

North American Operations

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

GM

CHECK

No. [REDACTED]

50-937
213

DATE
07/24/08

*****6,000 DOLLARS

****00 CENTS

AMOUNT
*****6,000.00

PAY
TO THE
ORDER
OF

ELMHURST IL [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

[Signature]
SIGNATURE

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

VENDOR
DUNS NO. 8B 000000142
VENDOR NAME [REDACTED]

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

07/24/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
162ZF55B164 [REDACTED]	07/23/08 71-603057594.1	VM 1-ANS075 1-ANS075	00.0000	6,000.00	.00	6,000.00
TOTAL				6,000.00	.00	6,000.00

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

M3

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

MAY 05 2009

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



02 1P
0003318125 APR 30 2009
MAILED FROM ZIP CODE 60411

CT CORPORATION
A WoltersKluwer Company

**Service of Process
Transmittal**

04/28/2008

CT Log Number 513363322



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

RE: Process Served in Illinois

FOR: General Motors Corporation (Domestic State: DE)

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

TITLE OF ACTION: [REDACTED] Pltff. 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, 1 shaft, fuel gauge sensor/module, link/spring to passenger door, coolant system, driver's window switch, and coolant system - Pontiac G6 - VIN# 1G2ZF55B164 [REDACTED]

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: C T Corporation System
PER: Tawana Carter
ADDRESS: 208 South LaSalle Street
Suite 814
Chicago, IL 60604
TELEPHONE: 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.

IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS

FIRST MUNICIPAL DISTRICT

Name All Parties

Case No. _____

Amount Claimed: \$ up to \$15,000.00

Appearance Filing/Return Date: 5-13-08

Status Date: _____

Trial Date: _____

Time: _____ Room: _____

Plaintiff(s)

Defendant(s)

GENERAL MOTORS CORPORATION

c/o RA: CT Corporation, 208 S. LaSalle, #814, Chicago IL

Address of Defendant(s)

SUMMONS

To each Defendant:

YOU ARE SUMMONED and required:

1. To file your written appearance by yourself or your attorney and pay the required fee in:

☒ District 1: Richard J. Daley Center; 50 West Washington, Room 602; Chicago, IL 60602

☐ District 2: 5600 Old Orchard Rd., Rm 136; Skokie, IL 60077

☐ District 5: 10220 S. 76th Ave., Rm 121; Bridgeview, IL 60455

☐ District 4: 1500 Maybrook Dr., Rm 236; Maywood, IL 60153

on _____, 2008, between the hours of 8:30 a.m. and 2:30 p.m.;

☐ District 3: 2121 Euclid, Rm 121; Rolling Meadows, IL 60008

☐ District 6: 16501 S. Kedzie Pkwy., Rm 119; Markham, IL 60428

on _____, before 9:00 a.m.

2. File your answer to the complaint before 9:00 a.m. as required by the applicable subsections of Paragraph 3 or 4 in the NOTICE TO THE DEFENDANT on the reverse side.

IF YOU FAIL TO DO SO, A JUDGMENT BY DEFAULT MAY BE TAKEN AGAINST YOU FOR THE RELIEF ASKED IN THE COMPLAINT, A COPY OF WHICH IS HERETO ATTACHED.

To the officer:

This summons must be returned by the officer or other person to whom it was given for service, with endorsement of service and fees, if any, immediately after service, and not less than 3 days before the day for appearance. If service cannot be made, this summons shall be returned so endorsed.

This summons may not be served later than 3 days before the day for appearance.

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

Atty. No.: 38907

Name: Consumer Legal Services PC

Atty. for: Plaintiff

Address: 649 N. York Road

City/State/Zip: Elmhurst, Illinois 60126

Telephone: 630-834-4100

WITNESS,

DOROTHY BROWN, Circuit Court Clerk

Date of Service: _____

(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

IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS

FIRST MUNICIPAL DISTRICT

Name All Parties

[Redacted]

Plaintiff(s)

v.

GENERAL MOTORS CORPORATION

Defendant(s)

c/o RA: CT Corporation, 208 S. LaSalle, #814, Chicago IL

Address of Defendant(s)

Case No.

Amount Claimed: \$ up to \$15,000.00

Appearance Filing/Return Date: 5-13-08

Status Date:

Trial Date:

Time:

Room:

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on _____, 2008, between the hours of 8:30 a.m. and 2:30 p.m.;

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☐ District 6: 16501 S. Kedzie Pkwy., Rm 119; Markham, IL 60428

on _____, before 9:00 a.m.

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Atty. No.: 38907

Name: Consumer Legal Services PC

Atty. for: Plaintiff

Address: 649 N. York Road

City/State/Zip: Elmhurst, Illinois 60126

Telephone: 630-834-4100

WITNESS

DOROTHY BROWN APR 22 2008

DOROTHY BROWN, Circuit Court Clerk

Date of Service:

(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

Plaintiff,

Case No. **08 M1 131904**

vs.

GENERAL MOTORS CORPORATION

Defendant.

Amount Claimed: up to \$15,000.00

Return Date:

was at all times

Consumer

an individual who was at all times

1. Plaintiff, [REDACTED] ("Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Illinois.

2. Defendant, General Motors Corporation, ("Manufacturer"), is a foreign corporation authorized to do business in the State of Illinois, 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 [REDACTED] 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,
PATRICIA A. HILL

By: 

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

NOW COMES the [REDACTED] by and through her attorneys, Consumer 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 Submitted,

By:

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

Exhibit A

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



SOLD TO	05/10/59	

ADDRESS	CITY	STATE	ZIP CODE	SALESMAN
	CHICAGO	IL		FLORES ANDERSON

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED	HOME <input type="checkbox"/>	DATE
	BUSINESS <input type="checkbox"/>	02/22/06

MAKE OF CAR	YEAR	MODEL	BODY STYLE	<input checked="" type="checkbox"/> NEW	<input type="checkbox"/> USED	<input type="checkbox"/> DEMO
PONTIAC	2006	G6	SEDAN			

SERIAL NUMBER	COLOR	TRIM	MILEAGE	STOCK NUMBER
1G2ZF658164	27U_CRIM			9649

OPTIONAL EQUIPMENT AND ACCESSORIES	CASH DIFFERENCE	SALES PRICE OF VEHICLE	16990.00
	11050.00	DEALER INSTALLED OPTIONS OR SERVICES	N/A
		SELLING PRICE (TOTAL)	16990.00
		SALES TAX	999.65
		LICENSE & TITLE	80.00
		DOCUMENTARY SERVICE FEE	57.33
		COUNTY TAX	15.00
		TOTAL	18141.98
		RECEIPT #	
		DEPOSIT ON ORDER	

USED VEHICLES: THE INFORMATION YOU SEE ON THE WINDOW FORM (BUYER'S GUIDE) FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.	RECEIPT #	CASH ON DELIVERY	4700.00	3700 APP 500 ORL 500 BVD
---	-----------	------------------	---------	--------------------------------

DEALER INSTALLED OPTIONS OR SERVICES	WE OWE #	TRADE ALLOWANCE	5940.00
		LESS BALANCE OWING TO:	8301.77
		TRADE IN NET	-2361.77
		TOTAL DOWN PAYMENT	2338.23
		ADDITIONAL FINANCED ITEMS	2066.00
		UNPAID BALANCE (TOTAL)	17869.76

Notice: To the negotiated cash sale price of each vehicle, no more than \$57.33 may be added for dealer costs and overhead. The only other additional charges permitted are dealer-added options, warranty and service contracts, insurance and the actual cost of license and title registration and taxes.

DESCRIPTION OF CAR TRADED IN		
YEAR	MAKE	
2002	CHEV	
MODEL	BODY STYLE	
CAVA	SD	
SERIAL NO.		
1G10G624427		
H.P.	LICENSE NO.	MILEAGE
		38372

Purchaser certifies that the above information about my trade-in is correct including odometer information and the year of the vehicle and that the trade-in is not now and never has had a "rebuilt" or "salvage" title. Purchaser further certifies that he/she will pay the difference in cash within three days of demand if the payoff information is incorrect. (Customer Initials)

DISCLAIMER OF IMPLIED WARRANTY: Unless prohibited by law, there is no express or implied warranty provided by Mike Haggerty Pontiac Buick GMC, Inc. for this vehicle sold "AS IS" and Mike Haggerty Pontiac Buick GMC, Inc. hereby expressly disclaims all warranties, either express or implied, including but not limited to, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, and any other implied warranties.

CONSEQUENTIAL AND INCIDENTAL DAMAGES: Purchase shall not entitle the purchaser to recover from Mike Haggerty Pontiac Buick GMC, Inc. any consequential or incidental damages, including but not limited to damages to property, lost wages, lost profits, lost income or any other consequential or incidental damages, whether liability is based on breach of warranty, contract or tort, strict liability or any other statutory or common law theory of liability.

LIMITED DURATION OF IMPLIED WARRANTIES: Where the Disclaimer of Implied Warranties is prohibited by law, the maximum duration of implied warranties is limited to the duration of the service contract or written warranty provided by Mike Haggerty Pontiac Buick GMC, Inc.

DISPUTE RESOLUTION: The parties agree that any and all disputes and controversies of any kind and nature between Purchaser and Dealer arising out of or in connection with the purchase or financing of the vehicle shall be submitted to binding arbitration pursuant to the Federal Arbitration Act, 9 U.S.C. section 1 et seq. and/or the Illinois Alternative Dispute Resolution Uniform Arbitration Act, 710 ILCS 5/1 et seq. and in accordance with the procedures set forth on the reverse side of this Purchase Order. The parties further waive any right to a trial by jury concerning such dispute.

Except as provided herein, this contract is non-cancelable once it is accepted by the signature of an authorized representative of Mike Haggerty Pontiac Buick GMC, Inc. and the purchaser. Wherein Mike Haggerty Pontiac Buick GMC, Inc. is being requested to obtain financing, Mike Haggerty Pontiac Buick GMC, Inc. is not obligated to sell until a third party finance source approves this agreement and agrees to purchase the retail installment contract executed by the purchaser and Mike Haggerty Pontiac Buick GMC, Inc. based on this transaction.

Purchaser agrees that this order includes all of the terms and conditions on both the front and back side hereof and that this contract cancels and supersedes any prior agreement including oral agreements made in and around the vicinity of the vehicle and has read the MAILED statement on the front and back of this contract and agrees with the numbers in the certificate of title.

ACCEPTED BY:

DEALER OR HIS AUTHORIZED REPRESENTATIVE

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION

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

[REDACTED]
Plaintiff,

vs.

GENERAL MOTORS CORPORATION

Defendant.

Case No.

08 M1 131904

NOTICE OF FILING

General Motors Corporation
c/o R.A. CT Corporation System
208 S. LaSalle Street, Suite 814
Chicago, Illinois 60604

PLEASE TAKE NOTICE THAT ON 4-22-08, there was filed with the Clerk of the Circuit Court, Plaintiff's Initial Supreme Court Rule 222(d) Disclosure Statement, a copy of which is attached hereto and herewith served upon you.

By: 

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

FILED
08 APR 22 10:56
CLERK
COURT
DOROTHY FERNANDEZ

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

[REDACTED]
Plaintiff,
vs.
GENERAL MOTORS CORPORATION
Defendant.

Case No. 08M1 131904

PLAINTIFF'S INITIAL SUPREME COURT RULE 222 DISCLOSURE

Plaintiff, [REDACTED] ("Plaintiff"), by and through her attorneys, Consumer Legal Services, P.C., makes the following initial disclosures pursuant to Illinois Supreme Court Rule 222:

1. **The factual basis of the claim or defense. In the event of multiple claims or defenses, the factual basis for each claim or defense.**

On or about February 22, 2006, Plaintiff purchased from Seller, [REDACTED] Pontiac Buick GMC Inc., a new 2006 Pontiac G6, ("vehicle"), manufactured by Defendant, General Motors Corporation. Plaintiff's purchase of the vehicle was accompanied by Defendant's written warranty. Defendant's warranty undertook to repair or replace defective parts with respect to the vehicle. Defendant breached 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.

2. **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 Plaintiff's vehicle. Finally, 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 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):


Chicago Illinois 

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 <i>Razor v. Hyundai Motor America</i> , 222 Ill. 2d 75, 109, 854 N.E. 2d 607, 627 (2006). Any calculation and/or measurement will be consistent with <i>Razor</i> 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 properly 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's actions (See paragraph 9, below).

Plaintiff states that all of the aforementioned documents, excluding documents that reflect 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:

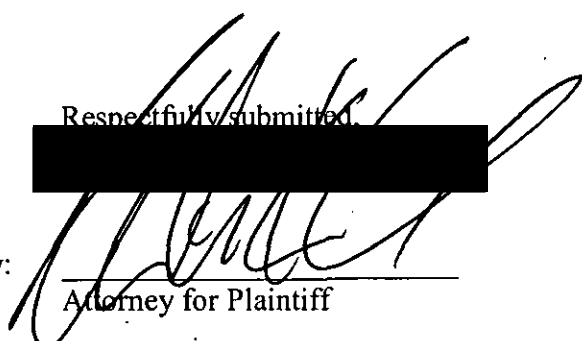
- | | | |
|----|---|-----------------------|
| 1. | Purchase documents - | Plaintiff's Exhibit A |
| 2. | Repair orders from selling dealership - | Plaintiff's Exhibit B |

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.

Respectfully submitted,

By:


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

STATE OF ILLINOIS)
) SS:
COUNTY OF COOK)

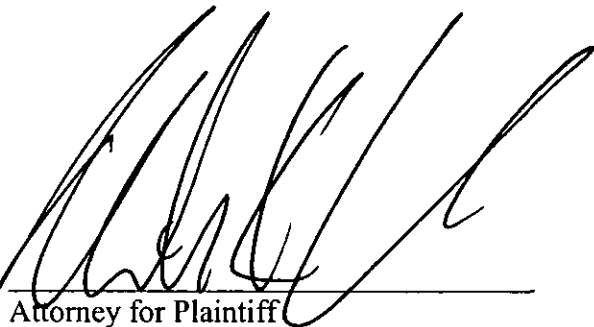
ILLINOIS SUPREME COURT RULE 222(e) AFFIDAVIT

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.

By:


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. CICEPO AVENUE
OAK LAWN, IL 60453
(708) 423-5000



SOLD TO	[REDACTED]		05/10/59

ADDRESS	CITY	STATE	ZIP CODE	SALESMAN
[REDACTED]	CHICAGO	IL	60620	FLORES ANDERSON

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED				HOME <input type="checkbox"/>	[REDACTED]	DATE	02/22/06
BUSINESS <input type="checkbox"/>							
MAKE OF CAR	YEAR	MODEL	BODY STYLE	<input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> DEMO			
PONTIAC	2006	G6	SEDAN				
SERIAL NUMBER	COLOR		TRIM	MILEAGE	STOCK NUMBER		
1G2ZF5581G4 [REDACTED]	27U_CRYN				9549		

OPTIONAL EQUIPMENT AND ACCESSORIES	CASH DIFFERENCE	SALES PRICE OF VEHICLE	16990.00
	11050.00	DEALER INSTALLED OPTIONS OR SERVICES	N/A
		SELLING PRICE (TOTAL)	16990.00
		SALES TAX	999.65
		LICENSE & TITLE	80.00
		DOCUMENTARY SERVICE FEE	57.33
		COUNTY TAX	15.00
		TOTAL	18141.98

USED VEHICLES:

THE INFORMATION YOU SEE ON THE WINDOW FORM (BUYER'S GUIDE) FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

DEALER INSTALLED OPTIONS OR SERVICES

SALES TAX

RECEIPT #	DEPOSIT ON ORDER	4700.00	[REDACTED]
RECEIPT #	CASH ON DELIVERY		

and the actual cost of license and title registration and taxes.

DISCLAIMER OF IMPLIED WARRANTY: Unless prohibited by law, such as when a service contract or warranty is provided by Mike Haggerty Pontiac Buick GMC, Inc., this vehicle is sold "AS IS" and Mike Haggerty Pontiac Buick GMC, Inc. hereby expressly disclaims all warranties, either express or implied, including an IMPLIED WARRANTY OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE.

CONSEQUENTIAL AND INCIDENTAL DAMAGES: Purchaser shall not be entitled to recover from Mike Haggerty Pontiac Buick GMC, Inc. any consequential and incidental damages, including but not limited to damages to property, loss of profits, loss of income or any other consequential or incidental damages, whether liability is based on breach of warranty, contract or on strict liability or any other statutory or common law theory of liability.

LIMITED DURATION OF IMPLIED WARRANTIES: Where this Disclaimer of Implied Warranties is prohibited by law, the maximum duration of implied warranties is limited to the duration of the service contract or written warranties provided by Mike Haggerty Pontiac Buick GMC, Inc.

DISPUTE RESOLUTION: The parties agree that any and all disputes and controversies of any kind and nature between Purchaser and Dealer arising out of or in connection with the purchase or financing of the vehicle shall be submitted to binding arbitration pursuant to the Federal Arbitration Act, Title 9, U.S.C. section 1 et seq. and of the Illinois Alternative Dispute Resolution Uniform Arbitration Act, 710 ILCS 5/1 et seq. and in accordance with the procedures set forth on the reverse side of this Purchase Order. The parties further waive any right to a trial by jury concerning such dispute.

CAVA	SO	
SERIAL NO.	1G2ZF5581G4 [REDACTED]	
R.E.	LICENSE NO.	MILEAGE
		38372

Purchaser certifies that the above information about my trade-in is correct including odometer information and the year of the vehicle and that the trade-in is not now and never has had a "rebuilt" or "salvage" title. Purchaser further certifies that he/she will pay the difference in cash within three [REDACTED] payoff information is incorrect. [REDACTED] Customer Initials

Exhibit B

UNIT# 9649
CUSTOMER #: 73878

1 6 3 2 1 1



MIKE

HAGGERTY

PONTIAC · BUICK · GMC TRUCK, INC.



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

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

www.haggertypontiac.com

CHICAGO, IL
HOME: [REDACTED]

BUS: [REDACTED]

WORKORDER

PAGE 1

SERVICE ADVISOR: 116 CONDITT, ISAAC L

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	06	PONTIAC G6	1G2ZF55B164 [REDACTED]	4168059	26698/	T6867	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22FEB06 IS			19:00 08MAR08			CASH	

R.O. OPENED

READY

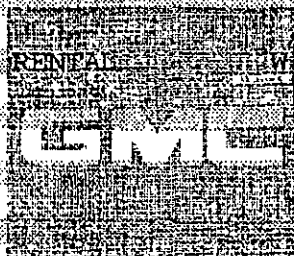
OPTIONS: STK:9649

08MAR2008 10:44

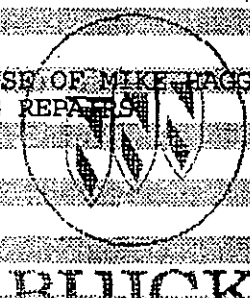
LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A W 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

B



SUPPLY USE OF MIKE HAGGERTY RENTAL VEHICLE WHITE AWAITING REPAIRS



PONTIAC



EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

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 vehicle repair facility the right to set the price without your permission. Your signature will indicate your selection.

a) I request an estimate in writing before you being repairs.
Signature _____

b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$ _____ Signature _____

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

73878

162408



MKE

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) 423-6846 Fax

www.haggertypontiac.com

UNIT# 9649

INVOICE

CHICAGO, IL

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	06	PONTIAC G6	1G2ZF55B164		26305/26305	T4355	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
22FEB06	IS		19:00 28FEB08			CASH	27FEB08
R.O. OPENED		READY	OPTIONS: STK:9649				

07:56 23FEB08 16:40 27FEB08

LINE QPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A POWER STEERING INOP LOCKED UP YESTERDAY

CAUSE: CHECKED AND REPLACED POWER STEERING CONTROL MODULE. RECHECKED

AFTER REPAIRS OK

E7631 MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC

POWER STEERING REPLACE

112 W 1.10

1 25805894 MOTOR

PC: G6

PART#: 25805894

COUNT: 1

CLAIM TYPE:

AUTH CODE:

01

PARTS: 0.00 LABOR: 0.00

0.00 OTHER: 0.00

TOTAL LINE A: 0.00

B RENTAL VEHICLE

CAUSE: 3 DAY RENTAL

Z7903 THREE DAYS RENTAL

112 W 0.00

PC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MK

LUBE MHP RENTAL

W

PARTS: 0.00 LABOR: 0.00

GM QUALITY
SERVICE PARTS

0.00 OTHER: 0.00

TOTAL LINE B: 0.00

C COURTESY CAR WASH (WITH OWNER APPROVAL)

LIMITED WARRANTY

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

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/vehicle. 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/vehicle.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

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

CUSTOMER COPY

1 6 1 8 8 3



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

CHICAGO, IL
HOME

BUS

*** INVOICE ***

PAGE 1

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164		25125/25125	T3859
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
22FEB06 IS			19:00 13FEB08			CASH
R/O OPENED	READY	OPTIONS	STK:9649			

17:21 13FEB08 15:40 15FEB08

LINE	OPCODE	TECH	TYPE	HOURS
1	000000	0000	0000	0000
2	000000	0000	0000	0000
3	000000	0000	0000	0000
4	000000	0000	0000	0000
5	000000	0000	0000	0000
6	000000	0000	0000	0000
7	000000	0000	0000	0000
8	000000	0000	0000	0000
9	000000	0000	0000	0000
10	000000	0000	0000	0000
11	000000	0000	0000	0000
12	000000	0000	0000	0000
13	000000	0000	0000	0000
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63	000000	0000	0000	0000
64	000000	0000	0000	0000
65	000000	0000	0000	0000
66	000000	0000	0000	0000
67	000000	0000	0000	0000
68	000000	0000	0000	0000
69	000000	0000	0000	0000
70	000000	0000	0000	0000
71	000000	0000	0000	0000

A C/S WHEN TURNING STEERING WHEEL IT DOES NOT RESPOND AND STEERING WHEEL WILL TURN CONTINUOUSLY WITHOUT STOPPING

CAUSE: CHECKED AND COULD NOT DUPLICATE CONCERN AT THIS TIME .DROVE CAR

17MILES PROBLEM NOT HAPPENING NOW

N9995 CUSTOMER CONCERN NOT DUPLICATED

155 W 0.30
FC: 9Z PART#: COUNT: 0

● 6월 15일(수) 19:00

ATLANTA CODE

CONFIDENTIAL

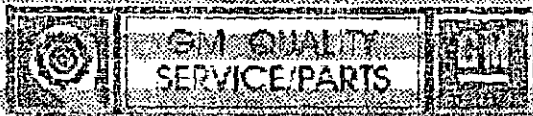
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

B SUPPLY USE OF MIKE HAGGERTY RENTAL VEHICLE WHILE AWAITING REPAIRS

RENTAL SUPPLY USE OF MIKE HAGGERTY RENTAL VEHICLE
WHILE AWAITING REPAIRS

155 CA 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------



LIMITED WARRANTY

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

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BUSINESS-HOURS

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

UNIT# 9649

73878

158211



MIKE

HAGGERTY

PONTIAC · BUICK · GMC TRUCK, INC.



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

Phone: (708) 423-6000 Sales
(708) 229-3390 Service
(708) 423-6848 Fax

www.haggertypontiac.com

CHICAGO, IL
HOME: [REDACTED]

BUS: [REDACTED]

INVOICE

PAGE 1

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	06	PONTIAC G6	1G2ZF55B164		23140/23140	T6657	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22FEB06 IS			19:00 01DEC07			CASH	01DEC07
R.O. OPENED		READY	OPTIONS: STK: 9649				

07:22 01DEC07 13:10 01DEC07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A RADIO INOP INSTALL SOP

CAUSE: INSTALLED AND PROGRAMMED RADIO RECHECKED OPERATIONS-OK

R0760 RADIO, REMOVE AND REPLACE

112 W 1.30

(N/C)

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:	0.00
-------------	-------------	-------------	---------------	------

B MIKE HAGGERTY 21 POINT SERVICE INSPECTION SPECIAL

21 POINT MIKE HAGGERTY 21 POINT SERVICE INSPECTION SPECIAL

112 ISAV 0.50

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:	0.00
-------------	-------------	-------------	---------------	------

C COURTESY CAR WASH (WITH OWNER APPROVAL)

W COURTESY CAR WASH (WITH OWNER APPROVAL)

112 ISP 0.00

(N/C)

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C:	0.00
-------------	-------------	-------------	---------------	------

D** CUST STATES PASS SIDE AIR BAG LIGHT IS COMING ON WHEN NO ONE IS IN

SEAT (SOP) PART HERE

CAUSE: CHECKED AND PERFORMED BULLETIN #065094110088 RECHECKED

OPERATIONS AFTER REPAIRS OK SERVICE PARTS

C9780 R&R SEAT CUSHION COVER REZERO PPS

112 W 1.20

(N/C)

1 15939371 MODULE KI

(N/C)

FC: 93

LIMITED WARRANTY

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

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

CUSTOMER COPY

1 5 8 2 1 1

CHICAGO, IL

HOME:

BUS :

* INVOICE *

PAGE 2

SERVICE ADVISOR: 116 ISAAC L CONDITT



MIKE

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**Sales Dept: 9301 S. Cicero
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OAK LAWN, ILLINOIS 60453
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(708) 423-5848 Fax**

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	06	PONTIAC G6	1G2ZF55B164		23140/23140	T6657	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22FEB06 IS			19:00 01DEC07			CASH	01DEC07
R.O OPENED		READY	OPTIONS: STK:9649				

07:22 01DEC07	13:10 01DEC07				
LINE	OPCODE	TECH	TYPE	HOURS	
					LIST NET TOTAL

PART#: 15939371

COUNT: 1

CLAIM TYPE

AUTH CODE:

LIVE

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE D: 0.00
-------------	-------------	-------------	--------------------

RTT CHECK BRAKE SOUPAKING
 CAUSE, PERFORMED INSPECTION CHECKED AND REPLACED REAR PADS AND
 RESURFACE REAR ROTORS
 HQ043 PADS, DTSC BRAKE REAR R&R OR REPLACE
 1-19137160 PAD KIT
 2.30
 1-19137160 PAD KIT

FC: 4X

PART#: 19137360

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E 0.00

REAR ROTOR SPECS ORIGINAL (LR) 13.82 (R/R) 13.9 REFINISHED MEASURED
THICKNESS AFTER (LR) 13.52 (R/R) 13.49 LATERAL RUNOUT AFTER ROTOR
REFINISHED (LR) .001 (R/R) .001 FINCH ALL CHECKED AND OK 11/11

LIMITED WARRANTY

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

UNIT# 9649

73878

156615



MIKE

HAGGERTY

PONTIAC · BUICK · GMC TRUCK, INC.

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

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	06	PONTIAC G6	1G2ZF55B164		22118/22118	T5180	
DEL. DATE	PROD. DATE	WARR. EXP.	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 HOURS

LIST

NET

TOTAL

A C/S RADIO BASS AND TEMBLE IS INOP (WE JUST REPLACED RADIO)

PO ORDER NEW RADIO

114	CP	0.00			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:
						0.00

B C/S PASS. SIDE AIR BAG LIGHT IS BACK ON (CUSTOMER SITS WHEN SOME ONE IS
SITTING ON SEAT AND GETS OFF THE LIGHT DOES NOT GO OFF AND SEAT
BELT ALARM IS GOING OFF)

PO ORDERED NEW MODULE PASS PRESENCE SYSTEM MODULE

114	CP	0.00			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:
						0.00

C C/S THERES A CLUNK NOISE HEARD WHEN TURNING

CAUSE PERFORMED BULLETIN 06-02-32 DOVE LOBE I SHAFT AND REPOSITION I

SHAFT

E9448 REPOSITION I SHAFT TO CORRECT RATTLE NOISE

114 W 0.30

FC: 93 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NE

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

D ONE DAY RENTAL

CAUSE: RENTAL

Z7901 ONE DAY RENTAL

999 W 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

LIMITED WARRANTY

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

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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

TOTALS

CUSTOMER COPY

UNIT# 9649

73878

156042

INVOICE

CHICAGO, IL

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	06	PONTIAC G6	1G2ZF55B164		21757/21757	T2408	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22FEB06 IS			19:00 23OCT07			CASH	24OCT07

R.O. OPENED: READY: OPTIONS: STK: 9649

09:00 22OCT07 13:21 24OCT07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CHECK GAS GAUGE FLUXUATES AT TIMES

CAUSE: TEST AND REPLACE FAULTY FUEL LEVEL SENSOR

11197 SENSOR FUEL LEVEL (TANK UNIT) REPLACE

114 W 1.80

(N/C)

1 22682111 GASKET

(N/C)

1 19153328 SEN KIT

(N/C)

FC: 3L

PARTS: 1 22682111 GASKET

1 19153328 SEN KIT

FC: 3L

AUTH CODE:

PARTS: 1 22682111 GASKET

1 19153328 SEN KIT

FC: 3L

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

BUICK

PONTIAC

B CHECK HEAT BLOWING HOT AIR WHEN TURNED OFF (STARTS BLOWING BY ITSELF)

J9994 CUSTOMER CONCERN NOT DUPLICATED

114 CA 0.00

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CD PLAYER RECENTLY INSTALLED WONT PLAY CD'S DISPLAYS CD ERROR

CAUSE: REPLACE RADIO WITH NEW AND REPROGRAM

R0760 RADIO, REMOVE AND REPLACE

114 W 1.30

(N/C)

FC: 3L PART#: COUNT: 1

CLAIM TYPE: B

AUTH CODE:

0J

GM QUALITY
SERVICE/PARTS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

LIMITED WARRANTY

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CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

TOTALS

CUSTOMER COPY

UNIT# 9649

73878

156042

INVOICE



MIKE

HAGGERTY

PONTIAC · BUICK · GMC TRUCK, INC.



Sales Dept: 9301 S. Cicero
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OAK LAWN, ILLINOIS 60453
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CHICAGO, IL

HOME:

BUS:

PAGE 2

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164		21757/21757	T2408
DEL DATE	PROD DATE	WAHR EXP	PROMISED	PG NO	RATE	PAYMENT
22FEB06 IS			19:00 23OCT07			CASH
R.O. OPENED	READY	OPTIONS: STK:9649				
						24OCT07

09:00 22OCT07 13:21 24OCT07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

AUTH B (NEW DEPLETIVE PART REPLACED RADIO 10/13/ 07 MILES

21403, RO#155638)

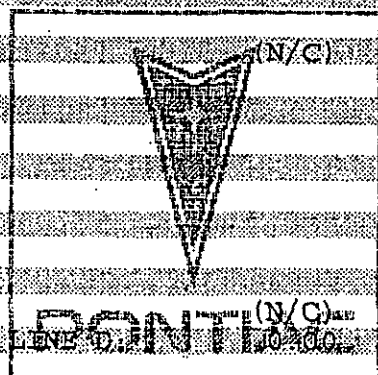
D RENTAL

CAUSE: TWO DAY RENTAL

Z7902 TWO DAYS RENTAL

114 W 0.00

COUNT: 0



LUBE TWO DAY RENTAL MHP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E** C/S RT SIDE DOOR IS MAKING A POPING NOISE WHEN OPENING OR CLOSING

CAUSE: TIGHTEN RT FRT DOOR LINK/CHECK-LOOSE

B4050 LINK OR SPRING, FRONT DOOR HOLD OPEN RIGHT

REPLACE

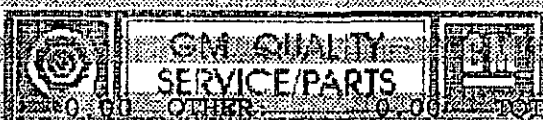
114 W 0.20

FC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NP



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F** C/S PASS. SIDE AIR BAG LIGHT COMES ON

LIMITED WARRANTY

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

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

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

CUSTOMER COPY

UNIT# 9649

73878

156042



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CHICAGO, IL

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PAGE 3.

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164		21757/21757	T2408
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
22FEB06 IS			19:00 23OCT07			CASH

R.O. OPENED: READY: OPTIONS: STK:9649

09:00 22OCT07 13:21 24OCT07

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

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

FOUND BULLETIN (R&R PASS. SIDE SEAT COVER TO CHECK FOR

WETNESS PROGRAM)

C9780 R&R SEAT CUSHION COVER, REZERO PPS

114 W 1.20

(N/C)

FC: 93 PART#: COUNT: 0

CLAIM TYPE

ADDITIONAL CODES

PARTS

00.00

LABOR

00.00

OTHER

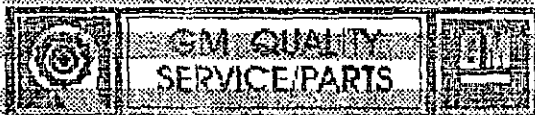
00.00

TOTAL LINE F:

0.00

BUICK

PONTIAC

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

UNIT# 9649

73878

155638



MIKE

HAGGERTY

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Sales Dept: 9301 S. Cicero
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CHICAGO, IL

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 105 JOSEPH RUIZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164		21403/21403	T2035
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
22FEB06 IS			WAIT 13OCT07			CASH
R.O. OPENED	READY	OPTIONS: STK:9649				

08:12 13OCT07 10:55 13OCT07

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A C/S RADIO DISPLAY GOES TO 1200, LOSES IT MEMORY INSTALL SOP

CAUSE: REPLACED RADIO

R0760 RADIO REMOVE AND REPLACE

112 W 1.30

(N/C)

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER COMPLAINTS STILL HAVING PROBLEM WITH FUEL GAUGE. WHEN STARTED

MORNING IT SHOWED 1/4 TANK WHILE DRIVING HERE WENT TO

GAS STATION. THEN BACK UP TO ABOVE 1/8 TANK (IT TOOK 10-MINUTES

TO GET HERE) WE SCANNED AND FOUND PCM NEEDS SOFTWARE

UPDATE, REPROGRAM 10-01-07

CAUSE: REPLACED FUEL PUMP 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:

AV



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

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item.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

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

CUSTOMER COPY

UNIT# 9649

73878

154978



MIKE

HAGGERTY

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 OAK LAWN, ILLINOIS 60453
 Phone: (708) 423-6000 Sales
 (708) 229-3390 Service
 (708) 423-6848 Fax

www.haggertypontiac.com

CHICAGO, IL

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 105 JOSEPH RUIZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	06	PONTIAC G6	1G2ZF55B164		20869/20869	T9910	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22FEB06	IS		19:00	02OCT07		CASH	01OCT07
R.O. OPENED		READY	OPTIONS: STK:9649				

07:12 01OCT07 09:56 01OCT07

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

114 W 0.60

(N/C)

FC: 3L PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

B C/S SHOW COOLANT LIGHT COMES ON (RADIO DISPLAY)

CAUSE: PRESSURE TEST COOLANT SYSTEM NO LEAKS TOPPED OFF FLUID

J9994 CUSTOMER CONCERN NOT DUPLICATED

114 W 0.30

FC: 3Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

WD

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

C C/S RADIO DISPLAY GOES TO 1200 LOSES IT MEMORY

62 ORDERED RADIO

114 CA 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

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

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

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

UNIT# 9649

73878

154978

INVOICE

CHICAGO, IL

HOME:

BUS:

PAGE 2

SERVICE ADVISOR: 105 JOSEPH RUIZ



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) 423-5848 Fax

www.haggertypontiac.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	06	PONTIAC G6	1G2ZF55B164		20869/20869	T9910	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
22FEB06 IS			19:00 02OCT07			CASH	01OCT07

R/O. OPENED: READY: OPTIONS: STK: 9649

07:12 01OCT07 09:56 01OCT07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

21PT MIKE HAGGERTY 21 POINT SERVICE INSPECTION

SPECIAL

 114 ISAV 0.50 (N/C)
 62 DECLINED OIL CHANGE\$30, REAR
 BRACES\$165.00+TAXES

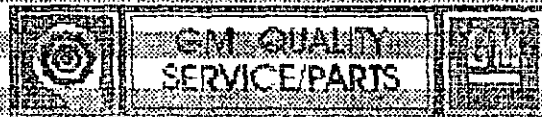
114 CM 0.00					0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE D:		0.00	0.00

E COUNTESS CAR WASH (WITH OWNER APPROVAL)						

114 CM 0.00					0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE E:		0.00	0.00

F CUSTOMER STATES THAT DAUGHTER IS PICKING UP CAR (CHINA COOK)						

114 CA 0.00					0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE F:		0.00	0.00

**LIMITED WARRANTY**

All work warranted 90 days or 4,000 miles. All GM parts
 warranted 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 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.
 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/items. The
 Seller hereby expressly disclaims all
 warranties either express or
 implied, including any implied
 warranty of merchantability or
 fitness for a particular purpose.
 Seller neither assumes nor
 authorizes any other person to
 assume for it any liability in
 connection with the sale of this
 item/items.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

UNIT# 9649

73878

134371



MIKE

HAGGERTY

PONTIAC • BUICK • GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero
Service Dept: 9100 S. Kenton
OAK LAWN, ILLINOIS 60453Phone: (708) 423-5000 Sales
(708) 229-3390 Service
(708) 423-5848 Fax

www.haggertypontiac.com

CHICAGO, IL

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 111 PEGGY PRICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
27U CRIMSC	06	PONTIAC G6	1G2ZF55B164		6441/6441	T5878	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22FEB06	IS		WAIT 26AUG06			CASH	26AUG06
R.O OPENED		READY	OPTIONS: STK:9649				

08:08 26AUG06 08:34 26AUG06

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A INSTALL SDP PART FOR DRIVERS EXPRESS DOWN WINDOW

CAUSE: INSTALLED SWITCH

N2145 SWITCH DOOR WINDOW LEFT FRONT REPLACE

94 W 0.60

1 22626530 SWITCH

(N/C)

(N/C)

FC: 6C

PART# 22626530

COUNTE

CLAIM TYPE

PAATH CODE

OF THE

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B COURTESY CAR WASH (WITH OWNER APPROVAL)

W COURTESY CAR WASH (WITH OWNER APPROVAL)

94 ISP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

IMPORTANTYOU MAY RECEIVE A
CUSTOMER SATISFACTION SURVEY
FROM GENERAL MOTORS IN THE NEXT
FEW WEEKS. IF, FOR ANY REASON
YOU CANNOT GRADE US
"COMPLETELY SATISFIED"
PLEASE CONTACT US IMMEDIATELY.
THANK YOU.MIKE HAGGERTY
PONTIAC BUICK GMC
(708) 229-3390**LIMITED WARRANTY**All work warranted 90 days or 4,000 miles. All GM parts
warranted 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 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.

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. 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.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

UNIT# 9649 73878

133480

INVOICE

CHICAGO, ILL
HOME: [REDACTED]

BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 110 SAMANTHA JORDAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
27U CRIMSC	06	PONTIAC G6	1G2ZE55B164		5768/5768	T5043
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
22FEB06	19		WAIT 09AUG06			CASH
H.O. OPENED	READY	OPTIONS: STK: 9649				

07:38 09AUG06 09:21 09AUG06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES	DRIVERS	EXPRESS	DOWN WINDOW INOP			
PO	PARTS ORDERED						
PARTS:	05.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B	CUSTOMER STATES FUEL WAS AT A HALF TANK WHEN STARTED CAR FUEL GAUGE						
	HE WENT TO EMPTY THEN SHUT OFF AND CAME BACK TO HALF TANK						
	NOTING PROBLEM FOUND AT THIS TIME						
PARTS:	48.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C	CUSTOMER STATES AFTER BRAKES ARE WARMED UP THE BRAKES SQUEAK						
	62 THIS IS A NORMAL CONDITION FOR SOME METALIC						
	BRAKE PADS						
PARTS:	48.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D	COURTESY CAR WASH (WITH OWNER APPROVAL)						
	W COURTESY CAR WASH (WITH OWNER APPROVAL)						
PARTS:	48	ISP	0.00			(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00



LIMITED WARRANTY

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

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CUSTOMER SIGNATURE

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

CUSTOMER COPY



General Motors Corporation
Customer Relationship Center
PO Box 23171
Detroit, MI 48272-8176

VIA FAX ONLY

June 30, 2008

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

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-603057594
2006 Pontiac G6
Vehicle Identification Number: 1G2ZF55B164 [REDACTED]
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.

June 30, 2008
Page 1

Sincerely,

General Motors Corporation

cc: FILE

LG0043
V01092007

33383

Client's Signature

Client's Signature

7/21/08

Date

Date

MIKE HAGGERTY

PONTIAC • BUICK • GMC TRUCK

DATE 4/2/08

TIME _____

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

PRIVACY NOTICE: THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHOM IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE FEDERAL OR STATE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT OR THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU RECEIVE THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US VIA REGULAR U.S. MAIL AT: MIKE HAGGERTY PONTIAC BUICK GMC TRUCK... 9301 S. CICERO.... OAK LAWN, ILLINOIS 60453

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



SOLD TO [redacted] 05/10/59

ADDRESS [redacted] CITY CHICAGO STATE IL ZIP CODE [redacted] SALESMAN FLORES ANDERSON

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED

HOME ☐ BUSINESS ☐ DATE 02/22/06

MAKE OF CAR PONTIAC YEAR 2006 MODEL G6 BODY STYLE SEDAN STOCK NUMBER 9649

SERIAL NUMBER 1G2ZF55B164 COLOR 27U_CRIM TRIM [redacted] MILEAGE [redacted]

OPTIONAL EQUIPMENT AND ACCESSORIES	CASH DIFFERENCE	SALES PRICE OF VEHICLE	16990.00
	11050.00	DEALER INSTALLED OPTIONS OR SERVICES	N/A
		SELLING PRICE (TOTAL)	16990.00
		SALES TAX	999.65
		LICENSE & TITLE	80.00
		DOCUMENTARY SERVICE FEE	57.33
		COUNTY TAX	15.00
		TOTAL	18141.98

USED VEHICLES:
THE INFORMATION YOU SEE ON THE WINDOW FORM (BUYER'S GUIDE) FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

DEALER INSTALLED OPTIONS OR SERVICES	WE OWE #	RECEIPT #	DEPOSIT ON ORDER	
		RECEIPT #	CASH ON DELIVERY	4700.00
		TRADE ALLOWANCE		5940.00
		LESS BALANCE OWING TO:		8301.77
		TRADE IN NET		-2361.77
		TOTAL DOWN PAYMENT		2338.23
		ADDITIONAL FINANCED ITEMS		2066.00
		UNPAID BALANCE (TOTAL)		17869.75

Notice: To the negotiated cash sale price of each vehicle, no more than \$57.33 may be added for dealer costs and overhead. The only other additional charges permitted are dealer-added options, warranty and service contracts, insurance and the actual cost of license and title registration and taxes.

DESCRIPTION OF CAR TRADED IN

YEAR 2002 MAKE CHEV
MODEL CAVA BODY STYLE SD
SERIAL NO. 1G1JC524427
H.P. LICENSE NO. MILEAGE 38372

DISCLAIMER OF IMPLIED WARRANTY: Unless prohibited by law such as when a service contract or warranty is provided by Mike Haggerty Pontiac Buick GMC, Inc., this vehicle is sold "AS-IS" and Mike Haggerty Pontiac Buick GMC, Inc., hereby expressly disclaims all warranties, either express or implied, including any IMPLIED WARRANTY OF MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE.

CONSEQUENTIAL AND INCIDENTAL DAMAGES: Purchaser shall not be entitled to receive from Mike Haggerty Pontiac Buick GMC, Inc., any consequential and incidental damages, including but not limited to damages to property, damages for loss of use, loss of profits or income or any other consequential or incidental damages whether liability is based on breach of warranty, contract or tort, strict liability or any other statutory or common law theory of liability.

LIMITED DURATION OF IMPLIED WARRANTIES: Where the Disclaimer of Implied Warranties is prohibited by law, the maximum duration of implied warranties is limited to the duration of the service contract or written warranties provided by Mike Haggerty Pontiac Buick GMC, Inc.

DISPUTE RESOLUTION: The parties agree that any and all disputes and controversies of any kind and nature between Purchaser and Dealer arising out of or in connection with the purchase or financing of the vehicle shall be submitted to binding arbitration pursuant to the Federal Arbitration Act, Title 9 U.S.C., section 1 et seq, and/or the Illinois Alternative Dispute Resolution Uniform Arbitration Act, 710 IL CS 5/1 et seq, and in accordance with the procedures set forth on the reverse side of this Purchase Order. The parties further waive any right to a trial by jury concerning such dispute.

Purchaser certifies that the above information about my trade-in is correct including odometer information and the year of the vehicle and that the trade-in is not now and never has had a "rebuilt" or "salvage" title. Purchaser further certifies that he/she will pay the difference in cash within the [redacted] the payoff information is incorrect [redacted] (Customer Initials)

Except as provided herein, this contract is non-cancelable once it is accepted by the signature of an authorized representative of Mike Haggerty Pontiac Buick GMC, Inc. In the case of a purchase wherein Mike Haggerty Pontiac Buick GMC, Inc. is being requested to obtain financing, Mike Haggerty Pontiac Buick GMC, Inc. IS NOT OBLIGATED TO SELL UNTIL A THIRD PARTY FINANCE SOURCE APPROVES THIS AGREEMENT and agrees to purchase the retail installment contract executed by Purchaser and Mike Haggerty Pontiac Buick GMC, Inc. based on this transaction.

Purchaser agrees that this order includes all of the terms and conditions on both the front and back side hereof and that this contract cancels and supersedes any prior agreement including oral agreements.

Purchaser certifies that he/she is of majority age, has received a true copy of this order, and has read the MATTER set forth on the front and BACK THEREOF. This statement is to verify that all identifying numbers contained in this bill of sale agree with the numbers in the certificate of title.

PURCHASER'S SIGNATURE [redacted] DATE 02/22/06 ACCEPTED BY: [signature] DEALER OR HIS AUTHORIZED REPRESENTATIVE

PURCHASER'S SIGNATURE DATE

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION

Mike Haggerty Pontiac Buick GMC, Inc.

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



SOLD TO

5-10-59

ADDRESS

STATE

Chicago IL

SALESMAN

Leann / Bill

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED

HOME

DATE

2-22-6

MAKE OF CAR

YEAR

MODEL

BODY STYLE

NEW

USED

DEMO

Pontiac

2006

66

Sedan

SERIAL NUMBER

162ZF55B164

COLOR

Red

TRIM

Ebony

MILEAGE

282

STOCK NUMBER

9649

OPTIONAL EQUIPMENT AND ACCESSORIES

CASH DIFFERENCE

11990

SALES PRICE OF VEHICLE

DEALER INSTALLED OPTIONS OR SERVICES

SELLING PRICE (TOTAL)

16990

SALES TAX

1084 26

LICENSE & TITLE

80

DOCUMENTARY SERVICE FEE

57 33

COUNTY TAX

15

TOTAL

18226 59

RECEIPT #

DEPOSIT ON ORDER

3700

RECEIPT #

CASH ON DELIVERY

500

TRADE ALLOWANCE

5000

LESS BALANCE OWING TO

8301

TRADE IN NET

23301

TOTAL DOWN PAYMENT

1398 23

ADDITIONAL FINANCED ITEMS

UNPAID BALANCE (TOTAL)

16828 36

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DEALER INSTALLED OPTIONS OR SERVICES

WE OWE #

Notice: To the negotiated cash sale price of each vehicle, no more than \$57.33 may be added for dealer costs and overhead. The only other additional charges permitted are dealer-added options, warranty and service contracts, insurance and the actual cost of license and title registration and taxes.

DESCRIPTION OF CAR TRADED IN

YEAR

MAKE

2002 Chev.

MODEL

BODY STYLE

Cavalier

Sedan

SERIAL NO.

161JC524427

H.P.

LICENSE NO.

MILEAGE

38372

Purchaser certifies that the above information about my trade-in is correct including odometer information and the year of the vehicle and that the trade-in is not now and never has had a "rebuilt" or "salvage" title. Purchaser further certifies that he/she will pay the difference in cash within three days of demand if the payoff information is incorrect.

(Customer Initials)

DISCLAIMER OF IMPLIED WARRANTY: Unless prohibited by law such as when a service contract or warranty is provided by Mike Haggerty Pontiac Buick GMC, Inc., this vehicle is sold "AS-IS" and Mike Haggerty Pontiac Buick GMC, Inc., hereby expressly disclaims all warranties, either express or implied, including any IMPLIED WARRANTY OF MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE.

CONSEQUENTIAL AND INCIDENTAL DAMAGES: Purchaser shall not be entitled to receive from Mike Haggerty Pontiac Buick GMC, Inc., any consequential and incidental damages, including but not limited to damages to property, damages for loss of use, loss of profits or income or any other consequential or incidental damages whether liability is based on breach of warranty, contract or tort, strict liability or any other statutory or common law theory of liability.

LIMITED DURATION OF IMPLIED WARRANTIES: Where the Disclaimer of Implied Warranties is prohibited by law, the maximum duration of implied warranties is limited to the duration of the service contract or written warranties provided by Mike Haggerty Pontiac Buick GMC, Inc.

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Purchaser certifies that he/she is of majority age has received a true copy of this order, and has read the MATTER set forth on the front and BACK THEREOF.

This statement is to verify that all identifying numbers contained in this bill of sale agree with the numbers in the certificate of title.

PURCHASER'S SIGNATURE

DATE

ACCEPTED BY:

DEALER OR HIS AUTHORIZED REPRESENTATIVE

PURCHASER'S SIGNATURE

DATE

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION



SmartBuySM

Rider

GMAC Flexible Finance Plan

New or Used		Year	Description of Property	Dealer Number	Contract Number
NEW		2006	PONTIAC G6		Identification Number
					1622155B164
					Mileage on Odometer
					282

BUYER'S LAST PAYMENT OPTIONS

This SmartBuySM Plan Rider ("Rider") is part of the contract relating to the credit sale of the motor vehicle described above ("Contract")

dated FFB 22 2006, between MIKE HAGGERTY PONTIAC BUICK GMC, INC.

(Creditor), [REDACTED] (Buyer) and [REDACTED]

(Co-Buyer). All references to "this Contract" include this Rider.

Meaning of Words. Unless this Rider says otherwise, all words used in this Rider and the rest of this Contract have the same meaning. In this Rider, the words "you" and "your" refer to the Buyer and Co-Buyer, if any. The words "we," "us," and "our" refer to the Creditor named above and any assignee of the Creditor.

Last Payment. THIS CONTRACT IS NOT PAYABLE IN INSTALMENTS OF EQUAL AMOUNTS.

AN INSTALMENT OF \$ 5946.50 **WILL BE DUE ON** MAR 04 2010

if you make every payment on the date it is due and the Annual Percentage Rate does not change. As your Contract explains, the amount of the payment due at the end of the Contract term may be more or less than the amount of the last payment shown in the Payment Schedule. You may meet your obligation to pay the payment due at the end of the Contract term by choosing one of the following options

1. You may pay the payment due at the end of the Contract term on its due date; or
2. You may, if you have met each of the conditions in the paragraph below entitled "Your Option to Sell":
 - a. sell the vehicle to the Creditor and have the Sale Price applied to the payment due at the end of the Contract term; and
 - b. pay the Creditor any excess of the payment due at the end of the Contract term over the Sale Price; or
3. You may enter into a new written agreement with the Creditor to refinance the payment.

Your Option to Sell. You have the option to sell the vehicle to the Creditor on the due date of the last scheduled payment at the Sale Price. The Sale Price will be the amount of the last scheduled payment as shown in the Payment Schedule: (A) less a \$250 disposition fee; (B) less any Excess Wear and Tear Deduction; and, (C) less any Excess Mileage Deduction. (Note: The last scheduled payment is the payment shown in the original payment schedule. This payment may be different from the payment due at the end of the contract term.) You have the option to sell only if each of the following conditions is met:

1. You have given the Creditor at least 30 days advance written notice of your intention to sell the vehicle and you drive the vehicle as directed to a specified place so that the Creditor may make a preliminary appraisal of the vehicle's condition;
2. You have not broken any of your agreements under the Contract, including your agreement to keep the vehicle free from all liens and encumbrances other than the Creditor's lien;
3. You have paid the Creditor all amounts owing under the Contract except for the amount of the payment due at the end of the Contract term;
4. You deliver the vehicle to the Creditor on the due date of the last scheduled payment (or the following business day) at a place designated by the Creditor;
5. You pay the Creditor on the due date of the last scheduled payment any excess of the payment due at the end of the Contract term over the Sale Price;
6. You have serviced the vehicle as described in the Owner's Manual and in the Maintenance Schedule folder and as the manufacturer requests in any recall campaign; and
7. You have not altered the vehicle without obtaining the prior written permission of the Creditor.

If you exercise this option, you will sign and deliver all documents that may be needed to transfer title to the vehicle to the Creditor.

Excess Wear and Tear Deduction. The Excess Wear and Tear Deduction used to figure the Sale Price will be the amount the Creditor estimates it would cost to make all repairs to the vehicle that are not the result of normal wear and tear, whether or not the Creditor makes the repairs. These costs include, but are not limited to, the amount it would cost to repair or replace: (a) glass that is damaged or that you have tinted; (b) damaged body, fenders, metal work, lights, trim or paint; (c) missing equipment that was in the vehicle when delivered and has not been replaced with equipment of equal quality and design; (d) missing wheel covers, jack or wheel wrench; (e) missing or unsafe wheels or tires (including spare; snow tires are not acceptable); (f) any tire with less than 1/8 inch of tread remaining at the shallowest point; (g) torn, damaged, or stained dash, floor covers, seats, headliners, upholstery, interior work or trunkliners; (h) any mechanical damage or other condition that causes the vehicle to operate in a noisy, rough, improper, unsafe, or unlawful manner; (i) any other damage; and, (j) any other costs required to restore the vehicle to saleable condition.

Independent Appraisal. If you disagree with the Excess Wear and Tear Deduction, you may obtain at your own expense a professional appraisal of the vehicle's value. The appraiser must be an independent third party acceptable to both you and the Creditor. If you choose to obtain a professional appraisal, the Sale Price will be the lesser of: (1) the amount of the last scheduled payment as shown in the payment schedule, minus the \$250 disposition fee; or (2) the appraised value of the vehicle minus the \$250 disposition fee.

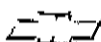
Excess Mileage Deduction. The Excess Mileage Deduction used to figure the Sale Price will be 20 ¢ per mile for each mile the vehicle is driven over 48000 miles.

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.

Buyer Signs [REDACTED] Co-Buyer Signs [REDACTED]

Other owner signs [REDACTED]

Creditor Signs MIKE HAGGERTY PONTIAC BUICK GMC, INC. By [Signature] Title [Signature]

**GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT****GMC HUMMER**

(excludes Saturn)

CUSTOMER NAME: [REDACTED]**VIN:** 1G1Z7T7S151B11614 [REDACTED]**1. Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) ___ a check be issued in my name by Dealer named below:

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
	\$ 3700	CR
	\$ 500	CRW
	\$ 500	BVD
	\$	XSL
	\$	
Total Incentive Amount Received		\$

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc..)

- a. I elect to receive _____
in lieu of _____
and/or
- b. I elect to receive _____

- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

- a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on ___/___/___ I acknowledge receipt of incentive(s) as described in Item ___ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? ___ Yes ___ No

- b. 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 Signature: [REDACTED]

Date: 2/22/06

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item ___ and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: [REDACTED]

Dealership Name: [REDACTED]

Date: 2/22/06

Dealer Code: 1003

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.

GM

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
INDIVIDUALVehicle Financing
INDIVIDUALSmart Lease
INDIVIDUALSmart Buy
INDIVIDUALCombo
INDIVIDUAL

Delivery Destination

Region: NORTH CENTRAL

DMA: CHICAGO, IL

State: IL

County: COOK

Zip: 60620

A List of Potentially Eligible Programs for SmartBuy.

Exception requests will not be allowed based on this report.

