

"Tammy Schmitt" <tschmitt@mylemon.com> 05/22/2008 10:24 AM To <mary_williamson@gmexpert.com>

oc bec

Subject SR 71-608987090

Hi Mary - We are settled in this case for the \$3500 inclusive. Can you please send over an amended offer letter and release when you get a chance? Thank you!

Tammy J. Schmitt, Esquire DAVID J. GORBERG & ASSOCIATES, P.C. 1234 Market Street, Suite 2040 Philadelphia, PA 19107 1-215-563-7210 1-800-MYLEMON 1-215-563-4020 (Fax)



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

VIA FAX ONLY

March 21, 2008

Dennis Kral Kenny Ross Chevrolet-Buick North, Inc 22010 Perry Hwy. Zelienople, PA. 16063-8702

RE:

Service Request: 71-608987090 2005 Chevrolet Malibu Vehicle Identification Number: 1G1ZS52F25F Legal Research Specialist: Cynthia Reyes

Dear Mr. Kral:

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 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.

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















ev. January 2003) partman. of the Treasury	Request for Identification Numbe	Taxpayer r and Certification	Give form to the requester, Do not send to the IRS.
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Cat. No. 10231X

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Form W-9 (Rev. 1-2003)

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

March 16, 2011



Service Request: 71-609043438 Customer Relationship Specialist: Annette LeMay

Dear

Thank you for your support of Chevrolet. 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 2008 Chevrolet Malibu, Vehicle Identification Number 1G1ZH57B384

- 12 months or 12,000 miles, whichever occurs first, beginning on March 11, 2008 and ending on March 11, 2009 and begins with 465 and ends with 12,465 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 Chevrolet customer.

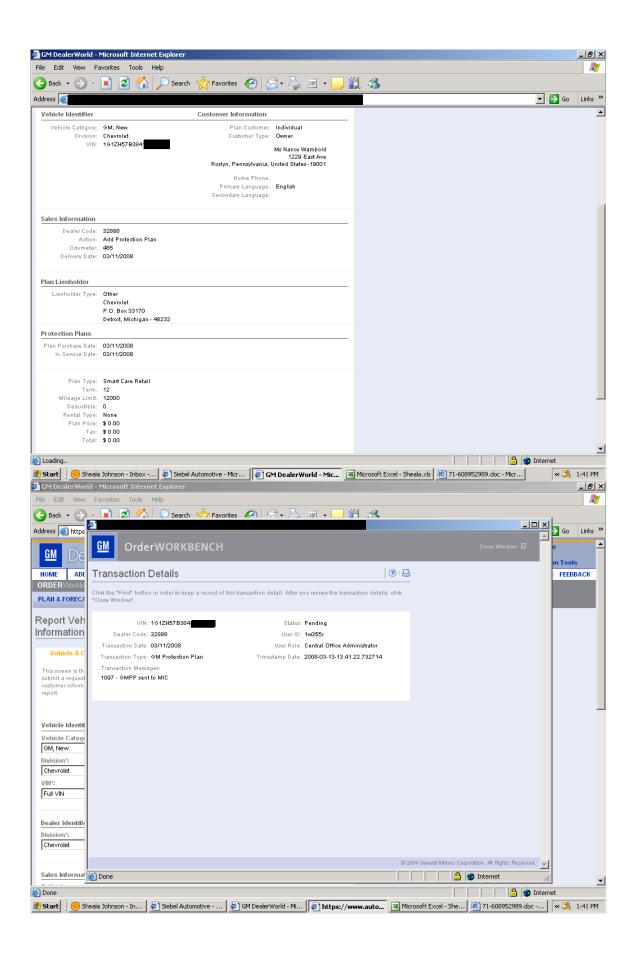
If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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



Northeast Region Enhanced Dealership Empowerment Process

(Service Manager Template - revised 10/01/2005)

- Please complete this template by either typing or legibly writing in all required information.
- 2. Please fax the completed template to 1-866-430-2718, or attach this document to an e-mail and e-mail it to AVM.TEAM@gmexpert.com
 - · NOTE: It is NOT necessary to fax in all 12 pages of the template, only those that apply
- 3. Place the template in your VIN history file for future reference

Questions pertaining to the status of the processing can be directed to the AVM Team in Chatham @ 1-800-231-1841 prompt 3, prompt 2

