MODULE PASSENGER PRESENCE SYSTEM MODULE</b> .
				*WARRANTY*
12/1/07	158211		23,140	C/S Passenger side air bag light is coming on when no one is in seat. CHECKED AND PERFORMED TSB#06-09-41-008B. R&R SEAT CUSHION COVER, REZERO PPS.
⊠ <u>Electri</u>	cal			*WARRANTY*
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/9/06	133480	1	5,768	C/S Driver's express down window INOP. PART ORDERED.
				*WARRANTY*
8/26/06	134371	1	6,441	C/S Install SOP part for driver's express down window. <b>REPLACE LEFT FRONT WINDOW DOOR SWITCH.</b>
				*WARRANTY*
10/1/07	154978	*	20,869	C/S Radio display goes to 1200, looses memory. <b>ORDERED RADIO</b> .
				*WARRANTY*
10/13/07	155638	1	21,403	C/S Radio display goes to 1200, looses memory. <b>INSTALL SOP. REPLACED RADIO</b> .
				*WARRANTY*
10/22/07	156042	*	21,757	C/S CD player recently installed won't play CD's, display's error. <b>R&amp;R RADIO</b> .
				*WARRANTY*
11/1/07	156615	2	22,118	C/S Radio bass and treble is INOP. ORDER NEW RADIO.
				*WARRANTY*
12/1/07	158211	1	23,140	C/S Install SOP. <b>INSTALLED AND PROGRAMMED RADIO</b> , <b>RECHECKED OPERATIONS (OK)</b> .
☐ <u>HVAC</u>				*WARRANTY*
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/22/07	156042	*	21,757	C/S Heat blowing hot air when turned off (starts blowing by itself). <b>CUSTOMER CONCERN NOT DUPLICATED.</b>
				*CUSTOMER CONCERN NOT DUPLICATED*

#### SUSPENSION

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/21/08	163913	*	27,007	C/S Car is still pulling when driving, we preformed alignment last visit. FOUND NAIL IN TIRE, NO OTHER PROBLEMS FOUND AT THIS TIME. NO PROBLEM FOUND.
				1-DAY COURTESY TRANSPORTATION PROVIDED
				*NO PROBLEM FOUND*

#### THE STATE LEMON LAW READS:

Days out of service: 30

Repairs: 4

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: 1

Total days out of service during the presumption period: 2

Total days out of service during customer's ownership: 24

### PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

**71-603057594—02/28/08—Lonny Greenwald—VM to CAC Agent Regarding Repurchase—I** just spoke w/the service manager and the vehicle has been picked up. We have duplicated the concern. The module for the power steering and have replaced it. I reviewed the file and the vehicle does not qualify for a repurchase at this time. Ashley I would suggest to offer the customer a 2 year SmartCare package 24/24 to the customer if you have any questions let me know.

### PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

**71-603057594—02/14/08—TJ Blough Service Manager @ Mike Haggerty Pontiac, Buick, GMC Truck, Inc.—** Dealer states: Steering fine. Had tech look at it, nothing wrong with power steering, no leaks, steering stops were in place and they will stop the steering wheel. Could not duplicate the problem. Control arms are fine and suspension is fine. She is a very good customer, so if anything was wrong we would fix it. We are going to keep the vehicle for one more night just to make sure everything is fine.

71-603057594—02/26/08—TJ Blough Service Manager @ Mike Haggerty Pontiac, Buick, GMC Truck, Inc.—
Hi this is TJ Svc Mgr at Mike Haggerty. I have spoke to and have told her we have found the problem.
The problem was the power steering module, it had failed, I replaced it. I am going to keep it over night however to make sure everything is ok.

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

Concern: 71-603057594

**Date & Offer/Result:** 02/14/08—Customer states: Vehicle is at the dealership b/c the steering wheel is loose. It turns all the way around. Was told that the folks at the dealership test drove the vehicle but found nothing wrong with it. Customer is positive that the steering wheel shouldn't turn that way. There is something loose in it.

Concern: 71-603057594

**Date & Offer/Result:** 02/14/08—Customer states got into car, turned to go left, heard pop and steering wheel jerked a bit. Stopped at light steering wheel started shaking. Looked under tire steering wheel was moving when I was not touching it. Could turn it all the way and tires were not moving. Then turned again and just wouldn't stop. Tech drove vehicle and said steering was fine. Wanted them to tear the steering column and they did. Very happy with my advisor Issic.

Concern: 71-603057594

**Date & Offer/Result:** 02/18/08—Customer states: I got my vehicle back the other day and everything is running fine. I do feel that it is safe and the service manager did drive it around ad assured me that it was alright.

Concern: 71-603057594

Date & Offer/Result: 02/23/08—Customer states: I got the same problem. Got my car back, steering completely went out. I feel I was sold a bad car. It's two years. I am waiting for tow truck to come out to get my vehicle and bring it to the dealership. I don't know what's going to happen to it next, they said they haven't found a problem with it but the steering wheel was jerking, and now the steering wheel just locked. Power steering light came on and steering lock. They can't duplicate the problem. What I want is another car or to fix my car that ZI can rely on my vehicle and not have a bad car. That was just year one. I know it is under my warranty, but I still have to take the time. I don't care what kind of car it is I want a new car.

Concern: 71-603057594

**Date & Offer/Result:** 03/07/08—CRS states: Calling to offer you a SmartCare to offset the cost and trouble you have been having. Customer states: No way, I pay 20 dollars for my oil changes so forget that. I'm hiring an attorney thanks for your trouble, but I am not getting any where with you.

#### RECOMMENDATION AND RATIONALE

Recommend that we settle the case with small cash of \$4,300 to 6,100 inclusive of fees. 10% = 1,699 15% = 2,548.50 20% = 3,398 Fee's = 2,600

Vehicle does not appear to meet Illinois state Lemon Law presumption. Vehicle out of service for a total of 2 days during presumption with only 1 repair attempt. Issue experienced in presumption was at 5,768 Miles for an inoperable window on the driver's side of the vehicle. The part was ordered and was later replaced under warranty. Cust has had no other occurrence of that issue. All other issues arose after presumption and all were after 20,869 Miles. Cust vehicle still covered under warranty until 36,282 miles or 2/22/09. Cust will not have to pay anything out of pocket for future repairs (within the parameters) seeing that they have a GMPP Major Guard 48/60,000 Miles with a \$0.00 deductible. GMPP will expire at 60,004 Miles or 2/22/2010 whichever comes first. Customer seeking repurchase for her issues, however such remedy is not warranted.

#### REASON FOR REMOVAL

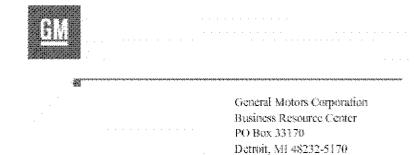
CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$  ATTORNEY FEES: \$  OR INCLUSIVE OFFER: \$

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.



March 21, 2008

VIA FAX ONLY

Angelina Rupp, Esq. Consumer Legal Services, PC 649 N York St Elmhurst, IL 60126-1604

RE:

Service Request: 71-603057594

2006 Pontiac G6

Vehicle Identification Number: 1G2ZF55B164

Dear Ms. Rupp:

This is to advise that General Motors is in receipt of the above referenced case dated March 12, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

Copy of owner's current title and/or registration
Other: Signed Release of Lien Information form

Finance agreement

Buyer's agreement

General Motors Corporation c/o MSX International, ATTN: BRC Legal 1919 Concept Drive Warren, MI 48091

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 N		
(Lien holder N	ame)	
(Lien holder Address)	(Lien holder Phone Number)	
to release any and all information regard	ding my loan account #(Account Number)	
(Lien holder Name)		
to General Motors Corporation, including loan payoff amount, and per diem information.	ng but not limited to a complete payment history of my account mation.	t, a
Date		
V	EHICLE INFORMATION	
The current vehicle mileage is	Date mileage read:	
Signature	Signature	
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LG0006 V07092007		















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CONSUMER LEGAL SRVCS

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		ded entity, see the Part I Instructions on page 3. Fi ber (EN), if you do not have a number, see How to	16 MILION WILLIAM BR. 11 W.	or	_
Note numb		han one name, see the chart on page 4 for guidelin		Emptyer Identification number 28 2116330	

(-2 m r 1 | 1 i ) Cartitions Under paralles of perjury, I cartify that:

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

Cardioation 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 tex return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acculation or abandonment of secured provetly, carpolision of debt, contributions to an individual retirement arrangement (IRA), and contributions to the interest paid of the Cartification, but you must provide your corre

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#### General Instructions

Seption references are to the Internal Revenue Gods unless otherwise noted.

#### Purpose of Form

A person who is required to file on information return with the IR8 must obtain your correct laxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (notuding a resident alian), 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 leaued),
- 2. Certify that you are not subject to backup withholding, or
- S. Claim exemption from backup withholding if you are a U.S. example payee. If applicable, you git also cartifying that as a U.S. person, your allocable alsers of any partnership income from a U.S. trade or business is not subject to the withholding teal 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.

- Operation of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:
  - An individual who is a U.S. citizen or U.S. resident align;
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States.
- An estate (other than a foreign estate), or

Drag 🏲

 A domestic trust (as defined in Regulations section) 301.7701-7).

Special rules for pertnerships. Pertnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign pertners' share of income from such business. Further, in certain cases where a Form W-8 train 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-8 to the partnership to establish your D.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-8 to the partnership for purposes of establishing its U.S. status and evoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following eases:

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

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

March 11, 2011



Service Request: 71-604439299

Customer Relationship Specialist: CJ Parker

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the power steering 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.

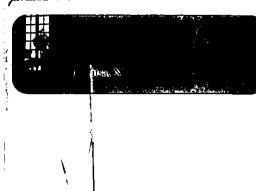
At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to 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.

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. 213 DATE 24/08 AMOUNT *************100 DOLLARS ****************100.00 North American Operations General Motors Corporation Disbursement Account LAVISTA NĒ The Chase Manhattan Bank, N.A. Syracuse, New York North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000203 PAYMENT DATE Phoenix, VENDOR NAME 02/26/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC, REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 02/25/08 VM 1-9ZV8D0 71-604439299.1-9ZV8D0 0000.00 100.00 .00 100.00 1G2ZG528554 ~ 3 ~ 4. : 3 *** ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 100.00 100.00 TOTAL .00



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02 FEB 2008 PM 2 T



FEB 0 5 2008.

Reimbursement Dept. P.O. Box 33170 Detroit, MI 48232 5170

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#### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant									
Date Claim Submitted: 1/31/08									
17-Digit Vehicle Identification Number (VIN): <u>  16826598554</u>									
Mileage at Time of Repair: <u>12267</u> Date of Repair: <u>08/Aug/07</u>									
Claimant Name (please print):									
Street Address or PO Box Number:									
City: <u>la Vista</u> State: <u>NE</u> 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:									
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>									
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).



104468

*INVOICE*



LA VISTA, NE HOME

BUS:

PAGE 1

11911 I Street Omaha, NE 68137 (402) 593-4000 · Fax (402) 593-7382

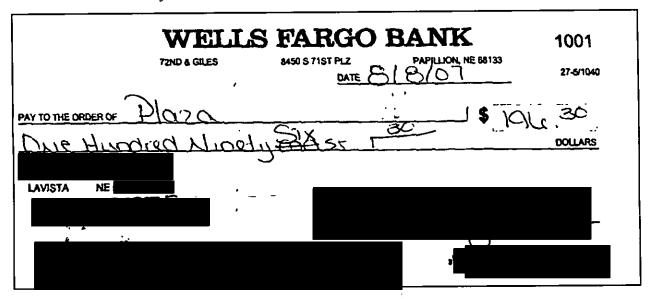
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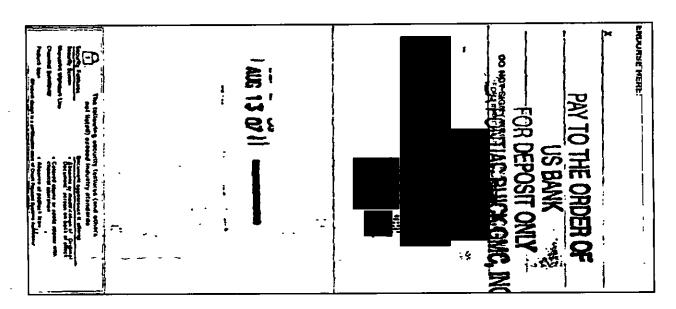
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for allowing a	es to societe your vehicle!	warranties with respect to the sale of this item\tems. The Seller hereby expressly	PARTS AMOUNT	348.04
Your complete satisfac	tion is our #1 concern. If you have any , or If we can be of further assistance	disclaims all warranties either express or implied, including any implied warranty of	GAS, OIL, LUBE	0.00
Questions, comments	lease contact us.	merchantability or fitness for a particular	SUBLET AMOUNT	140.00
Se	rvice Hours	purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in	MISC. CHARGES	0.00
Mon-Fri	7:00am - 6:00pm 8:00am - 4:00pm	connection with the sale of this item/items.	TOTAL CHARGES	802.79
Sat		THERE WILL BE A \$38,00 REC CHARGED OR ALL RETURNED CHECKS.	LESS AMOUNT	702.79
	ody Shop	CUSTOMER SIGNATURE	SALES TAX	0.00
Mon-Fri	7:30am - 5:30pm		PLEASE PAY THIS AMOUNT	100.00

Date: January 21, 2008

### Wells Fargo PhotoCopy Request

Reference: 1000169608013:1000169615013:1000169580013





R/T Number Sequence Number Account Number



Processing Date Amount Check Number 20070813 196.30 1001

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

March 11, 2011

Jacksonville, FL

Service Request: 71-604596540

Customer Relationship Specialist: Diana Smith

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$622.27.

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 <a href="www.mygmlink.com">www.mygmlink.com</a>. 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. YXXX27 CENTS DATE 02/26/08 AMOUNT & Section 1 ************622 DOLLARS ****27 CENTS ... *************622.27 North American Operations General Motors Corporation Disbursement Account JACKSONVILLE FL ORDER The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
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**TOTAL** 

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

Jacksonvelle, 71

JACKSONVILLE FL 322



Reimburgement Department P.O. BOX 33170 Detroit, MICHIGAN 48232-5170

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#### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant						
Date Claim Submitted: 1-30 -08						
17-Digit Vehicle Identification Number (VIN): <u>/ G2 ZH 52855</u> タ						
Mileage at Time of Repair: 37,687 Date of Repair: 10-1007						
Claimant Name (please print):						
Street Address or PO Box Number:						
City: <u>JACKSONVIUE</u> State: <u>FL</u> ZIP Code:						
Daytime Telephone Number (include Area Code):						
Evening Telephone Number (include Area Code):						
Amount of Reimbursement Requested: \$ 647.07						
The following documentation must accompany this claim form.						
Original or clear copy of all receipts, invoices, and/or repair orders that show:						
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>						
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).



DEAR REIMBURSEMENT DEPARTMENT,

IT HAS TAKEN ME A WHILE TO GET THIS SENT IN AS I COMPLETED BULLDING A HOUSE, MOVING OUT OF STORAGE AFTER 6 MONTHS AND FINDING MY PAPELS TO GET ORGANIZED. I APOLOGIZE FOR THE DELAY.

I WAS LIVING AT MY DAUGHTER'S HOME WHEN THIS CAR WAS SERVICED, ItENCE THE APOSTRE ISLAND TRAIL ADDLESS,

MY NEW ADDLESS IS

JACKSONVILIE, T-C

THANK YOU



11503 Phillips Highway • Jacksonville, Fl 322/6 (904) 733-1616 • FAX (904) 737-7973



CUSTOMER COPY



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FONTIAC THE NUMBER

11503 Phillips Highway • Jacksonville, Fl 32256 (904) 733-1616 · FAX (904) 737-7973



MV #46795 3



CUSTOMER NO. 52612	NTCROLAS B	OWMAN	226 TAG N	°4905	M12/12/07	INPNC\$107202
	LABOR RATE	LICENSE NO.	MILEAGE	37,687	CWHITE/	STOCK NO.
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SALE TOTAL

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PAGE 2 OF 2

North American Operations
General Motors Corporation
Disbursements (2613)
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Phoenix, AZ 85082-2530 CHECK NO. \$ 1 g : 1.74 DATE 02/28/08 4 3 2 3 4 AMOUNT ** 373 5 ****OU CENTS ***************107.00** North American Operations General Motors Corporation Disbursement Account DAYTON The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
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Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000125 PAYMENT DATE VENDOR NAME 02/28/08 REGISTER NO. DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 02/27/08 VM 1-A0IYHK 71-605515385.1-A0IYHK 00.0000 107.00 .00 107.00 1G2ZH528054 ٠٠. - ١٠

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

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**TOTAL** 

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DAYTON OH 454

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John Adams, 1765

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Reimbursement P.O. Box 33170 Detroit, Mi 48232-5170

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## **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted: 2-2-08
17-Digit Vehicle Identification Number (VIN): 1627H528054
Mileage at Time of Repair: 48,435 Date of Repair: 5/23/07
Claimant Name (please print):
Street Address or PO Box Number:
City: PIVERSICE State: OH ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 107.00
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
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).







#### 8457 Springboro Pike

#### MIAMISBURG, OHIO 45342-4403

(937) 433-4955 - Pontiac Service (937) 433-4957 - Paint & Body Shop (937) 433-4958 Pontiac Parts (937) 433-4950 Mitsubishi Service & Parts



PNCS319180

STOCK NO.

DELIVERY MILES

30
PRODUCTION DATE



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#### www.walkerautogroup.com email: jackwalker@earthfink.net

ECCY SHOP

REPAIR OF RUST DAMAGE NOT GUARANTEED

#### Limited Warranty

his dealership warrants all new parts rom the original equipment manufacturr and labor performed in conjunction vith this repair for twelve (12) months or welve thousand (12,000) miles, whichwer comes first. If any factory part or abor tails in normal service within that eriod, the dealership will replace the lefective parts and/or repair any defect n workmanship. Any warranty on parts r accessories which are not new original quipment manufacturer parts are made olely by the manufacturer or supplier of such parts. Except for any limited warrany given above, the dealership disclaims Ill warranties, express or implied, includng any implied warranties of merchantibility or fitness for a particular purpose, and neither assumes nor authorizes any ther person to assume for it any liability n connection with the sale of said parts and accessories. This dealership shall ot be liable for any incidental or conseuential damages or commercial losses rising out of such purchase.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

CUSTOMER STGNATURE

PAGE 1 OF 1

CUSTOMER COPY

[ END OF INVOICE ] 06:02pm

HALKER AUTO GROUP 9457 SPRINGBORD PIKE MIAMISBURG, OH 45342 (937) 433-4950

# Sale

10: 002 Merchant 10: 000159407122 Bank ID: 1340 05/23-07 Batch#: 143001 Retrieval Ref #: 23349180

18:45:08

Entry Method: Swiped

Appr Code: 013320

Inv #: 900017

Total:

107.00

Customer Copy

Dayton, OH

Service Request: 71-605515385

Customer Relationship Specialist: Alex Page

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired 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 \$107.00.

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.



FEB 1 4 2008



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



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

48232**%**5170 B050

### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant	
Date Claim Submitted: 1-29-08	
17-Digit Vehicle Identification Number (VIN):	-
Mileage at Time of Repair; Date of Repair: July, 2007	-
Claimant Name (please print):	-
Street Address or PO Box Number:	-
City: Marshfield State: Missouri ZIP Code:	-
Daytime Telephone Number (include Area Code):	<b>.</b>
Evening Telephone Number (include Area Code):	-
Amount of Reimbursement Requested: \$ 650.81	-
The following documentation must accompany this claim form.	ļ
Original or clear copy of all receipts, invoices, and/or repair orders that show:	
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>	:
My signature to this document attests that all attached documents are genuine an request reimbursement for the expense I incurred for the repair covered by this letter.	ιĿ
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**

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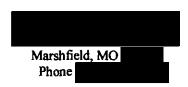
Your claim will be acted upon within 60 days of receipt.

#### 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).





January 29, 2008

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

RE: Reimbursement of repair costs on steering of 2005 Chevrolet Malibu, VIN #1G1ZT528X5F

Our 2005 Chevrolet Malibu lost its power steering assist near the end of June, 2006. It happened when I was making a turn in traffic to go on a different street, and it happened when I was backing out of my home driveway onto the street. As your letter said it became very hard to turn, and the display panel showed the "Power Steering" message. It also showed the message to service vehicle soon. It caused me great concern, because our home street is a very busy one, and area drivers go fast and are pretty aggressive. It also caused me concern, because we often had our, then, five-year-old granddaughter in the car. (She is the only child our daughter can ever have. She is the reason we decided to buy a newer car.)

My husband and I were amazed that the dealer said the problem was not covered by warranty, even though we had not paid for additional miles of warranty. We felt like something as essential as power steering should last longer that two years. (The Malibu had only around 30,000 miles on it when we bought it after it had been used as a program car.) Having only Social Security income and having to pay for expensive health insurance and medical bills for several hospitalizations, we were strapped for money. We also had had such wonderful service from the 1996 Chevrolet Lumina that we felt safe in not buying an extended warranty. When we traded in our Lumina it had over 208,000 miles, and had been a jewel. (We have relied on many Chevrolet vehicles in the 44 years we have been married, but it was the best.)

We took it back to the local Chevrolet dealer, Marshfield Motor Company. Their service man first thought the problem was the intermediate steering shaft and steering rack. After they replaced them, I paid the bill of \$650.81. (We had to dip into the little bit of savings we had planned to use to pre-buy propane for the coming winter.) I drove the car two miles to my home, then went two blocks to get my granddaughter. We went back to my home to get changed to go to the swimming pool. When I backed the car out onto the street, the steering locked up like before the repair work. I immediately phoned the service man and took it back to him. I insisted on getting a loaner car, because we had already been without our car for several weeks while they were fooling around. (They had said we should not drive the Malibu until it was repaired, because they said it might make other parts fail.)

I also requested my check back until the car was really fixed. After taking it apart again, they said the problem was the steering wheel sector. They informed us that they would do that repair at their expense. After that repair, I gave them back the check I had originally written. Since the second repair was made the steering has worked fine.

SEE: VIN # on all documents, except the check
Customer Reimbursement Claim Form
Copy of first repair bill from Marshfield Motors Co.
Copy of second repair bill from Marshfield Motors Co.
Copy of my check, front and back - written July 12, 2007, then presented after second repair on July 16.
My name and address is on this letter, on the check, and my name is corrected on the two invoices.

MARSHFIELD

MO



#### MARSHFIELD MOTOR CO.,

1 44 & 38 Hwy. · P.O. Box G MARSHFIELD, MO 65706 417-859-2312

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN 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 (I) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NETHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS

LABOR AMOUNT	147.00
PARTS AMOUNT	437.32
MISC. SALES	40.00
MATERIALS	
TOTAL CHARGE	624.32
DEDUCTIBLE	
SALES TAX	26.49
OTHER PAY	
CUSTOMER PAY	650.81

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

CUSTOMER SIGNATURE

MARSHFIELD



#### MARSHFIELD MOTOR CO.

I 44 & 38 Hwy. P.O. Box G MARSHFIELD, MO 65706 417-859-2312

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Repair Type: NC

REPLACE STEERING COLUMN STEERING COLUMN POPPING

REPLACE STEERING COLUMN AUTH A CUSTOMER SATISFACTION

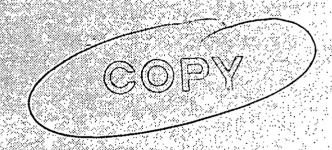
Bill Code - W and the same Failure Code: 3N Complaint Code: NP Approval Code: A

E7680 STEERING COLUMN

Fail Code: 3N Total Labor

15926870 GM -COLUMN

Failed Part: 15926870 Total Parts 286.48 Total Line 376.21



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STATEMENT OF DISCLAIMER

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LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	······································
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	·-···
SALES TAX	
OTHER PAY	
CUSTOMER PAY	<del></del>

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

**CUSTOMER SIGNATURE** 

MARSHFIELD, MO

MAY TO THE Marsh field Motors (s. 1 \$ 650.81

September Bank

10. Day 1977

FOR Malibra Account CheckNum:

Amount: 650.81

ProcDate: 2007/07/18

Tracer:

PAY TO THE ORDER OF EMPIRE BANK
FOR DEPOSIT ONLY
MARSHFIELD MOTOR
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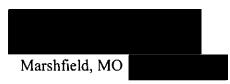
CheckNum: 5420 Amount: 650.81 ProcDate: 2007/07/18 Tracer: 2103007520 marshfield, mo. General Motors Corp. P.O. BOX 33170 Detroit, Mich- 48232-5170 A# Manager Cust. Asst. Center 



**Customer Assistance Center** 

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

March 6, 2008



Service Request: 71-605899608

Customer Relationship Specialist: Mark Smith

-Dear

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center



I am totally disgusted with the monner in which our claim has been handled by Chevrolet.

As of receipt of this letter (morch 10) you have already refused our elaim. This was determined between your representative and my wife. I had decided to stay out of the matter since my wife has a better control of her temper, however, here is my side of this matter. Incidentally, I am the one that dealt with the service department at Marshfield Motors.

First of all, when the steering locked up, it did so white my wife was driving. Lucking she was able to avoid an accident.



When she armarrived home she informed me what had happened. I went out and started ear and the steering was locked. I turned Key off and restarted motor and steering was not locked. I. backed out of drive way onto strant and steering locked again - I physically forced the wheel and it unlocked. I took can the marshfield motors Checeafter MM) and told their service manager what had happened He said he had bether complaints of this and they would check it out. They ralled me pock and told me they had determined it to be a rack of shaft problem and that it would cost \$651. I asked them at the time if

Lake of the Ozarks ♦ Lake Ozark, Missouri 65049 ♦ 314/365-3000



there was a recall on this he said no. Unbelievable to me that a can 1-2 years old would have this problem and not have a recall since it is a dangerous problem. -

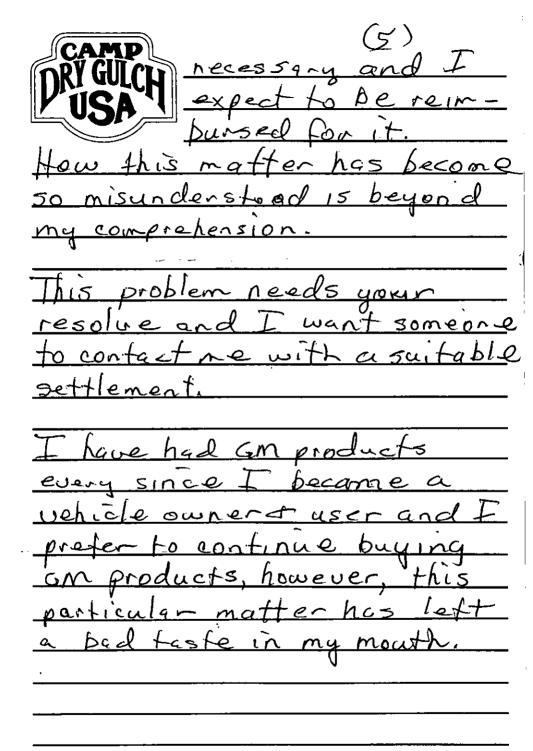
I told then to proceed with fixing it:

They called several days later and said car was ready. I took my wife out too get car and she drove it home. Guess what - it locked up again. I took can back to dealer again and they said they would check it again. This time they ended up replacing the whole steering section which according

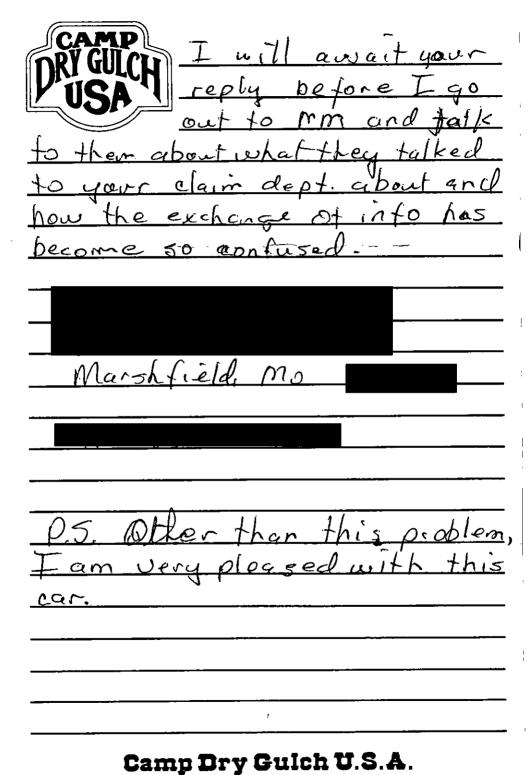
GULCH to your recall letter was the reason for the problem - This has solved the problem Now, since the dealer originally misdiagnosed the real problem with the car he said he would not charge us for the second repair since it was therfault they replaced parts that were not to fault. We would pay for the rack + short only and the ports that were really needed would be a heir expense. I have no idea what has transpired between Chevys dain dept + MM service nanager put I can assure you that I poid \$651 Ron a repair that was not

Camp Bry Guich U.S.A.

AN OUTREACH OF WILLIE GEORGE MINISTRIES



### Camp Dry Guich U.S.A. AN OUTREACH OF WILLIE GEORGE MINISTRIES



AN OUTREACH OF WILLIE GEORGE MINISTRIES

Marshfield, MO

Service Request: 71-605899608

Customer Relationship Specialist: Mark Smith

Dear :

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

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

March 11, 2011

Townsend, DE

Service Request: 71-606007824

Customer Relationship Specialist: Barbara Micallef

Dear

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH548754 is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on March 5, 2008 and ending on March 5, 2010, and begins with 63,100 miles and ends with 87,100 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Pontiac customer.

If you have any future questions, please feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Customer Assistance Center

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

Townsend, DE

Service Request: 71-606007824

Customer Relationship Specialist: Barbara Micallef

Dear

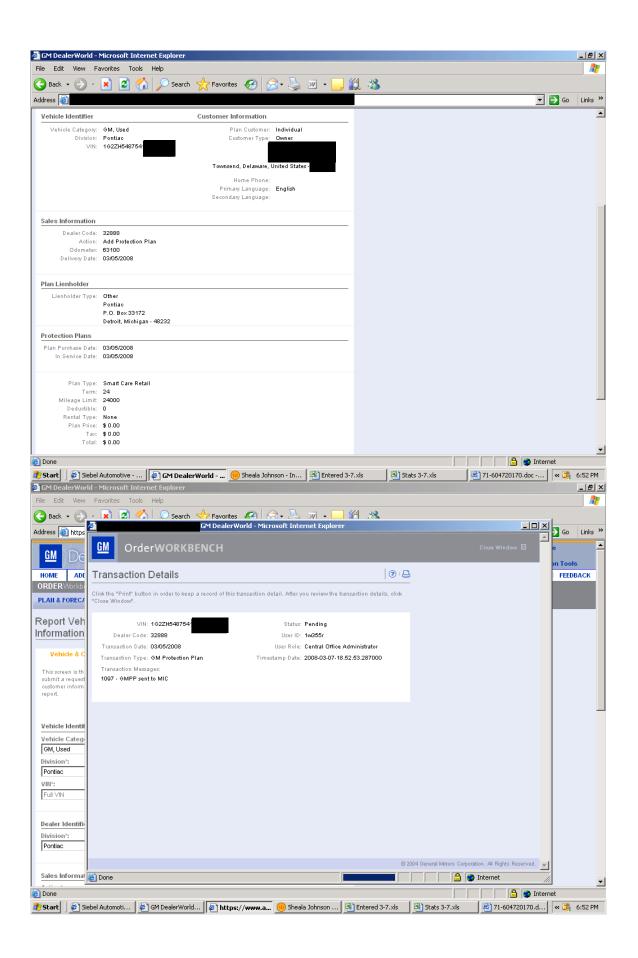
We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Pontiac and your dealer's mutual goal is your total satisfaction with Pontiac products and services. We look forward to talking with you soon.

Sincerely,

Pontiac Customer Assistance Center



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

March 11, 2011

Moore, OK

Service Request: 71-606036071

Customer Relationship Specialist: CJ Parker

Dear

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

Moore, OK



MAR 0 4 2006

REIMBURSEHENT DEPARTHENT P.O. 130X 33170 DETROIT, MI 48232-5170

DETROIT

4823235170 BCSO

#### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant				
Date Claim Submitted:				
17-Digit Vehicle Identification Number (VIN): 1612T 5 4825F				
Mileage at Time of Repair: 40,080 Date of Repair: 7-18-06				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: HOORE State: O/C 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:				
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>				
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

 $p^{h^*}$ 

#### **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).



### David Stanley







614 S.W. 74TH P.O. BOX 6329 OKLAHOMA CITY, OK 73139 TELEPHONE: (405) 632-3600 www.davidstanleychevrolet.com





INVOICE NO

DELIVERY MILES

PRODUCTION DATE

CVCS157994



CUSTOMER NO.	ADVISOR	TAG. NO.	INVOICE DATE
28782	CHARLYN BLANTON LABOR RATE LICENSE NO.	428 401	07/18/06
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	<u> </u>	40,080	<u> </u>
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MOORE, OK	_05/CHEVROLET/MALIBU/4	DOOR SEDAN	05111115
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MO: 40080 BEHALF OF SERVICING DEALER, I REBY CERTIFY THAT THE INFORMATION NTAINED HEREON IS ACCURATE LESS OTHERWISE SHOWN. SERVICES SCRIBED WERE PERFORMED AT NO ARGE TO OWNER. THERE WAS NO INDI-TION FROM THE APPEARANCE OF THE HICLE OR OTHERWISE, THAT ANY PART PAIRED OR REPLACED UNDER THIS AIM HAD BEEN CONNECTED IN ANY Y WITH ANY ACCIDENT, NEGLIGENCE MISUSE. RECORDS SUPPORTING THIS AIM ARE AVAILABLE FOR (1) YEAR FROM E DATE OF PAYMENT NOTIFICATION AT SERVICING DEALER FOR INSPECTION MANUFACTURER'S REPRESENTATIVE.

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

#### STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE



You will receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "10" (Completely Satisfied) please contact our Service Manager immediately. Thank You **David Stanley Chevrolet** (405) 632-3600

PAGE 1 OF 1

CUSTOMER COPY

[ END OF INVOICE ] 10:43am

DAVID STANLEY CHEVROLET
GOODWRENCH TIRE CENTER
1 - 240 & WALKER / OKLAHOMA CITY
405 - 632 - 3600.

-_MI

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☐ Required

☐ Performed

# Goodwrench .

### MULTI-POINT VEHICLE INSPECTION

Name:	<del> </del>	Year/Model;		Date:					
Repair Order #:	VIN (last 8 digits)	:Odometer:		MI:	MII:		O .	0	
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□ Perform

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

March 11, 2011

Glenwood, IA

Service Request: 71-606445747

Customer Relationship Specialist: Criselda Zuniga

Dear

We would like to discuss your request for assistance regarding your 2006 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Pontiac and your dealer's mutual goal is your total satisfaction with Pontiac products and services. We look forward to talking with you soon.

Sincerely,

Pontiac Customer Assistance Center

Glenwood, IA

Service request: 71-606445747

Vehicle Identification Number: 1G2ZF55B964

Customer Relationship Specialist: James Steveson

Dear

Thank you for allowing us the opportunity to review the product allegation involving your 2006 Pontiac G6. Unfortunately, our attempts to reach you by phone on 3 attempts were unsuccessful.

Therefore, we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days.

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

Sincerely,

General Motors Corporation

PA0005 V05112006



FRENTLAN NO LAW

FOR FEE DEATH FAR A L



SEB 2 Here: J. Richard Wagononer, CEO General Motors Corporation P.O. Boy 33172 Wetroit, Michigan 48232-5172



م شده Tons River NJ debruary 14, 2008 Mr. G. Richard Wagonover, CEO General Motors Corporation P.O. Boy 33172 altroit, Mishigan 48232-5/72 Dear Mr. Wagononer, In June of 2006 I bought a \$6 Pontiac. at the first service I complained about The power steering. Uring normally was fine, turning corners was fine, but. trying to get out of a tight spot was very hard. The wheel would not turn. It was like a Mack truck. The serviceman Checked the steering and said it was fine - nothing wrong at the second service, I complained again. This time he gave me a printant (attached) blocument No. 1879716, and said that's the way the electrical system works. I resigned myself to the fact that I was stuck with this problem. It must he me, the way I drive until one day I was with one of my daughters and she

was driving my car and she was going to parallel park. I said to her, "you're going to park in that small space?" She paid "yes, watch me I'm good at this Well, she tried. It took her 3 tries, she kept turning the wheel. I mally she pulled out and parked someplace else, she said, "Mom, there's something wrong with the power steering." Take it back to the dealer." Sorry this is so long and drawn out, but I'm writing to you to see if there is something wrong with the electrical fystem. The outside temperature is also off. One day it was raining + I was driving and it read 230! Thank you for your consideration in This matter and anything you can do for me will be appreciated , Sincerely Vehicle ID# 1 192 Z y 558564

Seck | Forward ->

#### Document ID# 1879716 2007 Pontiac G6

Feedback

Print

Subject:

Info - Normal Operating Characteristics of Electric Power

Steering (EPS) System During Extended Lock-to-Lock
Turns (Maximum Steering Wheel Rotation) and/or DTCs

C0176 and C0476 Set #06-02-32-002B - (12/20/2006)



Models:

2004-2007 Chevrolet Malibu, Malibu Maxx (excluding 2006-2007 SS and

2007 Maxx models)

2005-2007 Chevrolet Cobalt, Equinox

2006-2007 Chevrolet HHR

2005-2007 Pontiac G6 (excluding 2006-2007 Convertible, GTP and 2007

GT models)

2005-2006 Pontiac Pursuit (Canada Only)

2006-2007 Pontiac Torrent

2007 Pontiac G5

2002-2007 Saturn VUE

2003-2007 Saturn ION

This bulletin is being updated with additional models and model years. Please discard Corporate Bulletin Number 06-02-32-002A (Section 02 - Steering).

The purpose of this bulletin is to inform technicians of normal operating characteristics of the electric power steering system (EPS) when the steering wheel is turned in either direction for an extended period of time.

When the steering wheel is turned to its maximum rotation, the power steering control module (PSCM) will command the maximum amount of current to the EPS motor. If the steering wheel is held in this position for an extended period of time, the PSCM will go into overload protection mode to avoid system thermal damage. In this mode, the PSCM will limit the amount of current commanded to the EPS motor, which reduces steering assist levels.

If the PSCM detects a high system temperature and the overload protection mode is invoked, DTC C0176 "System Thermal Error" may be set. On some models, DTC C0476 "Electric Steering Motor Circuit Range/Performance" may also be set. These DTCs indicate normal PSCM action (reduced steering assist) to prevent thermal damage to power steering system components.

#### March 11, 2011



Service Request: 71-606522055

Executive Assistant: Jolene Blazukiewicz

Dear :

We would like to discuss your request for assistance regarding your 2006 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact me at the General Motors Executive Office at 313-667-7153 Monday through Friday between 9:30 a.m. and 6:00 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Pontiac and your dealer's mutual goal is your total satisfaction with Pontiac products and services. We look forward to talking with you soon.

Sincerely,

Jolene Blazukiewicz General Motors Executive Office



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

REIMBURS EMENT DEPARTMENT P.D BOX 33170 DETROIT, MI 48232 -5170

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### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant				
Date Claim Submitted: 1/2-8/08				
17-Digit Vehicle Identification Number (VIN): 1GIZS52F45F				
Mileage at Time of Repair: 5599 4 Date of Repair: 11/15/07				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: <u>bELIDNA</u> State: <u>FL</u> ZIP Code:				
Daytime Telephone Number (include Area Code):				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$ 473.03				
The following documentation must accompany this claim form.				
Original or clear copy of all receipts, invoices, and/or repair orders that show:				
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>				
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.				
Claimant's Signature:				

Please mail this claim form and the required documents to:

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

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

#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

#### If your claim is:

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

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



DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(SIGNED)

377077

*INVOICE*

#### **ORLANDO**

127 N. OREGON STREET

13MAR05 DD 13:54 15NOV07 95.00 CASH 15NO RO. OPENED READY OPTIONS: STK:5F248717 DLR:526428 ENG:L61 TRN:1  12:30 15NOV07 16:26 15NOV07  LINE OPCODE TECH TYPE HOURS LIST NET A CUSTOMER STAETS THAT THE VEHICLE HAS A CLUNK IN THE STERRING WHEEL WHEN TURNING LEFT OR RIGHT CHECK/ADVISE  CAUSE: ROADTEST, STEERING GEAR NOISEY E9740 GEAR ASSEMBLY, POWER STEERING REPLACE 2948 WC 1 15858368 GEAR PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL KINE A:  55994 ROADTEST, STEERING GEAR NOISEY REPLACED STEERING GEAR, SET TOE ROADTEST E9740  ***********************************	TOTAL
COLOR YEAR MAKEMODEL VIN LICENSE MILEAGE N/OL WHITE 05 CHEVROLET MALIBU 1G1ZS52F45F 55994/55999  DEL DATE PROD. DATE WARR. EXP. PROMISED PO NO. RATE PAYMENT  13MAR05 DD 13:54 15NOV07 95.00 CASH 15NOV RO. OPENED READY OPTIONS: STK:5F248717 DLR:526428 ENG:L61 TRN:1  12:30 15NOV07 16:26 15NOV07  LINE OPCODE TECH TYPE HOURS LIST NET A CUSTOMER STAETS THAT THE VEHICLE HAS A CLUNK IN THE STERRING WHEEL WHEN TURNING LEFT OR RIGHT CHECK/ADVISE  CAUSE: ROADTEST, STEERING GEAR NOISEY E9740 GEAR ASSEMBLY, POWER STEERING REPLACE 2948 WC 1 15858368 GEAR PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL KINE A:  55994 ROADTEST, STEERING GEAR NOISEY REPLACED STEERING GEAR SET TOE ROADTEST E9740  B \$200.00 DEDUCTIBLE CS10 QUICK SERVICE 2948 I PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:  ***********************************	TOTAL
DEL.DATE PROD. DATE WARR. EXP. PROMISED PO NO. RATE PAYMENT  13MARO5 DD 13:54 15NOV07 95.00 CASH 15NM R.O.OPENED READY OPTIONS: STK:5F248717 DLR:526428 ENG:L61 TRN:1  12:30 15NOV07 16:26 15NOV07 LINE OPCODE TECH TYPE HOURS A CUSTOMER STAETS THAT THE VEHICLE HAS A CLUNK IN THE STERRING WHEEL WHEN TURNING LEFT OR RIGHT CHECK/ADVISE  CAUSE: ROADTEST, STEERING GEAR NOISEY: E9740 GEAR ASSEMBLY, POWER STEERING REPLACE 2948 WC 1 15858368 GEAR PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL KINE A:  55994 ROADTEST, STEERING GEAR NOISEY REPLACED STEERING GEAR, SET TOE ROADTEST E9740  B \$200.00 DEDUCTIBLE CS10 QUICK SERVICE 2948 I PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:  ***********************************	INV. DATE  DV07  MX0  TOTAL
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55994 ROADTEST, STEERING GEAR NOISEY REPLACED STEERING GEAR, SET TOE ROADTEST E9740  ***********************************	(N/C) (N/C)
######################################	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:  **********************************	(N/C)
**************************************	0.00
C** BG FUEL/AIR INDUCTION SERVICE-\$134.95 PLUS TAX AND FEES  BGIND BG FUEL/AIR INDUCTION SERVICE-\$134.95 PLUS  TAX AND FEES  2948 CM  1 KA6206 INDUCTION KIT  PARTS: 52.99 LABOR: 81.96 OTHER: 0.00 TOTAL LINE C: 1  55994 DONE 1.0  D** COMPUTERIZED 4-WHEEL ALIGNMENT CHECK FRONT & REAR-CAMBER, CASTER	
D** COMPUTERTZED 4-WHEEL ALIGNMENT CHECK FRONT & REAR CAMBER, CASTER	81.96 52.99 .34.95
D** COMPUTERTZED 4-WHEEL ALIGNMENT CHECK FRONT & REAR CAMBER, CASTER	
IF KNOCKOUTS ARE NEEDED.  4WHL COMPUTERIZED 4-WHEEL ALIGNMENT CHECK FRONT & REAR CAMBER, CASTER & TOE. RESET FRONT AND REAR TOE, AS NEEDED. ADDITIONAL CHARGE IF KNOCKOUTS ARE NEEDED.  2948 CM  89.95	89.95
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE STATEMENT OF DISCLAIMER DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE   The factory warranty constitutes all   LABOR AMOUNT	
SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO of the warranties with respect to the sale of this itemitiems. The PARTS AMOUNT	
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED Warranties either express of GAS, OIL, LUBE	
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS warranty of merchantability or	
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT I fitness for a particular purpose. MISC. CHARGES	
MANUFACTURER'S REPRESENTATIVE.	
connection with the sale of this LESS INSURANCE tem/items.	