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

Program Name	Start Date	End Date	Option Condition	Program #	Term (mos.)	Rate*	Resd	DPA/Cash	Disp 1st Fee Pay	Inc. Code
<input type="radio"/> 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
<input type="radio"/> 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
<input type="radio"/> 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
<input type="radio"/> NORTH CENTRAL REGION GMAC ALTERNATIVE SMARTLEASE/SMARTBUY PROGRAM	2/22/2006	3/31/2006	w/ LE5	06-35BB-10	48	9.0	42	1150	✓	XSD
<input type="radio"/> NORTH CENTRAL REGION GMAC SMARTLEASE/SMARTBUY PROGRAM	2/22/2006	3/31/2006	w/ LE5	06-35B-15	24	6.0	62	0	✓	XSC
<input type="radio"/> NORTH CENTRAL REGION GMAC SMARTLEASE/SMARTBUY PROGRAM	2/22/2006	3/31/2006	w/ LE5	06-35B-15	30	6.0	57	0	✓	XSC
<input type="radio"/> NORTH CENTRAL REGION GMAC SMARTLEASE/SMARTBUY PROGRAM	2/22/2006	3/31/2006	w/ LE5	06-35B-15	36	6.0	53	0	✓	XSC
<input type="radio"/> NORTH CENTRAL REGION GMAC SMARTLEASE/SMARTBUY PROGRAM	2/22/2006	3/31/2006	w/ LE5	06-35B-15	48	6.0	44	0	✓	XSC
<input type="radio"/> GMAC SMARTBUY PROGRAM	1/19/2006	3/31/2006		06-35BI-3	24	8.5	47	3700		XSC/CCR
<input type="radio"/> GMAC SMARTBUY PROGRAM	1/19/2006	3/31/2006		06-35BI-3	30	8.5	43	3700		XSC/CCR
<input type="radio"/> GMAC SMARTBUY PROGRAM	1/19/2006	3/31/2006		06-35BI-3	36	8.5	39	3700		XSC/CCR
<input checked="" type="radio"/> GMAC SMARTBUY PROGRAM	1/19/2006	3/31/2006		06-35BI-3	48	8.5	32	3700		XSC/CCR
<input checked="" type="checkbox"/> NORTH CENTRAL REGION GM CAP COST REDUCTION/DOWN PAYMENT ASSISTANCE PROGRAM	2/7/2006	3/31/2006		06-35BC-9	48			500		CRW
GM DEALER CASH	1/11/2006	10/2/2006		06-35AAA-				900		DXP

2/22/2006

SmartBuy Programs

Page 2 of 2

<input checked="" type="checkbox"/>	ADJUSTMENT PROGRAM		2			
<input type="checkbox"/>	GM FEBRUARY/MARCH INSTANT VALUE CERTIFICATE PROGRAM	2/1/2006 3/31/2006	06-35AAI	0		DAL/DAF/DAH/DAC
<input type="checkbox"/>	GM NATIONAL ASSOCIATION OF HOME BUILDERS PRIVATE OFFER	1/4/2006 1/3/2007	06-35CH	500		PNJ
<input type="checkbox"/>	Q1 2006 DIVISIONAL PRIVATE OFFER	2/5/2006 3/31/2006	06-35CN	1500		ERN
<input type="checkbox"/>	GM E-MAIL PRIVATE OFFER PROGRAM	2/1/2006 3/31/2006	06-35CL	500		ERP
<input type="checkbox"/>	GM MILITARY PURCHASE PROGRAM	2/3/2006 9/30/2006	06-35C-2	500		MPP
<input type="checkbox"/>	CORPORATE PROGRAM 2006 MY GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM	10/1/2005 9/30/2006	06-07			MOB/MOC
<input type="checkbox"/>	CORPORATE PROGRAM: 2006 MY GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROCESS	10/1/2005 9/30/2006	06-03			LCP
<input type="checkbox"/>	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
<input checked="" type="checkbox"/>	GM CHICAGO/DAVENPORT AUTO SHOWS BONUS CASH OR SPO ACCESSORIES ALLOWANCE PROGRAM	2/13/2006 2/28/2006	06-35AAD			BVD/APC
<input type="checkbox"/>	CORPORATE PROGRAM: 2006 MY GM IN THE DRIVEWAY PROGRAM	10/1/2005 9/30/2006	06-13			GID
<input type="checkbox"/>	CORPORATE PROGRAM: 2006 MY GM EXTENDED FAMILY CARD PROGRAM	10/1/2005 9/30/2006	06-05C			UDF
<input type="checkbox"/>	CORPORATE PROGRAM: 2006 MY GM BUSINESS CARD PROGRAM	10/1/2005 9/30/2006	06-05B			UDB
<input type="checkbox"/>	CORPORATE PROGRAM: 2006 MY GM CARD (BLUE/GOLD) PROGRAM	10/1/2005 9/30/2006	06-05			UDE
<input type="checkbox"/>	CORPORATE PROGRAM: 2006 GM CUSTOMER APPRECIATION CERTIFICATE PROGRAM	10/1/2005 9/30/2006	06-14			VHC
<input type="checkbox"/>	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

06

Contract Registration

Vehicle Information

GMPP

MRP

Medium
Duty

GM Cert

MRP LW

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

1 G 2 Z F 5 5 B 1 6 4

AGREEMENT PURCHASE DATE

FEB / 22 / 2006

YEAR

2006

MAKE

PONTIAC

MODEL

G6

CURRENT ODOMETER

4 WHEEL DRIVE

Customer

FIRST NAME

M.I.

LAST NAME

FLEET

GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

STATE

ZIP CODE

CHICAGO

IL

Dealer

The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME

DEALER CODE (Required)

PROMOTION CODE

MIKE HAGGERTY PONTIAC BUICK GMC, INC

2 1 0 0 3 7

ADDRESS

CITY

STATE

ZIP CODE

9301 S CICERO AVE

OAK LAWN

IL

60453

Lienholder

GMAC

SPP

NAME

OR

OR

GMAC

ADDRESS

CITY

STATE

ZIP CODE

PO BOX 8123

COCKEYSVILLE

MD

21030

LEASE

RETAIL

MAJOR GUARD

VALUE GUARD

BASIC GUARD

SMART PROTECTION

MDT-PT+

MDT-E&T

MDT-E

MECHANICAL TERM

THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

NEW

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

USED

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

Plan Coverage and Price

VEHICLE IN SERVICE DATE (In-Warranty vehicles) TERM-MO/MI. (IN 000'S)

DEDUCTIBLE (Required)

PRICE

02/22/06

48/60K

\$0

\$50

\$100

\$200

1,571.00

MAINTENANCE TERM The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.

SMART CARE

TERM-MO/MI.
(IN 000'S)GOODWRENCH
CARE

OF SERVICES

1

, 0.00

SURCHARGES

(Select all that apply)

BUSINESS

HUMMER

EMERGENCY

SNOWPLOW

, 0.00

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this Agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, an Agreement will be mailed to the address indicated above.

SUBTOTAL \$

, 0.00

TAX \$

, .

TOTAL \$

1,571.00

CUSTOMER SIGNATURE

DATE

2/22/06

APPLICATION FOR VEHICLE TITLE AND REGISTRATION

JESSE WHITE
SECRETARY OF STATE
STATE OF ILLINOISPLEASE TYPE OR
PRINT CLEARLY

CHECK ONE	(1) <input type="checkbox"/> TITLE & PLATES	(3) <input type="checkbox"/> STICKER ONLY	(5) <input type="checkbox"/> TRANSFER OF PLATES ONLY	SPECIFY	2. [REDACTED] YEAR	3. PLATE TYPE REQUESTED	4. EXPIRATION MONTH YEAR 07 06	OFFICE USE ONLY
	(7) <input type="checkbox"/> PLATES ONLY	(4) <input checked="" type="checkbox"/> TITLE & TRANSFER OF PLATES (8)	(3) <input type="checkbox"/> CORRECTED IDENTIFICATION CARD ONLY	(3) <input type="checkbox"/> DUPLICATE IDENTIFICATION CARD ONLY				
OWNER INFORMATION	5. OWNER'S IL DRIVER'S LICENSE NO.		6. DATE OF BIRTH	7. SEX <input type="checkbox"/> M <input type="checkbox"/> F	8. OWNER(S) NAME FIRST MIDDLE LAST			
	CO-OWNER'S IL DRIVER'S LICENSE NO.		DATE OF BIRTH	SEX <input type="checkbox"/> M <input type="checkbox"/> F	(2) [REDACTED]			
	9. COUNTY COOK		COUNTY CODE (see next page for list of codes) 103		10. RESIDENCE/BUSINESS ADDRESS			
				CITY CHICAGO		IL		ZIP CODE [REDACTED]
VEHICLE INFORMATION	11. CURRENT ODOMETER READING (No tenths) 282		12. VEHICLE IDENTIFICATION NUMBER 1G2ZF55B164		13. YEAR 2006		14. MAKE OF VEHICLE PONTIAC	
	15. ODOMETER READING STATED IS: (Check one box) <input checked="" type="checkbox"/> ACTUAL MILEAGE <input type="checkbox"/> NOT ACTUAL MILEAGE <input type="checkbox"/> IN EXCESS OF MECHANICAL LIMITS		16. MAKE OF VEHICLE G6		17. MODEL 4DR		18. BODY STYLE	
	19. PURCHASE DATE 02/22/06		20. REBUILT VEHICLE <input type="checkbox"/> FLOOD <input type="checkbox"/> REBUILT		21. MOTORCYCLE NO. C.C.		22. VEHICLE COLOR	
	23. SUBMITTER TITLE NUMBER AND STATE OF ISSUANCE 410		24. For RV, RT, Truck Trailer & Bus Only.		25. NO. AXLES		26. GROSS WEIGHT	
27. TITLE MAILING INSTRUCTIONS (if different from above and no lienholder)		28. PLATES/STICKER MAILING INSTRUCTIONS (if different from above)		29. RENTAL VEHICLE <input type="checkbox"/> YES <input type="checkbox"/> NO		30. LEASED VEHICLE <input type="checkbox"/> YES <input type="checkbox"/> NO		31. FILE NUMBER (if applicable)
29. FIRST LIENHOLDER NAME AND ADDRESS		30. SECOND LIENHOLDER NAME AND ADDRESS		31. RENTAL VEHICLE <input type="checkbox"/> YES <input type="checkbox"/> NO		32. LEASED VEHICLE <input type="checkbox"/> YES <input type="checkbox"/> NO		33. UNIT NUMBER FOR OWNER'S USE
32. GROSS WEIGHT/NO. C.C.		33. DISPOSITION OF PREVIOUS VEHICLE		34. TYPE OF FUEL		35. VEHICLE OPERATED		36. FOR HIRE
34. FROM WHOM DID YOU BUY?		35. IF PURCHASED FROM DEALER, DEALER MUST SIGN AND GIVE DEALER NUMBER		36. ARE YOUR PLATES NOW SUSPENDED OR REVOKED?		37. USUAL FEES:		38. OFFICE CLASS CODE
36. TITLE & REGISTRATION \$78 (PASSENGER/PICKUP TRUCK)		37. TRANSFER OF LICENSE PLATES \$15		38. OTHER FEES: PLEASE CALL TOLL FREE 1-800-252-3980		39. (OPTIONAL) DAYTIME TELEPHONE NUMBER		40. T.R.P. NUMBER

Please Staple Here

MAIL TO

LIENHOLDER

TRANSFER

OTHER

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

39. (OPTIONAL) DAYTIME TELEPHONE NUMBER

38. SIGN HERE X (2)

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

40. T.R.P. NUMBER

AUDITORS USE ONLY

1ST 2ND 3RD 4TH

TAX TN. NUMBER

34510475-5

REMITTER AGENCY/DRIVERS FACILITY STAMP NAME HERE ONLY

APPLICATION FOR VEHICLE TITLE AND REGISTRATION

JESSE WHITE
SECRETARY OF STATE
STATE OF ILLINOISPLEASE TYPE OR
PRINT CLEARLYJESSE WHITE
SECRETARY OF STATE
STATE OF ILLINOIS
VEHICLE IDENTIFICATION CARD

CURRENT & PLATE NO. 4168059	YEAR	PLATE TYPE REQUESTED	EXPIRATION YEAR 07 06	OFFICE USE ONLY
--------------------------------	------	----------------------	-----------------------------	-----------------

CHUNKS/15/06:03:5667: 80.00 DK01
4168059 TT

COOK

CHICAGO

IL

12. VEHICLE IDENTIFICATION NUMBER 1G2ZF55B164		13. YEAR 2006		 0021408994							
14. MAKE OF VEHICLE PONTIAC		15. MODEL G6						16. BODY STYLE 4DR			
18. REBUILT VEHICLE <input type="checkbox"/> FLOOD <input type="checkbox"/> REBUILT		19. MOTORCYCLE NO. C.C.		20. VEHICLE COLOR UPPER LOWER		21. RENTAL VEHICLE <input type="checkbox"/> YES		22. FILE NUMBER (if applicable)		UNIT NUMBER FOR OWNERS USE	
24. For RV, RT, Truck Trailer & Bus Only.		NO. AXES		GROSS WEIGHT		TYPE OF FUEL GAS <input type="checkbox"/> DIESEL <input type="checkbox"/> OTHER <input type="checkbox"/>		VEHICLE OPERATED INTRA STATE <input type="checkbox"/> INTER STATE <input type="checkbox"/>		FOR HIRE <input type="checkbox"/> YES <input type="checkbox"/> NO	

02/22/06

HOME PHONE _____
 ADDRESS (Bus.) _____ PHONE NO. (Bus.) _____

OWNERS VEHICLE INFORMATION											
Year	Make	Model	Body Style	Color							
2002	Chrysler	PT Cruis.	4dr	Black							
R Stereo	Tape	Vinyl/R	AT	PS	PS	PW	F/SE	A/C	Eng. (Cyl.)		
	CD								4		
When Purchased	Where	New	Used	License No.							
02	Williams										
Oil	Trans.	Brakes	Muffler								
ok	ok	ok	ok								
Tune-Up	A/C	Rust Proofed	Alarm System								
ok	ok	ok	ok								
Exterior Sealant	Warranty	Recommend									
			187445								
Owners Comments			OMAC								
Stock No.	Salesperson	Date Traded									

BUYER'S RECONDITIONING REPORT							COST
TIRES	Replace - R	RF	LF	RR	LR	SP	TYPE/BRAND
BODY:							
INTERIOR:							
ENGINE:							
TUNE UP:							
EMISSION CONTROL (CAT. ONLY):							
TRANSMISSION/REAR END:							
FRONT END:							
BRAKES:							
SHOCKS:							
EXHAUST SYSTEM:							
AIR CONDITIONING:							
OTHER (MISC.):							
SPEEDOMETER READING:							
3411							
MILEAGE FACTOR:							
SAFETY INSPECTION:							
COMPLETE CLEAN UP:							
SERIAL NO.				Date	Buyer	Total Cost	

APPRAISAL GOOD FOR () DAYS ONLY

R. ☐ W. ☐ PREFERRED ☐
 HAND PICKED ☐
 VALUE PRICED ☐

THE MILEAGE UPON
STATEMENT MAY

STATE THAT

MILES AND TO THE
VEHICLE DESCRIBED

DOMETER READING
LIMITS.

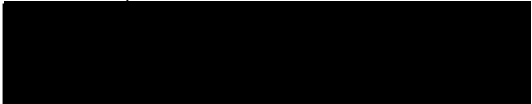

CTUAL MILEAGE.

BODY TYPE	SD
DEALER STOCK NO.	9649A
(ZIP CODE)	60620
(ZIP CODE)	60453

MIKE HAGGERTY

PONTIAC • GMC TRUCK • VOLKSWAGEN

TRADE DISCLOSURE FORM

 (customer), owner
of 2002 Chev Car. 1G1JC524427 
(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.


Name

2/22/02
Date

NAME: [REDACTED] HOME PHONE: [REDACTED]
 ADDRESS (BUS.): [REDACTED] PHONE NO. (BUS.): [REDACTED]

OWNERS VEHICLE INFORMATION

Year: 2002 Make: Chevy Model: Cam Body Style: 4dr Color: Red
 R Stereo: Tape Vinyl/R AT PS PS PW BSE A/C Eng. (Cyl): 4
 When Purchased: 02 Where: Williams New Used License No.:
 Oil: ok Trans: ok Brakes: ok Muffler: ok
 Tune-Up: ok A/C: cold Rust/Corrosion: No Alarm System: No
 Exterior Sealant: Warranty: Recommend:
 Owners Comments: 18745 6MAC

Stock No.: Salesperson: Date Traded:

3-YEAR RECONDITIONING REPORT

TIRES	RR	LF	RR	LR	SP	TYPE/BRAND	COST
Schedule - S Replace - R							

BODY:

INTERIOR:

ENGINE:

TUNE UP:

EMISSION CONTROL (CAT. ONLY):

TRANSMISSION/REAR END:

FRONT END:

BRAKES:

SHOCKS:

EXHAUST SYSTEM:

AIR CONDITIONING:

OTHER (MISC.):

SPEEDOMETER READING: 3411

MILEAGE FACTOR:

SAFETY INSPECTION:

COMPLETE CLEAN UP:

SERIAL NO.: Date: Buyer: Total Cost: →

APPRaisal GOOD FOR () DAYS ONLY
 R. ☐ W. ☐ PREFERRED ☐
 HAND PICKED ☐
 VALUE PRICED ☐

STATE THE MILEAGE UPON STATEMENT MAY

STATE THAT

MILES AND TO THE

VEHICLE DESCRIBED

ODOMETER READING
 L LIMITS.

CTUAL MILEAGE.

BODY TYPE
 SD
 DEALER STOCK NO.
 9649A

(ZIP CODE)
 60620

(ZIP CODE)
 60453

(ye:

- 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.

Name: [REDACTED] Date: 2/22/08

9301 S. Cicero Oak Lawn, IL 60453 (708) 423-5000

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

FACSIMILE TRANSMISSION

Fax No.: (866) 393-8081

Date: March 24, 2008

To: Mary Greer
GMC Business Resource Center
Early Resolution Program

NUMBER OF PAGES: 19 (Including this page)

SUBJECT:

Patricia Hill vs. General Motors Corporation
Service Request: 71-603057594
2006 Pontiac G6

By: Jennifer J. Hall, Paralegal

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(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: [REDACTED]
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

Angelina R. Rupp
Attorney at Law

ARR/jjh
Enclosures

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



SOLD
TO

05/10/59

ADDRESS

CITY

CHICAGO

STATE

IL

ZIP CODE

60620

SALESMAN

FLORES
ANDERSON

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED

HOME ☐

BUSINESS ☐

DATE

02/22/06

MAKE OF CAR

PONTIAC

YEAR

2006

MODEL

G6

BODY STYLE

SEDAN

☒ NEW

☐ USED

☐ DEMO

SERIAL NUMBER

162ZF65B164

COLOR

27U_CRIM

TRIM

MILEAGE

STOCK NUMBER

9649

OPTIONAL EQUIPMENT AND ACCESSORIES

CASH DIFFERENCE

11050.00

SALES PRICE OF VEHICLE

16990.00

DEALER INSTALLED OPTIONS OR SERVICES

N/A

SELLING PRICE (TOTAL)

16990.00

SALES TAX

999.55

LICENSE & TITLE

80.00

DOCUMENTARY SERVICE FEE

57.33

COUNTY TAX

15.00

TOTAL

18141.98

RECEIPT #

DEPOSIT
ON DROFF

RECEIPT #

CASH
ON DELIVERY

4700.00

3700.00

500.00

500.00

TRADE ALLOWANCE

6940.00

LESS BALANCE OWING TO:

8301.77

TRADE IN NET

-2361.77

TOTAL DOWN PAYMENT

2338.23

ADDITIONAL FINANCED ITEMS

2066.00

UNPAID BALANCE (TOTAL)

17859.76

USED VEHICLES:

THE INFORMATION YOU SEE ON THE WINDOW FORM (BUYER'S GUIDE) FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

DEALER INSTALLED OPTIONS OR SERVICES

W/F OVR #

Notice: To the negotiated cash sale price of each vehicle, no more than \$57.33 may be added for dealer costs and overhead. The only other additional charges permitted are dealer-added options, warranty and service contracts, insurance and the actual cost of license and title registration and taxes.

DESCRIPTION OF CAR TRADED IN

YEAR

2002

MAKE

CHEV

MODEL

CAVA

BODY STYLE

SD

SERIAL NO.

1G1JC6244274

H.P.

LICENSE NO.

MILEAGE

38372

Purchaser certifies that the above information about my trade-in is correct including odometer information and the year of the vehicle and that the trade-in is not now and never has had a "rebuilt" or "salvage" title. Purchaser further certifies that he/she will pay the difference in cash within three days of demand if the payoff information is incorrect. (Customer Initials)

DISCLAIMER OF IMPLIED WARRANTY: Unless prohibited by law, the implied warranty of merchantability is hereby disclaimed by Mike Haggerty Pontiac Buick GMC, Inc. The vehicle is sold "AS IS" and Mike Haggerty Pontiac Buick GMC, Inc. makes no express or implied warranties, either express or implied, for the purpose of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE.

CONSEQUENTIAL AND INCIDENTAL DAMAGES: Purchaser shall not be entitled to receive from Mike Haggerty Pontiac Buick GMC, Inc. any compensation for consequential and incidental damages, including but not limited to damages to property, damages to reputation, loss of profits or income or any other consequential or incidental damages, whether liability is based on breach of warranty, contract or tort, strict liability or any other statutory or common law theory of liability.

LIMITED DURATION OF IMPLIED WARRANTIES: Where the Disclaimer of Implied Warranties is prohibited by law, the maximum duration of implied warranties is limited to the duration of the service contract, if any, sold by Mike Haggerty Pontiac Buick GMC, Inc.

DISPUTE RESOLUTION: The parties agree that any and all disputes and controversies of any kind and nature between Purchaser and Dealer arising out of or in connection with the purchase or financing of the vehicle shall be submitted by binding arbitration pursuant to the Federal Arbitration Act, 9 USC § 1 et seq. and/or the Illinois Alternative Dispute Resolution Uniform Arbitration Act, 710 ILCS 5/1 et seq. and in accordance with the procedures set forth on the reverse side of this Purchase Order. The parties further waive any right to a trial by jury concerning such dispute.

Except as provided herein, this contract is not cancelable once it is accepted by the signature of a duly authorized representative of Mike Haggerty Pontiac Buick GMC, Inc. and the purchase was made by Mike Haggerty Pontiac Buick GMC, Inc. being requested to obtain financing. Mike Haggerty Pontiac Buick GMC, Inc. is not obligated to sell until a third party finance source approves this agreement and agrees to purchase the retail installment contract executed by the Purchaser and Mike Haggerty Pontiac Buick GMC, Inc. based on this transaction.

Purchaser agrees that this order includes all of the terms and conditions on both the front and back side hereof and that this contract covers and supersedes any prior agreement including oral agreements.

[REDACTED]

PURCHASER SIGNATURE _____ ACCEPTED BY _____
DEALER OR HIS AUTHORIZED REPRESENTATIVE

PURCHASER SIGNATURE _____

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION

C

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

ERT208/09/07:09:0441:78.00 EFT

8G9507064

R

0708

Vehicle Year 2006	Vehicle Make PONTIAC	VIN 1G2ZF55B164
Weight or GC's	Body Style 4 DOOR	Application Type PASSENGER
Axles	Leased/Rented	Unit Number
		File Number
		County COOK
Drivers License Number(s) or FEIN(s)		Expiration Date July 31, 2008
		Plate Number
Renewal Fee Due 78.00		

UNIT# 9649
CUSTOMER #: 73878

1 6 3 2 1 1

WORKORDER

PAGE 1

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]



MIKE

HAGGERTY

PONTIAC - BUICK - GMC TRUCK, INC.

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

www.haggertypontiac.com

SERVICE ADVISOR: 116 CONDITT, ISAAC L

SERVICE ADVISOR: 116 CONDITT, ISAAC L									
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG			
RED	06	PONTIAC G6	1G2ZF55B164		26698/	T6867			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE		
22FEB06 IS			19:00 08MAR08			CASH			
R.O. OPENED									

08MAR2008 10:44

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A W 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

B RENTAL W SUPPLY USE OF MIKE HAGGERTY RENTAL VEHICLE WHEEL AWAITING REPAIRS

BUICK

PONTIAC

GM QUALITY SERVICE/PARTS

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

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 vehicle repair facility the right to set the price without your permission. Your signature will indicate your selection.

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

Signature _____

b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$ _____.

Signature _____

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

Signature _____

UNIT# 9649

73878

162408



MAKE

HAGGERTY

PONTIAC - BUICK - GMC TRUCK, INC.

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

www.haggertypontiac.com

CHICAGO, IL

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164		26305/26305	T4355
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
22FEB06 IS			19:00 28FEB08			
R.O. OPENED	READY	OPTIONS	STK: 9649	CASH	27FEB08	

07:56 23FEB08 16:40 27FEB08

LINE OPCODE TECH TYPE HOURS

A POWER STEERING INOP LOCKED UP YESTERDAY

CAUSE: CHECKED AND REPLACED POWER STEERING CONTROL MODULE. RECHECKED

AFTER REPAIRS OK

E7631 MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC

POWER STEERING REPLACE

112 W 1.10

1 25805894 MOTOR

FC: 6G

PART#: 25805894

COUNT: 1

CLAIM TYPE:

AUTH CODE:

06

PARTS: 0.00 LABOR: 0.00

0.00 TOTAL 0.00

TOTAL LINE A: 0.00

B RENTAL VEHICLE

CAUSE: 3 DAY RENTAL

27908 THREE DAYS RENTAL

112 W 0.00

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MK

LUBE MHP RENTAL

W

PARTS: 0.00 LABOR: 0.00

0.00 OTHER: 0.00

TOTAL LINE B: 0.00

C COURTESY CAR WASH (WITH OWNER APPROVAL)

LIMITED WARRANTY

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

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

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

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

CUSTOMER COPY

UNIT# 9649

73878

161883



MIKE

HAGGERTY

PONTIAC - BUICK - GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero
Service Dept: 9100 S. Kenton
OAK LAWN, ILLINOIS 60453
Phone: (708) 423-6000 Sales
(708) 229-3390 Service
(708) 423-5848 Fax

www.haggertypontiac.com

CHICAGO, IL

HOME

BUS:

PAGE 1

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164		25125/25125	T3859
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
22FEB06 IS			19:00 13FEB08			
R.O. OPENED	READY	OPTIONS: STK:9649		CASH	15FEB08	

17:21 13FEB08 15:40 15FEB08

LINE OPCODE TECH TYPE HOURS

A C/S WHEN TURNING STEERING WHEEL IT DOES NOT RESPOND AND STEERING
WHEEL WILL TURN CONTINUOUSLY WITHOUT STOPPING
CAUSE: CHECKED AND COULD NOT DUPLICATE CONCERN AT THIS TIME. DROVE CAR
17MILES PROBLEM NOT HAPPENING NOW
N9995 CUSTOMER CONCERN NOT DUPLICATED

155 W 0.30

PC: 92 PARTS COUNT: 0

CLAIM TYPE

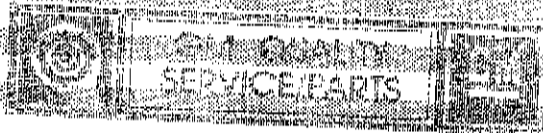
AUTH CODE

ON

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B SUPPLY USE OF MIKE HAGGERTY RENTAL VEHICLE WHILE AWAITING REPAIRS
RENTAL SUPPLY USE OF MIKE HAGGERTY RENTAL VEHICLE
WHILE AWAITING REPAIRS

PARTS: 155 CA 0.00
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

**LIMITED WARRANTY**

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

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

73878

158211

UNIT# 9649

INVOICE

MIKE

**HAGGERTY**

PONTIAC · BUICK · GMC TRUCK, INC.



Sales Dept: 9301 S. Cicero
 Service Dept: 9100 S. Kenton
 OAK LAWN, ILLINOIS 60453
 Phone: (708) 423-6000 Sales
 (708) 229-3390 Service
 (708) 423-6846 Fax

www.haggertypontiac.com

CHICAGO, IL

HOME:

BUS

PAGE 1

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164		23140/23140	T6657
DEL DATE	PROB DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT
22FEB06 IS			19:00 01DEC07			CASH
R.O. OPENED	READY	OPTIONS	STK:9649			

07:22 01DEC07 13:10 01DEC07

LINE OPCODE TECH TYPE HOURS

A RADIO INOP INSTALL SOP

CAUSE: INSTALLED AND PROGRAMMED RADIO RECHECKED OPERATIONS-OK

R0760 RADIO REMOVE AND REPLACE

112 W 1.30

(N/C)

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

B MIKE HAGGERTY 21 POINT SERVICE INSPECTION SPECIAL

21PT MIKE HAGGERTY 21 POINT SERVICE INSPECTION

SPECIAL

112 ISAV 0.50

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

C COURTESY CAR WASH (WITH OWNER APPROVAL)

W COURTESY CAR WASH (WITH OWNER APPROVAL)

112 ISP 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

D** CUST STATES PASS SIDE AIR BAG LIGHT IS COMING ON WHEN NO ONE IS IN SEAT(SOP) PART HERE

CAUSE: CHECKED AND PERFORMED BULLETIN #06-09-41-0088 RECHECKED OPERATIONS AFTER REPAIRS OK

C9780 R&R SEAT CUSHION COVER REZERO FPS

112 W 1.20

(N/C)

1 15939371 MODULE KI

(N/C)

FC: 93

LIMITED WARRANTY

All work warranted 90 days or 4,000 miles. All GM parts warranted 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 Motor's 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.

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

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CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

CUSTOMER COPY

UNIT# 9649

73878

156615



MIKE

HAGGERTY

PONTIAC · BUICK · GMC TRUCK, INC.

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

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 116 ISAAC L CONDITT

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	06	PONTIAC G6	1G2ZF55B164		22118/22118	T5180	
DEL. DATE	PROD. DATE	WARR. EXP.	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 HOURS

A C/S RADIO BASS AND TEMBLE IS INOP (WE JUST REPLACED RADIO)

LIST NET TOTAL

PO ORDER NEW RADIO

114 CP 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B C/S PASS. SIDE AIR BAG LIGHT IS BACK ON (CUSTOMER SITS WHEN SOME ONE IS
SITTING ON SEAT AND GETS OFF THE LIGHT DOESNOT GO OFF AND SEAT
BELT ALARM IS GOING OFF)

PO ORDERED NEW MODULE PASS PRESENCE SYSTEM MODULE

114 CA 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C C/S THERES A CLUNK NOISE HEARD WHEN TURNING
CAUSE: PERFORMED BULLETIN 06-02-32-0078 LUBE I SHAFT AND REPOSITION I
SHAFT

E9448 REPOSITION I SHAFT TO CORRECT RATTLE NOISE

114 W 0.30
FC: 93 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NE

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D ONE DAY RENTAL

CAUSE: RENTAL

Z7901 ONE DAY RENTAL

999 W 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

LIMITED WARRANTY

All work warranted 90 days or 4,000 miles. All GM parts
warranted 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 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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SATURDAY 8:00 A.M. TO 4:00 P.M.

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

UNIT# 9649

73878

156042



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



INVOICE

PAGE 1

SERVICE ADVISOR: 116 ISAAC L CONDITT

SERVICE ADVISOR: 116 ISAAC L CONDITT							
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	06	PONTIAC G6	1G2ZF55B164		21757/21757	T2408	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22FEB06 IS			19:00 23OCT07			CASH	24OCT07
R.O. OPENED		READY		OPTIONS: STK:9649			

09:00 22OCT07 13:21 24OCT07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CHECK GAS GAUGE FLUXUATES AT TIMES

CAUSE: TEST AND REPLACE FAULTY FUEL LEVEL SENSOR

E1197 SENSOR, FUEL LEVEL (TANK UNIT) REPLACE

114 W 1.80

1 22682111 GASKET

1 19153328 SEN KIT

FC: 3L

PART#: 19153328

COUNT: 1

CLAIM TYPE:

AUTH CODE:

AV

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CHECK HEAT BLOWING HOT AIR WHEN TURNED OFF (STARTS BLOWING BY ITSELF)
 J9994 CUSTOMER CONCERN NOT DUPLICATED

114 CA 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CD PLAYER RECENTLY INSTALLED WONT PLAY CD'S DISPLAYS CD ERROR
 CAUSE: REPLACE RADIO WITH NEW AND REPROGRAM

R0760 RADIO, REMOVE AND REPLACE

114 W 1.30

FC: 3L PART#: COUNT: 1

CLAIM TYPE: B

AUTH CODE:

0J

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

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

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 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

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

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CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

CUSTOMER COPY

UNIT# 9649

73878

156042

INVOICE



MIKE

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(708) 423-5846 Fax

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CHICAGO, IL
HOME: [REDACTED]

BUS: [REDACTED]

PAGE 2

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164	[REDACTED]	21757/21757	T2408
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
22FEB06 IS			19:00 23OCT07			
R/O. OPENED	READY	OPTIONS	STK: 9649	CASH	24OCT07	

09:00 22OCT07 13:21 24OCT07

LINE OPCODE TECH TYPE HOURS

ALTH B (NEW DEFLECTIVE PART, REPLACED RADIO 10/13/07, MILES
21403, RO#155638)

LIST NET TOTAL

D RENTAL

CAUSE: TWO DAY RENTAL

Z7902 TWO DAYS RENTAL

114 W 0.60

FC: 198 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

LUBE TWO DAY RENTAL VMP
POLLOANER

PARTS: 0.00 LABOR: 0.00

0.00 OTHER: 0.00

TOTAL LINE D: 0.00 (N/C)

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

FC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NP

PARTS: 0.00 LABOR: 0.00

0.00 OTHER: 0.00

TOTAL LINE E: 0.00 (N/C)

F** C/S PASS. SIDE AIR BAG LIGHT COMES ON

LIMITED WARRANTY

All work warranted 90 days or 4,000 miles. All GM parts
warranted 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 reflects an average time requirement for the performance of
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SATURDAY 8:00 A.M. TO 4:00 P.M.

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

UNIT# 9649

73878

156042



MIKE

HAGGERTY

PONTIAC · BUICK · GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero
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(708) 423-5846 Fax

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INVOICE

PAGE 3.

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164		21757/21757	T2408
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
22FEB06 IS			19:00 23OCT07			
R.O. OPENED	READY	OPTIONS: STK:9649			CASH	24OCT07

09:00 22OCT07 13:21 24OCT07

LINE OPCODE TECH TYPE HOURS

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

FOUND BULLETIN (R&R PASS. SIDE SEAT COVER TO CHECK FOR

WETNESS PROGRAM)

C9780 R&R SEAT CUSHION COVER, REZERO PPS

114 W 1 20

FC: 93 PART#: COUNT: 0

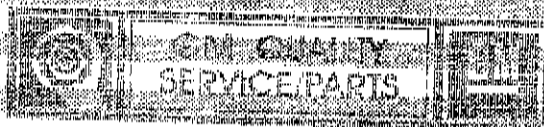
CLAIM TYPE:

AUTOMATIC

PARTS	0.00	LABOR	0.00	OTHER	0.00	TOTAL LINE F:	0.00
-------	------	-------	------	-------	------	---------------	------

BUICK

PONTIAC

**LIMITED WARRANTY**All work warranted 90 days or 4,000 miles. All GM parts
warranted 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 reflects an average time requirement for the performance of
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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
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assume for it any liability in
connection with the sale of this
item/items.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

UNIT# 9649

73878

155638



MIKE

HAGGERTY

PONTIAC · BUICK · GMC TRUCK, INC.



Sales Dept: 9301 S. Cicero
Service Dept: 9100 S. Kenton
OAK LAWN, ILLINOIS 60453
Phone: (708) 423-6000 Sales
(708) 229-3390 Service
(708) 423-5846 Fax

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INVOICE

PAGE 1

CHICAGO, IL

HOME:

BUS:

SERVICE ADVISOR: 105 JOSEPH RUIZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164		21403/21403	T2035
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	DATE	PAYMENT
22FEB06 IS			WAIT 13OCT07			CASH
R.O OPENED	READY	OPTIONS: STK:9649				13OCT07

08:12 13OCT07 10:55 13OCT07

LINE OPCODE TECH TYPE HOURS

A C/S RADIO DISPLAY GOES TO 1200, LOSES IT MEMORY INSTALL SOP LIST NET TOTAL

CAUSE: REPLACED RADIO

R0760 RADIO, REMOVE AND REPLACE

112 W 1.30

FC: 60 PART#: COUNT: 0

(N/C)

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES ITS STILL HAVING PROBLEM WITH FUEL GAUGE. WHEN STARTED
CAR THIS MORNING IT SHOWED 1/4 TANK WHILE DRIVING HERE WENT TO
JUST ABOVE E THEN BACK UP TO ABOVE 1/8 TANK (IT TOOK 10 MINUTES
TO GET HERE) WE SCANNED AND FOUND PCM NEEDS SOFTWARE

UPDATE REPROGRAM 10-01-07

CAUSE: REPLACED FUEL PUMP MODULE

L1200 FUEL TANK FUEL PUMP MODULE REPLACEMENT

112 W 1.80

1 10376291 W-MODULE

1 22682111 GASKET

(N/C)

(N/C)

(N/C)

FC: 3X

PART#: 10376291

COUNT: 2

CLAIM TYPE:

AUTH CODE:

AV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

LIMITED WARRANTY

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

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

UNIT# 9649

73878

154978

INVOICE

MIKE

**HAGGERTY**

PONTIAC • BUICK • GMC TRUCK, INC.



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 Service Dept: 9100 S. Kanton
 OAK LAWN, ILLINOIS 60453
 Phone: (708) 423-6000 Sales
 (708) 229-3390 Service
 (708) 423-6846 Fax

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CHICAGO, IL

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 105 JOSEPH RUIZ

SERVICE ADVISOR: 105 JOSEPH RUIZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	06	PONTIAC G6	1G2ZF55B164		20869/20869	T9910	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22FEB06 IS			19:00 02OCT07			CASH	01OCT07
R.O. OPENED		READY	OPTIONS: STK:9649				

07:12 01OCT07 09:56 01OCT07

LINE OPCODE TECH TYPE HOURS

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

114 W 0.60

FC: 3L PART#: COUNT: 0

CLAIM TYPE:

PONTIAC G6

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

B C/S LOW COOLANT LIGHT COMES ON (RADIO DISPLAY)

CAUSE: PRESSURE TEST COOLANT SYSTEM NO LEAKS TAPPED OFF FLUID

J9994 CUSTOMER CONCERN NOT DUPLICATED

114 W 0.30

FC: 3Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

WD

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

C C/S RADIO DISPLAY GOES TO 1200, LOSES IT MEMORY

62 ORDERED RADIO

114 CA 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

D MIKE HAGGERTY 21 POINT SERVICE INSPECTION SPECIAL

LIMITED WARRANTY

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

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

CUSTOMER COPY

UNIT# 9649

73878

154978

INVOICE

CHICAGO, IL

HOME:

BUS:

PAGE 2

SERVICE ADVISOR: 105 JOSEPH RUIZ

MIKE

**HAGGERTY**

PONTIAC • BUICK • GMC TRUCK, INC.



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 Service Dept: 9100 S. Keriton
 OAK LAWN, ILLINOIS 60453
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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164		20869/20869	T9910
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	DATE	PAYMENT
22FEB06 IS			19:00 02OCT07			CASH
R.O. OPENED	READY	OPTIONS	STK:9649			01OCT07

07:12 01OCT07 09:56 01OCT07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

21PT MIKE HAGGERTY 21 POINT SERVICE INSPECTION SPECIAL

114 ISAV 0.50

62 DECLINED OIL CHANGES\$30, REAR

(N/C)

BRAKES\$165.00+TAXES

114 CM 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
--------	------	--------	------	--------	------	---------------	------

E COURTESY CAR WASH (WITH OWNER APPROVAL)
 W COURTESY CAR WASH (WITH OWNER APPROVAL)

114 CM 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
--------	------	--------	------	--------	------	---------------	------

F CUSTOMER STATES THAT DAUGHTER IS PICKING UP CAR (CHINA COOK)
 62 CHINA COOK IS PICKING UP CAR

114 CA 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00
--------	------	--------	------	--------	------	---------------	------



LIMITED WARRANTY

All work warranted 90 days or 4,000 miles. All GM parts
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 item/items.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

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

CUSTOMER COPY

UNIT# 9649

73878

134371

INVOICE

PAGE 1

CHICAGO, IL

HOME:

BUS:

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

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SERVICE ADVISOR: 111 PEGGY PRICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
27U CRIMSC	06	PONTIAC G6	1G2ZF55B164		6441/6441	T5878	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22FEB06 IS			WAIT 26AUG06			CASH	26AUG06

R.O. OPENED

READY

OPTIONS: STK:9649

08:08 26AUG06 08:34 26AUG06

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A INSTALL SOP PART FOR DRIVERS EXPRESS DOWN WINDOW

CAUSE: INSTALLED SWITCH

N2145 SWITCH DOOR WINDOW LEFT FRONT REPLACE

94 W 0.60

1 22626530 SWITCH

(N/C)

(N/C)

FC: 6C

PART#: 22626530

COUNT:

CLAIM TYPE:

AUTH CODE:

JOB:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B COURTESY CAR WASH (WITH OWNER APPROVAL)

W COURTESY CAR WASH (WITH OWNER APPROVAL)

94 ISP 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

IMPORTANT

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

MIKE HAGGERTY
 PONTIAC BUICK GMC
 (708) 229-3390

LIMITED WARRANTY

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 warranted 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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 connection with the sale of this
 item/vehicle.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

UNIT# 9649

73878

1 3 3 4 8 0



MIKE

HAGGERTY

PONTIAC BUICK GMC TRUCK, INC.



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 OAK LAWN, ILLINOIS 60453
 Phone: (708) 423-5000 Sales
 (708) 229-3390 Service
 (708) 423-5845 Fax

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INVOICE

PAGE 1

SERVICE ADVISOR: 110 SAMANTHA JORDAN

CHICAGO, IL

HOME: [REDACTED]

BUS [REDACTED]

SERVICE ADVISOR: 110 SAMANTHA JORDAN									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT		TAG
27U CRIMSO	06	PONTIAC G6		1G2ZF55B164			5768/5768		T5043
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE	
22FEB06 IS			WAIT 09AUG06				CASH	09AUG06	
R.O. OPENED		READY		OPTIONS					

07:38 09AUG06 09:21 09AUG06

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES DRIVERS EXPRESS DOWN WINDOW INOP

LIST NET TOTAL

PO PART ORDERED

PARTS: 48 CA 0.00
 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES FUEL WAS AT A HALF TANK WHEN STARTED CAR FUEL GAUGE
 WENT TO EMPTY THEN SHUT OFF AND CAME BACK TO HALF TANK
 RPE NO PROBLEM FOUND AT THIS TIME

PARTS: 48 CA 0.00
 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER STATES AFTER BRAKES ARE WARMED UP THE BRAKES SQUEAK
 62 THIS IS A NORMAL CONDITION FOR SEMI METALLIC
 BRAKE PADS

PARTS: 48 CA 0.00
 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D COURTESY CAR WASH (WITH OWNER APPROVAL)

W COURTESY CAR WASH (WITH OWNER APPROVAL)

PARTS: 48 ISP 0.00
 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00



LIMITED WARRANTY

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

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

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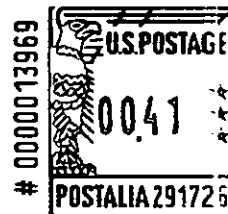
CUSTOMER SIGNATURE

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

CUSTOMER COPY

CONSUMER LEGAL SERVICES, P.C.

649 N. York Road
Elmhurst, IL 60126



MAR 17 2008

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

4809136013 C037



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 [REDACTED] 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

ARR/js

FAX COVER SHEET
MIKE HAGGERTY
PONTIAC, BUICK, GMC

TO: *Mary*

FROM: *TJ Blough*

73878

1 6 3 2 1 1

MIKE HAGGERTY
PONTIAC · BUICK · GMC TRUCK, INC.

UNIT# 9649

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) 423-6846 Fax
www.haggertypontiac.com

CHICAGO, IL

HOME: BUS

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	06	PONTIAC G6	1G2ZF55B164		26698/26698	T6867	
DEL. DATE	PROD. DATE	WARR. EXP.	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 SALE COMP LIST NET TOTAL
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
96 CA 0.00 0 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
96 CA 0.00 0 0 0.00 0.00

C** ALIGNMENT: INSPECT FRT AND REAR SUSPENSION COMPONENTS, MEASURE
VEHICLES CASTOR/CAMBER/TOE AND PERFORM BASIC ALIGNMENT
PROCEDURE

ALIGN ALIGNMENT: 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 0 400 4.00

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	8000	4275		6900	400	0	
32400	33	0		22500	8433	*****	

COST, SALE, & COMP TOTALS 4275 8400 0

LIMITED WARRANTY

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

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	80.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.00
TOTAL CHARGES	84.00
LESS INSURANCE	0.00
SALES TAX	0.33
PLEASE PAY THIS AMOUNT	84.33

SERVICE FILE COPY

73878

162408

MIKE HAGGERTY
PONTIAC · BUICK · GMC TRUCK, INC.

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

NIT# 9649

ACCOUNTING

PAGE 1

HICAGO, IL

DME: BUS:

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ED	06	PONTIAC G6	1G2ZF55B164		26305/26305	T4355
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
2FEB06 IS			19:00 28FEB08			CASH
R.O. OPENED	READY	OPTIONS: STK:9649				

7:56 23FEB08 16:40 27FEB08

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

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

112	W	1.10	3245	10121		101.21	101.21
-----	---	------	------	-------	--	--------	--------

1	25805894	MOTOR	20165	29239	0	353.78	292.39	292.39
---	----------	-------	-------	-------	---	--------	--------	--------

FC: 6G

PART#: 25805894

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

20165	29239	TPARTS
3245	10121	TLABOR

RENTAL VEHICLE

AUSE: 3 DAY RENTAL

Z7903 THREE DAYS RENTAL

112	W	0.00	0	0	0.00	0.00
-----	---	------	---	---	------	------

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MK

0	0	TPARTS
0	0	TLABOR

LUBE MHP RENTAL

W	0	11100	111.00	111.00
---	---	-------	--------	--------

COURTESY CAR WASH (WITH OWNER APPROVAL)

W COURTESY CAR WASH (WITH OWNER APPROVAL)

112	ISP	0.00	0	0	0.00	0.00
-----	-----	------	---	---	------	------

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	10121	3245		48000	29239	20165	
33100	11100	0		46300	0	0	

LIMITED WARRANTY

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

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CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

SERVICE FILE COPY

UNIT# 9649

73878

1 6 1 8 8 3

ACCOUNTING

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

MIKE HAGGERTY
PONTIAC · BUICK · GMC TRUCK, INC.Sales Dept: 9301 S. Cicero
Service Dept: 9100 S. Kanton
OAK LAWN, ILLINOIS 60453
Phone: (708) 423-5000 Sales
(708) 229-3390 Service
(708) 423-5846 Fax
www.haggertypontiac.com

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164	[REDACTED]	25125/25125	T3859
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
22FEB06 IS			19:00 13FEB08			
R.O. OPENED	READY	OPTIONS:	STK:9649	CASH	15FEB08	
17:21 13FEB08	15:40 15FEB08					

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
 A C/S WHEN TURNING STEERING WHEEL IT DOES NOT RESPOND AND STEERING
 WHEEL WILL TURN CONTINUOUSLY WITHOUT STOPPING
 CAUSE: CHECKED AND COULD NOT DUPLICATE CONCERN AT THIS TIME .DROVE CAR
 17MILES PROBLEM NOT HAPPENING NOW
 N9995 CUSTOMER CONCERN NOT DUPLICATED
 155 W 0.30 855 2760 27.60 27.60
 PC: 9Z PART#: COUNT: 0
 CLAIM TYPE:
 AUTH CODE:
 ON

0 0 TPARTS
 855 2760 TLABOR
 B SUPPLY USE OF MIKE HAGGERTY RENTAL VEHICLE WHILE AWAITING REPAIRS
 RENTAL SUPPLY USE OF MIKE HAGGERTY RENTAL VEHICLE
 WHILE AWAITING REPAIRS
 155 CA 0.00 0 0 0.00 0.00

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
16200	2760	855		46000	0	0	
26300	2760	*****		22500	0	*****	

COST, SALE, & COMP TOTALS

855 2760 0

LIMITED WARRANTY

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

L 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.

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the sale of this item/items. The
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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
assume for it any liability in
connection with the sale of this
item/items.

CUSTOMER SIGNATURE

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

SERVICE FILE COPY

NIT# 9649

73878

158211

ACCOUNTING

PAGE 1

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

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT	TAG
ED	06	PONTIAC G6	1G2ZF55B164			23140/23140	T6657
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
FEB06 IS			19:00 01DEC07				
R.O. OPENED	READY	OPTIONS: STK:9649			CASH	01DEC07	

:22 01DEC07 13:10 01DEC07
 NE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
 RADIO INOP INSTALL SOP
 USE: INSTALLED AND PROGRAMMED RADIO RECHECKED OPERATIONS-OK
 R0760 RADIO, REMOVE AND REPLACE
 112 W 1.30 3835 11605 116.05 116.05
 FC: 6C PART#: COUNT: 0
 CLAIM TYPE:
 AUTH CODE:
 OJ

0 TPARTS
 3835 11605 TLABOR
 MIKE HAGGERTY 21 POINT SERVICE INSPECTION SPECIAL
 21PT MIKE HAGGERTY 21 POINT SERVICE INSPECTION SPECIAL
 112 ISAV 0.50 1475 1400 14.00 14.00
 COURTESY CAR WASH (WITH OWNER APPROVAL)
 W COURTESY CAR WASH (WITH OWNER APPROVAL)
 112 ISP 0.00 0 0 0.00 0.00
 CUST STATES PASS SIDE AIR BAG LIGHT IS COMING ON WHEN NO ONE IS IN
 SEAT(SOP) PART HERE
 SE: CHECKED AND PERFORMED BULLETIN #06-09-41-008B RECHECKED
 OPERATIONS AFTER REPAIRS-OK
 C9780 R&R SEAT CUSHION COVER, REZERO PPS
 112 W 1.20 3540 10712 107.12 107.12
 1 15939371 MODULE KI 24950 36178 0 361.78 361.78 361.78
 FC: 93
 PART#: 15939371
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:
 WM

24950 36178 TPARTS
 3540 10712 TLABOR
 CHECK BRAKES SQUEAKING
 E: PERFORMED INSPECTION CHECKED AND REPLACED REAR PADS AND
 LIMITED WARRANTY

Work warranted 90 days or 4,000 miles. All GM parts
 anteed 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.
 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.

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CUSTOMER SIGNATURE

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

SERVICE FILE COPY

UNIT# 9649

73878

158211

ACCOUNTING

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

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]

PAGE 2

SERVICE ADVISOR: 116 ISAAC L CONDITT

SERVICE ADVISOR: 116 ISAAC L CONDITT									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG	
RED	06	PONTIAC G6		1G2ZF55B164		23140/23140		T6657	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE		
22FEB06 IS			19:00 01DEC07			CASH	01DEC07		
R.O. OPENED		READY		OPTIONS: STK: 9649			CASH 01DEC07		

07:22 01DEC07 13:10 01DEC07

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

RESURFACE REAR ROTORS

H0043 PADS, DISC BRAKE REAR R&R OR REPLACE

112 W 2.30 6785 20532

1 19137360 PAD KIT 3700 5365 0 74.00 53.65 53.65

FC: 4X

PART#: 19137360

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NU

3700 5365 TPARTS

6785 20532 TLABOR

VERSION 1 (EMP# 116, 01DEC07 13:10): REAR ROTOR SPECS

RIGNAL (LR) 13.82 (R/R) 13.9 REFINISHED MEASURED THICKNESSS AFTER

LR) 13.52 (R/R) 13.49 LATERAL RUNOUT AFTER ROTOR REFINISHED (LR) .001 (

/R) .001 INCH ALL CHECKED AND OK

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
6200	42849	14160		46300	1400	1475	
8000	41543	28650		26300	84392	*****	
504	1400	*****		6704	0	*****	

COST, SALE, & COMP TOTALS 44285 85792 0

LIMITED WARRANTY

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

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

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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

SERVICE FILE COPY

UNIT# 9649

73878

1 5 6 6 1 5

ACCOUNTING

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164 [REDACTED]	[REDACTED]	22118/22118	T5180
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
22FEB06 IS			19:00 02NOV07			CASH
R.O. OPENED	READY	OPTIONS:	STK:9649			02NOV07

17:41 01NOV07 12:57 02NOV07

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
A C/S RADIO BASS AND TEMBLE IS INOP (WE JUST REPLACED RADIO)
PO ORDER NEW RADIO

114 CP 0.00 0 0 0.00 0.00
B C/S PASS. SIDE AIR BAG LIGHT IS BACK ON (CUSTOMER STS WHEN SOME ONE IS
SITTING ON SEAT AND GETS OFF THE LIGHT DOESNOT GO OFF AND SEAT
BELT ALARM IS GOING OFF)

PO ORDERED NEW MODULE PASS PRESENCE SYSTEM MODULE
114 CA 0.00 0 0 0.00 0.00

C C/S THERES A CLUNK NOISE HEARD WHEN TURNING
CAUSE: PERFORMED BULLETIN 06-02-32-007B LUBE I SHAFT AND REPOSITION I
SHAFT

E9448 REPOSITION I SHAFT TO CORRECT RATTLE NOISE
114 W 0.30 855 2678 26.78 26.78

FC: 93 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NE

0 0 TPARTS
855 2678 TLABOR

D ONE DAY RENTAL

CAUSE: RENTAL

Z7901 ONE DAY RENTAL

999 W 0.00 0 0 0.00 0.00
FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MK

0 0 TPARTS
0 0 TLABOR

LUBE MHP RENTAL

PO#MHP

W 0 3700 37.00 37.00

E COURTESY CAR WASH (WITH OWNER APPROVAL)

W COURTESY CAR WASH (WITH OWNER APPROVAL)

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.

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

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

SERVICE FILE COPY

UNIT# 9649

73878

1 5 6 6 1 5

ACCOUNTING

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

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]

PAGE 2

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164 [REDACTED]	[REDACTED]	22118/22118	T5180
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO. NO.	RATE	PAYMENT
22FEB06 IS			19:00 02NOV07			CASH
R.G. OPENED	READY	OPTIONS: STK:9649				
17:41 01NOV07	12:57 02NOV07					
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO. NO.	RATE	PAYMENT
22FEB06 IS			19:00 02NOV07			CASH
R.G. OPENED	READY	OPTIONS: STK:9649				
17:41 01NOV07	12:57 02NOV07					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		114	ISAV		0.00	0	0			0.00	0.00

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46002	0	0		46000	0	0	
46200	2678	855		33100	3700	0	MHP
46300	0	0		22500	0	*****	
26300	6378	*****		6504	0	*****	

COST, SALE, & COMP TOTALS

855 6378 0

LIMITED WARRANTY

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

We appreciate your business very much! Thank you.