AVM's Name & Phone	Ron Chietle - 215-527-0041
Service Manager's Name & Phone	Et Brunton - 215-572-2405
Dealership Name & BAC	Forgner Chevrolet 113794
Customer Name (Mz., Ms., Mrs., Last, First, MJ)	
Customer Complete Mailing Address Daytime phone number	-Roslyn Pa
Evening phone number	
FULL VIN	16124570304
Current Mileage	HUS
Short explanation as to why the goodwill fool was offered to the customer (Specific information required)	Owner purchased A 2008 matcher On 12/31/07 - On 1/14/08 Owner Was driving Jehicle And the Steering paker Assist for tee - owner stranked Vehicle only had 300 miles- failure was Steering Control module - for curturer satisfaction looking for
If subsequent owner, indicate date & mileage at time of purchase	A 12/12 Sphartchire
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Revised 10-1-05

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2008

Mar. 5.

GMPP Smart Care

GMPP Smart C	are				
Definition:	A complimentary plan providing basic maintenance services for a variety of time and mileage intervals				
Parpose:	To provide added value for deserving customers to offset an inconvenience				
When to use:	 To rebuild confidence in the vehicle and /or the dealer To promote normal maintenance As an alternative to a maintenance letter or component letter 				
When NOT to use:	 In conjunction with other goodwill tools In cases of property damage or personal injury When the vehicle has a branded or salvaged title If castomer has pursued third party intervention, i.e. BBB or lemon law 				
Parameters of use:	 Can be offered in or out of warranty Match terms to the owners purchase cycle Stoart Care will not pay any claims past 100,000 miles <u>Coverage begins at the plan purchase date & mileage, NOT inservice date</u> 				
Examples:	 The relationship between the customer and dealer is strained A "one-time" maintenance offer is insufficient 				
1	fatrix of Available GMPP Smart Care Plans				
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	/15,000 36/54,000				
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	24/30,000 48/48,000				
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No.4367 P.

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

March 16, 2011

Attention:		
Orlando, FL		

Service Request: 71-609234453 Customer Relationship Specialist: MJ Mason

Dear

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

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

We have reviewed your request for reimbursement on the steering 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 \$553.05.

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.

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

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 01/03/08
17-Digit Vehicle Identification Number (VIN): <u>1G2ZG528154</u>
Mileage at Time of Repair: 48746 Date of Repair: 06/07/07
Claimant Name (please print):
Street Address or PO Box Number:
City: Orlando State: Florida ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 553.05
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

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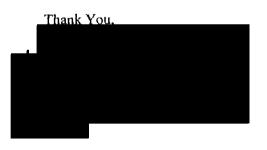
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 Orlando, FL 	Telephone:	Fax	

January 03, 2008

To Whom It May Concern:

We sold the Pontiac G6 to our customer **and the set of the set of**





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

March 16, 2011

Columbia, SC

Service Request: 71-609984432 Customer Relationship Specialist: Paul Grant

Dear

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

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

We have reviewed your request for reimbursement on the steering shaft that you had repaired. We regret that we are unable to reimburse you the amount you requested because the repairs performed and parts replaced on your vehicle is not included in the 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

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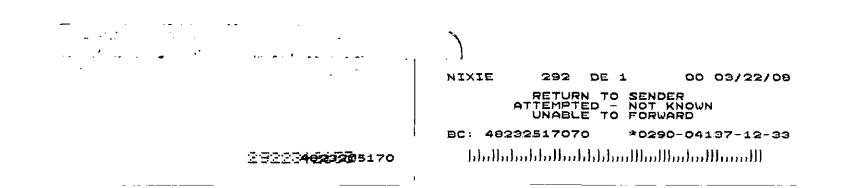
Customer Assistance Center

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



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MAR 2 8 2008



CHEVROLET

Customer Assistance Center

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

March 11, 2008

Columbia, SC

CUSTOMER DID NOT RECEIVE THIS LETTER FROM GMC

Service Request: 71-609984432 Customer Relationship Specialist: Paul Gambino

Dear-

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

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

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Sincerely,

March 16, 2011

Columbia, SC

Service Request: 71-609984432 Customer Relationship Specialist: Paul Grant

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Sincerely,

March 16, 2011



Service Request: 71-609984432 Customer Relationship Specialist: Paul Gambino

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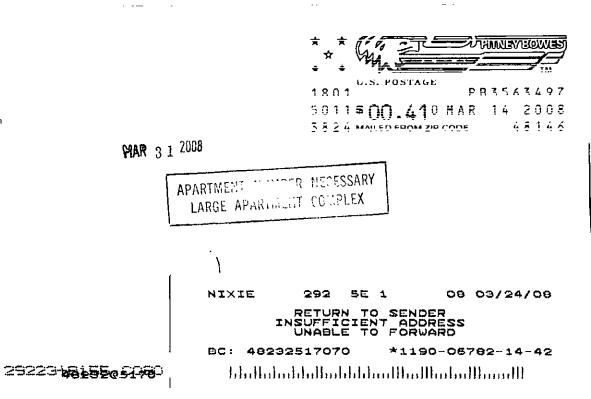
Sincerely,