CUSTOMER SIGNATURE

TOTAL CHARGES LESS INSURANCE SALES TAX

PLEASE PAY THIS AMOUNT

377077

BILL HEARD

CHEVROLET

GEO

*INVOICE*

**ORLANDO** 

127 N. OREGON STREET SANFORD, FL 32771 (407) 321-7800

PAGE 2 DELTONA, FL (407) 321-7800 MV 32506 BUS. HOME: SERVICE ADVISOR: 5203 CLIFTON JAMES KINCH LICENSE MILEAGE IN / OUT MAKE/MODEL TAG COLOR YEAR <u>55994/55999</u> lT2693 1G1ZS52F45F CHEVROLET MALIBU WHITE RATE PAYMENT INV. DATE PROMISED PO NO. DEL. DATE PROD. DATE WARR. EXP. CASH 13:54 15NOV07 95.00 115NOV07 13MAR05 DD STK:5F248717 DLR:526428 ENG:L61 TRN:MX0 OPTIONS: R.O. OPENED READY 16:26 15NOV07 12:30 15NOV07 TOTAL LIST NET LINE OPCODE TECH TYPE HOURS 89.95 0.00 TOTAL LINE D: 89.95 OTHER: 0.00 LABOR: PARTS:

55999 DONE 1.8

QUESTIONS OR CONCERNS WITH YOUR SERVICE? PLEA SE CALL 407.398.6100. IF YOU HAVE QUESTIONS WITH COLLISION WORK, CALL 407.398.6181

Jate: 1-15

Paid With: Debut

Check #: ___

Cashier Initials: ____

CUSTOMER PAY DEDUCTIBLE FOR LINE A			200.00
		DESCRIPTION	TOTALS
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE	STATEMENT OF DISCLAIMER The factory warranty constitutes all	LABOR AMOUNT	171.91
SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	of the warranties with respect to the sale of this item\items. The	PARTS AMOUNT	52.99
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE. THAT ANY PART REPAIRED OR REPLACED	Seller hereby expressly disclaims all	GAS, OIL, LUBE	0.00
LINDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	implied, including any implied	SUBLET AMOUNT	0.00
ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	warranty of merchentability or fitness for a particular purpose.	MISC. CHARGES	217.19
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	THE SERVICING DEALER FOR INSPECTION BY Sulforges any other person to	TOTAL CHARGES	442.09
MANUFACTURER'S REPRESENTATIVE.		LESS INSURANCE	0.00
		SALES TAX	30.94
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	473.03

SILL HEARD CHEVROLET OR 127 H OREGON AVE SEMFORD, FL 32771

5:32 9) 90:39438 TVE SALE CATE 11/15/07 YER# 900825201909884

TWE DEBIT
HT 69/09 SEP# 651
T # 66/03/77077
CODE 93/05/49

TYPE DEFAULT RECEIPT # 057675

ЭН ВАСК

\$473.03

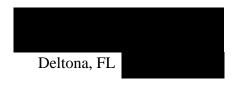
\$0.00

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\$473.03

CUSTOMER COPY



Service Request: 71-606571932

Customer Relationship Specialist: MJ Mason

Dear

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

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

March 11, 2011



Service Request: 71-606675516

Customer Relationship Specialist: Jason David

Dear

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

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

We have reviewed your request for reimbursement on the steering column assembly 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 \$662.78.

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.

FEB 19 4500,

Reimbursement Department POBOX 33170 Detroit, MI 48232-5770

38a 48232\$5170

### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant				
Date Claim Submitted: 2-15-08				
17-Digit Vehicle Identification Number (VIN): 1612754815F				
Mileage at Time of Repair: 50,594 Date of Repair: 9-19-07				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: Oneill State: NE ZIP Code:				
Daytime Telephone Number (include Area Code):				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$662				
The following documentation must accompany this claim form.				
Original or clear copy of all receipts, invoices, and/or repair orders that show:				
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>				
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.  Claimant's Signature:				

Please mail this claim form and the required documents to:

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

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

#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

#### If your claim is:

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

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



# CALL STORE FOR CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTROL OF THE CONTRO

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



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07126 1G17T54815F 13 0009030

ONEILL, NE

# Chevrolet

**4645 SOUTH 84TH STREET** 

**OMAHA, NE 68127** 





·Choese the Date and Time of appointment that is convenient for YOU!

· fast, fun and friendly access.

# Service Hotline (402) 596-2700 (402) 596-2715

(800) 246-2438 Toll Free

service@hhchevy.com

Goodwrench

Ask about our FREE Loaner Vehicles! Subject to Availability

Service Invoice 92990 Owner 92990 Service Invoice R010049692:01 OMAHA, NE P.O. Number V.İ.N 1G1ZT54815F Vehicle ID# 144758 Invoice Date 2005 Year Make CHEVROLET 09/19/2007 Model **MALIBU** Mileage Date In Service Bill Type Terms Writer **Date Out** Reviewer 9/29/04 09/19/2007 50.594 SC CASH 1217 1090

Job#1 2MISC

TAG 888

Date In

9/15/07 8:25 am

Bill-To Customer

OMAHA, NE

**CUSTOMER STATES** 

CUSTOMER STATES - PROBLEM ALREADY DIAG BY TOMMY D. PAID - ( 6/27/07) .... Condition

SC

#### PROBLEM WITH POWER STEERING AND MESSAGE CENTER

#### **CUST BACK TO HAVE REPAIRS DONE**

CODES C0545/C0460 FAULTY COLUMN Cause

REPLACED COLUMN TO CORRECT Correction

		••	
Qty Item *	Description	. Price	Extended
	LABOR TO PERFORM REPAIRS	-	257.60
1 010G/15926870	COLUMN	359.00	359.00

IN THE EVENT THAT THE WORK REFLECTED ON THIS REPAIR ORDER IS CLAIMED TO BE WARRANTY WORK, THE CUSTOMER SHALL REMAIN LIABLE FOR THE AMOUNT DUE UNTIL SUCH WARRANTY WORK IS PAID FOR BY THE MANUFACTURER.

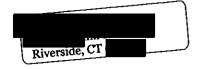
CUSTOMER APPROVES ANY ADDITIONAL WARRANTY WORK DEEMED NECESSARY BY SERVICE MANAGER.

> NO YES ARE YOU "COMPLETELY SATISFIED" WITH THIS SERVICE VISIT? WOULD YOU RECOMMEND THE H&H SERVICE DEPARTMENT TO YOUR FRIENDS AND FAMILY?

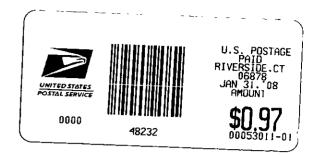
FREE	Touchfree Carwash	\$ <del>5.9</del> 5	
	Misc Charges**	0.00	
	Parts	359.00	
	Labor:	257.60	
	Sublet:	0.00	
/Xy	Shop Supplies*	18.00	
₹ <u>₹</u>	Green charge	2.85	
	Taxes:	25.33	

Total: 662.78 Please Remit Payment to: H & H CHEVROLET 4645 SOUTH 84TH STREET **OMAHA, NE 68127** 

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 CHECK NO. III III IIII III III DATE 03/05/08 ***************662.78** XXXXXXXXXXXXXXXXO62 DOLLARS North American Operations General Motors Corporation Disbursement Account ONEILL The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. BB 000000461 PAYMENT DATE VENDOR NAME 03/05/08 REGISTER NO DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 00.0000 662.78 662.78 1G1ZS54F75F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 **TOTAL** 662.78 .00 662.78



FEB 04 2006



REIMBURSEMENT DEPOSTMENT PO BOX 33170 DETROIT, MI 48232-5170

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



# **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant					
Date Claim Submitted: 1-31-∞					
17-Digit Vehicle Identification Number (VIN): <u>\ しぬこりらりをして</u>					
Mileage at Time of Repair: <u>၆ఎ५६</u> Date of Repair: <u>١- ৯١-০೪</u>					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: <u>ใงเปษารายช</u> State: <u>C</u> T ZIP Code:					
Daytime Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$ 544.80					
The following documentation must accompany this claim form.					
Original or clear copy of all receipts, invoices, and/or repair orders that show:					
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>					
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.

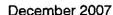
Your claim will be acted upon within 60 days of receipt.

#### If your claim is:

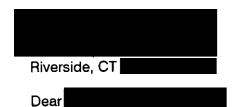
- · Approved, you will receive a check,
- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
  the claim and offered the opportunity to resubmit the claim when the missing documentation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









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



07126 1G27H548154	16 0010224
OWEDOIDE OF	_
RIVERSIDE, CT	
46	hadillaadimblahadindi

# MINCHIN BUICK-PONTIAC-GMC, INC. 131 JEFFERSON ST · STAMFORD, CT 06902 · TEL. (203) 324-6741 www.minchinbuick.com

131 JEFFERSON ST · STAMFORD, CT 06902 · TEL. (203) 324-6741 www.minchinbuick.com GREENWICH CT CUSTOMER COPY PAGE 1 DATE MAKE YEAR MODEL VIN STK/CUS MILES IN MILES OUT TAG 01/21/08 05 PONTIAC G6 1G2ZH548154 62485 14414 62482 SERVICE DATE NOTIFIED SVC ADV PROMISED DATE/TIME LICENSE RATE PAYMENT INV. DATE 01/23/08 13 00:00 105.00 01 01/24/08 R.O. NUMBER TAX ID HOME PHONE **BUSINESS PHONE** 107121 1 LUBE OIL FILTER RECOMMENDED MAINTENANCE CHANGED ENGINE OIL AND OIL FILTER, ADJUSTED TIRE PRESSURES Bill Code - C LUBE OIL FILTER 10 M A 27.00 Total 25010792 CM 8.80 FILTER OIL ENGINE OI 75 Total Rarts 75 Total Libe REPLACED THE POWER STEERING RACK AND PINION GRAR ASSEMBLY, POWER STEERING - REP 10 M A 2.00 210.00 Total Labor 210.00 15858369 334.80 -GEAR KI .........**1**. Total Parts 334.80 Total Line KEYLESS ENTRY INOP 12 MONTHS SUPPLY AND PROGRAM REMOTES On 12,000 MILES Bill Code - C Which even coves apor TRANSMITTER REPROGRAM TRANSMIT ##8CHIN EUICK-GMC THUCK5 RUSO Total Labor CM 22733524 -TRANSMI 128.80 Total Parts 128.80 Total Line RADIO INFO CENTER WILL NOT LIGHT UP AFTERMARKET RADIO. CAN NOT RELEARN SYSTEM UNLESS FACTORY RADIO IS REINSTALLED Bill Code - C Payment Type - 01 CASH 826.46 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HERON 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, NGGLIGENCE OR MISSISE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTHICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. LABOR AMOUNT 289.50 PARTS AMOUNT 487.35 MISC. SALES MATERIALS 3.00

THE AMOUNT (OR ANY PORTION THEREOF) CHARGED FOR THE REPAIRS INDICATED ON THIS INVOICE (OR MILEAGE FOR THE VEHICLE) WILL BE CLAIMED AS A BUSINESS EXPENSE FOR FEDERAL INCOME TAX PURPOSES. (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) TOTAL CHARGE 779.85 YES { } NO { } DEDUCTIBLE <u>We Offer</u> Genuine General Motors Certified Body Repairs SALES TAX 46.61 OIL SPECIAL

BRING 2 OF THESE COUPONS FOR OIL CHANGE SPECIALS
AND YOUR 3RD LOF IS... \$29.95 CARS \$39.95 TRUCKS OTHER PAY Signature of purchaser or purchaser's agent **CUSTOMER PAY** 826.46

# SALES DRAFT

MINCHIN BUICK PONTIAC 131 JEFFERSON ST STAMFORD, CT 06902 TERMINAL 842923

199201668993 01/24/08 11:54AM

AUTH. TRANS. ID MCCP6ZSB3 INVOICE 107121 HE2 AUTH, CODE 25487Z

SALE AMOUNT

\$826.46

TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

ALL SALES FINAL

March 11, 2011

Riverside, CT

Service Request: 71-603070308

Customer Relationship Specialist: Elaine Cates

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the power steering rack and pinion 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



POCATELLO ID 832

Commence of the state of

John Adams, 1705

Reimbursement Dept.
POBox 33170
Detroit, MI 40232

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

48232-5170

48232+5170

## **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant				
Date Claim Submitted: 2 - 18 - 08				
17-Digit Vehicle Identification Number (VIN): / G / ZT 54855F				
Mileage at Time of Repair: 5/1/42 Date of Repair: 1/-/3-07				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: Pocatello State: 1D ZIP Code:				
Daytime Telephone Number (include Area Code):				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$ 238.89				
The following documentation must accompany this claim form.				
Original or clear copy of all receipts, invoices, and/or repair orders that show:				
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>				
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.				
Claimant's Signature:				

Please mail this claim form and the required documents to:

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

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

#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

#### If your claim is:

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

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



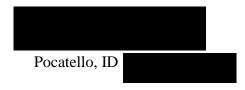
SUN POWER AUTOMOTIVE CENTER Date: 11-13-2007 Invoice D: 275 MCKINLEY AVE. POCATELLO ID 83201 PH: 208-232-0560 "WARRANTY OUR SHOP ONLY WITHOUT PRIOR CONSENT" VIII 1: 1612T 54855F Year:2035 Hone Model: KRL1BU License 0:1BJ4754 Hork * PODATELLO Nake: CHEV Hileage:51142 1009 PART 0 DESCRIPTION PRICE Ea TOTAL LITECH DESCRIPTION 149.031 149.03116 IR-R INTERCEDIATE SHAFT 70.Ci 1.122687711 ISKRFT KIT 11 11 11 11 11 H 8 CM DESCRIPTION HILES PRI Ħ II GREGORDE ALCICITS RECEIVED ON ACCOUNT SERBEGGER II CK 0 DESCRIPTION DATE 11 11 0000000000000 SUPLET LACER DATA GROSSEROGGOS a CONTRACTOR **EESCRIPTION** PRICE 11 TOTAL PARTS: 149.00 1 I, the undersigned acknowledge receipt of -11 TOTAL LABOR: 70.00 I the vehicle, services, and part/repairs II TOTAL SUPLET: 0.00 | here on. Should collection be required to II TOTAL TOYING: 0.00 I fulfill this obligation I agree to pay al 11 SALES TAX : 8.94 I reasonable collection and/or attorney II SHOP CHARGE: 10.95 I fee's, with or without suit. In addition -1 I agree to pay 1 3/4% per conth interest/ 238.89 I service charge (which is an annual 0.03 | interest rate of 21%) beginning with date I of this invoice. II BALANCE DUE: 238.89 !1

11

RECEIVED BY

Idaho Central			1032	84800	Page 2 d	of 5	
66 Dage D		Transaction Description		Withdrawal	Deposit	Balance	
	1/07	Point Of Sale Withdrawal Staples, Inc. 1716 Hurley Orive POCRTELLO IDUS		148.96	Deposit	1,986.83	
1/08/07 1					200.00	2,186.33	
		Point Of Sale Withdrawal WENDYS #3760 925 POCATELLO IOUS		14.29		2,172.10	
1/89/87 1		Point Of Sale Withdrawal FAMILY DOLLAR m6641 120 W CHUBBUCK CHUBBUCK IDUS		5.30		2,166.60	
1/12/87 1	1/12	RTM Deposit IDAHO CENTRAL CU 4914 YELLOWSTONE CHUBBUCK IDUS			2,146.83	4,312.83	
1/12/07 1	1/12 1	Withdrawal Transfer to 30040002		150.00		4,162.83	
1/13/07 1		Point Of Sale Withdrawal WINCO FOODS 1880 Pocatello Creek RoPocatello IDUS		23.28		4,139.55	
1/13/07 1	1/13	Point Of Sale Withdrawal WRLGREENS #9157 Q03 CHUBBUCK IDUS		3.69		4,135.75	
1/13/07 1		Point Of Sale Withdrawal STARBUCKS USA 20111237 POCATELLO IDUS	-	4.03		4,131.72	
		Withdrawal Internet Transfer to 848001		435.00		3,696.72	
		Point Of Sale Withdrawal WAL-MART #1995 4240 YELLOWSTONE RVE CHUBBUCK IDUS		197.67		3,499.05	
		Point Of Sale Withdrawal MCDONALD'S F1774 POCATELLO IDUS		9.09		3,489.96	•
		Point Of Sale Withdrawal CHANG GARDEN POCRTELLO IDUS		19.67		3,476.29	
1/13/07 1		Point Of Sale Withdrawal BEDBATHLBEYOND#1114 POCATELLO IDUS		98.53		3,377.76	
1/13/07 1	1/13	Point Of Sale Withdrawal CHEVRON 00071035 POCATELLO IDUS		41.40		3,336.36	
1/13/07 1	1/13	Point Of Sale Withdrawal TACO BELL #81287 Q65 POCATELLO IDUS		13.53		3,322.83	
1/13/07 1		Point Of Sale Withdrawal WINCO FOODS 1000 Pocatello Creek RoPocatello IDUS		82.56		3,240.27	
1/13/07 1	1/13	Deposit			505.00	3,745.27	
1714/07 1		Point Of Sale Withdrawal SUN POWER RUTCHO		238.89		3,506.38	1
1/14/07 1	1/14	275 HCKINLEY POCATELLO IDUS Point OF Sale Withdrawal DOWNEAST BASICS PINE 1 CHUBBUCK IDUS		10.69		3,495.79	
1/14/07 1	1/14	Point Of Sale Withdrawal WALTS OPTICAL SHOP POCRTELLO IDUS		181.88		3,313.91	
1/14/07 1	1/14	RCH Withdrawal STUDENT LORN COR [†] EBRANCH - BILL PRYNT		85.00		3,228.91	
1/14/07 1	1/14	RCH Withdrawal STUDENT LORN COR EBRANCH - BILL PRYNT		80.00		3, 148. 91	
1/14/07 1	1/14	ACH Withdrawai STUDENT LOAN COR EBRANCH - BILL PRYMT		65.00		3,083.91	
1/14/07 1	1/14	ACM Withdrawal STUDENT LOAN COR EBRANCH - BILL PAYNT		50.00		3,033.91	
1/14/07 1	1/14	RCH Withdrawai STUDENT LOAN COR EBRANCH - BILL PRYNT		28.88		3,019.91-	-,
1/14/07 1	1/14	ACH Withdrawai STUDENT LOAN COR EBRANCH - BILL PRYNT		29.00		2,993.91	
1/14/07 1		Deposit Internet Transfer from 848001			512.69	3,586.60	
		Check 2193		300.00		3,206.60	
		ACH Deposit 10AHO CENTRAL CU 358891892443 85 - DIRECT DEP			725.89	9,932.49	
		Point Of Sale Withdrawal CHEURON 0007103S POCATELLO IDUS		39.00		3,893.49	
1/15/07 1	1/15	Point Of Sale Withdrawal TRADE SECRET POCATELLO IDUS		30.74		3,862.75	
				Continu	ed on Next Page		

#### March 11, 2011



Service Request: 71-606837183

Customer Relationship Specialist: Janice West



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. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

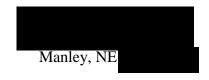
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please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

Sincerely,

Chevrolet Customer Assistance Center

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

March 11, 2011



Service Request: 71-606839766

Customer Relationship Specialist: Elaine Cates

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu Maxx. 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 wheel alignment that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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

Sincerely,

Chevrolet Customer Assistance Center

45, 1783

Reimbursement Department

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

FEB 2 2 2008

Idadadadadan addadaaadaadhaadadhaadd

# **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant				
Date Claim Submitted: 2/19/2008				
17-Digit Vehicle Identification Number (VIN): 1612764875F				
Mileage at Time of Repair: 4/556 Date of Repair: 8/28/2007				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: Manley State: NE ZIP Code:				
Daytime Telephone Number (include Area Code): _				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$ 86.77				
The following documentation must accompany this claim form.				
Original or clear copy of all receipts, invoices, and/or repair orders that show:				
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>				
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.				
Claimant's Signature:				

Please mail this claim form and the required documents to:

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

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

## **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

#### If your claim is:

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

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





306 Main Street, P.O. Box 280

Louisville, NE 68037

(402) 234-2195 (800) 604-5677

RO: 137159

14:45-2 Cashier:

Date Out: 08/29/2007

IN:0934OUT:1445

VIN:1G1ZT64875F

2005 CHEV MALIBU MAX

Est. Mileage:

41556 Delivered: 11/21/2006

MANLEY NE

Tech

Work: N/A

Hours Complaint/Cause/Correction

Advisor: 885033-TIMOTHY W WOODRUFF

Hat: 974

Date In: 08/28/2007

OP Acct

Home:

Customer: 17699

[ WARRANTY ] 903972W

Per Unit Extended Price

CUST STATES CHECK POWER STEERING CAME UP ON DISPLAY. CHECK

FLUID LEVEL. CHECK AND ADVISE. SCAN SYSTEM, CODE_C0460. CHECK POWER AND GROUNDS. REPLACE STEERING COLUMN WHICH HAS INTEGRAL STEERING POSITION SENSOR.

HRS 1.6 E7680 AV 6C 0090

Parts: 1

15926870

COLUMN

6.518

[ CUSTOMER PAY ]

Operation Total:

0.00

79.95

903972C

**A4** 

PERFORM 4-WHEEL THRUST ALIGNMENT AND RESET CASTER

Operation Total:

Labor Total:

79.95

You will receive a survey from the manufacturer shortly. Your Complete Satisfaction is our goal If for any reason you cannot give Us a Completely Satisfied" please contact Randall Jensen before mailing survey. Copple Chevrolet-GMC 402-234-2193

Customer Pay Labor: 5 Supplies and Environmental Fee:

6.40 86.35

79.95

Customer Pay Subtotal: Customer Pay Sales Tax:

0.42

Customer Total Due:

86.77

Signature:

Thanks for shopping Copple Chev/GMC

#### **Transaction Details**

Post Date **Transaction Date** Transaction Type 08/29/2007 08/29/2007 Not Available

Reference Number

Person

Transaction Amount

Foreign Currency

Merchant Name **Merchant Category** 

Charged To Statement Date 86.77

Not Available

COPPLE CHEVROLET LOUISVILLE NE

**AUTOMOTIVE REPAIR SHOPS-NON-DEALERS** 

Standard Purch 09/06/2007

Print

Close

Dear Reimbursement Department,

The dealer paid all the expenses except the Frontaback 4 wheel thrust alignment. This service was required only because of the power steering warning message. And the fact the steering column was replaced. The car didn't require any alignment prior to this service: Please review the request and refund our money. Thanks so much,

/ COPPLE CHEVROLET 306 MAIN ST LUGISVILLE, NE-58037 402-234-2000

Merichant 10: 000010327676 Term 10: 10:27676

Ref II: 0002

Sale

MASTERCARD

Entry Method: Seiped

Total:

**85.**77

08/23/07

17:10:42

Inv #: 002002

Appr Code: 434284

Approd: Online

Batch#: 000042

Custosian Copy

THANK YOU!

ALL ARMAGEN LOS SAN ANTONIO TX 782 THUNK, SPEAK AN John Adams, 1765 22 FEB 2008 Universal City, TX FEB 25 ZUDO, Reimbursement Dept.

Detroit, MT 48232 -5170

INFORMATION REDACTED PURSUANT TO THE FREEDO

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

P.O. BOX 33170

# **CUSTOMER REIMBURSEMENT CLAIM FORM**

1

This section to be completed by Claimant				
Date Claim Submitted: 2-19-08				
17-Digit Vehicle Identification Number (VIN): 1617557F75 F				
Mileage at Time of Repair: 64,442 Date of Repair: 10-8-07				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: Universal City State: T8 ZIP Code:				
Daytime Telephone Number (include Area Code):				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$ 79.00				
The following documentation must accompany this claim form.				
Original or clear copy of all receipts, invoices, and/or repair orders that show:				
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>				
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.				
Claimant's Signature:				

Please mail this claim form and the required documents to:

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

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

### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

### If your claim is:

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

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





CABOR & PARTS --



A HYLINDAI

4800 N.W. LOOP 410, SAN ANTONIO, TEXAS 7

(210) 684-7440



#### LAND THE THE THE THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF THE COUNTY OF SERVICE ADDRESS CUSTOMER NO. INVOICE NO 204976 TONY RESENDIZ 6570 2030 11*/*08/07 PNCS418264 LABOR RATE LICENSE NO. COLOR STOCK NO. 64.442 YEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES 05/CHEVROLET/MALIBU/4 DOOR SEDAN SAN ANTONIO, TX VEHICLE I.D. NO. 1 G 1 Z S 5 2 F 7 5 F SELLING DEALER NO. PRODUCTION DATE F.T.E. NO. P.O. NO. 11/08/07

DRIVEABILTY TECH(S):6225 79.00 CUSTOMER STATES SERVICE POWER STEERING ON DIC CODE CO460 P/S CONTROL MODULE IS ON SHORT, VEHICLE NEEDS MO--TOR-MODULE CUSTOMER DECLAINED SERVICE REPAIR AT THIS TIME. JOB # 1 TOTAL LABOR & PARTS 79.00 COMMENTS -----WAITER FOR DIAG

TECHNICIAN CERTIFICATION 6225 PABLO G CAVAZOS 6225

***********<del>****</del> TOTAL LABOR .... 79.00 TOTAL PARTS.... 0.00 [/] CHECK TOTAL SUBLET...
TOTAL G.O.G.... [ ] CASH CK NQ. [ 0.00 0.00 TOTAL MISC CHG. TOTAL MISC DISC [ ] VISA [ ] MASTERCARD [ ] DISCOVER 0.00 0.00 [ ] CHARGE [ ] AMER XPRESS [ ] OTHER TOTAL TAX..... 0.00

THANK YOU FOR YOUR BUSINESS!! PARTS DESIGNATED WITH AN ASTERICK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

**<del>**************</del>

CUSTOMER SIGNATURE

bod but work Said Motor was

**TOTAL INVOICE \$** 

79.00

- NOV 0 8 2007

CUSTOMER CORY

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.

MO: 64442

Dealer Governor Manager or Authorized Person CUSTOMER LABOR CHARGES ARE BASED ON A PER HOUR. This dealership s puzes the hours published in Pontac's labor time guida, which relects an everage time requirement for the performance of epocific vehicle reports in which issue the extreme to either more or less than the extreme clock time in any given instance. In certain rare

DISCLAIMER OR WARRANT ES

Any warrantes on the products soil intratiy are those made by the manufacturer. The Selfor Red McCombs Superior Pontiac • GMC Trucks • Hyundai hereby explassiv Coclaims all vierrent as either express or implied, including any limited warranty of merchantability or timess for a particular purpose, and Red McCombo Suparior Pontisc • GMC Trucks • Hyundai, neither assumes nor authorizes and other person to assume for it any tability in correction with the safe of said products.

Terms are not cash on delivery. Estimates are for labor only material is extra. I horeby authorize these repairs along with the necessary materials you and you employee may operate above vehicle for purposes of recting, inspection or discount at my-risk. An express mechanic's iten is admoviedged on above vehicle to secure the amount of renews 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 be, and our control. Storage w., be charged commencing 48 hours after repairs are compliated payable in San Artonia, Bexar County, Texas. In the event legal action is reconsery to enforce this contract, I w I pay reasonable attorneys fees and court cost, terms stroky cash unless prior arrangements made.

Customor 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, LUNDERSTAND THAT THE VEHI-CLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE CLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 98.059, Trusts Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREOT CARD THANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR BRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of Person Responsible or Agent for Person Respo

PAGE 1 OF 1

-END-OF-INVOICE--]-10:01em-THANK YOU

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

× 0

- P - 2%



CHECK NO.

50-937 213

DATE 03/05/08

***X00 CENTS

SIGNATURE

AMOUNT

North American Operations General Motors Corporation Disbursement Account

TO THE ORDER UNIVERSAL CITY TX

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

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. BB 000000053 PAYMENT DATE VENDOR NAME 03/05/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 03/04/08 VH 1-A11LIH ,00 ,...,... 00.0000 79.00 79.00 1G1ZS52F75F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 **H3** TOTAL 79.00 .00 79.00 Universal City, TX

Service Request: 71-607209072

Customer Relationship Specialist: Jane West

Dear :

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$79.00.

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. 18 8 8 h y DATE XXXXXXXXXXXXXXI00 DOLLARS 03/05/08 North American Operations General Motors Corporation Disbursement Account 24 B 2 3 8 COPIAGUE NY Wayou fe The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. BB 000000105 PAYMENT DATE VENDOR NAME 03/05/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC, REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 03/04/08 | VM 1-A1KLP6 71-607302590.1-A1KLP6 00.0000 100.00 100.00 .00 1G1ZT52835F Harry. <u>ئ</u>ې ر ·Ç; 200 g ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 100.00 .00 100.00 TOTAL

Coprague, NY

20 FEB 2008 FINAL Administration of Long Island NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG ISLAND NY 117 THINK, SPEED TO THE LONG IS

Reimbursement Department PO Box 33170 Detroit, MI 48232-5170

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# **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant					
Date Claim Submitted: \$\\\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \					
17-Digit Vehicle Identification Number (VIN): 1617753835F					
Mileage at Time of Repair: 58085 Date of Repair: 8/28/07					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: Copiaque State: NY ZIP Code:					
Daytime Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$ 100.00					
The following documentation must accompany this claim form.					
Original or clear copy of all receipts, invoices, and/or repair orders that show:					
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>					
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.					
Claimant's Signature:					

Please mail this claim form and the required documents to:

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

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

#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

#### If your claim is:

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

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



TOTAL

QTY.

(MAY BE CONTINUED ON OTHER SEDE)

**TOTAL ACCESSORIES** 

PRICE QTY. PART NO. AND DESCRIPTION 15225 MIKE'S GENERAL MOTORS VILLAGE **MOTOR VEHICLE** 637 W. Hoffman Ave. • Lindenhurst, NY 11757 Repair Shop (631) 956-0700 CUSTOMER'S ORDER NO. ADDRESS ORDER WANTEN BY -up aque P.M. MIKE TERMS YEAR, MAKE AND MODEL MOTOR NUMBER SA USS DESCRIPTION OF WORK **AMOUNT** TUNE UP CHANGE OIL/Z OIL FILTER 00 LUBRICATION 1 _ WASH □ POLISH [] **DIFFERENTIAL** TRANSMISSION [ (MAY BE CONTINUED ON OTHER SIDE) **TOTAL PARTS** TOTAL LABOR LITERS/GALS. OF GAS @ **ACCESSORIES TOTAL PARTS** LITERS/QTS. OF OIL @ **EXHAUST FEE** kg/LBS. OF GREASE @ GAS, OIL AND GREASE I hereby authorize the above repair work to be done along with the **OUTSIDE REPAIRS** necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars TAX in case of fire, theft or any other cause beyond your control. Thank You SIGNATURE TOTAL ACCESSORIES TOTAL

MIKE GM VILLAGE INC 637 W HOFFMAN AVE LINDENHURST NY 11757 631-956-0700

> BATCH: 330 S-A-L-E-S D-R-A-F-T 71652601 680001012662099

REF: 0004 CD TYPE: UISA TR TYPE: PURCHASE

DATE: AUG 29, 07 16:57:28

TOTAL

\$129.33

ACCT:

6489 EXP: #*/#*

AP: 096807

HAME: JEHHIEFER L DOHOHUE

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

THANK YOU

CUSTOMER COPY

Deductable was \$100.00 for New Steering Column

Receipt for Deductable Plus Oil Change. March 11, 2011

Copiague, NY

Service Request: 71-607302590

Customer Relationship Specialist: Joey Bravo

Dear :

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired 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. 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 <a href="www.mygmlink.com">www.mygmlink.com</a>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

PTEDPONT TRIAD AREA THOUGH, SPEAK AND NO TWO SEVEN FOUR 6 T John Adams, 1769. High Point, N.C. 21 FEB 2008 FM ्यात्राकास्थरतस्त्रीते रेपकारेक सेर् FEB 25 2008 Reimbursement Department P.D. Box 33170 Detroit, MI 48232-5170

4823245170

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

"LET US DARE TO RE

### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted: 9-14-07
17-Digit Vehicle Identification Number (VIN): 1 G 1 Z T 5 48 45 F
Mileage at Time of Repair: 53,298 Date of Repair: 9-14-07
Claimant Name (please print):
Street Address or PO Box Number:
City: High Point State: N.C. ZIP Code:
Daytime Telephone Number (include Area Code);
Evening Telephone Number (include Area Code)
Amount of Reimbursement Requested: \$ 100,00
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

#### If your claim is:

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

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





**CUSTOMER COPY** 

# 321 Eastchester Drive High Point, N.C. 27262

Service 841-2196

Direct Parts 841-2119

Sales 841-4133

Service Fax 841-7554

STOMER NO. 21938	ROGER BEAV	ERS	613	[№] . 783	09/14/07	BUCS103874
	LABOR RATE	LICENSE NO	MILEAG	53,298	COLOR WHITE/	STOCK NO
	VEAR/MAKE/MODEL  05/CHEVROL	ET/MALIBU	LS		10/29/04	DELIVERY MILES
HIGH POINT, NC	VEHICLE LD NO 1 G 1 Z T	•			SELLING DEALER NO	PRODUCTION DATE 10/29/04
	F.T.E.NO	<del></del>	P. O. NO.		09/14/07	
BUSINESS PHONE	COMMENTS			<del></del>		MO: 53300
ABOR & PARTS  # 1 45BUZ01 STEERING CONCERN  C/S WHEN POWER STEERING LIGHT COME  LIGHT COMES ON AND OFF - NOT ON NOT TORQUE SENSOR NOT READING  REPLACED STEERING COLUMN TO CORRECT	J₩ CT	STEER		280.00	A GUARANTEE OF A FIXEO PRIC WORK ACTUALLY PERFORMED SHOULD REPAIR COSTS SUBST MATE WE WILL ATTEMPT TO KE WYOU REQUEST US TO DO SO DISCLAMPER THE CRY MEMBRISS 1 BRY, ADDISO	OF WARRANTIES BY 10 tress parts are those offered by the
ARTSQTYFP-NUMBERDESCR 08 # 1 1 15926870 COLUM	N 6 518	JOB # 1 TO	359.00	359.00 359.00	damala, warrantiya biyoor sactess of marchineshing includess for a p	IV.C. BUTCK, GMC homby expressly di for my so including any mpled warrants once at purpose, and names assumes a
		TOTAL LABO			1.54 1 787 7 Eu, 3 A	יים אלי היים איני איני איני איני איני איני איני א
OMMENTS	<del></del>		<i>.</i>		a. 195.3	or only or only streen moden
ALTER		-		~	SIGNED X	
OTALS						
[ ] CASH [ ] CHECK CK NO. [ ] [ ] VISA [ ] MASTERCARD [ ] DISCOVER [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	**  *  *  *  *  *  *  *  *	TOTAL TOTAL TOTAL TOTAL TOTAL	LABOR PARTS SUBLET G.O.G MISC CHG. MISC DISC TAX	280.00 359.00 0.00 0.00 0.00 0.00 24.23	SERVIC Monday	E HOURS:
<del>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</del>	**	TOTAL I	NVOICE \$	663.23	7:30 AN	И - 8:00 PM
THANK YOU FOR YOUR BUSINESS!!				100	Tuesday, Wed 7:30 Al	inesday, & Frida M - 6:00 PM
CUSTOMER SIGNATURE	<del></del>				ΤΗΔ	NK YOU
	(		COF		from G regarding you If for any reas us "Complete contact"	DRTANT  Dive a questionnaire seneral Motors in service experience, ion you cannot grade ely Satisfied, please Scott Wilkinson, hank You,

[ END OF INVOICE ] 04:33pm

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. CATALON MARKET DATE AMOUNT XXXXXXXXXXXXXI00 DOLLARS 03/05/08 ************100.00 ****00 CENTS North American Operations General Motors Corporation Disbursement Account HIGH POINT The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. 88 000000140 PAYMENT DATE VENDOR NAME 03/05/08 REGISTER NO. DESCRIPTION DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 03/04/08 VM 1-A1L8SV 71-607332528.1-A1L8SV 00.0000 100.00 .00 100.00 Š 1G1ZT54845F < ≤ د. م_{ار} برغ 44 . ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 M3 100.00 100.00 **TOTAL** .00

High Point, NC

Service Request: 71-607332528

Customer Relationship Specialist: Joey Bravo

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired 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. 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 <a href="www.mygmlink.com">www.mygmlink.com</a>. 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



DATE 03/26/08

*************684 DOLLARS

******34 CENTS** 

**AMOUNT *************684**:34

North American Operations General Motors Corporation Disbursement Account

SAGLE ID

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

BB 000000004

VENDOR DUNS NO.

AUDIT

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

CHECK NO.

PAYMENT DATE

DETACH BEFORE DEPOSITING CHECK

**VENDOR NAME** 03/26/08 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 00.0000 .00 684.34

03/25/08 VM 1-A54Q04 71-607362479.1-A54Q04 684.34 1G1ZT52855F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3

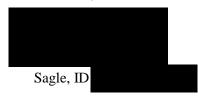
TOTAL

684.34

.00

684.34

March 11, 2011



Service Request: 71-607362479

Customer Relationship Specialist: Mark Smith

Dear

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

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$684.34.

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.

Sagle, ID

Service Request: 71-607362479

Customer Relationship Specialist: Amanda Brushett

Dear

Enclosed is the GM Product Special Coverage Bulletin 07126: Loss of Power Steering Assist, 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 loss of power steering assist that you had repaired once we have received this completed form.

If you have any future questions, please feel free to contact our Chevrolet 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,

Chevrolet Customer Assistance Center

#### GENERAL MOTORS

## PRODUCT SPECIAL COVERAGE BULLETIN 07126: LOSS OF POWER STEERING ASSIST, 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	

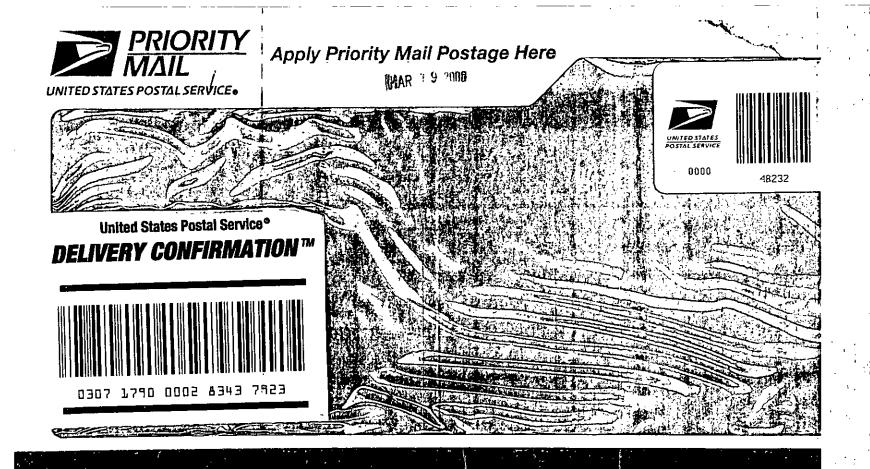
^{*} Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

# GENERAL MOTORS PRODUCT SPECIAL COVERAGE BULLETIN 07126: LOSS OF POWER STEERING ASSIST 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:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
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



Sagle, ID

MAR 1 9 2008

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



#### **Customer Assistance Center**

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, Mt 48232-5170

# GENERAL MOTORS PRODUCT SPECIAL COVERAGE BULLETIN 07126: LOSS OF POWER STEERING ASSIST CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT
Date Claim Submitted:
Vehicle Identification Number (VIN): 1612752855F
Mileage at Time of Repair: 54,265 Date of Repair: 8/2/07
Claimant Name (please print):
Street Address or PO Box Number:
City: Sagle State: ID ZIP Code
Daytime Telephone Number (include Area Code)
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 68434
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, M1 48232-5170



**Customer Assistance Center** 

Chevrolet Division

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

March 5, 2008

Sagle, ID

Service Request: 71-607362479

Customer Relationship Specialist: Amanda Brushett

Dear

Enclosed is the GM Product Special Coverage Bulletin 07126: Loss of Power Steering Assist, 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 loss of power steering assist that you had repaired once we have received this completed form.