BUSINESS HOURS

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

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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

SERVICE FILE COPY

UNIT# 9649

73878

156042

MIKE HAGGERTY
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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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ACCOUNTING

PAGE 1

CHICAGO, IL

HOME: BUS:

SERVICE ADVISOR: 116 ISAAC L CONDITT

SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	06	PONTIAC G6	1G2ZF55B164		21757/21757	T2408	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22FEB06 IS			19:00 23OCT07			CASH	24OCT07
R.O. OPENED	READY	OPTIONS: STK: 9649					

09:00 22OCT07 13:21 24OCT07

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

1 CHECK GAS GAUGE FLUXUATES AT TIMES

CAUSE: TEST AND REPLACE FAULTY FUEL LEVEL SENSOR

11197 SENSOR, FUEL LEVEL (TANK UNIT) REPLACE

114	W	1.80	5130	16069			160.69	160.69
1	22682111	GASKET	693	1005	0	13.87	10.05	10.05
1	19153328	SEN KIT	5150	7468	0	103.00	74.68	74.68

FC: 3L

PART#: 19153328

COUNT: 2

CLAIM TYPE:

AUTH CODE:

AV

5843	8473	TPARTS
5130	16069	TLABOR

2 CHECK HEAT BLOWING HOT AIR WHEN TURNED OFF (STARTS BLOWING BY ITSELF)

J9994 CUSTOMER CONCERN NOT DUPLICATED

114	CA	0.00	0	0		0.00	0.00
-----	----	------	---	---	--	------	------

3 CD PLAYER RECENTLY INSTALLED WONT PLAY CD'S DISPLAYS CD ERROR

CAUSE: REPLACE RADIO WITH NEW AND REPROGRAM

R0760 RADIO, REMOVE AND REPLACE

114	W	1.30	3705	11605		116.05	116.05
-----	---	------	------	-------	--	--------	--------

FC: 3L PART#: COUNT: 0

CLAIM TYPE: B

AUTH CODE:

OJ

0	0	TPARTS
3705	11605	TLABOR

VERSION 1 (EMP# 105,23OCT07 16:00): AUTH B(NEW DEFLECTIVE PART, REPLACED

RADIO 10/13/ 07, MILES 21403, RO#155638)

4 RENTAL

CAUSE: TWO DAY RENTAL

Z7902 TWO DAYS RENTAL

114	W	0.00	0	0		0.00	0.00
-----	---	------	---	---	--	------	------

FC: 98 PART#: COUNT: 0

LIMITED WARRANTY

All work warranted 90 days or 4,000 miles. All GM parts
warranted 12 months or 12,000 miles, whichever comes first.*We appreciate your business
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BUSINESS HOURS

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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

TOTALS

PLEASE PAY
THIS AMOUNT

SERVICE FILE COPY

UNIT# 9649

73878

156042

ACCOUNTING

CHICAGO, IL

HOME

BUS:

PAGE 3

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SERVICE ADVISOR: 116 ISAAC L CONDITT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164		21757/21757	T2408
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
22FEB06 IS			19:00 23OCT07			
R.O. OPENED	READY	OPTIONS: STK:9649			CASH	24OCT07

09:00 22OCT07 13:21 24OCT07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
ACCOUNT	SALE						ACCOUNT	SALE			
46200		40171		12825			48000	8473	5843		
46000		0		0			33100	7400	0		
26300		56044	*****				22500	0	*****		
											LOANER

COST, SALE, & COMP TOTALS 18668 56044 0

LIMITED WARRANTY

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

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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

SERVICE FILE COPY

NIT# 9649

73878

155638

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ACCOUNTING

PAGE 1

CHICAGO, IL
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 105 JOSEPH RUIZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ED	06	PONTIAC G6	1G2ZF55B164		21403/21403	T2035
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
2FEB06 IS			WAIT 13OCT07			
R.O. OPENED	READY	OPTIONS:	STK: 9649	CASH	13OCT07	

3:12 13OCT07 10:55 13OCT07

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

C/S RADIO DISPLAY GOES TO 1200, LOSES IT MEMORY INSTALL SOP

USE: REPLACED RADIO

R0760 RADIO, REMOVE AND REPLACE

112	W	1.30	3835	11605	116.05	116.05
-----	---	------	------	-------	--------	--------

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OJ

0 0 TPARTS
3835 11605 TLABOR

CUSTOMER STATES IS STILL HAVING PROBLEM WITH FUEL GAUGE. WHEN STARTED CAR THIS MORNING IT SHOWED 1/4 TANK WHILE DRIVING HERE WENT TO JUST ABOVE E THEN BACK UP TO ABOVE 1/8 TANK (IT TOOK 10 MINUTES TO GET HERE) WE SCANED AND FOUND PCM NEEDS SOFTWARE UPDATE, REPROGRAM 10-01-07

USE: REPLACED FUEL PUMP MODULE

L1200 FUEL TANK FUEL PUMP MODULE REPLACEMENT

112	W	1.80	5310	16069	160.69	160.69
1	10376291	W-MODULE	18746	27182	0	374.92
1	22682111	GASKET	693	1005	0	13.87
						10.05

FC: 3X

PART#: 10376291

COUNT: 2

CLAIM TYPE:

AUTH CODE:

AV

19439 28187 TPARTS
5310 16069 TLABOR

COURTESY CAR WASH (WITH OWNER APPROVAL)

W COURTESY CAR WASH (WITH OWNER APPROVAL)

112	C	0.00	0	0	0.00	0.00
-----	---	------	---	---	------	------

LIMITED WARRANTY

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

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

SERVICE FILE COPY

UNIT# 9649

73878

1 5 5 6 3 8

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ACCOUNTING

PAGE 2

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 105 JOSEPH RUTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164 [REDACTED]	[REDACTED]	21403/21403	T2035
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
22FEB06 IS			WAIT 13OCT07			
R.O. OPENED	READY	OPTIONS:	STK:9649		CASH	13OCT07

08:12 13OCT07 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	0	0		26300	55861	*****					
22500	0	*****									

COST, SALE, & COMP TOTALS 28584 55861 0

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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

SERVICE FILE COPY

UNIT# 9649

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1 5 4 9 7 8

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ACCOUNTING

CHICAGO, IL

HOME: BUS:

PAGE 1

SERVICE ADVISOR: 105 JOSEPH RUIZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	06	PONTIAC G6	1G2ZF55B164		20869/20869	T9910
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
22FEB06 IS			19:00 02OCT07			
R.O. OPENED	READY	OPTIONS:	STK: 9649	CASH	01OCT07	

07:12 01OCT07 09:56 01OCT07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	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

114	W	0.60	1710	5356	53.56	53.56
-----	---	------	------	------	-------	-------

FC: 3L PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

AV

0 0 TPARTS

1710 5356 TLABOR

B C/S LOW COOLANT LIGHT COMES ON(RADIO DISPLAY)

CAUSE: PRESSURE TEST COOLANT SYSTEM(NO LEAKS) TOPPED OFF FLUID

J9994 CUSTOMER CONCERN NOT DUPLICATED

114	W	0.30	855	2678	26.78	26.78
-----	---	------	-----	------	-------	-------

FC: 3Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

WD

0 0 TPARTS

855 2678 TLABOR

C C/S RADIO DISPLAY GOES TO 1200, LOSES IT MEOMORY

62 ORDERED RADIO

114	CA	0.00	0	0	0.00	0.00
-----	----	------	---	---	------	------

D MIKE HAGGERTY 21 POINT SERVICE INSPECTION SPECIAL

21PT MIKE HAGGERTY 21 POINT SERVICE INSPECTION

SPECIAL

114	ISAV	0.50	1425	1400	14.00	14.00
-----	------	------	------	------	-------	-------

62 DECLINED OIL CHANGES\$30, REAR

BRAKES4165.00+TAXES

114	CM	0.00	0	0	0.00	0.00
-----	----	------	---	---	------	------

E COURTESY CAR WASH (WITH OWNER APPROVAL)

W COURTESY CAR WASH (WITH OWNER APPROVAL)

114	CM	0.00	0	0	0.00	0.00
-----	----	------	---	---	------	------

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 warranted 12 months or 12,000 miles, whichever comes first.

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CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

SERVICE FILE COPY

1 5 4 9 7 8

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CHICAGO, IL

HOME :

BUS :

ACCOUNTING

PAGE 2

SERVICE ADVISOR: 105 JOSEPH RUIZ

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG
RED		06	PONTIAC G6		1G2ZF55B164				20869/20869		T9910
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT		INV. DATE
22FEB06 IS				19:00 02OCT07					CASH		01OCT07
R.O. OPENED		READY		OPTIONS: STX 9548							

07:12 01OCT07	09:56 01OCT07
---------------	---------------

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
R CUSTOMER STATES THAT DATED 10-10-68 IS BECOMING											

62 CHINA COOK IS PICKING UP CAR

114	CA	0.00	0	0	0.00	0.00
-----	----	------	---	---	------	------

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	8034	2565		46000	0	0	
46300	1400	1425		26300	8034	*****	
22500	0	*****		6504	1400	*****	

COST, SALE, & COMP TOTALS

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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

SERVICE FILE COPY

UNIT# 9649

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ACCOUNTING

PAGE 1

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 111 PEGGY PRICE

SERVICE ADVISOR: 111 PEGGY PRICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
27U CRIMSO	06	PONTIAC G6	1G2ZF55B164		6441/6441	T5878	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22FEB06 IS			WAIT 26AUG06			CASH	26AUG06
R.O. OPENED	READY	OPTIONS: STK: 9649					

08:08 26AUG06 08:34 26AUG06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	INSTALL	SOP	PART	FOR	DRIVERS	EXPRESS	DOWN	WINDOW			

CAUSE: INSTALLED SWITCH

N2145 SWITCH DOOR WINDOW LEFT FRONT REPLACE

94	W	0.60	1050	5164							
1	22626530	SWITCH	3315	4807	0	66.30	51.64	48.07	51.64	48.07	

FC: 6C

PART#: 22626530

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

3315 4807 TPARTS

1050 5164 TLABOR

B COURTESY CAR WASH (WITH OWNER APPROVAL)

W COURTESY CAR WASH (WITH OWNER APPROVAL)

94	ISP	0.00	0	0		0.00	0.00
----	-----	------	---	---	--	------	------

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
16200	5164	1050		48000	4807	3315	
16300	0	0		26300	9971	*****	
5704	0	*****					

COST, SALE, & COMP TOTALS 4365 9971 0

LIMITED WARRANTY

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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

SERVICE FILE COPY

UNIT# 9649

73878

1 3 3 4 8 0

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ACCOUNTING

PAGE 1

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 110 SAMANTHA JORDAN

SERVICE ADVISOR: 110 SAMANTHA JORDAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
27U CRIMSO	06	PONTIAC G6	1G2ZF55B164 [REDACTED]		5768/5768	T5043	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22FEB06 IS			WAIT 09AUG06			CASH	09AUG06
R.O. OPENED	READY	OPTIONS: STK:9649					

07:38 09AUG06 09:21 09AUG06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A											
A CUSTOMER STATES DRIVERS EXPRESS DOWN WINDOW INOP											
PO PART ORDERED											

48	CA	0.00	0	0		0.00	0.00
----	----	------	---	---	--	------	------

B CUSTOMER STATES FUEL WAS AT A HALF TANK WHEN STARTED CAR FUEL GAUGE
WENT TO EMPTY THEN SHUT OFF AND CAME BACK TO HALF TANK
NPF NO PROBLEM FOUND AT THIS TIME

48	CA	0.00	0	0		0.00	0.00
----	----	------	---	---	--	------	------

C CUSTOMER STATES AFTER BRAKES ARE WARMED UP THE BRAKES SQUEAK
62 THIS IS A NORMAL CONDITION FOR SEMI METALIC
BRAKE PADS

48	CA	0.00	0	0		0.00	0.00
----	----	------	---	---	--	------	------

D COURTESY CAR WASH (WITH OWNER APPROVAL)
W COURTESY CAR WASH (WITH OWNER APPROVAL)

48	ISP	0.00	0	0		0.00	0.00
----	-----	------	---	---	--	------	------

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	0	0		46300	0	0	
22500	0	*****		6704	0	*****	

COST, SALE, & COMP TOTALS

0 0 0

LIMITED WARRANTY

All work warranted 90 days or 4,000 miles. All GM parts
warranted 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/items. The
Seller hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

CUSTOMER SIGNATURE

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

SERVICE FILE COPY

UNIT# 9649

73878

3 2 9 3 6

ACCOUNTING

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

CHICAGO, IL

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 58 T J BLOUGH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
27U CRIMSO	06	PONTIAC G6	1G2ZF55B164		5381/5381	T4530
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
22FEB06 IS			19:00 29JUL06			CASH
R.O. OPENED	READY	OPTIONS:	STK:9649			29JUL06

08:15 29JUL06 08:45 29JUL06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
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			14.00	14.00
	1 12579143 FILTER					448	560	0	5.75	5.60	5.60
	1 5Q 5/ QUARTS MOTOR OIL					600	750	0	7.50	7.50	7.50

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	1400	676		48110	560	448	
49100	750	600		32400	66	0	
6504	2776	*****					

COST, SALE, & COMP TOTALS 1724 2710 0

LIMITED WARRANTY

All work warranted 90 days or 4,000 miles. All GM parts warranted 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/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

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

SERVICE FILE COPY



General Motors Corp. - Customer Service
Customer Relationship Center
PO Box 23120
Detroit, MI 48220-8120

VIA FAX ONLY

June 25, 2008

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

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-603057594
2006 Pontiac G6
Vehicle Identification Number: 1G2ZF55B164[REDACTED]
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.

Sincerely,

General Motors Corporation

cc: **FILE**

LG0043
V0 092007

Odometer

Client's Signature

Date

Client's Signature

Date



60690

CHICAGO, IL

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

ERT208/09/07:00:0441:78.00 EFT

8G9507064 R 0708

Vehicle Year 2006	Vehicle Make PONTIAC	VIN 1G2ZF55B1042
Weight or CC's	Body Style 4 DOOR	Application Type PASSENGER
Axles	Leased/Rented	Unit Number
File Number	County COOK	103
Drivers License Number(s) or FEIN(s)	Expiration Date July 31, 2008	Plate Number
Renewal Fee Due 78.00		



Express

Print Label

MAY 05 2008

ORIGIN ID: DTTA (800) 625 2565
Ship Manager
REN CEN mail processing center
100 REN CEN DRIVE

Ship C
ActWg
Syster
Accoun

DETROIT MI 48243
UNITED STATES US

TO Rob Brown Jr - MSX
MSX International - c/o BRC Legal
1919 Concept Dr

Warren, MI 48091

Ref
NW
PO

Dept:

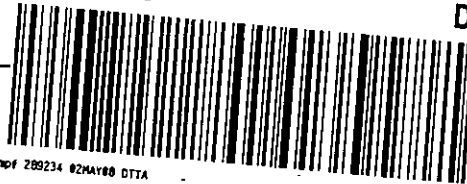
MON - 05 MAY A2
STANDARD OVERNIGHT

48091
MI-US
DTW

FedEx

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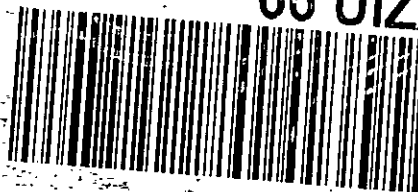
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66 UIZA



national shipment,

THE WORLD
OnTime

FedEx

For FedEx Express Shipper

Align bottom of Peel and Stick Airbill on P



**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
[REDACTED] 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

5/13/08

**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:

TITLE OF ACTION: [REDACTED] 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, 1 shaft, fuel gauge sensor/module, link/spring to passenger door, coolant system, driver's window switch, and coolant system - Pontiac G6 - VIN# 1G2ZF55B164 [REDACTED]

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: C T Corporation System
PER: Tawana Carter
ADDRESS: 208 South LaSalle Street
Suite 814
Chicago, IL 60604
TELEPHONE: 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 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.



CHARTERED FARMHOUSE ESTATE
P.O. Box 231791
Detroit, MI 48292-9176

VIA FAX ONLY

June 30, 2008

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

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-603057594
2006 Pontiac G6
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.

Sincerely,

General Motors Corporation

cc: **FILE**

LG0043
V0 092007

Odometer

Client's Signature

Date

Client's Signature

Date

Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: [REDACTED] State: IL

Customer Name: [REDACTED] Service Request: **71-603057594** GM Legal File No.: 653103Vehicle ID No.: 1G2ZF55B164 [REDACTED] In Service Date: 02/22/2006
Year, Make & Model: 2006 G6 - 4CYL SEDAN W/1SVVehicle is: NEW BAC Code: 116068
Vehicle Purchased Used on: 02/22/06 at
odometer 282 miles
DVM requests Purchase Price of
involvement?: No Vehicle: \$16,990.00Lien holder: GMAC ☒ Other ☐**VEHICLE REPAIR HISTORY**☐ Brakes

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. REPLACED REAR PADS AND RESURFACED REAR ROTORS.
---------	--------	---	--------	---

WARRANTY☐ Engine/Fuel/Exhaust

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

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)
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WARRANTY

☐ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
11/1/07	156615	*	22,118	C/S Clunk noise heard when turning. PERFORMED TSB#06-02-32-007B. LUBE I-SHAFT AND REPOSITION. *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 *WARRANTY*

☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/22/07	156042	*	21,757	LINK OR SPRING, FRONT DOOR HOLD OPEN. RIGHT, REPLACED

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). ORDERED NEW MODULE PASSENGER PRESENCE SYSTEM MODULE.
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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.
---------	--------	--	--------	---

WARRANTY

☒ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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8/9/06	133480	1	5,768	C/S Driver's express down window INOP. PART ORDERED.
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WARRANTY

8/26/06	134371	1	6,441	C/S Install SOP part for driver's express down window. REPLACE LEFT FRONT WINDOW DOOR SWITCH.
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WARRANTY

10/1/07	154978	*	20,869	C/S Radio display goes to 1200, loses memory. ORDERED RADIO.
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WARRANTY

10/13/07	155638	1	21,403	C/S Radio display goes to 1200, loses memory. INSTALL SOP. REPLACED RADIO.
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WARRANTY

10/22/07	156042	*	21,757	C/S CD player recently installed won't play CD's, display's error. R&R RADIO.
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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. INSTALLED AND PROGRAMMED RADIO, RECHECKED OPERATIONS (OK).
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WARRANTY

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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10/22/07	156042	*	21,757	C/S Heat blowing hot air when turned off (starts blowing by itself). CUSTOMER CONCERN NOT DUPLICATED.
----------	--------	---	--------	--

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 [REDACTED] 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 and 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 I 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 Quadrateer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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



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

March 21, 2008

VIA FAX ONLY

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

RE: [REDACTED]
Service Request: 71-603057594
2006 Pontiac G6
Vehicle Identification Number: 1G2ZF55B164 [REDACTED]

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.

- | | | | |
|-------------------------------------|---|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Other: Signed Release of Lien Information form | <input checked="" type="checkbox"/> | 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 Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

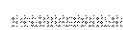
VEHICLE INFORMATION

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

Signature

Signature

LG0006
V07092007



05/04/2008 11:18 6306342196

CONSUMER LEGAL SRVCS

PAGE 08

Form W-9 (Rev. October 2007) Department of the Treasury Internal Revenue Service		Request for Taxpayer Identification Number and Certification		Give form to the requester. Do not send to the IRS.
Name (as shown on your income tax return)				
Requester name, if different from above CONSUMER LEGAL SERVICES, P.C.				
Check appropriate box: <input type="checkbox"/> Individual/sole proprietor <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Limited liability company. Enter the tax classification (disregarded entity, C corporation, S partnership) # <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) #				Requester's name and address (optional)
Address (number, street, and apt. or suite no.)				
10428 FORD ROAD				
City, state, and ZIP code GARDEN CITY, MO 64316				
List account number(s) here (optional)				

Part I Taxpayer Identification Number (TIN)	
Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3.	Social Security number or Employer identification number 28 3116324

Part II Certification	
Under penalties of perjury, I certify that:	
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and 3. I am a U.S. citizen or other U.S. person (defined below).	
Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and certain payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN.	
Sign Here	Date 6/3/08

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

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

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity.

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

March 11, 2011

[REDACTED]
Lavista, NE [REDACTED]

Service Request: 71-604439299
Customer Relationship Specialist: CJ Parker

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the power steering 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.mygmink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North American Operations

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



CHECK

No. [REDACTED]

50-937
213DATE
02/26/08

*****100 DOLLARS

*****00 CENTS

AMOUNT
*****100.00PAY
TO THE
ORDER
OF

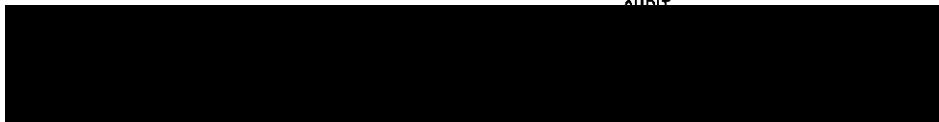
LAVISTA NE [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

Kihel C. [Signature]
SIGNATURE

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

AUDIT

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

VENDOR
DUNS NO. 8B 000000203

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT
DATE

02/26/08

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

162ZG528554

02/25/08

VM 1-9ZV800

00.0000

100.00

.00

100.00

71-604439299.1-9ZV800

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

M3

TOTAL

100.00

.00

100.00

OMAHA NE 681

02 FEB 2008 PM 2 T



FEB 03 2008

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

482325170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1/31/08

17-Digit Vehicle Identification Number (VIN): 1G226528554

Mileage at Time of Repair: 42267 Date of Repair: 08/Aug/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: LaVista State: NE ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code) [REDACTED]

Evening Telephone Number (include Area Code) [REDACTED]

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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



7409151

104468

INVOICE

Plaza

PONTIAC • BUICK • GMC

11911 I Street Omaha, NE 68137

(402) 593-4000 • Fax (402) 593-7382

LA VISTA, NE

HOME [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 1048 RYAN BURKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	PONTIAC G-6	1G2ZG528554		42267/42267	T9566	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS			17:00 03AUG07		0.00	SC	08AUG07

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: DLR:13177 ENG:3.5 Liter_SFI

09:17 03AUG07 07:06 08AUG07

LINE OPCODE TECH TYPE HOURS

A ALIGN FRONT SUSPENSION

CAUSE: COLISION REPAIR

24E ALIGN FRONT SUSPENSION

1383 CPD

79.00 79.00

42267 COLISION REPAIR PERFORM 4WHL ALIGNMENT

B** POWERSTEERING INOP

CAUSE: FAILED EPS MODULE

CSS COMPLETED-SEE STORY

1383 CUP

235.75 235.75

1 25805894 MOTOR

348.04 348.04 348.04

42267 FAILED EPS MODULE PERFORM CIRCUIT DIAGNOSTICS, FOUND EPS MODULE

NOT COMMUNICATING WITH SCAN TOOL AND OTHER MODULES, TEST POWER AND

GROUND CIRCUITS AND REPLACE MODULE/MOTOR ASSY, PERFORM MODULE SETUP

SUBL ENTERPRISE RENTAL PO#

PO#104468

CUP

140.00 140.00

ESC TO PAY \$702.79 AUTH E571X

REF 3811188 \$100.00 DEDUCT

CUST TO PAY ANY BALLANCE OF

RENTAL CHARGE IF ANY FAX

888-781-7277

COPY

*Thank You**for allowing us to service your vehicle!*

Your complete satisfaction is our #1 concern. If you have any questions, comments, or if we can be of further assistance please contact us.

Service HoursMon-Fri 7:00am - 6:00pm
Sat 8:00am - 4:00pm**Body Shop**

Mon-Fri 7:30am - 5:30pm

STATEMENT OF DISCLAIMER

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

THERE WILL BE A \$38.00 FEE CHARGED ON ALL RETURNED CHECKS.

CUSTOMER SIGNATURE

DESCRIPTION**TOTALS**

LABOR AMOUNT	314.75
PARTS AMOUNT	348.04
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	140.00
MISC. CHARGES	0.00
TOTAL CHARGES	802.79
LESS AMOUNT	702.79
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	100.00

CUSTOMER COPY

Page 1 of 1

WELLS FARGO BANK

72ND & GILES 8450 S 71ST PLZ PAPILLION, NE 68133

1001

DATE 8/8/07 27-5/1040

PAY TO THE ORDER OF Plaza

ONE HUNDRED NINETY SIX 30 196.30 DOLLARS

LAVISTA NE

[illegible]

[REDACTED]

Processing Date	20070813
Amount	196.30
Check Number	1001

State of Nebraska — Vehicle Registration

RICH JAMES WINDOW H7, COUNTY TREASURER
SARPY CO. PAPILLION, NE 68046

PLATE NUMBER	TYPE	YEAR	REGISTERED WEIGHT
PA/PA	RR	05	
REGISTRATION NUMBER	REGISTRATION DATE	EXPIRATION DATE	
1G2ZG528554	7/19/2007	JUL 2008	
IDENTIFICATION	TITLE NUMBER	TOTAL PAID	
		280.50	

DESCRIPTION
2005 PONTIAC
36
MAR GAS 4 DOOR SEDAN

LAVISTA NE

CB

State of Nebraska — Registration Receipt

DISTRICT
27100 27PFS200

2006 MSRP 20,675
MAKE
05 PONTIAC
MODEL
G6
STYLE
4 DOOR SEDAN
VIN NUMBER
1G2ZG528554
REGISTRATION DATE
7/19/2007
EXPIRATION DATE
JUL 2008
06240590130
1543462
7/20/2007

RETAIN THIS PART FOR YOUR RECORDS

MTR VEH TAX	240.00
MTR VEH FEE	20.00
CO/RR/DMV/EMS	5.50
REG. FEE	15.00
TOTAL PAID 280.50	

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

March 11, 2011

Jacksonville, FL [REDACTED]

Service Request: 71-604596540
Customer Relationship Specialist: Diana Smith

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering 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 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

GM

CHECK

No. [REDACTED]50-937
213DATE
02/26/08

*****622 DOLLARS

****27 CENTS

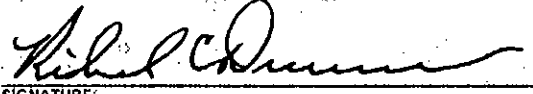
AMOUNT
*****622.27

North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF

JACKSONVILLE FL [REDACTED]

SIGNATURE



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

AUDIT

VENDOR
DUNS NO. BB 000000477

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/26/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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162ZH528554 [REDACTED]	02/25/08 71-604596540.1	VM 1-9ZLYC 1-9ZLYC	00.0000	622.27	.00	622.27
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

M3

TOTAL

622.27

.00

622.27

JACKSONVILLE FL 322

04 FEB 2008 PM 3 T



FEB 07 2008

Reimbursement DEPARTMENT
P.O. Box 33170
DETROIT, MICHIGAN 48232-5170

482325170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1-30-0817-Digit Vehicle Identification Number (VIN): 1G2ZH528554 [REDACTED]Mileage at Time of Repair: 37,687 Date of Repair: 12-1-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: JACKSONVILLE State: FL ZIP Code: [REDACTED]

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

Evening Telephone Number (include Area Code): ^{CELL} [REDACTED]Amount of Reimbursement Requested: \$ 647.27

The following documentation must accompany this claim form.

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

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



1-30-08

DEAR REIMBURSEMENT DEPARTMENT,

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

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

MY NEW ADDRESS IS

[REDACTED]

JACKSONVILLE, FL [REDACTED]

THANK YOU, _____

[REDACTED]

NIMNIGHT

AT THE AVENUES
PONTIAC GMC HUMMER

11503 Phillips Highway • Jacksonville, FL 32216
(904) 733-1616 • FAX (904) 737-7973



02011PNC5107202

MV #46795 3

COPY

CUSTOMER NO. 52612	NICHOLAS BOWMAN		226 4905	12/12/07	PNC5107202
JACKSONVILLE, FL	LABOR RATE	LICENSE NO.	37,687	WHITE	
	05/PONTIAC/G6/4 DOOR SEDAN			02/24/05	
	VCHIC 1 G 2 Z H 5 2 8 5 5 4				
	F.T.E. NO.			12/11/07	
	COMMENTS				MO: 37687

JOB# 1 CHARGES

LABOR		STEERING CONCERN	TECH(S):233	270.60
J# 1 45PNZ01		Customer States : POWER STEERING LIGHT CAME ON PERFORMED DIAGNOSIS AND FOUND DTC C0460 STORED IN PSCM... FOUND EXCESSIVE GEAR CLEARANCE WITHIN STEERING COLUMN CAUSING WARNING INDICATOR TO ILLUMINATE AND EXCESSIVE NOISE BEING GENERATED REPLACED STEERING COLUMN W/ POSITION SENSOR ASSEMBLY...RE- CALIBRATED ALL ELECTRONIC POWER STEERING COMPONENTS REDUCED LABOR TO COVER RENTAL		
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	15926870	COLUMN 6.518	409.26
			TOTAL - PARTS	409.26
SUBLET	PO#	VEND INV#	INV.DATE-DESCRIPTION	
	54052		12/12/07 RENTAL-HESSE	25.00
			TOTAL - SUBLET	25.00
MISC	CODE	DESCRIPTION	CONTROL NO	
	215	CUSTOMER FOR LIFE DISCOUNT		-50.00
	215	CUSTOMER FOR LIFE DISCOUNT		-50.00
	215	CUSTOMER FOR LIFE DISCOUNT		-6.32
		TOTAL - MISC		-106.32
JOB# 1 TOTALS				
			LABOR	270.60
			PARTS	409.26
			SUBLET	25.00
			MISC	-106.32

JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 598.54

JOB# 2 CHARGES

LABOR		QUICK SERVICE	TECH(S):233	0.00
J# 2 00PNZ		CUSTOMER STATES:MAINT. LIGHT CAME ON MAINTENANCE INDICATOR ILLUMINATES WHEN A CONCERN IS PRESENT LIGHT RELATED TO STEERING CONCERN...PLEASE SEE ABOVE LINE FOR DETAILS		
JOB# 2 TOTALS				
			JOB# 2 JOURNAL PREFIX PNC5	JOB# 2 TOTAL
				0.00
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	155	SHOP SUPPLIES		3.38
JOB # A	100	HAZARDOUS WASTE		3.00
		TOTAL - MISC		6.38

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

Misc charge represents costs and profits to the motor vehicle dealer facility for miscellaneous shop supplies or waste disposal.
***FS403 78 mandates a \$1.00 fee for each new tire sold in the State of Florida
***FS403 7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR HIM/HER LIABILITY IN CONNECTION WITH THE SALE OF

NIMNIGHT

AT THE AVENUES

PONTIAC GME HUMMER

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



MV #46795 3

COPY

CUSTOMER NO. 52612	NICHOLAS BOWMAN		226 TAG NO. 4905	INVOICE DATE 12/12/07	INVOICE NO. PNCS107202
[REDACTED] JACKSONVILLE, FL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 37,687	WHITE/	STOCK NO.
	VEH. / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN			DATE OF SALE 02/24/05	DELIVERY MILES
	VEH. ID. NO. 1G2Z H 5 2 8 5 5 4			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	DATE 12/11/07		
COMMENTS					MO: 37687

COMMENTS
15% GIVEN FOR COUPON ATTACHED TO RO (eVIP customer)

RECOMMENDATIONS
VEH ONE EXT. WARRANTY (800) 285-5520

TOTALS

*****	TOTAL LABOR....	270.60
* [] CASH [] CHECK CK NO. []	TOTAL PARTS....	409.26
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET....	25.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	5.38
	TOTAL MISC DISC	-106.32
	TOTAL TAX.....	42.35
	TOTAL INVOICE \$	647.27

THANK YOU FOR YOUR BUSINESS!!
PARTS & LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES.
WHICHEVER COMES FIRST. ALL PARTS ARE NEW UNLESS STATED OTHERWISE.

CUSTOMER SIGNATURE

SALES DRAFT

NIMNIGHT PONTIAC
11503 PHILIPS HWY
JACKSONVILLE, FL 322561639
TERMINAL 0285115

825518906888
12/12/2007 11:47:58

MC [REDACTED]
AUTH. TRANS. ID. MCCBHQ4NU
INVOICE 44003 H02
AUTH. CODE 79330Z

SALE TOTAL \$647.27

CUSTOMER COPY

THE FACTOR FACTORY CONTAINS ALL OF THE INFORMATION AND RECORDS TO THE SALE OF THE FACTORY THE SELLER HAS EXPRESSED. INCLUDE ALL INFORMATION, OTHER COPIES OF SALES RECORDS AND COPIES OF RECORDS OF NEEDS OF THE FACTORY FOR A PARTICULAR PURPOSE. THE SELLER HAS NO OBLIGATION FOR ANY OTHER PERSON TO RECORD FOR A COPY. LIABILITY IN CONNECTION WITH THE SALE OF THE FACTORY.

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North American Operations

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

GM

CHECK

No. [REDACTED]50-937
213

DATE

02/28/08

*****107 DOLLARS


*****00 CENTS

AMOUNT

*****107.00

PAY
TO THE
ORDER
OF

DAYTON OH [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000125

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/28/08

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

162ZH528054

02/27/08
71-605515VM 1-A0IYMK
385.1-A0IYMK

00.0000

107.00

.00

107.00

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

W3

TOTAL

107.00

.00

107.00

DAYTON OH 454

11 FEB 2008 PM 3 T

"LET US DARE TO READ
THINK, SPEAK AND
John Adams, 1765

power of the state

h 41 USA



Riverside OH

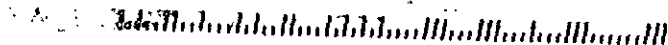
Reimbursement

P.O. Box 33170

Detroit, MI 48232-5170

FEB 13 2008

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 2-2-08

17-Digit Vehicle Identification Number (VIN): 1G2ZH528054

Mileage at Time of Repair: 48,435 Date of Repair: 5/23/07

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: Riverside 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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).





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

COPY

CUSTOMER NO. 68631	ADVISOR TOM	TAG NO. 1136 667	INVOICE DATE 05/23/07	INVOICE NO. PNC5319180
RIVERSIDE, OH	LABOR RATE	LICENSE NO.	MILEAGE 48,435	COLOR ORANGE/
	YEAR / MAKE / MODEL 05/PONTIAC/G6/GT SEDAN			DELIVERY DATE 01/12/05
	VEHICLE ID. NO. 1 G 2 Z H 5 2 8 0 5 4			DELIVERY MILES 30
	F.T.E. NO.			SELLING DEALER NO.
		P.O. NO.	R.O. DATE 05/22/07	PRODUCTION DATE
COMMENTS				

LABOR & PARTS-----
 J# 1 37PNZ FRONT SUSPENSION UNITS: 3.50 TECH(S): 11 297.50
 CUST STATES POWER STEERING INTERMITTENTLY DOES NOT WORK
 OPEN CIRCUIT IN TORQUE STEER SENSOR
 REPLACED STEERING COLUMN/TORQUE STEER SENSOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15926870	COLUMN 6.518	359.00
JOB # 1 TOTAL PARTS				359.00
JOB # 1 TOTAL LABOR & PARTS				656.50

J# 2 21PNZ ELECTRICAL UNITS: TECH(S): 11 0.00
 CUST STATES INTERMITTENTLY VEHICLE QUITS WHILE DRIVING
 NO PROBLEM FOUND
 NO REPAIR MADE

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

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	TA	TAX ADJUSTMENT	
TOTAL - MISC			-38.96

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$800.00 (+TAX)

COMMENTS-----
 DROP
 CUSTOMER HAS DEALER ALLIANCE WARRANTY CONTRACT #APL23138
 AUTH #7532696. WARRANTY PAYS \$556.50 AND CUSTOMER PAYS \$107.00
 THIS INCLUDES A CUSTOMER DEDUCTIBLE OF \$100.00+TAX

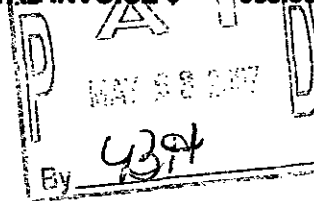
TOTALS-----
 VISA MASTERCARD AMERICAN EXPRESS
 DISCOVER CASH CHECK# CHARGE: B/S SVC

TOTAL LABOR....	297.50
TOTAL PARTS....	359.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-38.96
TOTAL TAX.....	45.96

TOTAL INVOICE \$ 663.50

** DON'T FORGET TO CHECK & MAINTAIN YOUR OIL LEVEL! **
 WE RECOMMEND CHECKING YOUR OIL & TIRES AT EACH REFUELING
 THESE SIMPLE CHECKS COULD SAVE YOU TIME & MONEY!

CUSTOMER SIGNATURE



www.walkerautogroup.com
 email: jackwalker@earthlink.net

BODY SHOP
 REPAIR OF RUST DAMAGE NOT GUARANTEED

Limited Warranty

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, the dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising 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.

WALKER AUTO GROUP
3457 SPRINGBROOK PIKE
MIAMI, FL 33132
(937) 433-4950

Sale

ID: 002
Merchant ID: 000159407122
Bank ID: 1340
05/23/07 18:45:00
Batch#: 143001
Retrieval Ref #: 29349180

VISA Entry Method: Swiped

Appr Code: 013320 Inv #: 000017

Total: \$ 107.00

Customer Copy

March 11, 2011

[REDACTED]
Dayton, OH [REDACTED]

Service Request: 71-605515385

Customer Relationship Specialist: Alex Page

Dear [REDACTED]:

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

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

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

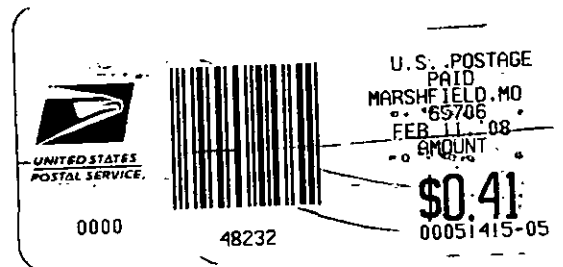
Sincerely,

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.

[REDACTED]
Marshfield, MO [REDACTED]

FEB 14 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)**

482325170 B050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1-29-0817-Digit Vehicle Identification Number (VIN): 1G1ZT528X5FMileage at Time of Repair: 53,247 Date of Repair: July, 2007Claimant Name (please print): Street Address or PO Box Number: City: Marshfield State: Missouri ZIP Code: Daytime Telephone Number (include Area Code): Evening Telephone Number (include Area Code): Amount of Reimbursement Requested: \$ 650.81

The following documentation must accompany this claim form.

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

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature:

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



[REDACTED]
Marshfield, MO [REDACTED]
Phone [REDACTED]

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 [REDACTED]

Our 2005 Chevrolet Malibu lost its power steering assist near the end of June, 2007. 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 than 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.

[REDACTED]

MARSHFIELD

MO

MARSHFIELD MOTOR CO.,

144 & 38 Hwy. · P.O. Box G

MARSHFIELD, MO 65706

417-859-2312



CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
07/12/07	05	CHEVROLET	MALIBU	1G1ZT528X5F	15090	53247		
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
06/23/06	07/12/07	02	00:00			01	07/12/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
44992				WHITE 1				

===== REPAIR LINE 001 =====

CS REPLACE INTERMEDIATE STEERING STEERING SHAFT AND STEERING RACK

CS REPLACE INT SHAFT AND STEERING RACK

REPLACED STRG. RACK AND INT. SHAFT

Bill Code - C

REPLACED INT SHAFT AND POWER STEERING RACK 09 M A 2.50 147.00

Total Labor 147.00

GM 22687711 -SHAFT K 1 164.97

GM 15858368 -GEAR 1 272.35

Total Parts 437.32

MISCELLANEOUS:

ALIGN

Bill Code - C PO Number - 40.00

Total Misc 40.00

Total Line 624.32

Payment Type - 01 650.81

COPY

12 months warranty

12000 parts

Labor

ON work done today.

7-16-07
 QB
 Pdx 5420
 [Signature]
 [Signature]
 [Signature]

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 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

STATEMENT OF DISCLAIMER

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS

>

CUSTOMER SIGNATURE

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

MARSHFIELD MOTOR CO.

144 & 38 Hwy. · P.O. Box G
MARSHFIELD, MO 65706
417-859-2312



MARSHFIELD

MO

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
07/16/07	05	CHEVROLET	MALIBU	1G1ZT528X5F	15090	53247		
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
06/23/06	07/16/07	02	00:00			00	07/16/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
45093				WHITE 2				

Repair Type: NC

===== REPAIR LINE 001 =====
REPLACE STEERING COLUMN
STEERING COLUMN POPPING
REPLACE STEERING COLUMN AUTH A CUSTOMER SATISFACTION

Bill Code - W

Failure Code: 3N

Complaint Code: NP

Approval Code: A

E7680 STEERING COLUMN

09 M A 1.40

Fail Code: 3N

GM 15926870 -COLUMN
Failed Part: 15926870

Total Labor 89.73

1

Total Parts 286.48

Total Line 376.21

COPY

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 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

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

CUSTOMER SIGNATURE

>

MARSHFIELD, MO

July 12, 2007

DATE

PAY TO THE
ORDER OF

Marshfield Motors Co.

\$ 650.81

Six hundred fifty & eighty-one cents

DOLLARS



Security
Features
Details on
Back



Empire Bank

P.O. Box 1397
Springfield, Missouri 65808
Member FDIC • www.empirebank.com

CLASSIC

FOR

Malibu Steering Column

Account:

CheckNum:

Amount: 650.81

ProcDate: 2007/07/18

Tracer:

PAY TO THE ORDER OF
EMPIRE BANK
FOR DEPOSIT ONLY
MARSHFIELD MOTOR

Account:

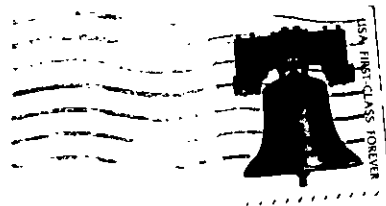
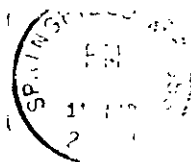
CheckNum: 5420

Amount: 650.81

ProcDate: 2007/07/18

Tracer: 2103007520

marshfield, mo.



MAR 14 2008

General Motors Corp.
P.O. Box 33170
Detroit, Mich. 48232-5170

~~Attn:~~ Manager
Cust. Asst. Center

482325170 8050





CHEVROLET

Customer Assistance Center

March 6, 2008

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

[REDACTED]
Marshfield, MO [REDACTED]

Service Request: 71-605899608
Customer Relationship Specialist: Mark Smith

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering 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.

this was not the problem.

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,

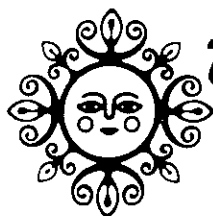
Chevrolet Customer Assistance Center



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

As of receipt of this letter (March 10) you have already refused our claim. 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.

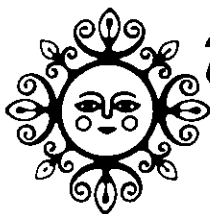
First of all, when the steering locked up, it did so while my wife was driving. Luckily she was able to avoid an accident.



the Lodge
OF FOUR SEASONS

(2)

When she ~~arr~~ arrived home she informed me what had happened. I went out and started car and the steering was locked. I turned key off and restarted motor and steering was not locked. I backed out of driveway onto street and steering locked again - I physically forced the wheel and it unlocked. I took car ~~to~~^{to} Marshfield Motors (hereafter MM) and told their service manager what had happened. He said he had other complaints of this and they would check it out. They called me back and told me they had determined it to be a rack & shaft problem and that it would cost \$651. I asked them at the time if



the Lodge
OF FOUR SEASONS

(3)

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

I told them to proceed with fixing it.

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



(4)

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
their fault they replaced parts
that were not to fault. We
would pay for the rack & shaft
only and the parts that were
really needed would be at
their expense.

I have no idea what has
transpired between Chevy's
claim dept. & MM service
manager but I can assure
you that I paid \$651 for
a repair that was not

Camp Dry Gulch U.S.A.

AN OUTREACH OF WILLIE GEORGE MINISTRIES



(5)
necessary and I
expect to be reim-
bursed for it.

How this matter has become
so misunderstood is beyond
my comprehension.

This problem needs your
resolve and I want someone
to contact me with a suitable
settlement.

I have had GM products
every since I became a
vehicle owner & user and I
prefer to continue buying
GM products, however, this
particular matter has left
a bad taste in my mouth.

Camp Dry Gulch U.S.A.

AN OUTREACH OF WILLIE GEORGE MINISTRIES



I will await your
reply before I go
out to mm and talk
to them about what they talked
to your claim dept. about and
how the exchange of info has
become so confused. --

[REDACTED]

Marshfield, Mo [REDACTED]

[REDACTED]

P.S. Other than this problem,
I am very pleased with this
car.

March 11, 2011

[REDACTED]
[REDACTED]
Marshfield, MO [REDACTED]

Service Request: 71-605899608
Customer Relationship Specialist: Mark Smith

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the steering 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

[REDACTED]
Townsend, DE [REDACTED]

Service Request: 71-606007824
Customer Relationship Specialist: Barbara Micallef

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH548754 [REDACTED] 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 www.mygmmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

March 11, 2011

[REDACTED]
[REDACTED]
Townsend, DE [REDACTED]

Service Request: 71-606007824

Customer Relationship Specialist: Barbara Micallef

Dear [REDACTED]

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

GM DealerWorld - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address [https://www.gm.com/dealerworld](#) Go Links

Vehicle Identifier	Customer Information
Vehicle Category: GM, Used Division: Pontiac VIN: 1G2ZH548754	Plan Customer: Individual Customer Type: Owner Townsend, Delaware, United States Home Phone: Primary Language: English Secondary Language:
Sales Information	
Dealer Code: 32888 Action: Add Protection Plan Odometer: 63100 Delivery Date: 03/05/2008	
Plan Lienholder	
Lienholder Type: Other Pontiac P.O. Box 33172 Detroit, Michigan - 48232	
Protection Plans	
Plan Purchase Date: 03/05/2008 In Service Date: 03/05/2008	
Plan Type: Smart Care Retail Term: 24 Mileage Limit: 24000 Deductible: 0 Rental Type: None Plan Price: \$ 0.00 Tax: \$ 0.00 Total: \$ 0.00	

Done

Start Siebel Automotive - ... GM DealerWorld - ... Sheila Johnson - In... Entered 3-7.xls Stats 3-7.xls 71-604720170.doc -... 6:52 PM

GM DealerWorld - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address [https://www.gm.com/dealerworld](#) Go Links

De

OrderWORKBENCH

Close Window

HOME | **ADD**

ORDERWORKBENCH

PLAN & FORECAST

Report Vehicle Information

Vehicle & Customer Information

This screen is the submit a request customer information report.

Vehicle Identifier
Vehicle Category: GM, Used
Division: Pontiac
VIN: Full VIN

Dealer Identifier
Division: Pontiac

Sales Information

Transaction Details

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

March 11, 2011

[REDACTED]
Moore, OK [REDACTED]

Service Request: 71-606036071
Customer Relationship Specialist: CJ Parker

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering 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.

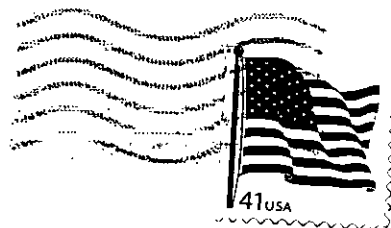
Sincerely,

Chevrolet Customer Assistance Center

Moore, O/K

OKLAHOMA CITY OK 731

01 MAR 2008 PM 2 L



MAR 04 2008

REIMBURSEMENT DEPARTMENT
P.O. BOX 33170
DETROIT, MI 48232-5170

482325170 6050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): 1612T54825E [REDACTED]Mileage at Time of Repair: 40,080 Date of Repair: 7-18-06

Claimant Name (please print): _____

Street Address or PO Box Number: [REDACTED]

City: MOORE State: OK ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 616.57

The following documentation must accompany this claim form.

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

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





David Stanley


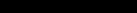




614 S.W. 74TH
P.O. BOX 6329
OKLAHOMA CITY, OK 73139
TELEPHONE: (405) 632-3600
www.davidstanleychevrolet.com



Mr. Goodwrench



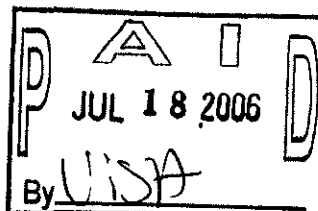
CUSTOMER NO. 28782		ADVISOR CHARLYN BLANTON	428	TAG. NO. 401	INVOICE DATE 07/18/06	INVOICE NO. CVCS157994	
 MOORE, OK 		LABOR RATE	LICENSE NO.	MILEAGE 40,080	COLOR /	STOCK NO.	
		YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN				DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 1G1ZT54825F 				SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.		P.O. NO.	R.O. DATE 07/17/06		
	BUSINESS PHONE	COMMENTS MO: 40080					

JOB# 1 CHARGES-----									
LABOR-----									
J# 1 45CVZ	STEERING/SUSPENSION				TECH(S):408		212.50		
C.S. AT TIMES POWER STEERING STOPS WORKING THEN STARTS AGAIN									
ADVISE									
INTERMITTENT LOSING POWER TO COLUMN MODULE									
REPLACE STEERING COLUMN ASSEMBLY AND PROGRAM									
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-									
1	88967179	S/COL REM 6.518				359.00	359.00	359.00	
						TOTAL - PARTS	359.00		
JOB# 1 TOTALS-----									
						LABOR	212.50		
						PARTS	359.00		
JOB# 1 JOURNAL PREFIX CVCS						JOB# 1 TOTAL		571.50	
JOB# 2 CHARGES-----									
LABOR-----									
J# 2 06CVZ	G.M.INSPECT				TECH(S):408		INTERNAL		
PERFORM (FREE) G.M.INSPECTION									
PERFORM (FREE)G.M. INSPECTION									
INSPECTION COMPLETED									
JOB# 2 TOTALS-----									
JOB# 2 JOURNAL PREFIX CVCS						JOB# 2 TOTAL		0.00	
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----									
JOB # A	SS	SHOP SUPPLIES							
						TOTAL - MISC	15.00		
TOTALS-----									

* [] CASH [] CHECK CK NO. []						TOTAL LABOR....	212.50		
* [] VISA [] MASTERCARD [] DISCOVER						TOTAL PARTS....	359.00		
* [] AMER XPRESS [] OTHER [] CHARGE						TOTAL SUBLET....	0.00		
*****						TOTAL G.O.G....	0.00		
						TOTAL MISC CHG.	15.00		
						TOTAL MISC DISC	0.00		
						TOTAL TAX.....	30.07		
						TOTAL INVOICE \$ 616.57			

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

IMPORTANT

**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**

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

GM Goodwrench
**MULTI-POINT
VEHICLE INSPECTION**



Name: _____ Year/Model: _____ Date: _____

Repair Order #: _____ VIN (last 8 digits): _____ Odometer: _____ MI: _____ MII: _____

☒ **Checked and OK**

☐ **May Require Attention Soon**

☐ **Requires Immediate Attention**

INTERIOR

☒ ☒ OnStar Subscription activated

☐ Remaining engine oil life: _____ % Reset: _____ N/A: _____

WIPER BLADES

Diagram of a car windshield with wiper blades indicated for LF (Left Front) and RF (Right Front).
LF ☐ RF ☐
☐ Rear (if applicable)
☐ Windshield condition
Cracks _____ Chips _____

CHECK TIRES AND TREAD DEPTH

(Check exterior condition)

8/32 or Greater ☐
7/32 to 4/32 ☐
3/32 or Less ☐
Front PSI set to: _____
8/32 or Greater ☐
7/32 to 4/32 ☐
3/32 or Less ☐
Rear PSI set to: _____

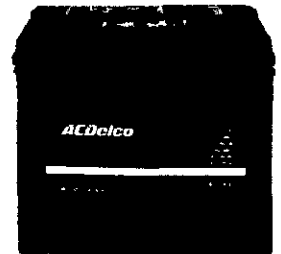


8/32 or Greater ☐
7/32 to 4/32 ☐
3/32 or Less ☐
Front PSI set to: _____
8/32 or Greater ☐
7/32 to 4/32 ☐
3/32 or Less ☐
Rear PSI set to: _____

Lowest Tread Depth: _____ /32

☐ Rotation needed ☐ Alignment needed ☐ Balance needed
☐ Rotation performed ☐ Alignment performed ☐ Balance performed
LF ☐ LR ☐ RF ☐ RR ☐ Wear Pattern/Damage

CHECK BATTERY



☐ Battery condition
☐ Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Engine oil	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Brake fluid reservoir	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Transmission (if equipped w/dipstick)	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Coolant recovery reservoir	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Power steering	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Windshield washer	<input checked="" type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF	7 mm (9/32) or greater 6 mm (8/32) to 4 mm (5/32) 3 mm (4/32) or less	RF
LR	7 mm (9/32) to 5 mm (7/32) 4 mm (5/32) 3 mm (4/32) or less	RR
Lowest Front Lining		Lowest Rear Lining
<input checked="" type="checkbox"/> Brake system (also including lines, hoses and parking brake)		

ADDITIONAL CHECKS

Inspect for visible leaks:
☒ Fuel system (also including gas cap seating) *30K Service*
☒ Engine, transmission, drive axle, transfer case
☒ Engine cooling system
☒ Shocks and struts - also check operation
Inspect visual condition:
☒ Belts: engine, accessory, serpentine, and/or V-drive
☒ Hoses: engine, power steering and HVAC
☒ Engine air filter and cabin air filters *30K*
☒ Steering components and steering linkage
☒ CV drive axle boots or driveshafts and U-joints
☒ Exhaust system components

COMMENTS

Recommend 30K Service
Consultant: _____
Technician: *401*
MAINTENANCE VISIT RECOMMENDATION
Date: *7-18-06* Time: *8:30*
Reason for Maintenance: _____

SIMPLIFIED MAINTENANCE

MI

☐ Required

☐ Performed

MII

☐ Required

☐ Performed

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

March 11, 2011

[REDACTED]
[REDACTED]
Glenwood, IA [REDACTED]

Service Request: 71-606445747

Customer Relationship Specialist: Criselda Zuniga

Dear [REDACTED]

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

March 11, 2011

[REDACTED]
[REDACTED]
Glenwood, IA [REDACTED]

Service request: 71-606445747

Vehicle Identification Number: 1G2ZF55B964 [REDACTED]

Customer Relationship Specialist: James Steveson

Dear [REDACTED]

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

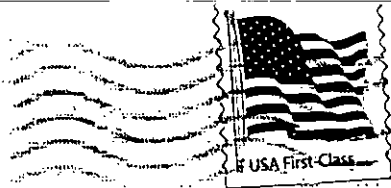
PA0005
V05112006



Toms River, NJ

PRETTON NJ 08559

FEB 28 2000 PM 4 1



FEB 28 2000
Mr. G. Richard Wagoner, CEO
General Motors Corporation
P.O. Box 33172
Detroit, Michigan 48232-5172



Toms River, NJ
February 14, 2008

Mr. G. Richard Wagoner, CEO
General Motors Corporation
P.O. Box 33172
Detroit, Michigan 48232-5172

Dear Mr. Wagoner,

In June of 2006 I bought a G6 Pontiac. At the first service I complained about the power steering. Driving 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 printout (attached) document 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 be 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 said "yes, watch me I'm good at this." Well, she tried. It took her 3 tries, she kept turning the wheel. Finally 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 system. The outside temperature is also off. One day it was raining + I was driving and it read 23°!

Thank you for your consideration in this matter and anything you can do for me will be appreciated.

Sincerely

[Redacted Signature]

Vehicle ID# 1H2ZK558564 [Redacted]

< Back

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

[REDACTED]
Toms River, NJ [REDACTED]

Service Request: 71-606522055
Executive Assistant: Jolene Blazukiewicz

Dear [REDACTED]:

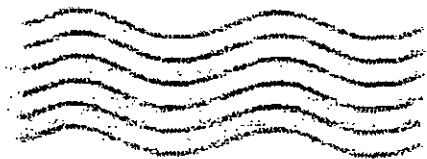
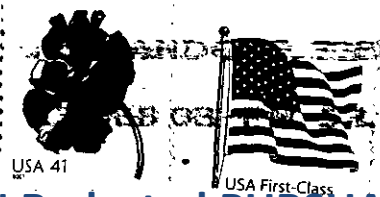
We would like to discuss your request for assistance regarding your 2006 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

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

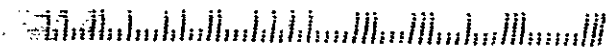


**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

FEB 18 2008

REIMBURSEMENT DEPARTMENT
P.O. BOX 33170
DETROIT, MI 48232-5170

SECRET 170 3033



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1/28/08
17-Digit Vehicle Identification Number (VIN): 1G1Z552F45F [REDACTED]
Mileage at Time of Repair: 55994 Date of Repair: 11/15/07
Claimant Name (please print): [REDACTED]
Street Address or PO Box Number: [REDACTED]
City: DELTONA State: FL ZIP Code: [REDACTED]
Daytime Telephone Number (include Area Code): [REDACTED]
Evening Telephone Number (include Area Code): [REDACTED]
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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



181767

377077



ORLANDO

127 N. OREGON STREET
SANFORD, FL 32771
(407) 321-7800
MV 32506

INVOICE

PAGE 1

DELTONA, FL

HOME:

BUS:

SERVICE ADVISOR: 5203 CLIFTON JAMES KINCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	05	CHEVROLET MALIBU	1G1ZS52F45F		55994/55999	T2693	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13MAR05 DD			13:54 15NOV07		95.00	CASH	15NOV07
R.O. OPENED		READY	OPTIONS: STK:5F248717 DLR:526428 ENG:L61 TRN:MX0				
12:30 15NOV07		16:26 15NOV07					

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

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 LINE A:

(N/C)
(N/C)
0.00

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:

(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: 134.95

81.96 81.96
63.21 52.99 52.99

55994 DONE 1.0

D** COMPUTERIZED 4-WHEEL ALIGNMENT -- CHECK FRONT & REAR CAMBER, CASTER
& TOE. RESET FRONT AND REAR TOE, AS NEEDED. ADDITIONAL CHARGE
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
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

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

CUSTOMER SIGNATURE

CUSTOMER COPY

181767

377077



INVOICE

ORLANDO

127 N. OREGON STREET
SANFORD, FL 32771
(407) 321-7800
MV 32506

DELTONA, FL
HOME:

BUS:

PAGE 2

SERVICE ADVISOR: 5203 CLIFTON JAMES KINCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	05	CHEVROLET MALIBU	1G1ZS52F45F		55994/55999	T2693	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13MAR05 DD			13:54 15NOV07		95.00	CASH	15NOV07
R.O. OPENED		READY	OPTIONS: STK:5F248717 DLR:526428 ENG:L61 TRN:MX0				

12:30 15NOV07 16:26 15NOV07

LINE OPCODE TECH TYPE HOURS

PARTS: 0.00 LABOR: 89.95 OTHER: 0.00 TOTAL LINE D: 89.95

55999 DONE 1.8

THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.