CHEVROLET

Customer Assistance Center

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





Customer Assistance Center

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

CUSTOMER DID NOT RECEIVE TH 3 LETTER FROM GMC

Service Request: 71-609984432 Customer Relationship Specialist: Paul Grant

Dear

March 13, 2008

Columbia, SC

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.

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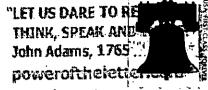
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Sincerely,



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

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CUSTOMER REIMBURSEMENT CLAIM FORM

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This section to be completed by Claimant				
Date Claim Submitted: March 3, 7008				
17-Digit Vehicle Identification Number (VIN): 1612T54 825F				
Mileage at Time of Repair: <u>54867</u> Date of Repair. <u>Jan. 15, 2008</u>				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: <u>Cilumbia</u> State: <u>S. C.</u> ZIP Code:				
Daytime Telephone Number (include Area Code):				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$ 150.24				
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

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	INVOICE		HEVROLET
		111 Newland Roa	d + Columbia, SC 29229 8) 254-1431
COLUMBIA, SC	PAGE 1		iChevrolet.net
HOME : BUS :	SERVICE ADVISOR:	8769 ESTHER	RUTTH GIBSON
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	and the set of the set		0.00
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Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X512C			CUST	OMER COPY -	+ Rc	st 24	78972	<u>'C_</u>

SALES DRAFT CAPITOL CHEVROLET 111 NEWLAND ROAD COLUMBIA, SC 29229 TERMINAL 0935596

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451031769990 01/29/2008 17:39:17 AUTH. TRANS. ID. 008029817159830 INVOICE AUTH. COBE 179127 SALE TOTAL \$50.24

CUSTOMER COPY

SALES DRAFT

CAPITOL CHEVROLET 111 NEWLAND ROAD COLUMBIA, SC 29229 TERMINAL 0935596

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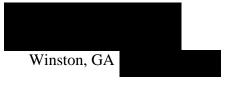
SALE TOTAL

CUSTOMER COPY

\$100.00

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

March 11, 2011



Service Request: 71-603302471 Customer Relationship Specialist: Wine Summers

Dear

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

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

We have reviewed your request for reimbursement on the 30,000 mile service that you had for your vehicle. We regret that we are unable to reimburse you the amount you requested because this is not covered by this special coverage. Records show that the amount paid was for the 30,000 mile service, and the steering column repair was covered under warranty.

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,





Reinbursement Department P.O. Box 33170 Detroit, ni 48232-5170

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CUSTOMER REIMBURSEMENT CLAIM FORM	
This section to be completed by Claimant]
Date Claim Submitted: 1/28/08	
17-Digit Vehicle Identification Number (VIN): 1GIZU54845F	
Mileage at Time of Repair: 33815 Date of Repair: 62606	
Claimant Name (please print):	
Street Address or PO Box Number:	
City: Winston State: 6a ZIP Code:	1
Daytime Telephone Number (include Area Code):	
Evening Telephone Number (include Area Code):	
Amount of Reimbursement Requested: \$	
The following documentation must accompany this claim form.	
Original or clear copy of all receipts, invoices, and/or repair orders that show:	
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 	
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.	

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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 . 1

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CUSTOMER, REIMBURSEMENT PROCEDURE

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

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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).