If you have any future questions, please feel free to contact our Chevrolet 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,

Chevrolet Customer Assistance Center



#### Customer Assistance Center

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

# GENERAL MOTORS PRODUCT SPECIAL COVERAGE BULLETIN 07126: Loss of Power Steering Assist, 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
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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)

## **Taylor-Parker Motor Co.**

Sandpoint, ID 83864 (208) 263-2138

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								07/26/07	
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						(0) -		SCOTT	
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			C/P	W/C	INT		Gross	$\sim$	
		Labor Time	38	0	0	38		1	
		Total Labor	288.80	.00	.00	288.80	75.8%	/	
		Total Parts	359.00	.00	.00	359.00	(N/A)	/	
		Total G/O/G	.00	.00	.00	.00	/ 03		
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.00

647.80

Total R/O

.00

647.80

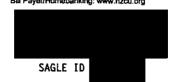
			WIC	INT		CUSTOMER
			.00	.00	Labor	288.80
			.00	.00	Parts	359.00
			.00	.00	Sublet	.00
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			.00	.00	Oil/Grease	.00
			00.	.00	Less Disc.	.00
			.00	.00	Total	662.80
Dags 1 of 1			.00	.00	Tax	21.54
Page 1 of 1	Printed 1 time(s)		.00	.00	Tax2	-00
36699 Job 36699			.00	.00	Tire Tax	.00
	VIEW	R/O	.00	.00	TOTAL (CASH)	684.34



P.O. BOX 15128 SPOKANE, WA 99215-5128 (509) 928-8494 (800) 852-5316 STATEMENT OF ACCOUNTS

Here for people like you

Teller Express: (509) 921-6729
Toll Free: 1-800-634-1297
Bill Payer/Homebanking: www.hzcu.org



MEMBER NO.	ENDING DATE	BRANCH	PAGE	
000	08-31-07	2	1	ID838600000 22455 E

What is Secure and produces less paper? E-Statements! Your statements are now in Homebanking. There is even 12 months worth already waiting for you. Sign up for e-statements today.

DATE	TRANSACTION DESCRIPTION	AMOUNT	FINANCE CHARGE	BALANCE
	Chelsea ACCT# 1 08-01-07 THRU 08-31-07	PREVIOUS BAL		265.07
AUG01	DIVIDEND	0.14		265.21
<b>!</b>	*** ANNUAL PERCENTAGE YIELD EARNED FROM 07-01-07 THRU 07-31-07 WAS 0.49% ***			
AUG09	TRANSFER 5 Internet Access Aug. 09, 2007 16:07 Ref: 527689.	120.00-		145.21
AUG10	TRANSFER 5 Internet Access Aug. 10, 2007 15:34 Ref: 528121.	100.00		245.21
AUG15	TRANSFER 5 Internet Access Aug. 15, 2007 14:57 Ref: 529812.	75.00-		170.21
AUG23	TRANSFER 5 Internet Access Aug. 23, 2007 09:30 Ref: 532502.	120.00-	·	50.21
AUG30	TRANSFER 5 Internet Access Aug. 30, 2007 09:57 Ref: 534970.	100.00		150.21
AUG31	NEW BALANCE			150.21
,	DIVIDENDS OF 0.03 WILL BE POSTED TO THIS ACCOUNT ON 09-01-07			
	*** ANNUAL PERCENTAGE YIELD EARNED FROM 08-01-07 THRU 08-31-07 WAS 0.20% ***			
	Bridge Checking ACCT# 5 08-01-07 THRU 08-31-07	PREVIOUS BAL	ANCE	2,124.86
AUG01	DIVIDEND	0.26		2,125.12
1	*** ANNUAL PERCENTAGE YIELD EARNED FROM 07-01-07 THRU 07-31-07 ON AVG. DAILY BALA	NCE OF 1	,203.47 WAS	0.25% ***
AUG01	WITHDRAWAL	7.03-		2,118.09
AUG01	WITHDRAWAL	30.19-		2.087.90
1				
AUG01	MERCHANT SALES DRAFT	115.00-		1,972.90
]	24323017212513216010652 BYU CONTINUING EDUCATI PROVO UT 07-30-0			
AUG01	EFT ACH MASTER GROUP WSECU TRANSFER AUG 01	101.00-		1.871.90
JUL31		1,265.00-	'	606.90
AUG01		30.00-		576.90
AUG01	WITHDRAWAL	19.72-		557.18
AUG018	WITHDRAWAL	195.04-		362.14
1	!			
AUG02		10.02-		352.12
1	24164057213378001781751 EXXONMOBIL 47211552 SANDPOINT ID 07-31-0			
AUG02	DEPOSIT	500.00		852.12
AUG02	TRANSFER 7057664 1	150.00	[	1.002.12
- AUG02	WITHDRAWAL	684.34-		317.78
AUG02	TRANSFER 7057664 1	100.00		417.78
AUG02	WITHDRAWAL	28.62-	ŀ	389.16
		į		
AUG02		60.00-	\ 	329.16
AUG03	EFT ACH MASTER GROUP FASTRAK INVESTIGPAYROLL	926.73	1	1.255.89
AUG03		45.60-	[	1,210.29
AUG03	24323037214122068010087 THE PAINT BUCKET SAND POINT ID 08-02-0 WITHDRAWAL	19.59-		1,190.70
"""		1		
AUG03	WITHDRAWAL	126.47-		1,064.23
Alignat	WITHDRAWAL	20.74-		1,043.49
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L		<u> </u>	<u> </u>	<u> </u>

Tracy.CA

FEB 26







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

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

<u> Իրորդերի իրի արդանական արդականի ար</u>

### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted: D-18-08
17-Digit Vehicle Identification Number (VIN): 16229528054
Mileage at Time of Repair: 66,265 Date of Repair: 4-26-07
Claimant Name (please print):
Street Address or PO Box Number:
City: Tracy State: CA ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 1364.23
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
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 <u>claim and offered the opportunity to resubmit</u> 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).







Tracy, CA	
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



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

TRACY, CA	
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07100 10070 500051	10.000007

### DUBLIN BUICK • PONTIAC • GMC PNCS104504







BAR# AD210529

4400 JOHN MONEGO CT. • DUBLIN, CA 94568

(925) 560-4400



EPA# CAR 000072082

0401IPNC\$104504 INVOICE DATE U! 1095 MILEAG≢ 04/26/07 PNCS104504 22223 2400 STEPHANIE MANFRE STÓCK No. LABOR RATE LICENSE No. 3723 66,265 GRAY/ DELIVERY DATE 10/21/04 DELIVERY MILES YEAR / MAKE / MODEL 27,541 05/PONTIAC/G6/4 DOOR PRODUCTION DATE TRACY, CA SELLING DEALER NO. VEHICLE I.D. No. 5 2 8 0 5 1 G 2 R.O. DATE P.O. No. 04/24/07 COMMENTS MO: 66265 THANK YOU FOR CHOOSING 600.00 702.74 TOTAL LABOR....
TOTAL PARTS....
TOTAL SUBLET... -----DUBLIN BUICK . PONTIAC . IGMC FOR YOUR SERVICE 0.00 [ ] CASH [ ] CHECK CK NO. [ NEEDS. TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC 0.00 [ ] MASTERCARD [ ] DISCOVER AZIV [ ] 61.49 [:] CHARGE TOTAL TAX..... NOTICE TO CUSTOMERS: [ ] AMER XPRESS [ ] OTHER PLEASE READ IMPORTANT **TOTAL INVOICE \$** 1364.23 INFORMATION ON BACK. THANK YOUFOR YOUR BUSINESS!!
WE OFFER 120 DAYS OF FREE TIRE ROAD HAZARD & ROADSIDE
SERVICE. PLUS YOUR VEHICLE MAY QUALIFY FOR A FREE 100k
LIMITED WARRANTY. ASK YOUR ADVISORS DETAILS
I acknowledge receipt of vehicle and I have recieved a copy of this invoice CUSTOMER SIGNATURE

PAGE 2 OF 2

ACCOUNTING COPY

[ END OF INVOICE ] 01:23pm

### **DUBLIN BUICK • PONTIAC • GMC**



9255604449





BAR# AD210529

4400 JOHN MONEGO CT. • DUBLIN, CA 94568

(925) 560-4400



0401PNC\$104504	STEPHANIE MANFRE 2400 1095	04/26/07	PNCS104504
	LABOR RATE LICENSE No. MILEAGE 66.265	GRAY/	3723
	YEAR/MAKE/MODEL 05/PONTIAC/G6/4 DOOR	06LIVERY DATE 10/21/04	DELIVERY MILES 27,541
TRACY, CA	VEHICLE ID. No. 1 1 G 2 Z G 5 2 8 0 5 4	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No. P.O. No.	R.O. DATE 04/24/07	
B	COMMENTS		MO: 66265

JOB# 1 CHARGES ..... CUST ADVISES THE POWER STEERING LIGHT CAME ON AND THEN CUST LOST ALL STEERING; STEERING WAS REALLY HARD. CHECK POWER STEERING OPERATION. VEHICLE HAS ELECTRONIC POWER STEERING, VEHICLE HAS 2 COCES. CO550, AND CO460. PROBLEM IS INTERMITTENT. CALL TAC. TAC ADVISES TO REPLACE STEERING COLUMN AND MODULE ASSEMBLY. SEND PARTS. REPLACE STEERING COLUMN AND POWER STEERING MODULE/MOTOR ASSEMBLY. CLEAR CODES AND RECHECK. POWER STEERING WORKS TO FACTORY SPECS AT THIS TIME.

359.00 343.74

LABOR PARTS 702.74 1302.74

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$150.00 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$1302.74 (+TAX) ON 04/25/07 AT 08:30am

BY COMMENTS STITERING COLUMN/P/S MOTOR MODULE ASSEMBLY-BY PHONME
COMMENTS

THANK YOU FOR CHOOSING DUBLIN BUICK . PONTIAC . IGMC FOR YOUR SERVICE NEEDS.

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK.

(CONTINUED ON NEXT PAGE) 01:23pm

what's in your wallet?					www.capitaione.com
Previous Balance Payments & Credits	FINANCE CHARGE	Transactions	New Balance	Minimum Payment	Due Date
\$882.32 - \$850.00 +	\$23.22	+ \$1,795.72	\$1,851.26	\$37.00	Jun. 06, 2007
Apr. 07, 2007 — May. 07, 2007 Pa	ge 1 of 1			PLEASE PRY AT LEAST THIS AMOUN	, the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the
MasterCard Platinum Account			Adjustments NIC PAYMENT NIC PAYMENT		\$400.00- \$450.00-
TOTAL AVAILABLE CREDIT \$8 CREDIT LINE FOR CASH \$5	0,000.00 0,148.74 0,000.00 0,000.00	4 14 APR CYBERSW 5 16 APR IDENTITY 6 23 APR TRUECRE	S INC 9416394233 NC VIM INC. 6102500842 PA GUARD 800-214-4781 V DIT 8004933292 SAN LL NG NOW 305-296-5002	IIS OBI CA 7	\$131.00 \$81.00 \$7.49 \$9.95 \$196.65
Finance Charges (Please see reverse for Important I  Balance rate Periodic Correspondin applied to rate APR		8 📫 26 APR' 🛊 NFI'WWW	INETFLIX.COM/CC NET UICK PONTIAC G DUBL	FLIX.COM CA	\$5.40 \$1,364.23
Purchases \$1,501,27 0.04989% F 18,21% Cash \$0.00 0.05425% 19.80% ANNUAL PERCENTAGE RATE applied this period:	\$0.00	aga at a a a a a a a a a a a a a a a a a		يوندون سولونون د سو در دود در دود د د د د د د	

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At Your Service 1-800-955,7070
To call Customer Relations or to report a lost or stolen card:



Send payments to: Capital One Bank · P.O. Box 60024 · City of Industry, CA 91718-0024



Send inquiries to: Capital One P.O. Box 30285 Sall Lake City, UT 84130-0285 North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530



CHECK NO.

DATE 03/07/08

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

BB 000000320

****41 CENTS

****************840.41

North American Operations General Motors Corporation Disbursement Account

VENDOR NAME

TRACY CA

ALIDIT

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

PAYMENT DATE

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

03/07/08

REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 03/06/08 VH 1-A24LTZ 71-607558967.1-A24LTZ 00.0000 840.41 .00 840.41 1G2ZG528054 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3

TOTAL

840.41

.00

840.41

March 11, 2011



Service Request: 71-607558967

Customer Relationship Specialist: Elaine Cates

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$840.41.

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.

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

March 14, 2011



Service Request: 71-607570729

Customer Relationship Specialist: Jane West

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$383.23.

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.

Morrisville, NC

RESEARCH TRIANGLE REGION THINK SPEAK AND NO 276 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761 Juliu Adams, 1761

FEB 2 2000

Reimbursement Department PO Box 33176 Detroit, MI 48232-5276

48232+5370

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### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant				
Date Claim Submitted: 18Feb 2408				
17-Digit Vehicle Identification Number (VIN): 1617652F25F:				
Mileage at Time of Repair: 42729 Date of Repair: 18 MAY 2867				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: Marrisuille State: NC ZIP Code:				
-Daytime-Telephone Number (include Area Code):				
Evening Telephone Number (include Area Code): Same as above				
Amount of Reimbursement Requested: \$ 581.07				
The following documentation must accompany this claim form.				
Original or clear copy of all receipts, invoices, and/or repair orders that show:				
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>				
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.				
Claimant's Signature:				

Please mail this claim form and the required documents to:

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

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

## · CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

# If your claim is:

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

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



C38414

BUS:

LINE OPCODE TECH TYPE HOURS

RALEIGH, NC

148859

hris Lei AUTOMOTIVE

*INVOICE*

U.S HWY. # 1 NORTH CAPITAL BLVD. · WAKE FOREST (919) 556-3137 · (919) 570-5000

WAKEFIELD PLANTATION

PAGE 1

HOME : SERVICE ADVISOR: 3 MARK PARKIN LICENSE MILEAGE IN/ OUT TAG MAKE/MODEL COLOR YEAR 40729/40729 1G1ZS52F25F CHEVROLET MALIBU 05 RATE PAYMENT INV. DATE PO NO. PROMISED DEL DATE PROD, DATE WARR EXP. CASH 22MAY07 0.00 21:00 18MAY07 08JAN07 DI STK: PC16458A DLR: 16286 OPTIONS: READY R.O. OPENED ENG:2.2 Liter_MFI_DOHC 15:43 18MAY07 14:02 22MAY07

A CUST STATES CHECK POWER STEERING IS GOING OUT MISC REPLACED STEERING COLUMN CUSTOMER HAD PREPAID FOR THE PARTS

22 KENT YOUNG LIC#: 0000

CPC1

197.84 197.84

TOTAL

EVERYONE HERE AT CHRIS LEITH AUTOMOTIVE WOULD LIKE TO EXPRESS OUR APPRECIATION FOR YOUR PATRONAGE AND OUR SINCERE HOPE THAT YOUR REPAIRS WERE TO YOUR COMPLETE SATISFACTION. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT CLINT DANIELS SERVICE MANAGER AT 556-8834. THANK YOU

LIST



LEITH AUTOMOTIVE EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTY OF IMPLIED ANY MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND CHRIS LEITH AUTOMOTIVE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done 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-

 	CUSTO	MER	SIGNATUR

DESCRIPTION	TOTALS
LABOR AMOUNT	197.84
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	197.84
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	197.84

# Chris Leith



U.S HWY. # 1 NORTH
CAPITAL BLVD. · WAKE FOREST
(919) 556-3137 · (919) 570-5000
WAKEFIELD PLANTATION

<u>GM</u> Parts

**832-0374** RALEIGH

**556-8829** WAKE FOREST

**1-800-452-6330** N.C. WATS

POLICY FOR RETURNED GOODS

- ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL.
- NO RETURNS ON ELECTRICAL PARTS OR SPECIAL ORDER ITEMS.
- 15% HANDLING CHARGE ON ALL PARTS RETURNED.ALL PARTS RETURNED MUST BE IN THE ORIGINAL, CLEAN AND UNMARKED CONTAINER AND IN RESALASLE CONDITION.
- NO RETURNS AFTER 30 DAYS.

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER MEREBY 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.

DATE ENTERED 18 MAY 07	YOUR ORDER NO.	DATE SHIPPED 18 MAY 07	INVOICE DATE 18 MAY 07	INVOICE NUMBER	
8010	ACCOUNT NO		S H L P		PAGE 1 OF 1
T CAS	Н		T 0		

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT	
and Tanasan GRANNETS	23		CASH	WAKE FOREST	, NC
CONO. E SOU SHIP IN TOOL BLOUD	PART NO 1592681			NET AMOUNT 359.00 359.00	5
				DORIG	
					Thank You For Your Business!
					Your
					Business!
			PARTS SUBLET	359.0	1
			FREIGHT SALES TAX	0.0 24.2	
	X	STOMER'S SIGNATURE	TOTAL	\$383.2	3

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 6250
Phonix A7 95000 2520 Phoenix, AZ 85082-2530



CHECK NO.

DATE 03/06/08

AMOUNT

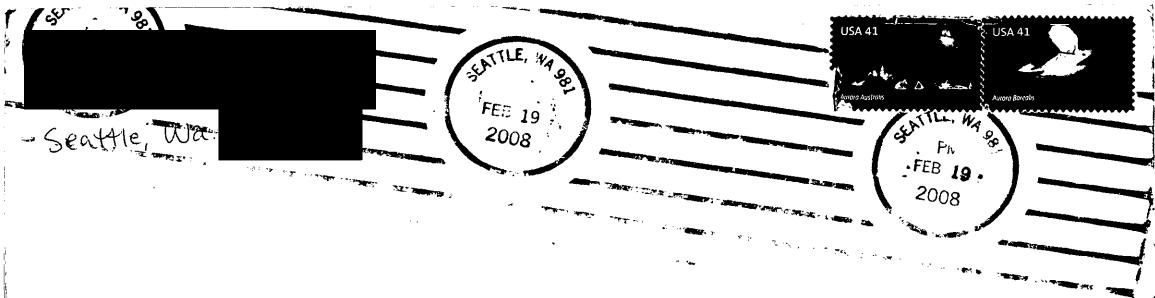
North American Operations General Motors Corporation Disbursement Account

SIGNATURE

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

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. BB 000000288 PAYMENT DATE VENDOR NAME 03/06/08 REGISTER NO DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. DISC. AMOUNT INVOICE AMOUNT NET AMOUNT 03/05/08 VM 1-A1Y8NR 71-607570729.1-A1Y8NR 00.0000 383.23 383.23 1G1ZS52F25F \$ #. \$ ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 TOTAL 383.23 .00 383.23 AP35CK



FEB 26

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

# **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted: 2/16/08
17-Digit Vehicle Identification Number (VIN): 1612T54815F
Mileage at Time of Repair: 50,609 Date of Repair: 8 1607
Claimant Name (please print):
Street Address or PO Box Number:
City: Seattle State: Wa. ZIP Code: _
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ \\00.00
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
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: _s

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).





14400 1st AVE SOUTH BURIEDE WASHINGTON 98168 206-243-5800 206-246-3600 FAX www.burienchevrolet.com

ATTACKY I NVOICE DATE LISTOMER NO 25568 CVCS229914 <u>1230</u> 08/16/07 **MEGAN** 50,609 GRAY/ DEL MERY MILES 05/CHEVROLET/MALIBU/4DR SEATTLE, WA PRODUCTION DATE SELLING DEALER NO. 1 G 1 Z T 5 4 8 1 5 F 08/14/07 COMMENTS RUSINESS PHONE MO: 50649

WARRANTY CUST STATES SERVICE POWER STEERING LIGHT IS COMING INSPECTED AND CODE CO460. FOLLOWED DOC 1241498 STEPS 1.2.3.4.5.6.7.8.9.11 - STATES REPLACE STEERING POSITION SENSOR TO START. REPLACED SENSOR AND ROAD TESTED VERIFIED CODE DID NOT RESET PARTS-----QTY---FP-NUMBER-------DESCRIPTION-------UNIT PRICE-

COLUMN 6.518 WARRANTY 1 15926870 JOB # 1 TOTAL PARTS 0.00 0.00 JOB # 1 TOTAL LABOR & PARTS J# 2 O1CVZINSPECTION VEHICLE INSPECTION TECH(S):650 INTERNAL

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

0.00 J# 3+25CVZRELR RELINE REAR BRAKES RELINE REAR BRAKES
RELINED REAR BRAKES AND RESURFACED ROTORS 197.96

PARTS-----QTY---FP-NUMBER--------DESCRIPTION----------UNIT PRICE-15243254 PAD KIT 5.017 K8320 BRAKE LUB \87.30 \10.95 \99.25 87.30 JOB # 3 TOTAL PARTS

229914

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$98.00 (+TAX)
RECOMMENDATIONS

RECOMMEND BRAKE FLUSH

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE PRIOR

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 telt in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of 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, plus the cost of collection including attorney's fees in the event collection proceedings are required.

Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control.

0.00

100.00

BURIEN CHEVROLET warrants all parts and materials BURIEN CHEVROLET Warrants all parts and materials provided for no-warranty repairs under this order against defects in materials and workmanship under normal use for 90 days or 4,000 miles, whichever occurs first. Burien Chevrolet does not warrant any parts or materials provided for warranty repairs. Burien Chevrolet obligation under this warranty is limited to repair or replacement of defective parts and materials at its repair facility. Burien Chevrolet disclaims all other expects on have the hardanties and under the propers of the provided that it is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the part of the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that is not the provided that the provided that is not the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the provided that the pr EXPRESS OR IMPLIED WARRANTIES (INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) AND WARRANTY OBLIGATIONS. BURIEN CHEVROLET WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (SUCH AS TOWING CHARGES, RENTAL CAR EXPENSES OR LOSS OF USE, TIME, INCOME OR PROFIT). Because some states do not allow the exclusion or limitation of implied warranties and/or liability for incidental or consequential damages, some of the exclusions and limitations herein may not apply to you. Further, you may have additional warranties, rights and remedies against the manufacturers of some or all of the parts and materials provided under this order.

Thank Ilout

THE ITEM OF SUPPLIES IS ARRIVED AT BY ADDING A CHARGE ON ALL LABOR CHARGES WHICH INCLUDES SUPPLIES PAGEMATERIALS USED AND NOT CODESIGNER ROOMS USED. ALSO INCLUDENTINGER DO WEXTABUTED CORPORAL.



14400 1St AVE SOUTH BURIEN, WASHINGTON 98168

> -206-243-5800 206-246-3600 FAX

www.burienchevrolet.com

NVOICE DATE ISTOMER NO 25568 08/16/07 CVCS229914 1230 **MEGAN** 50,609 GRAY, YELMERY DATE 05/CHEVROLET/MALIBU/4DR SEATTLE, WA SELLING DEALER NO. ROOLICTION DATE 1 G 1 08/14/07 LISINESS PHONE 00-4905

BUSINESS PHUNE MO: 50649

TOTAL LABOR....

TOTAL PARTS.... TOTAL SUBLET... TOTAL G.O.G....

TOTAL MISC CHG. TOTAL MISC DISC

TOTALS -

THANK YOU FOR YOUR BUSINESS OUR NUMBER ONE GOAL IS TO EXCEED YOUR EXPECTATIONS IF YOU HAVE ANY QUESTIONS ABOUT YOUR SERVICE VISIT PLEASE CALL OUR SERVICE MANAGER SCOTT TOTTEN.

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

CUSTOMER SIGNATURE

TOTAL INVOICE \$

TERMS: STRICTLY CASH UNLESS
ARRANGEMENTS MADE PRIOR
I hereby authorize the cenair work hereinafter set forti

Ihereby 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, their or any other cause beyond your control or for any delays caused by unavailability of 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, plus the cost of collection including attorney's fees in the event collection proceedings are required.

Not responsible for loss or damage to vehicle or articles left in vehicle in case of lire, theft or any other cause beyond our control.

BURIEN CHEVROLET warrants all parts and materials provided for no-warranty, repairs under this order against defects in materials and workmanship under normal use for 90 days or 4,000 miles, whichever occurs first. Burien Chevrolet Does NOT WARRANT ANY PARTS OR MATERIALS PROVIDED FOR WARRANTY REPAIRS. BURIEN CHEVROLET OBLIGATION UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF DEFECTIVE PARTS AND MATERIALS AT ITS REPAIR FACILITY. BURIEN CHEVROLET DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES (INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) AND WARRANTY OBLIGATIONS. BURIEN CHEVROLET WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (SUCH AS TOWING CHARGES, RENTAL CAR EXPENSES OR LOSS OF USE, TIME, INCOME OR PROFIT). Because some states do not allow the exclusion or limitation of implied warrantles and/or liability for incidental or consequential damages, some of the exclusions and limitations herein may not apply to you, Further, you may have additional warrantles, rights and remedies against the manufacturers of some or all of the parts and materials provided under this order.

abovi

197.96

98.25

0.00

0.00

0.00

37.38

457.35

123.76

we paid HIDLO

Thank You!

THE ITEM OF SUPPLIES IS ARRIVED AT BY ADDING A CHARGE ON ALL LABOR CHARGES WHICH INCLUDES SUPPLIES PAGERIADERIALS USED AND NOT CONFERENCE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE OF THE PAGE

Amount:

Account:

Bank Number:

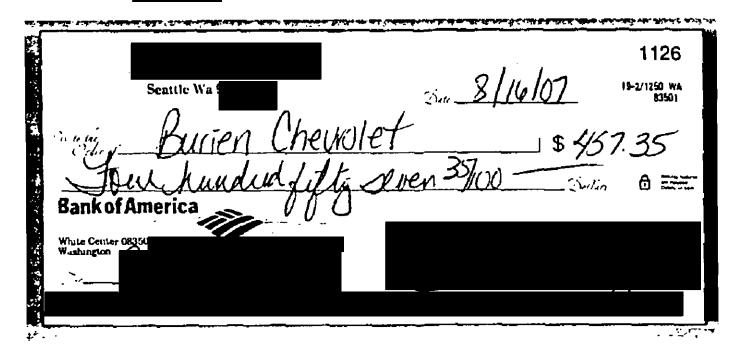
\$457.35

Sequence Number: Capture Date:

0350528374 08/20/2007

Check Number:

1126



WFB MA.PTLI 652 4500 0384039725 >1221-052 13 ESU

0350525374

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. 530 ĎATE. DATE 03/12/08 ****100~DOLLARS 45° 344 North American Operations: General Motors Corporation Disbursement Account SEATTLE The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. 1 BB 000000140 PAYMENT DATE VENDOR NAME 03/12/08 REGISTER NO DESCRIPTION DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT INVOICE DATE NET AMOUNT DISC. AMOUNT .00 03/11/08 VH 1-A1UYCH 71-607785535.1-A1UYCH 00.0000 100.00 100.00 1G1ZT54815F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 100.00 .00 100.00 **TOTAL** 

**₽**330X

March 14, 2011



Service Request: 71-607785535

Customer Relationship Specialist: Katrina Blake

Dear

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

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

We have reviewed your request for reimbursement on the column kit 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

MANVEL

***



CHECK NO.

213

DATE 03/18/08

************689 DOLLARS AMOUNT :

North American Operations General Motors Corporation Disbursement Account

SIGNATURE

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

1

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO PAYMENT DATE VENDOR NAME 03/18/08 REGISTER NO. DESCRIPTION DOC. REFERENCE NUMBER INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 03/17/08 VM.1-A2B4SP 71-607900576.1-A2B4SP 00.0000 689.56 **00**.° 689.56 1G1ZT548X5F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 689.56 **TOTAL** 689.56 .00

N HOUSTON TX 773 THINK SPE heart total 25 FEB 2008 PM 4 T **EXTREMON** Manuel Tx FEB 2 8 2003 Reimbursement Department P.O. Box 33170 Detroit MANNERSON MENTING

# **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted: July 1e, 2007
17-Digit Vehicle Identification Number (VIN): 16127548X5F
Mileage at Time of Repair; 577.35 Date of Repair; July 4.2007
Claimant Name (please print):
Street Address or PO Box Number:
City: Manve State: T ZIP Code:
Daytime Telephone Number (include Area Code)
Evening Telephone Number (include Area Code)
Amount of Reimbursement Requested: \$ \( \sqrt{89.5}\Phi \)
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.  Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

# If your claim is:-

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

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



MANVEL HOME BUS:

*INVOICE MARINAL

RON CARTER

**RON CARTER AUTOLAND** 

PO Box 459 * Alvin, TX 77512 3205 FM 528 * Alvin, Texas 77511 * (281) 331-3111

www.roncarter.com

SERVICE ADVISOR: 2104 BRYAN D HEMPHILL COLOR YEAR MAKE/MODEL® LICENSE MILEAGE IN/ OUT & TAG CHEVROLET MALIBU 1G1ZT548X5F 57735 DELIDATE PROD. DATE WARR. EXP. PROMISED RATE : PAYMENT. INV. DATE <u>05NOV04 IS</u> 7:00 05JUL07 0.00 CASH 06JUL07 R.O. OPENED READY OPTIONS: STK: 344

12:01 05JUL07 <u>|10:26 06JUL0</u>7

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TOTAL LIST NET

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FE FRONT END/SUSPENSION REPAIRS

1661· -CC - --1 15926870 COLUMN

284.76 284.76 3:59 -00 359.00 359.00

57735 STEERING COLUMN TORQUE SENSOR FAILURE-DTC C0545 TORQUE SENSOR FAILED. 3.0 HRS REPLACE STEERING COLUMN ASM. AND CALIBRATE SENSORS.. CLEAR CODE AND RETEST DRIVE VEH. ALL OPPERATING AS DESIGNED AT THIS

TIME

B MULTI POINT INSPECTIONS MPI MULTI POINT INSPECTION

57735 PERFORM MULTI POINT INSPECTION

(N/C)

14.95

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

THANK YOU FOR YOUR BUSINESS RON*CARTER "W" DENOTES LIFETIME PARTS WARRANTY ON CERTAIN PARTS

OPEN SATURDAYS 8:00 TO 3100 FOR QUICK LUBE SERVICES ONL

PONTIAC

#### NOTICE PURSUANT TO \$70.001, TEXAS PROPERTY CODE

IEXAS PROPERTY CODE

I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

Signature of Person Responsible or Agent for Person Responsible

DISCLAIMER OF WARRANTIES The seller. Ron Carter Autoland. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Ron Carter Autoland 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	284.76
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	14.95
TOTAL CHARGES	658.71
LESS INSURANCE	0.00
SALES TAX	30.85
PLEASE PAY THIS AMOUNT	689: 56

FRONT END/SUSPENSION REPAIRS PTS\$ 359.00 LBR\$ 284.76 MSC\$ 0.00 Line Code: B Booker: 3017 Comeback: N Complaint: MPI MULTI POINT INSPECTION Cause: PTS\$ 0.00 LBR\$ 8.40 MSC\$ 0.00 RO No: 350257 Opened: 24AUG06 Closed: 25AUG06 Mileage: 30173 Line Code: A Booker: 1832 Comeback: N Complaint: PE C/S SPEAKER IS CUTTING OUT -- SOP SPEAKER IS HERE Cause: VOICE CONE FAILURE SPEAKER, RADIO - REAR - LEFT - REPLACE Press S#, Return for next page, EST#, ?, or E to Exit:

CARGINAL

VEHID 5F SERIAL NO. (OWNER) CUSTOMER DELV. DATE IN SERVICE MANVEL TX
HOME PHONE
BUS. PHONE
CELL PHONE
PAGER
F-MATI WAR.EXP.DATE LICENSE NO. EXT. UNIT N/A CODE SA 

1G1ZT548X5F

20MAY06 05NOV04 **STKR 344** 

> SLSMN 1820 1760

MORALES, DANIEL

**North American Operations** CHECK NO. General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 . 3× XXXXAZ CENTO 80 DATE 02/25/08 **AMOUNT** XXXXXXXX809 DOLLARS North American Operations General Motors Corporation Disbursement Account **AMESBURY** The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. BB 000000109 PAYMENT DATE VENDOR NAME 02/25/08 REGISTER NO. DESCRIPTION NET AMOUNT INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT .00 02/22/08 VH 1-9ZFEA4 71-603235081.1-9ZFEA4 00.0000 809.03 809.03 5 ° 00 2 ° 500 1G1ZT54805F V..... ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 M3 TOTAL 809.03 .00 809.03 Amesbury, MA

Service Request: 71-603235081

Customer Relationship Specialist: Anne Parks

Dear :

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$809.03.

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.

Amesbury, ma.

BOSTOW WA DE1 31 JON 2000 PM 15 L



FEB 0 4 2008

Reimbursement Dept. P.O. BOX 33170

Detroit, MI. 48232-5170

48232+5170

Madiahahalladddaalladladaallaalladaall

# **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted: 1 30 08
17-Digit Vehicle Identification Number (VIN): 1612T 54805 F
Mileage at Time of Repair: 6147 Date of Repair: March 29,2007
Claimant Name (please print):
Street Address or PO Box Number:
City: Amesbury State: Ma. ZIP Code:
-Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 879.43
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.  Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

#### - CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

## If your claim is:

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

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







103 Macy Street - Amesbury, MA 01913
Phone (978) 388-9700 - Ray (979) 399 9394

AMESBURY,	MA		_			PAGE 1	w	ww.amesburychevro	let.com	386
HOME:			BUS:		CEB	VICE ADVISOR:		w.amesburyvolkswa	Serrom	
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13635

*INVOICE*



103 Macy Street · Amesbury, MA 01913 Phone (978) 388-9700 · Fax (978) 388-9386 www.amesburychevrolet.com

AMESBURY, HOME:	MA	B	us:			PAGE 2	v	78) 388-9700 · www.amesburyche ww.amesburyvolks	vrolet.com	386
CELL:					SEF	VICE ADVISOR	The second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second secon	N PINARD		
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# Thank You For Your Business!

PLEASE READ: If your vehicle had warranty repairs performed today you may receive a survey shortly. Our Service Team would greatly appreciate your cooperation in completing & returning the survey. We cannot emphasize enough the importance to us

DISPOSAL OF HAZARDOUS WASTE
The State of MA requires all hazardous w
(Oils, Solvents, Anti-freeze, Tires, Metal)
be disposed of by a licensed contractor in
environmentally safe manner.
Any charges for disposal of hazardous was
reflects our conformity to state law in add
to our concern for the preservation of t
environment.

	DESCRIPTION	TOTALS
<b>.</b>	LABOR AMOUNT	476.43
	PARTS AMOUNT	424.83
ir	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
a:	MISC. CHARGES	0.00
t	TOTAL CHARGES	901.26
	DEDUCTIONS	0.00
	SALES TAX	21.24
_	PLEASE PAY THIS AMOUNT	922.50

Thank You

Prepared for:

Account Information

**Summary of Transactions** 

Purchases and Adjustments

Periodic Rate Finance Charges

Fransaction Fee Finance Charges +

Previous Balance

**Dash Advances** 

Payments and Credits

New Balance Total

April 2007 Statement

Credit Line:

**Payment Due** 

\$3,181.11

\$3,181.11.

\$1,352.08

\$1,394.48

\$0.00

\$42,40

\$0.00

Cash or Credit Available:



# Billing Cycle and Payment Information

Days in Billing Cycle Closing Date 04/21/07 05/11/07 Payment Due Date \$69.00 **Current Payment Due** \$0.00 Past Due Amount Total Minimum \$69.00

Call toll-free 1-800-769-6685 TDD hearing-impaired 1-800-346-3178



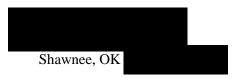
	Customer Service
	For Information on Your Account Visit
	www.bankofamerica.com
	Mail Payments to:
	BANK OF AMERICA
	P.O. BOX 15715
	WILMINGTON, DE 19888-5715
	Mail Billing Inquiries to:
	BANK OF AMERICA
	P.O. BOX 15026
•	WILMINGTON, DE 19850-5028

Transactions								
Payments and Credits		Posting Date	Transaction Date	Reference Number	Account Number	Category	Amount	
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# INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

April 29, 2011



Service Request: 71-607971259

Customer Relationship Specialist: Katrina Blake

Dear :

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

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

We have reviewed your request for reimbursement on the column kit 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 \$537.52.

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.

OKLAHOMA CITY OK 734 Joinwatauss TOS MAR 2008 PM 3 L Shawnee, OKIa MAR 7 4000 Reimbursement Dept PO BOY 33170 Detroit MI 48232-5170 Mallahaddallanliddinallanllastadliandl

# **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant						
Date Claim Submitted: 3-3-08						
17-Digit Vehicle Identification Number (VIN): 1G12 +5483-5F						
Mileage at Time of Repair: 47492Date of Repair: 7 - 25 - 0 7						
Claimant Name (please print):						
Street Address or PO Box Number:						
City: Shawnee State: OK/a ZIP Code:						
Daytime Telephone Number (include Area Code):						
Evening Telephone Number (include Area Code): 50me						
Amount of Reimbursement Requested: \$ 537.52						
The following documentation must accompany this claim form.						
Original or clear copy of all receipts, invoices, and/or repair orders that show:						
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>						
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

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# **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

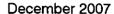
## If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833,2438).







Shawnee, OK

Dear

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

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

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

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

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

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

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



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

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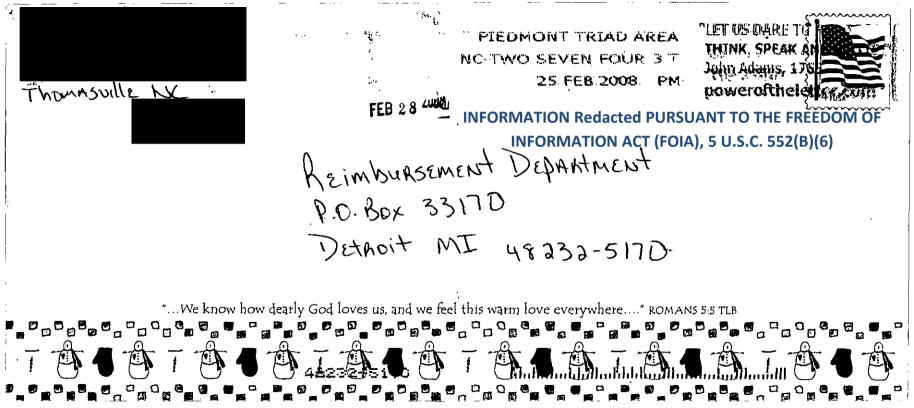
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General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 50-937 снеск No. 213 AMOUNT

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Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. PAYMENT DATE VENDOR NAME 03/13/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 03/12/08 71-607971259.1-A38SE7 * .00 00.0000 537.52 537.52 1G1ZT54835F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 537.52 .00 537.52 TOTAL



### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant							
Date Claim Submitted: Jebruary 23, 2008							
17-Digit Vehicle Identification Number (VIN): 1617T62825 F							
Mileage at Time of Repair: 59085 Date of Repair: Auly 27, 2007							
Claimant Name (please print):							
Street Address or PO Box Number:							
City: Thomasuille State: NC ZIP Code:							
Daytime Telephone Number (include Area Code):							
Evening Telephone Number (include Area Code):							
Amount of Reimbursement Requested: \$ 594. 44 (Total minv \$622.87							
Amount of Reimbursement Requested: \$ 594. \$4 (Total minv \$620.87) The following documentation must accompany this claim form.							
Original or clear copy of all receipts, invoices, and/or repair orders that show: 594							
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>							
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

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#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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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.

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**CUSTOMER COPY** 

PAGE 1 OF 2

1025 National Highway THOMASVILLE, NC 27360 Phone (336) 472 5650

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					II					
CUSTOMER NO.	32726			MICHAEL			846	0136	06/27/07	CVCS11231
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[CONTINUED ON NEXT PAGE] 01:57pm



1025 National Highway THOMASVILLE, NC 27360 Phone (336) 472-5650

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05/CHEVBOLET/MALIBU/4 DOOR COUPE DELIVERY DATE THOMASVILLE, NC VEHICLE 1.D NO. Z T 6 2 8 2 5 F SELLING DEALER NO PRODUCTION DATE P. O. NO. F. T. E. NO. Ô67⁄25/07

NEXT RECOMMENDED SERVICE: * 07/02/2007 / 60000 MI 01BUZ60KMINI 33000 MILE SERVICE

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"*" MEANS THE PART IS A GOODWRENCH SERVICE PLUS PART
THANKS FOR STOPPING IN TODAY, PLEASE HAVE A GREAT DAY!!!!!
YOU MAY RECEIVE A SERVICE SURVEY FROM GENERAL MOTORS, PLEASE
RETURN IT TO THEM AS IT IS OUR REPORT CARD. IF YOU CANNOT
GIVE US A MARK OF "COMPLETELY SATISFIED" ON EVERY QUESTION,
PLEASE GALL BRENT AND/OR STEPHANIE SO THAT WE CAN EARN A
"COMPLETELY SATISFIED" WHEN YOU RETURN YOUR SURVEY: THANKSE

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**TOTAL INVOICE \$** 622.87

TOTAL PARTS....

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392,22

CUSTOMER STANATURE

[ ] CASH

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THIS ITEMITEMS.

DISCLAIMER OF WARRANTIES THOMASVILLE GM SUPERSTORE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABIL-

ITY OR FITNESS FOR A PARTICULAR PUR-

POSE, AND THOMASVILLE GM SUPERSTORE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIA-BILITY IN CONNECTION WITH THE SALE OF Thomasville, NC

Thomasville GM Superstore

Pay to the order of Superstore

Wachovia Bank, N A wachovia com

For

Pay to the order of Wachovia Dank & Trust Co., N.A.

For Deposit Only

Thomasville Chev, Olds, Buick, Pontiac Inc.

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Account Date Amount Serial Number Sequence Status

6/29/2007 \$622.87 000000000001096 0000000007616468969 Posted Items

Wachovia Bank, N.A. certifies that the above image is a true and exact copy of the original item issued by the named customer, and was produced from original data stored in the archives of Wachovia Bank, N.A. or its predecessors.

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



CHECK NO.

DATE 03/07/08

****86 CENTS

AMOUNT **************611.86** 

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER

THOMASVILLE NC

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

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000148 PAYMENT DATE VENDOR NAME 03/07/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 03/06/08 VM 1-A202H6 71-608024323.1-A202H6 0000.00 611.86 611.86 1G1ZT62825F يرا والملك ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 611.86 .00 611.86

**TOTAL** 



Service Request: 71-608024323

Customer Relationship Specialist: Katrina Blake

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu MAXX. 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.

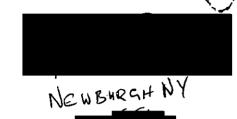
We have reviewed your request for reimbursement on the column kit that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$611.86.

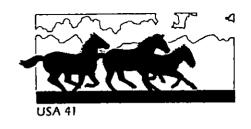
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer 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.





FEB 2 8 2000

HEIMBURSEMENT DEPT.

PO BOX 33170 DETROIT, MI 42832-5170



4823235170 B050

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## **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted:
17-Digit Vehicle Identification Number (VIN): 1 G12 T54825F
Mileage at Time of Repair: 73,371 Date of Repair: 8/13/07
Claimant Name (please print):
Street Address or PO Box Number:
City: Newburgh State: NY ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 519 20
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
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:

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## る される これ GUSTOMER DEIMBURSEMENT 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).



Newburgh NY

Γel:

Feb25, 2008

Reimbursement Department

P.O. Box 33170

Detroit, MI 48232-5170

#### Dear Sir/Madam:

Thanks for your recent letter advising me of the problem with my 22005 Malibu for which I paid \$519.00 to repair, shortly after purchasing the vehicle.