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

COPY

Date:

11-15

Paid With:

Debit

Check #:

Cashier Initials:

RP

CUSTOMER PAY DEDUCTIBLE FOR LINE A

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	171.91
PARTS AMOUNT	52.99
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	217.19
TOTAL CHARGES	442.09
LESS INSURANCE	0.00
SALES TAX	30.94
PLEASE PAY THIS AMOUNT	473.03

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

CUSTOMER SIGNATURE

CUSTOMER COPY

BILL HEARD CHEVROLET OR
127 N OREGON AVE
SANFORD, FL 32771

5:32 PM DATE 11/15/07
00130438 PER# 000025201909004
TYPE SALE

TYPE DEBIT

ATE 00/00 SEQ # 051

T # 0000377077

CODE 930549

TYPE DEFAULT RECEIPT # 057675

.E \$473.03

SH BACK \$0.00

TAL \$473.03

CUSTOMER COPY

March 11, 2011

[REDACTED]
Deltona, FL [REDACTED]

Service Request: 71-606571932
Customer Relationship Specialist: MJ Mason

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering 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

[REDACTED]
[REDACTED]
Oneill, NE [REDACTED]

Service Request: 71-606675516
Customer Relationship Specialist: Jason David

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column 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.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

O'Neill, NE

FEB 19 2008

Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

482325170

LET US DARE TO READ

John Adams



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 2-15-08

17-Digit Vehicle Identification Number (VIN): 1G1ZT54815F [REDACTED]

Mileage at Time of Repair: 30,544 Date of Repair: 9-19-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: O'Neill State: NE ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 662.78

The following documentation must accompany this claim form.

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

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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

0009030/GMR2V071129R08

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).





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



07126 1G1ZT54815F [REDACTED] 13 0009030

[REDACTED]
ONEILL, NE [REDACTED]



4645 SOUTH 84TH STREET
OMAHA, NE 68127

Service Hotline (402) 596-2700
Fax (402) 596-2715
Toll Free (800) 246-2438
service@hhchevy.com



Goodwrench.

NEW! Book your Service Appointments
ONLINE! www.hhchevy.com
• 24 Hours a Day/7 Days a Week
• Browse through our available services with pricing at your fingertips.
• Choose the Date and Time of appointment that is convenient for YOU!
• Fast, Fun and friendly access.

Ask about our **FREE** Loaner Vehicles!

Subject to Availability

Service Invoice

Bill-To Customer 92990

OMAHA, NE

Owner 92990

OMAHA, NE

V.I.N 1G1ZT54815F
Vehicle ID # 144758
Year 2005
Make CHEVROLET
Model MALIBU

Service Invoice

R010049692:01

P.O. Number

Invoice Date

09/19/2007

TAG 888

0

Date In	Date In Service	Mileage	Date Out	Bill Type	Terms	Writer	Reviewer
9/15/07 8:25 am	9/29/04	50,594	09/19/2007	SC	CASH	1217	1090

Job#1 2MISC

CUSTOMER STATES

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

SC

PROBLEM WITH POWER STEERING AND MESSAGE CENTER

CUST BACK TO HAVE REPAIRS DONE

Cause CODES C0545/C0460 FAULTY COLUMN

Correction REPLACED COLUMN TO CORRECT

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.

FREE Touchfree Carwash	\$5.95
Misc Charges**	0.00
Parts	359.00
Labor:	257.60
Sublet:	0.00
Shop Supplies*	18.00
Green charge	2.85
Taxes:	25.33

YES NO

☐☐

ARE YOU "COMPLETELY SATISFIED" WITH THIS SERVICE VISIT?

☐☐

WOULD YOU RECOMMEND THE H&H SERVICE DEPARTMENT TO YOUR FRIENDS AND FAMILY?

Total: 662.78

Please Remit Payment to:

H & H CHEVROLET
4645 SOUTH 84TH STREET
OMAHA, NE 68127

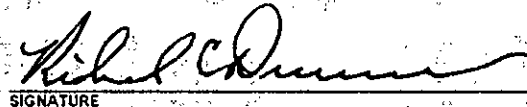
North American OperationsGeneral Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530**GM**

CHECK No. [REDACTED]

50-937
213DATE
03/05/08

*****662 DOLLARS

****78 CENTS

AMOUNT
*****662.78PAY
TO THE
ORDER
OF* [REDACTED]
ONEILL NE [REDACTED]North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

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

DETACH BEFORE DEPOSITING CHECK

VENDOR
DUNS NO. BB 000000461

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT
DATE 03/05/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
-----------------------------	--------------	-----------------------	---------	----------------	--------------	------------

1G1ZS54F75F [REDACTED]	03/04/08 71-606675516.1-A1E4GG	VM 1-A1E4GG	00.0000	662.78	.00	662.78
------------------------	-----------------------------------	-------------	---------	--------	-----	--------

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

H3

TOTAL

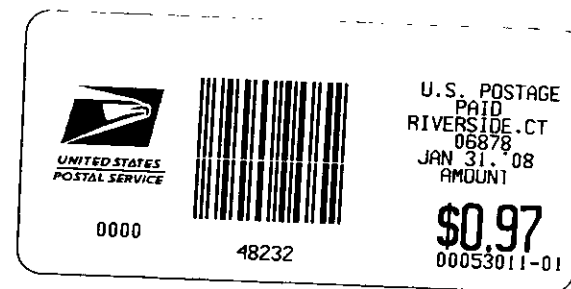
662.78

.00

662.78

Riverside, CT

FEB 04 2000



Reimbursement Department
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: 1-31-08

17-Digit Vehicle Identification Number (VIN): 1G2Z1548154 [REDACTED]

Mileage at Time of Repair: 62485 Date of Repair: 1-21-08

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Riverside State: CA ZIP Code: [REDACTED]

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

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

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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).





December 2007

Riverside, CT

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.

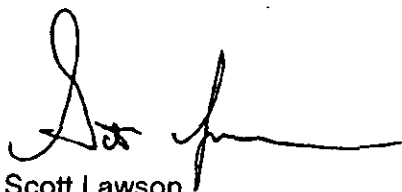
Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by 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).



P.O. Box 33172 · Detroit, MI 48232-5172

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.

A handwritten signature in black ink, appearing to read 'Scott Lawson', with a long horizontal flourish extending to the right.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126





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



07126 1G2ZH548154 [REDACTED] 16 0010224

[REDACTED]
RIVERSIDE, CT [REDACTED]



MINCHIN BUICK-PONTIAC-GMC, INC.

131 JEFFERSON ST - STAMFORD, CT 06902 - TEL. (203) 324-6741
www.minchinbuick.com

GREENWICH

CT



CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/21/08	05	PONTIAC	G6	1G2ZH548154	14414	62485	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						BLUE		1

===== REPAIR LINE 001 =====
LUBE OIL FILTER
RECOMMENDED MAINTENANCE
CHANGED ENGINE OIL AND OIL FILTER, ADJUSTED TIRE PRESSURES
Bill Code - C
01 LUBE OIL FILTER 10 M A .40 27.00
Total Labor 27.00
GM 25010792 -FILTER 1 8.80
YY OIL ENGINE OI 5 14.95
Total Parts 23.75
Total Line 50.75

===== REPAIR LINE 002 =====
C/S CLUNK IN STEERING
REPLACED THE POWER STEERING RACK AND PINION
Bill Code - C
E9740 GEAR ASSEMBLY, POWER STEERING - REP 10 M A 2.00 210.00
Total Labor 210.00
GM 15858369 -GEAR KI 1 334.80
Total Parts 334.80
Total Line 544.80

===== REPAIR LINE 003 =====
KEYLESS ENTRY INOP
SUPPLY AND PROGRAM REMOTES
Bill Code - C
TRANSMITTER REPROGRAM TRANSMIT 10 M A 52.50
Total Labor 52.50
GM 22733524 -TRANSMI 1 128.80
Total Parts 128.80
Total Line 181.30

===== REPAIR LINE 004 =====
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 HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

We Offer
Genuine General Motors Certified Body Repairs
OIL SPECIAL
BRING 2 OF THESE COUPONS FOR OIL CHANGE SPECIALS
AND YOUR 3RD LOF IS... **\$29.95 CARS \$39.95 TRUCKS**

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.

YES { } NO { }

X _____
Signature of purchaser or purchaser's agent

LABOR AMOUNT	289.50
PARTS AMOUNT	487.35
MISC. SALES	
MATERIALS	3.00
TOTAL CHARGE	779.85
DEDUCTIBLE	
SALES TAX	46.61
OTHER PAY	
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 H02
AUTH. CODE 25487Z

SALE AMOUNT

\$826.46

TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

ALL SALES FINAL

March 11, 2011

[REDACTED]
Riverside, CT [REDACTED]

Service Request: 71-603070308
Customer Relationship Specialist: Elaine Cates

Dear [REDACTED]

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

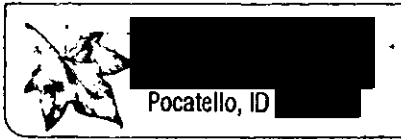
At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

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

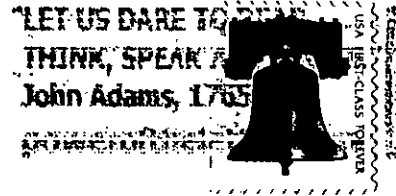
At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer 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
19 FEB 2008 PM 1 T



FEB 22 2008

Reimbursement Dept.
PO 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



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 2-18-08

17-Digit Vehicle Identification Number (VIN): 1G1ZT54855F [REDACTED]

Mileage at Time of Repair: 51142 Date of Repair: 11-13-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Pocatello State: ID ZIP Code: [REDACTED]

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

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

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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



RECEIVED BY



1032

84800

Page 2 of 5

Eff Date	Post	Transaction Description	Withdrawal	Deposit	Balance
11/07/07	11/07	Point Of Sale Withdrawal Staples, Inc. 1710 Hurley Drive POCATELLO IDUS	148.96		1,986.83
11/08/07	11/08	Deposit		200.00	2,186.83
11/09/07	11/09	Point Of Sale Withdrawal WENDYS #3760 Q25 POCATELLO IDUS	14.23		2,172.10
11/09/07	11/09	Point Of Sale Withdrawal FAMILY DOLLAR #6641 120 W CHUBBUCK IDUS	5.38		2,166.80
11/12/07	11/12	ATM Deposit IDAHO CENTRAL CU 4914 YELLOWSTONE CHUBBUCK IDUS		2,146.83	4,312.83
11/12/07	11/12	Withdrawal Transfer to 38848802	150.00		4,162.83
11/13/07	11/13	Point Of Sale Withdrawal WINCO FOODS 1000 Pocatello Creek RoPocatello IDUS	23.28		4,139.55
11/13/07	11/13	Point Of Sale Withdrawal WALGREENS #9157 Q03 CHUBBUCK IDUS	3.88		4,135.75
11/13/07	11/13	Point Of Sale Withdrawal STARBUCKS USA 00111237 POCATELLO IDUS	4.03		4,131.72
11/13/07	11/13	Withdrawal Internet Transfer to 848001	435.00		3,696.72
11/13/07	11/13	Point Of Sale Withdrawal WAL-MART #1995 4240 YELLOWSTONE AVE CHUBBUCK IDUS	197.67		3,499.05
11/13/07	11/13	Point Of Sale Withdrawal MCDONALD'S F1774 POCATELLO IDUS	9.09		3,489.96
11/13/07	11/13	Point Of Sale Withdrawal CHANG GARDEN POCATELLO IDUS	13.67		3,476.29
11/13/07	11/13	Point Of Sale Withdrawal BEDBATH&BEYOND#1114 POCATELLO IDUS	90.53		3,377.76
11/13/07	11/13	Point Of Sale Withdrawal CHEVRON 00071035 POCATELLO IDUS	41.40		3,336.36
11/13/07	11/13	Point Of Sale Withdrawal TACO BELL #01207 Q65 POCATELLO IDUS	13.53		3,322.83
11/13/07	11/13	Point Of Sale Withdrawal WINCO FOODS 1000 Pocatello Creek RoPocatello IDUS	82.56		3,240.27
11/13/07	11/13	Deposit		505.00	3,745.27
11/14/07	11/14	Point Of Sale Withdrawal SUN POWER AUTOMO 275 MCKINLEY POCATELLO IDUS	238.89		3,506.38
11/14/07	11/14	Point Of Sale Withdrawal DOWNEAST BASICS PINE 1 CHUBBUCK IDUS	10.59		3,495.79
11/14/07	11/14	Point Of Sale Withdrawal WALTS OPTICAL SHOP POCATELLO IDUS	181.88		3,313.91
11/14/07	11/14	ACH Withdrawal STUDENT LOAN COR EBRANCH - BILL PAYMT	85.00		3,228.91
11/14/07	11/14	ACH Withdrawal STUDENT LOAN COR EBRANCH - BILL PAYMT	80.00		3,148.91
11/14/07	11/14	ACH Withdrawal STUDENT LOAN COR EBRANCH - BILL PAYMT	65.00		3,083.91
11/14/07	11/14	ACH Withdrawal STUDENT LOAN COR EBRANCH - BILL PAYMT	50.00		3,033.91
11/14/07	11/14	ACH Withdrawal STUDENT LOAN COR EBRANCH - BILL PAYMT	20.00		3,013.91
11/14/07	11/14	ACH Withdrawal STUDENT LOAN COR EBRANCH - BILL PAYMT	20.00		2,993.91
11/14/07	11/14	Deposit Internet Transfer from 848001		512.69	3,506.60
11/14/07	11/14	Check 2193	300.00		3,206.60
11/15/07	11/15	ACH Deposit IDAHO CENTRAL CU 350001092443 05 - DIRECT DEP		725.89	3,932.49
11/15/07	11/15	Point Of Sale Withdrawal CHEVRON 00071035 POCATELLO IDUS	39.00		3,893.49
11/15/07	11/15	Point Of Sale Withdrawal TRADE SECRET POCATELLO IDUS	30.74		3,862.75

Continued on Next Page

March 11, 2011

[REDACTED]
Pocatello, ID [REDACTED]

Service Request: 71-606837183
Customer Relationship Specialist: Janice West

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. 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

[REDACTED]
Manley, NE [REDACTED]

Service Request: 71-606839766
Customer Relationship Specialist: Elaine Cates

Dear [REDACTED]

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.

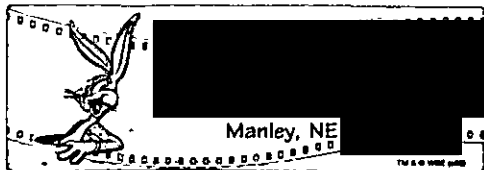
At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

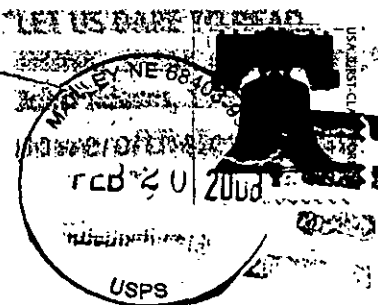
Sincerely,

Chevrolet Customer Assistance Center



LINCOLN, NE 68401

20 FEB 2008 PM 1 T



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

FEB 22 2008

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 2/19/200817-Digit Vehicle Identification Number (VIN): 1G1ZT64875FMileage at Time of Repair: 41556 Date of Repair: 8/28/2007Claimant Name (please print): [REDACTED]Street Address or PO Box Number: [REDACTED]City: Manley State: NE ZIP Code: [REDACTED]Daytime Telephone Number (include Area Code): [REDACTED]Evening Telephone Number (include Area Code): [REDACTED]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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



COPPLE

CHEVROLET - GMC TRUCK

306 Main Street, P.O. Box 280
Louisville, NE 68037
(402) 234-2195 (800) 604-5677

RO: 137159
Cashier: 14:45-2
Date Out: 08/29/2007

Customer: 17699

IN:0934OUT:1445
VIN:1G1ZT64875F

2005 CHEV MALIBU MAX

Est. Mileage: 41556
Delivered: 11/21/2006

Home: [REDACTED] Work: N/A
Advisor: 885033-TIMOTHY W WOODRUFF

Hat: 974

Date In: 08/28/2007

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
----	------	------	-------	----------------------------	----------	----------------

[WARRANTY]

A W 903972W
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.
PO: HRS 1.6 E7680 AV 6C A 0090
Parts: 1 15926870 COLUMN 6.518

Operation Total: 0.00

[CUSTOMER PAY]

*B Q 903972C A4
PERFORM 4-WHEEL THRUST ALIGNMENT AND RESET CASTER

Labor Total: 79.95

Operation Total: 79.95

IMPORTANT

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.
Coppie Chevrolet-GMC
402-234-2193

COPY

Customer Pay Labor: 79.95
Supplies and Environmental Fee: 6.40

Customer Pay Subtotal: 86.35
Customer Pay Sales Tax: 0.42

Customer Total Due: 86.77

Signature: [REDACTED]

Thanks for shopping Coppie Chev/GMC

Transaction Details

Post Date	08/29/2007
Transaction Date	08/29/2007
Transaction Type	Not Available
Reference Number	[REDACTED]
Person	[REDACTED]
Transaction Amount	86.77
Foreign Currency	Not Available
Merchant Name	COPPLE CHEVROLET LOUISVILLE NE
Merchant Category	AUTOMOTIVE REPAIR SHOPS-NON-DEALERS
Charged To	Standard Purch
Statement Date	09/06/2007

[Print](#)[Close](#)

Dear Reimbursement Department,

The dealer paid all the expenses except the front & back 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,

[REDACTED]

COPPLE CHEVROLET
306 MAIN ST
LOUISVILLE, NE-68037
402-234-2000

Merchant ID: 000010227676
Term ID: 10227676

Ref ID: 0002

Sale

CitiBank

MASTERCARD

Entry Method: Swiped

Total: \$ 86.77

08/29/07

17:10:42

Inv #: 000002

Appr Code: 434284

Approved: Online

Batch#: 000042

Customer Copy

THANK YOU

SAN ANTONIO TX 782

22 FEB 2008 PM 4 T

LET US DARE TO
THINK, SPEAK AND
John Adams, 1765



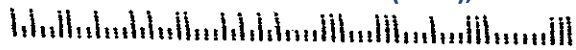
USA FIRST-CLASS FOREVER

University City, TX

FEB 25 2008

Reimbursement Dept.
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


CUSTOMER REIMBURSEMENT CLAIM FORM

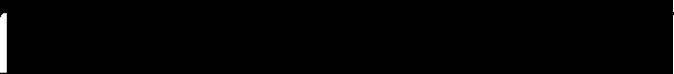
This section to be completed by Claimant

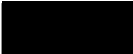
Date Claim Submitted: 2-19-08

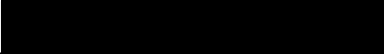
17-Digit Vehicle Identification Number (VIN): 1G1ZS52F75F 

Mileage at Time of Repair: 64,442 Date of Repair: 11-8-07

Claimant Name (please print): 

Street Address or PO Box Number: 

City: Universal City State: TX ZIP Code: 

Daytime Telephone Number (include Area Code): 

Evening Telephone Number (include Area Code): same

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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: 

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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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).





Red McCombs

SUPERIOR

PONTIAC • GMC TRUCKS • HYUNDAI

4800 N.W. LOOP 410, SAN ANTONIO, TEXAS 78229

(210) 684-7440



HYUNDAI

COPY

Goodwrench
Service
Plus

0401IPNCS418264

CUSTOMER NO.	204976	SERVICE ADDRESS	TONY RESENDIZ	6570	TAG NO.	2030	INVOICE DATE	11/08/07	INVOICE NO.	PNCS418264
		LABOR RATE			MILEAGE	64,442	COLOR		STOCK NO.	
		YEAR / MAKE / MODEL	05/CHEVROLET/MALIBU/4 DOOR SEDAN				DELIVERY DATE	DELIVERY MILES		
		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.		R.O. DATE	11/08/07		
		WORK PHONE					MO: 64442			

LABOR & PARTS
J# 1 30PNZ

DRIVEABILITY TECH(S): 6225
 CUSTOMER STATES SERVICE POWER STEERING ON DIC
 CODE C0460 P/S CONTROL MODULE IS ON SHORT, VEHICLE NEEDS MO-
 TOR-MODULE.
 CUSTOMER DECLINED SERVICE REPAIR AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS 79.00

COMMENTS
WAITER FOR DIAGTECHNICIAN CERTIFICATION
6225

PABLO G CAVAZOS

6225

TOTALS

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

TOTAL LABOR.... 79.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET.... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG.... 0.00
 TOTAL MISC DISC.... 0.00
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 79.00

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

CUSTOMER SIGNATURE

Said Motor was bad but wasn't
 the problem!!!

NOV 08 2007

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

Dealer General Manager or Authorized Person Date

CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF \$ PER HOUR. This dealership utilizes the hours published in Pontiac's labor time guide, which reflects an average time requirement for the performance of specific vehicle repairs in which may therefore be either more or less than the actual clock time in any given instance. In certain rare instances the actual clock time may be used.

DISCLAIMER OR WARRANTY

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Red McCombs Superior Pontiac • GMC Trucks • Hyundai hereby expressly disclaims all warranties either express or implied, including any limited warranty of merchantability or fitness for a particular purpose, and Red McCombs Superior Pontiac • GMC Trucks • Hyundai, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Terms are not cash on delivery. Estimates are for labor only material is extra. I hereby authorize these repairs along with the necessary materials you and your employee may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. Conditions, not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft, accident or any other cause beyond our control. Storage will be charged commencing 48 hours after repairs are completed payable in San Antonio, Bexar County, Texas. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court cost, terms strictly cash unless prior arrangements made.

Customer Signature

Notice Pursuant to §70.001, Texas Property Code

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X

Signature of Person Responsible or Agent for Person Responsible

THANK YOU

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]

50-937
213DATE
03/05/08

*****79 DOLLARS

*****00 CENTS

AMOUNT
*****79.00North American Operations
General Motors Corporation
Disbursement AccountPAY
TO THE
ORDER
OF

UNIVERSAL CITY TX

SIGNATURE

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

AUDIT

VENDOR
DUNS NO. 88 000000053

1

VENDOR NAME [REDACTED]

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/05/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52F75F [REDACTED]	03/04/08 607209072.1	VM 1-A11LIW 1-A11LIW	00.0000	79.00	.00	79.00
TOTAL				79.00	.00	79.00

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

H3

March 11, 2011

[REDACTED]
Universal City, TX [REDACTED]

Service Request: 71-607209072
Customer Relationship Specialist: Jane West

Dear [REDACTED]:

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

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

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

GM

CHECK No. [REDACTED]

50-937
213DATE
03/05/08

*****100 DOLLARS

*****00 CENTS

AMOUNT
*****100.00PAY
TO THE
ORDER
OF

COPIAGUE NY [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

VENDOR
DUNS NO BB 000000105

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/05/08

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52835F [REDACTED]	03/04/08 71-607302590.1	VM 1-A1KLP6 1-A1KLP6	00.0000	100.00	.00	100.00

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

H3

TOTAL

100.00

.00

100.00

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 8/28/07 2/7/08

17-Digit Vehicle Identification Number (VIN): 1G1ZT52835F [REDACTED]

Mileage at Time of Repair: 58085 Date of Repair: 8/28/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Copioque State: NY ZIP Code: [REDACTED]

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

Evening Telephone Number (include Area Code): same

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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



C000 116017

[illegible]

<h1 style="margin: 0;">MIKE'S</h1>				112 15225	
GENERAL MOTORS VILLAGE 637 W. Hoffman Ave. • Lindenhurst, NY 11757 (631) 956-0700				MOTOR VEHICLE Repair Shop No. Z040805	
				CUSTOMER'S ORDER NO.	DATE 8-20-07
				PROMISED 4131	A.M. P.M.
ADDRESS CITY				ORDER WRITTEN BY MIKE	
YEAR, MAKE AND MODEL 2005 Chev				SERIAL NUMBER MOTOR NUMBER ODOMETER 52,005	
DESCRIPTION OF WORK					AMOUNT
LUBRICATION <input checked="" type="checkbox"/> CHANGE OIL <input checked="" type="checkbox"/> OIL FILTER <input type="checkbox"/> TUNE UP <input type="checkbox"/>					27 00
TRANSMISSION <input type="checkbox"/> DIFFERENTIAL <input type="checkbox"/> WASH <input type="checkbox"/> POLISH <input type="checkbox"/>					
LITERS/GALS. OF GAS @				TOTAL LABOR	
LITERS/QTS. OF OIL @				TOTAL PARTS	
kg/LBS. OF GREASE @				EXHAUST FEE	
				GAS, OIL AND GREASE	
I hereby authorize the above repair work to be done along with the 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 in case of fire, theft or any other cause beyond your control.				OUTSIDE REPAIRS	
				TAX 2 33	
SIGNATURE				Thank You TOTAL 29 33	

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

BATCH: 330
S-A-L-E-S O-R-A-F-I
71652601
680001012662099

REF: 0004
CD TYPE: VISA
TR TYPE: PURCHASE
DATE: AUG 29, 07 16:57:28

TOTAL \$129.33

ACCT: 6489 EXP: **/**
AP: 096007
NAME: JENNIFER L DONOHUE

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

THANK YOU

CUSTOMER COPY

Receipt for
Deductable
plus Oil
change.

Deductable was
\$100.00 for
New Steering
column

March 11, 2011

[REDACTED]
Copiapue, NY [REDACTED]

Service Request: 71-607302590
Customer Relationship Specialist: Joey Bravo

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$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 www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

[Redacted]
High Point, N.C.
[Redacted]

PIEDMONT TRIAD AREA
NC TWO SEVEN FOUR SIX T
21 FEB 2008 PM

FEB 25 2008

"LET US DARE TO
THINK, SPEAK AND
John Adams, 1765
powered by



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



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 9-14-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT54845F [REDACTED]

Mileage at Time of Repair: 53,298 Date of Repair: 9-14-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: High Point State: N.C. ZIP Code: [REDACTED]

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

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

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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



VANN YORK



321 Eastchester Drive
High Point, N.C. 27262

Service 841-2196 Direct Parts 841-2119 Sales 841-4133 Service Fax 841-7554

CUSTOMER NO. 21938	ADVISOR ROGER BEAVERS	613	TAG NO. 783	INVOICE DATE 09/14/07	INVOICE NO. BUCS103874
[REDACTED] HIGH POINT, NC	LABOR RATE	LICENSE NO.	MILEAGE 53,298	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU LS			DELIVERY DATE 10/29/04	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 4 5 F			SELLING DEALER NO.	PRODUCTION DATE 10/29/04
	F.T.E. NO.			P.O. NO.	R.O. DATE 09/14/07
BUSINESS PHONE		COMMENTS			
MO: 53300					

LABOR & PARTS
J# 1 45BUZ01 **STEERING CONCERN** TECH(S):61 **280.00**
C/S WHEN POWER STEERING LIGHT COMES ON - HARD TO STEER
LIGHT COMES ON AND OFF - NOT ON NOW
TORQUE SENSOR NOT READING
REPLACED STEERING COLUMN TO CORRECT

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		15926870	COLUMN 6.518	359.00	359.00
JOB # 1 TOTAL PARTS						359.00
JOB # 1 TOTAL LABOR & PARTS						639.00

COMMENTS
WAITER

TOTALS

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

TOTAL LABOR.... **280.00**
TOTAL PARTS.... **359.00**
TOTAL SUBLET.... **0.00**
TOTAL G.O.G.... **0.00**
TOTAL MISC CHG.... **0.00**
TOTAL MISC DISC.... **0.00**
TOTAL TAX..... **24.23**

TOTAL INVOICE \$ 663.23

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PRICE ESTIMATE YOUR INITIAL PRICE ESTIMATE IS AN ESTIMATE - NOT A GUARANTEE OF A FIXED PRICE. FINAL PRICES ARE DETERMINED BY WORK ACTUALLY PERFORMED AND PARTS ACTUALLY REPLACED. SHOULD REPAIR COSTS SUBSTANTIALLY EXCEED OUR INITIAL ESTIMATE WE WILL ATTEMPT TO KEEP YOU INFORMED (TIME PERMITTING) IF YOU REQUEST US TO DO SO.

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to these parts are those offered by the manufacturer. VANN YORK PONTIAC, BUICK, GMC hereby expressly disclaims all warranties, express or implied, including any implied warranties of merchantability, fitness for a particular purpose, and neither assumes nor authorizes any other person to make any statement, in any way, in connection with this sale. VANN YORK PONTIAC, BUICK, GMC shall not be held liable from VANN YORK PONTIAC, BUICK, GMC for any damages, including consequential damages, arising out of or from any other incidental damages.

SIGNED X

SERVICE HOURS:

Monday & Thursday

7:30 AM - 8:00 PM

Tuesday, Wednesday, & Friday

7:30 AM - 6:00 PM

THANK YOU

IMPORTANT

You may receive a questionnaire from General Motors regarding your service experience. If for any reason you cannot grade us "Completely Satisfied," please contact Scott Wilkinson.

Thank You,

Vann York Pontiac, Buick, GMC
841-2198

COPY

North American Operations

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

GM

CHECK No. [REDACTED]

50-937
213DATE
03/05/08

*****100 DOLLARS

*****00 CENTS

AMOUNT
*****100.00PAY
TO THE
ORDER
OF

HIGH POINT NC [REDACTED]

North American Operations
General Motors Corporation
Disbursement AccountSIGNATURE
The Chase Manhattan Bank, N.A.
Syracuse, New YorkAUDIT
[REDACTED]**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/05/08

VENDOR
DUNS NO. 88 000000140

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT54845F [REDACTED]

03/04/08

.71-607332528.1-A1L8SV

VM 1-A1L8SV

00.0000

100.00

.00

100.00

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

M3

TOTAL

100.00

.00

100.00

March 11, 2011

[REDACTED]
High Point, NC [REDACTED]

Service Request: 71-607332528
Customer Relationship Specialist: Joey Bravo

Dear [REDACTED]

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

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

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

GM

CHECK No. [REDACTED]

50-17
213DATE
03/26/08

*****684 DOLLARS

****34 CENTS

AMOUNT
*****684.34PAY
TO THE
ORDER
OF

SAGLE ID [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

Kihel C. [Signature]
SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000004

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE 03/26/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52855F [REDACTED]	03/25/08 71-607362	VM 1-A54Q04 79.1-A54Q04	00.0000	684.34	.00	684.34
TOTAL				684.34	.00	684.34

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

W3

March 11, 2011

[REDACTED]
Sagle, ID [REDACTED]

Service Request: 71-607362479
Customer Relationship Specialist: Mark Smith

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the 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.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

March 11, 2011

[REDACTED]
Sagle, ID [REDACTED]

Service Request: 71-607362479
Customer Relationship Specialist: Amanda Brushett

Dear [REDACTED]

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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

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

All recall reimbursement questions should be directed to the following number:
1-800-204-0261



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MAIL**

UNITED STATES POSTAL SERVICE®

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MAR 19 2008



UNITED STATES
POSTAL SERVICE



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48232

United States Postal Service®

DELIVERY CONFIRMATION™



0307 1790 0002 8343 7923

Seagle, ID

MAR 19 2008

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



CHEVROLET

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 CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: _____

Vehicle Identification Number (VIN): 1G12T52855F [REDACTED]

Mileage at Time of Repair: 54,265 Date of Repair: 8/2/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Sagle State: ID ZIP Code [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 684.34

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: [REDACTED]

Please mail this claim form and the required documents to:

General Motors Corporation

P.O. Box 33170

Detroit, MI 48232-5170

All recall reimbursement questions should be directed to the following number:
1-800-204-0261

 General Motors Corporation



CHEVROLET

Customer Assistance Center

Chevrolet Division

General Motors Corporation

P.O. Box 33170

Detroit, MI 48232-5170

March 5, 2008

[REDACTED]
Sagle, ID [REDACTED]

Service Request: 71-607362479

Customer Relationship Specialist: Amanda Brushett

Dear [REDACTED]

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



CHEVROLET

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
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	
GMCT	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

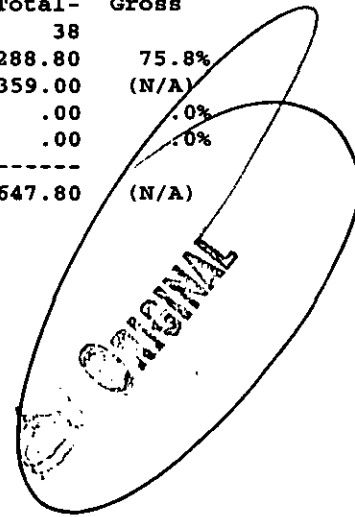
(208) 263-2138

VIN 36699		1 G 1 Z T 5 2 8 5 5 F		DATE IN 07/26/07	
YEAR 2005	MAKE CHEV	MODEL MALIBU	COLOR RED	TIME IN 01:56	
MILES IN 54265	MILES OUT 54265	FIRST USE 01/29/05	LIC 0	CLOSED 08/02/07	
BUS (0) -				WRITER SCOTT	

(1) CUST STATES POWER STEERING LIGHT ON
 DIAG POWER STEERING LIGHT ON CAUSE TROUBLE
 CODE C0460 STEERING POSITION SENSOR FAILURE
 NEEDS COMPLETE STEERING COLUMN
 DIAG POWER STEERING LIGHT ON. CAUSE TROUBLE
 CODE C0460 STEERING POSITION SENSOR FAILURE,
 NEEDS COMPLETE STEERING COLUMN (1.0)
 I REPLACED STEERING COLUMN ASSEMBLY AND
 CLEARED CODES AND ALSO PERFORMED TORQUE
 TURNING CALIBRATION. (2.8)
 (47-1210 GERRED-) A

Labor	[47]	38	69.92	288.80
15926870	(COLUMN)	1		359.00
Total Labor			69.92	288.80
Total Parts				359.00
Total Repair (Customer)				647.80

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	38	0	0	38	
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	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	647.80	.00	.00	647.80	(N/A)



W/C	INT	CUSTOMER
.00	.00	Labor 288.80
.00	.00	Parts 359.00
.00	.00	Sublet .00
		Warr Deduct .00
.00	.00	Shop Supplies 15.00
.00	.00	Oil/Grease .00
.00	.00	Less Disc. .00
.00	.00	Total 662.80
.00	.00	Tax 21.54
.00	.00	Tax2 .00
.00	.00	Tire Tax .00
.00	.00	TOTAL (CASH) 684.34



P.O. BOX 15128
SPOKANE, WA 99215-5128
(509) 928-8494
(800) 852-5318

CREDIT UNION
Here for people like you

Teller Express: (509) 921-8729
Toll Free: 1-800-834-1297
Bill Payer/Homebanking: www.hzcu.org

X

SAGLE ID

STATEMENT OF ACCOUNTS

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 BALANCE		265.07
AUG01	DIVIDEND	0.14		265.21
	*** 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 BALANCE		2,124.86
AUG01	DIVIDEND	0.26		2,125.12
	*** ANNUAL PERCENTAGE YIELD EARNED FROM 07-01-07 THRU 07-31-07 ON AVG. DAILY BALANCE OF 1,203.47 WAS 0.25% ***			
AUG01	WITHDRAWAL	7.03-		2,118.09
AUG01	WITHDRAWAL	30.19-		2,087.90
AUG01	MERCHANT SALES DRAFT	115.00-		1,972.90
	24323017212513216010652 BYU CONTINUING EDUCATI PROVO UT 07-30-07			
AUG01	EFT ACH MASTER GROUP WSECU TRANSFER AUG 01	101.00-		1,871.90
JUL31	EFT BILL PAYER GMAC MORTGAGE BILL PAYMT070731	1,265.00-		606.90
AUG01	SHARE DRAFT 1588	30.00-		576.90
AUG01	WITHDRAWAL	19.72-		557.18
AUG01	WITHDRAWAL	195.04-		362.14
AUG02	MERCHANT SALES DRAFT	10.02-		352.12
	24164057213378001781751 EXXONMOBIL 47211552 SANDPOINT ID 07-31-07			
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-		389.16
AUG02	SHARE DRAFT 1587	60.00-		329.16
AUG03	EFT ACH MASTER GROUP FASTRAK INVESTIGPAYROLL	926.73		1,255.89
AUG03	MERCHANT SALES DRAFT	45.60-		1,210.29
	24323037214122068010087 THE PAINT BUCKET SAND POINT ID 08-02-07			
AUG03	WITHDRAWAL	19.59-		1,190.70
AUG03	WITHDRAWAL	126.47-		1,064.23
AUG04	WITHDRAWAL	20.74-		1,043.49

Tracy, CA

FEB 26 2008

FIRE 1031



0000



48232

U.S. POSTAGE
PAID
TRACY, CA
95376
FEB 20, 08
AMOUNT

\$0.97
00054500-09

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)



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-18-08

17-Digit Vehicle Identification Number (VIN): 1G2ZG528054

Mileage at Time of Repair: 66,265 Date of Repair: 4-26-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Tracy State: CA ZIP Code: [REDACTED]

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

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

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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).





December 2007

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.

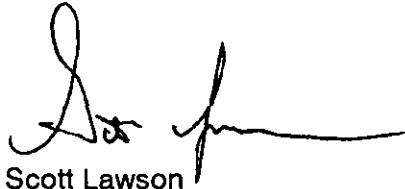
What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. 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.

A handwritten signature in black ink, appearing to read 'Scott Lawson', with a long horizontal flourish extending to the right.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126





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



07126 1G2ZG528054 [REDACTED] 16 0002897

TRACY, CA [REDACTED]



DUBLIN BUICK • PONTIAC • GMC PNCS104504

BAR# AD210529

4400 JOHN MONEGO CT. • DUBLIN, CA 94568
(925) 560-4400

EPA# CAR 000072082

PNCS104504



0401PNCS104504

APR 26 2007

CELL:

CUSTOMER No.	22223	ADVISOR	STEPHANIE MANFRE	2400	TAG No.	1095	INVOICE DATE	04/26/07	INVOICE No.	PNCS104504
		LABOR RATE			MILEAGE	66,265	COLOR	GRAY/	STOCK No.	3723
		YEAR / MAKE / MODEL	05 / PONTIAC / G6 / 4 DOOR				DELIVERY DATE	10/21/04	DELIVERY MILES	27,541
		VEHICLE I.D. No.	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		
		COMMENTS								MO: 66265

TOTALS

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

TOTAL LABOR.... 600.00
 TOTAL PARTS.... 702.74
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 61.49

TOTAL INVOICE \$ 1364.23

THANK YOU FOR CHOOSING
 DUBLIN BUICK • PONTIAC •
 GMC FOR YOUR SERVICE
 NEEDS.

NOTICE TO CUSTOMERS:
 PLEASE READ IMPORTANT
 INFORMATION ON BACK.

THANK YOU FOR 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

PAID
 APR 26 2007

master

DUBLIN BUICK • PONTIAC • GMC PNCS104504



BAR# AD210529

 4400 JOHN MONEGO CT. • DUBLIN, CA 94568
 (925) 560-4400

EPA# CAR 000072082

PNCS104504

COPY



0401PNCS104504

CELL: 5

CUSTOMER No.	22223	ADVISOR	STEPHANIE MANFRE	TAG No.	2400	1095	INVOICE DATE	04/26/07	INVOICE No.	PNCS104504
		LABOR RATE		LICENSE No.		66,265	COLOR	GRAY/	STOCK No.	3723
		YEAR / MAKE / MODEL	05 / PONTIAC / G6 / 4 DOOR				DELIVERY DATE	10/21/04	DELIVERY MILES	27,541
		VEHICLE I.D. No.	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	
		COMMENTS								
			MO: 66265							

JOB# 1 CHARGES

LABOR
 16PNZ PUMP P/S PUMP TECH(S) 3710 600.00
 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. C0550, AND C0460.
 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.

 THANK YOU FOR CHOOSING
 DUBLIN BUICK • PONTIAC •
 GMC FOR YOUR SERVICE
 NEEDS.

 NOTICE TO CUSTOMERS:
 PLEASE READ IMPORTANT
 INFORMATION ON BACK.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15926870	COLUMN 6.518	359.00	359.00
	1	15775370	MOTOR 6.605	343.74	343.74
TOTAL - PARTS					702.74

JOB# 1 TOTALS

 LABOR 600.00
 PARTS 702.74

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 1302.74

ESTIMATE
 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 [REDACTED] COMMENTS STEERING COLUMN/P/S MOTOR MODULE ASSEMBLY-BY PHONE
 COMMENTS [REDACTED]
 CELL [REDACTED]

TECHNICIAN CERTIFICATION
 3710 THOMAS L. HOHMAN 3710

1-2

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 Page 1 of 1

PLEASE PAY AT LEAST THIS AMOUNT

MasterCard Platinum Account

Your Account Information

TOTAL CREDIT LINE	\$10,000.00
TOTAL AVAILABLE CREDIT	\$8,148.74
CREDIT LINE FOR CASH	\$5,000.00
AVAILABLE CREDIT FOR CASH	\$5,000.00

Finance Charges (Please see reverse for important information)

	Balance rate applied to	Periodic rate	Corresponding APR	FINANCE CHARGE
Purchases	\$1,501.27	0.04989% F	18.21%	\$23.22
Cash	\$0.00	0.05425%	19.80%	\$0.00

ANNUAL PERCENTAGE RATE applied this period: 18.21%

Payments, Credits & Adjustments

1	01 MAY	ELECTRONIC PAYMENT	\$400.00
2	01 MAY	ELECTRONIC PAYMENT	\$450.00

Transactions

3	12 APR	LARAIN'S INC 8416394233 NC	\$131.00
4	14 APR	CYBERSWIM INC. 6102500842 PA	\$81.00
5	16 APR	IDENTITY GUARD 800-214-4781 VA	\$7.49
6	23 APR	TRUECREDIT 8004933292 SAN LUIS OBI CA	\$9.95
7	24 APR	STOP AGING NOW 305-296-5002 FL	\$196.65
8	26 APR	NFI WWW.NETFLIX.COM/CC NETFLIX.COM CA	\$5.40
9	26 APR	DUBLIN BUICK PONTIAC G DUBLIN CA	\$1,364.23



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 91716-0024



Send inquiries to:
Capital One · P.O. Box 30285 · Salt Lake City, UT 84130-0285

North American Operations

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

GMCHECK **No.** [REDACTED]50-937
213DATE
03/07/08

*****840 DOLLARS

****41 CENTS

AMOUNT
*****840.41PAY
TO THE
ORDER
OF

TRACY CA [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE


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

AUDIT
[REDACTED]**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/07/08

VENDOR
DUNS NO. BB 000000320

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G2ZG528054 [REDACTED]

03/06/08

VM 1-A24LTZ

71-607558967.1-A24LTZ

00.0000

840.41

.00

840.41

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

H3

TOTAL

840.41

.00

840.41

APR 10 2008

March 11, 2011

[REDACTED]
Tracy, CA [REDACTED]

Service Request: 71-607558967
Customer Relationship Specialist: Elaine Cates

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering 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

[REDACTED]
Morrisville, NC [REDACTED]

Service Request: 71-607570729
Customer Relationship Specialist: Jane West

Dear [REDACTED]

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

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

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

[REDACTED]
Morrisville, NC [REDACTED]

RESEARCH TRIANGLE REGION

NC 276

20 FEB 2008 PM 1 T

"LET US DARE TO READ"

THINK, SPEAK AND WRITE

John Adams, 1761



FEB 20 2008

Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170


48232+5370



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 18 Feb 2008

17-Digit Vehicle Identification Number (VIN): 1G1ZS52F25F 

Mileage at Time of Repair: 40729 Date of Repair: 18 MAY 2007

Claimant Name (please print): 

Street Address or PO Box Number: 

City: Morrisville State: NC ZIP Code: 

Daytime Telephone Number (include Area Code): 

Evening Telephone Number (include Area Code): same as above

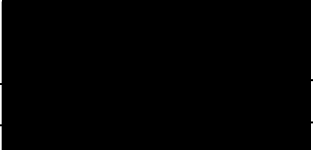
Amount of Reimbursement Requested: \$ 581.07

The following documentation must accompany this claim form.

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

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: 

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



C38414

148859

Chris Leith
AUTOMOTIVE

INVOICE

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

RALEIGH, NC
 HOME [REDACTED]

BUS:

PAGE 1

SERVICE ADVISOR: 3 MARK PARKIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	05	CHEVROLET MALIBU	1G1ZS52F25F		40729/40729		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
08JAN07 DD			21:00 18MAY07		0.00	CASH	22MAY07
R.O. OPENED		READY	OPTIONS: STK:PC16458A DLR:16286 ENG:2.2_Liter_MFI_DOHC				
15:43 18MAY07		14:02 22MAY07					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

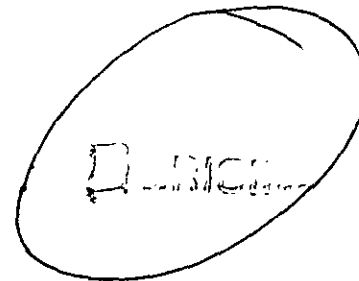
A CUST STATES CHECK POWER STEERING IS GOING OUT
 MISC REPLACED STEERING COLUMN CUSTOMER HAD
 PREPAID FOR THE PARTS

22 KENT YOUNG LIC#: 0000
 CPC1

197.84 197.84

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

CHEVROLET



CHRIS LEITH AUTOMOTIVE HEREBY
 EXPRESSLY DISCLAIMS ALL WARRANTIES,
 EITHER EXPRESS OR IMPLIED, INCLUDING
 ANY IMPLIED WARRANTY OF
 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
 along with the necessary material and agree that you are not
 responsible for loss or damage to vehicle or articles left in
 vehicle in case of fire, theft or any other cause beyond your
 control or for any delays caused by unavailability of parts or
 delays in parts shipments by the supplier or transporter. I
 hereby grant you and/or your employees permission to operate
 the vehicle herein described on streets, highways or elsewhere
 for the purpose of testing and/or inspection. An express
 mechanic's lien is hereby acknowledged on above vehicle to
 secure the amount of repairs thereto.

X

CUSTOMER SIGNATURE

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

AUTOMOTIVE

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

GM
Parts

GM
Parts

556-8829
WAKE FOREST

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

832-0374
RALEIGH

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 RESALABLE 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 HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

DATE ENTERED 18 MAY 07	YOUR ORDER NO.	DATE SHIPPED 18 MAY 07	INVOICE DATE 18 MAY 07	INVOICE NUMBER
---------------------------	----------------	---------------------------	---------------------------	----------------

S
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L
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ACCOUNT NO.

CASH

S
H
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P

T
O

PAGE 1 OF 1

SHIP VIA		SLSM. 23	B/L NO.	TERMS CASH	F.O.B. POINT WAKE FOREST, NC	
QUANTITY		PART NO.	DESCRIPTION	LIST	NET	AMOUNT
QTY	SHIP	QTY				
1	1	015926870	COLUMN	398.49	359.00	359.00
<div>ORIGINAL</div>						
				PARTS	359.00	
				SUBLET		
				FREIGHT	0.00	
				SALES TAX	24.23	
CUSTOMER'S SIGNATURE X				TOTAL	\$383.23	

*Thank
You
For
Your
Business!*

North American OperationsGeneral Motors Corporation
Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]

50-937
213

DATE

03/06/08

*****383 DOLLARS

*****23 CENTS

AMOUNT

*****383.23

PAY
TO THE
ORDER
OF

MORRISVILLE NC

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/06/08

VENDOR
DUNS NO BB 000000288

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

161ZS52F25F

03/05/08
71-607570729VM 1-A1Y8NR
1-A1Y8NR

00.0000

383.23

.00

383.23

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

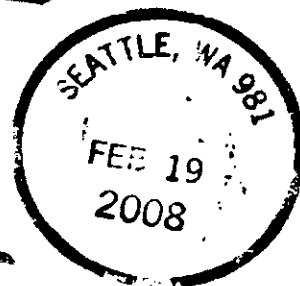
H3

TOTAL

383.23

.00

383.23



FEB 26 4:44 PM

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): 1G1ZT54815F [REDACTED]

Mileage at Time of Repair: 50,609 Date of Repair: 8/16/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Seattle State: Wa. ZIP Code: [REDACTED]

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

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

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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





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

COPY

CUSTOMER NO. 25568	ADVISOR MEGAN	DATE 9/12/2007	INVOICE DATE 08/16/07	INVOICE NO. CVCS229914
RESIDENCE ADDRESS SEATTLE, WA	VEHICLE ID. NO. 1G1ZT54815F	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/4DR	COLOR GRAY	STOCK NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	DELIVERY DATE	DELIVERY MILES
			SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 08/14/07	
MO: 50649				

LABOR & PARTS
J# 1 38CVZ ELECTRICAL(LIGHTS) TECH(S):650
CUST STATES SERVICE POWER STEERING LIGHT IS COMING ON
INSPECTED AND CODE C0460. 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
JOB # 1	1		15926870	COLUMN 6.518	

JOB # 1 TOTAL PARTS
JOB # 1 TOTAL LABOR & PARTS

WARRANTY

WARRANTY

J# 2 01CVZINSPECTION VEHICLE INSPECTION

TECH(S):650

INTERNAL

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2					

JOB # 2 TOTAL PARTS
JOB # 2 TOTAL LABOR & PARTS

0.00

0.00

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

TECH(S):650

197.96

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1		15243254	PAD KIT 5.017	87.30
JOB # 3	1		K8320	BRAKE LUB	10.95

JOB # 3 TOTAL PARTS

JOB # 3 TOTAL LABOR & PARTS

87.30
10.95
98.25

296.21

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	3	SHOP SUPPLIES (*)	
JOB # 2	6	WARRANTY DEDUCTIBLE	

TOTAL 229914
MISC

23.76
100.00
123.76

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

RECOMMENDATIONS
RECOMMEND BRAKE FLUSH

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE PRIOR

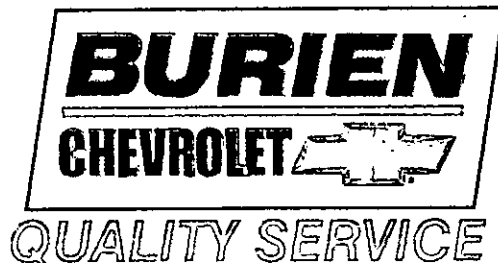
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability 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.

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 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 You!

THE ITEM OF SUPPLIES IS ARRIVED AT BY ADDING A CHARGE ON ALL LABOR CHARGES WHICH INCLUDES SUPPLIES
PAGE MATERIALS USED AND NOT COPIES OF MATERIALS USED. ALSO INCLUDES IN THE RATE OF DISPOSAL.



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

12 COPY

CUSTOMER NO. 25568	ADVISOR MEGAN	TAR NO. 912 1230	INVOICE DATE 08/16/07	INVOICE NO. CVCS229914
SEATTLE, WA	VEHICLE NO. 50,609	MILEAGE 50,609	COLOR GRAY/	STOCK NO.
YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/4DR			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 1 5 F			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.			P.O. NO.	R.O. DATE 08/14/07
BUSINESS PHONE			COMMENTS	

MO: 50649

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 TOTTON.

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

TOTAL LABOR 197.96
TOTAL PARTS 98.25
TOTAL SUBLET 0.00
TOTAL G.O.G. 0.00
TOTAL MISC CHG. 123.76
TOTAL MISC DISC 0.00
TOTAL TAX 37.38

TOTAL INVOICE \$ 457.35

CUSTOMER SIGNATURE

*Aug 16 2007
Paid
ck# 1126*

**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 left 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.

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 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
You!*

THE ITEM OF SUPPLIES IS ARRIVED AT BY ADDING A CHARGE ON ALL LABOR CHARGES WHICH INCLUDES SUPPLIES
PAGE MATERIALS USED AND NOT COPIED MATERIALS USED. ALSO INCLUDES HAZARDOUS WASTE DISPOSAL.

Amount: \$457.35

Sequence Number: 0350528374

Account:

Capture Date: 08/20/2007

Bank Number:

Check Number: 1126

1126

Seattle Wa

Date 8/16/07

19-2/1250 WA 83501

Burien Chevrolet

Four hundred fifty seven 35/100

\$ *457.35*

Bank of America

White Center 08350
Washington

WFB NA,PTLD 08172007
4500 03840397258 4
>1221-0527-8<
4225: 13 ESU 48

0350528374

PAY TO THE ORDER OF
WELLS FARGO BANK, N.A.
FOR DEPOSIT ONLY
BURIEN CHEVROLET, INC.
4121065965

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]

50-937
213

DATE

03/12/08

*****100 DOLLARS

*****00 CENTS

AMOUNT

*****100.00

PAY
TO THE
ORDER
OF

SEATTLE WA [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000140

1

VENDOR NAME [REDACTED]

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/12/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54815F [REDACTED]	03/11/08 71-607785535.1-A1UYCH	VM 1-A1UYCH	00.0000	100.00	.00	100.00
TOTAL				100.00	.00	100.00

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

H3

March 14, 2011

[REDACTED]
Seattle, WA [REDACTED]

Service Request: 71-607785535
Customer Relationship Specialist: Katrina Blake

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the 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.mygmilink.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

GM

CHECK

No. [REDACTED]50-937
213

DATE

03/18/08

*****689 DOLLARS

*****56 CENTS

AMOUNT

*****689.56

PAY
TO THE
ORDER
OF

MANVEL TX [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/18/08

VENDOR
DUNS NO.

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT548X5F [REDACTED]

03/17/08
71-607900576.1VM 1-A2B4SP
1-A2B4SP

00.0000

689.56

.00

689.56

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

W3

TOTAL

689.56

.00

689.56

N HOUSTON TX 773

25 FEB 2008 PM 4 T

LET US DARE
THINK, SPEAK
John Adams
poweroft



FEB 28 2008

Manuel, Tx


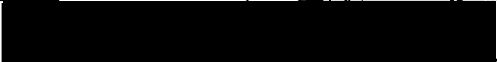

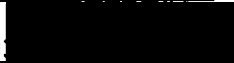
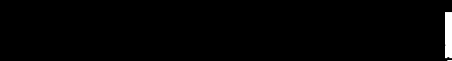

Reimbursement Department
P.O. Box 33170

Detroit, MI 48232-5170

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: July 6, 2007
 17-Digit Vehicle Identification Number (VIN): 1G1ZT548X5F 
 Mileage at Time of Repair: 57735 Date of Repair: July 6, 2007
 Claimant Name (please print): 
 Street Address or PO Box Number: 
 City: Manvel State: TX ZIP Code: 
 Daytime Telephone Number (include Area Code) 
 Evening Telephone Number (include Area Code) 
 Amount of Reimbursement Requested: \$ 1089.54

The following documentation must accompany this claim form.