(770) 941 - 8550 >>>> CONTINUED FROM PREVIOUS PAGE <	RO: 129042 Cashier: 002700 12:27-0 ate Out: 06/26/2006 G1ZU54845F 005 CHEV MALIBU -In: 33815 Out: 33818 Delivered: 12/01/2004 In Service: 12/01/2004 Date In: 06/23/2006 Per Unit Extended Price
[CUSTOMER PAY]	
D SCPAY 002090C MP MULTI-POINT INSPECTION REPORT PERFORM INSPECTION, HAS 6MM FT & REAR BK PADS RECOMMEND 4 WHEEL ALIGNMENT FT TIRES WORN ON INNER EDGES 2090	Labor Total: 0.00 Operation Total: 0.00
[CUSTOMER PAY]	Operation Total: 0.00
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	Customer Pay Labor: 178.98 Customer Pay Parts: 78.41
	astomer Pay Subtotal: 257.39 stomer Pay Sales Tax: 5.48
Visa: 262.88	Customer Total Due: 262.88
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 the vehicle to secure the amount of repairs thereto. "All parts installe	NTIES: All warranties on this broduct are THORNTON CHEVROLET, INC. hereby all warranties either express or implied, ed warranty of merchantability or fitness rpose and THORNTON CHEVROLET, INC. authorizes any other person to assume for connection with the sale of the product. THORNTON CHEVROLET, INC. in no way f the manufacturer's warranty. d are new/salvaged or reconditioned parts." CTLY CASH unless arrangements made.
Signature: Thank you	I for allowing us to serve you!

Dear Client, you may receive a survey from the manufacturer about the service you received on your vehicle. This is the manufacturers means of scoring us not themselves and not your vehicle. If for any reason you cannot rate us excellent in each category on the survey, Please contact us before you leave or at your convenience. Thank you for choosing John Thornton to be your servicing dealer. We appreciate your continued business. Please call on us for your future automotive needs.

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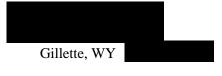
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>>>> CONTINUED ON NEXT PAGE <<<<

Dear Client, you may receive a survey from the manufacturer about the service you received on your vehicle. This is the manufacturers means of scoring us not themselves and not your vehicle. If for any reason you cannot rate us excellent in each category on the survey, Please contact us before you leave or at your convenience. Thank you for choosing John Thornton to be your servicing dealer. We appreciate your continued business. Please call on us for your future automotive needs.

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

March 16, 2011



Service Request: 71-610054773 Customer Relationship Specialist: Jane West

Dear

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

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

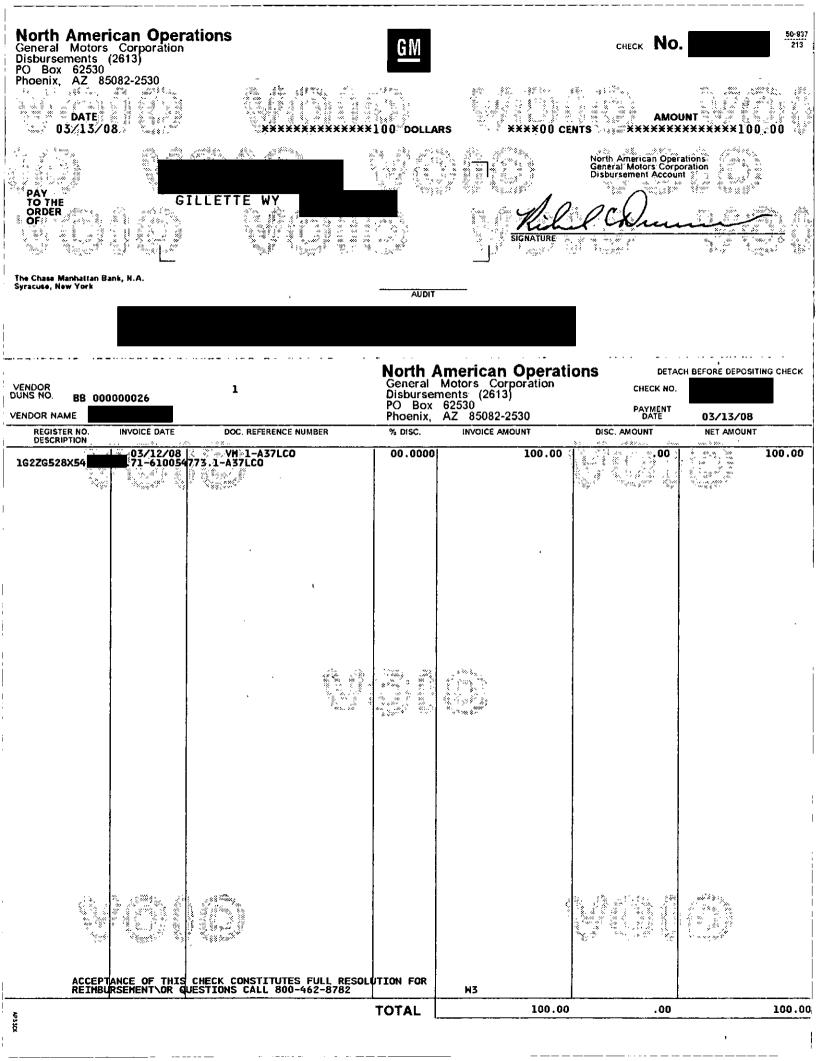
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$100.00.