I had the same problem fixed twice, the first time I was told that the warrantee covered it. When the problem recurred and I took it back to the shop I was told that this was a different problem that was required to be paid for.

I have enclosed copies of the repair bills along with one of the receipt from Newburgh Park Motors from whom I purchased the Vehicle.

Thanks for your support in this matter

Sincerely





### FIVE STAR SERVICE QUALITY AWARD

NEWBURGH PARK MOTORS, INC. 200 AUTO PARK PLACE NEWBURGH, NEW YORK 12550 SALES: TK (845) 562-4100 SERVICE DEPT. (845) 562-4380 PARTS DEPT. (845) 562-4116 SEE REVERSE SIDE FOR WARRANTY INFORMATION ALL PARTS NEW EXCEPT AS NOTED N.Y.S. REGISTERED REPAIR SHOP NO. R236 0158

STORAGE FEE IS \$20.00 PER DAY ON ALL CARS NOT PICKED UP 24 HOURS AFTER COMPLETED REPAIRS OR ESTIMATE.

**CUSTOMER COPY** 

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[CONTINUED ON NEXT PAGE] 09:42am







NEWBURGH PARK MOTORS, INC. 200 AUTO PARK PLACE NEWBURGH, NEW YORK 12550

SALES: TK (845) 562-4100 SERVICE DEPT. (845) 562-4380 PARTS DEPT. (845) 562-4116 SEE REVERSE SIDE FOR WARRANTY INFORMATION ALL PARTS NEW EXCEPT AS NOTED N.Y.S. REGISTERED REPAIR SHOP NO. R236 0158

STORAGE FEE IS \$20.00 PER DAY ON ALL CARS NOT PICKED UP 24 HOURS AFTER COMPLETED REPAIRS OR ESTIMATE.

CUSTOMER COPY

EWBURGH, NY    COMMENTS   LICENSE NO.   MILEAGE   COLOR   STOCK NO.   15840	MER NO. 517656	ANTHONY RU	1	747	08/15/07	CHCS26803
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[ END OF INVOICE ] 09:42am



PAGE 1 OF 2

**CUSTOMER COPY** 





# SZE REVERSE SIDE FOR WARRANTY INFORMATION

ALL PARTS NEW EXCEPT AS NOTED
N.Y.S. REGISTERED
REPAIR SHOP NO. R236 0158

#### NEWBURGH PARK MOTORS, INC. 200 AUTO PARK PLACE NEWBURGH, NEW YORK 12550

SALES: TK (845) 562-4100 SERVICE DEPT. (845) 562-4380 PARTS DEPT. (845) 562-4116

STORAGE FEE IS \$25.00 PER DAY ON ALL CARS NOT PICKED UP 24 HOURS AFTER COMPLETED REPAIRS OR ESTIMATE.

лятомея NO. 517656	LYNN HERRING	TAG NO. 439	05/31/07	CHCS2650
	LABOR RATE LICENSE NO.		COLOR	STOCK NO. 15840
NEWBURGH, NY	YEAR/MAKE/MODEL  05/CHEVROLET/MALIBU VEHICLE ID. NO.	/4DSD	DELIVERY DATE 04/09/07 SELLING DEALER NO.	DELIVERY MILES 73,371 PRODUCTION DATE
. · · ·	1 G 1 Z T 5 4 8 2 F.T.E. NO.	P.O. NO.	R.O. DATE 05/18/07	
THE NOT THANK	COMMENTS			MO: 7621
	GONE ONTRACT W/NO DEDUCTIBLE	WARRANTY		•
ARTSQTYFP-NUMBERDESCR CB # 1	POW 1081033	IT PRICE- WARRANTY WARRANTY 'AL PARTS 0.00		
	JOB # 1 TOTAL LABOR	& PARTS 0.00		
# 2 23CHZ BODY  C/S P/S VISIOR FELL OFF PART IS ORDERED - WILL CALL TO SC	TECH(S):7	INTERNAL		
ARTSQTYFP.NUMBERDESCR	JOB # 2 TOT	AL PARTS 0.00		
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[CONTINUED ON NEXT PAGE] 03:28pm

11 CAMPAIGN NO.

12 CAMPAIGN NO.

CUSTOMER NAME

R.O. NO. 268037 1 RO.DATE 08/13/2007 2 DEPT (S,B,P) S SERVICE

[1 OF 6] [1 OF 3] 3 MILEAGE 80232 4 ADVISOR NO. 521

5 OPERATION NO. 19CHZ OP. DESC. STEERING
6 SALE TYPE (C/W/I) C TECH.NO(S). 518
7 COMPLAINT NOISE FROM STEERING, INSTALL SOP SHAFT

8 CAUSE
9 CORRECTION REPLACED SHAFT

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

CAMPAIGN DESC.

CAMPAIGN DESC.

NEWBURSH PARK MOIDRS I 200 AUTO PARK PL NEWBURSH, NY. 12559-671

IERMIHAL I.D.: 6002150000073016214603

MERCHANT #:

730162146

02711

SALE RECORD H: 7 DATE: AUG 16, 07

IHV:

AUTH:

000002 TIME: 06:59 035158

TOTAL

\$519.20

ROLLY BAIN

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

CUSTOMER COPY

#### March 14, 2011



Service Request: 71-608088000

Customer Relationship Specialist: Jerry Robinson

Dear

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

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

March 14, 2011



Service Request: 71-608168472

Customer Relationship Specialist: Katrina Blake

Dear

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

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

We have reviewed your request for reimbursement on the column kit 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 \$844.29.

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. 213

DATE 03/07/08

XXXXXXXXXXXXXXXXXX DOLLARS

XXXX29 CENTS

***************** 

North American Operations General Motors Corporation Disbursement Account

RIDGEFIELD PARK

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

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

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK CHECK NO. BB 000000340 PAYMENT DATE VENDOR NAME 03/07/08 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC, AMOUNT NET AMOUNT 03/06/08 VM 1-A235XD .71-608168472.1-A235XD 00.0000 844.29 844.29 .00 1G1ZU54865F -7:27 <u>⊈</u>\ 3.5

H3

TOTAL

844.29

.00

844.29

WIND MEDICO PARCOUNT : ... - 25 FEB DB PM S L' Ridge Field Park, N.J. FEB 2 8 2000 Reimbursement Department P. O. Box 33170 Detroit, MI 48232-5170

170

## **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted: 2/05/08
17-Digit Vehicle Identification Number (VIN): 1612054865F
Mileage at Time of Repair: 630/9 Date of Repair: April 11, 2007
Claimant Name (please print):
Street Address or PO Box Number:
City: R. Lage Fie. / L Park State: N.J. ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 844.28 (sheet #3)
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

#### If your claim is:

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

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



992

Reference

Auth, Code

CUSTOMER COPY Code: Response: Response (

HAVE A NICE DAY

THANK YOU!

PAGE 2

Chevrolet

55 Hackensack Ave. · Hackensack, NJ 07601 Phone: (201) 655-7500 · Fax: (201) 883-6341

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HACKENSACK

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Entry: Total:

999 ISP ORDER (N/C)9.50

CUSTOMER PAY SHOP CHARGE FOR REPAIR

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties, with respect to the sale of this Item\text{item} tems. 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 fiability in connection with the sale of this item/items.

#### PRE-INVOICE

#### LIMITED LABOR WARRANTY

The Repair Facility guarantees the Labor used in-performing the repairs listed on the front of this Repair Order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes front end alignments, electrical wiring, and shorts, and fuel system when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, not enforceable by, any other person.

During the duration of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of this Repair Order

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of this Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of this Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required, and (d) pay the charges for any additional parts required together with sales tax upon completion of such repair.

Any Implied warranties, include the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this limited warranty. Under no circumstances will the Repair Facility be liable to customer for any incidentel or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

WE WILL REPAIR OR REPLACE ANY DEALER INSTALLED NEW GM-PART FOUND TO BE DEFECTIVE IN FACTORY-SUPPLIED MATERIAL OR WORKMANSHIP FOR 12 MONTHS/12000 MILES, WHICHEVER COMES FIRST.

#### DESCRIPTION TOTALS LABOR AMOUNT 418.74 PARTS AMOUNT 499.30 GAS,OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 9,50 TOTAL CHARGES 927.54 LESS INSURANCE 0.00 SALES TAX

THIS AMOUNT

64.93 PLEASE PAY

992 47

CUSTOMER SIGNATURE

PAID GREAT AMERICAN CHEVY

MITIALS _

CUSTOMER - COPY

Chevrolet



55 Hackensack Ave. · Hackensack, NJ 07601 Phone: (201) 655-7500 · Fax: (201) 883-6341

SERVICE ADVISOR	ENE CHRI					Phone:	(201) 655	ve. · H -7500 ·	ackens Fax: (	ack, NJ 07601 201) 883-6341	
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CHOCHE DEMONPRK, NJ

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WE WILL REPAIR OR REPLACE ANY DEALER INSTALLED NEW GM PART FOUND TO BE DEFECTIVE IN FACTORY-SUPPLIED MATERIAL OR WORKMANSHIP FOR 12 MONTHS/12000 MILES, WHICHEVER COMES

#### SUBLET AMOUNT 0.00 MISC. CHARGES 9.50 **TOTAL CHARGES** 927.54 LESS INSURANCE 0.00 SALES TAX <u>64.93</u>

PLEASE PAY
THIS AMOUNT 992.47 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

PAID	
CREAT AMERICAN CHEVY	7
LASTCHECKCHARGE	
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CUSTOMER COPY

From, **Dj CCII*** Services, Inc. (609) 883-8056 14912 (1/03)

PAGE 1

Chevrolet

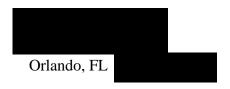
55 Hackensack Ave. · Hackensack, NJ 07601

#### RIDGEFIELD PRK, NJ

SERVICE ADVISOR GENE CHRISTIANO	Phone	: (201) 655-750		(201) 883-6341	
REPAIR URDEN DATE READY STOCK NO. VEHICLE:	TAGINO: P.O. NO. PRINTED INVOICE NO.				
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# INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

March 27, 2008



Service request: 71-6<u>08586902</u>

VIN: 1G2ZF55B264

Customer Relationship Specialist: Lynn Foster



Thank you for your recent phone call on March 25, 2008 regarding your 2006 Pontiac G6. We are sorry you are dissatisfied with your Pontiac. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Pontiac owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Carl Black of Orlando, Llc located in Orlando, FL. As per our conversation on March 25, 2008 this repair opportunity will take place on Wednesday April 2, 2008 at 9 a. m., Eastern Time.

If you have further questions, please contact me at 866-790-5600, extension 11076, Monday through Friday between 8:00 a.m. and 4:00 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Pontiac Business Resource Center

#### March 5, 2008



Service request: 71-608586902

VIN: 1G2ZF55B264

Customer Relationship Specialist: Lynn Foster

Dear

Thank you for your recent correspondence received March 3, 2008 regarding your 2006 Pontiac G6. We are sorry you are dissatisfied with your Pontiac. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Pontiac owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm that as per conversation on March 5, 2008 that we have agreed to delay any further repair opportunities pending customer contact to our office. The reason we are delaying this is that you are unable to bring the vehicle in at the present time.

If you have any further questions, please contact me at 866-790-5600 extension 11076 between 8:00 a.m. and 4:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Pontiac Customer Assistance Center

ORLANDO, FLORIDA

# CERTIFIED MAIL.



7007 1490 0000 7738 3783



MAR 0 3 2008

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

## **Motor Vehicle Defect Notification**

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

	O NOT WISH TO RECEIVE V	WRITTEN SOLICITATION MATERIALS F	ROM AN ATTORNEY					
Pursuant to the	Florida Lemon Law, notice is gi	ven to the manufacturer as follows:						
	The vehicle has been out of service at least 15 days to repair one or more substantial defects.							
风	3 or more repair attempts hav	ve been made to repair the same substantial de	efect or condition.					
	continuing defect(s) or condition the car will jerk forward.	(s) The Ponitac G6 continue to have a knocking	sound When the car is					
(No	OTE: this is not a complete descri	ption; the manufacturer should ascertain all appr	opriate information.)					
I am requestin	g that you make a final attempt to	correct the continuing substantial defect(s) or co	ondition(s).					
Vehicle Make.	Pontiac	Model <u>G6</u>	Year_2006					
VIN <u>1/ G/ 2</u>	/Z/F/5/5/B/2/6/4/	Date of Delivery January 19, 20	06					
Name and Cit	y/State of selling dealer or leasing	g company (if applicable) Carl Black (Buick-Pon	tiac-GMC)					
	Orlando, Florida 32817	· · · ·						
Name and City	y/State of authorized service agen Orlando, Florida 32817	t(s) attempting previous repairs: <u>Carl Black (Bui</u>	ck- Pontiac -GMC)					
Consumer		Home phone						
Address		Work phone						
	Orlando, Florida	Signature						
		Date Mailed 2///	(1/98)					



SOUTH ST. PAUL MN

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

3868 Bright CANDON CO. 8 5881



REIMBURSEMENT DEPARTMENT PO Box 33170 DETROIT, MI 48232-5170

110 0 3 2C

### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant						
Date Claim Submitted: 1-10-08						
17-Digit Vehicle Identification Number (VIN): 161255aF45F						
Mileage at Time of Repair: 51,452 Date of Repair: 1-8-08						
Claimant Name (please print):						
Street Address or PO Box Number:						
City: South St Paul State: MN ZIP Code:						
Daytime Telephone Number (include Area Code):						
Evening Telephone Number (include Area Code):						
Amount of Reimbursement Requested: \$ 706.18						
The following documentation must accompany this claim form.						
Original or clear copy of all receipts, invoices, and/or repair orders that show:						
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>						
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.						
Claimant's Signature:						

Please mail this claim form and the required documents to:

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

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

#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

#### If your claim is:

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

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



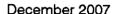
We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson

General Director,

Customer and Relationship Services

Enclosure 07126





Fresh Alternatives 166 Concord Exchange N South Saint Paul, MN 55075-1144

Dear Fresh Alternatives:

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

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

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

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

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

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

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



Karens car changed to CC

348178

BUS:

PAUL. MIN

_f# 50092

UTH ST.

ΜE

*INVOICE*

Committed to customer satisfaction since 1949/ 194 & Century Avenue · Saint Paul, MN 55119 Phone (651) 739-4400

Direct to Service: (651) 739-4985 Toll Free (877) 739-6846

PAGE 1

SERVICE CONSULANT:

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7:00 A.M. - 6:00 P.M.

FRIDAY

7:00 A.M. - 5:30 P.M.

#### **IMPORTANT!**

YOU MAY BE RECEIVING A QUESTIONNAIRE FROM CHEVROLET MOTOR DIVISION IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU **WOULD NOT RATE US** "COMPLETELY SATISFIED" ON ANY QUESTION, PLEASE CONTACT **BRUCE MAPLES OF MERIT** 

CHEVROLET AT (651) 739-4400

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this itembrane. The Soller hearby expressly discissing all warranties either express or implied, uncluding any implied warranty of merchantability or fitness for a particular purpose. Soller neither assumes nor authorizes any other person to assume for it any itality in connection with the sale
of this item/items.

	EW ORIGINAL EQUIPMENT RWISE SPECIFIED
U-USED	r-rebuilt
Y-RECYCLED	C-RECONDITIONED

X SIGNATURE	PLEASE PAY THIS AMOUNT	706.18
implied, including any implied warranty of merchantshilty or fitness for a particular purpose. Selfer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of trial item/tems.  ALL PART'S NEW ORIGINAL EQUIPMENT UNLESS OTHERWISS SPECIFIED U-USED R-REBULT Y-RECYCLED C-RECONDITIONED	SALES TAX	18.67
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	MISC. CHARGES	36.39
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	GAS, OIL, LUBE	0.00
tientitiens. The Soller hereby expressly disclaims all warranties either express or	PARTS AMOUNT	287.20
The factory warranty constitutes all of the warranties with respect to the sale of this	LABOB AMOUNT	363.92

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DATE 03/12/08 *******706 DOLLARS



CHECK NO.

50-937

706.18

XXXX18 CENTS

AMOUNT

North American Operations General Motors Corporation Disbursement Account

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

≪.SOUTH SAINT PAUL

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

SIGNATURE

AUDIT

-1 North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. BB 000000367 PAYMENT DATE VENDOR NAME 03/12/08 REGISTER NO DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT .00 03/11/08 VM 1-A2D70Y 71-608637451.1-A2D70Y 00.0000 706.18 706.18 1G1ZS52F45F 3 s.a. (1) 

H3

**TOTAL** 

706.18

.00

#### March 14, 2011



Service Request: 71-608637451

Customer Relationship Specialist: Gavin Sanders

Dear :

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

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$706.18.

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. in ski sensi. 135 Mgg .** ...... DATE 06/27/08 221 ****00 CENTS 20 K ૂર્વેલ ×3. North American Operations General Motors Corporation Disbursement Account PHILADELPHIA PA INFORMATION Redacted PURSUANT TO THE FREEDOM OF The Chase Manhattan Bank, N.A. Syracuse, New York INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) AUDIT North American Operations DETACH BEFORE DEPOSITING CHECK General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 VENDOR DUNS NO. CHECK NO. BB 000000077 PAYMENT DATE VENDOR NAME 06/27/08 REGISTER NO. % DISC. INVOICE AMOUNT INVOICE DATE DOC. REFERENCE NUMBER DISC. AMOUNT NET AMOUNT <del>, 00</del> 06/26/08 WM 1-AKRXVZ 71-608987090.1-AKRXVZ 00.0000 3,500.00 3,500.00 . . ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT/OR QUESTIONS CALL 800-462-8782 W3 3,500.00 TOTAL .00 3,500.00

June 24, 2008

Tammy Schmitt, Esq.
David J Gorberg & Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

RE: v. General Motors Corporation

Service Request: 71-608987090

2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZS52F25F
Customer Relationship Specialist: Mary Williamson

Dear Ms. Schmitt:

Enclosed please find a check in the amount of \$3,500.00 made payable to Deborah J Contestabile and David J Gorberg & Associates 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

1/001

Fax Server

01/60/2300 11:12

2150057650

DOMINIQUE GRENIER

FAGE 01/01

Request for Taxpayer Identification Number and Certification (Rev. January 2003) DECORATION OF LIFE TREASURY

Give form to the requester. Do not send to the IRS.

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	Chack appropriate box: Individual/	Curporation	☐ Pertrorchip			Exempt from backup withholding
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Specific	City papels, and ZIP cong					<u> </u>
580.5	List account number(s) here (options)					
Par	t Taxpayer Identification Num	ob <u>er (TIN)                                    </u>				
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Note to e	e. If the account is in more than one name, s	se the chart on p	age 4 for guideli	ies on whaac	number Emp	- I TOMERICANON HOUSE

Part II Certification

- Under penalties of perjury, i certify that: 1. The number shown on this form is my совтест выраует 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 here notified by the internal Revenus Service (IRS) that I am subject to backup withholding, and
- I am a U.S. person (including a U.S. resident ellen).

Certification instructions. You must cross out term 2 above if you have been notified by the IRS that you are currently subject to backup withinciding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply, withinciding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply, withinciding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply, withinciding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. arrangement (IRA), and generally, payments other trian interest and dividends you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on gauge 4.)

Sign U.S. person 🟲 Here

Date 🟲

### 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 abardonment 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 currect 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,
- Claim exemption from hackup 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 TIM, 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. 615, Withholding of Tax on Nonresident Alians and Foreign Entities).

Norwesident alien who becomes a resident alien. Generally, only a nonresident alies 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 H.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 fax 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:

- 1. This treaty country. Concrelly this must be the same treaty under which you claimed exemption from tax as a no**nreside**at **ali**en.
  - 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.

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LAW OFFICES

DAVID J. GORBERG & ASSOCIATES, P.C. SUITE 2040

SUITE 2040 1234 MARKET STREET PHILADELPHIA, PA 19107



016H26510349

\$01.130 02/28/2008 billed From 1910.7

US POSTAGE

# First Class Mail

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GENERAL MOTORS CORPORATION CUSTOMER ASSISTANCE & RELATIONSHIP SERVICES C/O MSX INTERNATIONAL 1919 CONCEPT DRIVE WARREN, MI 48091

PEAR 0 4 200

LAW OFFICES

#### DAVID J. GORBERG & ASSOCIATES, P.C.

1234 MARKET STREET

DAVID J. GORBERG!
DANA LYNN TARQUIN!*
TAMMY J. SCHMITT
KIMBERLY A. HOEHING*
LAURA L. APPLEGATE

*MEMBER OF PA AND NJ BARS †MEMBER OF PA AND NY BARS

MARGARET D. ARSENLIS*

Suite 2040

PHILADELPHIA, PA 19107-3789

! (800) MY-LÉMON ! (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

February 28, 2008

GENERAL MOTORS CORPORATION CUSTOMER ASSISTANCE & RELATIONSHIP SERVICES -C/O MSX INTERNATIONAL 1919 CONCEPT DRIVE WARREN, MI 48091

RE:

Our Client:

Vehicle:

2005 Chevrolet Malibu

Vin #:

1G1ZS52F25F

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:

Defective steering system.

Kindly confirm receipt of this letter, and have a representative contact our office to discuss this matter at your first convenience.

Very truly yours,

DAYID J. ØORBERG

DJG/jm

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

TEXPIRY: AUG 31, 2008 VALID: 07/25/07

PLATE:
TATLE: TITLE
VIN:

1G1ZS52E25F

WR/MAKE

2005 CHEVROLE!

TYPE:

SDN

MID:

07206-3904-292282-001

EHISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: ALLEGHENY

I hersby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

GIBSONIA PA



# PENNSYLVANIA MOTOR VEHICLE PURCHASE LOAN NOTE AND SECURITY AGREEMENT

to obtain credit, and will not be provided unless you sign below and agree to have

Please read the NOTICE OF PROPOSED CREDIT INSURANCE on the reverse side. Your insurance certificate of policy will tell you he MAXIMUM.

amount of insurance available. All insurance purchased will be for the term of the credit.

L Date Prepared

07/09/200

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	L			within 90 day	s, please co	ntact PennDot.	13.

BUS:

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KENNY Ross

*INVOICE*

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

PAGE 1

Zellenople, Pennsylvania 16063 (724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

SERVICE ADVISOR: 1661 MATTHEW COOPER
VIN LICENSE MILEAGE IN/OUT TAI

MILEAGE IN/ OUT MAKE/MODEL LICENSE COLOR YEAR VIN 1622/1622 GALAXY SIL 05 CHEVROLET MALIBU 1G1ZS52F25F DEL DATE PROD. DATE WARR EXP. PAYMENT PROMISED RATE INV. DATE 103AUG05 <u>09JUL05 IS|09JUL05</u> 20:00 03AUG05 CASH R.O. OPENED READY OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0

07:43 03AUG05 14:13 03AUG05

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES STEERING WILL NOT TURN IN PARKING LOT MANUAVERS CYCLE KEY

-AND IT WILL WORK

CAUSE: WHEEL TORQUE INPUT SENSOR OPEN

E7680 COLUMN ASSEMBLY, STEERING - REPLACE

6543 WP94 1 88967179 S/COL REM

FC: C0545

PART#: 88967179

COUNT: 1
CLAIM TYPE:

AUTH CODE:

 $\mathbf{O}$ 

TSBURGH, PA

JME:

·*****

B CUST REQUEST RENTAL FOR WORK

CAUSE: CUST NEEDED RENTAL FOR WORK

27901 1 DAY RENTAL 1212 WP94

FC: 98 PART#: COUNT: 0

CLAIM TYPE: AUTH CODE:

MJ

BUICK

(N/C)

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(N/C)

SUBL ENTERPRISE RENTAL

WP94

(N/C)

CUST IN ON 8/2/05 PM CUST GIVEN RENTAL 8/2/05 P M VEH DIAGNOSIED AND REPAIRED 8/3/05 VEH RETURN ED TO CUST 8/3/05 RENTAL RETURNED 8/3/05 PM

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Mon. - Thurs. 7:30 AM to 9:00 PM

Fri. 7:30 AM to 5 PM

Sat. 8 AM to 4:30 PM

**CLOSED SUNDAY** 

* Early Bird Service

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

DESCRIPTION TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

CUSTOMER SIGNATURE

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PLEASE PAY
THIS AMOUNT

CUSTOMER COPY

5 3 5 6 8 7

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*INVOICE*

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

PAGE 2 Zelienople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

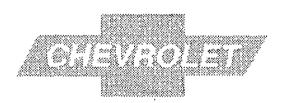
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9JUL05 IS	09JUL	05	_	20:00	03AUG05			69.25	CASH	03AUG05	5	
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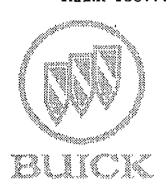
07:43 03AUG05 14:13 03AUG05 LINE OPCODE TECH TYPE HOURS

PITTSBURGH, PA

LIST NET TOTAL

*YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS
REGARDING THE SERVICE YOU RECEIVED TODAY. WE
HOPE YOU ARE ****COMPLETELY SATISFIED**** AND
WE HAVE ****EXCEEDED YOUR EXPECTATIONS.*****
PLEASE TAKE A FEW MOMENTS TO COMPLETE AND
RETURN YOUR SURVEY. THANK YOU!!!!!!







SERVICE HOURS	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this itemitiems. The	DESCRIPTION  LABOR AMOUNT	0.00
Mon Thurs. 7:30 AM to 9:00 PM	Seller hereby expressly disclaims all warranties either express or implied, including any implied	PARTS AMOUNT . GAS, OIL, LUBE	0.00
Fri. 7:30 AM to 5 PM	warranty of merchantability or fitness for a particular purpose. Seller neither essumes nor authorizes any other person to assume for it any liability in	SUBLET AMOUNT	0.00
. Sat. 8 AM to 4:30 PM		MISC. CHARGES TOTAL CHARGES	0.00
CLOSED SUNDAY	connection with the sale of this ltem/items.	LESS INSURANCE	0.00
* Early Bird Service	CUSTOMER SIGNATURE	SALES TAX	0.00
Lairy Dird Service	Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y	THIS AMOUNT	0.00

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KENNY RUSS NORTH 22010 PERRY HIGHUAY ZELTENOPIE PA 16063 724-452-7200

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CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zelienople, Pennsylvania 16063 PAGE 1

(724) 452-7200 * 412-761-2500 * Fax (724) 452-6041

Sale

10: 0001 09/17/05 Batch #: 496

MASTERCARD

Ref #: 8006 10:22:21

1-08: 539306

.2-492-8980

SERVICE ADVISOR: 1661 MATTHEW COOPER

MILEAGE IN/ OUT TAG ODEL LICENSE 1G1ZS52F25FI 3227/3227 MALIBU PROMISED PO NO. RATE PAYMENT INV. DATE XP. CASH 17SEP05 20:00 17SEP05 69.25

RO OPENED

STK: 55Z14550 ENG: L61 TRN: MX0 OPTIONS:

09:16 17SEP05 09:59 17SEP05

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A 3000 Mile Free Lube Oil Filter F11 3000 Mile Free Lube Oil Filter 7510 CLOF 19.63 19.63 1 12579143 FILTER 5.32 5.32 5.32 5 OIL BULK OIL 1.80 9.00 1.80 MISC FREE OIL CHANGE CCG13 -33.95 -33.95

B MUD GUARD INSTALLATION

D7 MUD GUARD INSTALLATION

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1 12498917 GUARD PKG

22.50 22.50 46.74 46.74

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*YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE YOU RECEIVED TODAY. HOPE YOU ARE ****COMPLETELY SATISFIED *** AND WE HAVE ****EXCEEDED YOUR EXPECTATIONS: ***** PLEASE TAKE A FEW MOMENTS TO COMPLETE AND RETURN YOUR SURVEY. THANK YOU!!!!!!

PAID SEP 172005 Moster Card

# SERVICE HOURS

Mon. - Thurs. 7:30 AM to 9:00 PM

Fri. 7:30 AM to 5 PM

Sat. 8 AM to 4:30 PM

**CLOSED SUNDAY** 

* Early Bird Service

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

DESCRIPTION TOTALS LABOR AMOUNT 42.13 PARTS AMOUNT 107.80 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES -33.95 115.98 TOTAL CHARGES LESS INSURANCE 0.00 SALES TAX 6.96 PLEASE PAY THIS AMOUNT 122.94

Thank You For Your Business! www.kennyross.com

CUSTOMER SIGNATURE

Kenny Ross KENNY ROSS CHEUROLET-5 5 3 4 0 2 BUICK INC 22010 PERRY HWY CHEVROLET-GEO-BUICK NORTH, INC. *INVOICE* ZELIENOPLE PA 16063 E 22010 Perry Highway 724-452-7200 Route 19 North at the Cranberry Township Line 1642 Zelienople, Pennsylvania 16063 PAGE 1 COPY (724) 452-7200 * 412-761-2500 * Fax (724) 452-5041 :412-492-8980 03/25/2006 10:11:42 SERVICE ADVISOR: 3857 DALE BLAUSEN Sale: KE/MODEL LICENSE MILEAGE IN/OUT TAG Transaction # LET MALIBU 1G1ZS52F25F 10169/1<u>0169</u> UTSA Card Type: RR. EXP. PROMISED RATE PAYMENT INV. DATE PO NO. Acc: Suiped Entry: 20:00 25MAR06 25MAR06 0.00 CASH 69.29 Total: EADY OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0 Reference No .: 415757018 25MAR06 07561A Auth.Code: LIST TOTAL Response: APPROUAL 07561A HOURS NET 1086 Sequence Number: **SPECTION** 18.99 18.99 CUSTOMER COPY -18.99-18.99'32 ....SSION INSPECTION 6421 34.99 CC C LUBE OIL FILTER COMBINATION F1 LUBE OIL FILTER COMBINATION 6421 CLOF 19.99 12579143 FILTER 5.32 5.32 .32 1.80 5 OIL BULK OIL 1.80 9.00 MISC OIL DISXC CCG11 -5.00 CUSTOMER PAY WASTE RECYCLING FOR REPAIR ORDER 1.00 *YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE YOU RECEIVED TODAY. HOPE YOU ARE ****COMPLETELY SATISFIED**** AND WE HAVE *****EXCEEDED YOUR EXPECTATIONS.***** PLEASE TAKE A FEW MOMENTS TO COMPLETE AND RETURN YOUR SURVEY. THANK YOU!!!!!!



Godwench Savice

# **SERVICE HOURS**

Mon. - Thurs. 7:30 AM to 9:00 PM

Fri. 7:30 AM to 5 PM

Sat. 8 AM to 4:30 PM CLOSED SUNDAY

* Early-Bird-Service

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•	
DESCRIPTION	TOTALS
LABOR AMOUNT	73.97
PARTS AMOUNT	14.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-22.99
TOTAL CHARGES	65.30
LESS INSURANCE	0.00
SALES TAX	3.92
PLEASE PAY	
THIS AMOUNT	69 22

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-CUSTOMER SIGNATURE



#### COMMONWEALTH OF PENNSYLVANIA VEHICLE EMISSIONS INSPECTION REPORT



Test Date/Time: 03/25/2006 @ 09:32 VEHICLE INFORMATION

Year: VIN:

2005

1G1ZS52F25F 10169

Make: Engine Size (cc): GVWR:

CHEVROLET 2200 00000 INITIAL

Model: Cylinders: MALIBU

Estimated Test Weight: Record Number:

00000 3492

Odometer: License: County:

**ALLEGHENY** 

EMISSIONS CONTROL SYSTEMS VISUAL/FUNCTIONAL INSPECTION Catalytic Converter:

N/A

Fuel Cap Integrity:

PASS

Air Inj. System: EGR System: PCV System:

N/A N/A

Evaporative Control System: N/A Fuel Inlet Restrictor

Inspection Type:

N/A

MIL BULB KOEO:

N/A

**OBD EMISSIONS INSPECTION OBD FAULT CODE RESULT: OBD READINESS RESULT:** 

**PASS** 

MIL BULB KOER: MIL COMMAND STATUS:

PASS **PASS PASS** 

OBD-I/M CHECK RESULT:

PASS **PASS** 

OVERALL TEST RESULTS: PASSED

Emissions Control Systems Visual/Functional Inspection: PASS

**OBD Emissions Inspection: PASS** 

Sticker: TTN: 4

#### RETAIN THIS DOCUMENT FOR YOUR RECORDS.

Vehicle tested in accordance with Pa. Code Title 67, Chapter 177

**EMISSIONS INSPECTION STATION** 

STATION#: STATION NAME: ADDRESS:

PHONE:

U980 KENNY ROSS NORTH

22010 PERRY HWY.

INSPECTOR NAME:

**EQUIPMENT #:** 

TIMOTHY I MOORE

ES008169

ZELIENOPLE PA 16063

724.452.7200

SOFTWARE VERSION:

0409

VEHICLE EMISSIONS INSPECTION QUESTIONS: For additional information, please contact the

Inspector's

Signature:

Customer Hotline at (800) 265-0921.

KENNY ROSS CHEUROLET-BUICK INC 22010 PERRY HWY ZELIENOPLE PA 16063 724-452-7200

COPY 07/25/2006 18:41:26

Sale:

Card Type:

Acc: Entry:

Total:

Transaction #

)5

3

KENNY ROSS

*INVOICE*

CHEVROLET-GEO-BUICK NORTH, INC

22010 Perry Highway

Route 19 North at the Cranberry Township Line

PAGE 1

Zelienople, Pennsylvania 16063 (724) 452-7200 * 412-761-2500 * Fax (724) 452-50-

NET

SERVICE ADVISOR: 3857 DALE BLAUSEN

**E/MODEL** MILEAGE IN/OUT VIN LICENSE LET MALIBU 1G1ZS52F25F 15290/15290 PAYMENT | INV. DATE R. EXP. PROMISED PO N HATE 20:00 25JUL06 0.00 CASH 25JUL06

ADY

<u>25JUL06</u>

HOURS

**3INATION** 

OPTIONS:

STK:55Z14550 ENG:L61 TRN:MX0

Reference No.: 623759740 Auth.Code: 025240

Response: APPROUAL 025240 Sequence Number:

3875

MasterCard

32.13

Swiped

CUSTOMER COPY

JTER.

*DOUS MATERIAL* 

**ER COMBINATION** 

19.99 5.32 5.32 1.80 1.80

LIST

1.00

19.99 5.32 9.00 1.00 1.00

TOTAL

*∞* 25∵Q0 -5.00

R5M VACATION CHECK 2592

MISC SERVICE DISC

CCG14

14.95

14.95

-14.95

*YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE YOU RECEIVED TODAY. HOPE YOU ARE ****COMPLETELY SATISFIED *** AND WE HAVE *****EXCEEDED YOUR EXPECTATIONS.***** PLEASE TAKE A FEW MOMENTS TO COMPLETE AND RETURN YOUR SURVEY. THANK YOU!!!!!!

IPAID JUL 252006

# SERVICE HOURS

Mon. - Thurs. 7:30 AM to 9:00 PM

Fri. 7:30 AM to 5 PM

Sat. 8 AM to 4:30 PM

**CLOSED SUNDAY** 

* Early Bird Service

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
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Seller neither assumes nor
authorizes any other person to
assume for it any flability in
connection with the sale of this
item/fitems.

DESCRIPTION TOTALS LABOR AMOUNT 34.94 PARTS AMOUNT 15.32 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES -19.95 TOTAL CHARGES 30.31 LESS INSURANCE 0.00 SALES TAX . 82 PLEASE PAY

32.13 Thank You For Your Business! www.kennyross.com

THIS AMOUNT

CUSTOMER SIGNATURE

# 5 8 1 2 2 0

KENNY ROSS

*INVOICE*

CHEVROLET-GEO-BUICK NORTH, INC

22010 Perry Highway

LIST

Route 19 North at the Cranberry Township Line

PAGE 1 Zelienople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-50-

						SE	RVIC	E ADVIS	OR:	3857	7 DA	LE BLAUSE	ΞN	
COLOR	YEAR		MAKE/MO	DEL						L)			GE IN/ OUT	TAG
GALAXY SIL	05	CHE	VROLET	MALI	BU	1G12	S52F	25F				24615/		
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A.O. OPEN			READY		OPTI	ONS: ST	K:55	Z14550	ENG	:L61	TR	N:MXO		

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LINE OPCODE TECH TYPE HOURS
A PA STATE INSPECTION
SIGN PA STATE INSPECTION
2592 CC

MISC FREE INSPECTION PO#

CCG12 24615 FRT 5 REAR 6 TIRES 7/32

B EMISSION INSPECTION

PITTSBURGH, PA

HOME:

SIE EMISSION INSPECTION

2592 CC

34.99

NET

18.99

-18.99

TOTAL

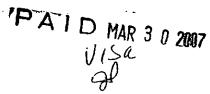
18.99

-18.99

34.99

******

*YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE YOU RECEIVED TODAY. WE HOPE YOU ARE ****COMPLETELY SATISFIED**** AND WE HAVE ****EXCEEDED YOUR EXPECTATIONS.***** PLEASE TAKE A FEW MOMENTS TO COMPLETE AND RETURN YOUR SURVEY. THANK YOU!!!!!!



# Goodwench Savice

#### STATEMENT OF DISCLAIMER DESCRIPTION TOTALS The factory warranty constitutes all of the warranties with respect to the sale of this item/terns. The Selfer hereby expressly disclaims all warranties either express or **SERVICE HOURS** LABOR AMOUNT <u>53.98</u> PARTS AMOUNT 0.00 Mon. - Thurs. 7:30 AM to 9:00 PM Selfer hereby expressly disclaims all warrantles 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/fitness. GAS, OIL, LUBE 0.00 Fri. 7:30 AM to 5 PM SUBLET AMOUNT 0.00 MISC. CHARGES -18.99 Sat. 8 AM to 4:30 PM TOTAL CHARGES 34.99 LESS INSURANCE 0.00 **CLOSED SUNDAY** SALES TAX 2.10 *-Early-Bird-Service CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 37.09

Thank You For Your Business! www.kennyross.com

Kenny Ross

*INVOICE*

CHEVROLET-GEO-BUICK NORTH, INC

22010 Perry Highway

Route 19 North at the Cranberry Township Line

PITTSBURGH HOME		DIIC.			PAGE 1	•	Zelienople, Pennsylvania 16063 724) 452-7200 * 412-761-2500 * Fax (724) 452-5				
HOME:		BUS:	•	SEF	IVICE ADVISC	• - • •					
COLOR	YEAR	MAKE/MÖDEL			VIÑ	LICENSI		É IN/OUT	ŢΑ		
GALAXY SIL 05 CHEVROLET				1G1ZS	52F25F		25872/				
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1 .	2592 W 15858368					4		(N/C) (N/C)			
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	1212 W	P94						(N/C)			

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CLAIM TYPE:

AUTH CODE:

SUBL ENTERPRISE RENTAL PO#

(N/C)

FC: 98

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Mon. - Thurs. 7:30 AM to 9:00 PM

Fri. 7:30 AM to 5 PM

Sat. 8 AM to 4:30 PM

**CLOSED SUNDAY** 

* Early-Bird-Service

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STATEMENT OF DISCLAIMER

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

THIS AMOUNT

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CUSTOMER SIGNATURE

# KENNY Ross

*INVOICE*

## CHEVROLET-GEO-BUICK NORTH, INC

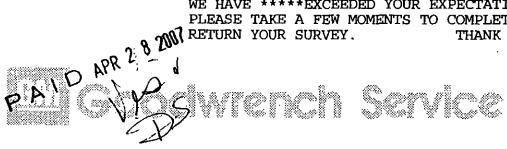
22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zelienople, Pennsylvania 16063

PITTSBURGH, PA	PAGE 1	Zelienople, Pennsylv		
HOME: BUS:	a' 40a 140a	• •		• Fax (724) 452-50
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08:59 27APR07   16:20 27APR07			<u> </u>	
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F1 LUBE OIL FILTER COMBINATION	ON .			
2592 CLOF			19.99	19.99
1 12605566 FILTER		6.47	6.47	6.47
5 OIL BULK OIL		1.80	1.80	9.00
1 HAZ01 HAZARDOUS MATERIA	<b>L</b>	1.00	1.00	1.00
MISC OIL DISC PO#			•	
CCG11		all!!	<b>5.00</b>	-5.00
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B42R FRONT BRAKE PAD REPLACEM	MENT		54.95 49.95	
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1 1913 <i>7</i> 357 PAD KIT		49.95	49.95	49.95
P20MM FUEL INDUCTION FLUSH		% W	14 1 /	
2592 CC	eens over	<b>***</b> *********************************	79.04	79.04
1 1002 FLUSH KIT		31.95	31.95	31.95
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CCG14		234	<i>≗.</i> 7√90 <i>∞</i>	~ 7.90

*YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE YOU RECEIVED TODAY. HOPE YOU ARE ****COMPLETELY SATISFIED**** AND WE HAVE ****EXCEEDED YOUR EXPECTATIONS.***** PLEASE TAKE A FEW MOMENTS TO COMPLETE AND THANK YOU!!!!!!



# **SERVICE HOURS**

Mon. - Thurs. 7:30 AM to 9:00 PM

Fri. 7:30 AM to 5 PM

Sat. 8 AM to 4:30 PM

**CLOSED SUNDAY** 

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assume for it any liability in
connection with the sale of this
item/items.

GESCRIPTION	TOTALS
LABOR AMOUNT	153.98
PARTS AMOUNT	98.37
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.90
TOTAL CHARGES	239.45
LESS INSURANCE	0.00
SALES TAX	14.37
PLEASE PAY THIS AMOUNT	253.82

Thank You For Your Business!

להסתרשמם הטפע

CUSTOMER SIGNATURE

KENNY ROSS

*INVOICE*

CHEVROLET-GEO-BUICK NORTH, IN

22010 Perry Highway

Route 19 North at the Cranberry Township Line

PAGE 2

Zelienople, Pennsylvania 16063 (724) 452-7200 * 412-761-2500 * Fax (724) 452-50

IOPIE .		BUS :		SER	VICE ADVISOR:	3857 DA	LE BLAUSEI	1	
COLOR	YEAR	MARE/MODEL			VIN		MILEAC		TAG
BALAXY SIL			LIBU		52F25F		25872/2	25872	
DEL DATE	PROD. DATE	WARR EXP.	PROMI	SED	PO NO.	HATE	PAYMENT	INV. DATE	
	 09.ππ.05		20.00 2	7APR07		0.00	CASH	27APR07	

RO. OPENED

PITTSBURGH, PA

READY

OPTIONS:

STK:55Z14550 ENG:L61 TRN:MX0

09:00 27APR07

16:17 27APR07

LINE OPCODE TECH TYPE HOURS

TOTAL LIST NET *YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE YOU RECEIVED TODAY. HOPE YOU ARE ****COMPLETELY SATISFIED**** AND WE HAVE *****EXCEEDED YOUR EXPECTATIONS.***** PLEASE TAKE A FEW MOMENTS TO COMPLETE AND RETURN YOUR SURVEY. THANK YOU!!!!!!