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

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: 

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



MANVEL, TX
HOME

BUS:

367945
INVOICE

ORIGINAL

PAGE 1

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	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	05	CHEVROLET MALIBU	1G1ZT548X5F		57735/57735	T1470
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
05NOV04 IS			17:00 05JUL07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:344				

12:01 05JUL07 10:26 06JUL07

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

A CUST STATES THE POWER STEERING IS INOP. CK AND ADVISE.
FE FRONT END/SUSPENSION REPAIRS

1661 -CC

284.76 284.76

1 15926870 COLUMN

359.00 359.00 359.00

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 OPERATING AS DESIGNED AT THIS
TIME

B MULTI POINT INSPECTION
MPI MULTI POINT INSPECTION

GMC

(N/C)

57735 PERFORM MULTI POINT INSPECTION .2 HRS

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

14.95

THANK YOU FOR YOUR BUSINESS RON*CARTER
"W" DENOTES LIFETIME PARTS WARRANTY
ON CERTAIN PARTS



BUICK

OPEN SATURDAYS 8:00 TO 3:00
FOR QUICK LUBE SERVICES ONLY

PONTIAC

NOTICE PURSUANT TO §70.001,
TEXAS 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

CUSTOMER COPY

--- 1 of 9 - Dealer: RCA-S -----

RO No: 367945 Opened: 05JUL07 Closed: 06JUL07 Mileage: 57735

Line Code: A Booker: 3017 Comeback: N

Complaint: FE CUST STATES THE POWER STEERING IS INOP. CK AND ADVISE.
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
2104	1661	CC	FE		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:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
2104	1661	ISA	MPI		MULTI POINT INSPECTION			
					PTS\$	0.00	LBR\$	8.40 MSC\$ 0.00

--- 2 of 9 - Dealer: RCA-S -----

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

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
1560	2081	WC95	R0953		SPEAKER, RADIO - REAR - LEFT - REPLACE			

Press S#, Return for next page, EST#, ?, or E to Exit:

ORIGINAL

VEHID 5F

(OWNER)

SERIAL NO.

1G1ZT548X5F

CUSTOMER

DELV. DATE

20MAY06

IN SERVICE

05NOV04

WAR.EXP. DATE

STKR 344

LICENSE NO.

UNIT N/A

SLSMN

1820 1760

SA

MORALES, DANIEL

MANVEL TX

HOME PHONE

BUS. PHONE

EXT.

CELL PHONE N/A

PAGER N/A

CODE

E-MAIL

05 CHEVROLET MALIBU 57735

Command? (Enter, *, N, VEH, CUST, ?)?

North American Operations

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

GM

CHECK

No. [REDACTED]

50-937
213DATE
02/25/08

*****809 DOLLARS

****03 CENTS

AMOUNT
*****809.03PAY
TO THE
ORDER
OF[REDACTED]
AMESBURY MA [REDACTED]North American Operations
General Motors Corporation
Disbursement AccountSIGNATURE
The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000109

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/25/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54805F [REDACTED]	02/22/08 71-603235081.1-9ZFEEA4	VM-1-9ZFEEA4	00.0000	809.03	.00	809.03
TOTAL				809.03	.00	809.03

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

M3

March 11, 2011

[REDACTED]
Amesbury, MA [REDACTED]

Service Request: 71-603235081
Customer Relationship Specialist: Anne Parks

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. 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.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

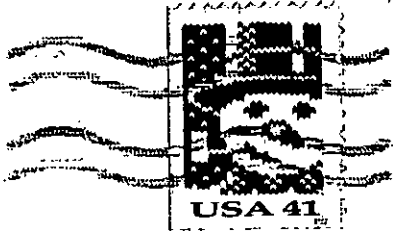
[Redacted]

Amesbury, Ma.

[Redacted]

BOSTON MA 021

31 JAN 2008 PM 15 L



FEB 04 2008

Reimbursement Dept.

P.O. BOX 33170

Detroit, MI. 48232-5170


48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1/30/08

17-Digit Vehicle Identification Number (VIN): 1G1ZT54805F 

Mileage at Time of Repair: 61147 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): 

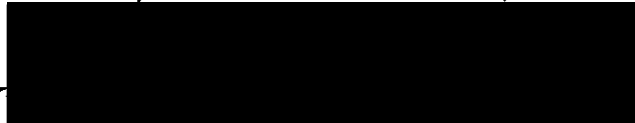
Amount of Reimbursement Requested: \$ 879.43

The following documentation must accompany this claim form.

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

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: 

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



ORIGINAL

20769

13635

INVOICE



103 Macy Street · Amesbury, MA 01913
Phone (978) 388-9700 · Fax (978) 388-9386
www.amesburychevrolet.com
www.amesburyvolkswagen.com

AMESBURY, MA

PAGE 1

HOME: BUS:

CELL:

SERVICE ADVISOR: 920 DON PINARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GREY	05	CHEVROLET MALIBU	1G1ZT54805F		61147/61147		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS			17:00 29MAR07		89.88	CASH	29MAR07
R.O. OPENED	READY	OPTIONS: ENG: 3.5 Liter SFI TRN: AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A OWNER STATES POWER STEERING WOULD GET HARD TO TURN THEN GET EASY TO TURN. INTERMITTANTLY WOULD GET VERY EASY TO TURN TO THE LEFT SIDE. LIGHT FOR POWER STEERING ON THE DASH IS ON U							
DIAG CHECKED SYSTEM CODE C0545. STEERING TORQUE SENSOR ERROR. PINPOINT TESTED SYSTEM ISOLATED TO FAULTY SENSOR. (NOT SERVICEABLE AS SEPARATE PART)							
	807	CP				89.88	89.88
INFO REMOVED AND REPLACED STEERING COLUMN. RELEARNED POSITION/CLEARED CODES AND TESTED							
	807	CP				296.60	296.60
1	15926870	COLUMN			403.00	403.00	403.00
455 CHECKED AND ADJUSTED ALIGNMENT RELEARNED STEERING CENTER POSITION							
	807	CP				89.95	89.95
PARTS:	403.00	LABOR:	476.43	OTHER:	0.00	TOTAL LINE A:	879.43

B OWNER STATES GAS CAP DOES NOT SEEM TO CATCH WHEN TIGHTENING CHECK GAS CAP LIGHT WILL COME ON							
INFO REPLACED FUEL CAP							
	807	CP				0.00	0.00
1	10372246	CAP			21.83	21.83	21.83
PARTS:	21.83	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	21.83

C** 12 POINT INSPECTION / /							
99P 12 POINT INSPECTION							
	807	ISP					(N/C)
REC RECOMMEND TRANSMISSION SERVICE DUE AT 50,000 MILES \$175.00							
	807	ISP					(N/C)
REC RECOMMEND TIRE ROTATION AND BALANCE \$39.95							

*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 waste (Oils, Solvents, Anti-freeze, Tires, Metal) be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

Thank You

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

ORIGINAL

20769

13635

INVOICE



103 Macy Street · Amesbury, MA 01913
Phone (978) 388-9700 · Fax (978) 388-9386
www.amesburychevrolet.com
www.amesburyvolkswagen.com

PAGE 2

AMESBURY, MA

HOME:

BUS:

CELL:

SERVICE ADVISOR: 920 DON PINARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	05	CHEVROLET MALIBU	1G1ZT54805F		61147/61147	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
01JAN05 IS			17:00 29MAR07		89.88	CASH
R.O. OPENED	READY	OPTIONS: ENG: 3.5 Liter SFI TRN: AUTO				
29MAR07	29MAR07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	807	ISP					(N/C)
REC RECOMMEND EMISSIONS SYSTEM SERVICE \$139.95							
	807	ISP					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

*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 waste (Oils, Solvents, Anti-freeze, Tires, Metal) be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

Thank You

DESCRIPTION	TOTALS
LABOR AMOUNT	476.43
PARTS AMOUNT	424.83
SALES OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	901.26
DEDUCTIONS	0.00
SALES TAX	21.24
PLEASE PAY THIS AMOUNT	922.50

© 2006 The Authors

Case 1:17-cv-00001 Document 1-1 Filed 07/26/17 Page 1 of 1

For Information on Your Account Visit:

Mail Payments to:

Mail Billing Inquiries to:

Call toll-free 1-800-789-6685

TDD hearing-impaired 1-800-348-3178

Summary of Transactions

New Balance Total	\$1,394.48
--------------------------	-------------------

Days in Billing Cycle 29

Closing Date	04/21/07	
Payment Due Date	05/11/07	
Current Payment Due	\$89.00	
Past Due Amount	+	\$0.00
Total Minimum Payment Due		\$89.00

Payments and Credits

3A ONLINE PAYMENT	04/18	70.00 CR
PAYMENT	04/18	3,111.11 CR

Purchases and Adjustments

WAB	AMESBURY	03/29	03/29	8284	8482	C	922150
AMESBURY, CHEVROLET & AMESBURY	MA	03/31	03/29	8284	8482	C	922150
TJ MAXX #0088	SEA BROOK, NH	03/31	03/29	8284	8482	C	922150
MICROSOFT	MA	03/31	03/29	8284	8482	C	922150
WAB	AMESBURY	03/29	03/29	8284	8482	C	922150

FOR POINTS TO REMEMBER

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

April 29, 2011

[REDACTED]
Shawnee, OK [REDACTED]

Service Request: 71-607971259
Customer Relationship Specialist: Katrina Blake

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the 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.

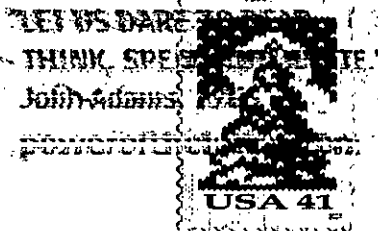
Sincerely,

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 731

04 MAR 2008 PM 3 L



MAR 7 2008

Reimbursement Dept
PO Box 33170
Detroit MI 48232-5170

48232+3170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 3-3-08

17-Digit Vehicle Identification Number (VIN): 1G1Z+5483-5F

Mileage at Time of Repair: 47499 Date of Repair: 7-25-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Shawnee State: OKla ZIP Code: [REDACTED]

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

Evening Telephone Number (include Area Code): Same

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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



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).





December 2007

[REDACTED]
Shawnee, OK [REDACTED]

Dear [REDACTED]

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.

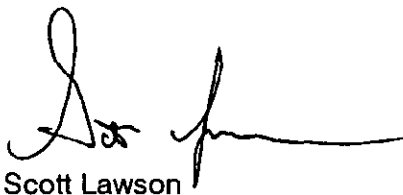
Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by 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).



100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

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.

A handwritten signature in black ink, appearing to read 'Scott Lawson', with a long horizontal flourish extending to the right.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126



SERVICE INVOICE

HARVEY'S INC.

CHEVROLET CADILLAC GMC

3303 N. Harrison P.O. Box 1607

SHAWNEE, OKLAHOMA 74802

(405) 275-0406

CUSTOMER NAME AND ADDRESS

SHAWNEE, OK

EML:

JOB #	MILEAGE IN	MILEAGE OUT	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
3351	47492		CASH			11/23/2005	74.00	TIFFANY	143351

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF R.O. #	R.O. DATE	PAGE
1G1ZT54835F			2005CHEVROLET MALIBU LS	WHITE		07/25/2007	1

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #
286			0726071447-1	

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
------	------	------	-------------	-----	------------

1 CS THE VEH LOSES POWER STEERING AND THE SERVI---CUSTOMER---
CE POWER STEERING MESSAGE IS COMING ON
DIAG AND FOUND EPS SENSOR FAILING. NEC TO REL
ACE STEERING COLUMN ASSY AS SENSOR IS NOT SER
VICABLE.

01 99 MC OPER/CODE: *20 DESC: STEERING POS S 2.0 148.00
15926870 COLUMN 359.00 359.00 1 359.00

COPY

CSH: 537.52

☐ CHARGE ☐ CHECK# ☐ CHECK ☐ CASH
☐ VISA / MASTER CARD ☐ DISCOVER ☐ AMERICAN EXPRESS
☐ GMPP CARD ☐ GSA

PARTS DESIGNATED WITH A POUND SIGN (#) INDICATES
LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

LABOR AMOUNT	148.00
PARTS AMOUNT	359.00
OTHER TAXABLE	
OTH NON TAXABLE	
MISC. CHARGES	
SALES TAX	30.52
DEDUCTIBLE	

Customer Copy

North American Operations

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

GM

CHECK No. [REDACTED]

50-937
213

DATE
03/13/08

*****537 DOLLARS

*****52 CENTS

AMOUNT
*****537.52

North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF

SHAWNEE OK [REDACTED]

SIGNATURE

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

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/13/08

VENDOR
DUNS NO.

1

VENDOR NAME

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT54835F [REDACTED] 03/12/08 VM 1-A38SE7
71-607971259.1-A38SE7

00.0000

537.52

.00

537.52

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

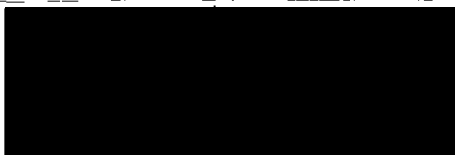
M3

TOTAL

537.52

.00

537.52



Thomasville NC



PIEDMONT TRIAD AREA
NO TWO SEVEN FOUR 3 T
25 FEB 2008 PM

"LET US DARE TO
THINK, SPEAK AN
John Adams, 1788
poweroftheletter.com



FEB 28 2008

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

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

"...We know how dearly God loves us, and we feel this warm love everywhere...." ROMANS 5:5 TLB



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: February 22, 2008

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

Mileage at Time of Repair: 59085 Date of Repair: July 27, 2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: THOMASVILLE State: NC ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 594.14 (Total m INV \$622.87)

The following documentation must accompany this claim form. oilchange 28.73

Original or clear copy of all receipts, invoices, and/or repair orders that show: 594.14

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



Thomasville

CHEVROLET BUICK PONTIAC
GM SUPERSTORE

1025 National Highway
THOMASVILLE, NC 27360
Phone (336) 472-5650

ORIGINAL

CUSTOMER NO. 32726	ADVISOR MICHAEL	TAG NO. 846 0136	INVOICE DATE 06/27/07	INVOICE NO. CVCS112313
THOMASVILLE, NC	LABOR RATE	LICENSE NO.	MILEAGE 59,085	COLOR 7
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR COUPE			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 1 Z T 6 2 8 2 5 F			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
BUSINESS PHONE	P.O. NO.		R.O. DATE 06/25/07	PRODUCTION DATE
COMMENTS				

JOB# 1 CHARGES

LABOR.....
J# 1 50BUZ LUBE OIL & FILTER TECH(S):910 10.85
CHANGE OIL AND FILTER AND CHECK ALL BELTS AND FLUID LEVELS
LUBE CHASSIS
LUBE OIL AND FILTER COMPLETED

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 25010792 FILTER R 1.836 4.50
TOTAL - PARTS 4.50

G.O.G. & SUPPLIES-----
1.0 OIL 10W/30 @ 13.380 /UNIT 13.38
TOTAL - GOG 13.38

JOB# 1 TOTALS-----
LABOR 10.85
PARTS 4.50
G.O.G. 13.38

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 28.73

JOB# 2 CHARGES

LABOR.....
J# 2 12BUZ SUSPENSION TECH(S):167 170.00
CUSTOMER STATES POWER STEERING GOES IN AND OUT
INTERNAL FAILURE
ELECT. STEERING DIAGNOIS NEEDS COLUM /TORQUE SENSOR ASSEMBLY
REPLACED ELECT COLUM ASSEMBLY.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 15926870 COLUMN 6.518 387.72
TOTAL - PARTS 387.72

JOB# 2 TOTALS-----
LABOR 170.00
PARTS 387.72

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 557.72

JOB# 3 CHARGES

LABOR.....
J# 3 99BUZCI COMPLIMENTARY INSP. TECH(S):910 0.00
PERFORM COMPLIMENTARY INSPECTION OF VEHICLE INCLUDING FLUIDS
BELTS, HOSES, TIRES, BRAKES, SUSPENSION, EXHAUST, BATTERY
AND REQUIRED MAINTENANCE

JOB# 3 TOTALS-----
LABOR 0.00
PARTS 0.00

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SPGMISC ACT SPG GL ACT 9.04

DISCLAIMER OF WARRANTIES

THOMASVILLE GM SUPERSTORE, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THOMASVILLE GM SUPERSTORE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

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.

Thomasville

CHEVROLET BUICK PONTIAC
GM SUPERSTORE

1025 National Highway
THOMASVILLE, NC 27360
Phone (336) 472-5650

ORIGINAL

CUSTOMER NO.	32726	ADVISOR	MICHAEL	TAG NO.	846 0136	INVOICE DATE	06/27/07	INVOICE NO.	CVCS112313
		LABOR RATE		LICENSE NO.		MILEAGE	59,085	COLOR	7
THOMASVILLE, NC		YEAR / MAKE / MODEL				DELIVERY DATE		DELIVERY MILES	
		05/CHEVROLET/MALIBU/4 DOOR COUPE							
		VEHICLE ID NO.				SELLING DEALER NO		PRODUCTION DATE	
		1 G 1 Z T 6 2 8 2 5 F							
		F.T.E. NO.		P.O. NO.		R.O. DATE		06/25/07	
BUSINESS PHONE		COMMENTS							
TOTAL - MISC						9.04	DISCLAIMER OF WARRANTIES		

TOTALS

* NEXT RECOMMENDED SERVICE: *
* 07/02/2007 / 60000 MI 01BUZ60KMINI 33000 MILE SERVICE *

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

"*" 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 CALL BRENT AND/OR STEPHANIE SO THAT WE CAN EARN A
"COMPLETELY SATISFIED" WHEN YOU RETURN YOUR SURVEY; THANKS

TOTAL LABOR.... 180.85
TOTAL PARTS.... 392.22
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 13.38
TOTAL MISC CHG. 9.04
TOTAL MISC DISC 0.00
TOTAL TAX..... 27.38

TOTAL INVOICE \$ 622.87

THOMASVILLE GM SUPERSTORE, HEREBY
EXPRESSLY DISCLAIMS ALL WARRANTIES,
EITHER EXPRESS OR IMPLIED, INCLUDING
ANY IMPLIED WARRANTY OF MERCHANTABILITY
OR FITNESS FOR A PARTICULAR PURPOSE,
AND THOMASVILLE GM SUPERSTORE
NEITHER ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT ANY LIABILITY
IN CONNECTION WITH THE SALE OF
THIS ITEM/ITEMS.

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.

CUSTOMER SIGNATURE

PAID
1096

1096

06-162/531
BRANCH 00568

Thomasville, NC

Thomasville GM Superstore

6-27-07
DatePay to the
order ofSix hundred Twenty two ⁸⁷/₁₀₀ \$ 622.87
dollars**WACHOVIA**Wachovia Bank, N.A.
wachovia.com

For

Pay to the order of
Wachovia Bank & Trust Co., N.A.
For Deposit Only
Thomasville Chev. Olds, Buick, Pontiac Inc.
Acct#⑆031200730⑆
WACHOVIA NA SVC013 4299T
PHILA, PA 06293607 02PK
7616468969

Account	Date	Amount	Serial Number	Sequence	Status
	6/29/2007	\$622.87	000000000001096	00000000007616468969	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

GM

CHECK

No. [REDACTED]

50-937
213DATE
03/07/08

*****611 DOLLARS

****86 CENTS

AMOUNT
*****611.86PAY
TO THE
ORDER
OF

THOMASVILLE NC [REDACTED]

North American Operations
General Motors Corporation
Disbursement AccountSIGNATURE
The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/07/08

VENDOR
DUNS NO. BB 000000148

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT62825F [REDACTED]

03/06/08
71-608024VM 1-A202M6
323.1-A202M6

00.0000

611.86

.00

611.86

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

M3

TOTAL

611.86

.00

611.86

12/04

March 14, 2011

[REDACTED]
Thomasville, NC [REDACTED]

Service Request: 71-608024323
Customer Relationship Specialist: Katrina Blake

Dear [REDACTED]

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.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



NEWBURGH NY



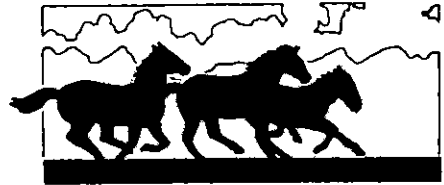
FEB 28 2008

REIMBURSEMENT DEPT.

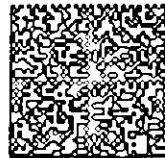
P O BOX 33170

DETROIT, MI

42432-5170



USA 41



02 1M

0004253837

\$ 00.580

FEB 25 2008

MAILED FROM ZIP CODE 12550

4243235170 6050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): 1G1ZT54825F _____

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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



[REDACTED]
Newburgh NY [REDACTED]

Tel: [REDACTED]

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
[Signature]
[REDACTED]



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 NO. 517656	ADVISOR ANTHONY RUGGIERO	TAG NO. 521	INVOICE DATE 08/15/07	INVOICE NO. CHCS268C
NEWBURGH, NY	LABOR RATE 86.00	LICENSE NO.	COLOR GY/	STOCK NO. 15840
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DSD		DELIVERY DATE 04/09/07	DELIVERY MILES 73,37
	VEHICLE ID. NO. 1G1ZT54825F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/13/07	
COMMENTS				

MO: 8023

LABOR & PARTS

J# 1 19CHZ STEERING TECH(S):518 89.00
NOISE FROM STEERING, INSTALL SOP SHAFT
REPLACED SHAFT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	22687711	SHAFT KIT	206.21
JOB # 1 TOTAL PARTS				206.21
JOB # 1 TOTAL LABOR & PARTS				295.21

J# 2 08CHZ ELECTRICAL TECH(S):518 WARRANTY
FUEL GAUGE NOT READING CORRECTLY, ERRATIC, INSTALL SOP SENDI
NG GAUGE
DIAGNOSE AND REPLACED IN TANK SENDING UNIT ASSY

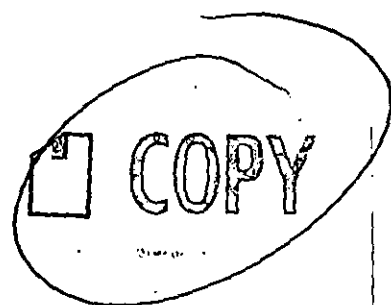
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	22672171	SENSOR	WARRANTY
JOB # 2	1	22672293	O/RING	WARRANTY
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

J# 3 08CHMISC2 MISCELLANEOUS TECH(S):518 0.00
READING KILOMETERS NOT MILES
PUSHED BUTTON TO SWITCH BACK TO MILES

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

SUBLET PO# VEND INV# INV DATE DESCRIPTION WARRANTY
JOB # 2 268037 08/15/07 3 DAY RENTAL TOTAL - SUBLET 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 2	05	SERV.CONT. DEUCTIBLE	268037
TOTAL - MISC			200.00





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 NO. 517656	ADVISOR ANTHONY RUGGIERO	TAG NO. 521 747	INVOICE DATE 08/15/07	INVOICE NO. CHCS268037
	LABOR RATE 86.00	LICENSE NO.	COLOR GY/	STOCK NO. 15840
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DSD	MILEAGE 80,232	DELIVERY DATE 04/09/07	DELIVERY MILES 73,371
NEWBURGH, NY	VEHICLE ID. NO. 1 G 1 Z T 5 4 8 2 5 F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/13/07	
COMMENTS				MO: 80232

TOTALS

THANK YOU FOR THE OPPORTUNITY TO SERVE YOU TODAY
We expect that your SERVICE VISIT has been pleasant. Please
take a moment and tell us how we performed.

I WAS GREETED PROMPTLY AND COURTEOUSLY	YES	NO
MY CAR WAS READY WHEN YOU PROMISED IT WOULD BE	YES	NO
MY SERVICE ADVISOR REVIEWED MY MAINTENANCE NEEDS	YES	NO
YOU EXPLAINED TO ME ALL THE REPAIRS PERFORMED	YES	NO

WHEN YOU PICKED UP YOUR VEHICLE FROM THE CASHIER, HOW MANY MINUTES DID IT TAKE?	MINUTES
I PLAN TO RETURN FOR FUTURE SERVICE	YES NO

PLEASE TELL US HOW WE COULD HAVE IMPROVED THIS SERVICE VISIT

CUSTOMER SIGNATURE

TOTAL LABOR....	89.00
TOTAL PARTS....	206.21
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	200.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	23.99

TOTAL INVOICE \$ 519.20

COPY

Paol Visag
8/16/07



FIVE STAR
SERVICE QUALITY AWARD

NEWBURGH PARK MOTORS, INC.
200 AUTO PARK PLACE
NEWBURGH, NEW YORK 12550

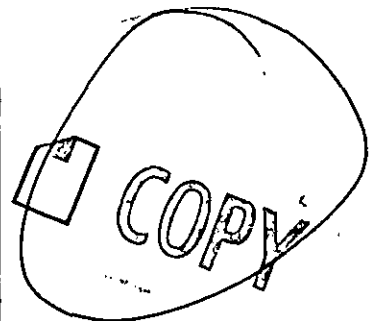
SALES: TK (845) 562-4100
SERVICE DEPT. (845) 562-4380
PARTS DEPT. (845) 562-4116

SEE REVERSE SIDE FOR
WARRANTY INFORMATION
ALL PARTS NEW EXCEPT AS NOTED
N.Y.S. REGISTERED
REPAIR SHOP NO. R236 0158

STORAGE FEE IS \$25.00 PER DAY ON ALL CARS NOT PICKED UP 24 HOURS AFTER COMPLETED REPAIRS OR ESTIMATE.

CUSTOMER NO. 517656	ADVISOR LYNN HERRING	TAG NO. 499	INVOICE DATE 05/31/07	INVOICE NO. CHCS26507
NEWBURGH, NY	LABOR RATE 86.00	LICENSE NO.	MILEAGE 76,207	COLOR GY/
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DSD			DELIVERY DATE 04/09/07
	VEHICLE ID. NO. 1 G 1 Z T 5 4 8 2 5 F			DELIVERY MILES 73,371
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	P.O. NO.	R.O. DATE 05/18/07	PRODUCTION DATE
COMMENTS				MO: 7621

LABOR & PARTS				WARRANTY
J# 1 22CHZDNOISE	DIAG NOISE WHEELS	TECH(S):7		
C/S WHEN MAKING A SHARP LEFT TURN THERE IS A CRACKING SOUND/ SOUNDS LIKE THE BALL JOINTS RACK IS NOISY REPLACED STEERING RACK. NOISE IS GONE REPAIR IS COVERED UNDER SERVICE CONTRACT W/NO DEDUCTIBLE PERFORMED ALIGNMENT AND ROAD TEST. OK				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JCB # 1	1	15858368	GEAR	
JOB # 1	1	5166226-AA	FLUID POW 1081033	
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00
J# 2 23CHZ	BODY	TECH(S):7		INTERNAL
C/S P/S VISIOR FELL OFF PART IS ORDERED - WILL CALL TO SCHEDULE				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00
J# 3 23CHZZ	BODY	TECH(S):7		WARRANTY
C/S P/S SEAT LEVER IS INOP INATALLED CLIP ON SEAT LEVER CHECKED OPERATION. OK				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	11589256	RETAINER	
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00
J# 4+00CHZ	OIL CHANGE SERVICE	TECH(S):7		INTERNAL
Added Operation (AMANDA @ 05/18/2007 14:29) OIL CHANGE-FILTER-CHECK FLUID LEVELS-N/C AS OF 1/1/05 PERFORM OIL CHANGE AND CHECK ALL FLUID LEVELS AT NO CHARGES EFFECTIVE 01/01/05				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	PH47	FILTER	
JOB # 4	5	68026603-AA	OIL	
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00
SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION
JOB # 1	265078		05/31/07	ALIGNMENT
TOTAL - SUBLET				0.00
G.O.G. & SUPPLIES				INTERNAL
JOB # 4	0.2	WASTE DISPOSAL	@	/UNIT



FEB 6, 2008 HISTORY - SPECIFIC VEHICLE

Store 02 SERVC01 PORT 5023 3010

CUSTOMER NAME

SERIAL NO. 1G1ZT54825F

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.

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

NEWBURN PARK MOTORS I
200 AUTO PARK PL
NEWBURN, NY. 12550-671

TERMINAL I.D.: 0002150000073016214603

MERCHANT #: 730162146

NTSA

SALE

RECORD #: 2 INV: 000002
DATE: AUG 16, 07 TIME: 06:59
AUTH: 035158

TOTAL \$519.20

ROLLY BATH

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

CUSTOMER COPY

March 14, 2011

[REDACTED]

Newburgh, NY [REDACTED]

Service Request: 71-608088000

Customer Relationship Specialist: Jerry Robinson

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering shaft 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

[REDACTED]
Ridgefield Park, NJ [REDACTED]

Service Request: 71-608168472
Customer Relationship Specialist: Katrina Blake

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the 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.mygmilink.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

GM

CHECK No. [REDACTED]

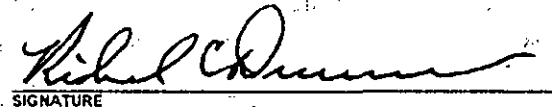
50-937
213DATE
03/07/08

*****844 DOLLARS

****29 CENTS

AMOUNT
*****844.29PAY
TO THE
ORDER
OF

RIDGEFIELD PARK NJ [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/07/08

VENDOR
DUNS NO. BB 000000340 1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZU54865F [REDACTED]	03/06/08 71-608168	VM 1-A235XD 472.1-A235XD	00.0000	844.29	.00	844.29

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

M3

TOTAL

844.29

.00

844.29

4310

[Redacted]

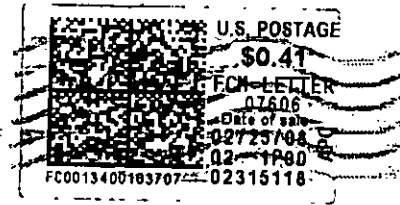
Ridgefield Park, N.J.

[Redacted]

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

25 FEB 08 PM 3 L

FEB 28 2008



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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 2/25/08

17-Digit Vehicle Identification Number (VIN): 1G1ZU54865F

Mileage at Time of Repair: 63019 Date of Repair: April 11, 2007

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: Ridgefield 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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



C O P Y
04/11/2007 16:21:33

Transaction #: 17
Card Type: VISA
Acc:
Entry: Swiped
Total: 992.47

Reference No.: 017
Auth.Code: 073865
Response: APPROVAL
Response Code: AAS12

CUSTOMER COPY

THANK YOU!

HAVE A NICE DAY!


Great American
Chevrolet 

55 Hackensack Ave. • Hackensack, NJ 07601
Phone: (201) 655-7500 • Fax: (201) 883-6341

	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
6	T5342		11APR07	
2	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
	VARI	21FEB05	323	323

TIME IN	TIME OUT	VEHICLE		LABOR RATE	DATE	BY	SPR
07:43	14:16	05 CHEVROLET MALIBU		VARI	21FEB05	323	323
MILEAGE IN	MILEAGE OUT	LICENSE NO.					
63019	63020						

	TECH	TYPE	HOURS	LST AMT	NET AMT	TOTAL
CPN GM COUPON)						
999 CPL				-25.00		-25.00
CPN GM COUPON)						
999 ISP						(N/C)
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER						9.50

 COPY

**** 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 incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

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	64.93
PLEASE PAY THIS AMOUNT	992.47

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

PAID
GREAT AMERICAN CHEVY

DATE _____

LAST CHECK CHARGE

22.00 VITALS

~~CUSTOMER COPY~~

PRK, NJ

SERVICE ADVISOR GENE CHRISTIANO

TECH	TYPE	HOURS	LIST/AMT	NET/AMT	TOTAL
	CPN GM COUPON)				
	999 CPL			-25.00	-25.00
	CPN GM COUPON)				
	999 ISP				(N/C)
	CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER				9.50

 COPY

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	64.93
PLEASE PAY THIS AMOUNT	992.47

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CUSTOMER SIGNATURE

PAID

GREAT AMERICAN CHEVY

DATE 4-1

DATE _____ CHECK _____ CHARGE _____
INITIALS _____ *m* _____

~~CUSTOMER COPY~~

Great American

Chevrolet

55 Hackensack Ave. · Hackensack, NJ 07601
Phone: (201) 655-7500 · Fax: (201) 883-6341

RIDGEFIELD PRK, NJ

SERVICE ADVISOR GENE CHRISTIANO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
11APR07	11APR07		1G1ZU54865F		T5342		11APR07	55445
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
07:43	14:16	05	CHEVROLET MALIBU		VARI	21FEB05	323	323
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
63019	63020							

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A THERE WILL BE A CHARGE OF UP TO \$9.50 FOR SHOP SUPPLIES & WASTE REMOVAL					
SS THERE WILL BE A CHARGE OF UP TO \$9.50 FOR SHOP SUPPLIES & WASTE REMOVAL					
208	CPL			0.00	0.00
B PERFORM BG COOLANT FLUSH.....GDC					
CF PERFORMED BG COOLANT FLUSH					
208	CPL			67.54	67.54
1	9500 CLNT-511-540-546	33.35	33.35		33.35
2	12346290 COOLANT	24.53	24.53		49.06
C CUSTOMER STATES THAT THE RIGHT FRONT HEADLIGHT IS INOP.....					
- REPLACED RIGHT FRONT TURN SIGNAL BULB,.....					
208	CPL			0.00	0.00
1	12450108 BULB	4.04	4.04		4.04
D CUSTOMER STATES THAT THE POWER STEERING LIGHT IS ON.....					
- DIAG. CODE:C0545-TESTED TORQUE STEERING SENSOR-NO GOOD. NECESSARY TO REPLACE STEERING COLUMN ASSEMBLY. CLEARED CODE RETESTED O.K.					
208	CPL			376.20	376.20
1	88967179 F-S/COL REM	412.85	412.85		412.85

COPY

SS.235
+ Tax = 844.28

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 incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

CUSTOMER COPY

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

March 27, 2008

[REDACTED]
Orlando, FL [REDACTED]

Service request: 71-608586902

VIN: 1G2ZF55B264 [REDACTED]

Customer Relationship Specialist: Lynn Foster

Dear [REDACTED]

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

[REDACTED]
Orlando, FL [REDACTED]

Service request: 71-608586902

VIN: 1G2ZF55B264 [REDACTED]

Customer Relationship Specialist: Lynn Foster

Dear [REDACTED]

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.

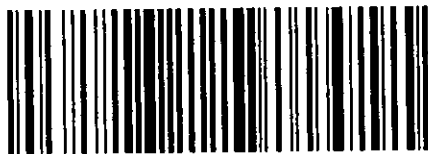
If you have any further questions, please contact me at 866-790-5600 extension 11076 between 8:00 a.m. and 4:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,
Pontiac Customer Assistance Center

CERTIFIED MAIL™

ORLANDO, FLORIDA



7007 1490 0000 7738 3783



0000



39901

U.S. POSTAGE
PAID
OCDEE, FL
34761
FEB 27, '08
AMOUNT

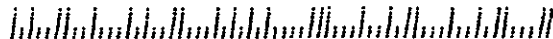
\$5.21

00051519-08

MAR 03 2008

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

482325172 BC50



(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- Description of continuing defect(s) or condition(s) The Pontiac G6 continue to have a knocking sound When the car is
at a stand still the car will jerk forward.

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Orlando, Florida 32817

Orlando, Florida 32817

Date Mailed 2/11/08 (1/98)

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1-10-0817-Digit Vehicle Identification Number (VIN): 1G1ZS52F45F [REDACTED]Mileage at Time of Repair: 51,452 Date of Repair: 1-8-08

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: South St Paul State: MN ZIP Code: [REDACTED]

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

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:

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

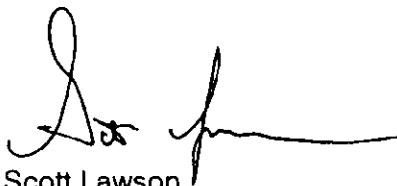
If your claim is:

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

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



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.

A handwritten signature in black ink, appearing to read 'Scott Lawson', with a long horizontal flourish extending to the right.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126





December 2007

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).



100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

Karens car
changed to CC



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

INVOICE

PAGE 1

SERVICE CONSULANT: 585 JEFFREY BEAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
ACK	05	CHEVROLET MALIBU	1G1ZS52F45F		51452	T9953
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
MAR05 IS			23:45 02JAN08			02JAN08

R.O. OPENED
READY
OPTIONS: STK:50092 DLR:04564
ENG:2.2 Liter_MFI_DOHC TRN:A
:15 02JAN08 16:09 02JAN08

NE OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL
DIAGNOSE POWR STEERING SYSTEM. DIAGNOSE OF STEERING AND SUSPENTION FOR WEAR OR DAMAGE.					

DPS DIAGNOSE POWR STEERING SYSTEM. DIAGNOSE OF STEERING AND SUSPENTION FOR WEAR OR DAMAGE.

6533	C		59.99	59.99
452 STARTED DIAG BY CHECKING FOR CODES FOUND A C054 5 SYMPTOM 00 FOR IS CONCERN FOUND THAT THERE IS A INTERMITANT CONCERN WITH THE EERING COLU MN TORQUE SENSOR THE STEERING COLUMN WILL NEED TO BE PLACED 0.5HRS DAIG				

C/S THAT THE POWER STEERING WILL GO OUT AFTER USING FOR AWHILE. POWER STEERING LIGHT IS ON

1Y REPLACED STEERING COLUMN				
6533	C		303.93	303.93
1 15926870 COLUMN		359.00	287.20	287.20

452 REMOVED AND REPLACED THE STEERING COLUMN ASSEMB LY WITH TRANSFER PARTS FROM OLD COLUMN TO NEW ONCE COMPLETED PERFORMED SETUP OCEUDRE THEN ROAD TESTED AND MADE SURE THE VEHICLE DROVE FIN E IT DID 5HRS

TIRE TREAD DEPTH IS 7/32 OF A INCH OR GREATER
TIRE7 TIRE TREAD DEPTH IS 7/32 OF A INCH OR GREATER

999	C		0.00	0.00
-----	---	--	------	------

* DECLINED TRANS FLUSH

DEC CUSTOMER DECLINED TRANSMISSION FLUSH				
999	C		0.00	0.00

STOMER PAY SUPPLY/HAZARD FOR REPAIR ORDER 36.39

CALL CENTER APPOINTMENT
CREATED 2007-12-29 09:53:00AM
TAKEN BY SARAH IHRKE

COPY

SERVICE HOURS	IMPORTANT!	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
MONDAY-THURSDAY 7:00 A.M. - 11:00 P.M. FRIDAY 7:00 A.M. - 5:30 P.M. SATURDAY 8:00 A.M. - NOON	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	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED U-USED R-REBUILT Y-RECYCLED C-RECONDITIONED	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS ADJUSTMENT SALES TAX	363.92 287.20 0.00 0.00 36.39 687.51 0.00 18.67
BODY SHOP HOURS MONDAY-THURSDAY 7:00 A.M. - 6:00 P.M. FRIDAY 7:00 A.M. - 5:30 P.M.		CUSTOMER SIGNATURE X	PLEASE PAY THIS AMOUNT	706.18

CUSTOMER COPY

North American Operations

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

GM

CHECK

No. [REDACTED]50-937
213**DATE**

03/12/08

*****706 DOLLARS

****18 CENTS

AMOUNT

*****706.18

**PAY
TO THE
ORDER
OF**[REDACTED]
SOUTH SAINT PAUL MN [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000367

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/12/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52F45F [REDACTED]	03/11/08 71-608637	VH 1-A2D70Y 451.1-A2D70Y	00.0000	706.18	.00	706.18
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				TOTAL	706.18	.00
						706.18

W3

March 14, 2011

[REDACTED]
[REDACTED]
[REDACTED]
South Saint Paul, MN [REDACTED]

Service Request: 71-608637451
Customer Relationship Specialist: Gavin Sanders

Dear [REDACTED]:

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

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

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

GM

CHECK No. [REDACTED]

50-937
213DATE
06/27/08

*****3,500 DOLLARS

****00 CENTS

AMOUNT

*****3,500.00

PAY
TO THE
ORDER
OF[REDACTED]
PHILADELPHIA PANorth American Operations
General Motors Corporation
Disbursement Account[REDACTED]
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New YorkINFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

AUDIT

VENDOR
DUNS NO. BB 000000077

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

06/27/08

VENDOR NAME [REDACTED]
REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER
DESCRIPTION 06/26/08 VM 1-AKR XVZ
1G1ZS52F25F 71-608987090 1-AKR XVZ

% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
00.0000	3,500.00	.00	3,500.00

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

W3

TOTAL

3,500.00

.00

3,500.00

June 24, 2008

Tammy Schmitt, Esq.
David J Gorberg & Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-608987090
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZS52F25F [REDACTED]
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

Form **W-9**
(Rev. January 2003)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the
requester. Do not
send to the IRS.

Print or type
See Specific instructions on page 2.

Name [Redacted]	
Business name, if different from above [Redacted]	
Check appropriate box: <input type="checkbox"/> Individual Sole proprietor <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Other	<input type="checkbox"/> Exempt from backup withholding
Address (number, street, and apt. or suite no.) [Redacted] Suite [Redacted]	
City, state, and ZIP code Phila. Pa. [Redacted]	
List account number(s) here (optional): [Redacted]	
Requester's name and address (optional) [Redacted]	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number								
OR								
Employer identification number								

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign
Here

Signature of
U.S. person

Date

Purpose of Form

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

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee.

Note: If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Foreign person. If you are a foreign person, use the appropriate Form W-8 (see Pub. 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

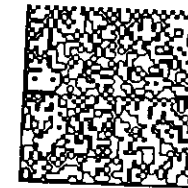
Nonresident alien who becomes a resident alien.

Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement that specifies the following five items:

- The treaty country. Generally this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
- The treaty article addressing the income.
- The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
- The type and amount of income that qualifies for the exemption from tax.
- Sufficient facts to justify the exemption from tax under the terms of the treaty article.

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
SUITE 2040
1234 MARKET STREET
PHILADELPHIA, PA 19107



Hasler

016H26510349

\$01.130

02/28/2008

Mailed From 19107
US POSTAGE

First Class Mail



GENERAL MOTORS CORPORATION
CUSTOMER ASSISTANCE
& RELATIONSHIP SERVICES
GM MSX INTERNATIONAL
1919 CONCEPT DRIVE
WARREN, MI 48091

MAR 04 2008

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.

1234 MARKET STREET

SUITE 2040

PHILADELPHIA, PA 19107-3789

1 (800) MY-LEMON

1 (800) 695-3666

(215) 665-7660

FAX (215) 563-8738

www.MyLemon.com

NEW JERSEY OFFICE

100 CENTURY PARKWAY

SUITE 305

MT. LAUREL, NJ 08054

(856) 797-0703

FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG.

330 GRANT STREET

PITTSBURGH, PA 15219

(412) 894-9970

FAX (412) 894-9983

DAVID J. GORBERG†
DANA LYNN TARQUINI*
TAMMY J. SCHMITT
KIMBERLY A. HOEHING*
LAURA L. APPELEGATE
MARGARET D. ARSENLIS*

*MEMBER OF PA AND NJ BARS

†MEMBER OF PA AND NY BARS

February 28, 2008

**GENERAL MOTORS CORPORATION
CUSTOMER ASSISTANCE
& RELATIONSHIP SERVICES
C/O MSX INTERNATIONAL
1919 CONCEPT DRIVE
WARREN, MI 48091**

RE: Our Client: [REDACTED]
Vehicle: 2005 Chevrolet Malibu
Vin #: 1G1ZS52F25F [REDACTED]

Dear Legal Department:

Please be advised this office represents the above individual under any and all of the following claims:

Pennsylvania's Automobile Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office.

The Primary non-conformities for which relief is sought include the following:

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,

DAVID J. GORBERG

DJG/jm

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: AUG 31, 2008 VALID: 07/25/07

PLATE: [REDACTED]

TITLE: [REDACTED]

VIN: 1G1ZS52E25F

YR/MAKE: 2005 CHEVROLET

TYPE: SDN

WID: 07206-3904-292282-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: ALLEGHENY

[REDACTED]

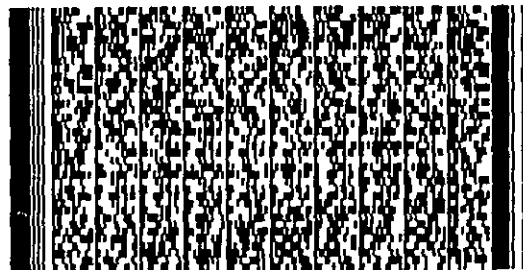
GIBSONIA PA

[REDACTED]

[REDACTED]

SIGNATURE

I hereby acknowledge this day that I have received
notice of the provisions of Section 3709 of the Vehicle
Code.



TWO PARTY

PENNSYLVANIA MOTOR VEHICLE
PURCHASE LOAN NOTE AND SECURITY AGREEMENT

Date Prepared 07/09/2005

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all scheduled payments.
6.37 %	\$ 3262.15	\$ 16696.17	\$ 18958.32

Your Payment Schedule will be:

No. of Payments	Amount of Payments	When Payments Are Due
72	\$ 263.31	Monthly, beginning 08/19/2005
	\$ N/A	

Security: Any money you have on deposit with us secures this loan. Collateral Securing other obligations to us may also secure this loan. You are giving a security interest in the Motor Vehicle being purchased.

Filing Fees: \$ 5.00

Late Charge: If a payment is late, you will be charged 10% of the payment which was not paid in full, or \$20.00, whichever is greater.

Prepayment: If you pay off early, you will not have to pay a penalty.

See below and any other Contract documents for any additional information about nonpayment, default, any required repayment in full, before the scheduled date and prepayment refunds and penalties.

a means estimate

The extension of credit represented by this Motor Vehicle Purchase Loan Note and Security Agreement ("Agreement") is made subject to Section 322 of the Pennsylvania Banking Code, 7 P.S. 322. This Agreement is between Lender and Buyer, and covers a loan which Buyer will use to purchase a motor vehicle from Seller. Seller is acting as an intermediary for this loan but is not a party to this Agreement.

In this Agreement, we are the LENDER. If we sell, give or transfer our ownership of this Agreement to any other person or company, those words then refer to that person or company. That other person or company shall have all of our rights and benefits in this Agreement, and it shall belong to, and be enforceable by, such person or company. Your rights and obligations continue unchanged. The LENDER is SKY BANK, 101 E. Washington Street, New Castle, Pennsylvania 16103.

"You" are the
BUYER(S)

Name(s)

Address(es)

Zip Code(s)

If there is more than one Buyer, each promises separately and together with the other Buyers to pay all amounts due on and to keep all other promises made in this Agreement.

The SELLER is: KENNY ROSS CHEVROLET GEO BUICK INC 22010 PERRY HIGHWAY
ZELIENOPLE PA 16063

Name(s)

Address(es)

Zip Code(s)

VEHICLE: You are purchasing from the Seller and granting to us a security interest in the following motor vehicle and its extra equipment, which is called the "Vehicle" in this Agreement.

N/U	Year and Make	Model	Body Style	No. Cyl	Truck Ton Capacity	Vehicle Identification No.
	NEW 2006 CHEVROLET	MALIBU	SDN			1G1ZS52F25F
Equipped with:	Spd Manual Trans	Air Conditioning	Power Door Locks	Power Seats	4 Wheel Drive	AM/FM Stereo
	Automatic Trans	Tilt Wheel	Power Steering	Power Mirrors	Tow Package	Tape
	Diesel Engine	Leather Seats	Power Brakes	Power Windows	Cruise Control	CD
Other						

You have traded

in the following Vehicle:

1996 GEO

PRIZM

SD

1Y1SK526XTZ

CO-SIGNER: Any person signing the Co-Signer's Agreement below promises separately and together with all the Co-Signer(s) and Buyer(s), to pay all sums due and to perform all agreements in this Agreement. Co-Signer will not be an Owner of the Vehicle.

CREDIT INSURANCE IS NOT REQUIRED

Credit Life Insurance and Credit Accident & Health Insurance are not required to obtain credit, and will not be provided unless you sign below and agree to pay the additional cost(s).

Please read the NOTICE OF PROPOSED CREDIT INSURANCE on the reverse side. Your insurance certificate of policy will tell you the MAXIMUM amount of insurance available. All insurance purchased will be for the term of the credit.

PROPERTY INSURANCE: You may choose the person through whom insurance is obtained against loss or damage to the Vehicle and against liability arising out of ownership of use of the Vehicle. This property insurance is required, as set forth in the Additional Terms on the reverse side of this Agreement.

PROMISE TO PAY: You promise to pay us the principal amount of \$ 15771.17 plus interest at the rate of 6.200 % per year, on the unpaid principal amount, simple interest basis. You promise to pay these amounts by paying the monthly payments shown above in the Payment Schedule. You agree to make these payments in consecutive monthly payments beginning on or before the due date of the first payment shown above and continuing on or before the same day of each month thereafter until all the payments have been made. You agree to pay all other amounts which may become due under this Agreement. You agree to pay us all of our costs and expenses if we file suit against you to collect the amounts due. This includes reasonable attorneys' fees if we hire an attorney to collect the amounts due or protect our interest in, or get possession of, the Vehicle. You agree

Itemization of Amount Financed

To Seller	\$ 15566.67
To Credit Insurance Company	\$ N/A
To Public Officials for	
License, Tags and Registration	\$ 64.50
Lien Fee	\$ 5.00
To DOC/NOTARY FEES	\$ 55.00
To PTA TIRE TAX	\$ 5.00
To	\$ N/A
Bank Processing Fee	\$ 75.00
Less Prepaid Finance Charge	\$ 75.00
Amount Financed	\$ 15696.17

Trade-In and Downpayment

Cash Price	\$ 20066.67
Cash Downpayment	\$ 4000.00
Trade-In	
Value of Trade-In	\$ 500.00
Amount Still Owning	\$ N/A

Spd. Manual Trans. Air Conditioning Power Door Locks Power Seats 4 Wheel Drive AM/FM Stereo
Automatic Trans. Tilt Wheel Power Steering Power Mirrors Tow Package Tape
Diesel Engine Leather Seats Power Brakes Power Windows Cruise Control CD
Other:

You have traded
in the following Vehicle:

1996 GEO

PRIZM

SDV

1Y1SK526XTZ

CO-SIGNER: Any person signing the Co-Signer's Agreement below promises separately and together with all the Co-Signer(s) and Buyer(s), to pay all sums due and to perform all agreements in this Agreement. Co-Signer will not be an Owner of the Vehicle.

CREDIT INSURANCE IS NOT REQUIRED

Credit Life Insurance and Credit Accident & Health Insurance are not required to obtain credit, and will not be provided unless you sign below and agree to pay the additional cost(s).

Please read the NOTICE OF PROPOSED CREDIT INSURANCE on the reverse side. Your insurance certificate or policy will tell you the MAXIMUM amount of insurance available. All insurance purchased will be for the term of the credit.

By signing, you select Single Credit Life Insurance.

which costs \$ N/A

What is your age? Yrs:

Signature of Buyer to be insured for Single Credit Life Insurance

By signing, you both select Joint

Credit Life Insurance, which costs \$ N/A

What are your ages? Yrs:

1. X Yrs:

2. X Yrs:

Signatures of both Buyers to be insured for Joint Credit Life Insurance

By signing, you select Single Credit Accident &

Health Insurance, which costs \$

What is your age? Yrs:

Signature of Buyer to be insured for Single Credit Accident & Health Insurance

By signing, you both select Joint Credit

Accident & Health Insurance, which costs \$ N/A

What are your ages? Yrs:

1. X Yrs:

2. X Yrs:

Signatures of both Buyers to be insured for Joint

Credit Accident & Health Insurance

CO-SIGNER: YOU SHOULD READ THE NOTICE TO CO-SIGNER, WHICH IS ON THE REVERSE SIDE, BEFORE SIGNING THIS CO-SIGNER'S AGREEMENT.

You, the person (or persons) signing below as "Co-Signer," promise to pay to us all sums due on this Agreement and to perform all promises in this Agreement. You intend to be legally bound by all the terms of this Agreement, separately and together with the Buyer. You are making this promise to induce us to make this Agreement with the Buyer, even though we will use the proceeds only for the Buyer's benefit. You agree to pay even though we may not have made any prior demand for payment on the Buyer or exercised our security interest.

X (SEAL)

Co-Signer's Signature

Address

Date

X (SEAL)

Co-Signer's Signature

Address

Date

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION

BANCONSUMER FORM PAS45SLC-3 (Rev. 5/01)

ORIGINAL - White; DEALER COPY - Canary; BORROWER'S/CO-SIGNER'S COPY - Pink; COPY - Goldenrod

©2001 BANCONSUMER SERVICE, INC.

Kenny Ross

22010 Perry Highway
Zelleno, Pennsylvania 16063
Route 19 at the Cranberry Twp. Line
(724) 452-7200 • Pgh: (412) 761-2500
FAX (724) 452-5271

CHEVROLET



BUICK

KENNYROSS.COM

PURCHASER'S NAME [REDACTED]		DATE 07/09/06	
ADDRESS [REDACTED]		CITY/STATE/ZIP PITTSBURGH, PA [REDACTED]	
PHONE [REDACTED]		VIN 6T7S52625 [REDACTED]	
GALAXY SILVER SHEDDONE ROBERT E PERSON 55214880		TO BE DELIVERED ON OR ABOUT DATE [REDACTED]	
MAIL ADDRESS [REDACTED]		MILEAGE 6	
GMS PRICING FOR EVERYONE \$18418.45		PRICE AS AGREED	
PRICE INCLUDES CH REBATE \$2000.00		TRADE IN EQUITY ADJUSTMENT	
INSURANCE INFORMATION		SALES PRICE AS AGREED	
COMPANY: GA MUTUAL INS CO		EXTENDED SERVICE CONTRACT	
POLICY NO: 0602371060		PURCHASER'S SIGNATURE	
ADDRESS		[REDACTED]	
PHONE: N/A		PERSON TALKED TO	
AGE: N/A		DATE	
COLLISION \$		COMP \$	
COVERAGE FROM: 02/22/06		TO: 02/22/06	
DESCRIPTION OF TRADE IN		SUBTOTAL	
1996 NISSAN [REDACTED] MILEAGE AT TRADE IN		500.00	
BALANCED OWED TO		TOTAL TRADE IN ALLOWANCE AS APPRAISED	
ADDRESS		TAXABLE AMOUNT	
PERSON GIVING PAY OFF		SALES TAX	
GOOD UNTIL		DOCUMENTARY FEE	
ACCOUNT NO.		FEES	
DESCRIPTION OF TRADE IN		TIRE TAX	
YEAR		OTHER CHARGES	
MILEAGE AT TRADE IN		TOTAL TRADE IN PAYOFF OWING	
BALANCED OWED TO		SUBTOTAL	
ADDRESS		DEPOSIT ON ORDER (LESS)	
PERSON GIVING PAY OFF		DUE ON DELIVERY	
GOOD UNTIL		TOTAL AMOUNT DUE OR FINANCED	
ACCOUNT NO.		ANNUAL PERCENTAGE RATE	

Purchaser agrees that this Order includes all of the terms and conditions appearing on the face and reverse sides hereof, that this Order cancels and supersedes any prior oral or written agreement or representation and as of the date hereof constitutes the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby.

A FULL COPY OF ANY APPLICABLE LIMITED WARRANTY FROM THE MANUFACTURER IS

OHMS PRICING FOR EVERYONE \$18418.45

PRICE INCLUDES GM REBATE \$2000.00

2000.00

INSURANCE INFORMATION

COMPANY: MICA MUTUAL INS CO	
POLICY NO: 0602371060	
ADDRESS: [REDACTED]	
PHONE: N/A	PERSON TALKED TO: [REDACTED]
AGE: N/A	DATE: 02/22/06 TIME: [REDACTED]
COLLISION \$: [REDACTED]	COMP \$: [REDACTED]
COVERAGE FROM: 02/22/06	TO: 02/22/06

SALES PRICE AS AGREED

EXTENDED SE	[REDACTED]
PURCHASER'S SIGNATURE	[REDACTED]
RUST PROOFING	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
FABRIC PROTECTOR	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
PAINT SEALANT	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
PURCHASER'S SIGNATURE	[REDACTED]

DESCRIPTION OF VEHICLE IN

YEAR: 1996	MAKE: GMC	MODEL: [REDACTED]	PRICE: [REDACTED]	VALOR: [REDACTED]
VIN: 1Y1SK626XT	[REDACTED]	MILEAGE AT TRADE IN: [REDACTED]		
BALANCED OWED TO: [REDACTED]	PHONE NUMBER: [REDACTED]	AMOUNT: [REDACTED]		
ADDRESS: [REDACTED]				
PERSON GIVING PAY OFF: [REDACTED]	GOOD UNTIL: [REDACTED]	ACCOUNT NO: [REDACTED]		

DESCRIPTION OF TRADE IN

YEAR: N/A	MAKE: [REDACTED]	MODEL: [REDACTED]	VALOR: [REDACTED]
VIN: [REDACTED]	MILEAGE AT TRADE IN: [REDACTED]		
BALANCED OWED TO: [REDACTED]	PHONE NUMBER: [REDACTED]	AMOUNT: [REDACTED]	
ADDRESS: [REDACTED]			
PERSON GIVING PAY OFF: [REDACTED]	GOOD UNTIL: [REDACTED]	ACCOUNT NO: [REDACTED]	

Purchaser agrees that this Order includes all of the terms and conditions appearing on the face and reverse sides hereof, that this Order cancels and supersedes any prior oral or written agreement or representation and as to this date takes complete and exclusive effect as to the terms of the agreement relating to the subject matter covered hereby.