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STATEMENT OF DISCLAIMER

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	_

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THIS AMOUNT

CUSTOMER COPY

Kenny Ross

*INVOICE*

PAGE 1

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zelienople, Pennsylvania 16063

GIBSONIA, PA		PAGE :	L	•	sylvania 16063 * 412-761-2500	1 * Eav 1724) /	152,504
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CUSTOMER SIGNATURE

THIS AMOUNT Thank You For Your Business! www.kennyross.com

Kenny Ross

*INVOICE*

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

PAGE 2 Zelienople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

				SERV	/ICE ADVISO	R: 3857 D	ALE BLAU		
COLOR	YEAR	MAKE/MODEL			VIN	LICENSE	MILE	AGE IN/ OUT	TAG
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GALAXY SIL			LIBU		52F25F			7/30467	
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R.O. OPENE	D	READY	OPTIONS	STK	:55Z14550	ENG:L61 T	RN:MXO		

12:22 20NOV07 16:53 20NOV07

LINE OPCODE TECH TYPE HOURS

GIBSONIA, PA

HOME .

*YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE YOU RECEIVED TODAY. WE HOPE YOU ARE ****COMPLETELY SATISFIED**** AND WE HAVE *****EXCEEDED YOUR EXPECTATIONS.*****

NET

TOTAL

PLEASE TAKE A FEW MOMENTS TO COMPLETE AND RETURN YOUR SURVEY. THANK YOU!!!!!!

LIST







# **SERVICE HOURS**

Mon. - Thurs. 7:30 AM to 9:00 PM

Fri. 7:30 AM to 5 PM

Sat. 8 AM to 4:30 PM

**CLOSED SUNDAY** 

* Early Bird Service

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	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

Thank You For Your Business! www.kennyross.com

PAID BY AT

KENNY Ross

INVOICE

IEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zelienopłe, Pennsylvania 16063 PAGE 1

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

номв:	BUS:		(724) 452-7200 *	412-761-2500	) * Fax (724) 452-5041
		SERVICE ADVISOR	R: 3857 DAI	E BLAUSE	EN
COLOR YEAR	MAKE/MODEL	VIN	LICENSE	MILEAG	EIN/OUT TAG
GALAXY SII 05 C	HEVROLET MALIBU	1G1ZS52F25F		30962/	
DEL DATE PROD DA	TE WARR EXP PRO	OMISED PO NO.	RATE	PAYMENT	INV. DATE
					ł
<u>09JUL05 DD09JUL0</u>	05 20:00	07DEC07	0.00	CASH	07DEC07
R.O. OPENED	READY OPT	TIONS: STK - 55714550	ENG: L61 TRN	J·MXO	

14:14 07DEC07 12:23 07DEC07

LINE OPCODE TECH TYPE HOURS NET TOTAL LIST

A CUST STATES RIGHT REAR DOOR WILL NOT STAY LATCHED

CAUSE: RR DOOR LOCK BINDING

B4660 REAR SIDE DOOR LOCK REPLACEMENT - RIGHT

SIDE

GIBSONIA, PA

6284 WP94

1 15253461 LOCK

1 2024778 F-RIVET-BLI

FC: 3P

PART#: 15253461

COUNT: 2

CLAIM TYPE

AUTH CODE:

(N/C)

(N/C)

(N/C)



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item/items.

CUSTOMER SIGNATURE

TOTALS DESCRIPTION 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

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RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

08/12/06 PROCESSING SOURCE: CHEVROLET PAGE: 15:09:53

VIN: 1G1ZS52F2 5F SELLG SCE: 13 MDL YR: 05 ORD NO: HWQH9C

ODATE: 01/19/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 13755 DDATE: 07/09/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 07/11/05 ORDER BY:

CANC: CANC DOE:

TRADE: DLVY TO: DJ CONTESTABILE
TRD DOE: 2852 MT VERNON D
SRVC IN: PITTSBURGH
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT: 2852 MT VERNON DR

PA 15223 PITTSBURGH

--INCENTIVES--

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

 CNE
 01
 13
 13755
 00028495553
 07/12/05
 2,000.00
 OA
 0.00
 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00028495553 AUTH PUR CD: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

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

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 01
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 13755
 00028495553
 07/12/05
 26.14
 OA
 0.00
 9

SSN:

PROCESS TYPE: 001 CHECK NO: DATA SCE: DLVY INC MEMO NO: 00028495553 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

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

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 01
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 13755
 00028495553
 07/12/05
 926.75
 OA
 0.00
 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00028495553 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6 2005 MALIBU BASE SEDAN CHEVROLET MOTOR DIVISION 12U GALAXY SILVER METALLIC /L4G GENERAL MOTORS CORPORATION 14D GRAY CLOTH 100 RENAISSANCE CENTER ORDER NO. HWOH9C/TRE STOCK NO. DETROIT VIN 1G1 ZS52 F2 5F VEHICLE INVOICE 1AD60232443 MSRP INV AMT RETAIL - STOCK MODEL & FACTORY OPTIONS 19200.00 17568.00 INVOICE 02/21/05 1ZS69 MALIBU BASE SEDAN N/C SHIPPED 02/21/05 0.00 EXP I/T 03/03/05 FE9 50-STATE EMISSIONS N/C L61 2.2L 4 CYL ENGINE 0.00 0.00 EXP I/T 03/03/05 MX0 4-SPEED AUTO TRANSMISSION 0.00 0.00 INT COM 03/03/05 1SB MALIBU PREFERRED EQUIP GRP 1SB 835.00 751.50 PRC EFF 02/21/05 * CRUISE CONTROL KEYS G1709 G1709 * AM/FM STEREO W/ CD & RDS WFP-F QTR OPT-1 BANK: GMAC - 004 (REPLACES STD/OPT/PKG RADIO * DRIVER SEAT MANUAL LUMBAR CHG-TO 13-755 * FRONT SEATBACK MAP POCKETS SHIP WT: 3033 * REMOTE KEYLESS ENTRY * FLOOR MATS HP: 18.4 * CARGO CONVENIENCE NETS GMS: 18418.45

TOTAL MODEL & OPTIONS	20035.00	18319.50	ACT 231	18343.45
DESTINATION CHARGE	625.00	625.00	H/B 261	601.05
LAM DEALER CONTRIBUTION		200.35	ADV 261	200.35
LAM GROUP CONTRIBUTION		100.18	EXP 65A	100.18

TOTAL 20660.00 19245.03 PAY 310 19245.03

MEMO: TOTAL LESS HOLDBACK AND

* PWR ADJ BRAKE & ACCEL. PEDALS

APPROX WHOLESALE FINANCE CREDIT 18355.98

*****************

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.

REMIT TO GMAC NO. 004 VIN 1G1ZS52F25F254483 \$ 19245.03 INV 1AD60232443 DUE 03/03/05 DEALER 13-755

SUPPLR: 19243.91 MRM: 20660.00

1ZS02

926.75

DAN:

MEMO





**KENNY ROSS** 

CHEVROLET, INC.

11250 Route 30

FAX (724) 863-9488



## KENNY ROSS CHEVROLET BUICK NORTH, INC.

22010 Perry Highway • Zelienople, PA 16063 North Huntingdon, PA 15642 Route 19 North at the Cranberry Township Line (724) 863-9000 • (412) 271-3100 (724) 452-7200 • (412) 761-2500 FAX 452-5041



## KENNY ROSS CHEVROLET OLDSMOBILE-CADILLAC, INC.

2006 North Center Avenue Somerset, PA 15501 (814) 445-4113 FAX (814) 443-1595



#### **KENNY ROSS** FORD SOUTH, INC.

3200 Library Road At. 88, Castle Shannon Pittsburgh, PA 15234 (412) 881-0001 FAX (412) 881-4587



### KENNY ROSS FORD, INC.

Route 30 & Blackhill Road P.O. Box 269 • Adamsburg, PA 1561: (724) 864-3601 • (412) 271-8899 FAX (724) 863-1633

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Q	(D) TELECOMMUNICATION TRANSMITTAL	2.869
# John Mar - C	PLEASE DELIVER IMMEDIATELY	d-363-86°
DATE:	3.13-08	<i>y</i> ~
TO:	3.13-08 Cynthia Reyes	
FROM:	HOWARD BOUGHTER	
MESSAGE:	Re: 71-608987090	
	Faxes will be sent in sets of	20.
	Thank y	br r i

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL AS SOON AS POSSIBLE.

TOTAL NUMBER OF PAGES __

_ INCLUDING THIS COVER SHEET

03/13/2008 10:49 7244525041 KENNY ROSS NORTH PAGE 02/08

# GM Vehicle Inquiry System Summary

<u>Home</u> - <u>Summary</u> - <u>Claim History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

### Help

VIN:	1G1ZS	52F25F							
		VEHI	CLE IN	FORMATIC	N				
Merchandising Model :	1ZS69 -2005 MALIBU BASE SEDAN			Warranty Start Date :			07/09/2005		
BARS Order Type:	70 - 1	70 - RETAIL - STOCK							
Delivering Dealer :	KENNY ROSS CHEVROLET-BUICK NORTH, INC. 22010 PERRY HWY ZELIENOPLE, PA 16063-8702			Selling Source :			13 - CHEVROLET		
				Site Code :			13755		
	(124)	(724) 452-7200			Business Associate Code :		118171		
Service Contract :	No	Branded Title :	No	Warranty	Block:	No	PDI St	atus :	Paid
		REQUIR	ED FII	LD ACTIO	NS				
Vehicle Has No Curre	nt Reco	rd Of Outstanding C	ampaigi	18					··· ·
		SERVICE IN	FORM	ATIONAL I	TEMS				· · · · · · · · · · · · · · · · · · ·
Vehicle Has No Curre	nt Reco	rd Of Outstanding Se	rvice In	formation					
		N STAR AND XM SA			NFORM	ATION			
ehicle Has No Associ							•		

## APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer	
36/36000 BUMPER TO BUMPER	07/09/2005	15 miles	07/09/2008	36015 miles	
72/100000 SHEET METAL COVERAGE RUST THROUGH	07/09/2005	15 miles	07/09/2011	100015 miles	
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	07/09/2005	15 miles	07/09/2013	80015 miles	
36/36000 FEDERAL EMISSION	07/09/2005	15 miles	07/09/2008	36015 miles	

#### CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading	
12/15/2006	573507	#	N0761 - BULBS, STOP, TAIL, AND TURN LAMP (LEFT) - REPLACE	21537 miles	
,		7			

03/13/2008 10:49 7244525041

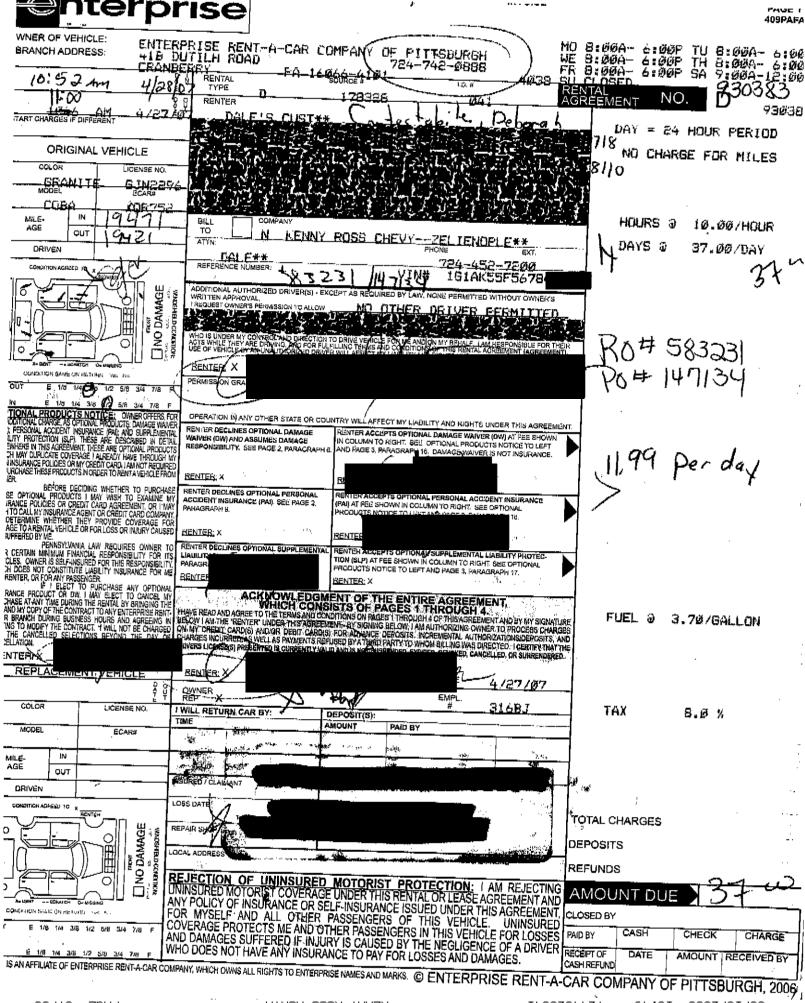
KENNY ROSS NORTH

PAGE 04/08

08/03/2005	535687	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	1	
08/03/2005	535687	#	Z7901 - 1-DAY COURTESY TRANSPORTATION		miles
03/03/2005	522735		Z6999 - PDI RELATED FLUID ADDS	<del> </del>	miles
02/21/2005	A54483		Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	<del>                                     </del>	miles
			- TATOM - BASE THATE	1 0	mîles

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03/13/2008 10:49 7244525041 KENNY ROSS NORTH PAGE 06/08



# ADDITIONAL TERMS AND CONDITIONS

se by my signature on the front of this Agreement I have read, am awure of, and accept full responsibility for the terms and tions contained in this Rental Agreement (Agreement). This Agreement consists of Pages 1 through 4, I expressly agree that ar and I are the only parties to this Agreement. Unless otherwise provided in this Agreement, when this Agreement uses "P, "my", and/or "mine", it means Ronter, any Additional Authorized Driver(s) or me. I agree a third party may:

- have arranged the reservation for Vehicle; and/or
- pay for all or part of the rental bill; and/or
- negotiate certain terms of the rental, including but not limited to the type of Vehicle, rental rate, length of rental, and/or selection of optional products.

horize Owner to verify and/or obtain through credit agencies or other sources my personal, credit and/or ance information. This Agreement is the entire agreement between Owner and me. This Agreement cannot be id by another document or oral agreement unless agreed to in writing by Owner and me.

Ministens: For the purposes of this Agreement, the following terms are specifically defined:

- "ADDITIONAL AUTHORIZED DRIVER(S)" (AAD(a)) means any individual in addition to me who is permitted by Owner to operate Vehicle. This includes individuals identified on Page 1 as ADDITIONAL AUTHORIZED DRIVER(S), and with my permission, includes my spouse who meets the minimum rental age and holds a valid license. "OWNER" means "OWNER OF VEHICLE" shown on the top of Page 1;
- "RENTAL PERIOD" means the period between the time I take possession of Vehicle until Vehicle is returned and
- "RENTER" means the person, or entity identified on Page 1 as "RENTER",
- "VEHICLE" means the "ORIGINAL VEHICLE" or any replacement vehicle(s).

wnership / Vehicle Condition / Warranty Exclusion, I acknowledge Vehicle is, by ownership, beneficial interest lease, the property of Owner, even if owned, registered or titled to a third party. I agree? received Vehicle in good nysical and mechanical condition. I am renting Vehicle "AS IS". I have had an adequate opportunity to inspect Vehicle typical and mention before leaving Owner's office. Owner makes no warranties, either express or implied, including any splied warranty of use or fitness for a particular purpose. I will return Vehicle to Owner in some condition as received, dinary wear and lear excepted, on return date stated on Page 1 of this Agreement or on Owner's demand. If I stermine Vehicle is uneafe, I will stop operating Vehicle and notify Owner immediately.

acres that, if I return Vehicle to a location other than the Rental Office whose address appears on Page 1 of is Agreement, or to the Rental Office whose address appears on Page 1 of this Agreement during in-business hours. I will be responsible for any and all gamages unless Damage Waiver engiles and/or rental larges incurred through the time an amployee of Owner checks in Vehicle.

For all daily items designated as "/day" on Page 1 of this Agreement:

- if Page 1 indicates "day = 24 hour period", a day is each consecutive 24 hour period beginning at the start
- If Page 1 indicates "day a calender day", a day is each consecutive full or partial day of the week.
- All charges are for a minimum of 1 day.
- For all rental terms shown as "/week" or "/month" on Page 1:
- If Page 1 indicates "/week", a week is 7 consecutive 24 hour days beginning at the start time of the rentel.
- If Page 1 indicates "/month", a month is 30 consecutive 24 hour days beginning at the start time of the rental. | will pay Owner on demand as set forth on Page 1 of this Agreement:
- (1) the hour, day, week, and month charges on Page 1 for the Rental Period. The "/hour" charge if shown on Page 1 will apply to each full or partial hour in excess of a rental day. The hourly charges will not exceed the cost of one additional day.
- the mileage charge per mile for all miles exceeding the free miles set forth on Page 1 permitted for the Rental Period. the optional equipment, services and/or products charges for those items accepted by me.
- (4)
- the drop charge if shown on Page 1.
- the fuel charge at the rate shown on Page 1 of this Agreement for:
  - (a) the prepaid amount indicated, or
  - the difference in fuel level if Vehicle is returned with less fuel than when rented. I will not receive a (b) refund or credit if Vehicle is returned with more fuel than when I received it.
- the fees and other charges including but not limited to airport Consolidated Facilities Charges (CFC), Airport Access Fees (AAF), and Concession Recovery Fees (CRF)

My Additional Responsibilities: Unless prohibited by law, I will pay Owner on demand:

- a vehicle recovery fee if I return Vehicle to a location other than the original rental office. This fee is the greater of \$100.00, or \$1.00 per mile between the return location and the original rental office. This fee applies unless a drop charge is shown on Page 1 of this Agreement.
- for damage to or loss or theft of Vehicle, and related costs (see Paragraph 6), if Damaga Waiver, as outlined in Paragraph 16, does not apply.
- all finas, costs and attorneys fees for legal violations, parking, tolls, towing, and storage incurred by Owner against Vehicle, any driver or Owner during the Rental Period, unless caused solely by Owner. Owner may charge an administrative fee.
- a late charge of 1% % per month, not to exceed the maximum allowable by law, on all charges not paid within 30 days after the end of the Rental Period.
- all expenses incurred by Owner in the collection of amounts due Owner:
  - (a) under this Agreement; and/or
  - in regaining possession of Vehicle; and/or
  - in enforcing any term or condition of this Agreement, including attorneys fees, Owner's (¢) administrative fees, and any other costs or expenses incurred by Owner

ir limits the amount of available cash in each of its offices. Therefore, upon return of a Vehicle rented with a daposit, any excess cash that I am owed may be refunded by check issued by Owner's administrative s. This refund may take saveral days. All charges are subject to final audit by Owner.

### Lon Use and Termination of Right to Use.

igree to the following limits on use:

- Vehicle will not be driven by any person other than me without Owner's prior written consent. Vehicle shall not be used for transporting persons or property for hire or driver training.
- Vehicle will not be used for any illegal purposes, in any lilegal or reckless manner, in a race or speed contest, or to tow or push anything.
- Vehicle will not be used to carry passengers in excess of the number of seat belts provided by the manufacturer. I will not remove any seats from Vehicle.
- n affiliate of Enterprise Rent-A-Car Company, whilehowns all rights to Enterprise rismes and marks.

- Vehicle will not be driven by any person impaired by the use of narcotics, intoxicants or drugs, wh taken with or without a prescription.
- Vehicle will not be driven or taken outside the states authorized on Page 1 of this Agreement.
- Vehicle will not be driven on an unpaved road or off-road.
- Vehicle will not be operated by anyone during the Rental Period:
  - (a) who has given a flotitious name, false address, false or invalid driver's floense; or
  - whose driver's license becomes invalid during the Rental Period; or (¢)
  - who has obtained the keys without permission of Owner; or
- (d) who misrepresents or withholds facts to/from Owner pertaining to Rental or use or operation of Veh (10) I will not transfer or assign this Agreement and/or re-rent or sublease Vehicle.
- (11) Vehicle will not be used to transport explosives, chemicals, corrosives or other hazardous material poliutants of any kind or nature.
- b. If any of these limits on use or any other provision of this Agreement are violated, my right to use Vehicle automatically terminate, without further notice to me. Owner retains all other rights and remedies provi-
  - Owner has the right to seize vehicle without legal process or notice to me; and
  - I walve all claims for damages connected with such seizure; and
  - I will pay all expense incurred by Owner in returning Vehicle to the original rental office.
- c. If I continue to operate Vehicle after the right to do so has termineted:
  - Owner has the right to notify the police that Vehicle has been stolen; and
  - I release and discharge Owner from, and indemnify, defend, and hold Owner harmless against any
- 5. Accidents. I must immediately, and in no event later than the following business day:
  - report any accident, or any damage to, loss or theft of Vehicle in writing to the office where Vehicle wa
  - deliver to the office where Vehicle was rented every process, pleading or paper seleting to any claims, suit or proceedings arising from or relating to any such accident.

if any claim, suit or legal proceeding is brought, I will not help any claimant and will cooperate fully with Owns Variable may be equipped with an Event Data Recorder or similar device (EDR) instelled by the manufacturer for the purpose of recording data about the operation of Vehicle. To the extent permitted by law, I consent to the Owner retrieving end using such data from the EDR.

- Damage to Lose or Theft of Vehicle and Related Gosts. I accept responsibility for any damage to, loss or the of Vehicle or any part or accessory. I am responsible regardless of fault or negligence of mine or any other person or act of God. I will pay Owner the amount necessary to repair Vehicle. I will not have Vehicle repaired without permission from Owner. However, if Vehicle is stolen and not recovered or if Owner decides it would cost too much to repair Vehicle, I will pay Owner the fair market value less any sale proceeds. Fair market value will be the retail value of Vehicle immediately preceding the loss. Demages for which I am responsible include but are not
  - loss of use, claim administrative fees, and diminishment of value; and
- towing, storage or impound feee; and
- other costs incurred by Owner to recover Vehicle and to establish damages.

SEE PARAGRAPH 16 FOR INFORMATION ON OPTIONAL DW.

- Responsibility to Third Parties. Owner complies with applicable motor vehicle unantial responsibility take as a state certified self-insurer, bondholder or cash depositor. Unless required by Pennsylvania's motor vehicle financial responsibility laws, the following apply:
  - Owner does not provide any insurance coverage to me, passengers or third parties; and
  - Owner does not extend any of its motor vehicle responsibility to me, passengers, or third parties; and b.
  - My or any driver's valid and collectible automobile liability insurance or self-insurance is primary; and
  - Owner's financial responsibility does not apply to:
    - (1) any claim made by a passenger white riding on or getting in or out of Vehicle; or
  - (2) any liability imposed or assumed by anyone under any worker's compensation act, plen or contract. If required by Pennsylvania's financial responsibility laws, then Owner's obligation to third parties is limited to Pannsylvania's minimum insencial responsibility limits. This obligation applies only if I am in compliance with the terms and conditions of this Agreement. SEE PARAGRAPH 17 FOR INFORMATION ON OPTIONAL SLP.
- Indemnification by Me. I will defend, indemnify and hold Owner harmless from all losses, flabilities, damages, injuries, claims, demands, costs, attorney fees and other expenses incurred by Owner:
  - in any manner if they relate to this Agreement; or
  - from the use of Vehicle by any party, including claims of, or flabilities to, third parties. I will present a claim to my insurance currier for any such events or losses. I will have final responsibility to Owner for all such losses. This obligation may be limited if I elect to purchase optional DW and/or optional SLP. SEE PARAGRAPHS 16 AND 17 FOR MORE INFORMATION.
- Personal Injury Protection and Uninsured / Underineured Motorist Protection, Except as required by law, Owner does NOT provide Personal Injury Protection, No Fault Benefits or Medical Payment Coverage (PIP) or Uninsured/Underinsured Motorist Protection (UM/UIM) through this Agreement, if Owner is required by law to provide PiP and/or UM/UIM, I expressly select such protection in the minimum limits with the maximum deductible. expressly waive and reject PIP and UM/UIM limits in excess of the minimum limits required by law.
- Owner a return it to Owner. I understand Owner will not responsible for any damage to, loss or their of, any property if damaged Owner is return it to Owner. I understand Owner will not be responsible for any property i leave in Vehicle.

- THORIZE OWNER TO SUBMIT FOR PAYMENT CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT.

  11 Use in Mexico Not Allowed. I am not authorized or permitted to take Vehicle into Mexico.

  12 In the party series to pay any money owed by me under this Agreement, I hereby transfer to Owner my age to pay any money owed by me under this Agreement, I hereby transfer to Owner my age to pay any money owed by a third party to Owner will reduce the amount owed by me under this Agreement, I hereby transfer to Owner my age to pay any money owed by me under this Agreement, I hereby transfer to Owner my age to pay any money owed by me under this Agreement. Only those amounts actually paid by a third party to Owner will reduce the amount owed by me under this Agreement. I will remain responsible for all charges not paid by such third party, such as charges for vehicle upgrades, extra rentel days, optional products and all other charges. However, cartein third parties may have agreed to pay Owner a flat fee for this Agreement. This flat fee is instead of Owner's "day" charges or the third party's per diam benefits. If that is the case, the flat fee paid by the third party could be more or less than: a. the поглы "/day" charges as calculated under this Agreement; or

  - the per diem benefits provided by that third party.

Regardless of how much money may be paid to Owner under such a flat fee agreement, third party payments will not be applied to and I will remain responsible for:

- vehicle upgrades (other than those provided by the third party); or
- optional products (including, but not limited to Darrage Waiver, Personal Accident insurance and/or Supplemental Liability Protection); or
- rental days beyond those specified by the third party.

© Enterprise Dest A Car A ...... エセロタスタセセスノー 67:01 800Z/ET/E0

80/80 PAGE

# Kenny Ross



**KENNY ROSS** 

CHEVROLET, INC.

11250 Houte 30

FAX (724) 863-9488



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3200 Library Road Rt. 88, Castle Shannon Pittsburgh, PA 15234 (412) 881-0001 FAX (412) 881-4587



### **KENNY ROSS** FORD, INC.

Route 30 & Blackhill Road P.O. Box 269 + Adamsburg, PA 15611 (724) 864-3601 • (412) 271-8899 FAX (724) 863-1633

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_ INCLUDING THIS COVER SHEET

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### CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

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HOME:

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KENNY Ross

### CHEVROLET-GEO-BUICK NORTH, INC.

PAGE 1

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zelienople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

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### **EXCLUSION OF WARRANTIES**

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequental damages or commercial losses arising out of such purchase. The undersigned purchase further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts end/or accessories are of marchantable 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 demage 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 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 employer or transporter. The deglership is not responsible for demages from freezing due to lack of antifreeze. not responsible for dameges from freezing due to lack of entifreeze.

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

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LESMAN SHEWOODS		

Kenny Ross

*INTERNAL *

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

LIST

Route 19 North at the Cranberry Township Line

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

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INV DATE

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03MAR05

Zelienople, Pennsylvania 16063 PAGE 1 HOME: BUS: SERVICE ADVISOR: 3857 DALE BLAUSEN
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SI STATE INSPECTION 6850 INDE 0,20

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*YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE YOU RECEIVED TODAY. WE HOPE YOU ARE ****COMPLETELY SATISFIED**** AND WE HAVE *****EXCEBURD YOUR EXPECTATIONS.*****

PLEASE TAKE A FEW MOMENTS TO COMPLETE AND RETURN YOUR SURVEY: THANK YOU!!!!!!

STK: 55Z14550

& COMP TOTALS

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**SERVICE HOURS** 

Mon. - Thurs. 7:30 AM to 9:00 PM

Fri. 7:30 AM to 5 PM

Sat. 8 AM to 4:30 PM CLOSED SUNDAY

* Early Bird Service

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warrantles with respect to the sale of this itemvitons. The Saller heroby expressly disclaims all warranties either express or implied. Including any implied warranty of merchanability or fitness for a particular purpose. Saller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. The factory warrenty constitutes all

CUSTOMER SIGNATURE

DESCRIPTION TOTALS LABOR AMOUNT 12.95PARTS AMOUNT <u>0.00</u> GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 **TOTAL CHARGES** 12.95 LESS INSURANCE 0.00 SALES TAX 0.00 PLEASE PAY THIS AMOUNT

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12.95 Thank You For Your Business! www.kennyross.com

UNIT# 55214550 CUSTOMER #:

522735

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### CHEVROLET-GEO-BUICK NORTH, INC.

WORKORDER PAGE 1

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellenopia, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

HOME: BUS: SERVICE ADVISOR: 3857 BLAUSEN, DALE (2(6))(6); MAKEMEDE YEAR **ELICENSE** MILEAGE IN/OUT 0.5 CHEVROLET MALIBU 1G1ZS52F25F DEL DATE PROD DATE WARR EXE PROMISER PO NO. HATE PAYMENT INV. DATE 20:00 03MAR05 67.30 CASH R.O. OPENED READY OPTIONS: STK: 55Z14550 <u>03MAR2005 14:31</u> LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS NVI NEW VEHICLE INSPECTION 49.50 needs NVI Penderment Performed NUE INDE STATE INSPECTION





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Any warranties on the parts and accessories sold hieraby are made by the manufacturer. The undereigned purchaser understands and agrees that dealer makes no warranties of any kind, 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 enling 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 marchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

### **AUTHORIZATION FOR REPAIRS**

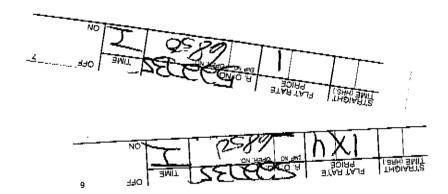
I hereby euthorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or demage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by you and/or your employees permission to operate the vehicle herein described on streets, hereby acknowledged on above vehicle to secure the amount of repairs thereby. Statement of the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is: not responsible for demagas from freezing due to lack of antifreeze.

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

PRELIMINARY ESTIMATE #

I MEREBY ACKNOWLEDGE THAT WAS NOTIFIED & GAVE ORAL APPROVAL

TECHNICIAN COPY





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

		aty Hacks
Vehicle Identification Number	Dealer/BAC Code	
1612552F25F	Stock # 55-1453	Repair Order #
For proper fluid levels, fuel usage, eq manual & service information. Remov damage to the vehicle.	uipment operation, specifications and pro e wristwatches, jewelry, cell phones, etc.	cedures, refer to the appropriate owner , and cover belt buckles to prevent
Deficiencies must be called to Service Nation routing of the following.	Management's attention. Inspect, perform, v	rerify proper operation, assembly, fit and
Initial Preparation:	Unusual wind noise	Seat belts: material, operation and
Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.	Unusual noises/vibrations  Squeaks and rattles	latches  Child Comfort Guide – elastic cord visible (if equipped)
AFTEB:-LF30 RF 30 LR 30 RR 30	Transfer case or TAPshift function (If equipped)	Removable top/panel, convertible top
Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)	Cruise/adaptive cruise (if equipped)  OnStar for connectivity (if equipped)  Transmission shifter, clutch, noise, shift smoothness	Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard) Trunk safety release (if equipped)
Leave door edge protection and other shipping/storage materials on until customer delivery	Engine performance: Hot start, idle quality  Gheck for MIL, SES, SVS, and warning	Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and
Accessories:  Verify RPO and RPA options	lights	hatches (if equipped)
Install all accessories; check fit, finish and operation	Under Hood:  Check battery state of charge. Record voltage below. Charge battery if below	Under Vehicle:  Underbody, drivetrain, suspension, skid
Road Test:	12.6 volts	plates, exhaust system, lines, linkages and hoses
ODOMETER: Before After	VOLTAGE 12-80	Brake/fuel lines secured in clips
Before, during and after this test, check all	DATE 3 Med OS INITIAL FAC	Check all fluid systems for leaks
standard equipment, options and accessories for proper operation, as applicable.	Remote hood release, latch and hood safety latch	Final Inspection & Preparation:
During Road Test:	──Hoses, lines, cables and wire	Perform just prior to delivery.  Interior: Remove protective coverings.
Drive on a legal roadway with road	attachments are free of kinks and clear of any moving/hot parts	Clean as required: seats, headliner, kick
conditions permitting evaluation of the following:	Hoses, pipes, fittings, seals, gaskets	panels, carpets, console, instrument panel, moldings and hard trim
Engine Performance: Cold start,	and plugs for seepage	Install floor mats (if equipped)
idle quality	Fluid levels: Add as required	Thorough exterior wash and dry; check
HVAC system controls, blower(s), heater, A/C, front defroster and	Body/Chassis:	for water leaks
rear defogger	Doors, locks, keys and keyless eatry system	Exterior finish: Check paint finish for dents, dings, chips, scratches, or
Radio, cassette and CD player (regular, steering wheel and rear controls)	Check child safety door/window locks	blemishes. Repair as necessary
Steering wheel - center position	are in normal (unlocked) position (if_equipped)	Erase all messages on voice recorder (If equipped)
Steering for leads, pulls, vibration at	Neutral start safety switch (if equipped)	Reset fuel economy readings
idle, vibration while driving Wipers, delay and washers	Power mirrors (if equipped)	Set clock/calendar to local time
(front and rear)	Horn	Using a clean cloth, clean the wiper
Brakes for noise, pulls, vibration or	☐ Electronic compass/temperature for function. Set compass to correct zone	blades using GM Optikleen windshield washer solvent
shudder at both high and low speeds	(if equipped)	☐ Thoroughly clean all glass surfaces
Certification: I certify that this Pre-Delivery Ins	pection has been completed by:	10 A 2 2 5 5
Technician (Print News)	\ _Willen	N NOWLY 5-3-05

Printed in USA

Technician (Print Name)

File With Repair Order

Service Manager (Signature)

10288095

CUSTOMER #:310105

PITTSBUKGH, PA

583230

WORKORDER

PAGE 1

KENNY Ross

## CHEVROLET-GEO-BUICK NORTH, INC

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellenopie, Pennsylvania 16063

HOME: BUS:			Zellenopie, Peni	nsylvania 16063	•
		SERVICE AD	(724) 462-720(	) * 412-761-2500 * Fax	(724) 452-504
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COMPLETE BRAKE INSPECTION

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EXCLUSION OF WARRANTIES

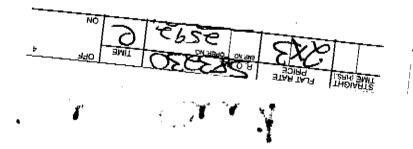
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, inckpleding warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no out of such purchase. The undersigned purchaser further agrees that the warranties accluded by merchantable quality or that they will enable any vehicle or any of its systems to parform with reasonable selectly, 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 for loss or damage to vehicle or articles left in vehicle its unavailability of perts or delays in parts shipments by the supplier or transpopers. Thereby Terminish ways or essewhere for the purpose of testing and/or inspection. An express machanic's lien is not responsible for damages from freezing due to fack of antifreeze.

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REVISED STIMATE (2)			
EVISED STIMATE (3)		···	



<- Back Forward ->

Document ID# 1922356 2005 Chevrolet Malibu

Feedback

Print

Subject:

Various Driveability Symptoms Due to Clogged Fuel Injectors,

MIL/SES DTCs P0171, P0172, P0174, P0300, P1174, P1175 (Clean Fuel Injectors and/or Perform Injector Test With AFIT - CH-

47976) #03-06-04-030C - (03/15/2007)



Models:

2000-2007 GM Passenger Cars and Light Duty Trucks (Including Saturn)

2003-2007 HUMMER H2 2006-2007 HUMMER H3 2005-2007 Saab 9-7X

with 2.2L, 2.4L, 2.8L, 3.1L, 3.4L, 3.5L, 3.8L, 3.9L, 4.2L, 4.3L, 4.8L, 5.3L, 6.0L, 6.2L or 8.1L Engine (VINs F, D, 4, 5, T, 8, J, E, H, L, 6, K, 1, 2, R, W, S, X, V, T, M, N, U, H, Y, 8, G -- RPOs L61, LN2, L43, LD9, LK5, LG8, LA1, LNJ, LX5, LX9, LZ4, LZE, L52, L36, L67, L26, L32, LZ9, LZ8, LGD, LL8, LU3, LR4, LM7,

LH6, LQ9, LQ4, LS2, L76, L92, L18)

and MULTEC® 2 Fuel Injectors

This bulletin is being revised to include the 3.9L engines, additional engine RPOs and add claim information under the Parts Information table. Please discard Corporate Bulletin Number 03-06-04-030B (Section 06  $\sim$ Engine/Propulsion System).

### Condition

Some customers may comment on any of the following various driveability symptoms:

- Extended Crank Time
- · Hard to Start
- MIL/SES Illuminated with DTCs:
- Hesitation
- · Lack of Power
- Surge or Chuggle
- Rough Idle
- Light or Intermittent Misfire

### Cause

Due to various factors, the fuel injectors may become restricted. Extensive testing has demonstrated that fuel related issues are the cause of clogged injectors. At this point, no specific fuel, fuel constituent, or engine condition has been identified as causing the restriction. The restriction causes the engine to operate at a lean air fuel ratio. This may either trigger the MIL to

4/27/2007

Page 2 of 6

illuminate or the engine to develop various driveability symptoms.

### Correction

Fuel injector restrictions, deposits can be cleaned on the vehicle using the following procedure. Under NO circumstances should this procedure be modified, changed or shortened. As a long term solution, and to prevent reoccurrence, customers should be encouraged to use *Top Tier Detergent Gasoline*. For further information on Top Tier detergent gasoline and fuel retailers, please refer to the following Corporate Bulletin Numbers:

- 04-06-04-047G (U.S. Only)
- 05-06-04-022C (Canada ONLY)

Notice: GM UPPER ENGINE AND FUEL INJECTOR CLEANER is the only injector cleaning agent approved for use with General Motors fuel system components. Other injector cleaners may cause damage to plastics, plated metals or bearings. General Motors has completed extensive laboratory testing of GM Upper Engine and Fuel Injector Cleaner, and can assure its compatibility with General Motors fuel system components, as long as the cleaning procedure is followed correctly.

### Injector Cleaning Procedure

The following tools, or their equivalent, are required:

- CH-47976 Active Fuel Injector Tester (AFIT)
- J 35800-A Fuel Injector Cleaner
- J 37287 Fuel Line Shut-off Adapter
- J 42964 Fuel Line Shut-off Adapter
- J 42873 Fuel Line Shut-off Adapter
- * One bottle of GM Upper Engine and Fuel Injector Cleaner, P/N 88861802 (in Canada, P/N 88861804)
- * One bottle of GM Fuel System Treatment Plus, P/N 88861011 (in Canada, P/N 88861012)

### Active Fuel Injector Tester (AFIT- CH-47976)

Some dealers may not have an Active Fuel Injector Tester (AFIT- CH-47976). Dealers can contact 1-800-GM-TOOLS (1-800-468-6657) to order an AFIT- CH-47976. Dealers still can test the fuel injectors without an AFIT. Refer to Fuel Injector Diagnosis (w/ J 39021 or Tech 2®) in SI.

Important: As mentioned in the AFIT User Guide, vehicles that are not listed in the AFIT menu can still be tested with the AFIT. Depending on the model, it may be possible to enter the previous model year and proceed with testing using the DLC connection. If this is not possible on the model that you are working on, it will be necessary to use the direct connection method outlined in the AFIT User Guide (See Pages 17-31).

General Motors recommends that the Active Fuel Injector Tester (AFIT) be used in testing fuel injectors. If the SI diagnostics do not isolate a cause for this concern, use the Active Fuel Injector Tester (AFIT - CH-47976) to perform an "Injector Test" as outlined in the AFIT User Guide.

The AFIT "Injector Test" measures the flow characteristics of all fuel injectors, which is more precise when compared with the standard Tech 2® fuel injector balance test. As a result, the AFIT is more likely to isolate the cause of a P1174 DTC (for example: if it is being caused by a fuel injector concern).

The CH-47976 (Active Fuel Injector Tester - AFIT) can also be used to measure fuel pressure and fuel system leak down. Also, as mentioned in the P1174 SI diagnosis, if the misfire current counters or misfire graph indicate any misfires, it may be an indicator of the cylinder that is causing the concern. Refer to Fuel Injector Diagnosis (w/CH-47976) in SI for additional instructions.

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Service Information Page 3 of 6

### Training (U.S.)

To access the training video on AFIT, take the following path at the GM Training Website:

1. After logging into the gmtraining.com website, choose the link on the left side of the page titled "web video library."

2. Then choose "technical,"

- 3. Next, within the search box, type in September course number "10206.09D.
- 4. This will bring up a link with this course. Scroll through to choose "feature topic."
- 5. At this point, the seminar can be chosen to view or the video related to the AFIT.

Additional training is available from the gmtraining.com website. Please see TECHassist 16044.18T2 Active Fuel Injector Tester and also see 16043.51D Engine Mechanical Diagnosis & Measurement for more information on GM Upper Engine

### Training (Canada)

To access the training video on AFIT, take the following path at the GMPro LMS Training Website:

1. After logging into the <www.gmprocanada.com> website, choose the link on the left side of the page titled "Catalog."

Then choose "Catalog Search."

- 3. Next, within the search box, Select Course Number Contains "T" then select search.
- 4. This will bring up a list of TECHassist courses. Scroll through to choose "Active Fuel Injector Tester" and select
- 5. At this point, a new window will open and the program can be Launched.

### Techlink

Additional information can be found on AFIT (June 2006 Edition) and GM Upper Engine and Fuel Injector Cleaner (November 2006 Edition) in Techlink. To access the articles, take the following path:

- 1. Go to GM DealerWorld (U.S.) or the GM infoNET (Canada).
- 2. Click on the Service Tab in DealerWorld (GM infoNET for Canada).

3. Click on the GM Techlink Hyperlink.

- 4. Click on the Archives Hyperlink at GM Techlink.
  - Click on 06-2006 in the Archives Section and Click on the Active Fuel Injector Tester Link in the June 2006
  - Click on 11-2006 in the Archives Section and Click on the GM Top Engine Cleaner Replaced Link in the November 2006 Techlink Article.

### Injector Cleaning Procedure

Notice: GM UPPER ENGINE AND FUEL INJECTOR CLEANER is the only injector cleaning agent recommended. DO NOT USE OTHER CLEANING AGENTS AS THEY MAY CONTAIN METHANOL, WHICH CAN DAMAGE FUEL SYSTEM COMPONENTS. Under NO circumstances should the GM Upper Engine and Fuel Injector Cleaner be added to

Do not exceed the recommended cleaning solution concentration. Testing has demonstrated that exceeding the recommended cleaning solution concentration does not improve the effectiveness of this procedure.