A FULL COPY OF ANY APPLICABLE LIMITED WARRANTY FROM THE MANUFACTURER IS AVAILABLE AT THE SALES MANAGER'S OFFICE.

ALL WARRANTIES, IF ANY, EXTENDED BY A MANUFACTURER OTHER THAN DEALER ARE ITS OWN, NOT DEALER'S AND ONLY SUCH MANUFACTURER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF OR UNLESS PROHIBITED BY LAW. DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESSED OR IMPLIED INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. (A) ON ALL VEHICLES, GOODS AND SERVICES SOLD BY DEALER AND (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD AS IS, NOT EXPRESSLY WARRANTED OR GUARANTEED.

AS IS, THIS VEHICLE IS SOLD AS IS WITHOUT ANY WARRANTY EITHER EXPRESS OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT PRESENTLY EXIST OR THAT MAY OCCUR IN THE VEHICLE.

PURCHASER'S SIGNATURE: [REDACTED]

Purchaser acknowledges that he has read and understands all the terms and conditions of this Order (on both the face and reverse sides) and he has received a completed copy of it.

PURCHASER'S SIGNATURE: [REDACTED]

SUBTOTAL

TOTAL TRADE-IN ALLOWANCE AS APPRAISED	300.00
TAXABLE AMOUNT	12117.16
SALES TAX	1149.22
DOCUMENTARY FEE	55.00
FEES	69.60
TIRE TAX	5.00
OTHER CHARGES	N/A
TOTAL TRADE-IN PAYOFF OWING	N/A

SUBTOTAL

DEPOSIT ON ORDER (LESS)	N/A
DUE ON DELIVERY	15696.17
TOTAL AMOUNT DUE OR FINANCED	15696.17
ANNUAL PERCENTAGE RATE	6.200 %
MONTHLY PAYMENT	263.31
TERM	72 MO.

WE HAVE THE RIGHT TO REAPPRAISE THE VALUE OF A TRADE-IN VEHICLE IF THE DEALER CAN ESTABLISH THAT THE VEHICLE HAS SUFFERED DAMAGE OR SERIOUS MECHANICAL DETERIORATION SINCE THE DATE OF ITS VALUATION BUT PRIOR TO ITS DELIVERY TO THE DEALER OR UNLESS PARTS OR ACCESSORIES (OR BOTH INCLUDING TIRES) HAVE BEEN REMOVED OR REPLACED WITH PARTS OR ACCESSORIES OF INFERIOR QUALITY.

THIS CONTRACT IS NOT BINDING UPON EITHER THE DEALER OR THE PURCHASER UNTIL SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE AND YOU, THE PURCHASER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER. IF PURCHASER CANCELS THIS ORDER OR REFUSES TO TAKE DELIVERY OF THE VEHICLE ORDERED, EXCEPT AS PERMITTED BY LAW, PURCHASER SHALL AT DEALER'S OPTION, FORFEIT AS DAMAGES THE SUM OF \$1000.

THE SUM OF \$1000

ACCEPTED BY: [REDACTED] DATE: 07/09/06
DEALER OR HIS AUTHORIZED REPRESENTATIVE

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The Seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller.

No. 8337911

www.dmv.state.pa.us

MV-1 (9-04)				I. TAX / FEES	
A. VEHICLE DESCRIPTION	MAKE OF VEHICLE CHEVROLET	VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAKE CARE TO SECURELY TO REVERSE OF THIS COPY 1G1ZS6ZF25F	BODY TYPE (SDN, TK, BUS, ETC.) SDN	MODEL YEAR 2005	PURCHASE PRICE 6917.46
	GROSS VEHICLE WT. RATING	FUEL <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC	AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME) 85-6989		LESS TRADE-IN 500.00
CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A POLICE VEHICLE (IF APPLICABLE) <input type="checkbox"/>					TAXABLE AMOUNT 16417.45
B. APPLICANT INFORMATION	LAST NAME (OR FULL BUSINESS NAME)		FIRST NAME	MIDDLE INITIAL	DATE ACQUIRED/ 07/09/05
	CO-PURCHASER		DEALER ID NUMBER (IF APPLICABLE)		LESS TAX CREDIT N/A
	STREET		CITY PITTSBURGH	STATE PA	ZIP 15202
	COUNTY CODE 02		SALES TAX DUE 1149.22		
NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)					SALES TAX 1149.22
NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK <input type="checkbox"/> IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1L					1. SALES TAX DUE 1149.22
C. MILEAGE INFORMATION	<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY		ODOMETER READING 15 TENTHS
	WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.				2. TITLE FEE 22.50
D. LIEN INFORMATION	1ST LIEN DATE: 07/09/05 → IF NO LIEN, CHECK <input type="checkbox"/>		2ND LIEN DATE: → IF NO LIEN, CHECK <input type="checkbox"/>		3. LIEN FEE 5.00
	1ST LIENHOLDER: SKY BANK		2ND LIENHOLDER:		4. REGISTRATION OR PROCESSING FEE 36.00
	STREET: 101 E WASHINGTON STREET		STREET:		5. DUPLICATE REG. FEE N/A
	CITY: NEW CASTLE STATE: PA ZIP: 16101		CITY: STATE: ZIP:		6. TRANSFER FEE 6.00
E. VEHICLE INFORMATION	MAKE OF VEHICLE: GEO VIN: 1Y1SK526XT		MODEL YEAR: 1996		7. INCREASE FEE N/A
	BODY TYPE (SDN, BUS, TK, ETC.): SD		CONDITION OF VEHICLE: <input checked="" type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR		8. REPLACEMENT FEE N/A
	PASSENGER TAXI/BUS: <input type="checkbox"/> PASSENGER <input checked="" type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> SCHOOL BUS <input type="checkbox"/> MASS TRANSIT <input type="checkbox"/> OTHER BUS		SEATING CAPACITY: 5 OR LESS <input type="checkbox"/> 6 TO 8 <input type="checkbox"/> OVER 8		9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount 1218.72
	CYLINDER CAPACITY: 5000 OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> HORSEPOWER: 5 OR LESS <input type="checkbox"/> 6 TO 8 <input type="checkbox"/> OVER 8		MAX DESIGN SPEED: 25 MPH OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DESIGNED/ALTERED FOR ROAD USE: <input type="checkbox"/> YES <input type="checkbox"/> NO		
F. ADDITIONAL VEHICLE INFORMATION	MOTORCYCLE: <input type="checkbox"/> OPERABLE PEDALS <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> AUTOMATIC TRANSMISSION <input type="checkbox"/> YES <input type="checkbox"/> NO		MOTOR HOME: <input type="checkbox"/> CHASSIS MFR: BODY MAKE:		
	NUMBER OF AXLES: 2		REGISTERED GROSS WT. INCLUDING LOAD: 2800		
	SUN OF GAWES: 2800		UNLADEN WT. (EMPTY) 2800		
	REQ. REGISTERED GROSS COMBINATION WT. 2800		GROSS COMBINATION WT. RATING 2800		
G. APPLICATION FOR REGISTRATION	ORIGINAL PLATE: <input checked="" type="checkbox"/> Check One		<input type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE		
	<input type="checkbox"/> PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)		<input type="checkbox"/> TRANSFER & RENEWAL OF PLATE		
	<input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY BUREAU		<input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE		
	<input checked="" type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)		<input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER		
REASON FOR REPLACEMENT: <input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)		EXPIRES: 08 Year 06			
TRANSFERRED FROM TITLE NO. 1Y1SK526XT		VIN: 1Y1SK526XT			
SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT):		SIGN HERE		RELATIONSHIP TO APPLICANT	
INSURANCE COMPANY NAME: AMICA MUTUAL INS CO		NAIC NO. 09		POLICY NO. (OR ATTACH BINDER) 02/22/05	
ISSUING AGENT INFORMATION		POLICY EFFECTIVE DATE: 02/22/05		POLICY EXPIRATION DATE: 02/22/06	
I CERTIFY THAT ON MONTH JUL DAY 09 YEAR 05 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT (PRINT NAME): KENNY ROSS CHEVROLET GEO BUICK		AGENT NO. 85-6989KE	
SUBSCRIBED AND SWORN TO BEFORE ME: Darlene M. Mokez		ISSUING AGENT SIGNATURE: [Signature]		TELEPHONE NO. 724-452-7200	
FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.		SIGNATURE OF INDIVIDUAL OR AUTHORIZED SIGNER: [Signature]		TELEPHONE NO. (412) 822-8110	
SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER: [Signature]					
SEAL AND APPLICATION FOR TITLE					

If your registration documents are not received within 90 days, please contact PennDot.

310105

5 3 5 6 8 7

Kenny Ross

INVOICE

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellenople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

PAGE 1

SERVICE ADVISOR: 1661 MATTHEW COOPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F		1622/1622		
DEL DATE	PRGD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09JUL05	IS09JUL05		20:00 03AUG05		69.25	CASH	03AUG05
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:

OJ

CHEVROLET

B CUST REQUEST RENTAL FOR WORK

CAUSE: CUST NEEDED RENTAL FOR WORK

Z7901 1 DAY RENTAL

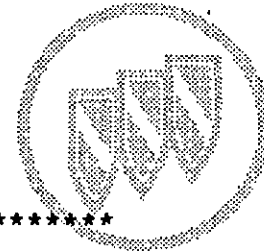
1212 WP94

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

**BUICK**

(N/C)

(N/C)

(N/C)

SUBL ENTERPRISE RENTAL

WP94

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

(N/C)

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

CUSTOMER SIGNATURE

DESCRIPTION**TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY

THIS AMOUNT

CUSTOMER COPY

Thank You For Your Business!

www.kennyross.com

310105

5 3 5 6 8 7

KENNY ROSS

INVOICE

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

PAGE 2

SERVICE ADVISOR: 1661 MATTHEW COOPER

PITTSBURGH, PA

HOME: [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F [REDACTED]		1622/1622	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
09JUL05	IS09JUL05		20:00 03AUG05		69.25	CASH	03AUG05

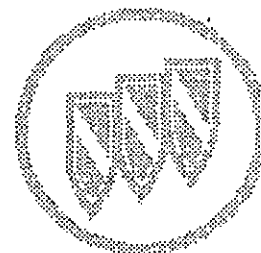
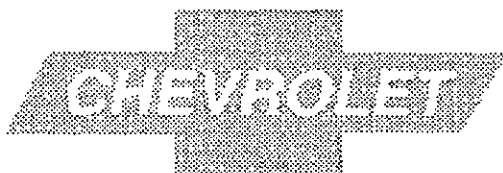
R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0

07:43 03AUG05 14:13 03AUG05

LINE OPCODE TECH TYPE HOURS

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!!!!!!

**BUICK****Goodwrench Service****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

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CUSTOMER SIGNATURE

DESCRIPTION**TOTALS**

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

CUSTOMER COPY

Thank You For Your Business!

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KENNY ROSS NORTH
22010 PERRY HIGHWAY
ZELIENOPLE, PA 16063
724-452-7200

539306

KENNY ROSS

INVOICE

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

Sale

ID: 0001 Ref #: 0006
09/17/05 10:22:21
Batch #: 496

PAGE 1

2-492-8980

SERVICE ADVISOR: 1661 MATTHEW COOPER

MASTERCARD

MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MALIBU	1G1ZS52F25F		3227/3227	
EXP.	PROMISED	PO NO.	RATE	PAYMENT
	20:00 17SEP05		69.25	CASH
OPTIONS: STK:55Z14550 ENG:L61 TRN:MXO			INV. DATE	
			17SEP05	

0900

R.O. OPENED

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	1.80	9.00
MISC		FREE OIL CHANGE					
		CCG13				-33.95	-33.95
B	MUD GUARD INSTALLATION						
	D7 MUD GUARD INSTALLATION						
		7510 CC				22.50	22.50
		1 12498916 GUARD PKG			46.74	46.74	46.74
		1 12498917 GUARD PKG			46.74	46.74	46.74

*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!!!!!!

PAID SEP 17 2005
MasterCard
SK

Goodwrench Service

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

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	42.13
PARTS AMOUNT	107.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-33.95
TOTAL CHARGES	115.98
LESS INSURANCE	0.00
SALES TAX	6.96
PLEASE PAY THIS AMOUNT	122.94

CUSTOMER COPY

Thank You For Your Business!
www.kennyross.com

KENNY ROSS CHEVROLET-
BUICK INC
22010 PERRY HWY
ZELLENOPLE PA 16063
724-452-7200

05

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Kenny Ross

INVOICE

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway
Route 19 North at the Cranberry Township Line
Zellenople, Pennsylvania 16063
(724) 452-7200 • 412-761-2500 • Fax (724) 452-5041

1642
:412-492-8980

PAGE 1

SERVICE ADVISOR: 3857 DALE BLAUSEN

KEY/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
LET MALIBU		1G1ZS52F25F			10169/10169		
RR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE		
	20:00 25MAR06		0.00	CASH	25MAR06		
READY		OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0					

Transaction # 1
Card Type: VISA
Acc:
Entry:
Total: 69.20

Reference No.: 415757018
Auth. Code: 07561A
Response: APPROVAL 07561A
Sequence Number: 1086

HOURS	LIST	NET	TOTAL
-------	------	-----	-------

INSPECTION

18.99 18.99

-18.99 -18.99

32

MISSION INSPECTION
6421 CC

34.99 34.99

C LUBE OIL FILTER COMBINATION
F1 LUBE OIL FILTER COMBINATION
6421 CLOF
1 12579143 FILTER
5 OIL BULK OIL
MISC OIL DISXC
CCG11

19.99 19.99
5.32 5.32 5.32
1.80 1.80 9.00
-5.00 -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. 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!!!!!!

PAID 5 2006
VISA
KW

Goodwrench Service

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

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

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VIN 1G1ZS52F25F254483



TITLE 6219499700

**COMMONWEALTH OF PENNSYLVANIA
VEHICLE EMISSIONS INSPECTION REPORT**

Test Date/Time: 03/25/2006 @ 09:32

VEHICLE INFORMATION

Year:	2005	Make:	CHEVROLET	Model:	MALIBU
VIN:	1G1ZS52F25F254483	Engine Size (cc):	2200	Cylinders:	4
Odometer:	10169	GVWR:	00000	Estimated Test Weight:	00000
License:		Inspection Type:	INITIAL	Record Number:	3492
County:	ALLEGHENY				

EMISSIONS CONTROL SYSTEMS VISUAL/FUNCTIONAL INSPECTION

Air Inj. System:	N/A	Catalytic Converter:	N/A	Fuel Cap Integrity:	PASS
EGR System:	N/A	Evaporative Control System:	N/A		
PCV System:	N/A	Fuel Inlet Restrictor:	N/A		

OBD EMISSIONS INSPECTION

MIL BULB KOEO:	PASS	OBD FAULT CODE RESULT:	PASS
MIL BULB KOER:	PASS	OBD READINESS RESULT:	PASS
MIL COMMAND STATUS:	PASS	OBD-I/M CHECK RESULT:	PASS

OVERALL TEST RESULTS: PASSED

Emissions Control Systems Visual/Functional Inspection: PASS

OBD Emissions Inspection: PASS

Sticker: [REDACTED]

TTN: [REDACTED]

RETAIN THIS DOCUMENT FOR YOUR RECORDS.

Vehicle tested in accordance with Pa. Code Title 67, Chapter 177

EMISSIONS INSPECTION STATION

STATION #:	U980	INSPECTOR NAME:	TIMOTHY I MOORE
STATION NAME:	KENNY ROSS NORTH	EQUIPMENT #:	ES008169
ADDRESS:	22010 PERRY HWY.		
PHONE:	ZELIENOPE PA 16063 724.452.7200	SOFTWARE VERSION:	0409

VEHICLE EMISSIONS INSPECTION QUESTIONS: For additional information, please contact the Customer Hotline at (800) 265-0921.

Inspector's
Signature:

KENNY ROSS CHEVROLET-
BUICK INC
22010 PERRY HWY
ZELIENOPLE PA 16063
724-452-7200

05

5 6 2 7 9 5

KENNY ROSS

INVOICE

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) 452-50

PAGE 1

SERVICE ADVISOR: 3857 DALE BLAUSEN

C O P Y
07/25/2006 18:41:26
Sale:

Transaction # 21
Card Type: MasterCard
Acc:
Entry: Swiped
Total: 32.13

Reference No.: 623759740
Auth.Code: 025240
Response: APPROVAL 025240
Sequence Number: 3875

YR	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
2006	JET MALIBU	1G1ZS52F25F		15290/15290	
EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
20:00	25JUL06		0.00	CASH	25JUL06
ADY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				

HOURS	LIST	NET	TOTAL
COMBINATION			
ER COMBINATION			
TER	5.32	19.99	19.99
	1.80	5.32	5.32
DOUS MATERIAL	1.00	1.80	9.00
		1.00	1.00
		-5.00	-5.00

R5M VACATION CHECK
2592 CC
MISC SERVICE DISC
CCG14

*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!!!!!!

PAID JUL 25 2006
ME
KW



Goodwrench Service

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	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	1.82
PLEASE PAY THIS AMOUNT	32.13

CUSTOMER COPY

Thank You For Your Business!
www.kennyross.com

310105

581220

Kenny Ross

INVOICE

CHEVROLET-GEO-BUICK NORTH, IN

22010 Perry Highway
Route 19 North at the Cranberry Township Line
Zelienople, Pennsylvania 16063
(724) 452-7200 * 412-761-2500 * Fax (724) 452-50

PITTSBURGH, PA
HOME

BUS:

PAGE 1

SERVICE ADVISOR: 3857 DALE BLAUSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F		24615/24615		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09JUL05	DD09JUL05		20:00 30MAR07		0.00	CASH	30MAR07
R.O. OPENED		READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PA	STATE	INSPECTION				
	SI03	PA	STATE	INSPECTION			
		2592	CC			18.99	18.99
MISC	FREE	INSPECTION	PO#				
		CCG12				-18.99	-18.99
24615	FRT	5	REAR	6 TIRES 7/32			

B	EMISSION	INSPECTION					
	SIE	EMISSION	INSPECTION				
		2592	CC			34.99	34.99

CHEVROLET

*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!!!!!!

BUICK

PAID MAR 30 2007
VISA
JP



Goodwrench Service

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
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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	53.98
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-18.99
TOTAL CHARGES	34.99
LESS INSURANCE	0.00
SALES TAX	2.10
PLEASE PAY THIS AMOUNT	37.09

CUSTOMER COPY

Thank You For Your Business!
www.kennyross.com

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KENNY ROSS

INVOICE

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) 452-50

PITTSBURGH, PA

HOME

BUS:

PAGE 1

SERVICE ADVISOR: 3857 DALE BLAUSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F		25872/25872		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09JUL05	DD09JUL05		20:00 27APR07		0.00	CASH	27APR07
R.O. OPENED		READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				

09:00 27APR07 16:17 27APR07

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A CUST STATES SES LITE ON

SERVICE CLEAN INJECTORS

2592 CC

0.00

0.00

B CUST STATES CLUNKING IN SUSPENSION/STEERING

CAUSE: EXCESSIVE PLAY IN STEERING GEAR

E9740 GEAR ASSEMBLY, POWER STEERING - REPLACE

2592 WP94

1 15858368 GEAR

FC: 93

PART#: 15858368

COUNT: 1

CLAIM TYPE:

AUTH CODE: E

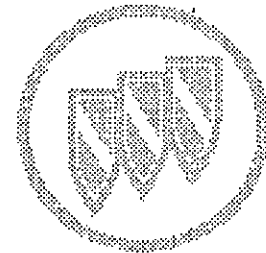
NE

SERVICE SET TOE

6421 WP94

(N/C)

(N/C)

**BUICK**

(N/C)

C** ADD ON 1030AM 4/27/07 CUST REQUEST RENTAL 1 DAY RENTAL

CAUSE: CUST NEEDED 1 DAY RENTAL

27901 1 DAY RENTAL

1212 WP94

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

(N/C)

**Goodwrench Service**

SUBL ENTERPRISE RENTAL PO#

WP94

(N/C)

FC: 98

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

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CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

CUSTOMER COPY

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310105

583230

Kenny Ross

INVOICE

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) 452-50

PITTSBURGH, PA

HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 3857 DALE BLAUSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F		25872/25872		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09JUL05	DD09JUL05		20:00 27APR07		0.00	CASH	27APR07
R.O. OPENED		READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				

08:59 27APR07 16:20 27APR07

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

A LUBE-OIL FILTER COMBINATION

F1 LUBE OIL FILTER COMBINATION

2592 CLOF

1 12605566 FILTER

5 OIL BULK OIL

1 HAZ01 HAZARDOUS MATERIAL

MISC OIL DISC PO#

CCG11

B COMPLETE BRAKE INSPECTION

B42R FRONT BRAKE PAD REPLACEMENT

2592 CC

1 19137357 PAD KIT

P20MM FUEL INDUCTION FLUSH

2592 CC

1 1002 FLUSH KIT

MISC SERVICE DISC PO#

CCG14

*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!!!!!!

PAID APR 28 2007

Gladwrench Service

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

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CUSTOMER SIGNATURE

DESCRIPTION	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!

CUSTOMER COPY

310105

5 8 3 2 3 1

Kenny Ross

INVOICE

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) 452-50

PITTSBURGH, PA

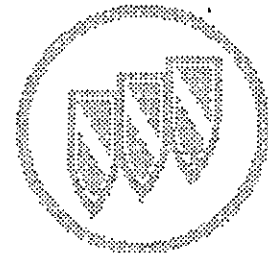
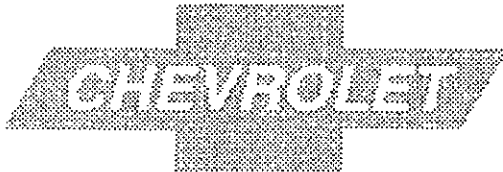
PAGE 2

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3857 DALE BLAUSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F		25872/25872		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09JUL05 DD	09JUL05		20:00 27APR07		0.00	CASH	27APR07
R.O. OPENED		READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				
09:00 27APR07		16:17 27APR07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
<p>*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!!!!!!</p>							

**BUICK****Goodwrench Service****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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CUSTOMER SIGNATURE

DESCRIPTION**TOTALS**

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

CUSTOMER COPY

Thank You For Your Business!

www.kennyross.com

310105

599363

Kenny Ross

INVOICE

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellenople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

GIBSONIA, PA

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3857 DALE BLAUSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F		30467/30467		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09JUL05	DD09JUL05		20:00 20NOV07		0.00	CASH	20NOV07
R.O. OPENED		READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				

12:22 20NOV07 16:53 20NOV07

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

A CUST STATES STEERING CLUNKS WHEN TURNING

CAUSE: GAP IN STEERING SHAFT

E9448 Reposition I-Shaft to Correct Noise

9895 WP94

FC: 93 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NE

(N/C)

B CUST STATES SEAT BELT BUCKLE LEFT REAR OUTSIDE WONT LATCH

POO PARTS ON ORDER

9895 CC

0.00

0.00

C CUST STATES KEY PFOBES INOPP

CAUSE: SOLDER JOINT FOR BATTERY INSIDE KEY PHOB IS BROKEN

R4490 TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT

LOCK - REPLACE

9895 WP94

1 22733523 TRANSMITT

FC: 1D

PART#: 22733523

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

(N/C)

(N/C)

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

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CUSTOMER SIGNATURE

DESCRIPTION**TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

Thank You For Your Business!

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CUSTOMER COPY

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Kenny Ross

INVOICE

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

GIBSONIA, PA

PAGE 2

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3857 DALE BLAUSEN

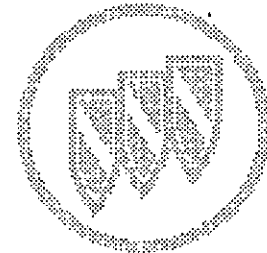
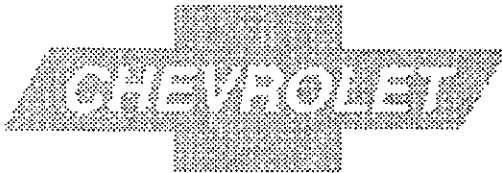
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GALAXY SII	05	CHEVROLET MALIBU	1G1ZS52F25F		30467/30467		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09JUL05	DD09JUL05		20:00 20NOV07		0.00	CASH	20NOV07
R.O OPENED		READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				

12:22 20NOV07 16:53 20NOV07

LINE OPCODE TECH TYPE HOURS

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!!!!!!

**BUICK****Goodwrench Service****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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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

Thank You For Your Business!**www.kennyross.com****CUSTOMER COPY**

OWNER OF VEHICLE
BRANCH ADDRESS

ENTERPRISE RENT-A-CAR COMPANY OF PITTSBURGH
418 DUTILH ROAD
CRANBERRY PA 15044-4181
(412) 724-7482-0888

MO 8:00A-6:00P TU 8:00A-6:00P
WE 8:00A-6:00P TH 8:00A-6:00P
FR 8:00A-6:00P SA 9:00A-6:00P
SUN CLOSED

RENTAL TYPE: D		RENTER: DALE E. FURST	
START CHARGES IF DIFFERENT: 11:00 AM 4/27/87		DAY - 24 HOUR PERIOD: 7/18	
ORIGINAL VEHICLE: BRANITE 6 IN 2500		NO CHARGE FOR MILE: 8/10	
COLOR: COBA	LICENSE NO.: 6A752	HOURS: 10.00/HOL	
MODEL: COBA	YEAR: 1987	DAYS: 37.00/DAY	
MILE AGE: 19421	OUT: 19421	REFERENCE NUMBER: 101AK555678	
DRIVEN: DALE**	COMPANY: 724-452-7200	PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF PENNSYLVANIA AND THE FOLLOWING STATES:	
CONDITION AGREED TO: NO GASOLINE REFUNDS		WHO IS UNDER MY CONTROL AND RESPONSIBLE FOR THE VEHICLE IN THE EVENT OF AN ACCIDENT OR DAMAGE TO THE VEHICLE OR TO OTHERS:	
OPTIONAL PRODUCTS NOTICE: OWNER OFFERS, FOR AN ADDITIONAL CHARGE, AS OPTIONAL PRODUCTS: DAMAGE WAIVER (DW), PERSONAL ACCIDENT INSURANCE (PAI) AND SUPPLEMENTAL LIABILITY PROTECTION (SLP). THESE ARE DESCRIBED IN DETAIL ELSEWHERE IN THIS AGREEMENT. THESE ARE OPTIONAL PRODUCTS WHICH MAY DUPLICATE COVERAGE I ALREADY HAVE THROUGH MY OWN INSURANCE POLICIES OR MY CREDIT CARD. I AM NOT REQUIRED TO PURCHASE THESE PRODUCTS IN ORDER TO RENT A VEHICLE FROM OWNER.		RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT. AND PAGE 3, PARAGRAPH 16. DAMAGE WAIVER IS NOT INSURANCE.	
BEFORE DECIDING WHETHER TO PURCHASE THESE OPTIONAL PRODUCTS, I MAY WISH TO EXAMINE MY INSURANCE POLICIES OR CREDIT CARD AGREEMENT, OR I MAY WISH TO CALL MY INSURANCE AGENT OR CREDIT CARD COMPANY TO DETERMINE WHETHER THEY PROVIDE COVERAGE FOR DAMAGE TO A RENTAL VEHICLE OR FOR LOSS OR INJURY CAUSED OR SUFFERED BY ME.		RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT. AND PAGE 3, PARAGRAPH 16. DAMAGE WAIVER IS NOT INSURANCE.	
PENNSYLVANIA LAW REQUIRES OWNER TO BEAR CERTAIN MINIMUM FINANCIAL RESPONSIBILITY FOR ITS VEHICLES. OWNER IS SELF-INSURED FOR THIS RESPONSIBILITY WHICH DOES NOT CONSTITUTE LIABILITY INSURANCE FOR ME THE RENTER, OR FOR ANY PASSENGER.		RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16.	
IF I ELECT TO PURCHASE ANY OPTIONAL INSURANCE PRODUCT OR DW, I MAY ELECT TO CANCEL MY PURCHASE AT ANY TIME DURING THE RENTAL BY BRINGING THE CAR AND MY COPY OF THE CONTRACT TO ANY ENTERPRISE RENT-A-CAR BRANCH DURING BUSINESS HOURS AND AGREEING IN WRITING TO MODIFY THE CONTRACT. I WILL NOT BE CHARGED FOR THE CANCELLATION OF MY PURCHASE.		RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16.	
RENTER: DALE E. FURST		RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.	
REPLACEMENT VEHICLE: 11:00 AM 4/27/87		RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.	
COLOR: COBA	LICENSE NO.: 6A752	TAX: 8.0%	
MODEL: COBA	YEAR: 1987	TOTAL CHARGES:	
MILE AGE: 19421	OUT: 19421	DEPOSITS:	
DRIVEN: DALE**	COMPANY: 724-452-7200	REFUNDS:	
CONDITION AGREED TO: NO GASOLINE REFUNDS		AMOUNT DUE:	
OPTIONAL PRODUCTS NOTICE: OWNER OFFERS, FOR AN ADDITIONAL CHARGE, AS OPTIONAL PRODUCTS: DAMAGE WAIVER (DW), PERSONAL ACCIDENT INSURANCE (PAI) AND SUPPLEMENTAL LIABILITY PROTECTION (SLP). THESE ARE DESCRIBED IN DETAIL ELSEWHERE IN THIS AGREEMENT. THESE ARE OPTIONAL PRODUCTS WHICH MAY DUPLICATE COVERAGE I ALREADY HAVE THROUGH MY OWN INSURANCE POLICIES OR MY CREDIT CARD. I AM NOT REQUIRED TO PURCHASE THESE PRODUCTS IN ORDER TO RENT A VEHICLE FROM OWNER.		CLOSED BY:	
BEFORE DECIDING WHETHER TO PURCHASE THESE OPTIONAL PRODUCTS, I MAY WISH TO EXAMINE MY INSURANCE POLICIES OR CREDIT CARD AGREEMENT, OR I MAY WISH TO CALL MY INSURANCE AGENT OR CREDIT CARD COMPANY TO DETERMINE WHETHER THEY PROVIDE COVERAGE FOR DAMAGE TO A RENTAL VEHICLE OR FOR LOSS OR INJURY CAUSED OR SUFFERED BY ME.		PAID BY: CASH	
PENNSYLVANIA LAW REQUIRES OWNER TO BEAR CERTAIN MINIMUM FINANCIAL RESPONSIBILITY FOR ITS VEHICLES. OWNER IS SELF-INSURED FOR THIS RESPONSIBILITY WHICH DOES NOT CONSTITUTE LIABILITY INSURANCE FOR ME THE RENTER, OR FOR ANY PASSENGER.		RECEIPT OF: CASH REFUND	
IF I ELECT TO PURCHASE ANY OPTIONAL INSURANCE PRODUCT OR DW, I MAY ELECT TO CANCEL MY PURCHASE AT ANY TIME DURING THE RENTAL BY BRINGING THE CAR AND MY COPY OF THE CONTRACT TO ANY ENTERPRISE RENT-A-CAR BRANCH DURING BUSINESS HOURS AND AGREEING IN WRITING TO MODIFY THE CONTRACT. I WILL NOT BE CHARGED FOR THE CANCELLATION OF MY PURCHASE.		DATE: 4/27/87	
RENTER: DALE E. FURST		AMOUNT: 312.81	
REPLACEMENT VEHICLE: 11:00 AM 4/27/87		RECEIPT OF: CASH REFUND	

DAY - 24 HOUR PERIOD: **7/18**
NO CHARGE FOR MILE: **8/10**

HOURS: **10.00/HOL**
DAYS: **37.00/DAY**

11.99 per day

FUEL: **3.70/BALLO**

TAX: **8.0%**

TOTAL CHARGES:

DEPOSITS:

REFUNDS:

AMOUNT DUE

CLOSED BY:

PAID BY: **CASH**

RECEIPT OF: **CASH REFUND**

DATE: **4/27/87**

AMOUNT: **312.81**

310105

600610

KENNY ROSS

INVOICE

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellienople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

GIBSONIA, PA

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3857 DALE BLAUSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F		30962/30962		
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09JUL05	DD09JUL05		20:00 07DEC07		0.00	CASH	07DEC07
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0					

12:23 07DEC07 14:14 07DEC07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUST STATES RIGHT REAR DOOR WILL NOT STAY LATCHED

CAUSE: RR DOOR LOCK BINDING

B4660 REAR SIDE DOOR LOCK REPLACEMENT - RIGHT

SIDE

6284 WP94

1 15253461 LOCK

1 2024778 F-RIVET-BLI

FC: 3P

PART#: 15253461

COUNT: 2

CLAIM TYPE:

AUTH CODE:

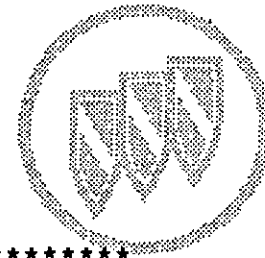
OJ

CHEVROLET

(N/C)

(N/C)

(N/C)



*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!!!!!!

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

CUSTOMER SIGNATURE

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

Thank You For Your Business!

www.kennyross.com

CUSTOMER COPY

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 08/12/06
PROCESSING SOURCE: CHEVROLET 15:09:53
PAGE: 1

VIN: 1G1ZS52F2 5F [REDACTED] 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 DR
SRVC IN: PITTSBURGH PA 15223
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
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 DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 13755	00028495553	07/12/05	26.14	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
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	SHR	STAT
GFP	01	13 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. HWQH9C/TRE	STOCK NO.	DETROIT MI	48243-1114
VIN 1G1 ZS52 F2 5F		VEHICLE INVOICE 1AD60232443	
*****13*13755S			
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZS69 MALIBU BASE SEDAN	19200.00	17568.00	INVOICE 02/21/05
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 02/21/05
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
(REPLACES STD/OPT/PKG RADIO			BANK: GMAC - 004
* DRIVER SEAT MANUAL LUMBAR			CHG-TO 13-755
* FRONT SEATBACK MAP POCKETS			
* REMOTE KEYLESS ENTRY			SHIP WT: 3033
* FLOOR MATS			HP: 18.4
* CARGO CONVENIENCE NETS			GMS: 18418.45
* PWR ADJ BRAKE & ACCEL. PEDALS			SUPPLR: 19243.91
			MRM: 20660.00
			DAN: 1ZS02
			MEMO 926.75

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				
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.

KENNY ROSS CHEVROLET-BUICK NORTH, IN	REMIT TO GMAC NO. 004
	VIN 1G1ZS52F25F254483
	\$ 19245.03 INV 1AD60232443
	DUE 03/03/05 DEALER 13-755

KENNY ROSS



KENNY ROSS CHEVROLET, INC.

11250 Route 30
North Huntingdon, PA 15642
(724) 863-9000 • (412) 271-3100
FAX (724) 863-9488



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 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

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 DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE. THANK YOU.

TELECOMMUNICATION TRANSMITTAL

PLEASE DELIVER IMMEDIATELY

DATE:

3.13.08

TO:

Cynthia Reyes

FROM:

Howard Boughter

MESSAGE:

RE: 71-608987090

Faxes will be sent in sets of 20.

Thank you!

TOTAL NUMBER OF PAGES _____ INCLUDING THIS COVER SHEET

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL AS SOON AS POSSIBLE.

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 :	1G1ZS52F25F
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VEHICLE INFORMATION

VEHICLE INFORMATION											
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 :		13 - CHEVROLET				
					Site Code :		13755				
					Business Associate Code :		118171				
Service Contract :		No	Branded Title :		No	Warranty Block :		No	PDI Status :		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	Type	Labor Operation	Odometer Reading
12/15/2006	573507	#	N0761 - BULBS, STOP, TAIL, AND TURN LAMP (LEFT) - REPLACE	21537 miles

4/27/2007

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
02/21/2005	A54483	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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4/27/2007

03/13/2008 10:49 7244525041

KENNY ROSS NORTH

PAGE 05/08

OWNER OF VEHICLE:
BRANCH ADDRESS:

ENTERPRISE RENT-A-CAR COMPANY OF PITTSBURGH
+18 DUTILH ROAD
CRANBERRY PA 15066-4171
724-742-0888

MO 8:00A- 6:00P TU 8:00A- 6:00P
WE 8:00A- 6:00P TH 8:00A- 6:00P
FR 8:00A- 6:00P SA 9:00A- 12:00P
SUN CLOSED

10:52 AM 4/28/07
1:00 PM 4/27/07

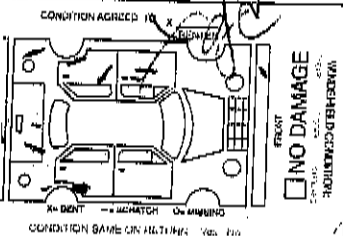
RENTAL TYPE D
RENTER 178325
DALE'S CUST**

RENTAL AGREEMENT NO. 830383
93038

START CHARGES IF DIFFERENT

ORIGINAL VEHICLE

COLOR GRANTITE
MODEL COBA
MILE-AGE IN 19471
OUT 19421
DRIVEN



BILL TO COMPANY
ATTN: N KENNY ROSS CHEVY--ZELIENOPLE**
PHONE 724-452-7200
EXT. 161AK55F5678

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL.
I REQUEST OWNER'S PERMISSION TO ALLOW NO OTHER DRIVER PERMITTED

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT).

RENTER X
PERMISSION GRANTED

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 8.
RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DAMAGE WAIVER IS NOT INSURANCE.

RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). SEE PAGE 2, PARAGRAPH 9.
RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16.

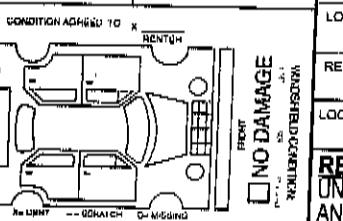
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2, PARAGRAPH 10.
RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT

I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, REVOKED, CANCELLED, OR SURRENDERED.

RENTER X
OWNER REP X
EMP. # 316BJ
4/27/07

COLOR
MODEL
MILE-AGE IN
OUT
DRIVEN



I WILL RETURN CAR BY:
TIME
DEPOSIT(S):
AMOUNT PAID BY

INSURED / CLAIMANT
LOSS DATE
REPAIR SHOP
LOCAL ADDRESS

REJECTION OF UNINSURED MOTORIST PROTECTION: I AM REJECTING UNINSURED MOTORIST COVERAGE UNDER THIS RENTAL OR LEASE AGREEMENT AND ANY POLICY OF INSURANCE OR SELF-INSURANCE ISSUED UNDER THIS AGREEMENT FOR MYSELF AND ALL OTHER PASSENGERS OF THIS VEHICLE. UNINSURED COVERAGE PROTECTS ME AND OTHER PASSENGERS OF THIS VEHICLE FOR LOSSES AND DAMAGES SUFFERED IF INJURY IS CAUSED BY THE NEGLIGENCE OF A DRIVER WHO DOES NOT HAVE ANY INSURANCE TO PAY FOR LOSSES AND DAMAGES.

DAY = 24 HOUR PERIOD
718
NO CHARGE FOR MILES
8110

HOURS @ 10.00/HOUR
DAYS @ 37.00/DAY

RO# 583231
PO# 147134

11.99 per day

FUEL @ 3.70/GALLON

TAX 8.8 %

TOTAL CHARGES

DEPOSITS

REFUNDS

AMOUNT DUE 37.02

CLOSED BY			
PAID BY	CASH	CHECK	CHARGE
RECEIPT OF CASH REFUND	DATE	AMOUNT	RECEIVED BY

by my signature on the front of this Agreement I have read, am aware of, and accept full responsibility for the terms and conditions contained in this Rental Agreement (Agreement). This Agreement consists of Pages 1 through 4. I expressly agree that I and I are the only parties to this Agreement. Unless otherwise provided in this Agreement, when this Agreement uses "I," "my," and/or "mine," it means Renter, 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.

authorize Owner to verify and/or obtain through credit agencies or other sources my personal, credit and/or financial information. This Agreement is the entire agreement between Owner and me. This Agreement cannot be modified by another document 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(S)" (AAD(s))** 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 checked in by Owner;
- "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. I acknowledge Vehicle is, by ownership, beneficial interest or lease, the property of Owner, even if owned, registered or titled to a third party. I agree I received Vehicle in good physical and mechanical condition. I am renting Vehicle "AS IS". I have had an adequate opportunity to inspect Vehicle and its operation before leaving Owner's office. Owner makes no warranties, either express or implied, including any implied warranty of use or fitness for a particular purpose. I will return 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. If I determine Vehicle is unsafe, I will stop operating Vehicle and notify Owner immediately.

Agreement to Return 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 during off-business hours. I will be responsible for any and all damages unless Damage Waiver applies and/or rental charges incurred through the time an employee of Owner checks in Vehicle.

Payment by Renter.

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 time of the rental.
- If Page 1 indicates "day = calendar 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 rental.
- If Page 1 indicates "month", a month is 30 consecutive 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:

- 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.
- the drop charge if shown on Page 1.
- the fuel charge at the rate shown on Page 1 of this Agreement for:
 - 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 refund or credit if Vehicle is returned with more fuel than when I received it.
- the taxes.

(7) 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 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 1/2 % 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:
 - 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.

THORIZE OWNER TO SUBMIT FOR PAYMENT CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT D(S):

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.

I limit the amount of available cash in each of its offices. Therefore, upon return of a Vehicle rented with a deposit, any excess cash that I am owed may be refunded by check issued by Owner's administrative office. This refund may take several days. All charges are subject to final audit by Owner.

On Use and Termination of Right to Use.

I agree 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 illegal 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.

- Vehicle will not be driven by any person impaired by the use of narcotics, intoxicants or drugs, when 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:
 - who has given a fictitious name, false address, false or invalid driver's license; or
 - whose driver's license becomes invalid during the Rental Period; or
 - who has obtained the keys without permission of Owner; or
 - who misrepresents or withholds facts from Owner pertaining to Rental or use or operation of Vehicle.
- I will not transfer or assign this Agreement and/or re-rent or sublease Vehicle.
- Vehicle will not be used to transport explosives, chemicals, corrosives or other hazardous material pollutants 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 provided by law; and:

- Owner has the right to seize vehicle without legal process or notice to me; and
- I waive 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 terminated:

- 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 liability arising from such notice.

6. 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 was rented; and
- deliver to the office where Vehicle was rented every process, pleading or paper relating 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 Owner. Vehicle may be equipped with an Event Data Recorder or similar device (EDR) installed 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 and using such data from the EDR.

6. Damage to, Loss or Theft of Vehicle and Related Costs. I accept responsibility for any damage to, loss or theft 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. Damages for which I am responsible include but are not limited to:

- loss of use, claim administrative fees, and diminishment of value; and
- towing, storage or impound fees; and
- other costs incurred by Owner to recover Vehicle and to establish damages.

SEE PARAGRAPH 16 FOR INFORMATION ON OPTIONAL DW.

7. Responsibility to Third Parties. Owner complies with applicable motor vehicle financial responsibility laws 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
- 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:
 - any claim made by a passenger while riding on or getting in or out of 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 limited to Pennsylvania's minimum financial 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 SLR.**

8. Indemnification by Me. I will defend, indemnify and hold Owner harmless from all losses, liabilities, 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 liabilities to, third parties.

I will present a claim to my insurance carrier 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 SLR. **SEE PARAGRAPHS 16 AND 17 FOR MORE INFORMATION.**

9. Personal Injury Protection and Uninsured / Underinsured 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. I expressly waive and reject PIP and UM/UIM limits in excess of the minimum limits required by law.

10. Personal and Business Property. Owner is not responsible for any damage to, loss or theft of, any property if damaged or lost regardless of where it is kept. This applies whether the damage or theft occurs while I am renting Vehicle or after I return it to Owner. I understand Owner will not be responsible for any property I leave in Vehicle.

11. Use in Mexico Not Allowed. I am not authorized or permitted to take Vehicle into Mexico.

12. Third Party Payments. If a third party agrees to pay any money owed by me under this Agreement, I hereby transfer to Owner my right to receive that payment. 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 rental days, optional products and all other charges. However, certain 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 diem benefits. If that is the case, the flat fee paid by the third party could be more or less than:

- the normal "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, Damage Waiver, Personal Accident Insurance and/or Supplemental Liability Protection); or
 - rental days beyond those specified by the third party.

KENNY ROSS



KENNY ROSS CHEVROLET, INC.

11250 Route 30
North Huntingdon, PA 15642
(724) 863-9000 • (412) 271-3100
FAX (724) 863-9488



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 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) 271-8898
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 DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE. THANK YOU.

TELECOMMUNICATION TRANSMITTAL

PLEASE DELIVER IMMEDIATELY

DATE:

3-13-08

TO:

Cynthia Reyes

FROM:

HOWARD BOUGHTER

MESSAGE:

RE: 71-608987090

Faxes will be sent in sets of 20.

Thank you!

TOTAL NUMBER OF PAGES _____ INCLUDING THIS COVER SHEET

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL AS SOON AS POSSIBLE.

UNIT# 55Z14550

5 3 3 4 5 6

Kenny Ross

INTERNAL

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellienople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 1661 MATTHEW COOPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F		23/23	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
IS			20:00 09JUL05		69.25	CASH
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				
15:18 09JUL05	15:38 09JUL05					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	EXEMPT	EMISSION	STICKER				
		EIM	EXEMPT	EMISSION	STICKER		
		6284	INDE	0.20		14.95	14.95

*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!!!!!!

COST, SALE, & COMP TOTALS

380

1495

0

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	14.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	14.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	14.95

INTERNAL COPY

Thank You For Your Business!
www.kennyross.com

UNIT# 55214550
CUSTOMER #:

5 3 3 4 5 6

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

HOME:

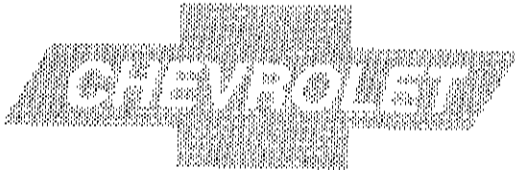
BUS:

SERVICE ADVISOR: 1661 COOPER, MATTHEW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GALAXY STL	05	CHEVROLET MALIBU	1G1ZS52F25F		23/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS			20:00 09JUL05		69.25	CASH	
H.O. OPENED	READY	OPTIONS: STK:55214550 ENG:L61 TRN:MX0					
09JUL2005 15:18		3/06					

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
A EIM 6284 INDE EXEMPT EMISSION STICKER

0X2 2m53804770



BUICK



Goodwrench Service

Handwritten signature/initials

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

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

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 33456	TIME	OFF	2
	0x2	W 6284	I	ON	

RECONDITIONING REQUEST

DATE 7-9-05

STK# 552-14350 YEAR 05 MAKE CHEV MODEL Malibu

DELIVERY DATE 7-9-05 TIME Spot COLOR _____

SERIAL# _____ MILEAGE _____

☐ STATE INSPECTION ☐ EMISSION ☐ WASH & VAC ☐ FULL DETAIL

MECHANICAL OR BODY WORK TO BE PERFORMED:

1. WASH

2. GAS

3. Emission

4. _____

5. _____

6. _____

7. _____

CUSTOMER NAME _____

ADDRESS _____

SALESMAN SHEDORS

AUTHORIZED BY _____

UNIT# 55Z14550

5 2 2 7 3 5

Kenny Ross

INTERNAL

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zelleno, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 3857 DALE BLAUSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	CHEVROLET MALIBU	1G1ZS52F25E		2/2	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
IS			20:00 03MAR05		67.30	CASH
R.O. OPENED	READY	OPTIONS: STK:55Z14550				
14:31 03MAR05	15:32 03MAR05					

LINE OPCODE TECH TYPE HOURS

B STATE INSPECTION

SI STATE INSPECTION

6850 INDE 0.20

LIST NET TOTAL

12.95 12.95

*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!!!!!!

COST, SALE, & COMP TOTALS

300 1295 0

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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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	12.95
PARTS AMOUNT	0.00
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	12.95

INTERNAL COPY

Thank You For Your Business!

www.kennyross.com

UNIT# 55Z14550
CUSTOMER #:

5 2 2 7 3 5

WORKORDER

PAGE 1

Kenny Ross

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellenople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

HOME:

BUS:

SERVICE ADVISOR: 3857 BLAUSEN, DALE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	05	CHEVROLET MALIBU	1G1ZS52F25F		2119	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
			20:00 03MAR05		67.30	CASH
IS	R.O. OPENED	READY	OPTIONS: STK:55Z14550			
03MAR2005 14:31						

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A NVI 6850 WNV NEW VEHICLE INSPECTION

needs NVR performed

MG 26999 1x3 Performed NVE

B SI 6850 INDE STATE INSPECTION

SI

CHEVROLET



AJ53910381

BUICK

Brakes
Front Reen

L 12B 6A

R 12B 6A

Tires

Front Reen



Goodwrench Service

PA#90.03 Cms64 2/25/05

EXCLUSION OF WARRANTIES

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AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

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

[Signature]

CUSTOMER SIGNATURE

TECHNICIAN COPY

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	EMP. NO.	DEPT. NO.	TIME	ON
					5:35	
					6:50	
					I	
						OFF
						7

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	EMP. NO.	DEPT. NO.	TIME	ON
					5:35	
					6:50	
					I	
						OFF
						6



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

Vehicle Identification Number

1G1ZS52F25F

Dealer/BAC Code

Stock #

55-1455

Repair Order #

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

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

Initial Preparation:

- ☐ Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER-LF 30 RF 30 LR 30 RR 30

- ☒ Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- ☒ Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

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

Road Test:

ODOMETER: Before 1 After 14

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

During Road Test:

Drive on a legal roadway with road conditions permitting evaluation of the following:

- ☒ Engine Performance: Cold start, idle quality
- ☒ HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☒ Radio, cassette and CD player (regular, steering wheel and rear controls)
- ☒ Steering wheel - center position
- ☒ Steering for leads, pulls, vibration at idle, vibration while driving
- ☒ Wipers, delay and washers (front and rear)
- ☒ Brakes for noise, pulls, vibration or shudder at both high and low speeds

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

Under Hood:

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

VOLTAGE 12.8V

DATE 3 Mar 05 INITIAL FAL

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

Body/Chassis:

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

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

Under Vehicle:

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

Final Inspection & Preparation:

Perform just prior to delivery.

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

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

Fred A. Keweenaw
Technician (Print Name)

Service Manager (Signature)

Date

Printed in USA

File With Repair Order

6/04

10288095

CUSTOMER #:310105

583230

Kenny Ross

WORKORDER

CHEVROLET-GEO-BUICK NORTH, INC

PAGE 1

22010 Perry Highway
Route 19 North at the Cranberry Township Line
Zellanople, Pennsylvania 16063
(724) 462-7200 * 412-761-2500 * Fax (724) 452-6041

PITTSBURGH, PA
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 3857 BLAUSEN, DALE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25E		25872/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
09JUL05 IS						
09JUL05 DD	09JUL05		20:00 27APR07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				
27APR2007 08:59						

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
A F1 2542 CLOF LUBE OIL FILTER COMBINATION
ccf - Bu

B B1M

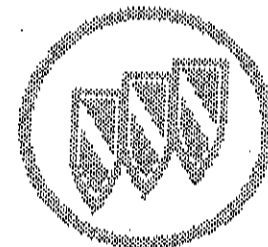
2592cc

COMPLETE BRAKE INSPECTION

*Ent Pads 3/82 instl LF
Rushes Brkly 4 5/82
Instl Full Ent Brk Pads*

CHEVROLET

2592 Injector Flush



BUICK



Goodwrench Service

Went

EXCLUSION OF WARRANTIES

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PRELIMINARY ESTIMATE

AUTHORIZED BY X

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

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

[Signature]
CUSTOMER SIGNATURE

TECHNICIAN COPY

STRAIGHT TIME (HRS.)									
FLAT RATE PRICE	2X3								
R.O.	523330								
SHIP NO.									
OPER. NO.	2592								
TIME	2								
OFF									
ON									

3-26-14 1414141414 - 1414141414

<- 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, S, 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 -- 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

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.

4/27/2007

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 and Fuel Injector Cleaner.

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."
2. 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 "View."
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 Techlink Article.
 - 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 the vehicle fuel tank.

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

- 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 with the tool.
 4. Electrically disable the vehicle fuel pump by removing the fuel pump relay and disconnecting the oil pressure switch connector, if equipped.
 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 and fuel lines.
 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	Qty
88861802	GM Upper Engine and Fuel Injector Cleaner 473 ml (16 oz) Container (U.S.)	1*
88861804	GM Upper Engine and Fuel Injector Cleaner 473 ml Container (Canada)	1
88861011	Fuel System Treatment Plus 591 ml (20 oz) Container (U.S.)	1
88861012	Fuel System Treatment Plus 591 ml Container (Canada)	1

*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	Labor Time
J5645*	<i>Cleaning Injector:</i>	
	4 Cylinder Engine	0.8 hr
	5 Cylinder Engine	0.7 hr
	6 Cylinder Engine	0.7 hr
	8 Cylinder Engine	0.9 hr
Add:	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	--	--	--	--	--	Use Published Labor Operation Time
2421105	Cleaning Injector, 6 Cylinder Engine	24211	71	0	01	05	0.7 hr*
2421106	Cleaning Injector, 8 Cylinder Engine	24211	71	0	01	05	0.9 hr*

Injector Worksheet (Use with Tech 2® Balance Test)

VIN:		Odometer:		Date:	
Repair Order:				Technician:	
Customer Concern:					
DTC's Found:					
Dielectric Grease added to Female terminal at injector. Yes No					
Initial Injector Balance Test Results					
Cylinder	1	2	3	4	5
Pressure					
Drop kPa					
<p>If there is less than a 20 kPa difference between the highest and lowest fuel pressure drop, the fuel injectors are operating properly and further service manual diagnostics should be performed on the vehicle. If there is greater than or equal to a 20 kPa difference between the highest and lowest fuel pressure drop the injectors should be cleaned.</p>					
Post Cleaning Injector Balance Test Results					
Cylinder	1	2	3	4	5
Pressure					
Drop kPa					

4/27/2007

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

[Feedback](#)[Print](#)

4/27/2007

CUSTOMER #:310105

583231

Kenny Ross

WORKORDER

CHEVROLET-GEO-BUICK NORTH, INC

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellenople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

PAGE 1

SERVICE ADVISOR: 3857 BLAUSEN, DALE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GALAXY STL	05	CHEVROLET MALIBU	1G1ZS52F25E		25872/	
DEL DATE	PRGI DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
09JUL05 IS	09JUL05		20:00 27APR07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				
27APR2007 09:00						

A
 Soud
 WP94 CUST STATES SES LITE ON 3am System PO171 Fuel Tank
 clean injectors

B
 2542 WP94 CUST STATES CLUNKING IN SUSPENSION/STEERING
 NE E9740
 93 0Y7 when turning
 Replace steering bar
 CHEVROLET
 BUICK

R
 NJ
 98 27901 R12
 good on - 1030 am 4/27/07 cust
 request 1 day needed
 cust needed 1 day needed in work

Goodwrench Service

1558368

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE #

AUTHORIZED BY X

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

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		7	2592	3	

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	OFFER NO.	TIME	ON
		7	6421	1	

Car
 B
 27 11 3
 27 11 1

KENNY ROSS



KENNY ROSS CHEVROLET, INC.