Important: Vehicles with less than 160 km (100 mi) on the odometer should not have the injectors cleaned. These vehicles should have any out of specification injectors replaced.

- 1. For 4, 5 and 6 cylinder engines, empty two of the 30 ml (1 oz) reservoirs of the GM Upper Engine and Fuel Injector Cleaner container into the J 35800-A, injector cleaning tank. If you are using any other brand of cleaning tank, you will need a total of 60 ml (2 oz) mixed with 420 ml (14 oz) of regular unleaded gasoline.
- 2. For 8 cylinder engines, empty two of the 30 ml (1 oz) reservoirs of the GM Upper Engine and Fuel Injector Cleaner

Service Information Page 4 of 6

container into the J 35800-A, injector cleaning tank. If you are using any other brand of cleaning tank, you will need a total of 60 ml (2 oz) of Upper Engine and Fuel Injector Cleaner mixed with 420 ml (14 oz) of regular unleaded gasoline. This procedure will need to be repeated for a second time for an 8 cylinder engine (8 cylinder engines receive 960 ml total fluid - 120 ml (4 oz) of Upper Engine and Fuel Injector Cleaner and 840 ml (28 oz) of gasoline.

3. Fill the injector cleaning tank with regular unleaded gasoline. Be sure to follow all additional instructions provided

4. Electrically disable the vehicle fuel pump by removing the fuel pump relay and disconnecting the oil pressure switch

5. Turn the ignition to the OFF position.

- 6. Relieve fuel pressure and disconnect the fuel feed and return lines at the fuel rail. Plug the fuel feed and return lines coming off the fuel rail with J 37287, J 42873 or J 42964 as appropriate for the fuel system.
- 7. Connect the J 35800-A to the vehicle fuel rail.
- 8. Pressurize the J 35800-A to 510 kPa (75 psi).
- 9. Start and idle the engine until it stalls, due to lack of fuel. This should take approximately 15-20 minutes.
- 10. Turn the ignition to the OFF position.
- 11. Disconnect the J 35800-A from the fuel rail.
- 12. Reconnect the vehicle fuel pump relay and oil pressure switch connector, if equipped.
- 13. Remove the J 37287, J 42873 or J 42964 and reconnect the vehicle fuel feed and return lines.
- 14. Start and idle the vehicle for an additional two minutes to ensure residual injector cleaner is flushed from the fuel rail
- 15. Pour the entire contents of GM Fuel System Treatment Plus (P/N 88861011 [in Canada, P/N 88861012]) into the tank and advise the customer to fill the tank.
- 16. Review the benefits of using Top Tier Detergent gasoline with the customer and recommend that they add a bottle of GM Fuel System Treatment Plus to the fuel tank at every oil change. Regular use of GM Fuel System Treatment Plus should keep the customer from having to repeat the injector cleaning procedure.
- 17. Road test the vehicle to verify that the customer concern has been corrected.

### Parts Information

Part Number	Description	
88861802	GM Upper Engine and Fuel Injector Cleaner 473 ml (16 oz) Container (U.S.)	Qty
88861804	GM Upper Engine and Fuel Injector Cleaner 473 ml Container (Canada)	-
88861011	Fuel System Treatment Plus 591 ml (20 oz) Container (U.S.)	
88861012	Fuel System Treatment Plus 591 ml Container (Canada)	
	Totaliten (Tanada)	

^{*}Only 1/8 of the cost may be claimed for 4 and 6 cylinder engines and 1/4 of the cost for 8 cylinder engines.

## Warranty Information (excluding Saab U.S. Models)

For vehicles repaired under warranty, use:

Labor Operation	Description	1.5			
	Cleaning Injector:	Labor Time			
	4 Cylinder Engine	0.8 hr			
J564 <b>5</b> *	5 Cylinder Engine	0.7 hr			
	6 Cylinder Engine	0.7 hr			
Add:	8 Cylinder Engine	0.9 hr			
	Diagnostic Time	0.0-0.3 hr			
J5650	Injector, Replace	**Use Published Labor Operation Time			

^{*} This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

^{**}A total diagnostic time equal to the time allowed for cleaning, J5645, may be claimed for performing the injector diagnosis

procedure.

# Warranty Information (Saab U.S. Models)

For vehicles repaired under warranty, use:

Labor Operation	Description	Failed Object	Fault/Reason Code	Location Code	Warranty Type	Repair/Action Code	Labor Time
2421101	Injector, Replace Engine Code S	24211	71	0	01	01	Use Published Labor Operation Time
2421102	Injector, Replace Engine Code M	24211	71	0	01	01	Use Published Labor Operation Time
Add 1002001	Diagnostic Time	<u></u>	MALA.	-		ww	Use Published Labor Operation Time
2421105	Cleaning Injector, 6 Cylinder Engine	24211	71	o	01	05	0.7 hr*
2421106	Cleaning Injector, 8 Cylinder Engine	24211	71	o	01	05	0.9 hr*

# Injector Worksheet (Use with Tech 2® Balance Test)

			_						
VIN:			Odomete	<del></del>			Date:		
Repair Order:	Repair Order:								
Customer Concern:					"	<u> </u>	Technician	<u> </u>	
DTC's Found:	· · · · · · · · · · · · · · · · · · ·								
Dielectric Grease ad	lded to Fema	ale terminal a	t injector. Y	es No					
		•	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	<b>45 110</b>					
Initial Injector Balan	ice Test Res	ults							
				7	٦	<u> </u>	1	<del></del>	
Cylinder	1	2	3	4	╬		<u> </u>		
Pressure		<del>  </del>			╬	5	6	7	8
	II			1	1		ll .	łł .	
Drop kPa	<u> </u>	[]	IJ.	11			li .	<b>[</b>	
			i <del></del>	<del>                                     </del>	╬═				<u> </u>
If there is less than a properly and further	a 20 kPa dif	ference betw	een the high	ect and laws	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
properly and further kPa diff	service man	ual diagnosti	cs should be	est and lowe	on tl	iei pressi ne vehici	ire drop, the f	iuel injectors a	re operating
			est and lowe	st fuel press	ure d	drop the	niectors shou	reater than or ld be cleaned.	equal to a 20
ost Cleaning Injecto	r Balance Te	est Results						so otomica.	
<u></u>					<del>]</del>		,	<del>                                     </del>	
<u>Cylinder</u>	I	2	3	4	-	5			
Pressure					<u> </u>	<u>, , , , , , , , , , , , , , , , , , , </u>	6	7	
1					[]			1	]
Drop kPa				[					]
					_	<u> </u>		L	<u>.                                    </u>

Page 6 of 6

Are any injectors greater than or equal to a 15 kPa difference in pressure drop? Yes No
If Yes, replace the injector assembly with the lowest fuel pressure drop. Follow injector replacement procedures outlined in the appropriate Service Information Manual for the vehicle. Then repeat the balance test.
List which injectors were replaced:
If No, the fuel injectors are functioning properly.
Fuel Tank Capacity:
Quantity of Fuel System Treatment added to tank:
Remaining quantity of Fuel System Treatment given to Customer:
Verified Customer Concern has been Corrected:

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.



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Document ID# 1922356 2005 Chevrolet Malibu

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KENNY Ross CUSTOMER #:310105 583231 CHEVROLET-GEO-BUICK NORTH, INC WORKORDER 22010 Perry Highway Route 19 North at the Cranberry Township Line PAGE 1 PITTSBURGH, PA Zelienopie, Pannsylvania 16063 HOME: ಕಿರಿಕ : (724) 452-7200 * 412-761-2500 * Fax (724) 452-5041 SERVICE ADVISOR: 3857 BLAUSEN, DALE MAKENCEE DEENEE AREAGES IN CAUSE STATE <u>GALAXY SIL</u> 05 CHEVROLET MALIBU 1G1ZS52F25R PROTE DATE WARE EXP. PROMISED 25872/ 09JUL05 IS and the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of t NV DATE <u>០១៸៸បាល១ ២៧០១៸បាល១</u> 20:00 27APR07 R.O. OPENED 0.00 READY CASH OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0 27APR2007 09:00 LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS CUST STATES SES LITE ON 5 **WP94** By 6 ton 2-K /  $2 p / r_0$ POITY # B 954) WP94 CUST STATES CLUNKING IN SUSPENSION/STEERING Plany in Sterrity ~ 1030 pm 4 27 107 1515

EXCLUSION WARRANTIES

Any warranties on the parts and accessor 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 disciplins all warranties, including warranties of merchantability or fitness event shall dealer be liable for incidental or consequential demands or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties accided by merchantability or that they will enable any warranties that auch parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable astaty, efficiency, or comfort.

### **AUTHORIZATION FOR REPAIRS**

I hereby authorize the repair work herein set forth to be done clong with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle by case of fire, that or any other cause beyond your control or for any delays caused by you end/or your parts or delays in parts shipments by the supplier or transporter. I hereby great-highways or elsewhere for the purpose of testing and/or inspection. An express meghanic's list is hereby acknowledged on above vehicle to accure the emount of repairs thereto. The desirable is not responsible for damages from freezing due to lack of antifreeze.

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APPROVAL







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**KENNY ROSS** 

CHEVROLET, INC.

11250 Route 30

FAX (724) 863-9488



### **KENNY ROSS CHEVROLET** BUICK NORTH, INC.

22010 Perry Highway • Zelienopte, PA 16063 North Huntingdon, PA 15642 Route 19 North at the Cranberry Township Line (724) 863-9000 • (412) 271-3100 (724) 452-7200 • (412) 761-2500 FAX 452-5041



### **KENNY ROSS CHEVROLET** OLDSMOBILE-CADILLAC, INC.

2006 North Center Avenue Somerset, PA 15501 (814) 445-4113 FAX (814) 443-1595



### **KENNY ROSS** FORD SOUTH, INC.

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### **KENNY ROSS** FORD, INC.

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TO:	Cynthia Reyes	
FROM:	HOWARD BOUGHTER	
MESSAGE:	Re: 71-608987090	
	Faxes will be sent in sets of 20.	
	Thank you!	

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Kenny Ross

### CHEVROLET-GEO-BUICK NORTH, INC.

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22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zelienople, Pennsylvania 16063

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### **EXCLUSION OF WARRANTIES**

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that deeler 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 reseconable 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 to wehicle the 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 go excluded you held you can be supplied to the purpose of testing and/or inspection. An express machanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for demages from freezing due to lack of antifreeze.

PRELIMINARY	ESTIMATE

AUTHORIZED BY X			
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KENNY ROSS NORTH

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Document ID# 1622044 2005 Chevrolet Malibu 1G1ZS52F25F

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# Various Body Electrical, ABS, Electric Power Steering, and Powertrain Concerns - keywords BCM communication connector data DIC DRR DRL ECM EBTCM emissions gauge HVAC PCM PSCM power radio SDM SIR SVS #PIC3191B - (Mar 10, 2005)

Various Body Electrical, ABS, Electric Power Steering, and Powertrain Concerns

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in the PI.

### Condition/Concern:

This information applies to various body electrical, ABS, electric power steering, and or powertrain concerns.

### Recommendation/Instructions:

When performing diagnostics, it is important to only use the J-35616-64A male test probe when probing .64 female terminals. It is possible to force a 100 terminal or test probe into the female .64 terminal. This will cause the terminal to spread creating a poor connection, and additional problems with the vehicle. It is not recommended you try to distinguish between the .64 and 100 size terminals visually. The male .64 terminal comes in both the round and square variety. The J-35616-64A can be used in place of either.

It is highly recommended you check female .64 terminal drag with the J-35616-64A BEFORE replacing any control module using these terminals. The .64 terminals are considered to be a "low drag" terminal. It is recommended that before checking terminal drag you calibrate yourself to the feel of a proper connection by running the J-35616-64A in and out of the female test probe J-35616-65A.

.64 terminals can be found on these vehicles at the following connections:

### 04, 05 Malibu/ Malibu Maxx

- IBCM C1, C2
- PCM C1, C2, C3

Parking lot Manualers Steering Will not tun

# GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

### Help

VIN:	1G1ZS52F25F1 .								
		VEHICI	LE IN	FORM	ATION				
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Vehicle Has No Current Record Of Outstanding Campaigns

### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

### ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
		·		

36/36000 BUMPER TO BUMPER	07/09/2005	15 miles	07/09/2008	36015 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	07/09/2005	15 miles	07/09/2011	100015 miles
96/80000 FEDERAL EMISSION. CATALYTIC CONV. AND PCM	07/09/2005	15 miles	07/09/2013	80015 miles
36/36000 FEDERAL EMISSION	07/09/2005	15 miles	07/09/2008	36015 miles

### **CLAIM HISTORY**

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
03/03/2005	522735	I	Z6999 - PDI RELATED FLUID ADDS	2 miles
02/21/2005	A54483	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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Document ID# 1521111 2004 Chevrolet Malibu

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# Noisy Steering Column, Lack of Power Steering Assist, DTCs C0460 and C0545, Steering Wheel Moves Slightly By Itself (Replace Steering Column) #04-02-35-009 - (May 24, 2004)

Noisy Steering Column, Lack of Power Steering Assist, DTCs C0460 and C0545, Steering Wheel Moves Slightly By Itself (Replace Steering Column)

2004 Chevrolet Malibu

### Condition

Some customers may comment on any of the following concerns:

- A rattle or clunk noise from the left lower instrument panel or foot well area.
- With the engine running and the vehicle not moving, the steering wheel may move a few degrees off center, left and right, by itself, without driver input.
- With the vehicle in motion, the driver may comment about a steering wheel vibration that feels
  like a wheel out of balance. This condition does not impair the ability of the driver to control the
  vehicle.
- An intermittent lack of power steering assist.

Technicians may find the following diagnostic trouble codes:

- Diagnostic Trouble Code C0460 Symptom 00 (Steering Position Sensor)
- Diagnostic Trouble Code C0545 Symptom 00 (Steering Wheel Torque Input Sensor)

### Cause

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

### Noise Diagnosis

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

### Correction

Technicians are to install a new steering column kit, P/N 10373948, to correct the conditions listed above. Refer to the Steering Column Replacement procedure in the Steering section of SI (Document ID #1244472).

### Parts Information

Part Number	Description	Qty
10373948	Column Kit, Steering	1

Parts are currently available from GMSPO.

### **Warranty Information**

For vehicles repaired under warranty, use:

E7680 Co	Column Assembly, Steering - Replace	Use published labor operation time

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.



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Document ID# 1521111 2004 Chevrolet Malibu

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Document ID# 1241508 2005 Chevrolet Malibu

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# **DTC C0545 (Symptom 00)**

### Circuit Description

The steering column shaft torque sensor is a 5-volt dual analog inverse signal device which is used to sense steering direction and the amount of torque being applied to the steering column shaft when the steering wheel is turned. The valid signal voltage range of the sensor is 0.25-4.75 volts. When applying torque to the steering column shaft during a right turn, the sensor's signal 1 voltage increases, while the signal 2 voltage decreases within the valid signal voltage range. When applying torque to the steering column shaft during a left turn, the sensor's signal 1 voltage decreases, while the signal 2 voltage increases within the valid signal voltage range.

### **DTC** Descriptor

This diagnostic procedure supports the following DTC:

DTC C0545 Steering Wheel Torque Input Sensor

This vehicle has DTCs which include DTC symptoms. For more information on DTC symptoms, refer to <u>DTC Symptom Description</u> in Vehicle DTC Information.

DTC Symptom	DTC Symptom Descriptor
00	No Additional DTC Information

### Condition for Running the DTC

- The ignition is ON, with the engine ON.
- Steering column shaft torque input is present.

### Condition for Setting the DTC

- The torque sensor's signal 1/signal 2 voltages are less than 0.25 volts, or greater than 4.75 volts.
- · A short to ground, short to voltage, or an open in the torque sensor, or the circuits to the sensor

### Action Taken When the DTC Sets

- DTC C0545 00 is stored in memory.
- The DIC displays the POWER STEERING warning message.
- · No steering assist is provided.

Page 2 of 4

### Conditions for Clearing the DTC

- A current DTC will clear on the next malfunction-free ignition cycle.
- A history DTC will clear after 100 consecutive malfunction-free ignition cycles.
- Using a scan tool

### **Test Description**

The numbers below refer to the step numbers on the diagnostic table.

- 2. Tests if the sensor is within the valid signal voltage range.
- 3. The use of <u>EL-47564</u> power steering control module (PSCM) test harness in steps 3-5 tests if the malfunction is internal to the PSCM.
- 5. Tests if the low reference circuit is opened or shorted internal to the PSCM. Since the torque sensor's signal 1 and signal 2 data parameters both drop to 0.0 V when the torque/position sensor connector is disconnected, the position sensor's signal 1 data parameter is used to verify low reference circuit operation.
- 7. Tests if the torque/position sensor harness is damaged. Since both ends of the harness cannot be accessed, only visual circuit inspection can be performed.

C4-		Value	II			
Ster		(s)	Yes	No		
Sche	Schematic Reference: Power Steering System Schematics					
Con	Connector End View Reference: Power Steering System Connector End Views					
1	Did you perform the Diagnostic System Check - Vehicle?		Go to Step 2	Go to <u>Diagnostic</u> System Check - <u>Vehicle</u> in Vehicle DTC Information		
2	<ol> <li>Install a scan tool.</li> <li>Turn ON the ignition, with the engine OFF.</li> <li>With a scan tool, observe the Torque Sensor Signal 1 and the Torque Sensor Signal 2 Data parameters in Data Display.</li> <li>Does the scan tool indicate the Torque Sensor Signal 1 and Signal 2 Data parameters are within the specified range?</li> </ol>	0.25- 4.75 V	Go to Testing for Intermittent Conditions and Poor Connections in Wiring Systems	Go to Step 3		
	<ol> <li>Turn OFF the ignition.</li> <li>Disconnect the torque/position sensor harness connector from the power steering control module (PSCM).</li> </ol>					

Service Information

Page 3 of 4

3	<ol> <li>Connect the <u>EL-47564</u> PSCM test harness.</li> <li>Connect a 3-amp fused jumper wire between the 5-volt reference circuit and the steering shaft torque signal 1 circuit of the PSCM test harness connector end.</li> <li>Turn ON the ignition, with the engine OFF.</li> <li>With the scan tool, observe the Torque Sensor Signal 1 data parameter.</li> <li>Does the scan tool indicate the Torque Sensor Signal 1 data parameter is less than the specified value?</li> </ol>	) 3 V	Go to <u>Step 8</u>	Go to <u>Step 4</u>
4	<ol> <li>Connect a 3-amp fused jumper wire between the 5-volt reference circuit and the steering shaft torque signal 2 circuit of the PSCM test harness connector end.</li> <li>With the scan tool, observe the Torque Sensor Signal 2 data parameter.</li> <li>Does the scan tool indicate the Torque Sensor Signal 2 data parameter is less than the specified value?</li> </ol>	4.9- 5 V	Go to Step 8	Go to Step 5
5	Connect a 3-amp fused jumper wire between the low reference circuit and the steering position sensor signal 1 circuit of the PSCM test harness connector end.      With the scan tool, observe the Steering Position Sensor Signal 1 data parameter.  Does the scan tool indicate the Steering Position Sensor Signal 1 data parameter is greater than the specified value?	0.0 ℃	Go to Step 8	Go to Step 6
6	Turn OFF the ignition.     Inspect for poor connections at the torque/position sensor harness connector. Refer to Testing for Intermittent Conditions and Poor Connections and Connector Repairs in Wiring Systems.  Did you find and correct the condition?			
	Visually inspect the torque/position sensor harness for any damaged wires. Refer to		Go to Step 10	Go to Step 7

7	Wire Insulation in Wiring Systems.  Did you find and correct the condition?  Replace the power steering motor/module assembly. Refer to Motor Replacement	 Go to Step 10	Go to Step 9
8	Power Steering Assist .  Did you complete the replacement?	 Go to Step 10	<b></b>
9	Replace the torque sensor. Refer to Steering Column Replacement in Steering Wheel and Column.		
<u> </u>	Did you complete the replacement?	 Go to Step 10	l
10	<ol> <li>Use the scan tool in order to clear the DTC.</li> <li>Operate the vehicle within the conditions for running the DTC.</li> </ol>		
	Does the DTC reset?	Go to Step 2	System OK

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Document ID# 1241508 2005 Chevrolet Malibu

Feedback

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409PASPRO

igree by my signature on the front of this Agreement I have read, am aware of, and accept full responsibility for the rms and conditions contained in this Rental Agreement (Agreement). This Agreement consists of Pages 1 rough 4.1 expressly agree that Owner and I are the only parties to this Agreement. Unless otherwise provided in this preement, when this Agreement uses "t", "me" and/or "mine", it means Renter, any Authorized Driver(s) or me. igree a third party may:

- have arranged the reservation for the Vehicle; and/or
- pay for all or part of the rental pill; and/or b
- negoriate certain terms of the gental, including but not limited to the type of the Vehicle, rental rate, length of Ġ. rental, and/or selection of optional products

uthorize Owner to verify through credit agoncies or other sources the personal and credit information provided by a. This Agreement is the entire agreement between Owner and rea. This Agreement cannot be altered by another: current or oral agreement unless agreed to in writing by Owner, and me.

Definitions: For the purposes of this Agreement, the following terms are specifically defined:

- "ADDITIONAL AUTHORIZED DRIVER" (AAD) means any individual in addition to me, who is permitted by:

  Owner to operate Vehicle. This includes individuals identified on Page 1 as ADDITIONAL AUTHORIZED DRIVER(S), and with my permission. Includes my spouse who makes the minimum rental age and tiples as " valid license
- "OWNER" means "OWNER OF VEHICLE" shown on the top of Page 1: 27
- "RENTER" means the person, or entity identified on Page 1 as "RENTER";
- "VEHICLE" means the "ORIGINAL VEHICLE" or any replacement vehicle(s).

Ownership / Vehicle Condition / Warranty Exclusion. Lacknowledge the Rented Vehicle (Vehicle) is, by ownership, beneficial interest or lease, the property of Dwner, even it owned, registered or titled to a third party. Fagree I received the Vehicle in good-physics/ and mechanical condition. Lam renting the Vehicle AS IS*, I have had an adequate opportunity to inspect the Vehicle and its portation before leaving Owner's pilice: Owner makes no warranties, either express or implied, including any implied warranty of use or filness for a particular purpose. I will return the Vehicle to Owner in same condition as received, ordinary wear and tear excepted, on return date stated on Page 1 of this Agreement or on Owner's demand.

Lagree that, if I return the Vehicle to a location other than the Rental Office whose address appears on Page 1 of this Agreement, or to the Rental Office whose address appears on Page 1 of this Agreement doubt non-business hours. I will be responsible for any and all damages unless Damage Walver applies and/or rental charges incurred through the time an employed of Owner checks in the Vehicle.

#### Payment by Renter.

- For all daily items designated as "/day" on Page 1 of this Agreement:
  - (1) If Page 1 Indicates "day" 24 hour period", a day is a 24 hour puriod beginning at the start time of the rental.
  - If Page 1 Indicates "day = calendar day", a day is any full or partial day of the week,
  - All charges are for a minimum of 1 day.
- For all rental terms shown as "/week" or "/month" on Page 1:
  - (1) If Page 1 indicates "/week", a week is 7 consecutive 24 hour days beginning at the start time of the rental.
- (2) If Page 1 Indicates "Imorth", a month is 30 consucutive 24 hour days beginning at the start time of the rental. I will pay Owner on demand as set forth on Page 1 of this Agreement;
- - (1) the hour, day, week, and month charges from the time I rented the Vehicle until the Vehicle is returned. to Owner (the Rental Period). The "/hour" charge if shown on Page 1 will apply to each full or partial hour in excess of a rental day. The hourly charges will not exceed the cost of one additional day.
  - the mileage charge.
  - the optional services and/or products charges for those items accepted by me.
  - the drop charge if shown on Page 1.
  - the fuel charge at the rate shown on Page 1 of this Agreement for.
    - (a) the prepaid amount indicated, or
    - (b) the difference in fuel level if the Vehicle is returned with less fuel then when rented, I will not receive a refund or credit if the Vehicle is returned with more fuel than when I received it.
  - the taxes, fees and other charges.
- My Additional Responsibilities: Unless prohibited by law, Lwill pay Owner on demand:
- a vehicle recovery fee if I return the Vehicle to a togation other than the original rental office. This fee is (1) the greater of \$100.00, or \$.50 per mile between the return location and the original rental office. This fee applies unless a drop charge is shown on Page 1 of this Agreement.
- for damage to or loss or theft of the Vehicle, and releted costs (see Paragraph 6), if Damage Waiver, as outlined in Paragraph 16, does not apply.
- all fines, costs and attorneys fees for legal violations, parking, tolls, towing, and storage incurred by Owner against Vehicle, any driver or Owner during the Rental Period, unless caused solely by Owner. Owner may charge an administrative fee.
- a late charge of 1 % per month, not to exceed the maximum allowable by law, on all charges not paid within 30 days after the end of the Rental Period.
- all expenses incurred by Owner in the collection of amounts due Owner:
  - (a) under this Agreement: and/or
  - in regaining possession of the Vehicle: and/or
  - (c) in enforcing any term or condition of this Agreement, including attorneys fees, Owner's administrative fees, and any other costs or expenses incurred by Owner.

Lauthorize Owner to submit for payment charges on my credit card(s) and/or debit card(s):

- a if a credit card or debit card has been presented as means of deposit or security; or
- if any third party to whom a billing was directed refuses to make payment in full

Owner limits the amount of available cash in each of its offices. Therefore, upon return of a Vehicle rented with a cash deposit, any excess cash that I am owed may be refunded by check issued by Owner's administrative offices. This refund may take several days. All charges are subjective.

### Limits on Use and Termination of Right to Use.

- Lagree to the following limits on use:
  - The Vehicle will not be driven by any person other than me without Owner's prior written consent.
  - The Vehicle will not be used for transporting persons or propeny for hire.
  - (3) The Vehicle will not be used for any illegal purposes, in any illegal or reckless manner, in a race or  $[\cdot,\cdot]$ speed contest, or to tow or push anything.
  - The Vehicle will not be used to carry passengers in excess of the number of seat belts provided by the manufacturer
  - I will not remove any seats from the Vehicle
  - (d). The Vehicle will not be driven by any person impaired by the use of narcotics, intoxicants or drugs. whether taken with or without a prescription.
- The Vehicle will not be driven or taken outside the states authorized on Page 1 of this Agreement.
- The Vehicle will not be driven on an unpaved road or off-road.

mer is an affiliate of Enterprise Rent-A-Car Company, which owns all rights to Enterprise names, and merks.

(9) The Vehicle will not be operated by anyone:

- (a) who has given a rictitious name, false address, false or invalid driver's libense, ou
- (b) whose driver's ticense becomes invalid during the Reptal Period; or
- who has obtained the keys without permission of Owner, or
- (d) who misrapresents facts to Owner pertaining to this Agreement or use of operation of Vehicle
- (10) I will not transfer or assign this Agreement and/or re-rent the Vehicle

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- (11) The Vehicle will not be used to transport explosives, chemicals, corresives or other fiazardous mater. or pollutants of any kind or nature.
- If any of these limits on use or any other provision of this Agreement are violated,  $\hat{\eta}_{ij}$  right  $\hat{\eta}_{ij}$  use Vahicle will automatically terminate, without further notice to me. Owner will recan all other rights a remedies provided by law, if I continue to operate the Vehicle after the right to do so has terminal overheadings the right to notify the police that the Vehicle has been stolen, and
- (2): I relibase and discharge Owner from any liability arising from any such notice: and
- (3). Ownerses the nort to serzettie Vehicle without legal process or notice to met and (4). I was all claims containings connected with such seizure, and
- (5) Livil passel explanes focured by Owner in returning the Vehicle to the original rental office Acclerate India Importance
- - report any accident, or any damage to loss or their of the Vehicle in writing to the office where the Vehi was tented; and
- deliver to the office where the Vehicle was rented overy process, pleading or paper relating to any clair suits or proceedings arising from or relating to any such accident.

If any claim, suit or legal proceeding is brought, I will not help any claimant and will cooperate fully with Own

- Damage to, Loss or Theft of the Vehicle and Related Costs, Laccept responsibility for any damage to, loss thaft of the Vehicle or any part or accessory. I am responsible regardless of fault or negligence of mine or a other person or act of God. I will pay Owner the amount necessary to repair the Venicle. I will not have Vehi repaired without permission from Owner. However, if the Vehicle is stolen and not recovered or if Owner decid It would cost too much to repair the Vehiclo, I will pay Owner the fair market value less any sale proceeds. F market value will be the retail value of the Mehicle immediately preceding the loss. Damages for which I respensible include but are not limited to:
- a. lose of use claim administrative fees, and/or diminishment of value, and/or
- towing, storage or impound fees; and/or
- other costs incurred by Owner to recover the Vahicla and to establish damages.

### SEE PARAGRAPH 16 FOR INFORMATION ON OPTIONAL DAMAGE WAIVER.

Responsibility to Third Parties. Owner complies with applicable motor vehicle financial responsibility laws a state certified self-insurer, bondholder or cash depositor.

Unless required by Pennsylvania's financial responsibility laws, the following apply:

- Owner does not provide any insurance coverage to me or any passengers; and
- My or any driver's valid and collectible automobile liability insurance or self-insurance is primary; and
- Owner's financial responsibility does not apply to:
  - (1) any claim made by a passenger white riding in or on or getting out of the Vehicle; or
- any liability imposed or assumed by anyone under any worker's compensation act, plan or contract. if required by Pennsylvania's financial responsibility laws, then Owner's obligation to third parties is finited Pennsylvania's minimum financial responsibility fimits. This obligation applies only if I am in compliance with the terand conditions of this Agreement. SEE PARAGRAPH 17 FOR INFORMATION ON OPTIONAL SUPPLEMENT. LIABILITY PROTECTION.
- Indemnification by Me. I will defend, indemnify and hold Owner harmless from all losses, tiabilities, damage injuries, claims, demands, costs, attorney fees and other expenses incurred by Ownor:
  - in any manner if they relate to this Agreement; or
  - from the use of the Vehicle by any party, including claims of, or flabilities to, third parties.
  - I will present a claim to my insurance carrier for any such events or tosses. I will have tinal responsibility to Owr for all such losses. This obligation may be limited if I elect to purchase optional Damage Walver and/or option Supplemental Liability Protection. SEE PARAGRAPHS 15 AND 17 FOR MORE INFORMATION.
- Personal Injury Protection and Uninsured / Underinsured Motorist Protection. Except as required by la Owner does NOT provide Personal Injury Protection, No Fault Benefits or Madical Payment Coverage (PIP) Uninsured/Underinsured Material Protection (UM/UIM) through this Agreement. If Owner is required by law provide PIP and/or UM/UIM. I expressly select such protection in the minimum limits with the maximum deductib expressly waive and reject PIP and UM/DIM limits in excess of the minimum limits required by law.
- Personal and Business Property. Owner is not responsible for any damage, loss or theft of, any property. demaged or stolen regardless of who is at fault. This applies whether the damage or theft occurs while I a rapiting the Vehicle or efter I return it to Owner, i understand Owner will not be responsible for any property i lear in the Vehicle.
- Use in Mexico Not Allowed, I am not authorized or permitted to take the Vehicle into Mexico.
- 12. Third Party Proceeds, if a third party agrees to pay any money owed by me under this Agreement, I here! transfer to Owner my right to receive that payment. Only those amounts actually paid by a third party to Owner w reduce the amount owed by me under this Agreement. I will remain responsible for all charges not paid by sur third party, such as charges for vehicle upgrades, extra rontal days, optional products and all other charge However, certain third parties may have agreed to pay Owner a flat fee for this Agreement. This flat fee is inster of Owner's "/day" charges or the third party's per dism benefits. If that is the case, the fiel fee paid by the thi party could be more or less then:
  - the normal "/day" charges as calculated under this Agreement; or
  - the per diam benefits provided by that third party.

wimuch money may be paid to Owner under such a flat fee agreement, third pany payments w

- vehicle upgrades (other than those provided by the third party); or
- optional products (including, but not limited to. Damage Warver, Personal Accident Insurance and/s Supplemental Liebijity Protection); or
- C Jonial days beyond those specified by the third party
- 13. Power of Attorney. By signing this Agreement, I give Owner a Limited Power of Attorney:
  - to present any insurance claims to my insurance company:
    - (1) if the Vehicle is demaged during the Rental Period; and/or
  - (2) if any liability, claims against Owner anse in conhection with this Agreement.
  - to endorse my name on any checks, credit cards, debit cards, or other payments made by any third party for any such damages or liabilities.
- 14. Severability, if any part of this Agreement is determined to be unlawful contrary to public policy, void c unenforceable, all remaining provisions will continue in full force and effect.
  - © Enterprise Rent-A-Car Company of Pittsburgh, 2005

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KENNY Ross

INTERNAL

### CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

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Fri. 7:30 AM to 5 PM	Seller hereby uppressly discisims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.	SUBLET AMOUNT	0.00
Sat. 8 AM to 4:30 PM	authorizes any other person to	MISC. CHARGES TOTAL CHARGES	0.00 21.95
CLOSED SUNDAY	connection with the sale of this item/items.	LESS INSURANCE	0.00

INTERNAL COPY

CUSTOMER SIGNATURE

Thank You For Your Business! www.kennyross.com

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* Early Bird Service

PLEASE PAY THIS AMOUNT

SALES TAX

03/13/2008 10:29 7244525041 KENNY ROSS NORTH PAGE 17/20

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CUSTOMER #:310105

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KENNY Ross

# CHEVROLET-GEO-BUICK NORTH, INC

WORKORDER 22010 Perry Highway

PITTSBURGH, PA	PAGE 1	Route 19 North a	it the Cranberry To	ownship Line	)
		Zelienople, Penns	ylvania 16063		
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#### **EXCLUSION OF WARRANTIES**

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchasor 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 affect, efficiency, or comfort.

# **AUTHORIZATION FOR REPAIRS**

AUTHORIZATION FOR REPAIRS

I hareby 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 parmission to operate the vehicle horein described on stroets, highways or elsewhere for the purpose of testing and/or insportion. An express mechanic's light is hereby schowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

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KENNY Ross

# CHEVROLET-GEO-BUICK NORTH, INC

WORKORDER

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# **EXCLUSION OF WARRANTIES**

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

# **AUTHORIZATION FOR REPAIRS**

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work harein 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 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 horeby scknowledged on above vehicle to secure the amount of repairs thereto. The deglership is not responsible for damages from freezing due to lack of antifreeze.

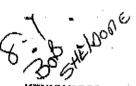
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11250 Route 30 North Huntingdon, PA 15642 (724) 863-9000 (412) 271-3100 • (724) 836-1830 FAX (724) 863-5250





**KENNY ROSS** 

CHEVROLET-BUICK NORTH, INC.

22010 Perry Highway

Zelienople, PA 16063

Route 19 North at the Cranberry Township Line

(724) 452-7200 • (412) 761-2500

FAX (724) 452-8442







KENNY ROSS CHEVROLET-OLDSMOBILE CADILLAC, INC.

374 West Main Street Somerset, PA 15501 (814) 445-4113 FAX (814) 443-1595 KENNY ROSS FORD SOUTH, INC.

3200 Library Road Rt. 88, Castle Shannon Pittsburgh, PA 15234 (412) 881-0001 FAX (412) 881-4587 KENNY ROSS FORD, INC. Route 30 & Blackhill Road P.O. Box 269

7-12 LM

P.O. Box 269 Adamsburg, PA 15611 (724) 864-3601 • (412) 271-8899 FAX (724) 864-7128

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SERVICE - (YELLOW COPY)

BILLING - (PINK COPY)

PAGE 20/20

KENNA BOSS NOBIH

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**KENNY ROSS** 

CHEVROLET, INC.

11250 Route 30

FAX (724) 863-9488



## **KENNY ROSS CHEVROLET** BUICK NORTH, INC.

22010 Perry Highway • Zelienople, PA 16063 North Huntingdon, PA 15642 Route 19 North at the Cranberry Township Line (724) 863-9000 • (412) 271-3100 (724) 452-7200 • (412) 761-2500 FAX 452-5041



# **KENNY ROSS CHEVROLET** OLDSMOBILE-CADILLAC, INC.

2006 North Center Avenue Somerset, PA 15501 (814) 445-4113 FAX (814) 443-1595



#### **KENNY ROSS** FORD SOUTH, INC.

3200 Library Road Rt. 88, Castle Shannon Pittsburgh, PA 15234 (412) 881-0001 FAX (412) 881-4587



# **KENNY ROSS** FORD, INC.

Floute 30 & Blackhill Fload P.O. Box 269 • Adamsburg, PA 1561 (724) 864-3601 • (412) 271-8899 FAX (724) 863-1633

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 THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVER-ING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIB-ITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDI-ATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE. THANK YOU.

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TO:	Cynthia Reyes
 FROM:	HOWARD BOUGHTER
MESSAGE:	RE: 71-608987090
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	Thank you!

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL AS SOON AS POSSIBLE.

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PITTSBURGH, PA

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PAGE 1

KENNY Ross

# CHEVROLET-GEO-BUICK NORTH, INC.

WORKORDER 22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zelienopie, Pennsylvania 16063

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**EXCLUSION OF WARRANTIES** 

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KENNY Ross 573507 CUSTOMER *:310105 CHEVROLET-GEO-BUICK NORTH, INC. WORKORDER 22010 Perry Highway PAGE 1 Route 19 North at the Cranberry Township Line PITTSBURGH,  $\mathbf{P}\mathbf{A}$ Zelienople, Pennsylvania 16063 HOME BUS: (724) 452-7200 * 412-761-2500 * Fax (724) 452-5041 SERVICE ADVISOR: 3857 BLAUSEN, DALE Yeah Samakengodei RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO THE RESERVED TO TH GALAXY SIL 05 CHEVROLET MALIBU 1G1ZS52F25F 21537/ HIGODEFANTE KWOJETNIEKES DEL DATE PROMISED. PO NO HATE PAYMENT HINZ DAVIES SA 09JUL05 IS 09JUL05 DD09JUL05 <u> 20:</u>00 15DEC06 0.00 CASH P. C. OPENED FIEADY OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0 15DEC2006 10:38 LINE OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS WP94 CUST STATES BRAKE LITES INOPP 3106 CRepl- h-R. Zurn siqual broke light bull **EXCLUSION OF WARRANTIES** PRELIMINARY ESTIMATE * Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undereigned 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. 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# GM Vehicle Inquiry System Summary

<u>Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title</u>

<u>Help</u>

	VIN:	1G1ZS52F25F		
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#### **VEHICLE INFORMATION**

Merchandising Model :	12\$0	69 -2005 MALIBU BAS	SE SEDA	N	Warran	ty Star	t Date :	07/09/2	005
BARS Order Type:	70 -	RETAIL - STOCK							
Delivering Dealer :	NOR	INY ROSS CHEVROL	ET-BUIC	K	Selling S	source		13 - CHEV	ROLET
	ZEL		3-8702		Site Cod	le :		13755	
	(724)	) 452-7200			Business Code :	Assoc	iate	118171	
Service Contract :	No	Branded Title :	No	Warranty	Block:	No	PDI S	tatus :	Paid

#### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

#### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

# ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

#### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	07/09/2005	15 miles	07/09/2008	36015 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	07/09/2005	15 miles	07/09/2011	100015 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	07/09/2005	15 miles	07/09/2013	80015 miles
36/36000 FEDERAL EMISSION	07/09/2005	15 miles	07/09/2008	36015 miles

#### **CLAIM HISTORY**

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
08/03/2005	535687	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	1622 miles
08/03/2005	535687	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	1622 miles
03/03/2005	522735	I	Z6999 - PDI RELATED FLUID ADDS	2 miles

GW venicle inquiry System - Summary

Page 2 of 2

02/21/2005 A54483 I Z7000 - PRE-DELIVERY INSPECTION - BASE TIME

0 miles

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12/15/2006

CUSTOMER #:310105

PITTSBURGH, PA

BUS:

HOME:

573508

Kenny Ross

# CHEVROLET-GEO-BUICK NORTH, INC.

WORKORDER 22010 Perry Highway

PAGE 1

Route 19 North at the Cranberry Township Line

Zellenopie, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

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#### **EXCLUSION OF WARRANTIES**

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regent to the parts end/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 accluded by dealer, include, but are not limited to any warranties that such parts end/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable selety, efficiency, or comfort.

#### **AUTHORIZATION FOR REPAIRS**

I hereby authorize the repair work herein set forth to be done slong with the necessary material, and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, 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 great you and/or your employees permission to operate the vehicle herein described on streets, highways or alsowhere for the purpose of teating 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 leck of antifreeze.

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CUSTOMER #:

559819

WORKORDER

Kenny Ross

# CHEVROLET-GEO-BUICK NORTH, INC

22010 Perry Highway

PAGE 1

Route 19 North at the Cranberry Township Line

Zellenopie, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-504

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MUD GUARD INSTALLATION **IUCR** 2357

Installed mud guards (F+R)





N. 20



#### **EXCLUSION OF WARRANTIES**

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Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in ne 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 deeler, 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 tor loss or demage 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 heroin described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lion is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

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KENNY ROSS NORTH

PAGE 13/20

STRAIGHT FLAT HATE PRICE R.O. No.5598/9 TIME OFF 6

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# RECONDITIONING REQUEST

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CUSTOMER NAME	
ADDRESS	
SALESMAN 1058	
AUTHORIZED BY	

KENNA KORR NOKIH

PAGE 14/20

CUSTOMER #:310105

562795

WORKORDER

PAGE 1

Kenny Ross

# CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zelienople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

PITTSBURGH, PA HOME: BUS:

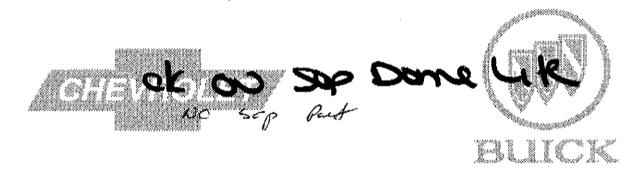
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**EXCLUSION OF WARRANTIES** 

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**EXCLUSION OF WARRANTIES** 

Any warranties on the parts and occessories 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 avent shall dealer be liable for incidental or consequential dameges or commercial losses arising out of such purchase. The undersigned purchases further agrees that the warranties excluded by dealer, include, but ore not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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Kenny Ross

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CUSTOMER #:310105

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PITTSBURGH.