11250 Route 30
North Huntingdon, PA 15642
(724) 863-9000 • (412) 271-3100
FAX (724) 863-9488



KENNY ROSS CHEVROLET BUICK NORTH, INC.

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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
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PLEASE DELIVER IMMEDIATELY

DATE: 3.13.08

TO: Cynthia Reyes

FROM: HOWARD BOUGHTEN

MESSAGE: RE: 71-608987090

Faxes will be sent in sets of 20.

Thank you!

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CUSTOMER #:310105

535687

Kenny Ross

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22010 Perry Highway

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Zelienople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

PITTSBURGH, PA

HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 1661 COOPER, MATTHEW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F		1622/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
09JUL05	IS 7/9/05		20:00 03AUG05		69.25	CASH
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				

03AUG2005 07:43

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		WP94	CUST STATES STEERING WILL NOT TURN IN PARKING LOT MANUVERS CYCLE KEY AND IT WILL WORK
			DAG STEERING COLUMN COSHS BULLETIN SEARCH - FOLLOW DAG
			CONTACT TEC ASST - PIN CHECK OF MODULE PINS ALL GOOD
			REPLACE STEERING COLUMN RELEASE CALIBRATION'S
			WHEEL TORQUE INPUT SENSOR OK
# B		WP94	CUST REQUEST RENTAL FOR WORK

05
COSHS
F7680
12/12
27901
12/12
12/12

Cost on 8-2-05 cust given rental
8-2-05pm veh diagnosed and
Repaired 8-3-05 veh
Returned to cust 8-2-05
Rental Returned 8-3-05

BUICK

Goodwrench Service

1522936

88962179

6543-
Dna

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE

AUTHORIZED BY X

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

HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL

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						ON	

3 11 .2
3 9 9
3 9 9
3 8 .1

REPAIR
[Signature]
[Signature]

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 Manuevers Steering will not turn
Cute - goes away.*
8/2/2005

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 :	1G1ZS52F25F [REDACTED]
--------------	------------------------

VEHICLE INFORMATION

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 :	13 - CHEVROLET		
				Site Code :	13755		
				Business Associate Code :	118171		
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	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

8/3/2005

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	Type	Labor Operation	Odometer Reading
03/03/2005	522735	I	Z6999 - PDI RELATED FLUID ADDS	2 miles
02/21/2005	A54483	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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8/3/2005

<- Back

Forward ->

Document ID# 1521111
2004 Chevrolet Malibu

Feedback

Print

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

08/03/2005

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:

Labor Operation	Description	Labor Time
E7680	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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<- Back Forward ->

Document ID# 1521111
2004 Chevrolet Malibu

Feedback Print

<- Back Forward ->

Document ID# 1241508
2005 Chevrolet Malibu

Feedback Print

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 DTC Symptom Description 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.

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.

- Tests if the sensor is within the valid signal voltage range.
- The use of EL-47564 power steering control module (PSCM) test harness in steps 3-5 tests if the malfunction is internal to the PSCM.
- 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.
- 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.

Step	Action	Value (s)	Yes	No
<i>Schematic Reference: Power Steering System Schematics</i>				
<i>Connector End View Reference: Power Steering System Connector End Views</i>				
1	Did you perform the Diagnostic System Check - Vehicle?	--	Go to Step 2	Go to <u>Diagnostic System Check - Vehicle</u> in Vehicle DTC Information
2	1. Install a scan tool. 2. Turn ON the ignition, with the engine OFF. 3. With a scan tool, observe the Torque Sensor Signal 1 and the Torque Sensor Signal 2 Data parameters in Data Display. Does the scan tool indicate the Torque Sensor Signal 1 and Signal 2 Data parameters are within the specified range?	0.25-4.75 V	Go to <u>Testing for Intermittent Conditions and Poor Connections in Wiring Systems</u>	Go to Step 3
	1. Turn OFF the ignition. 2. Disconnect the torque/position sensor harness connector from the power steering control module (PSCM).			

3	<ol style="list-style-type: none"> 3. Connect the <u>EL-47564</u> PSCM test harness. 4. 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. 5. Turn ON the ignition, with the engine OFF. 6. With the scan tool, observe the Torque Sensor Signal 1 data parameter. <p>Does the scan tool indicate the Torque Sensor Signal 1 data parameter is less than the specified value?</p>	4.9-5 V	Go to Step 8	Go to Step 4
4	<ol style="list-style-type: none"> 1. 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. 2. With the scan tool, observe the Torque Sensor Signal 2 data parameter. <p>Does the scan tool indicate the Torque Sensor Signal 2 data parameter is less than the specified value?</p>	4.9-5 V	Go to Step 8	Go to Step 5
5	<ol style="list-style-type: none"> 1. 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. 2. With the scan tool, observe the Steering Position Sensor Signal 1 data parameter. <p>Does the scan tool indicate the Steering Position Sensor Signal 1 data parameter is greater than the specified value?</p>	0.0 V	Go to Step 8	Go to Step 6
6	<ol style="list-style-type: none"> 1. Turn OFF the ignition. 2. Inspect for poor connections at the torque/position sensor harness connector. Refer to <u>Testing for Intermittent Conditions and Poor Connections</u> and <u>Connector Repairs in Wiring Systems</u>. <p>Did you find and correct the condition?</p>	--	Go to Step 10	Go to Step 7
	Visually inspect the torque/position sensor harness for any damaged wires. Refer to			

7	<u>Wiring Repairs and Repairing Damaged Wire Insulation in Wiring Systems.</u> Did you find and correct the condition?	--	Go to <u>Step 10</u>	Go to <u>Step 9</u>
8	Replace the power steering motor/module assembly. Refer to <u>Motor Replacement - Power Steering Assist</u> . Did you complete the replacement?	--	Go to <u>Step 10</u>	--
9	Replace the torque sensor. Refer to <u>Steering Column Replacement in Steering Wheel and Column</u> . Did you complete the replacement?	--	Go to <u>Step 10</u>	--
10	1. Use the scan tool in order to clear the DTC. 2. Operate the vehicle within the conditions for running the DTC. Does the DTC reset?	--	Go to <u>Step 2</u>	System OK

<- Back Forward ->

Document ID# 1241508
2005 Chevrolet Malibu

Feedback Print

ENTERPRISE RENT-A-CAR COMPANY OF PITTSBURGH
 418 DUTCH ROAD 724-742-0888
 CRANFORD, NJ 07016

MO 8:00A- 6:00P TU 8:00A- 6:00P
 WE 8:00A- 6:00P TH 8:00A- 6:00P
 FR 8:00A- 6:00P SA 9:00A-12:00P
 SUNDAY CLOSED

8/3/05
 150765 445PM

RENTAL TYPE: D
 RENTER: [REDACTED]
 BILL TO: K 2055
 COMPANY: [REDACTED]

RENTAL AGREEMENT NO. D 907322
 907322

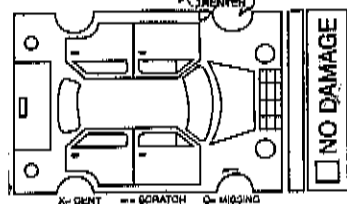
ORIGINAL VEHICLE

COLOR: [REDACTED] LICENSE NO.: [REDACTED]
 MODEL: [REDACTED] ECAR#: [REDACTED]
 MILE-AGE: [REDACTED] IN: [REDACTED] OUT: 23613
 DRIVEN: [REDACTED]

REFERENCE NUMBER: 535687/130228
 ADDITIONAL AUTHORIZED DRIVER: EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL.
 I REQUEST OWNER'S PERMISSION TO ALLOW: [REDACTED]

150 MILES PER DAY
 24 HRS = 1 DAY
 1 DAY @ 42.00/DAY

CONDITION AGREED TO



NO DAMAGE
 NO GASOLINE REFUNDS

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):
 OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFEY MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT.
 RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 6.
 RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DAMAGE WAIVER IS NOT INSURANCE.

Warranty-SERVICE
 RO# 535687
 PO# 130228

OPTIONAL PRODUCTS NOTICE: OWNER OFFERS, AN ADDITIONAL CHARGE, CERTAIN SUPPLEMENTAL PRODUCTS AND A DAMAGE WAIVER (DW) PRODUCT, WHICH IS DESCRIBED IN DETAIL ELSEWHERE IN THIS AGREEMENT. THESE ARE OPTIONAL PRODUCTS WHICH MAY DUPLICATE COVERAGE I ALREADY HAVE THROUGH MY OWN INSURANCE POLICIES OR MY CREDIT CARD. I AM NOT REQUIRED TO PURCHASE THESE PRODUCTS IN ORDER TO RENT A VEHICLE FROM OWNER.

RENTAL DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI).
 RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16.

VIN# 1GNDT135552

BEFORE DECIDING TO PURCHASE THESE OPTIONAL PRODUCTS I MAY WISH TO EXAMINE MY INSURANCE POLICIES OR CREDIT CARD AGREEMENT OR I MAY WISH TO CALL MY INSURANCE AGENT OR CREDIT CARD COMPANY TO DETERMINE WHETHER THEY PROVIDE COVERAGE FOR DAMAGE TO A RENTAL VEHICLE OR FOR LOSS OR INJURY CAUSED OR SUFFERED BY ME.

RENTAL DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP).
 RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.

PENNSYLVANIA LAW REQUIRES OWNER TO CARRY CERTAIN MINIMUM FINANCIAL RESPONSIBILITY FOR ITS VEHICLES. OWNER IS SELF-INSURED FOR THIS RESPONSIBILITY, WHICH DOES NOT CONSTITUTE LIABILITY COVERAGE FOR ME THE RENTER, OR FOR ANY PASSENGER. IF I ELECT TO PURCHASE ANY OPTIONAL INSURANCE PRODUCT OR DW, I MAY ELECT TO CANCEL MY COVERAGE AT ANY TIME DURING THE RENTAL BY BRINGING MY CAR AND MY COPY OF THE CONTRACT TO ANY ENTERPRISE RENT-A-CAR BRANCH DURING BUSINESS HOURS AND AGREEING IN WRITING TO MODIFY THE CONTRACT. I WILL NOT BE CHARGED FOR THE CANCELLED COVERAGE BEYOND THE DATE OF CANCELLATION.

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT
 WHICH CONSISTS OF PAGES 1 THROUGH 4
 I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THIS AGREEMENT AND I HAVE AGREED TO SIGN THIS AGREEMENT UNDER THE TERMS AND CONDITIONS OF THIS AGREEMENT. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THIS AGREEMENT AND I HAVE AGREED TO SIGN THIS AGREEMENT UNDER THE TERMS AND CONDITIONS OF THIS AGREEMENT.

FUEL @ 2.80/GAL

ENTER: [REDACTED]

RENTAL: [REDACTED] DATE: 080205

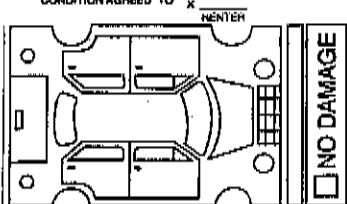
REPLACEMENT VEHICLE

COLOR: [REDACTED] LICENSE NO.: [REDACTED]
 MODEL: [REDACTED] ECAR#: [REDACTED]
 MILE-AGE: [REDACTED] IN: [REDACTED] OUT: [REDACTED]
 DRIVEN: [REDACTED]

OWNER REP: X ND
 EMP: 46480
 I WILL RETURN CAR BY: [REDACTED]
 TIME: 080405
 AMOUNT: [REDACTED]
 PAID BY: [REDACTED]
 INSURED / CLAIMANT: [REDACTED]
 ADDITIONAL INFORMATION: [REDACTED]

TOTAL CHARGES: \$ 42.00
 DEPOSITS: [REDACTED]
 REFUNDS: [REDACTED]

CONDITION AGREED TO



NO DAMAGE
 NO GASOLINE REFUNDS

REJECTION OF UNINSURED MOTORIST PROTECTION: I AM REJECTING UNINSURED MOTORIST COVERAGE UNDER THIS RENTAL OR LEASE AGREEMENT AND ANY POLICY OF INSURANCE OR SELF-INSURANCE ISSUED UNDER THIS AGREEMENT, FOR MYSELF AND ALL OTHER PASSENGERS OF THIS VEHICLE. UNINSURED COVERAGE PROTECTS ME AND OTHER PASSENGERS IN THIS VEHICLE FOR LOSSES AND DAMAGES SUFFERED IF INJURY IS CAUSED BY THE NEGLIGENCE OF A DRIVER WHO DOES NOT HAVE ANY INSURANCE TO PAY FOR LOSSES AND DAMAGES.

AMOUNT DUE: [REDACTED]
 CLOSED BY: [REDACTED]
 PAID BY: [REDACTED] CASH: [REDACTED] CHECK: [REDACTED] CHARGE: [REDACTED]
 RECEIPT OF CASH REFUND: [REDACTED] DATE: [REDACTED] AMOUNT: [REDACTED] RECEIVED: [REDACTED]

I agree by my signature on the front of this Agreement I have read, am aware of, and accept full responsibility for the terms and conditions contained in this Rental Agreement (Agreement). This Agreement consists of Pages 1 through 4. I expressly agree that Owner and I are the only parties to this Agreement. Unless otherwise provided in this agreement, when this Agreement uses "I", "me" and/or "mine", it means Renter, any Authorized Driver(s) or me, agree a third party may:

- a. have arranged the reservation for the vehicle; and/or
- b. pay for all or part of the rental bill; and/or
- c. negotiate certain terms of this rental, including but not limited to the type of the vehicle, rental rate, length of rental, and/or selection of optional products.

I authorize Owner to verify through credit agencies or other sources the personal and credit information provided by me. This Agreement is the entire agreement between Owner and me. 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:

- a. "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 meets the minimum rental age and holds a valid license.
- b. "OWNER" means "OWNER OF VEHICLE" shown on the top of Page 1.
- c. "RENTER" means the person, or entity identified on Page 1 as "RENTER".
- d. "VEHICLE" means the "ORIGINAL VEHICLE" or any replacement vehicle(s).

Ownership / Vehicle Condition / Warranty Exclusion: I acknowledge the Rented Vehicle (Vehicle) is, by ownership, beneficial interest or lease, the property of Owner, even if owned, registered or titled to a third party. I agree I received the Vehicle in good physical and mechanical condition. I am renting the Vehicle "AS IS". I have had an adequate opportunity to inspect the Vehicle and its operation before leaving Owner's office. Owner makes no warranties, either express or implied, including any implied warranty of use or fitness 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.

I agree 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 during non-business hours, I will be responsible for any and all damages unless Damage Waiver applies and/or rental charges incurred through the time an employee of Owner checks in the Vehicle.

Payment by Renter:

- a. For all daily items designated as "1/day" on Page 1 of this Agreement:
 - (1) If Page 1 indicates "day = 24 hour period", a day is a 24 hour period beginning at the start time of the rental.
 - (2) If Page 1 indicates "day = calendar day", a day is any full or partial day of the week.
 - (3) All charges are for a minimum of 1 day.
- b. For all rental terms shown as "1/week" or "1/month" on Page 1:
 - (1) If Page 1 indicates "1/week", a week is 7 consecutive 24 hour days beginning at the start time of the rental.
 - (2) If Page 1 indicates "1/month", a month is 30 consecutive 24 hour days beginning at the start time of the rental.
- c. 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.
 - (2) the mileage charge.
 - (3) the optional services and/or products charges for those items accepted by me.
 - (4) the drop charge if shown on Page 1.
 - (5) 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 than when rented. I will not receive a refund or credit if the Vehicle is returned with more fuel than when I received it.
 - (6) the taxes, fees and other charges.
- d. My Additional Responsibilities: Unless prohibited by law, I will pay Owner on demand:
 - (1) a vehicle recovery fee if I return the Vehicle to a location other than the original rental office. This fee is 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.
 - (2) for damage to or loss or theft of the Vehicle, and related costs (see Paragraph 6), if Damage Waiver, as outlined in Paragraph 16, does not apply.
 - (3) 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.
 - (4) 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.
 - (5) all expenses incurred by Owner in the collection of amounts due Owner:
 - (a) under this Agreement; and/or
 - (b) 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.

I authorize 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
 - b. 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 subject to final audit by Owner.

Limits on Use and Termination of Right to Use:

- a. I agree to the following limits on use:
 - (1) The Vehicle will not be driven by any person other than me without Owner's prior written consent.
 - (2) The Vehicle will not be used for transporting persons or property for hire.
 - (3) The Vehicle will not be used for any illegal purposes, in any illegal or reckless manner, in a race or speed contest, or to tow or push anything.
 - (4) The Vehicle will not be used to carry passengers in excess of the number of seat belts provided by the manufacturer.
 - (5) I will not remove any seats from the Vehicle.
 - (6) 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.
 - (7) The Vehicle will not be driven or taken outside the states authorized on Page 1 of this Agreement.
 - (8) The Vehicle will not be driven on an unpaved road or off-road.

- (9) The Vehicle will not be operated by anyone:
 - (a) who has given a fictitious name, false address, false or invalid driver's license, or
 - (b) whose driver's license becomes invalid during the Rental Period; or
 - (c) who has obtained the keys without permission of Owner; or
 - (d) who misrepresents facts to Owner pertaining to this Agreement or use or operation of Vehicle.
- (10) I will not transfer or assign this Agreement and/or re-rent the Vehicle.
- (11) The Vehicle will not be used to transport explosives, chemicals, corrosives or other hazardous material or pollutants 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 will automatically terminate, without further notice to me. Owner will retain all other rights and remedies provided by law. If I continue to operate the Vehicle after the right to do so has terminated:
 - (1) Owner has the right to notify the police that the Vehicle has been stolen; and
 - (2) I release and discharge Owner from any liability arising from any such notice; and
 - (3) Owner has the right to seize the Vehicle without legal process or notice to me; and
 - (4) I waive all claims for damages connected with such seizure; and
 - (5) I will pay all expenses incurred by Owner in returning the Vehicle to the original rental office.

Accident / Incident Liability

- a. report any accident, or any damage to, loss or theft of the Vehicle in writing to the office where the Vehicle was rented; and
 - b. deliver to the office where the Vehicle was rented every process, pleading or paper relating to any claim 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 Owner.

- 6. **Damage to, Loss or Theft of the Vehicle and Related Costs:** I accept responsibility for any damage to, loss theft 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 Vehicle. I will not have Vehicle repaired without permission from Owner. However, if the Vehicle is stolen and not recovered or if Owner deems it would cost too much to repair the Vehicle, I will pay Owner the fair market value less any sale proceeds. If market value will be the retail value of the Vehicle immediately preceding the loss. Damages for which I responsible include but are not limited to:
 - a. loss of use, claim administrative fees, and/or diminishment of value; and/or
 - b. towing, storage or impound fees; and/or
 - c. other costs incurred by Owner to recover the Vehicle and to establish damages.

SEE PARAGRAPH 16 FOR INFORMATION ON OPTIONAL DAMAGE WAIVER.

- 7. **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:

- a. Owner does not provide any insurance coverage to me or any passengers; and
- b. My or any driver's valid and collectible automobile liability insurance or self-insurance is primary; and
- c. Owner's financial responsibility does not apply to:
 - (1) any claim made by a passenger while riding in or on or getting out of the Vehicle; or
 - (2) 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 limited Pennsylvania's minimum financial 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 SUPPLEMENTAL LIABILITY PROTECTION.**

- 8. **Indemnification by Me:** I will defend, indemnify and hold Owner harmless from all losses, liabilities, damage injuries, claims, demands, costs, attorney fees and other expenses incurred by Owner:

- a. in any manner if they relate to this Agreement; or
 - b. from the use of the Vehicle by any party, including claims of, or liabilities to, third parties.
- I will present a claim to my insurance carrier 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 Damage Waiver and/or optional Supplemental Liability Protection. **SEE PARAGRAPHS 16 AND 17 FOR MORE INFORMATION.**

- 9. **Personal Injury Protection and Uninsured / Underinsured Motorist Protection:** Except as required by law, Owner does NOT provide Personal Injury Protection, No Fault Benefits or Medical Payment Coverage (PIP), Uninsured/Underinsured Motorist 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 deductible. I expressly waive and reject PIP and UM/UIM limits in excess of the minimum limits required by law.

- 10. **Personal and Business Property:** Owner is not responsible for any damage, loss or theft of any property damaged or stolen regardless of who is at fault. This applies whether the damage or theft occurs while I am renting the Vehicle or after I return it to Owner. I understand Owner will not be responsible for any property I leave in the Vehicle.

- 11. **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 hereby transfer to Owner my right to receive that payment. Only those amounts actually paid by a third party to Owner reduce the amount owed by me under this Agreement. I will remain responsible for all charges not paid by a third party, such as charges for vehicle upgrades, extra rental days, optional products and all other charges. However, certain third parties may have agreed to pay Owner a flat fee for this Agreement. This flat fee is instead of Owner's "1/day" charges or the third party's per diem benefits. If that is the case, the flat fee paid by the third party could be more or less than:
 - a. the normal "1/day" charges as calculated under this Agreement; or
 - b. the per diem benefits provided by that third party.

How much money may be paid to Owner under such a flat fee agreement, third party payments will be determined by the third party.

- 13. **Power of Attorney:** By signing this Agreement, I give Owner a Limited Power of Attorney:
 - a. to present any insurance claims to my insurance company;
 - (1) if the Vehicle is damaged during the Rental Period; and/or
 - (2) if any liability claims against Owner arise in connection with this Agreement.
 - b. 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 and unenforceable, all remaining provisions will continue in full force and effect.

Owner is an affiliate of Enterprise Rent-A-Car Company, which owns all rights to Enterprise names and marks.

© Enterprise Rent-A-Car Company of Pittsburgh, 2006

310105

5 3 5 5 2 9

Kenny Ross

INTERNAL

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zelienople, Pennsylvania 15063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

PITTSBURGH, PA

PAGE 1

HOME: BUS

SERVICE ADVISOR: 3104 DONALD OLZAK

SERVICE ADVISOR: 3104 DONALD OLZAK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25E		1621/1621		
DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09JUL05 IS			20:00 01AUG05	E	69.25	CASH	02AUG05
R.O. OPENED		READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				

17:21 01AUG05 16:23 02AUG05

LINE OPCODE TECH TYPE HOURS

A FULL PACK RUSTPROOFING

FP FULL PACK RUSTPROOFING

1212IWEOR 0.00

1 2PART TFP KIT

LIST NET TOTAL

21.95 21.95 21.95

*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!!!!!!

COST, SALE, & COMP TOTALS

1500 2195 0

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	21.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	21.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	21.95

INTERNAL COPY

Thank You For Your Business!

www.kennyross.com

CUSTOMER #:310105

5 3 5 5 2 9

KENNY ROSS

WORKORDER

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) 452-504

PAGE 1

SERVICE ADVISOR: 3104 OLZAK, DONALD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F		1621/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
09JUL05 IS			20:00 01AUG05		69.25	CASH
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				
01AUG2005 17:21						

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
 # A FP IWEOR FULL PACK RUSTPROOFING

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

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

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

CUSTOMER #:310105

5 3 5 5 2 9

Kenny Ross

WORKORDER

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) 452-504

PAGE 1

SERVICE ADVISOR: 3104 OLZAK, DONALD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F		1621/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
09JUL05 IS			20:00 01AUG05		69.25	CASH
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				
01AUG2005 17:21						

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
A FP IWEOR FULL PACK RUSTPROOFING

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.

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PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

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

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

7-12 LM

KENNY ROSS

8-1 Bob Sheldon



KENNY ROSS CHEVROLET, INC.

11250 Route 30
North Huntingdon, PA 15642
(724) 863-9000
(412) 271-3100 • (724) 836-1830
FAX (724) 863-6250

KENNY ROSS CHEVROLET-BUICK NORTH, INC.

22010 Perry Highway
Zelenople, 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
Adamsburg, PA 15611
(724) 864-3601 • (412) 271-8899
FAX (724) 864-7128

WE OWE SLIP

CUSTOMER _____ DATE received 7-12
ADDRESS _____ STOCK# 07/09/05
CITY/STATE/ZIP _____ MODEL 55Z14550
PHONE# (DAYTIME) PITTSBURGH PA (NIGHT) _____ E-MAIL CHEVROLET
SERIAL# _____ 1ZS69
1G1ZS52F26F 1621

WE OWE CUSTOMER

Full paid paid

CUSTOMER OWES US

Nothing

THIS WE OWE SLIP GOOD ONLY 30 DAYS FROM DATE ABOVE
PLEASE BRING YOUR COPY FOR CREDIT

CUSTOMER SIGNATURE

SALESMAN

MANAGER

CUSTOMER - (WHITE COPY)

SERVICE - (YELLOW COPY)

BILLING - (PINK COPY)

KENNY ROSS



KENNY ROSS CHEVROLET, INC.

11250 Route 30
North Huntingdon, PA 15642
(724) 863-9000 • (412) 271-3100
FAX (724) 863-9488



KENNY ROSS CHEVROLET BUICK NORTH, INC.

22010 Perry Highway • Zellenople, PA 16063
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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TELECOMMUNICATION TRANSMITTAL

PLEASE DELIVER IMMEDIATELY

DATE: 3-13-08

TO: Cynthia Reyes

FROM: HOWARD BOUGHTEN

MESSAGE: RE: 71-608987090

Faxes will be sent in sets of 20.

Thank you!

TOTAL NUMBER OF PAGES _____ INCLUDING THIS COVER SHEET

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL AS SOON AS POSSIBLE.

CUSTOMER #:310105

581220

Kenny Ross

WORKORDER

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellanople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

PITTSBURGH, PA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3857 BLAUSEN, DALE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F [REDACTED]		24615/24617	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
09JUL05 IS						
09JUL05 DD	09JUL05		20:00 30MAR07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MXO				
30MAR2007 13:00		10113 5-08				

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A SI03 2592 CC PA STATE INSPECTION

RF 58

LR 63

Ins-RF 11

LR 7

LP 7

LR 7

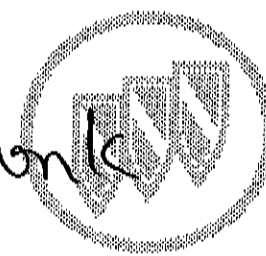
AI 74482187

B SIE 2592 CC EMISSION INSPECTION

Ins 1929454

CHEVROLET

✓ For Steering clunk
 (caust to sd
 (steering bar)



BUICK



Goodwrench Service

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AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL

TECHNICIAN COPY

CUSTOMER # 310105

573507

Kenny Ross

WORKORDER

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: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3857 BLAUSEN, DALE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F [REDACTED]		21537/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09JUL05 IS							
09JUL05 DD	09JUL05		20:00 15DEC06		0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0					
15DEC2006 10:38							

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 3106 WP94 CUST STATES BRAKE LITES INOPP

C Burn-out bulbs

C Repl. h.R. turn signal brake light bulbs

OT NO761
65 OX3



BUICK



Goodwrench Service

Wait

9441839

EXCLUSION OF WARRANTIES

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AUTHORIZED BY X

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

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

TECHNICIAN COPY

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	OPEN NO.	TIME	ON	OFF
		1	3106	3:57	3	

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	OPEN NO.	TIME	ON	OFF
		2	3106	3:57	3	

Rep 1.

2 14 12.0

L.R.
Bulky
Bracket turns equal

2 14 11.5

Diagnosis

2 14 11.2

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 :	1G1ZS52F25F
-------	-------------

VEHICLE INFORMATION

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 :	13 - CHEVROLET		
				Site Code :	13755		
				Business Associate Code :	118171		
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	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	Type	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

12/15/2006

02/21/2005	A54483	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles
------------	--------	---	---	---------

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12/15/2006

CUSTOMER #:910105

573508

Kenny Ross

WORKORDER

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellenople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

PAGE 1

SERVICE ADVISOR: 3857 BLAUSEN, DALE

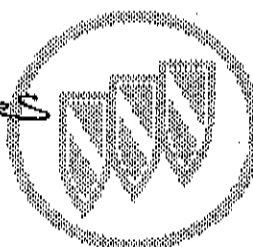
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	05	CHEVROLET MALIBU	1G1ZS52F25F		21537/		
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PD NO.	RATE	PAYMENT	INV DATE
09JUL05 IS							
09JUL05 DD	09JUL05		20:00 15DEC06		0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0					
15DEC2006 10:41							

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
 # A F1 ~~6/27/06~~ CLOF 3 LUBE OIL FILTER COMBINATION
 3/06

B F6M

~~CC~~ TIRE ROTATION

CHEVROLET



BUICK



Goodwrench Service

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PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE.

TECHNICIAN COPY

NO 1-1 68

STRAIGHT TIME (HRS)	FLAT RATE PRICE	EMP. NO.	OPER. NO.	TIME	OFF
	9	573508	3106	C	ON

5217-2
L.O.F.

2-P205165R175 B/W 29347 8122.4

CUSTOMER-#:

559819

Kenny Ross

WORKORDER

CHEVROLET-GEO-BUICK NORTH, IN

PAGE 1

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellenople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-504

HOME:

BUS:

SERVICE ADVISOR: 3104 OLZAK, DONALD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	05	BUICK LESABRE	1G4HP52K25U		9498/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
			20:00 16JUN06		0.00	CASH
R/O OPENED	READY	OPTIONS: STK:5U254556				
16JUN2006 14:34						

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	D7	2357	IUCR	MUD GUARD INSTALLATION

~~16JUN~~ Installed mud guards (F+R)

BUICK

Goodwrench Service

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AUTHORIZED BY X

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

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

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. No.	559819	TIME	OFF	6
	X5	EMP. NO.	2357		ON	

RECONDITIONING REQUEST

DATE 6-16-06

STK# 50 YEAR 05 MAKE Buick MODEL Lesabre

DELIVERY DATE 6-16-06 TIME 5:30 COLOR White

SERIAL# _____ MILEAGE _____

☐ STATE INSPECTION

☐ EMISSION

☒ WASH & VAC

☐ FULL DETAIL

MECHANICAL OR BODY WORK TO BE PERFORMED:

1. ~~NO~~ GAS MUDFLAPS & INSTALLATION
2. 1 Key MADE
3. _____
4. _____
5. _____
6. _____
7. _____

CUSTOMER NAME _____

ADDRESS _____

SALESMAN Rose

AUTHORIZED BY [Signature]

5 6 2 7 9 5

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

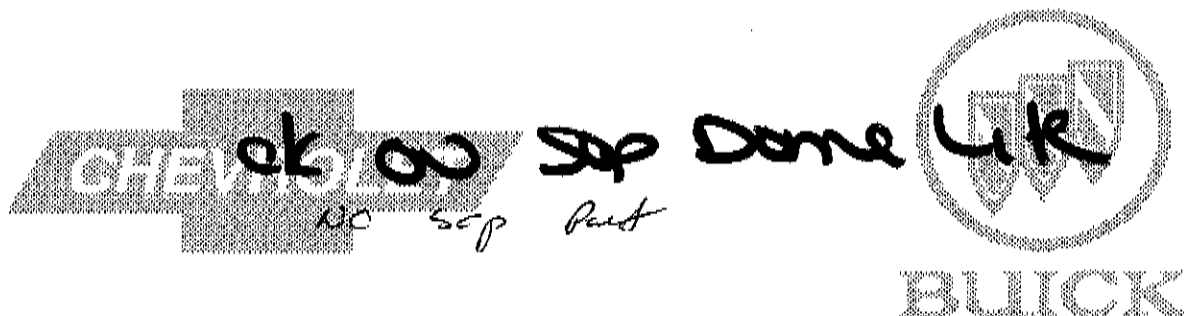
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3857 BLAUSEN, DALE

SERVICE ADVISOR: 3837 BLAUSEN, DALL									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG	
GALAXY SIL	05	CHEVROLET MALIBU		1G1ZS52F25R		15290/			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE		
09JUL05	IS09JUL05		20:00 25JUL06		0.00	CASH			
R.O. OPENED		READY		OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0					
25JUL2006 18:48									

LINE	OP	CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A	F1		CLOF	LUBE OIL FILTER COMBINATION

B R5M 2592 CC VACATION CHECK
OK



GM Goodwrench Service

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REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

CUSTOMER SIGNATURE

TECHNICIAN COPY

STRAIGHT TIME (MSE)		PLAY RATE PRICE		B.O. NO. OVER NO.		TIME		ON	
7		53795		2592		0		7	

CUSTOMER #:310105

5 5 3 4 0 2

Kenny Ross

WORKORDER

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: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 3857 BLAUSEN, DALE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F		10169/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT
09JUL05	IS09JUL05		20:00 25MAR06		0.00	CASH
B.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MXO				

25MAR2006 07:55

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A SI03 6421 CC PA STATE INSPECTION

AIG-4370071

LF RF LR RR

5/32 5/32 9/32 9/32

B SIE CC EMISSION INSPECTION

NEEDS EMISSION
COMPLETED EMISSION

C F1 6421 CLOF LUBE OIL FILTER COMBINATION

CHEVROLET

Online like doesn't always
work

Goodwrench Service

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AUTHORIZED BY X

REVISED
ESTIMATE (1)REVISED
ESTIMATE (2)REVISED
ESTIMATE (3)

DATE

TIME

BY

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

X

TECHNICIAN COPY

STRAIGHT TIME (HRS)	FLAT RATE PRICE	BRAND	OPER NO.	TIME	ON
		IXY	53402	0401	2

553402

KENNY ROSS CHEVY-Geo-BUICK
22010 PERRY HIGHWAY ZELIENOPLE, PA 16063

Work Order: 2894

Date: 3/25/2006

(724)452-7200

CUSTOMER INFORMATION

Last Name		First Name	
[REDACTED]		[REDACTED]	
Address		Address2	
[REDACTED]		[REDACTED]	
City		State	
PITTSBURGH		PA	
Home Phone		Work Phone	
[REDACTED]		[REDACTED]	
Contact		Work Phone Ext	
[REDACTED]		[REDACTED]	

VEHICLE INFORMATION

VIN#	Plate#	Year	Make	Body
1G1ZS62F25F	[REDACTED]	05	CHEVROLET	SDN
Old Odom	Current Odom	Model	Fleet	
2	10169	MALIBU		
Engine	Transmission	Anti-Tamper Exempt		
L4, 2.2L, DOHC				

INSURANCE INFORMATION

Insur. Co.:	Expires Date:
AMICA	8/22/2006
Policy#:	Expires Text:
97023721KN	

PARTS

Qty	Description
1	INSPECTION STICKER 431 ANNUAL IN
1	Total Inspection Cost

LABOR

Labor Description	
STATE INSPECTION 431 ANNUAL IN	
Total Inspection Cost	

Inspection Info

Y	Registration Verified
Y	Steering / Suspension
Y	Exhaust System
Y	Fuel System
Y	Glazing, Mirrors
Y	Lightings, Wiring, Switches
Y	Body, Doors, Latches
Y	Brake System
Y	Other
Y	Road Test

Visual Anti-Tampering

-	Catalytic Converter
-	Fuel Inlet Restrictor
-	PCV Valve
-	EGR Valve
-	Air Pump
-	Evaporative Control System

INSPECTION RESULTS

PASS

Inspection Info

Inspection Date	Inspect Type	Old Sticker
3/25/2006	ANNUAL	
Book	Inside/Outside	Sticker Expires
431AI	INSIDE	03 07
Sticker		Month Year
[REDACTED]		
Emissions Sticker #	MechanicID	
[REDACTED]	6421	

Brakes and Suspension

	Left Front		Right Front		Left Rear		Right Rear	
Brakes	10	B	10	B	5	B	5	B
Tires / 32nds	5		5		9		9	
Drums / Rotors								
Suspension								
	Lower Upper		Lower Upper		Lower Upper		Lower Upper	

Sublet:

Labor: \$16.99
 Parts: \$2.00 \$18.99
 Total Labor and Parts:
 Tax: \$1.14
 Invoice Amount: \$20.13

CIM Signature:



CUSTOMER #:310105

539306

Kenny Ross

WORKORDER

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zelienople, Pennsylvania 16063

(724) 452-7200 * 412-761-2600 * Fax (724) 452-6041

PAGE 1

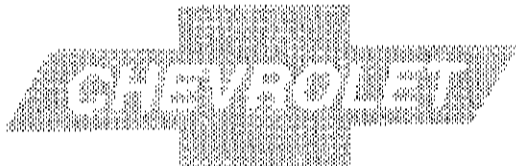
SERVICE ADVISOR: 1661 COOPER, MATTHEW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	05	CHEVROLET MALIBU	1G1ZS52F25F		3227/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
09JUL05	IS09JUL05		20:00 17SEP05		69.25	CASH
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				
17SEP2005 09:16						

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	F11	7510 CLOF	3000 Mile Free Lube Oil Filter LoF

# B	D7	7510 CC	MUD GUARD INSTALLATION
-----	----	---------	------------------------

Installed 4 molded Flaps



GM Goodwrench Service

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE THAT I HAVE READ AND GIVE MY APPROVAL OF THE ABOVE REVISED ESTIMATE:

X

TECHNICIAN COPY

KENNY ROSS



KENNY ROSS CHEVROLET, INC.

11250 Route 30
North Huntingdon, PA 15642
(724) 863-9000 • (412) 271-3100
FAX (724) 863-9488



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 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) 271-8889
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 DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE. THANK YOU.

TELECOMMUNICATION TRANSMITTAL

PLEASE DELIVER IMMEDIATELY

DATE:

2.13.08

TO:

Cynthia Reyes

FROM:

HOWARD BOUGHTEN

MESSAGE:

RE: 71-608987090

Faxes will be sent in sets of 20.

Thank you!

TOTAL NUMBER OF PAGES _____ INCLUDING THIS COVER SHEET

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL AS SOON AS POSSIBLE.

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 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 safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

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[<- Back](#)[Forward ->](#)

Document ID# 1973984
2005 Chevrolet Malibu

[Feedback](#)[Print](#)

11/20/2007

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 :	1G1ZS52F25F [REDACTED]
-------	------------------------

VEHICLE INFORMATION

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 :	13 - CHEVROLET				
		Site Code :	13755				
		Business Associate Code :	118171				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	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 miles
36/36000 FEDERAL EMISSION	07/09/2005	15 miles	07/09/2008	36015 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
04/27/2007	583231	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	25872 miles

11/20/2007

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 - 1-DAY COURTESY TRANSPORTATION	1622 miles
03/03/2005	522735	I	Z6999 - PDI RELATED FLUID ADDS	2 miles
02/21/2005	A54483	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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11/20/2007

CUSTOMER # 310105

600496

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) 452-6041

GIBSONIA, PA

HOME:

BUS:

SERVICE ADVISOR: 3857 BLAUSEN, DALE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAB	
	05	CHEVROLET MALIBU	1G1ZS52F25F		30890/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09JUL05 IS	09JUL05 DD	09JUL05	20:00 06DEC07		0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0					
06DEC2007 12:25							

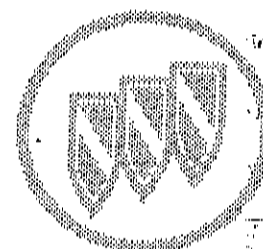
LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		6284	WP94	CUST STATES REAR SEAT BELT BUCKLE INOPP SOP C. Rear center seat belt buckle won't latch - Broken Buckle
# B			WP94	C. Opened Rear Rear seat + Buckle shelf + Lap/leg center Seat Belt Retractor/Buckle assembly CUST STATES RIGHT REAR DOOR LATCH WONT LATCH AT TIMES

6284

OTRERO

LATCH

CHEVROLET



BUICK



Goodwrench Service

Went

26689039

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE SERVICE

X

TECHNICIAN COPY

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	RISE NO.	OPER. NO.	TIME	OFF
		9	100496		6

DE 1.41.1
DE 1.41.1

DE 1.41.1
DE 1.41.1

Step by
Start 12/11

KENNY ROSS

SERVICE BAY REPORT CARD

DATE: _____ REPAIR ORDER # _____

YEAR 05 MAKE / MODEL Malibu

NAME: _____ PHONE # _____

VIN 5F ODOMETER 30890

CHECKED & OKAY

WILL REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

SERVICE MAINTENANCE

- ☐ ☐ Change engine oil and filter. Reset oil life system.
- ☐ ☐ Lubricate chassis components.
- ☐ ☐ Check tire inflation pressures and wear.
- ☐ ☐ Visually inspect exhaust system for leaks, damage, & loose parts. Remove any foreign materials trapped by shielding.
- ☐ ☐ Inspect engine accessory drive belt.
- ☐ ☐ Check engine coolant & windshield washer fluid levels. Add fluid as needed.
- ☐ ☐ Visually inspect transmission, drive shaft, u-joints, and transmission shift linkage (if equipped), and lubricate as needed.
- ☐ ☐ 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 needed.
- ☐ ☐ Inspect fuel system for damage or leaks.

ADDITIONAL REQUIRED MAINTENANCE

- ☐ ☐ Replace engine air cleaner filter. An Emission Control Service.
- ☐ ☐ Supercharger service (if equipped). An Emission Control Service.
- ☐ ☐ Change automatic transaxle fluid and filter (severe service).
- ☐ ☐ Replace spark plugs. Inspect spark plug wires. An Emission Control Service.
- ☐ ☐ Engine cooling system service.
- ☐ ☐ Perform any needed additional services.

State Inspection Due (If Applicable) _____

MONTH / DAY / YEAR

Comments - Estimate _____

This Courtesy Inspection Completed by Your Dealership Team!

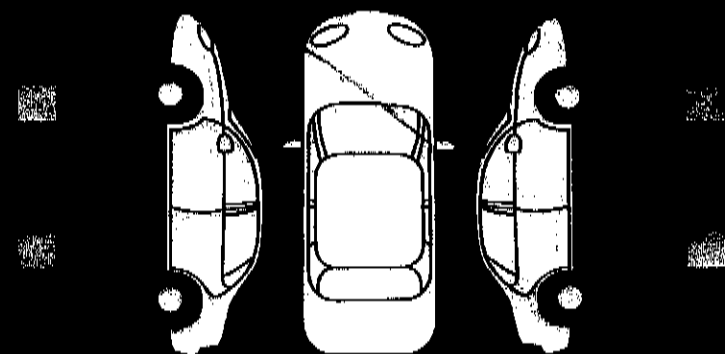
Service Advisor: _____

Technician: _____

CHECK BATTERY PERFORMANCE

- ☐ Good Factory Spec. Cold Cranking Amps:
 - ☐ Recharge Actual Cold Cranking Amps:
 - ☐ Bad
- Battery Terminals ☐ Good ☐ Bad (Clean if necessary)

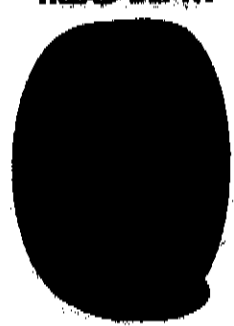
CHECK BRAKES: MEASURE FRONT / REAR LININGS



8/32" or over (Disc) or 5/32" or over (Drum)
 6/32" or over (Disc) or 3/32" to 4/32" (Drum)
 4/32" or less (Disc) or 2/32" or less (Drum)

Comments: _____

CHECK TIRES

- | LF | TREAD DEPTH | RF |
|---|---|---|
| <input type="checkbox"/> 7/32" or Greater |  | <input type="checkbox"/> 7/32" or Greater |
| <input type="checkbox"/> 4/32" to 6/32" | | <input type="checkbox"/> 4/32" to 6/32" |
| <input type="checkbox"/> 3/32" or Less | | <input type="checkbox"/> 3/32" or Less |
| <input type="checkbox"/> 7/32" or Greater | | <input type="checkbox"/> 7/32" or Greater |
| <input type="checkbox"/> 4/32" to 6/32" | | <input type="checkbox"/> 4/32" to 6/32" |
| <input type="checkbox"/> 3/32" or Less | | <input type="checkbox"/> 3/32" or Less |
| LR | | RR |

NEXT SCHEDULED MAINTENANCE

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 :	1G1ZS52F25F
-------	-------------

VEHICLE INFORMATION

VEHICLE INFORMATION											
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 :		13 - CHEVROLET				
					Site Code :		13755				
					Business Associate Code :		118171				
Service Contract :		No	Branded Title :		No	Warranty Block :		No	PDI Status :		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 miles
36/36000 FEDERAL EMISSION	07/09/2005	15 miles	07/09/2008	36015 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/20/2007	599363	#	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE	30467 miles

12/6/2007

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	#	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 - 1-DAY COURTESY TRANSPORTATION	1622 miles
03/03/2005	522735	I	Z6999 - PDI RELATED FLUID ADDS	2 miles
02/21/2005	A54483	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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12/6/2007

CUSTOMER #:310105

600497

Kenny Ross

WORKORDER

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellenople, Pennsylvania 16063

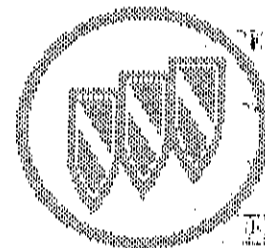
(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

PAGE 1

SERVICE ADVISOR: 3857 BLAUSEN, DALE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAB
	05	CHEVROLET MALIBU	1G1ZS52F25E		30890/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
09JUL05 IS	09JUL05 DD	09JUL05	20:00 06DEC07		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	F1	6784		CLOFT LUBE OIL FILTER COMBINATION

CHEVROLET**BUICK****Goodwrench Service****EXCLUSION OF WARRANTIES**

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

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE

AUTHORIZED BY X

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

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

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	NO. OF SUPPLIES	OPENING NOTES	TIME	OFF ON
	3		60009	C	

CUSTOMER #:310105

600610

Kenny Ross

WORKORDER

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellenople, Pennsylvania 18063

(724) 462-7200 • 412-761-2500 • Fax (724) 462-5041

PAGE 1

GIBSONIA, PA

HOME:

BUS:

SERVICE ADVISOR: 3857 BLAUSEN, DALE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GALAXY ST	05	CHEVROLET MALIBU	1G1ZS52E25K		30962/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO	RATE	PAYMENT	INV DATE
09JUL05 IS							
09JUL05 DD	09JUL05		20:00 07DEC07		0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0					
07DEC2007 12:23							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	6284	WP94		CUST STATES RIGHT REAR DOOR WILL NOT STAY LATCHED

C. R/Rear Door Latch/Lock Assembly Binding
& won't latch

C. R & R Rear Door Panel & Repack Latch

CHEVROLET**Goodwrench Service****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.

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PRELIMINARY ESTIMATE #

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL

CUSTOMER SIGNATURE

TECHNICIAN COPY

2012.7

DE 11.9

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	EMP. NO.	OPER. NO.	TIME	OFF
	7	600614	6284	W	ON

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 :	1G1ZS52F25F
-------	-------------

VEHICLE INFORMATION

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 :		13 - CHEVROLET		
			Site Code :		13755		
			Business Associate Code :		118171		
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	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 miles
36/36000 FEDERAL EMISSION	07/09/2005	15 miles	07/09/2008	36015 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/20/2007	599363	#	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE	30467 miles

12/7/2007

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	#	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 - 1-DAY COURTESY TRANSPORTATION	1622 miles
03/03/2005	522735	I	Z6999 - PDI RELATED FLUID ADDS	2 miles
02/21/2005	A54483	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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12/7/2007

KENNY ROSS



KENNY ROSS CHEVROLET, INC.

11250 Route 30
North Huntingdon, PA 15642
(724) 863-9000 • (412) 271-3100
FAX (724) 863-9488



KENNY ROSS CHEVROLET BUICK NORTH, INC.

22010 Perry Highway • Zelenople, PA 16063
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 15611
(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 DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE. THANK YOU.

TELECOMMUNICATION TRANSMITTAL

PLEASE DELIVER IMMEDIATELY

DATE: 3-13-08

TO: Cynthia Reyes

FROM: HOWARD BOUGHTER

MESSAGE: RE: 71-608987090

Faxes will be sent in sets of 20.

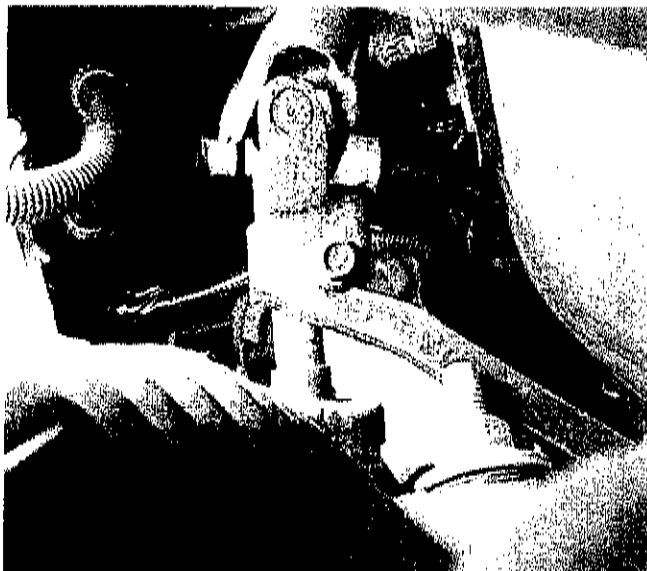
Thank you!

TOTAL NUMBER OF PAGES _____ INCLUDING THIS COVER SHEET

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL AS SOON AS POSSIBLE.



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.



- 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

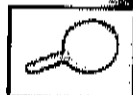
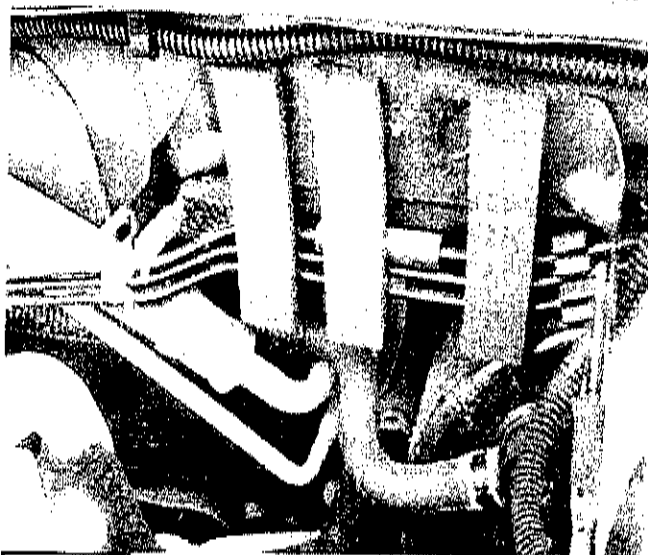
Some customers may comment on a knocking or rattling type noise from the front of the vehicle when driven at low speeds and over bumps. The noise only occurs when the steering wheel is in the straight ahead position and sounds like the noise is in the left suspension of the vehicle or directly in front 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

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 (¼ 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

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 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 safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

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[<- Back](#)[Forward ->](#)

Document ID# 1973984
2005 Chevrolet Malibu

[Feedback](#)[Print](#)

11/20/2007

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 :	1G1ZS52F25F [REDACTED]
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VEHICLE INFORMATION

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 :	13 - CHEVROLET				
		Site Code :	13755				
		Business Associate Code :	118171				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	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
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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	Type	Labor Operation	Odometer Reading
04/27/2007	583231	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	25872 miles

11/20/2007

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 - 1-DAY COURTESY TRANSPORTATION	1622 miles
03/03/2005	522735	I	Z6999 - PDI RELATED FLUID ADDS	2 miles
02/21/2005	A54483	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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11/20/2007

CUSTOMER # 310105

600496

Kenny Ross

WORKORDER

CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway

Route 19 North at the Cranberry Township Line

Zellenople, Pennsylvania 16063

(724) 452-7200 * 412-761-2500 * Fax (724) 452-5041

GIBSONIA, PA

HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 3857 BLAUSEN, DALE

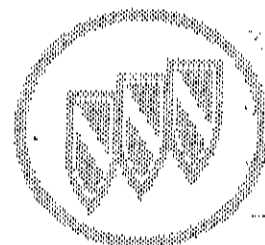
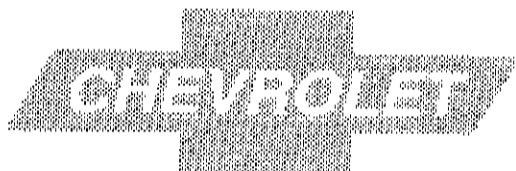
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GALAXY ST	05	CHEVROLET MALIBU	1G1ZS52F25E		30890/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09JUL05 IS							
09JUL05 DD	09JUL05		20:00 06DEC07		0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0					
06DEC2007 12:25							

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	6284	WP94	CUST STATES REAR SEAT BELT BUCKLE INOPP SOP C. Rem Center Seat Belt Buckle won't latch - Broken Buckle C. Repd Rear Seat & Belt Shelf & replace center Seat Belt Retractor/Buckle assembly.
# B		WP94	CUST STATES RIGHT REAR DOOR LATCH WONT LATCH AT TIMES

6284

OTRND

Lpsh



BUICK



Goodwrench Service

22689039

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

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

X

TECHNICIAN COPY

Rept 14
Sent 10/17

14.1
12.7

STATION TIME	PLANT NAME REF	PLANT NO.	DATE
14.1	9	6000196	10/17

14.1
14.1

KENNY ROSS



SERVICE BAY REPORT CARD

DATE: _____ REPAIR ORDER # _____

YEAR 05 MAKE / MODEL Makebu

NAME: _____ PHONE # _____

VIN 5F _____ ODOMETER 30890

WILL REQUIRE FUTURE ATTENTION

SERVICE MAINTENANCE

- ☐ Change engine oil and filter. Reset oil life system.
- ☐ Lubricate chassis components.
- ☐ Check tire inflation pressures and wear.
- ☐ Visually inspect exhaust system for leaks, damage, & loose parts. Remove any foreign materials trapped by shielding.
- ☐ Inspect engine accessory drive belt.
- ☐ Check engine coolant & windshield washer fluid levels. Add fluid as needed.
- ☐ Visually inspect transmission, drive shaft, u-joints, and transmission shift linkage (if equipped), and lubricate as needed.
- ☐ 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 needed.
- ☐ Inspect fuel system for damage or leaks.

ADDITIONAL REQUIRED MAINTENANCE

- ☐ Replace engine air cleaner filter. An Emission Control Service.
- ☐ Supercharger service (if equipped). An Emission Control Service.
- ☐ Change automatic transaxle fluid and filter (severe service).
- ☐ Replace spark plugs. Inspect spark plug wires. An Emission Control Service.
- ☐ Engine cooling system service.
- ☐ Perform any needed additional services.

State Inspection Due (If Applicable) _____ / _____ / _____
MONTH DAY YEAR

Comments - Estimate _____

This Courtesy Inspection Completed by Your Dealership Team!

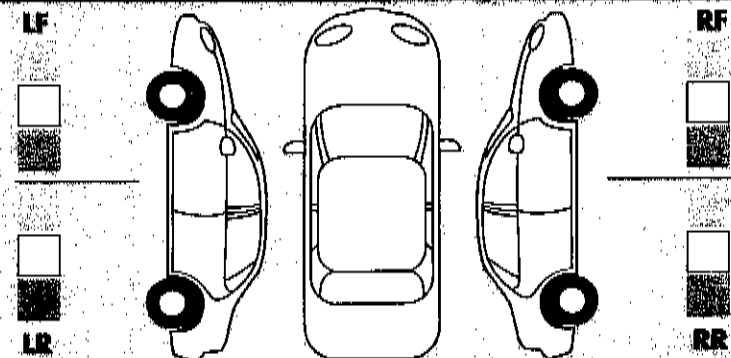
Service Advisor: _____

Technician: _____

CHECK BATTERY PERFORMANCE

- Good Factory Spec. Cold Cranking Amps:
- Recharge Actual Cold Cranking Amps:
- Bad (Clean if necessary)
- Battery Terminals: ☐ Good ☐ Bad

CHECK BRAKES: MEASURE FRONT / REAR LININGS



4/32" to 7/32" (Disc) or 3/32" to 4/32" (Drum)

2/32" or less (Disc) or 2/32" or less (Drum)

Brake Measurement Not Taken This Service Visit ☐

Comments: _____

CHECK TIRES

- TREAD DEPTH**
- LF ☒ 7/32" or Greater ☐ 4/32" to 6/32" ☐ 3/32" or Less
- RF ☒ 7/32" or Greater ☐ 4/32" to 6/32" ☐ 3/32" or Less
- LR ☐ 7/32" or Greater ☐ 4/32" to 6/32" ☐ 3/32" or Less
- RR ☐ 7/32" or Greater ☐ 4/32" to 6/32" ☐ 3/32" or Less
- WEAR PATTERN / DAMAGE**
- LF ☐ ☐ ☐ RF ☐ ☐ ☐
- LR ☐ ☐ ☐ RR ☐ ☐ ☐

Tire Wear Indicates:

☐ Alignment Check Needed ☐ Wheel Balance Needed

Tire Pressures Set to Factory Recommended PSI: FRONT REAR

NEXT SCHEDULED MAINTENANCE

Date: _____ Time: _____



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

VIA FAX ONLY

March 12, 2008

Howard Boughter
Kenny Ross Chevrolet-Buick North, Inc.
22010 Perry Hwy.
Zelienople, PA. 16063-8702

RE: [REDACTED]

Service Request: 71-608987090
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZS52F25F [REDACTED]
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.