539306

Kenny Ross

# CHEVROLET-GEO-BUICK NORTH, INC.

WORKORDER 22010 Perry Highway

PAGE 1

Route 19 North at the Cranberry Township Line

Zelienople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

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MUD GUARD INSTALLATION

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#### **EXCLUSION OF WARRANTIES**

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PAGE 02/02

KENNA KORR NOKIH







## **KENNY ROSS** CHEVROLET, INC.

11250 Route 30 (724) 863-9000 • (412) 271-3100 FAX (724) 863-9488



### KENNY ROSS CHEVROLET BUICK NORTH, INC.

22010 Perry Highway • Zelienople, PA 16063 North Huntingdon, PA 15642 Route 19 North at the Cranberry Township Line (724) 452-7200 • (412) 761-2500 FAX 452-5041



# KENNY ROSS CHEVROLET OLDSMOBILE-CADILLAC, INC.

2006 North Center Avenue Somerset, PA 15501 (814) 445-4113 FAX (814) 443-1595



#### **KENNY ROSS** FORD SOUTH, INC.

3200 Library Road Rt. 88, Castle Shannon Pittsburgh, PA 15234 (412) 881-0001 FAX (412) 681-4587



## KENNY ROSS FORD, INC.

Route 30 & Blackhill Road P.O. Box 269 • Adamsburg, PA 1561 (724) 864-3601 • (412) 271-8899 FAX (724) 863-1633

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IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL AS SOON AS POSSIBLE.

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Service Information

Page 5 of 5

15858368 (Base Gear)	Steering Gear Assembly
15858369 (Restricted Travel Gear) (Vehicles with 17" Wheels)	Steering Gear Assembly

# Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Labor Time	
E9448*	Lubricate and Reposition I-Shaft to Correct Noise	0.3 hr
Add	Install Foam (2004-2006)	0.1 hr
* This is a unique labor o Guide.	peration for bulletin use only. It will not be published in the	Labor Time
For other repairs, submit	the appropriate published labor operation.	

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 safety. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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Document ID# 1973984 2005 Chevrolet Malibu

Feedback

Print

# GM Vehicle Inquiry System Summary

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<u>Help</u>

VIN:	1G1ZS52F25F								
<u> </u>		VEHI	CLE IN	FORMATIO	N				
Merchandising Model :	1ZS6	1ZS69 -2005 MALIBU BASE SEDAN			Warranty Start Date :			07/09/2	2005
BARS Order Type:	70 - 1	RETAIL - STOCK			<u> </u>	<u> </u>			
Delivering Dealer :	Dealer: KENNY ROSS CHEVROLET-BUICK NORTH, INC. 22010 PERRY HWY			Selling Source :			13 - CHEVROLET		
	ZELI	ENOPLE, PA 1606	<b>3-870</b> 2		Site Code :			13755	
	(724)	452-7200			Busines: Code :	s Assoc	iate	118171	
Service Contract :	No	Branded Title :	No	Warranty	Block :	No	PDI St	atus :	Paid
	,	REQUI	RED FI	ELD ACTIO	NS				
Vehicle Has No Curre	nt Reco								
		SPRVICE							

#### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

# ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

#### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	07/09/2005	15 miles	07/09/2008	3 <b>6015</b> miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	07/09/2005	15 miles	07/09/2011	100015 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	07/09/2005	15 miles	07/09/2013	80015 miles
36/36000 FEDERAL EMISSION	07/09/2005	15 miles	07/09/2008	36015 miles

#### **CLAIM HISTORY**

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
04/27/2007	583231	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	25872 miles
]				

11/20/2007

03/13/2008 10:09 7244525041

KENNY ROSS NORTH

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04/27/2007	583231	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	25872	miles
12/15/2006	573507	#	N0761 - BULBS, STOP, TAIL, AND TURN LAMP (LEFT) - REPLACE	21537	
08/03/2005	535687	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	1622	miles
08/03/2005	535687	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	1622	
03/03/2005	522735	1	Z6999 - PDI RELATED FLUID ADDS		miles
02/21/2005	A54483	Ï	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

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03/13/2008 10:09 7244525041 KENNY ROSS NORTH PAGE 06/20

1ails KENNY Ross 600496 CUSTOMER # 310105 CHEVROLET-GEO-BUICK NORTH, INC. WORKORDER 22010 Perry Highway Route 19 North at the Cranberry Township Line PAGE 1 GIBSONIA. Zelianople, Pennsylvania 16063 HOME: BUS: (724) 452-7200 * 412-761-2500 * Fax (724) 452-5041 SERVICE ADVISOR: 3857 BLAUSEN, DALE
VIN LICENSE MILEAGE IN OUT LAG COLOR MEZH SERVICE PROPERTY OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF THE SERVICE OF T 05 CHEVROLET MALIBU PROD DATE WARE EXP 30890/ A PROPERTY OF THE SECOND PONO FATE PAYMENT INV DATE 09JUL05 IS <u>ogjuros pp</u>logjuros 20:00_06DEC07 00 TEACH SERVICE OFTIONS: STK:55Z14550 ENG:L61 TRN:MX0 06DEC2007 12:25 LINE OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS # A 6284 CUST STATES REAR SEAT BELT BUCKLE INOPP SOP WP94 BUCKLE WON'T LITCH - Broken Buckle 19300 Ren Centa Stay Belt 0 BACK ShELF & Replace conten RAR REEN SCAT + Belt Retmoter forcice assembles CUST STATES RIGHT REAR DOOR LATCH WONT LATCH AT TIMES WP94 A STATE OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PAR Minds of State erini a 41817-1100613 **EXCLUSION OF WARD** Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understends and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including werranties 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 demages or commercial losees grising out of such purchase. The undersigned purchases 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. PRELIMINARY ESTIMATE \$ AUTHORIZED BY X

TECHNICIAN COPY

REVISED ESTIMATE (1)

REVISED ESTIMATE (2)

REVISED ESTIMATE (3)

**AUTHORIZATION FOR REPAIRS** 

I hereby outhorize 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 convallability of perts 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 deelership is

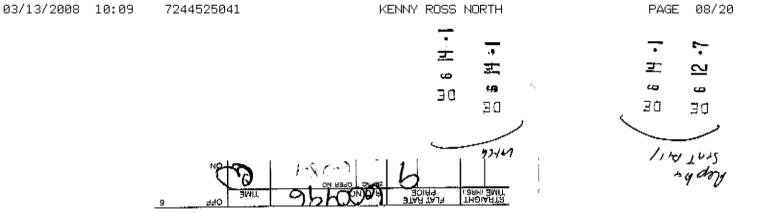
not responsible for demages from freezing due to lack of antifreeze.

DATE

I HEREBY ACKNOWLEDGE THAT I WAS NOTHED & GAVE ORAL APPROVAL

TIME

θY





	DATE: REPAIR ORDER #
Cadillac D + S	YEAR 05 MAKE / MODEL MSh bu
NAME:	PHONE #
VIN	ODOMETER 30F90
	REQUIRES IMMEDIATE ATTENTION
SERVICE MAINTENANCE	
Change engine oil and filter. Reset oil life system.	CHECK BATTERY PERFORMANCE Battery Terminals
Lubricate chassis components.	Good Factory Spec. Cold Cranking Amps: Good
Check tire inflation pressures and wear.	Recharge Actual Cold Bad
Visually inspect exhaust system for looks, damage, & loose parts.  Remove any famign materials trapped by shielding.	Bad Cranking Amps: (Clean if necessary)
Inspect angine accessory drive belt	CHECK BRAKES: MEASURE FRONT / REAR LININGS
Check engine coalant & windshield washer fluid levels. Add fluid as needed.	
Visually inspect transmission, drive shoft, u-joints, and transmission shift linkage (if equipped), and lubricate as needed.	
Visually inspect CV drive code boots (if equipped).	
Visually inspect suspension and steering components.	
Lubricate suspension, steering, steering linkages & body components.	
Visually inspect radiator, heater, and air conditioning hoses (HVAC) for operational performance.	
Visually inspect wiper blades, and wiper operation.	
Visually inspect restraint system components.	
Check transmission fluid level and add fluid as needed.	8/37" or over (Disc) or 5/32" or over (Drum)
Inspect fuel system for damage or leaks.	477 or leastly in a 2000 sole (Prom)
ADDITIONAL REQUIRED MAINTENANCE	
Replace engine air cleanar filler. An Emission Control Service.	Comments:
Supercharger service (if equipped).  An Emission Control Service.  Charge automatic transade fluid and filter	CHECK TIRES
(severe service).	
An Emission Control Service.	TREAD DEPTH RF
Engine cooling system service.	4/32" to 6/32"  4/32" to 6/32"
Perform any needed additional services.	3/32" or Less 3/32" or Less
State Inspection Due (If Applicable)	7/32" or Greater 7/32" or Greater
Comments - Estimate	4/32" to 6/32" 4/32" to 6/32"
	3/32" or Less
	LR RR
This Courtesy Inspection Completed by Your Dealership Team!	(\$755)
Service Advisor:	NEXT SCHEDULED MAINTENANCE
Technician:	Date:Time:

# **GM Vehicle Inquiry System** Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -Service Contract - Warranty Block - Branded Title

#### Help

VIN:	1G1ZS52F25F2								
		VEHI	CLE IN	FORMATIO	N				
Merchandising Model :	1ZS69 -2005 MALIBU BASE SEDAN				Warranty Start Date :			07/09/2005	
BARS Order Type:	70 ~	RETAIL - STOCK			·				
Delivering Dealer :	: KENNY ROSS CHEVROLET-BUICK NORTH, INC. 22010 PERRY HWY ZELIENOPLE, PA 16063-8702 (724) 452-7200			Selling Source : Site Code :			13 - CHEVROLET		
					Business Associate Code :			118171	
Service Contract :	No	Branded Title :	No	Warranty	anty Block : No PDI S		PDI St	tatus : Paid	
		REQUI	RED FI	ELD ACTIO	NS		I		
Vehicle Has No Curre	nt Reco	ord Of Outstanding C	Campaig	ns				••••	

# SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

# ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

#### APPLICABLE WARRANTIES

Description	Effective Effective Odometer		End Date	End Odometer	
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	07/09/2005	15 miles	07/09/2008	36015 miles	
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	07/09/2005	15 miles	07/09/2011	100015 miles	
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	07/09/2005	15 mîles	07/09/2013	80015 miles	
36/36000 FEDERAL EMISSION	07/09/2005	15 miles	07/09/2008	36015 miles	

# **CLAIM HISTORY**

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
11/20/2007	599363	#	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE	30467 miles
J				

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599363	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	30467	miles
583231	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	25872	miles
583231	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	25872	miles
573507	#	N0761 - BULBS, STOP, TAIL, AND TURN LAMP (LEFT) - REPLACE	21537	miles
535687	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	1622	miles
535687	#	Z7901 - 1-DAY COURTESY TRANSPORTATION		miles
522735	I	Z6999 - PDI RELATED FLUID ADDS		
A54483	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles
	583231 583231 573507 535687 535687 522735	583231 # 583231 # 573507 # 535687 # 535687 # 522735 I	COMPARTMENT LOCK - REPLACE     583231	583231       # E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE       25872         583231       # Z7901 - 1-DAY COURTESY TRANSPORTATION       25872         573507       # N0761 - BULBS, STOP, TAIL, AND TURN LAMP (LEFT) - REPLACE       21537         535687       # E7680 - COLUMN ASSEMBLY, STEERING - REPLACE       1622         535687       # Z7901 - 1-DAY COURTESY TRANSPORTATION       1622         522735       I Z6999 - PDI RELATED FLUID ADDS       2

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600497

PAGE 1

WORKORDER

CENNY ROSS

### CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

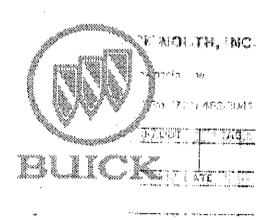
Zelienopie, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 462-5041

GIBSONIA, PA' HOME: BUS:

SERVICE ADVISOR: 3857 BLAUSEN, DALE VIN LICENSE MILEKSE VAKEMODE SECTION OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE CHEVROLET MALIBU 30890/ HOU DATE WARE DAY DEL DATE PROMISED HATE PAYMENT 09JUL05 IS **09JUL05 DD09JUL**05 20:00 06DEC07 AND THE PROPERTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY O OPTIONS: STK: 55Z14550 ENG:L61 TRN:MX0 06DEC2007 12:25 TIME OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS CLOFT LUBE OIL FILTER COMBINATION





#### **EXCLUSION OF WARRANTIES**

Any warranties on the parts and accessories sold horoby are made by the manufacturer. The undersigned purchaser understands and agrees that depler 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 our 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 research to a such parts.

#### **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 dalays in parts shipmants by the supplier or transporter. I hereby grant you end/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 machanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from treezing due to lock of antifreeze.

PRELIMI	NARY	<b>ESTIM</b>	ATE	•.

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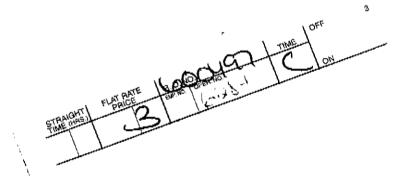
REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

•		

CUITOMIN MANATINE

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03/13/5008 10:00 1544252041 KENNA KOZS NOKIH 6VEE 12/50

KENNY Ross 600610 CUSTOMER #:310105 CHEVROLET-GEO-BUICK NÓRTH, INC. WORKORDER 22010 Perry Highway Route 19 North at the Cranberry Township Line PAGE 1 GIBSONIA, PA Zellenopis, Pennsylvanis 16063 HOME: BUS: (724) 452-7200 * 412-761-2500 * Fax (724) 452-5041 SERVICE ADVISOR: 3857 BLAUSEN, DALE
VIN LICENSE MILEAGE IN OUT GALAXY SIL 05 CHEVROLET MALIBU PROD DATE WARR EXP 1G1ZS52F25E 30962/ RATE 09JUL05 IS <u>09JUL05</u> 20:00 07DEC07 0.00OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0 07DEC2007 12:23 LINE OF CODE TECH. DESCRIPTIONS/INSTRUCTIONS TYPE A CUST STATES RIGHT REAR DOOR WILL NOT STAY LATCHED WP94 6284 C. Ren Doon Latch Lock Assembly Bindry
C. Ren New Door Panel + Rephy Witch Manara, and が143年時代の土 ""TE E 1525361

Any werranties 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 firmes for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shell dealer be liable for incidental or consequential derages 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, afficiency, or comfort.

**EXCLUSION OF WARRANTIES** 

#### **AUTHORIZATION FOR REPAIRS**

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REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)		7	
EVISED (3)			

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PRELIMINARY ESTIMATE 6

STRAIGHT FLAT RATE PAICE OFF NO 84 ON ON

PAGE 17/20

KENNA BOSS NOBIH

T44525041

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60:01 8002/81/80

# GM Vehicle Inquiry System Summary

<u>Home</u> - <u>Summary</u> - <u>Claim History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

#### Help

VIN:	lGlZS	52F25F						
		VEHIC	LE INFOR	MATION		***************************************		
Merchandising Model :	1 <b>Z</b> S6	9 -2005 MALIBU BA	SE SEDAN	Warr	inty Sta	rt Date :	07/09/2	2005
BARS Order Type :	70 - 1	RETAIL - STOCK						
Delivering Dealer :	NOR	KENNY ROSS CHEVROLET-BUICK NORTH, INC. 22010 PERRY HWY ZELIENOPLE, PA 16063-8702		Selling	Source	:	13 - CHEV	ROLET
	ZELI			Site C	ode :		13755	
	(724)	452-7200		Busine Code :	ss Asso	ciate	118171	
Service Contract :	No	Branded Title :	No W	rranty Block :	No	PDI S	atus :	Paid

#### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

#### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

#### ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

#### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	07/09/2005	15 miles	07/09/2008	36015 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	07/09/2005	15 miles	07/09/2011	100015 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	07/09/2005	15 miles	07/09/2013	80015 mileş
36/36000 FEDERAL EMISSION	07/09/2005	15 miles	07/09/2008	36015 miles

#### CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading	
11/20/2007	599363	#	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE	30467 miles	

12/7/2007

03/13/2008 10:09 7244525041 KENNY ROSS NORTH PAGE 19/20

11/20/2007	599363	`*	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	30467 miles
04/27/2007	583231	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	25872 miles
04/27/2007	583231	#	27901 - 1-DAY COURTESY TRANSPORTATION	25872 miles
12/15/2006	573507	#	N0761 - BULBS, STOP, TAIL, AND TURN LAMP (LEFT) - REPLACE	21537 miles
08/03/2005	535687	#	E7680 COLUMN ASSEMBLY STEERING REPLACE	1 <i>6</i> 22 - miles
08/03/2005	535687	#	27901 - 1-DAY COURTESY TRANSPORTATION	1622 miles
03/03/2005	522735	*	26999 - PDLRELATED FLUID ADDS	2 miles
02/21/2005	A54483		27000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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# Kenny Ross



**KENNY ROSS** 

CHEVROLET, INC.

11250 Route 30

FAX (724) 863-9488



#### KENNY ROSS CHEVROLET BUICK NORTH, INC.

22010 Perry Highway • Zellenople, PA 16063 North Huntingdon, PA 15642 Route 19 North at the Cranberry Township Line (724) 863-9000 • (412) 271-3100 (724) 452-7200 • (412) 761-2500 FAX 452-5041



#### KENNY ROSS CHEVROLET OLDSMOBILE-CADILLAC, INC.

2006 North Center Avenue Somerset, PA 15501 (814) 445-4113 FAX (814) 443-1595



#### KENNY ROSS FORD SOUTH, INC.

3200 Library Road Rt. 88, Castle Shannon Pittsburgh, PA 15234 (412) 881-0001 FAX (412) 881-4587



#### KENNY ROSS FORD, INC.

Route 30 & Blackhill Road P.O. Box 269 - Adamsburg, PA 15611 (724) 864-3601 • (412) 271-8899 FAX (724) 863-1633

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IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL AS SOON AS POSSIBLE.

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INCLUDING THIS COVER SHEET

Service Information Page 2 of 5

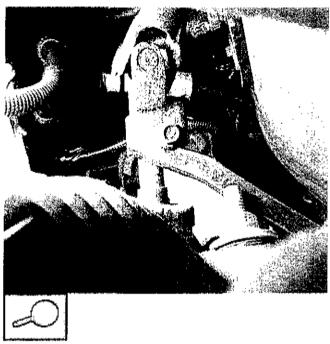


1. From inside the vehicle, spray GM Superlube, P/N 12346241 (in Canada, use P/N 10953474), into the gap between the inner shaft and outer shaft at the steering shaft for about two to three seconds.

2. Start the vehicle and turn the steering wheel 180 degrees and spray into the gap between the inner shaft and the outer shaft again for about two to three seconds.

- 3. Wipe off any excessive lubricant that may run down the outer shaft with a shop towel.
- 4. Cycle the steering wheel lock to lock for two complete cycles.
- 5. Verify that the clunk noise is no longer present.
- 6. If the clunk noise is still present, raise and suitably support the vehicle. Refer to Lifting and Jacking the Vehicle in SI.
- 7. Check the position of the intermediate shaft as it connects to the steering gear. There may be an interference condition between the clamp and the steering gear input shaft. The clamp is beveled and if forced down on the input shaft too hard, it may cause a loose fit with the intermediate shaft to input shaft joint. To correct this condition, perform the following steps:
  - 7.1. Loosen the intermediate shaft pinch bolt at the steering gear end.

Service Information Page 3 of 5



- 7.2. Pry the clamp up using a pry bar to position the bolt into the upper part of the groove as shown above. This will position the clamp off of the bevel.
- 7.3. While keeping the clamp in the upper position, tighten the bolt.

#### Tighten

Tighten the bolt to 49 N·m(36 lb ft).

7.4. Verify that the clunk noise is no longer present.

#### Condition 2

Some customers may comment on a knocking or rattling type noise from the front of the vehicle when driven at low speeds and over bumps. The noise only occurs when the steering wheel is in the straight ahead position and sounds like the noise is in the left suspension of the vehicle or directly in front of the driver.

#### Correction 2

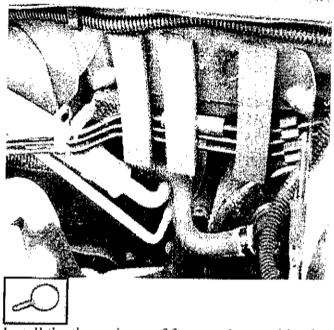
- 1. Determine the source of the noise. Install the chassis ears at the following locations:
  - sway bar link, one side at a time
  - upper strut mount, one side at a time
  - · steering gear near the pinion area
  - base of the steering column housing
  - · radiator surge tank
- 2. If the noise is coming from the upper strut mount or sway bar link, replace as necessary and retest.
- 3. For 2004-2006 model year vehicles, the noise may be coming from the radiator surge tank area. (The 2007 model year vehicles use a different style radiator surge tank refer to Step 9.)

11/20/2007

Service Information Page 4 of 5

4. If the noise is coming from the radiator surge tank, release the two retaining tabs holding the radiator surge tank and reposition the tank away from the attaching bracket and isolate with closed cell foam.

- 5. Cut three pieces of closed cell foam, P/N P46515 (or equivalent), into 25 mm (1 in) by 102 mm (4 in) pieces.
- 6. Cut two pieces of closed cell foam into 25 mm (1 in) by 6 mm (1/4 in) pieces.



- 7. Install the three pieces of foam to the attaching bracket starting at the top center inside the bracket and proceed down across the fuel lines, then at the inside of the bracket at the left and right positions of the center piece of foam. Finally, install the last two pieces of foam to the inside bracket at the left and right extended sides behind the retaining holes as shown above.
- 8. Reposition the radiator surge tank back onto the bracket and seat the two retaining tabs on the tank.
- 9. Drive the vehicle to verify that the noise is no longer present.
- 10. If the intermediate shaft position was correct, the I-shaft was lubricated, and the closed cell foam was added to the radiator surge tank bracket for 2004-2006 model year vehicles, then the noise the customer is hearing is from the rack gear and pinion gear contact internally in the steering gear. The steering gear should be replaced with the new part number gear listed below. Refer to the Power Steering Gear (EPS) Replacement procedure in SI.

#### Parts Information

Order Adhesive Back Shim Stock from Kent Automotive at 1-888-YES-KENT or online at www.kent-automotive.com.

Part Number	Description	Material Allowance
P46515	Adhesive Back Shim Stock (25 mm x 30 ft roll) [15 mm (9/16 in) thickness]	\$1.60 per vehicle (\$1.78 in Canada)
	Part Number	Description

11/20/2007

Service Information

15858368 (Base Gear)	Steering Gear Assembly
15858369 (Restricted Travel Gear) (Vehicles with 17" Wheels)	Steering Gear Assembly

#### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time		
E9448*	Lubricate and Reposition I-Shaft to Correct Noise	0.3 hr		
Add	Install Foam (2004-2006)	0.1 hr		
* This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.				
For other repairs, submit t	he appropriate published labor operation.			

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 GIØ dealer for information on whether your vehicle may benefit from the information.



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<- Back

Forward ->

Document ID# 1973984 2005 Chevrolet Malibu

Feedback

Print

# GM Vehicle Inquiry System Summary

<u>Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title</u>

#### <u>Help</u>

VIN;	1G1ZS52F25F

#### VEHICLE INFORMATION

Merchandising Model :	1ZS69 -2005 MALIBU BASE SEDAN		Warranty Start Date :		07/09/2005				
BARS Order Type:	70 -	70 - RETAIL - STOCK							
Delivering Dealer :	NOF	KENNY ROSS CHEVROLET-BUICK NORTH, INC.		Selling Source :		13 - CHEVROLET			
	22010 PERRY HWY ZELIENOPLE, PA 16063-8702			Site Cod	de :		13755		
(724) 452-7200			Busines Code :	s Assoc	iate	118171			
Service Contract :	No	Branded Title :	No	Warranty	Block :	No	PDI S	tatus :	Paid

#### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

#### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

#### ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

#### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	07/09/2005	15 miles	07/09/2008	36015 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	07/09/2005	i5 miles	07/09/2011	100015 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	07/09/2005	15 miles	07/09/2013	80015 miles
36/36000 FEDERAL EMISSION	07/09/2005	15 miles	07/09/2008	36015 miles

#### CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
04/27/2007	583231	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	25 <b>87</b> 2 miles

03/13/2008 10:00 7244525041 KENNY ROSS NORTH PAGE 07/20

04/27/2007	583231	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	25872	miles
12/15/2006	573507	#	N0761 - BULBS, STOP, TAIL, AND TURN LAMP (LEFT) - REPLACE	21537	miles
08/03/2005	535687	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	1622	miles
08/03/2005	535687	#	Z7901 - I-DAY COURTESY TRANSPORTATION	1622	miles
03/03/2005	522735	I	Z6999 - PDI RELATED FLUID ADDS	2	miles
02/21/2005	A54483	Ι	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

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03/13/2008 10:00 7244525041 KENNY ROSS NORTH PAGE 09/20

CUSTOMER # 310105

GIBSONIA, PA

600496

PAGE 1

WORKORDER

# Kenny Ross

#### CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellenopie, Pennsylvania 16063

HOME BUS: (724) 452-7200 * 412-761-2500 * Fax (724) 452-5041 SERVICE ADVISOR: 3857 BLAUSEN, DALE egler. YEAR WAKE/MODEL LICENSE MILEAGE IN OUT IN TAG 05 CHEVROLET MALIBU FROD DAYE WARR EXP 30890. DELDATE PROMISED PAYMENT PO NO: RATE INV. DATE 09JUL05 IS 0930105 DD09.TUL05 <u> 20:00 06DEC07</u> 0.00 CASH R.O. OPENED READY OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0 06DEC2007 12:25 LINE OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS A WP94 CUST STATES REAR SEAT BELT 6284 BUCKLE INOPP SOP won't life - Broken Backle 12 Enr CONTRA SE11 B. 11 Burckle 11956  $\mathcal{C}$ BALL Shelf Rep o ce Cray from C Ossembles Rétarcher Auchie В **WP94** CUST STATES RIGHT REAR DOOR LATCH WONT LATCH AT TIMES



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EXCLUSION OF WARRENCES

Any warranties on the parts and accessories sold horoby 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 curchase. The understanded our chaser further services that the warranties would be 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 marchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, afficiency, 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 dolays caused by unavailability of parts or delays in parts shipments by the supplier or transporter, i hereby great you and/or your employees permission to operate the vehicle herein described on atroots, 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 resonable for demands from transporters. not responsible for damages from freezing due to lack of entifreeze.

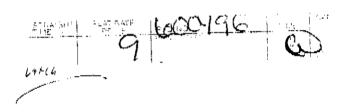
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KENNA BOSS NOBIH 5750

# KENNY ROSS

## SERVICE BAY REPORT CARD

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SERVICE MAINTENANCE	CHECK BATTERY PERFORMANCE
LAND AND AND AND AND AND AND AND AND AND	Rettory Tormingle
Change engine all and filter. Reset all life system.  Lubricate chassis components.	Good Factory Spec. Cold Cranking Amps: Good
Check tire inflation pressures and wear.	Recharge Actual Cold Bad
Visually inspect exhaust system for leaks, domage, & loose parts.  Remove any foreign materials trapped by shielding.	Bad Cranking Amps: (Clean if necessary)
Inspect engine accessory drive belt.	CHECK BRAKES: MEASURE FRONT / REAR LININGS
Check engine coolant & windshield washer fluid levels. Add fluid as needed.	LF COORF
Visually inspect transmission, drive shaft, u-joints, and transmission shift linkage (if equipped), and lubricate as naodod.	
Visually inspect CV drive axle boots (if equipped).	
Visually inspect suspension and steering components.	
Lubricate suspension, steering, steering linkages & body components.	
Visually inspect radiator, heater, and air conditioning hoses (HVAC) for operational performance.	
Visually inspect wiper blades, and wiper operation.	
Visually inspect restraint system components.	
Check transmission fluid level and add fluid as neoded.	4/32" to 7/32" (Disc) or 3/32" to 4/32" (Drum)
Inspect fuel system for damage or leaks.	4/32" or less (Disc) or 2/32" or less (Drum)
ADDITIONAL REQUIRED MAINTENANCE  Replace ongine gir cleoner filter.	Brake Measurement Not Taken This Service Visit
Replace ongine air cleaner filter.  An Emission Control Service.  Supercharger service (if equipped).	Comments:
An Emission Control Service.  Change automatic transaxle fluid and filter	CHECK TIRES
(severe service).  Replace spark plugs. Inspect spark plug wires.  An Emission Control Service.	LF TREAD DEPTH RF
An Emission Control Service.  Engine cooling system service.	7/32" or Greater 7/32" or Greater
Perform any needed additional services.	4/32" to 6/32" 4/32" to 6/32"
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MONTH DAY YEAR	7/32" or Greater 7/32" or Greater
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his Courtesy Inspection Completed by Your Dealership Team!	Tire Pressures Set to Factory Recommended PSI: FRONT REAR
Service Advisor:	NEXT SCHEDULED MAINTENANCE
	Date: Time:
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Cichard Minima Charmannian Business Resource Coser-Pt ( Box 333 70) Decreat, No. 48232-3170

VIA FAX ONLY

55214550

March 12, 2008

Howard Boughter Kenny Ross Chevrolet-Buick North, Inc. 22010 Perry Hwy. Zelienople, PA. 16063-8702

RE:

Service Request: 71-608987090 2005 Chevrolet Maribu

Vehicle Identification Number: 1G1ZS52F25F

Legal Research Specialist: Cynthia Reyes

Dear Mr. Boughter:

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 within 48 hours 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

03/13/2008 10:00

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KENNY ROSS NORTH







Fax Server

1/002

PAGE 14/20



## **General Motors Business Resource Center**



To: **Howad Boughter** 

Company:

Fax: (724) 452-8754

Phone:

From: Cynthia Reyes

866-363-8695 Fax:

Phone: 866-790-5600 ext. 11153

E-mail:

cc:

NOTES:

CUSTOMER #:310105 CHEVROLET-GEO-BUICK NØRTH, INC. WORKORDER 22010 Perry Highway Route 19 North at the Cranberry Township Line PAGE 1 GIBSONTA, PA Zelienople, Pennsylvania 16063 HOME: BUS: (724) 452-7200 * 412-761-2500 * Fax (724) 452-5041 SERVICE ADVISOR: 3857 BLAUSEN, DALE
LICENSE MILEAGEIN OUT (COLOR) MARKET (OLIVE) IN A SECOND STATES S ALAXY SIL 05 CHEVROLET MALIBU DELDATE PROD. DATE WARE EXP. GALAXY SIL 1G1ZS52F25F30467/ PROMISED 700 PAYMENT RATE MNV appetit and a second 09JUL05 IS <u>09JUL05 DD09JUL05</u> <u>20</u>:00 20NOV07 0.00 CASH R.O. OPENED READY OPTIONS: STK:55214550 ENG:L61 TRN:MX0 20NOV2007 12:22 LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS  $WP9\overline{4}$ CUST STATES STEERING CLUNKS WHEN TURNING - Sterms when I chark during show specials - lubed mur forter shoft meeting point adjusted informediate short usuard to concer problems CUST STATES SEAT BELT BUCKLE LEFT REAR OUTSIDE WONT WP94 LATCH - best will not latch to bucker diger correction to the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contract - bookle /loth failure ordered new CH reer sout buckle  $\mathbf{C}$ WP94 CUST STATES KEY PFOBES INOPP One remote maps. confirmed affinished repression insecessful D MAS Found solder joint for battery inside tob Keptered with new remote programmed WARRAN **EXCLUSION** PREEMINARY ESTIMATE \$ Any warranties on the parts and accessories sold hereby are made by the manufacturer. The 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 marchantability 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 inclidental 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 marchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort. AUTHORIZED BY DATE TIME BY REVISED ESTIMATE (1) REVISED ESTIMATE (2) **AUTHORIZATION FOR REPAIRS** I hereby authorize the repair work herein sat 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 trasporter. 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 emount of repairs thereto. The dealership is

599363

TECHNICIAN COPY

REVISED ESTIMATE

not responsible for damages from freezing due to lack of antifreeze.

HEREBY ACKNOWLEDGE THAT LWAR NOTIFIED & GAVE ORAL APPROVAL

KENNY ROSS

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Service Information Page 1 of 5

<- Back | Forward ->

Document ID# 1973984 2005 Chevrolet Malibu

Feedback

Print |

Subject:

Clunk/Knock/Rattle From Front of Vehicle When

Driving/Turning over Bumps (Diagnose Noise - Lubricate Inner/Outer Steering Shaft, Reposition I-Shaft, Add Foam to Radiator Surge Tank Mounting Bracket) #06-02-32-007B

**- (05/21/2007)** 



Models:

2004-2007 Chevrolet Malibu/Maxx

2005-2007 Pontiac G6

with Electronic Power Steering (EPS)

This bulletin is being revised to update the model years, include more conditions and additional information and update the warranty information. Please discard Corporate Bulletin Number 06-02-32-007A (Section 02 -- Steering).

#### Condition 1

Some customers may comment on a clunk noise heard and felt in the steering wheel while driving at slow speeds and turning. The clunk noise may appear to be directly in front of the driver. Hitting a bump while turning can produce the clunk noise. Sometimes the noise may be duplicated when the vehicle is sitting still and the steering wheel is turned 90 degrees in either direction before initially centering the steering wheel.

#### Cause 1

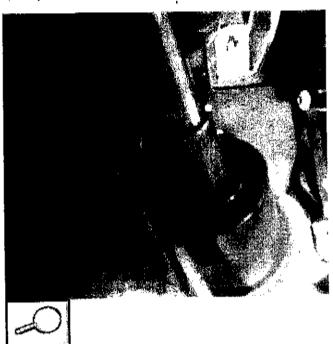
The clunk noise may be caused by the lack of lubrication between the inner and outer steering shafts.

#### Correction I

Important: DO NOT disconnect the intermediate shaft to lubricate.

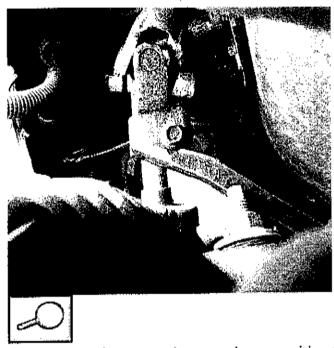
Lubricate the intermediate shaft with GM Superlube using the procedure below:

Page 2 of 5 Service Information



- 1. From inside the vehicle, spray GM Superlube, P/N 12346241 (in Canada, use P/N 10953474), into the gap between the inner shaft and outer shaft at the steering shaft for about two to three seconds.
- 2. Start the vehicle and turn the steering wheel 180 degrees and spray into the gap between the inner shaft and the outer shaft again for about two to three seconds.
- 3. Wipe off any excessive lubricant that may run down the outer shaft with a shop towel.
- 4. Cycle the steering wheel lock to lock for two complete cycles.
- 5. Verify that the clunk noise is no longer present.
- 6. If the clunk noise is still present, raise and suitably support the vehicle. Refer to Lifting and Jacking the Vehicle in SI.
- 7. Check the position of the intermediate shaft as it connects to the steering gear. There may be an interference condition between the clamp and the steering gear input shaft. The clamp is beveled and if forced down on the input shaft too hard, it may cause a loose fit with the intermediate shaft to input shaft joint. To correct this condition, perform the following steps:
  - 7.1. Loosen the intermediate shaft pinch bolt at the steering gear end.

Page 3 of 5 Service Information



- 7.2. Pry the clamp up using a pry bar to position the bolt into the upper part of the groove as shown above. This will position the clamp off of the bevel.
- 7.3. While keeping the clamp in the upper position, tighten the bolt.

#### Tighten

Tighten the bolt to 49 N·m(36 lb ft).

7.4. Verify that the clunk noise is no longer present.

#### Condition 2

Some customers may comment on a knocking or rattling type noise from the front of the vehicle when driven at low speeds and over bumps. The noise only occurs when the steering wheel is in the straight ahead position and sounds like the noise is in the left suspension of the vehicle or directly in front of the driver.

#### Correction 2

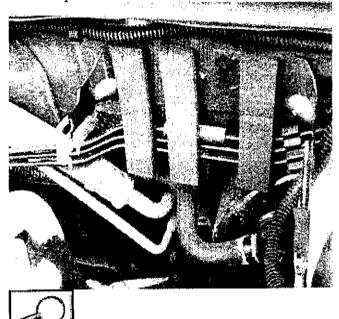
- 1. Determine the source of the noise. Install the chassis ears at the following locations:
  - · sway bar link, one side at a time
  - upper strut mount, one side at a time
  - · steering gear near the pinion area
  - base of the steering column housing
  - radiator surge tank
- 2. If the noise is coming from the upper strut mount or sway bar link, replace as necessary and retest.
- 3. For 2004-2006 model year vehicles, the noise may be coming from the radiator surge tank area. (The 2007 model year vehicles use a different style radiator surge tank - refer to Step 9.)

11/20/2007

Service Information Page 4 of 5

4. If the noise is coming from the radiator surge tank, release the two retaining tabs holding the radiator surge tank and reposition the tank away from the attaching bracket and isolate with closed cell foam.

- 5. Cut three pieces of closed cell foam, P/N P46515 (or equivalent), into 25 mm (1 in) by 102 mm (4 in) pieces.
- 6. Cut two pieces of closed cell foam into 25 mm (1 in) by 6 mm (1/4 in) pieces.



- 7. Install the three pieces of foam to the attaching bracket starting at the top center inside the bracket and proceed down across the fuel lines, then at the inside of the bracket at the left and right positions of the center piece of foam. Finally, install the last two pieces of foam to the inside bracket at the left and right extended sides behind the retaining holes as shown above.
- 8. Reposition the radiator surge tank back onto the bracket and seat the two retaining tabs on the tank.
- 9. Drive the vehicle to verify that the noise is no longer present.
- 10. If the intermediate shaft position was correct, the I-shaft was lubricated, and the closed cell foam was added to the radiator surge tank bracket for 2004-2006 model year vehicles, then the noise the customer is hearing is from the rack gear and pinion gear contact internally in the steering gear. The steering gear should be replaced with the new part number gear listed below. Refer to the Power Steering Gear (EPS) Replacement procedure in S1.

#### Parts Information

Order Adhesive Back Shim Stock from Kent Automotive at 1-888-YES-KENT or online at www.kent-automotive.com.

Part Number	Description	Material Allowance
P46515	Adhesive Back Shim Stock (25 mm x 30 ft roll) [15 mm (9/16 in) thickness]	
	Part Number	<u>Description</u>

11/20/2007





**KENNY ROSS** 

CHEVROLET, INC.

11250 Route 30

(724) 863-9000 • (412) 271-3100

FAX (724) 863-9488



#### KENNY ROSS CHEVROLET BUICK NORTH, INC.

22010 Perry Highway • Zelienople, PA 16063 North Huntingdon, PA 15642 Route 19 North at the Cranberry Township Line (724) 452-7200 • (412) 761-2500 FAX 452-5041



#### KENNY ROSS CHEVROLET OLDSMOBILE-CADILLAC, INC.

2006 North Center Avenue Somerset, PA 15501 (814) 445-4113 FAX (814) 443-1595



#### **KENNY ROSS** FORD SOUTH, INC.

3200 Library Road Rt. 88, Castle Shannon Pittsburgh, PA 15234 (412) 881-0001 FAX (412) 881-4587



#### **KENNY ROSS** FORD, INC.

Route 30 & Blackhill Road P.O. Box 269 • Adamsburg, PA 1561 (724) 864-3601 • (412) 271-8899 FAX (724) 863-1633

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You have traded in the following Vehicle: 1996 GEO	PRIZM	SU 1Y	TSK\$26XTZ	
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## LIFEGUARD RUSTPROOFING

PITTSBURGH PA

#### ADDITIONAL TERMS AND CONDITIONS

I. SECURITY AGREEMENT: To scene the payment of all sums due and the performance of all required obligations under this Agreement, you give a security interest in the Vehicle, in all puris (called "necessions") attached to the Vehicle at any later time, and many proceeds at the Vehicle, including materate proceeds. We may ser-off any attached to. This includes any among which is now or may in the trare be deposited with or. This includes any among which is now or may in the trare be deposited with as you, We may do thus without may price notice to you. In addition to this Agreement, the security interest section the payment of all sums and the performance of all promises made in all other notes, both agreements and time of credit agreements of you to us.

the of credit agreements of you to us.

2. HOW THE TOTAL OF PAYMENTS IS COMPUTED: The Total of Payments are not to four tills has been computed on the assumption that we will receive

shows on the front side his bon computed on the assumption that we will receive all payments on their schedolid due shipe.

3. COMPUTING INTEREST: We will charge interest on a daily basis on the outstanding balance subject to Interest on each day of the hear term. The daily interest rate is equal to the rate state in the "bramke of pays testion divided by the minter of days in that calendar year. You agree that, betties interest is categorized in a daily basis, late payments will result in less interest point charged. Early and/or interpretations will cause the amount of the fluid payment to charge.

4. BALANCE SUBJECT TO INTEREST: The outstanding balance subject to interest will include only the amount of the principal behave that remains unpaid on the day for which the interest is computed. This includes the angular of the principal momin showe in the "Parmige to Pup" section, and any amounts which have been advanced by usuador Section 4th chieve.

5. LATE CHARGE You agree to pay a late charge for any payment not made within 15 days after its due date. The tale charge will be 10% of the payment which was not peak in full, or \$20.00, whichever is greater. The late charge will be due to the course cannot be the cause of the collection of a late charge doe on an earlier payment.

5. NSF PEE: If you autompt to make a payment with a check or Instrument which is distanced by the drawee (the bank that helds) your deposit account, you agree to pay an NSF fee of \$20.00 for coefficient.

6. NSF PEE: If you attempt to make a payment with a check or Instrument which is distanced by the drawee (the bank that helds) your deposit account), you agree to pay an NSF fee of \$20.00 for coefficient.

7. APPLICATION OF PAYMENTS: We will apply payments in the following order of priority; accrued interest; late charges; fees and the principal. You agree that we may amend this order of priority at any time without notice to you, if the amended order is not less favorable to you.

amended order is not less favorable to you.

8. PREPAYMENT: You may prepay, in full or in part, the amount owed on this Agreement at any finare without penalty. If you propay the Agreement in part, you agree to continue to make regularly scheduled payments until you pay all unmounts due under the Agreement. This will reduce the number of payments you will make if you prepay in full, we will refund to you my backerned Credit Insurance premium you maid.

KENNA KOSS NOBIH

NATIVERS:

A WAIVER BY LENDER: If you have, or make in the future, another loan agreement with us, we might abrain a security introd in your principal dwelling or that or someone due to secure that other loan agreement. That security agreement has previde that the principal dwelling secures not only that other loan agreement but also all other loan agreement of yours with us. We write tiple up) any right to claim a security interest in the principal dwelling off any person to secure this Agreement, but a security interest in the principal dwelling off any person to secure this Agreement.

b. WAIVERS BY BUYER AND CO-SEGNER: You agree to make all payments on or belive they are due without our having to sak if you don't, we may enforce our rights without multiying you in advance. You give up any right you may have to require that we enforce our rights against you. You agree that we may give up our rights against you. You agree that we may give up our rights against you. You waive due fidence the collection and ill defenses based an anrepositing and impairment of collateral or society.

O INTERENT AFFER MATURITY AND JUDGMENT interest at the rate.

defenses based on surety-slip and impairment of collaterator society.