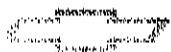
In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 Ext. 11153 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Fax Server

3/12/2008 10:26:44 AM PAGE 1/002 Fax Server

**General Motors Business Resource Center****FAX**

To: Howad Boughter
Company:
Fax: (724) 452-8754
Phone:

From: Cynthia Reyes
Fax: 866-363-8695
Phone: 866-790-5600 ext. 11153
E-mail:

CC:

NOTES:

CUSTOMER #:310105

599363

KENNY ROSS

WORKORDER

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) 452-6041

GIBSONIA, PA

HOME: BUS:

SERVICE ADVISOR: 3857 BLAUSEN, DALE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GALAXY ST	05	CHEVROLET MALIBU	1G1ZS52F25E		30467/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
09JUL05 IS						
09JUL05 DD	09JUL05		20:00 20NOV07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				
20NOV2007 12:22						

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			WP94	CUST STATES STEERING CLUNKS WHEN TURNING
				- steering wheel clunk during slow speeds
				- lubed inner/outer shaft meeting point
				- adjusted intermediate shaft upward to correct problem
# B			WP94	CUST STATES SEAT BELT BUCKLE LEFT REAR OUTSIDE WONT LATCH
				- belt will not latch to buckle
				- buckle/latch failure
				- ordered new LH rear seat buckle
# C			WP94	CUST STATES KEY PFOBES INOPP
				- One remote inop. confirmed
				- attempted reprogram unsuccessful
				- found solder joint for battery inside fob broken
				- Replaced with new remote programmed both fobs

**Goodwrench Service****EXCLUSION OF WARRANTIES**

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

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL

OF THE ABOVE REPAIRS AND ESTIMATE.

X

TECHNICIAN COPY

- Continued steering wheel clunk/knocking when turning at slow speeds.

Performed TSB #06-00-30-007B 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

2012

2013

- LH rear seat belt will not latch into buckle assembly. Belt successfully latches into other 2 buckles on rear seat therefore belt assy ok. LH rear seat belt buckle failure

2013-5

2013-6

⇒ Rec. replace LH rear buckle

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	OPER. NO.	SW. NO.	ON
		5	5686	5686	ON
			5686	5686	OFF

- Attempted to reprogram remotes one remote successfully re-programmed but 2nd remote has broken solder joint for battery contacts inside fob.

2013-6

2013-6

⇒ Rec. replace one broken remote fob

Buckle - 22689039 13838

TRANS - 22733523 8825

[<- 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

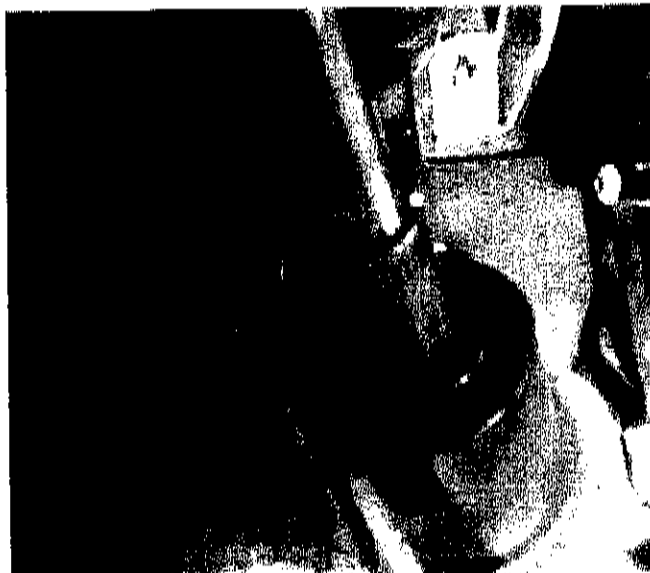
The clunk noise may be caused by the lack of lubrication between the inner and outer steering shafts.

Correction 1

Important: DO NOT disconnect the intermediate shaft to lubricate.

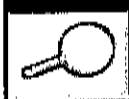
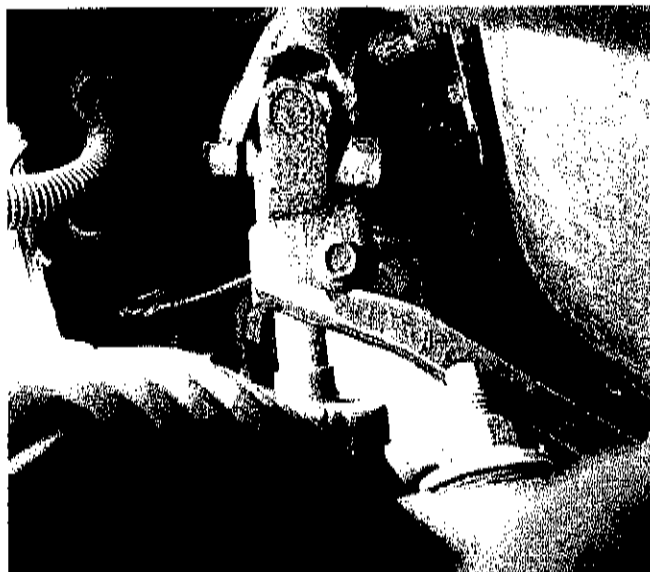
Lubricate the intermediate shaft with GM Superlube using the procedure below:

11/20/2007



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.

11/20/2007



- 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

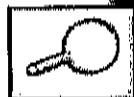
Some customers may comment on a knocking or rattling type noise from the front of the vehicle when driven at low speeds and over bumps. The noise only occurs when the steering wheel is in the straight ahead position and sounds like the noise is in the left suspension of the vehicle or directly in front 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

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 (¼ 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

KENNY ROSS



KENNY ROSS CHEVROLET, INC.

11250 Route 30
North Huntingdon, PA 15642
(724) 863-9000 • (412) 271-3100
FAX (724) 863-9488



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 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

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 DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY 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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PLEASE DELIVER IMMEDIATELY

DATE: _____

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FROM: _____

MESSAGE: _____

RE: 71-608987090

Faxes will be sent in sets of 20.
Thank you!

TOTAL NUMBER OF PAGES _____ INCLUDING THIS COVER SHEET

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL AS SOON AS POSSIBLE.

Kenny Ross

CUS # 310105

KENNY ROSS CHEVROLET-BUICK NORTH, INC.

22010 Perry Highway
Zellienople, Pennsylvania 16063
Route 19 at the Cranberry Twp. Line
(724) 452-7200 • Pgh: (412) 761-2500
FAX (724) 452-4271

CHEVROLET



KENNYROSS.COM

CO-PURCHASER'S NAME N/A		DATE 07/09/05	
STREET ADDRESS [REDACTED]		XX	
CITY PITTSBURGH		STATE PA	
ZIP [REDACTED]		VIN G1Z552F25F	
PHONE [REDACTED]		TO BE DELIVERED ON OR ABOUT TIME DATE	
E-MAIL ADDRESS N/A		YEAR 2005	
GALAXY		MAKE CHEVROLET	
SILVER		MODEL MALIBU	
SHELDONE, ROBERT L		SALESPERSON 55214550	
STOCK NO.		MILEAGE 15	
GMS PRICING FOR EVERYONE \$18418.45		PRICE AS AGREED	
PRICE INCLUDES GM REBATE \$2000.00		TRADE INEQUITY ADJUSTMENT	
INSURANCE INFORMATION		SALES PRICE AS AGREED	
COMPANY AMICA MUTUAL INS CO		EXTENDED SERVICE COVERAGE	
POL NO. [REDACTED]		PURCHASE SIGNATURE [REDACTED]	
ADDRESS [REDACTED]		RUST PROOFING	
PHONE N/A		YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
PERSON TALKED TO		FABRIC PROTECTOR	
AGENT N/A		YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
DATE		PAINT SEALANT	
TIME		YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
COLLISION \$		PURCHASE SIGNATURE [REDACTED]	
COMP \$		499.00	
COVERAGE FROM 02/22/05		SUBTOTAL	
TO 02/22/06		16917.45	
DESCRIPTION OF TRADE-IN #1		TOTAL TRADE-IN ALLOWANCE AS APPRAISED	
YEAR 1996		500.00	
MAKE GEO		TAXABLE AMOUNT	
MODEL PRIZM		16417.45	
COLOR N/A		7.00 % SALES TAX	
VIN 1SK526XT2		1149.22	
MILEAGE AT TRADE IN		DOCUMENTARY FEE	
FINANCED OWED TO		55.00	
PHONE NUMBER N/A		FEES	
AMOUNT		6700.00 SPER 221150 36500.00	
ADDRESS		N/A 9500	
PERSON GIVING PAY-OFF		69.50	
GOOD UNTIL		TIRE TAX	
ACCOUNT NO.		5.00	
DESCRIPTION OF TRADE-IN #2		OTHER CHARGES	
YEAR N/A		TOTAL TRADE-IN PAYOFF OWING	
MAKE N/A		N/A	
MODEL N/A		SUBTOTAL	
COLOR N/A		17696.17	
VIN N/A		DEPOSIT ON OR (LESS)	
MILEAGE AT TRADE IN		N/A	
FINANCED OWED TO		DUE ON DELIVERY	
PHONE NUMBER N/A		N/A	
AMOUNT		TOTAL AMOUNT DUE OR FINANCED	
ADDRESS		15696.17	
PERSON GIVING PAY-OFF		ANNUAL PERCENTAGE RATE	
GOOD UNTIL		6.200 %	
ACCOUNT NO.		MONTHLY PAYMENT 263.31	
PURCHASER agrees that this Order includes all of the terms and conditions appearing on the face and reverse sides hereof, that this Order cancels and supersedes any prior oral or written agreement or representation and as of the date hereof constitutes the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby.		TERM 72 MO.	
A FULL COPY OF ANY APPLICABLE LIMITED WARRANTY FROM THE MANUFACTURER IS AVAILABLE AT THE SALES MANAGER'S OFFICE.		WE HAVE THE RIGHT TO REAPPRAISE THE VALUE OF A TRADE-IN VEHICLE IF THE DEALER CAN ESTABLISH THAT THE VEHICLE HAS SUFFERED DAMAGE OR BEHIND MECHANICAL DETERIORATION SINCE THE DATE OF THE VALUATION BUT PRIOR TO ITS DELIVERY TO THE DEALER, OR UNLESS PARTS OR ACCESSORIES, OR BOTH INCLUDING TIRES, HAVE BEEN REMOVED OR REPLACED WITH PARTS OR ACCESSORIES OF INFERIOR QUALITY.	
ALL WARRANTIES, IF ANY, EXTENDED BY A MANUFACTURER OTHER THAN DEALER ARE ITS OWN, NOT DEALER'S AND ONLY SUCH MANUFACTURER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN WHOLE, OR UNLESS PROVIDED BY LAW, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE: (A) ON ALL VEHICLES, GOODS AND SERVICES SOLD BY DEALER AND (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD AS IS - NOT EXPRESSLY WARRANTIES OR GUARANTEED.		THIS CONTRACT IS NOT BINDING UPON EITHER THE DEALER OR THE PURCHASER UNTIL SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. YOU, THE PURCHASER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER. IF PURCHASER CANCELS THIS ORDER OR REFUSES TO TAKE DELIVERY OF THE VEHICLE ORDERED, EXCEPT AS PERMITTED BY LAW, PURCHASER SHALL, AT DEALER'S OPTION, FORFEIT AS DAMAGES THE SUM OF \$	
AS IS, THIS VEHICLE IS SOLD AS IS WITHOUT ANY WARRANTY, EITHER EXPRESS OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT PRESENTLY EXIST OR THAT MAY OCCUR IN THE VEHICLE.		ACCEPTED BY: [Signature]	
PURCHASER'S SIGNATURE X		DATE 07/09/05	
Purchaser acknowledges that he has read and understands all the terms and conditions of this Order (on both sides hereof).		DEALER OR HIS AUTHORIZED REPRESENTATIVE	

USED VEHICLE APPRAISAL

Name _____
 Address _____
 Year 96 Make Chery Model Prizm
 Body SDN Color _____ Mileage _____
 Phone _____ Salesperson _____

EXCELLENT ☐ FAIR ☐ WHOLESALE ☐

ITEMS	COST	ITEMS	COST
TIRES TYPE _____		FORWARD	
W.W. _____ R.F. _____ L.F. _____		Motor	
Spare _____ R.R. _____ L.R. _____		Clutch	
Body (Metal)		Transmission	
Paint		Automatic Trans.	
Clean-Up — Polish		Front End	
Upholstery - Mats - Carpets		Rear Axle	
Covers		Brakes	
Glass		Electrical	
Top		Heater	
Vinyl Roof		Air Conditioning	
Gas - Oil - Grease		Radio	
Exhaust System		Selling Expense	
Special Wheels		Pwr. Wind. - Seats	
Cruise Control			
TOTAL FORWARD		TOTAL	

Remarks:

VALUE: <u>500</u>	REG. CARD:
APPRAISED BY: _____	TITLE#:
DATE: _____	INS. CARD:

ALLOWANCE GOOD FOR FIVE DAYS ONLY

PENNSYLVANIA MOTOR VEHICLE PURCHASE LOAN NOTE AND SECURITY AGREEMENT

Date Prepared: 07/13/2008

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all scheduled payments.
6.99 %	\$ 704.14	\$ 16546.12	\$ 17248.26

Your Payment Schedule will be:

No. of Payments	Amount of Payments	When Payments Are Due
24	\$ 718.71	Monthly, beginning 09/16/2008

Security: Any money you have on deposit with us secures this loan. Collateral securing other obligations to us may also secure this loan. You are giving a security interest in the Motor Vehicle being purchased.

Filing Fees: \$

Late Charge: If a payment is late, you will be charged 10% of the payment which was not paid in full, or \$20.00, whichever is greater.

Prepayment: If you pay off early, you will not have to pay a penalty.

See below and any other Contract documents for any additional information about nonpayment, default, any required repayment in full, before the scheduled date and prepayment (refunds and penalties).

The extension of credit represented by this Motor Vehicle Purchase Loan Note and Security Agreement ("Agreement") is made subject to Section 322 of the Pennsylvania Banking Code, 7 P.S. 322. This Agreement is between Lender and Buyer, and covers a loan which Buyer will use to purchase a motor vehicle from Seller. Seller is acting as an intermediary for this loan but is not a party to this Agreement.

In this Agreement, "we" are the LENDER. If we sell, give or transfer our ownership of this Agreement to any other person or company, those words then refer to that person or company. That other person or company shall have all of our rights and benefits in this Agreement, and it shall belong to, and be enforceable by, such person or company. Your rights and obligations continue unchanged. The LENDER is: SKY BANK, 101 E. Washington Street, New Castle, Pennsylvania 16103.

"You" are the

BUYER(S):

Name: [REDACTED] Address(es): [REDACTED] PERRY HIGHWAY

If there is more than one Buyer, each promises separately and together with the other Buyers to pay all amounts due on and to keep all other promises made in this Agreement.

The SELLER is: KENNY ROSS CHEVROLET GEO BUICK INC. 22010 PERRY HIGHWAY
Name(s) Address(es) City/State/Zip Code(s)

VEHICLE: You are purchasing from the Seller and granting to us a security interest in the following motor vehicle and its extra equipment, which is called the "Vehicle" in this Agreement.

N/U	Year and Make	Model	Body Style	No. Cyl.	Truck Ton Capacity	Vehicle Identification No.
Equipped with	CHEVROLET	MALIBU	SEDAN			1G1ZS52F26F
	Spd Manual Trans	Air Conditioning	Power Door Locks	Power Seats	4 Wheel Drive	AM/FM Stereo
	Automatic Trans	Tilt Wheel	Power Steering	Power Mirrors	Tow Package	Tape
	Diesel Engine	Leather Seats	Power Brakes	Power Windows	Cruise Control	CD
Other:						

You have traded

in the following Vehicle:

1996 GEO PRIZM SD 1Y1SK528XTZ

CO-SIGNER: Any person signing the Co-Signer's Agreement below promises separately and together with all the Co-Signer(s) and Buyer(s), to pay all sums due and to perform all agreements in this Agreement. Co-Signer will not be an Owner of the Vehicle.

CREDIT INSURANCE IS NOT REQUIRED

Credit Life Insurance and Credit Accident & Health Insurance are not required to obtain credit, and will not be provided unless you sign below and agree to pay the additional cost(s).

Please read the NOTICE OF PROPOSED CREDIT INSURANCE on the reverse side. Your insurance certificate or policy will tell you the MAXIMUM amount of insurance available. All insurance purchased will be for the term of the credit.

By signing, you select Single Credit Life Insurance,

which costs \$ N/A

What is your age? Yes.

Signature of Buyer to be insured for Single Credit Life Insurance

By signing, you both select Joint

Credit Life Insurance, which costs \$ N/A

What are your ages?

1. X Yes.

2. X Yes.

Signatures of both Buyers to be insured for Joint Credit Life Insurance

By signing, you select Single Credit Accident &

Health Insurance, which costs \$

What is your age? Yes.

Signature of Buyer to be insured for Single Credit Accident & Health Insurance

By signing, you both select Joint Credit

Accident & Health Insurance, which costs \$

What are your ages? Percentage to be insured

1. X %

2. X %

Signatures of both Buyers to be insured for Joint

Credit Accident & Health Insurance

PROPERTY INSURANCE: You may choose the person through whom insurance is obtained against loss or damage to the Vehicle and against liability arising out of ownership or use of the Vehicle. This property insurance is required, as set forth in the Additional Terms on the reverse side of this Agreement.

PROMISE TO PAY: You promise to pay us the principal amount of \$ 16546.12 plus interest at the rate of 6.99% per year, on the unpaid principal amount, simple interest basis. You promise to pay these amounts by paying the monthly payments shown above in the Payment Schedule. You agree to make these payments in consecutive monthly payments beginning on or before the due date of the first payment shown above and continuing on or before the same day of each month thereafter until all the payments have been made. You agree to pay all other amounts which may become due under this Agreement. You agree to pay us all of our costs and expenses if we file suit against you to collect the amounts due. This includes reasonable attorneys' fees if we hire an attorney to collect the amounts due or protect our interest in, or get possession of, the Vehicle. You agree to pay us all of our costs and expenses if we repossess the Vehicle because you are in default of your promises in this Agreement. This includes all charges which we are permitted by law to make in connection with the repossession and sale of the Vehicle. You agree to make payments at the place or mail payments to the address which we specify to you.

ADDITIONAL TERMS AND CONDITIONS: THIS AGREEMENT CONTINUES ON THE REVERSE SIDE. YOU ARE OBLIGATED TO ALL THE TERMS OF THE AGREEMENT WHICH APPEAR ON THE FRONT AND REVERSE SIDES.

OFFER: Buyer offers to borrow the principal amount, stated in the "Promise to Pay" section, from Lender under the terms of this Agreement. This Offer and Agreement will become void if it is not accepted by the Lender within two business days of the date the Buyer signs, or the last Buyer signs if there is more than one Buyer. If this Offer and Agreement are accepted, Buyer directs Lender to disburse the proceeds in accordance with the "Remittance of Amount Financed", above. This offer remains open until it is accepted or becomes void under this paragraph.

Buyer's (SEAL) Date 07/13/2008

Buyer's (SEAL) Date

ACCEPTANCE: Any of the following actions by the Lender shall be considered acceptance:

(1) signing this Acceptance; (2) notifying the Seller or the Buyer that this Agreement has been accepted; (3) paying or posting a check or draft to the person(s) identified in the "Remittance of Amount Financed," in connection with this Agreement.

Lender By X (SEAL) Date

CO-SIGNER: YOU SHOULD READ THE NOTICE TO CO-SIGNER, WHICH IS ON THE REVERSE SIDE, BEFORE SIGNING THIS CO-SIGNER'S AGREEMENT.

CO-SIGNER'S AGREEMENT: You, the person (or persons) signing below as "Co-Signer," promise to pay to us all sums due on this Agreement and to perform all promises in this Agreement. You intend to be legally bound by all the terms of this Agreement, separately and together, with the Buyer. You are making this promise to induce us to make this Agreement with the Buyer, even though we will use the proceeds only for the Buyer's benefit. You agree to pay even though we may not have made any prior demand for payment on the Buyer or exercised our security interest.

X Co-Signer's Signature (SEAL) Address Date

X Co-Signer's Signature (SEAL) Address Date

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION

BANCORNSMVA FORM PAS485A-1 (Rev. 5/01)

ORIGINAL - Seller - DEALER COPY - Lender - BORROWER(S) CO-SIGNER(S) COPY - Plus - City/PA - Chained

*2001 BANCORNSMVA SERVICE, INC.

LIFEGUARD RUSTPROOFING

Name _____
Address _____
PITTSBURGH PA _____

ADDITIONAL TERMS AND CONDITIONS

1. **SECURITY AGREEMENT:** To secure 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 parts (called "accessions") attached to the Vehicle at any later time, and in any proceeds of the Vehicle, including insurance proceeds.

We may set-off any amounts due and unpaid under this Agreement against any of your money on deposit with us. This includes any money which is now or may in the future be deposited with us by you. We may do this without any prior notice to you. In addition to this Agreement, the security interest secures the payment of all sums and the performance of all promises made in all other notes, loan agreements and line of credit agreements of you to us.

2. **HOW THE TOTAL OF PAYMENTS IS COMPUTED:** The Total of Payments shown on the front side has been computed on the assumption that we will receive all payments on their scheduled due dates.

3. **COMPUTING INTEREST:** We will charge interest on a daily basis on the outstanding balance subject to interest on each day of the loan term. The daily interest rate is equal to the rate stated in the "Promise to Pay" section divided by the number of days in that calendar year. You agree that, because interest is calculated on a daily basis, late payments will result in additional interest (and, if applicable, a late charge). Early payments will result in less interest being charged. Early and/or late payments will cause the amount of the final payment to change.

4. **BALANCE SUBJECT TO INTEREST:** The outstanding balance subject to interest will include only the amount of the principal balance that remains unpaid on the day for which the interest is computed. This includes the unpaid portion of the principal amount shown in the "Promise to Pay" section, and any amounts which have been advanced by us under Section 14, below.

5. **LATE CHARGE:** You agree to pay a late charge for any payment not made within 15 days after its due date. The late charge will be 10% of the payment which was not paid in full, or \$20.00, whichever is greater. The late charge will be due when earned. No late charge will be due if the only reason that the payment is late is because: (1) after default, the entire unpaid balance is due; or (2) a payment was not paid in full because of the collection of a late charge due on an earlier payment.

6. **NSF FEE:** If you attempt to make a payment with a check or instrument which is dishonored by the drawee (the bank that holds your deposit account), you agree to pay an NSF fee of \$20.00 for each check.

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.

8. **PREPAYMENT:** You may prepay, in full or in part, the amount owed on this Agreement at any time without penalty. If you prepay the Agreement in part, you agree to continue to make regularly scheduled payments until you pay all amounts due under this Agreement. This will reduce the number of payments you will make. If you prepay in full, we will refund to you any unearned Credit Insurance premium you paid.

9. WAIVER:

a. **WAIVER BY LENDER:** If you have, or make in the future, another loan agreement with us, we might obtain a security interest in your principal dwelling or that of someone else to secure that other loan agreement. That security agreement may provide that the principal dwelling secures not only that other loan agreement but also all other loan agreements of yours with us. We waive (give up) any right to claim a security interest in the principal dwelling of any person to secure this Agreement unless the security interest is specifically given to secure this Agreement.

b. **WAIVERS BY BUYER AND CO-SIGNER:** You agree to make all payments on or before they are due without our having to ask. If you don't, we may enforce our rights without notifying you in advance. You give up any right you may have to require that we enforce our rights against some other person or property before we enforce our rights against you. You agree that we may give up our rights against some other person but not against you. You waive due diligence in collection and all defenses based on suretyship and impairment of collateral or security.

10. **INTEREST AFTER MATURITY AND JUDGMENT:** Interest at the rate provided in this Agreement shall continue to accrue on the unpaid balance until paid in full, even after maturity and/or after we get a judgment against you for the amounts due and/or you become a debtor in an action filed by or against you under the Bankruptcy Code. This will apply even if the maturity occurs because of acceleration. If at any time interest as provided for in this paragraph is not permitted by law, interest shall accrue at the highest rate allowed by applicable law beginning at that time.

11. **YOUR PROMISES ABOUT OUR SECURITY INTEREST:** You will not permit anyone other than us to obtain a security interest or other rights in the Vehicle. You will pay all filing fees necessary for us to obtain and maintain our security interest in the Vehicle. You will assist us in having our security interest noted on the Certificate of Title to the Vehicle. You will assist us in doing what is required for us to maintain a continuously perfected security interest. You will not sell or give away the Vehicle. If someone puts a lien on the Vehicle, you will pay the obligation and clear the lien.

12. **YOUR PROMISES ABOUT THE VEHICLE:** You will keep the Vehicle in good condition and repair. You will pay all taxes and charges on the Vehicle. You will pay all costs of maintaining the Vehicle. You will not abuse the Vehicle or permit anything to be done to the Vehicle which will reduce its value, other than for normal wear and use. You will not use the Vehicle for illegal purposes or for hire or lease. You will not move the Vehicle from your address shown on the front of this Agreement to a new permanent place of garaging without notifying us in advance. You will not take the Vehicle outside of the United States or Canada without our prior written consent.

13. **YOUR PROMISES ABOUT INSURANCE:** You will keep the Vehicle insured against fire, theft and collision until all sums due us are paid in full. The insurance coverage must be satisfactory to us and protect your interests and our interests at the time of any insured loss. The insurance must name us as "loss-payee" on the policy. The insurance must be written by an insurance company qualified to do business in Pennsylvania and licensed to sell insurance in the state where the Vehicle is permanently garaged. The insurance policy must provide us with at least ten (10) days prior written notice of any cancellation or reduction in coverage. On request, you shall deliver the policy or other evidence of insurance coverage to us. In the event of the loss or damage to the Vehicle, you will immediately notify us in writing and file a proof of loss with the insurer.

a. **OUR RIGHT TO FILE PROOF OF LOSS:** In the event of any loss or damage to the Vehicle, if you fail or refuse to file a claim or proof of loss with the insurance company, you agree that we or any of our authorized employees may file a proof of loss with the insurance company, in your name and acting as your agent, with respect to the insured claim. 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 exercise this power for our benefit and not for your benefit, except as provided in this Agreement and by law.

b. **OUR RIGHT TO ENDORSE INSURANCE CHECKS:** You agree that we

or any of our authorized employees may endorse your name, acting as your agent, to any check, draft or other instrument we receive in payment of an insured loss or return of insurance premium. You agree that you do not have the right to, and will not, 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 your benefit, except as provided in this Agreement and by law.

c. **USE OF PROCEEDS:** We may apply any insurance proceeds we receive to repair or replace the Vehicle if, in our opinion, it is economically feasible and you are not then in default of this Agreement. Otherwise, we will apply the insurance proceeds to reduce the unpaid balance due us. After the balance due us is paid, any excess will belong to you.

14. **OUR RIGHTS IF YOU BREAK YOUR PROMISES ABOUT THE SECURITY INTEREST, VEHICLE OR INSURANCE:** If you fail to keep your promises to pay filing fees, taxes, liens or the costs necessary to keep the Vehicle in good condition and repair, we may advance any money you promised to pay. If you fail to keep your promises about required insurance, we may advance money to obtain insurance to cover loss or damage to the Vehicle. The insurance we buy for you could be much more expensive and may provide less coverage than insurance you could buy yourself. We have the choice of whether or not to advance any money for these purposes. Such insurance will be limited to an amount not greater than what you owe on this Agreement. We will add any money we advance on your behalf to the balance on which we impose Finance Charges at the interest rate stated in the "Promise to Pay" section. You agree to repay the money advanced as we alone may specify: (i) immediately on demand; (ii) if permitted by law, along with your monthly payments; or (iii) in a lump sum at the end of the term of this Agreement. If we choose to allow you to repay the money advanced along with your monthly payments, we can choose the amount of those payments and how long you have to repay. The Vehicle will also secure payment of these amounts. If any of our rights stated in this paragraph are not permitted by law, we still have the other rights mentioned. Our payments on your behalf will not cure your failure to perform your promises in this 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 following things happen:

- a. You do not make any payment on or before it is due; or
- b. You do not keep any promise you made in this Agreement; or
- c. You do not keep any promise you made to us in another contract, note, loan or agreement with us; or
- d. You made any untrue statement in the credit application for this Agreement; or
- e. You committed any forgery in connection with this Agreement; or
- f. You die, are convicted of a crime involving fraud or dishonesty, or are found by a court with jurisdiction to do so to be incapacitated; or
- g. You file bankruptcy or insolvency proceedings, or anyone files bankruptcy or insolvency proceedings against you; or
- h. You take the Vehicle outside the United States or Canada without our written consent; or
- i. You use the Vehicle or allow someone else to use it in a way that causes it not to be covered by your insurance; or
- j. You do something that causes the Vehicle to be subject to confiscation by government authorities; or
- k. The Vehicle is lost, stolen, destroyed or damaged beyond economical repair, and not fixed or found within a reasonable time; or
- l. Another creditor tries to take the Vehicle or your money on deposit with us by legal process.

16. **OUR RIGHTS IF YOU ARE IN DEFAULT OF THIS CONTRACT:** If you are in Default of this Agreement, we may enforce our rights according to law. 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 another. Some of the things we may do are the following:

a. **ACCELERATION:** We can demand that you pay to us the entire unpaid balance owing on this Agreement and all unpaid Finance Charges and other money due. You agree that you will pay this money to us in one single payment immediately upon receiving our demand.

b. **REPOSSESSION:** We can repossess the Vehicle, unless prohibited by law. We can do this ourselves, have a qualified person do it for us, or have a government official (by replevin) do it for us. You agree that we can peacefully come on to your property to do this. We may take any other things found in the Vehicle, but will return these things to you if you ask. If you want these things back, you agree to ask us in a letter sent to us by certified mail within 24 hours. If you do not send us this letter, you give up any claim to these things. You agree that we may use your license plates in repossessing the Vehicle and taking it to a place for storage.

c. **VOLUNTARY DELIVERY:** We can ask you to give us the Vehicle at a reasonably convenient place. You agree to give us the Vehicle if we ask.

d. **DELAY IN ENFORCEMENT:** We can delay enforcing our rights under this Agreement without losing any rights.

17. **SURPLUS OR DEFICIENCY:** If we repossess the Vehicle, or you voluntarily deliver it to us after Default, we will sell the Vehicle and apply the proceeds of the sale to the amounts you owe, according to law. If there is money left, we will pay it to you. If there is not enough money from the sale to pay what you owe, you and Co-Signer agree to pay what is still owed to us.

18. **EXPENSES:** You agree to pay the costs of repossessing, storing, repainting, preparing for sale and selling the Vehicle as may be allowed by law. These costs will only be due if:

- 1. Default exceeds fifteen (15) days at the time of repossession;
- 2. The amount of costs are actual, necessary and reasonable; and
- 3. We can prove the costs were paid.

19. **HEIRS AND PERSONAL REPRESENTATIVES BOUND:** After your death, this Agreement shall be enforceable against your heirs and personal representatives of your estate.

20. **GOVERNING LAW:** This Agreement is to be interpreted according to the law of Pennsylvania.

21. **SEVERABILITY OF PROVISIONS:** If for any reason any part of this Agreement shall become illegal, void or unenforceable, that part shall not be a part of this Agreement.

22. **ASSIGNMENT BY BUYER:** You shall not assign this Agreement.

NOTICE - ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED 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. If 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 collection costs, which increase this 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 CREDIT INSURANCE

The signer(s) of this Agreement hereby (hereby) notice (the) Group Credit Life Insurance coverage or Group Credit Life and Accident & Health Insurance coverage will be applicable to this Agreement if so marked on the front of this Agreement, and each such type of coverage will be written by the insurance company named. This insurance, subject to acceptance by the insurer, covers only the person or persons signing the request for such insurance. The amount of charge is indicated for each type of Credit Insurance to be purchased. The term of the insurance will commence as of the date the indebtedness is incurred and will expire on the original scheduled maturity date of the indebtedness. Subject to acceptance by the insurer and within 30 days, there will be delivered to the insured debtor(s) a certificate of insurance more fully describing the insurance. In the event of prepayment of the indebtedness, a refund of insurance charges will be made when due.

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION.

KENNY ROSS

CHEVROLET-BUICK NORTH, INC.



22010 Perry Highway • Zelienople, 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

In connection with your transaction, Kenny Ross is required to obtain information regarding insurance coverage. Therefore, Kenny Ross will contact your insurance carrier to obtain information regarding your coverage. This release, signed by you, the buyer, will allow Kenny Ross to obtain the necessary insurance information from your insurance provider.

I, [REDACTED], do hereby allow Kenny Ross to contact my insurance carrier and obtain any information from my insurance carrier regarding the necessary automobile insurance coverage required for the purchase of this automobile.

Approval to contact insurance carrier and release information:

[REDACTED]
(Customer Signature)

(Customer Name Printed)

SERVICE CONTRACT DISCLOSURE

Disclosure to Buyer:

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.

KENNY ROSS CHEVROLET GEO BUICK INC

DEALERSHIP: _____

BUYER: _____

2005

CHEVROLET

MALIBU

1G1ZS52F25F _____

MOTOR VEHICLE: _____

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

(Buyer)

(Date)

07/09/05

(Co-Signer)

(Date)

07/09/05

(Dealership Representative)

(Date)



Service Contract Disclosure Form © Copyright 2003 PAA Services, Inc. All rights reserved.

DEALER'S NOTICE TO DEBTOR(S)

Year 2005

Make CHEVROLET

Model MALIBU

Serial 1Q1Z552F256

Your purchase of a vehicle starts with great hopes. Sometimes the unexpected occurs. Our Credit Insurance Plans allow you and your family to realize those first hopes.

Each of our plans is designed to help:

1. Protect your credit rating.
2. Provide peace of mind for your family.
3. Give you low cost coverage.

CREDIT LIFE PLAN

1. Helps pay off debt in the event of death.

2. Coverage begins immediately.

3. No physical exam required of eligible debtors.

4. The cost is included in the monthly payment.

5. The premium is the same for all ages and occupations of eligible debtors.

6. It helps provide your family with free and clear title to your vehicle.

7. Unearned premiums are refunded on early payoff of debt.

8. This insurance is in addition to your other life insurance. This allows your other insurance to handle the needs for which it was originally purchased.

9. Living Benefit helps pay off the debt early if the insured has life expectancy of 6 months or less. (This benefit may not be included with your specific coverage. Please check your certificate language).

10. Dismemberment Benefit helps pay off the debt early if the insured has suffered a loss of sight or of limb. (This benefit may not be included with your specific coverage. Please check your certificate language).

CREDIT DISABILITY PLAN(S)

1. Helps make scheduled payments when you are totally disabled due to sickness or accident.

2. Coverage begins immediately.

3. No physical exam required of eligible debtors.

4. The cost is included in the monthly payment.

5. The premium is the same for all ages and occupations of eligible debtors.

6. Retroactive Coverage- After an applicable waiting period, benefits will be paid from the first day of total disability.

7. Elimination Coverage- After an applicable waiting period, benefits will be paid from the day after the completion of the applicable waiting period.

8. Pays in addition to salary or other benefits. Benefit payments are made directly to the lender.

9. Hospitalization is not required.

10. Unearned premiums are refunded on early payoff of debt.

CREDIT LIFE PROTECTION PLAN NOTICE:

You advised both of us that Credit Life Insurance may be available for me, or my co-debtor, or both of us, to help in paying off the debt. You also advised both of us that the insurance benefits will be paid only if I am insured and die, or if my co-debtor is insured and dies, or if both of us are insured and one of us dies.

CREDIT DISABILITY PROTECTION PLAN NOTICE:

You advised both of us that Credit Disability Insurance may be available to help make the monthly payments. You also advised both of us that if we want Credit Disability Insurance, the principal wage earner should apply for this insurance.

DEBTOR

☒ I do not want Credit Life Insurance

☒ I do not want Credit Disability Insurance

CO-DEBTOR

☐ I do not want Credit Life Insurance

☐ I do not want Credit Disability Insurance

Co-Debtor (Print Full Name)

Co-Debtor (Signature)

09 JUL 05

Debtor (Signature)

Date

Witness (Signature)

LIFEGUARD PAINT PROTECTION

NAME _____
ADDRESS _____
CITY _____ PHONE NUMBER _____
SERIAL NUMBER _____
DATE OF PURCHASE _____ MILEAGE _____

LIMITED WARRANTY

The vehicle described above has been protected by a professionally applied paint sealant. It is warranted only to the original owner that should the finish (excluding chrome) of this vehicle be damaged by weather induced cracking, flaking, deterioration, fading, or loss of gloss within five years of the date of application, the manufacturer shall repair the damaged area absolutely free of charge to the original owner. In the unlikely event that the cost to repair this vehicle exceeds its dollar value, the manufacturer may refund the dollar value of this vehicle in lieu of repairs.

This limited warranty is not transferable. You must retain this certificate and present it in the event of a claim, otherwise, your warranty cannot be honored.

THANK YOU — WE APPRECIATE YOUR BUSINESS

CUSTOMER SIGNATURE _____

LIFEGUARD REPRESENTATIVE _____

PAINT DAMAGE CAUSED BY
ACID RAIN NOT COVERED

LIFEGUARD LOCATION _____

ADDRESS _____

PHONE _____

LIFEGUARD FABRIC PROTECTION

NAME _____

ADDRESS _____

CITY _____ PHONE NUMBER _____

SERIAL NUMBER _____

DATE OF PURCHASE _____ MILEAGE _____

LIMITED WARRANTY

The vehicle described above has been protected by a professionally applied fabric treatment. It is warranted only to the original owner that should the fabric become stained within five years of the date of application, the manufacturer will clean the soiled area (or replace if unable to clean) and re-apply the fabric treatment free of charge to the original owner.

This warranty applies to permanent stains occurring as a result of normal soiling and spills of dirt, water, coffee, sodas, milk, or alcoholic beverages. It does not apply to stains caused by acid, dye, bleach, corrosion, blood, or cigarette burns.

This limited warranty is not transferable. You must retain this certificate and present it in the event of a claim, otherwise, your warranty cannot be honored.

THANK YOU – WE APPRECIATE YOUR BUSINESS

CUSTOMER SIGNATURE

LIFEGUARD REPRESENTATIVE

LIFEGUARD LOCATION _____

ADDRESS _____

PHONE _____



Owner's Name _____
Address _____
Phone (daytime) _____ (evening) _____
E-Mail _____ In Service Date 07/09/05
V.I.N. 00175821251 _____ Mileage 15
☐ Owner Declines 100 Months/100,000 Miles Limited Warranty

TERM:

- 100 Months or 100,000 Miles, whichever occurs first

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.

Policy

61427

Owner Signature

Date

Kenny Ross Representative



Scutiger



1. The first part of the document is a header section containing the following information:

- Page: 1
- Date: 10/10/2010
- Time: 10:10:10
- Author: [REDACTED]
- Editor: [REDACTED]
- Reviewer: [REDACTED]
- Version: 1.0
- Subject: [REDACTED]

2. The second part of the document is a table of contents. The table has two columns: "Page" and "Section". The rows are as follows:

Page	Section
1	1. Introduction
2	2. Objectives
3	3. Methodology
4	4. Results
5	5. Discussion
6	6. Conclusion
7	7. References
8	8. Appendix
9	9. Glossary
10	10. Bibliography

3. The third part of the document is a list of references. The list contains the following entries:

- [1] [REDACTED]
- [2] [REDACTED]
- [3] [REDACTED]
- [4] [REDACTED]
- [5] [REDACTED]
- [6] [REDACTED]
- [7] [REDACTED]
- [8] [REDACTED]
- [9] [REDACTED]
- [10] [REDACTED]

4. The fourth part of the document is a list of appendices. The list contains the following entries:

- [1] [REDACTED]
- [2] [REDACTED]
- [3] [REDACTED]
- [4] [REDACTED]
- [5] [REDACTED]
- [6] [REDACTED]
- [7] [REDACTED]
- [8] [REDACTED]
- [9] [REDACTED]
- [10] [REDACTED]

5. The fifth part of the document is a list of glossary terms. The list contains the following entries:

- [1] [REDACTED]
- [2] [REDACTED]
- [3] [REDACTED]
- [4] [REDACTED]
- [5] [REDACTED]
- [6] [REDACTED]
- [7] [REDACTED]
- [8] [REDACTED]
- [9] [REDACTED]
- [10] [REDACTED]

6. The sixth part of the document is a list of bibliography entries. The list contains the following entries:

- [1] [REDACTED]
- [2] [REDACTED]
- [3] [REDACTED]
- [4] [REDACTED]
- [5] [REDACTED]
- [6] [REDACTED]
- [7] [REDACTED]
- [8] [REDACTED]
- [9] [REDACTED]
- [10] [REDACTED]

[illegible][illegible][illegible][illegible]

SECRET

In accordance with your instructions, Henry has my other information regarding the situation in this matter, which we handle as stated in the memo. This does not apply to information contained in the Financial Department.

- 1) We will maintain personal information that you give the following manner
2) We may disclose all of the information we collect, in accordance above, to companies that
provide marketing services or other functions on our behalf or to other third-party companies
with whom we have joint marketing agreements. We may make such disclosures without your
as a condition, requirement or incentive for purchase.

1. We are a leading national advertising agency with a proven track record of success in the industry. We are currently seeking a highly motivated and experienced individual to join our team as a Sales Representative.
2. The ideal candidate will have a minimum of 5 years of experience in a sales role, preferably in the advertising industry. They should have a strong understanding of the advertising market and be able to effectively communicate the value of our services to potential clients.
3. Responsibilities include identifying and prospecting new business opportunities, developing and maintaining strong relationships with existing clients, and negotiating contracts. The candidate should also be responsible for providing regular reports on sales performance and market trends.
4. We offer a competitive salary, a comprehensive benefits package, and a dynamic work environment. If you are interested in this opportunity, please send your resume and cover letter to [Email Address].

4- We may also discuss important personal information about you, like whether you have a criminal record or are involved in any legal matters, which may be required by law.

3. We request access to appropriate personal information about you to (provide appropriate
 description, such as "These employees who need to know that information to provide products
 or services to you"). We maintain physical, electronic and printed records that
 comply with federal regulations to guard your sensitive personal information.

Customer Acknowledgment: I (X) Michael J. Hall (X) return a copy of this
 bill to the issuing office.

3 **...**

7/09/2005

Sale Price: \$18,418.45 Cash Down: \$2,000.00 Trade In: \$300.00 Pay Off: \$0.00 Taxes and Fees: \$1,318.79 Rebate: \$2,000.00
Amt. Financed: \$15,237.24 Monthly Payment: \$253.97 X 72 Months @ 6.2% APR

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 theft.

*Pays up to \$1000 of your deductible.

Life Ins. Benefit

*Life Benefit reduces or pays off the balance of loan upon death.

Disability Benefit

*Disability Benefit pays you \$ benefits for each day you are unable to work due to injury and or disability 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 solely on the vehicle financing.
Refer to the Menu Report for Premiums calculated in conjunction with other After Market Products.

Kenny Ross Chevrolet - Buick North Inc.

22010 Perry Highway Zelienople, PA 16063

Phone: (724) 452-7200

Fax: (724) 452-5271

F&I Manager: Darlene Mokos

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, KENNY ROSS CHEVROLET GEO BUICK INC state that the odometer now
(TRANSFEROR'S NAME - PRINT)
reads 15 (no tenths) miles and to the best of my knowledge that it reflects
the actual mileage of the vehicle described below, unless one of the following statements is checked.

- ☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- ☐ (2) I hereby certify that the odometer reading is **NOT** the actual mileage.
WARNING — ODOMETER DISCREPANCY.

MAKE CHEVROLET

MODEL MALIBU BODY TYPE SDN

VEHICLE IDENTIFICATION NUMBER 1G1ZS52F25F

YEAR 2005

TRANSFEROR'S NAME KENNY ROSS CHEVROLET GEO BUICK INC
(PRINTED NAME)

TRANSFEROR'S ADDRESS 22010 PERRY HIGHWAY
(STREET)

ZELIENOPLE PA 16063
(CITY) (STATE) (ZIP CODE)

TRANSFEROR'S NAME X [Signature]
(SIGNATURE)

DATE OF STATEMENT 07/09/05

TRANSFeree'S NAME DEBORAH J CONTESTABILE

TRANSFeree'S ADDRESS 2852 MT VERNON DR
(STREET)

PITTSBURGH PA 15223
(ZIP CODE)

TRANSFeree'S NAME X [Signature]
(SIGNATURE)

[Signature]
(PRINTED NAME)

FORM
NB-05-3CP (3-89) 2 PART
NB-05-3CP (3-89) 3 PART

Reynolds and Reynolds TO ORDER: www.reynolds.com, 1-800-344-0906 fax 1-402-731-0075



☒ **Completely Satisfied** **New Vehicle Delivery System**

Vehicle Identification Number
 1G1Z5521251

07/09/05

PBL Date: _____
 Delivery Date: ~~MON 9AM-9PM~~ ~~M-T 8AM-830PM~~
~~FRI 9AM-6PM~~ ~~FRI 8AM-5PM~~
~~SAT 9AM-5PM~~ ~~SAT 8AM-5PM~~

Pre-Delivery Check (Sales consultant performs these checks prior to delivery date/customer arrival.)

☒ I reviewed the completed GM Pre-Delivery Inspection form, verified that the correct Regular Scheduled Maintenance was 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)

Consultation 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 HomeLink, 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)
 - Discuss convenience and competitive pricing for regular maintenance items (e.g., wiper blades, filters, batteries, brakes, tires, etc.)
 - Suggest a follow-up visit (e.g., courtesy inspection or New Owner Clinic)
 - First follow-up visit scheduled for: _____ (Date)

The above items were inspected, explained and demonstrated to my complete satisfaction.

07/09/05

Customer's signature _____ Date 7-9-05

Salesperson's signature [Signature] Date 07/09/05

CUSTOMER #:310105

599363

Kenny Ross

WORKORDER

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

PAGE 1

SERVICE ADVISOR: 3857 BLAUSEN, DALE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GALAXY SIL	05	CHEVROLET MALIBU	1G1ZS52F25F		30467/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
09JUL05 IS						
09JUL05 DD	09JUL05		20:00 20NOV07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:55Z14550 ENG:L61 TRN:MX0				
20NOV2007 12:22						

LINE OF CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A # 9895 NE 913 # B	WP94	CUST STATES STEERING CLUNKS WHEN TURNING <ul style="list-style-type: none"> - steering wheel clunk during slow speeds - lubed inner/outer shaft meeting point - adjusted intermediate shaft upward to correct problem
	WP94	CUST STATES SEAT BELT BUCKLE LEFT REAR OUTSIDE WONT LATCH <ul style="list-style-type: none"> - belt will not latch to buckle - buckle/latch failure - ordered new LH rear seat buckle
# C 05 115 R4490 OX2	WP94	CUST STATES KEY PFOBES INOPP <ul style="list-style-type: none"> - One remote inop. confirmed - attempted reprogram unsuccessful - found solder joint for battery inside fob broken - Replaced with new remote programmed both fobs


Goodwrench Service
EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE			
REVISED ESTIMATE			
I HEREBY OF THE			

SAVE ORAL APPROVAL

TECHNICIAN COPY

- Confirmed steering wheel crack/noise when turning at slow speeds.

Adjusted TSB #06-02-32-0076 which consisted of lubricating gap between inner shaft and outer shaft at inside of vehicle. Then poured intermediate shaft, adjusted upward on test time shaft, more no longer present during road test

- LH rear seat belt will not latch into buckle assembly. Belt successfully latches into other 2 buckles on rear seat therefore belt assy ok. LH rear seat belt buckle failure
⇒ Rec. replace LH rear buckle

	S	9895	m	On
	R.D.	7/363	M	Off
STRAIGHT TIME	FLAT RATE PRICE	HOURS OVER NO.	CLOCK IN	

- Attempted to reprogram remotes and remote successfully re-programmed but 2nd remote has broken solder joint for battery contacts inside fob.

\Rightarrow Rec. replace one broken remote to b

Back - 2/10/09 138 851 65068700

17EAS. 08722503. 8005

[<- 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:

11/20/2007

Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Cynthia Reyes State: PA

Customer Name: [REDACTED] Service Request: 71-608987090 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZS52F25F [REDACTED] In Service Date: 07/09/2005 Vehicle is: New BAC Code: 118171

Year, Make & Model: 2005 Chevrolet Malibu

Lien holder: GMAC ☐ Other ☒:DVM requests
involvement?: NPurchase Price of
Vehicle: \$ 18,418.46

Was TAC contacted for this vehicle (Y/N)? : Y

VEHICLE REPAIR HISTORY☐ Brakes

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

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

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

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. - Performed TSB #06-02-32-007B 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.

☐ Electrical

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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:	1
Total days out of service during the presumption period:	1
Total days out of service during customer's ownership:	8

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

Concern:

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

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

Service manager at different dealership states vehicle is now repaired.

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: \$
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 Quadrateer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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



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

VIA FAX ONLY

March 12, 2008

David Gorberg, Esq.
David J Gorberg & Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

RE: [REDACTED]
Service Request: 71-608987090
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZS52F25F [REDACTED]

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.

- | | | | |
|-------------------------------------|---|--------------------------|-------------------|
| <input type="checkbox"/> | Copy of owner's current title and/or registration | <input type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Other: Release of Lien | <input type="checkbox"/> | 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 Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature





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

VIA FAX ONLY

March 12, 2008

Howard Boughter
Kenny Ross Chevrolet-Buick North, Inc.
22010 Perry Hwy.
Zelienople, PA. 16063-8702

RE: [REDACTED]
Service Request: 71-608987090
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZS52F25F [REDACTED]
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: [REDACTED] Service Request: 71-608987090 GM Legal File No.:

Vehicle ID No.: 1G1ZS52F25F [REDACTED] In Service Date: 07/09/2005 Vehicle is: New BAC Code: 118171

Year, Make & Model: 2005 Chevrolet Malibu

Lien holder: GMAC ☐ Other ☐:DVM requests
involvement?: NPurchase Price of
Vehicle: \$ 18,418.46

Was TAC contacted for this vehicle (Y/N)? : Y

VEHICLE REPAIR HISTORY☐ Brakes

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

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

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

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. - Performed TSB #06-02-32-007B 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.

☐ Electrical

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

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

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

Concern:

RECOMMENDATION

RATIONALE

REASON FOR REMOVAL

CRS FINAL OFFER:

DATE:

OFFER TO CUST: \$
ATTORNEY FEES: \$
OR INCLUSIVE OFFER: \$

PLAINTIFF’S FINAL
DEMAND:

DATE:

AMOUNT TO CUST: \$
ATTORNEY FEES: \$
OR INCLUSIVE OFFER: \$

TEAM MANAGER APPROVING:

Date:

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

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



9 CRESCENT AVENUE, PITTSBURGH, PA 15223

Phone: (412) 782-1200 or Fax: (412) 781-8287

36

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or delays in 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 (or possessory 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.

X

IN NO. 100013494 STOCK NO. TAG NO. COLOR SILVER PAGE 1 OF 1
DATE VEHICLE IDENTIFICATION NUMBER LEASE DELIVERY DATE LICENSE NUMBER YEAR MAKE AND MODEL WRITTEN BY RO NUMBER

MAR2008 1G1ZS52F25F 33514 09 JUL 05 05 CHEVROLET MALIBU 6650 133104

I, the undersigned, hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or delays in 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 (or possessory 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.

NAME

ADDRESS

CITY/STATE/ZIP

GIBSONIA PA

BILL TO

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE LABOR RATE

2.2 Liter I4 DOHC

4-731-5505

FACTORY WARRANTY

METHOD OF PAYMENT CASH

SELLING DEALER 13811

WARRANTY EXPIRES

OP CODE LABOR INSTRUCTIONS AND DESCRIPTIONS

E7700 0.5 CUST. STATES THERE IS A RUMBLING NOISE IN STEERING WHEN TURNING LEFT.

Jointment Short

J6354 0.7 CUST. STATES CHECK ENGINE LIGHT HAS COME ON TWICE IN PAST 6 WEEKS.

Permanence

STAYS ON FOR 10 MINUTES, NOT ON AT THIS TIME.

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

FACTORY WARRANTY

QTY.	PART #	QTY.	PART #
A			

B	30 L service		
	Fuel filter		

C	Thermy flash		
---	--------------	--	--

D	Induction service		
---	-------------------	--	--

MECHANIC'S NAME & NUMBER		COMPLAINT:	CAUSE:	CORRECTION:	ON	OFF
A						

MECHANIC'S NAME & NUMBER		COMPLAINT:	CAUSE:	CORRECTION:	ON	OFF
B		Clunk in steering	steering shaft worn	replace intermediate steering shaft		

MECHANIC'S NAME & NUMBER		COMPLAINT:	CAUSE:	CORRECTION:	ON	OFF
C		check eng light on	low reprogram PCM	reprogram PCM		

MECHANIC'S NAME & NUMBER		COMPLAINT:	CAUSE:	CORRECTION:	ON	OFF
D						

RESULTS OF SERVICE ADVISOR'S CONTACT WITH CUSTOMER

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF	1
CF	0.3	133104	3.6-08	ON	
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF	4
CF	1.2	133104	3.5-08	ON	



STATE INSPECTION EXPIRATION

MONTH YEAR

COMPONENT I.D. NO.

STICKER #

OLD MILEAGE

NEW MILEAGE

TRANS

BRAKES LF/FR RT/FR LF/RR RT/RR (CIRCLE ONE)

TIRES LF/FR RT/FR LF/RR RT/RR (CIRCLE ONE)

REAR

TIRE PRESSURE

SET AT

P.S.



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

VIA FAX ONLY

May 22, 2008

Tammy Schmitt, Esq.
David J Gorberg & Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

RE: [REDACTED]
Service Request: 71-608987090
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZS52F25F [REDACTED]
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

cc: FILE

LG0044
V01032008

Attach.

Odometer

Client's Signature

Date

Client's Signature

Date



VIA FAX ONLY

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.

35465

Odometer


Client's Signature

Client's Signature

5-28-2008

Date

Date

RELEASE OF CLAIM

I [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$ 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 suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZS52F25H [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

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 35465 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

[REDACTED]

Claimant's Signature

Claimant's Signature

[REDACTED]

Address

Address

GIBSONIA PA

City, State, Zip Code

City, State, Zip Code

STATE OF PA

COUNTY OF Philadelphia

Sworn to (or affirmed) and subscribed before me this 28th day of May, 20 08, by Deborah J Contestabile.

Janine Cedrone

Signature of Notary Public

COMMONWEALTH OF PENNSYLVANIA

Notarial Seal

Janine Cedrone, Notary Public

Print, type or stamp Commissioned Name of Notary Public

My Commission Expires Dec. 16, 2010

Member, Pennsylvania Association of Notaries

Personally Known _____ OR Produced identification ✓

Type of identification Armer's license

My commission expires: 12/16/10

CC: File

LG0029
V6302006

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$ 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 suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZS52F25F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

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PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____,
20____, by [REDACTED].

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0029
V6302006