O. INTERENT AFFER MATCHATY AND JUDGMENT: Interest at the rate provided in this Agreement shall condinue to querie on the unpaid balance until paid in full, even after majority and/or atter we get a judgment against you for the amount due and/or you become a debtor in an action fixed by or against you under the Bankruptcy Code. This will apply even if the maturity occurs because of seceleration, if at any time interest to provided for in this paragraph is not permitted by taw, interest shall accure at the highest rate allowed by applicable law heightning at that time.

It would promises about our security interest or other rights in the permit anyone other than us to obtain a security interest or other rights in the Vehicle. You will pay all filing less nacessary live as to obtain and maintain our security interest as the Vehicle. You will assist us in having our security interest on the Vehicle. You will assist us in doing what is required for ax to maintain a continuously perforced security interest. You will not sail or give away the Vehicle. If someone page a lieu on the Vehicle, you will puy the obligation and clear the lieu.

abligation and clear the item.

12. VOUR PROMINES ABOUT THE VEHICLES You will keep the Volucle for good condition and repair. You will pay all taxes and charges on the Volucle. You will pay all casts of graintaining the Volucle which will colour its value, other time for normal wear and use. You will not use the Vollele for ideap purposed or for him or lease, You will not move the Vollele for ideap purposed or for him or lease, You will not move the Vollele form your address shown on the from all this Agreement to a new permanent place of garaging without nativing us in advance.

You will not take the Voltele outside of the United States or Canada without our prior written consent.

You will not take the Vehicle opiside of the United States or Canada without our prior writer congress.

1. YOUR PROMISES ABOUT INSURANCE: You will keep the Vehicle insured against the, theft and collision ontil all sums due us are paid in full. The insurance enough must be satisfactory to its and protectly our interests and our interests at the time of any harded loss. The insurance must some us as "lidas-paper" on the policy. The insurance into the writer of any harded loss that the writer the Vehicle is permanently garaged. The insurance policy must provide us with at loss! ten (10) days prior writen notice of any cancellation or reduction in overage. On request, you shall deliver the policy or other evidence of insurance coverage to as In the event of the base or damage to the Vehicle, you will immediately unify us in writing and then proof of loss with the insuren.

3. OUR KIGHT TO FILE PROOF OF LOSS: In the event of he loss with the insured.

3. OUR KIGHT TO FILE PROOF OF LOSS: In the event of loss with the insured company, you give that we are any of out and surphoyees may the a proof of loss with the hardened company, in your short and acting as your agent, with respect to the insured chain, you agree that you do not have the right to, and will not, revoke the power you have given us to file a proof of loss. You agree that we may exceed the think Agreement and by law.

5. OUR KIGHT TO ENDORNE INSUKANCE CHECKS: You agree that we

S AND CONDITIONS

or any of our authorized comployees may endorace your mone, acting as your agent, any clasek, draft or other instrument we receive in payment of an insured tone return of insurance premium. You agree that you do not have the right to, and wit and, revoke the power you have given us to make your endorsement. You agree that we may exercise this power for our benefit and not for you're benefit, except a provided in this Agreement and by law.

c. USE OF PROCEEDS: We may apply any insurance proceeds we receive it repair or replace the Venicle it. in our opinion, it is comornically feasible and you also not then in default of this Agreement, Otherwho, we will apply the insurance proceeds we receive it repair or replace the Venicle it. in our opinion, it is comornically feasible and you date not then in default of this Agreement, Otherwho, we will apply the insurance proceeds we receive it requires to the opinion of the second of the paid, per oxoses will belong to you.

1d. OUR RIGHTS: If YOU BREAK YOUR PROMISES ABOUT THIS EXCURITY INTEREST, VEHICLE OR INSURANCE: If you fail to keep you promises to pay filing fees, taxes, liens or the costs necessary to keep the Vehicle is good condition and repaid, we may advance may memory you promised to pay. If YOU FAIL TO KEEP YOUR PROMISES ABOUT REQUIRED INSURANCE WE RUY FOR YOU COULD BUY ADVANCE MONNEY TO OBTAIN INSURANCE WE RUY FOR YOU COULD BUY YOURSELF. We have the choice of whether or not to advance any monny for these purposes. Such insurance of which we impose finance to any amonth of these purposes. Such insurance will be dianted to an amount not greater than what you one on the Agreement. We will be dianted to an amount not greater than what you down on the Agreement. We will be dianted to an amount and greater than what you down on the Agreement. We will be dianted to any amount of the payments of your behalf to the behave to repay the money advanced as we afone may specify: (I manadately) and chanant (if it permitted by law, along with your monathy

Agreement.

15. DEFAULT: In this paragraph "You" means the Buyer or Co-Signer, You will be in "Default" of this Agreement if any one or more of the fullowing things happen:

a. You do not make any payment on or before it is due; o)

b. You do not keep any payment on or before it is due; o)

b. You do not keep any promise you made to us in another contract, note, kan or agreement with eg; or any promise you made to us in another contract, note, kan or agreement with eg; of any forperly in connection with this Agreement; or

c. You made any unrue statement in the credit application for this Agreement; or

c. You made any unrue statement in the credit application for this Agreement; or

c. You committed any forperly in connection with this Agreement; or are found by
a court with jurisdiction to do so to be incapaclined; or

g. You file banktruptey or insolvency proceedings, or anyone tiles annikruptey or insolvency proceedings against you; or

h. You take the Volticke conside the United States or Canada without our written convents or

You use the Vehicle or allow someone else to use it had way that causes it not to

i. You use the Vehicle or allow someone else to use a maxwy non-assession make elevered by your insurance; or j. You do something that causes the Vehicle to be subject to conflication by government authorities; or k. The Vehicle is lost, stoken, destroyed or damaged beyond economical repair, and not fixed or found within a reasonable time; or your money on deposit with us by l. Another excitor tries to take the Vehicle or your money on deposit with us by

legal process.

16. OUR RIGHTS IF YOU ARE IN DEPAULT OF THIS CONTRACT: If you was confused our rights meanding to law. We are in Definity of this Agreement, we may endure our rights necording to have We may also do the things specifically mentioned in this Agreement. We may do one of these things and at the same time or later do morther. Some of the things we may do

these things and at the same time or later do quother. Some of the things we may an are the following:

a. ACCLERATION: We can demand that you pay to us the entire unpaid failtake owing on this Appearent and all unpaid Flouries Clinrages and other nonney due. You agree that you still pay this income to us in one single payment immediately upon receiving our demand.

b. REPOSSESSION: We can reprosess the Volincle, unless prohibited by law. We can do this ourselvos, have a qualified person do it far us, or have a government official (by replevin) do it for os. You agree that we can postably come on to your property to do this. We may take any other things found in the Volhele, but will roturn these things to you if you agree that we can postably come on to your property to on this. We may take any other things found in the Volhele, but will roturn these things to you if you agree to take in a letter sout to a to be certified main within 24 hours. If you do not send on this letter, you give up any child to these things. You agree that we may use your identice plated in representing the Volhele and taking it to a place for storage.

c. VOLUNTARY DELIVERY: We can ask you to give us the Volhele at a reasonably convenient place. You agree to give as the Volhele in the stake.

d. DELAYIN ENFORCEMENTY We can delay enforcing our rights under this Agreement without tooling any rights.

Agreement without taking day rights.

17. SURPLUS OR DEFICIENCY: If we repossess the Vehicle, or you voluntarily deliver it to us after Defindl, we will zell the Vehicle and apply the proceeds of the sale to the amounts you owe, exceeding to have fit does it money left, we will pay it as you. If there is not enough money from the sales to pay what you away, you said On-Victigore upon what is aftit need to us.

18. EXPENSES: You agree to my the costs of repossessing, storing, reputing, preparing for sale and solling the Vehicle as may be allowed by law. These costs will only be the if

e due q:

Default exceeds fifteen (15) days at the time of repussessia.

The amount of costs are actual, necessary and reasonable.

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We can prove the costs were pald.

 HRIRS AND PERSONAL REPRESENTATIVES BOUND: After your doubt.
 Appearant shall be onforceable against your fields and personal representatives of conference. 20. GOVERNING LAW; This Agreement is to be interpreted according to the law

Penosylvania.

SEVERABILITY OF PROVISIONS: If for any reason any part co-recement shall become lilegal, wid or uncufurecable, that part shall not be

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22 ASSIGNMENT BY BUYER: YOU SHAIL THE ASSIGNMENT OF THE CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED WITH THE PROCEEDS HEREOF, RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

NOTICE TO CO-SIGNER

You are being asked to guarantee this debt. Think carefully before you do. It the Borrower doesn't pay the debt, you will have to. Be sure you can afford to pay if you have to, and that you want to accept this responsibility.

You may have to pay up to the full amount of the debt if the Borrower does not pay. You may also have to pay late fees or The Leader can exist a support of the full amount.

The Lender can collect this debt from you without first trying to collect from the Borrower. The Lender can use the same collection methods against you that can be used against the Borrower, such as suing you, etc. If this debt is ever in Default, that fact may become a part of your credit record.

Notice of PROPOSED EXECUT INSURANCE.

Agreement if so marked on the front of this Agreement, and each such type of coverage of Group Gradit Life and Accident & Health Insurance coverage will be applicable to this Agreement of the propose of the front of this Agreement, and each such type of coverage will be written by the insurance company named. This insurance, sobject to acceptance by the insurance company named. This insurance, sobject to acceptance by the insurance are insurance will be entitled to the propose stimular the insurance of the amount of their is the inducted for each type of Credit Insurance to be purchased. The term of and within 30 days, there will be delivered to the insurance and within 30 days, there will be delivered to the insurance delivered and within 30 days, there will be delivered to the insurance delivered and within 30 days, there will be made when due.

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# CHEVROLET-BUICK NORTH, INC.





22010 Perry Highway • Zelienopie, PA 16063 Route 19 North at the Cranberry Township Line Phone: (724) 452-7200 • Pgh.: (412) 761-2500 • FAX: (724) 452-8442

Kenny Ross Chevrolet-Buick North, Inc.

Privacy Notice

to obtain information regarding your	Kenny Ross is required to obtain information fore, Kenny Ross will contact your insurance carrier coverage. This release, signed by you, the buyer, ecessary insurance information from your insurance
I,	_, do hereby allow Kenny Ross to n any intermation from my insurance carrier surance coverage required for the purchase of this
Approval to contact insurance carrier a	and release information:
(Customer Signature)	

(Customer Name Printed)

# SERVICE CONTRACT DISCLOSURE

## Disclosure to Euyer:

Your purchase of specific items related to acquiring the vehicle, including incidental items such as service contracts, warranties, debt cancellation agreements or debt suspension agreements and insurance products not otherwise required as a condition of this loan, but excluding options and accessories physically attached to the vehicle, is voluntary and is not required as a condition of you receiving the loan. We may retain a portion of the proceeds from other products.

DEALERSHIP:	KENNY ROSS	CHEVROLET GE	O BUICK INC	1 1
BUYER:				
MOTOR VEHICLE:	2005	CHEVROLET	MALIBU	1G1ZS52F25F

## Acknowledgments by Buyer(s)

- Seller has supplied both an oral and this written disclosure to Buyer before the finance contract has been signed.
- A copy of this signed disclosure at no cost has been provided at the time a finance contract copy is supplied.

					07/09/05
	1 7		(Buyer)		(Date) 07/09/05
	M		(Co-Signer)		(Date) 07/09/05
		Dealership Re	presentative)		(Date)

Service Contact Disclosure Form © Copyright 2003 PAA Services, Inc. All rights reserved.

## DEALER'S NOTICE TO DEBTOR(S)

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Your purchase of a vehicle starts with great hopes. Sometimes the unexpected occurs. Our Credit Insurance Plans allow you and

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KENNY ROSS NORTH

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your family to realize those first hopes.

CKEDLY INSURANCE

Jest 2008

08/18

03/13/2008 09:49

7244525041

# LIFEGUARD PAINT PROTECTION

NAME	
ADDRESS	
CITY	PHONE NUMBER
SERIAL NUMBER	. 427 -
DATE OF PURCHASE	MILEAGE
LIMIT	ED WARRANTY
cle be damaged by weather induce within five years of the date of appl absolutely free of charge to the original over the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the cont	been protected by a professionally applied paint sealant. wher that should the finish (excluding chrome) of this vehicled cracking, flaking, deterioration, fading, or loss of gloss lication, the manufacturer shall repair the damaged area ginal owner. In the unlikely event that the cost to repair e, the manufacturer may refund the dollar value of this
This limited warranty is not transi the event of a claim, otherwise, you	ferable. You must retain this certificate and present it in ur warranty cannot be honored.
THANK YOU — W	'E APPRECIATE YOUR BUSINESS
CUSTOMER SIGNATURE	LIFEGUARD REPRESENTATIVE
	PAINT DAMAGE CAUSED BY ACID RAIN NOT COVERED
LIFEGUARD LOCATION_	

# LIFEGUARD FABRIC PROTECTION

NAME	100-100-100-1
ADDRESS	
	ONE NUMBER
	MILEAGE
LIMITED	WARRANTY
It is warranted only to the original owner tha	rotected by a professionally applied fabric treatment.  at should the fabric become stained within five years  ar will clean the soiled area (or replace if unable to  e of charge to the original owner.
This warranty applies to permanent stains dirt, water, coffee, sodas, milk, or alcoholic acid, dye, bleach, corrosion, blood, or cigar	s occurring as a result of normal soiling and spills of beverages. It does not apply to stains caused by tette burns.
This limited warranty is not transferable. event of a claim, otherwise, your warranty o	You must retain this certificate and present it in the cannot be honored.
THANK YOU WE AP	PRECIATE YOUR BUSINESS
CUSTOMER SIGNATURE	LIFEGUARD REPRESENTATIVE
LIFEGUARD LOCATION	



Owner's Name	
Address	
Phone (daytime) _	(evening)_
E-Mail	In Service Date07769798
V.I.N. 101/5526254)	Mileage
Owner Declines 100 Months/	100,000 Miles Limited Warranty

#### TERM:

100 Months or 100,000 Miles, whichever occurs first

Policy -61427

COVERAGE: All internal lubricated parts of the powertrain including:

- Gasoline Engines
- Transmissions
- Drive Axle
- Seals and Gaskets for covered parts

#### MAINTENANCE REQUIREMENTS:

- Engine oil and oil filter change every 6 months or 6,000 miles.
- Automatic transmission fluid flush every 30 months or 30,000 miles.
- Manual transmission fluid change every 30 months or 30,000 miles.
- Differential fluid change every 30 months or 30,000 miles.
- Transfer case fluid change every 30 months or 30,000 miles.
- Engine coolant flush every 30 months or 30,000 miles.
- Maintenance records must be kept and provided to Kenny Ross prior to warranty repairs.
- While necessary maintenance or repairs on a system can be performed by any company, Kenny Ross recommends the use of only authorized dealers. Improper or incorrectly performed maintenance or repair voids this coverage.
- All Scheduled Maintenance is available at all Kenny Ross Dealerships.

#### WHAT IS NOT COVERED:

- Diesel Engines
- Clutch and related components
- Non powertrain items not specified in "coverage"
- Normal, routine maintenance or wear and tear
- Loss of time, inconvenience, bodily injury and property damage or other incidental or consequential damage
- Rental reimbursement
- Failure caused by acts of God, lack of maintenance, negligence or misuse
- Commercial use
- Damage caused by non-factory parts

#### DEDUCTIBLE:

- \$200.00 per visit, or
- Zero deductible is offered when all scheduled maintenance is performed at a Kenny Ross Dealership.

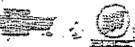
#### LIMITATIONS:

- All repairs must be performed by a Kenny Ross Dealership.
- Coverage is provided for the original owner only and is not transferable.
- When making warranty repairs, Kenny Ross will use new, remanufactured, or used parts as recommended by the A.P.I. Guide.
- Claim is limited not to exceed NADA trade-in value at time of claim.
- Local towing within 50 miles will be included at no charge for all covered repairs.

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FieV 6/04











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9-22-23-45-3-2-2 

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3 mayortas

Report Date: 7/9/2005

## **Products and Protection Information**

## **Extended Service Program**

Nationwide coverage of parts and labor caused by mechanical breakdown.

- *Rental Car and Towing Allowances.
- *24 Hour Road Side Assistance.
- *Travel Breakdown Coverage.

## **Gap Protection**

Covers difference between the loan payoff and the Auto Insurance settlement in event of declared total loss or unrecovered theff

*Pays up to \$1000 of your deductible.

#### Life Ins. Renefit

*Life Benefit reduces or pays off the balance of loan upon death.

## Disability Benefit

*Disablity Benefit pays you \$ benefits for each day you are unable to work due to injury and or disablity certified by physician.

## **Environmental Package**

Protect your vehicle from regional weather conditions and large concentration's of road salt. Maintain "New Car" appearance. Protects your vehicle's paint and fabric for five years.

Monthly Payment:

\$8,90

There is no obligation to purchase any product or package of products displayed on this report. All products are OPTIONAL and can be purchased individually or in any combination.

Customer Signature:

** Insurance Premiums and payments are calculated against the total amount financed. The Values displayed on this report are base soley on the vehicle financing. Refer to the Menu Report for Premiums calculated in conjuction with other After Market Products.

## Kenny Ross Chevrolet - Buick North Inc.

22010 Perry Highway Zelienople, PA 16063

Phone: (724) 452-7200 F&I Manager: Darlene Mokos

Fax: (724) 452-5271

ROSS NORTH

7244525041

13/18

## **ODOMETER DISCLOSURE STATEMENT**

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

KENNY ROS	SS CHEVROLET	GEO BUICK	INC	state that the odometer now
15	(TRANSFEROR'S NAM	E - PRINT)		State that the own the training
reads	(no te the vehicle describe	nths) miles and od below, unless	to the best one of the f	of my knowledge that it reflects following statements is checked
	(1) I hereby ce reflects the	ertify that to the t amount of milea	pest of my ge in excess	knowledge the odometer reading s of its mechanical limits.
	(2) I hereby ce WARNIN	rtify that the odor G — ODOME	neter readir TER DIS	ng is <b>NOT</b> the actual mileage. CREPANCY.
MAH	CHEVROI	ET		
МОО	MALIBU		BODY TYPE	SDN
VEHICLE IDENTIFICATION NUMBE	1G1ZS5	2F25F		
YEA	2005			·
TRANSFEROR'S NAM	KENNY F			) BUICK INC
		PERRY HIGH	HINTED NAME)	
TRANSFEROR'S ADDRES	s ZELIENC	PLE PA 16	5063	
TRANSFEROR'S NAME	( <u>CITY)</u>	Shefelm	(STATE)	(ZIF CODE)
DATE OF STATEMEN	707/09/0	15	,	
TRANSFEREE'S NAM	DEBORAH	J CONTEST	ABILE	
	2852 MT	VERNON DR		
THANSFEREE'S ADDRESS	PITTSBU	RGH PA 152	23	
transferee's Name X				(ZIP CODE)
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	<u> </u>	FORM	BMAN CHINE	<u> </u>
	M N	9-05-20P (3-89) 2 PAI 3-65-30P (3-89) 5 PAI	ፈ'፣ ትገ!	

Heronids and Reynolds. TO ORDER, www.reysource.com, 4-800-044-0906 (gs. 1-900-10) aud 5



Vehicle Identification Number
PBL 9495

New Vehicle Delivery System
07/00-10C
(Sales consultant performs these checks prior to delivery date/customer arrival.) For gam_com
I reviewed the completed GM Pre-Delivery Inspection form, verified that the correct Regular SADUGIAN AGENTATION INSTALLABLE SAMESPM installed, prepared the Dealer Disclosure of Non-GM Products Used form, inspected the body and paint surfaces for fit and appearance, and confirmed that all financial paperwork is in order (e.g., title/registration, financing, service contract). Vehicle has been driven on road test and battery is fully charged.
Completed (Initial)
Cansultation at Delivery
Present all glovebox material including the Owner Manual, Maintenance Schedule, Warranty Information, XM Radio and OnStar literature, if equipped. Emphasize the importance that the customer reviews the material.  Review Roadside Assistance and Courtesy Transportation procedures.  Provide state-required Lemon Law information, if applicable.
Explain the importance of regularly scheduled maintenance and the GM Oil Life System (as equipped).
Remind customer that, in order to better serve them, they will be receiving the Purchase and Delivery Satisfaction Survey and, if applicable, the Service Satisfaction Survey from GM.  Advise the customer of a potential follow-up call to ensure that they are completely satisfied.
Vehicle Presentation with Customer
Review body and paint to make sure they are clean and damage-free.
Review exterior items, including:  Location of hood latch, prop rod and trunk release, if applicable (Section 5)  Location and checking procedure for all fluids (oil levels, etc.) (Section 5)  Fuel filler door and cap operation (Section 5)  Spare tire removal and jack location (Section 5)  Remote Keyless Entry and Remote Start operation, if equipped (Section 2)
Review interior to make sure it is clean and damage-free.
Review and demonstrate all vehicle features and controls using the Owner Manual and "Getting to Know Your" vehicle booklet or other supplemental feature information. Customer understanding of the described features is key to their satisfaction with the vehicle.
Reset Average Fuel Economy on Driver Information Center (DIC), if equipped. (Section 3)
Help the customer set personalized, programmable and memory functions, including HorneLink, if equipped. (Sections 2 & 3)  Seat, steering wheel, mirror, and power adjustable pedal positioning, if equipped. (Sections 1 & 2)
Climate Control system: automatic, dual zone, and recirculation functions; heated/cooled seats, if equipped. (Section 3)  Audio/Infotainment systems: clock, radio, RDS, XM, CD, DVD, MP3 and Navigation functions, as equipped. (Section 3)  Safety features, safety belts, child restraints and LATCH system. (Section 1)  Inform customer of OnStar benefits and operation, if equipped. (Section 2)  Offer orientation drive, or recommend that customer drive the vehicle for sufficient familiarization.
Service Introduction and Orientation
Introduce the customer to Service Department personnel and familiarize the customer with the dealership's Service facilities.  Present dealership service benefits (e.g., hours of operation, shuttles, early bird drop-off, after hours pickup, factory-trained technicians)
<ul> <li>Discuss convenience and competitive pricing for regular maintenance items (e.g., wiper blades, filters, batteries, brakes, tires, etc.)</li> <li>Suggest a follow-up visit (e.g., courtesy inspection or New Owner Clinic)</li> <li>First follow-up visit scheduled for:</li></ul>
(Date)
he above items were inspected, explained and demonstrated to my complete satisfaction.

Printed in USA

Customer's signature

file with contomer calculation

Date

Date

07/09/05

CENNY ROSS CUSTOMER #:310105 599363 CHEVROLET-GEO-BUICK NORTH, INC WORKORDER 22010 Perry Highway Route 19 North at the Cranberry Township Line GIBSONIA, PA PAGE 1 Zelienopia, Pennsylvania 16063 HOME: BUS: (724) 452-7200 * 412-761-2500 * Fex (724) 452-5041 SERVICE ADVISOR: 3857 BLAUSEN, DALE COLOR KEATI STEEL VAREANO DE SE UCENSE MILEAGE IN QUIT 05 CHEVROLET MALIBU DELDATE G1ZS52F25F1REOM SED 30467 FO NO 09JUL05 IS INV DATE <u>09JUL05</u> 20:00 20NOV07 A.O. OPENED OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0 20NOV2007 12:22 LINE OF CODE TECH. DESCRIPTIONS/INSTRUCTIONS TYPE CUST STATES STEERING CLUNKS WHEN TURNING - Skewing wheat chink during stew speeds - luved some faster shorts meeting point adjusted information shaft upword to conect problems WP94 CUST STATES SEAT BELT BUCKLE LEFT REAR OUTSIDE WONT best will not latch to burkle buckle Hotel forthe ander I new en in sat buckle # C CUST STATES KEY PFOBES INOPP WP94 One remote map. confirmed selfended repression inscussful Frand solder joint for butting inside tob Kepkerd with new remote programmed EXCLUSION OF WARRA Any warranties on the parts and sceaecries 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 morchantobility or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no out of such purchase. The undersigned purchaser further agrees that the warranties oxcluded by marchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort. PRELIMINARY ESTIMATE & AUTHORIZED BY X REVISED DATE TIME BY ESTIMATE (1 REVISE ESTIMA **AUTHORIZATION FOR REPAIRS** I hereby authorize the repair work herein set forth to be done along with the necessary material and egree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, that or any other cause 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 end/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 rapeirs thereto. The dealership is REVISEL

TECHNICIAN COPY

HERES

not responsible for demages from freezing due to lack of antifraeze.

AVE ORAL APPROVAL

a Confirmed Steering when I charle proceedings
when towning at slow speeds.

The first TSB & Ob-00-30-007B which
consisted of behave they sap between inner
shaft and a for shaft at mande of prinche
Then loosen a intermediate shaft, adjusted
upward and fish timed shaft, more no longer
power of during need fast

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=> Rec replace one broken samote to b

(3) 5688 . 86355766 - 31400A

<- Back Forward -> Document ID# 1973984 2005 Chevrolet Malibu

Feedback

Print |

Subject:

Clunk/Knock/Rattle From Front of Vehicle When

Driving/Turning over Bumps (Diagnose Noise - Lubricate Inner/Outer Steering Shaft, Reposition I-Shaft, Add Foam to Radiator Surge Tank Mounting Bracket) #06-02-32-007B

- (05/21/2007)

Models:

2004-2007 Chevrolet Malibu/Maxx

2005-2007 Pontiac G6

with Electronic Power Steering (EPS)

This bulletin is being revised to update the model years, include more conditions and additional information and update the warranty information. Please discard Corporate Bulletin Number 06-02-32-007A (Section 02 -- Steering).

#### Condition 1

Some customers may comment on a clunk noise heard and felt in the steering wheel while driving at slow speeds and turning. The clunk noise may appear to be directly in front of the driver. Hitting a bump while turning can produce the clunk noise. Sometimes the noise may be duplicated when the vehicle is sitting still and the steering wheel is turned 90 degrees in either direction before initially centering the steering wheel.

#### Cause 1

The clunk noise may be caused by the lack of lubrication between the inner and outer steering shafts.

#### Correction 1

Important: DO NOT disconnect the intermediate shaft to lubricate.

Lubricate the intermediate shaft with GM Superlube using the procedure below:

### **Privileged and Confidential Information**

#### CASE ASSESSMENT - LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes State: PA

Customer Name:	Service Request: 71-60	)8987090 GM Lega	I File No.: N/A
Vehicle ID No.: 1G1ZS52F25F	In Service Date: 07/09/2005	Vehicle is: New	BAC Code: 118171
Year, Make & Model: 2005 Chevrolet Mal Lien holder: GMAC☐ Other☒:	ibu	DVM requests	Purchase Price of
Was TAC contacted for this vehicle (Y/N)	?:Y	involvement?: N	Vehicle: \$ 18,418.46

## **VEHICLE REPAIR HISTORY**

## ☐ Brakes

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
12/15/06	573507	1	21,537	C/S Brake lights inop. / Burned out bulb. – Replaced LR turn signal brake light bulb.

## ☐ Engine/Fuel/Exhaust

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/27/07	583231	1	25,872	C/S SES light on. / Scan system P0171 fuel trim lean. – Service clean injectors.
03/05/08	133104	2	33,514	C/S Check engine light has come on twice in past 6 weeks. Stays on for 10 minutes. Not on at this time. / Found reprogram for PCM. – Reprogrammed PCM per bulletin #06-06-04-033.

## ☐ Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/20/07	599363	1	30,467	C/S Seat belt buckle left rear outside won't latch. / LH rear seat belt will not latch into buckle assembly. Belt successfully latched into other 2 buckles on rear seat therefore belt assembly ok. LH rear seat belt buckle failure. – recommend replace LH rear buckle. Ordered LH rear seat buckle.
12/06/07	600496	1	30,890	C/S Rear seat belt buckle inop. / Sop. Rear center seat belt won't latch, broken buckle R & R rear seat and back shelf & replace center seat belt retractor/buckle assembly.

## 

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/03/05	535687	1	1,622	C/S Steering will not turn in parking lot maneuvers cycle key and it will work. / Wheel torque input sensor open. – Replace steering column assembly.

04/27/07	583231	*	25,872	C/S Clunking in suspension/steering. / Excessive play in steering gear. Replaced power steering gear assembly. Set toe.
				1 day rental
11/20/07	599363	*	30,467	C/S Steering clunks when turning. Steering wheel clunks driving slow speeds. / Confirmed steering wheel clunk/knocking when turning at slow speeds <b>Performed TSB #06-02-32-007B</b> which consisted of lubricating gap between inner shaft and outer shaft at inside of vehicle. Then loosened intermediate shaft, adjusted upward and tightened shaft, noise no longer present during road test.
03/05/08	133104	*	33,514	C/S There is a clinking noise in steering when turning left. / Clunk in steering, steering shaft worn. – Replaced intermediate steering shaft.
☐ <u>Electri</u>	<u>cal</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/20/07	599363	*	30,467	C/S Key fob inop. / Confirmed one remote inop. Attempted to reprogram remotes. One remote successfully reprogrammed but 2 nd remote has broken solder joint for battery contacts inside fob. – Recommend replace one broken remote fob. Replace with new remote, programmed both fobs.
☐ Body/	<u>Trim</u>			
☐ Body/ ⁻	<u>Trim</u> <u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
		<u>Days Out</u> :	Mileage: 30,962	Description of Complaint and Repair Performed:  C/S Right rear door will not stay latched. / R/rear door latch/lock assembly binding and won't latch. – R & R rear door panel and replace latch.
Date:	RO #:			C/S Right rear door will not stay latched. / R/rear door latch/lock assembly
<b>Date:</b> 12/07/07	RO #:			C/S Right rear door will not stay latched. / R/rear door latch/lock assembly
<u>Date:</u> 12/07/07  ☐ <u>Other</u>	RO #: 600610	1	30,962	C/S Right rear door will not stay latched. / R/rear door latch/lock assembly binding and won't latch. – R & R rear door panel and replace latch.
<u>Date:</u> 12/07/07  ☐ <u>Other</u> <u>Date:</u>	RO #: 600610 RO #:	Days Out:	30,962 Mileage: 9,498	C/S Right rear door will not stay latched. / R/rear door latch/lock assembly binding and won't latch. – R & R rear door panel and replace latch.  Description of Complaint and Repair Performed:
Date: 12/07/07  Other Date: 06/16/06  Days out Repairs: 3 Time period Does Lemon If application	RO #: 600610 RO #: 559819 of service: 3 od: 12/12 on Law state	Days Out: N/A  30 2 e nonconformit-related repai	Mileage: 9,498 THE S	C/S Right rear door will not stay latched. / R/rear door latch/lock assembly binding and won't latch. – R & R rear door panel and replace latch.  Description of Complaint and Repair Performed: Installed mud guards. (F & R).

## PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

No response from DVM Ted Wong from CRS acknowledgment voice mail left on 3/12/08.

## PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

4/21/08 Svc manager sts that RO 133104 on 3/5/8 was the last time vehicle was in for repair and he believes it is now repaired.

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

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#### RECOMMENDATION

CRS recommends

Cash settlement between

10% \$1,841 plus attorney fees \$1,750 = \$3,591 and 15% \$2,762 plus attorney fees \$1,750 = \$4,512 And a 60/60 CCL for steering

MSRP: \$18,418

10% \$1,841 15% \$2,762 20% \$3,683

Service manager at different dealership states vehicle is now repaired.

Attorney fees: \$1,750

#### **RATIONALE**

Demand is for defective steering. Vehicle was in for 4 repairs on the steering, the first one at 1,622 miles, the steering column was replaced. 2nd at 25,872 miles power steering gear assembly was replaced 3rd at 30,467 lubricated inner and outer shaft, loosened intermediate shaft, adjusted upward and tightened shaft 4th at 33,514 repair was taken to a different dealership where the intermediate shaft was replaced

Due to the fact that the first occurrence was at 1,622 miles, CRS recommends cash settlement with a 60/60 component letter for steering.

#### REASON FOR REMOVAL

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

**OR INCLUSIVE OFFER: \$** 

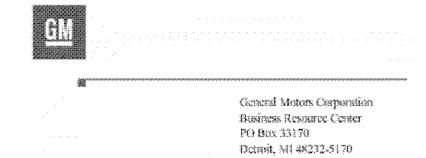
**ATTORNEY FEES: \$** 

TEAM MANAGER APPROVING:
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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.



#### VIA FAX ONLY

March 12, 2008

David Gorberg, Esq. David J Gorberg & Associates 1234 Market St Ste 2040 Philadelphia, PA 19107-3720

RE:

Service Request: 71-608987090

2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZS52F25F

Dear Mr. Gorberg:

This is to advise that General Motors is in receipt of the above referenced case dated March 12, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

	Copy of owner's current title and/or registration	Finance agreement
$\boxtimes$	Other: Release of Lien	Buyer's agreement
	General Motors Corporation	
	,	 _

c/o MSX International, ATTN: BRC Legal 1919 Concept Drive Warren, MI 48091

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 holde	er Name)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information re	egarding my loan account #(Account Number)
	(Account Number)
with (Lion holder Name)	)
loan payoff amount, and per diem in  Date	luding but not limited to a complete payment history of my account, a nformation.
	VEHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature



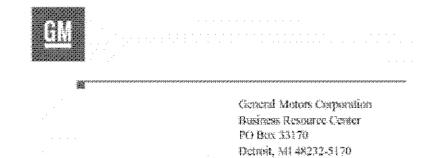












#### VIA FAX ONLY

March 12, 2008

Howard Boughter Kenny Ross Chevrolet-Buick North, Inc. 22010 Perry Hwy. Zelienople, PA. 16063-8702

RE:

Service Request: 71-608987090

2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZS52F25F Legal Research Specialist: Cynthia Reyes

Dear Mr. Boughter:

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 within 48 hours 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** 













### **Privileged and Confidential Information**

## CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes State: PA

Customer Name:	Service Request: 71-60	8987090 GM Lega	GM Legal File No.:	
Vehicle ID No.: 1G1ZS52F25F	In Service Date: 07/09/2005	Vehicle is: New	BAC Code: 118171	
Year, Make & Model: 2005 Chevrolet Mal Lien holder: GMAC☐ Other☐:	ibu	DVM requests	Purchase Price of	
Was TAC contacted for this vehicle (Y/N)	? : Y	involvement?: N	Vehicle: \$ 18,418.46	

## **VEHICLE REPAIR HISTORY**

□ Brakes
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Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
12/15/06	573507	1	21,537	C/S Brake lights inop. / Burned out bulb. – Replaced LR turn signal brake light bulb.

## ☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/27/07	583231	1	25,872	C/S SES light on. / Scan system P0171 fuel trim lean. – Service clean injectors.
03/05/08	133104	2	33,514	C/S Check engine light has come on twice in past 6 weeks. Stays on for 10 minutes. Not on at this time. / Found reprogram for PCM. – Reprogrammed PCM per bulletin #06-06-04-033.

## ☐ Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/20/07	599363	1	30,467	C/S Seat belt buckle left rear outside won't latch. / LH rear seat belt will not latch into buckle assembly. Belt successfully latched into other 2 buckles on rear seat therefore belt assembly ok. LH rear seat belt buckle failure. – recommend replace LH rear buckle. Ordered LH rear seat buckle.
12/06/07	600496	1	30,890	C/S Rear seat belt buckle inop. / Sop. Rear center seat belt won't latch, broken buckle R & R rear seat and back shelf & replace center seat belt retractor/buckle assembly.

## $\boxtimes$ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/03/05	535687	1	1,622	C/S Steering will not turn in parking lot maneuvers cycle key and it will work. / Wheel torque input sensor open. – Replace steering column assembly.

04/27/07	583231	*	25,872	C/S Clunking in suspension/steering. / Excessive play in steering gear. Replaced power steering gear assembly. Set toe.
				1 day rental
11/20/07	599363	*	30,467	C/S Steering clunks when turning. Steering wheel clunks driving slow speeds. / Confirmed steering wheel clunk/knocking when turning at slow speeds <b>Performed TSB #06-02-32-007B</b> which consisted of lubricating gap between inner shaft and outer shaft at inside of vehicle. Then loosened intermediate shaft, adjusted upward and tightened shaft, noise no longer present during road test.
03/05/08	133104	*	33,514	C/S There is a clinking noise in steering when turning left. / Clunk in steering, steering shaft worn. – Replaced intermediate steering shaft.

#### ☐ <u>Electrical</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/20/07	599363	*	30,467	C/S Key fob inop. / Confirmed one remote inop. Attempted to reprogram remotes. One remote successfully reprogrammed but 2 nd remote has broken solder joint for battery contacts inside fob. – Recommend replace one broken remote fob. Replace with new remote, programmed both fobs.

## ☐ <u>Body/Trim</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/07/07	600610	1	30,962	C/S Right rear door will not stay latched. / R/rear door latch/lock assembly binding and won't latch. – R & R rear door panel and replace latch.

#### ☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/16/06	559819	N/A	9.498	Installed mud guards, (F & R).

#### THE STATE LEMON LAW READS:

Days out of service: 30

Repairs: 3

Time period: 12/12

Does Lemon Law state nonconformity must continue to exist? Y

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

No response from DVM Ted Wong from CRS acknowledgment voice mail left on 3/12/08.

## PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM	PREVIOUS SRs	WHICH RELATE TO	YOUR EVALUATION

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## **RECOMMENDATION**

### **RATIONALE**

## **REASON FOR REMOVAL**

CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$	
		ATTORNEY FEES: \$	
		OD INCLUSIVE OFFED. ¢	

OR INCLUSIVE OFFER: \$

PLAINTIFF'S FINAL DATE: AMOUNT TO CUST: \$
DEMAND:

ATTORNEY FEES: \$

OR INCLUSIVE OFFER: \$

TEAM MANAGER APPROVING: Date:

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

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

Thereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or delays in shipments by the supplier or iterasporter. I hereby grant you and/or your employees permission to operate after the vehicle herein described on streets, highways or elsewhere for the purpose of jesting and/or inspection. An express mechanic's ten (or possessory lient) is hereby astro-weighted on above wellicle to secure the amount of repairs thereto, plus the cost of collection including attorney's loss in the greent policy.

	12) 782-1200 or Fax: (4) STOCK N		!	·	X	* *		
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	Δ	ON
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fuel filker	CAUSE Shaft DORW	OFF
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Theory Flogh	Replace Intermed Hereing street	OFF
Induction Securice	MECHANIC'S NAME & NUMBER	
	complaint ex-tight on	ON
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	CORRECTION: CM	
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	MECHANIC'S NAME & NUMBER	<del></del>
	COMPEAINT:	ON
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	CORRECTION:	ON
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RESULTS OF SERVICE ADVISOR'S CONTACT WITH CUSTOMER	STATE INSPECTION EXPIRATION 99819 1509	
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#### VIA FAX ONLY

May 22, 2008

Tammy Schmitt, Esq. David J Gorberg & Associates 1234 Market St Ste 2040 Philadelphia, PA 19107-3720

RE:

Service Request: 71-608987090

2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZS52F25F

Customer Relationship Specialist: Mary Williamson

#### Dear Ms. Schmitt:

We regret that your client(s) is dissatisfied with her 2005 Chevrolet Malibu 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, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(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 \$ 3,500.00.

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

Your client(s) would retain the vehicle.

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















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

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

Sincerely,	
General Motors Corporation	
ee: FILE	
LG0044 V01032008	
Attach.	
Odometer	
Client's Signature	Client's Signature
Date	Date















May 22, 2008

Tammy Schmitt, Esq.
David J Gorberg & Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

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Sincerely,

General Motors Corporation

cc: FILE

LG0044 V01032008

Attach.

25465

Chent's Signature

Chent's Signature

5-28-2008

Date

Date

#### RELEASE OF CLAIM

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns,
heirs and executors, in consideration of: \$3,500.00 paid by General Motors Corporation, hereby release(s) and
discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and supplier
of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and
employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which
directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance,
operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu bearing Vehicle Identification Number
1G17S52F25H ("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.

As consideration for the payment described above to be tendered in the form of one check in the amount of \$3,500.00, made payable to Deborah J Contestabile and David J Gorberg & Associates.

The subject vehicle's mileage is <u>35465</u> 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: 5-28-2008		
Claimant's Signature	Claimant's Signature	
Address	Address	
GIBSONIA PA		
City, State, Zip Code	City, State, Zip Code	
STATE OF #		
COUNTY OF Philadelphia		
Sworn to (or affirmed) and subscribed bef	Fore me this 28th day of May	, 20 %, by Deborah J
Contestabile.		
	Aprine Cedrone	
	COMMONWEALTH OF PE	Signature of Notary Public
	Print, type opstamps on the second	ry Public Name of Notary Public

Member, Pennsylvania Association of Notarles

Personally Known	OR Produced identification
Type of identification	on Alres ficense
My commission ex	pires: 12/16/10

CC: File

LG0029 V6302006

## **RELEASE OF CLAIM**

I, (hereinafter referred to a my/our assigns, heirs and executors, in consideration	s "Releasor(s)"), on behalf of myself/ourselves and				
Corporation, hereby release(s) and discharge(s) Ger					
	suppliers of vehicles, parts and components that are				
-	eir respective agents and employees from any and all				
claims, causes of action, demands, damages, and cl	1 ,				
	ay associated with the purchase, repair, maintenance,				
	nevrolet Malibu bearing Vehicle Identification Number				
	ng but not limited to any claims based on any alleged				
	m shall not be construed to release any of the above				
named persons or entities from any liability regardi	•				
arising out of the use or operation of the Subject Ve					
Notwithstanding the above, General Motors Corpor					
	oplicable GM Protection Plans which accompanied the				
sale of the subject vehicle. If Releasor(s) has/have					
against General Motors Corporation, Releasor(s) in	nmediately will dismiss the proceeding with prejudice.				
* *	to be tendered in the form of one check in the amount				
of \$ 3,500.00, made payable to Deborah J Contesta	bile and David J Gorberg & Associates.				
The subject vehicle's mileage is	on the date of the signing of this release.				
Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.					
PLEASE READ CAREFULLY BEFOR YOU ARE SIGNIFYING THAT YOU HAVE R ITS TERMS.	RE SIGNING. BY SIGNING THIS RELEASE, EAD IT, UNDERSTAND IT, AND AGREE TO				
I/We agree to the terms of this Release of	All Claims				
DATE GIGNED					
DATE SIGNED:					
Claimant's Signature	Claimant's Signature				
Ç	<u> </u>				
Address	Address				
Address	Address				
City, State, Zip Code	City, State, Zip Code				
eng, saite, sap code	eng, suite, Exp code				
STATE OF					

COUN	NTY OF					
20		firmed) and subscribed.	before me	this	day of	,
					Signature of Nota	ry Public
		Prii	nt, type or star	np Comm	issioned Name of Nota	ry Public
		Personally Kno	wn	OR Prod	uced identification	
		Type of ident	ification			
		My commissi	on expires:			
CC: F	ïile					

LG0029 V6302006