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

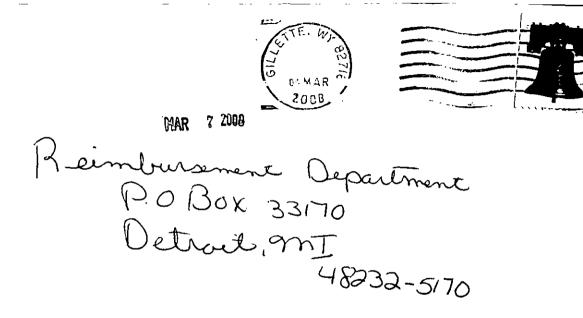
Sincerely,

Pontiac Customer Assistance Center

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







48232+5170 B050 http://www.http:/

CUSTOMER REIMBURSEMENT CLAIM FORM

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This section to be completed by Claimant
Date Claim Submitted: 2-608
17-Digit Vehicle Identification Number (VIN): 16226528X54
Mileage at Time of Repair: <u>52,158</u> Date of Repair: <u>811607</u>
Claimant Name (please print):
Street Address or PO Box Number:
City: Gillette State: WY ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 100 00
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 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).

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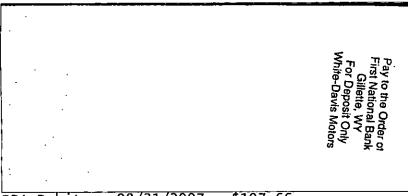
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DDA Debits - 08/21/2007 - \$107.66

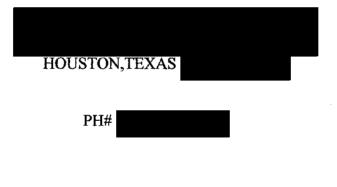
FAX TO:

PONTIAC CUSTOMER ASSISTANCE CENTER

FAX PH# 1-866-962-2868

RE: SERIOUS SAFETY HAZARD

FROM:



FAX: 6 PAGES - INCLUDING COVER PAGE



03-05-08

PONTIAC CUSTOMER ASSISTANCE CENTER P.O. BOX 33172 DETROIT, MI. 48232-3172

TO WHOM IT MAY CONCERN:

I AM WRITING TO NOTIFY YOU OF THE PROBLEMS I AM EXPERIENCING WITH MY 2006, PONTIAC, G6 -SE, VIN# 1G2ZF55B464 ON ABOUT 08/13/2007 AND TO REQUEST THAT YOU CORRECT THIS PROBLEM WITHIN THIRTY (30) DAYS OF YOUR RECEIPT OF THIS LETTER.

I PURCHASED MY VEHICLE FROM "JOE MYERS AUTOMOTIVE, 19010 NORTHWEST FREEWAY, HOUSTON, TEXAS 77065 " ON 08/13/2007. APPROXIMATELY 27 DAYS I BEGAN HAVING TROUBLE WITH THE POWER STEERING NOT WORKING WHEN MAKING TURNS. I TOOK MY VEHICLE BACK TO THE DEALER FOR REPAIR ON 09/11/07,10/01/07 AND ON 10/05/07 BUT, TO DATE, THE DEALER HAS BEEN UNABLE TO CORRECT THE PROBLEM. ATTACHED ARE COPIES OF THE REPAIR ORDERS WHICH DOCUMENT THE DEALERSHIP'S ATTEMPT TO REPAIR MY VEHICLE.

THIS PROBLEM CREATES A SERIOUS SAFETY HAZARD, AFTER MY WIFE WAS ALMOST INVOLVED IN A SERIOUS ACCIDENT LEAVING HER PLACE OF EMPLOYMENT, AFTER THE DEALER SECOND ATTEMP TO CORRECT THIS PROBLEM. THEREFORE, IF YOU AND/OR YOUR DEALER ARE UNABLE TO CORRECT THIS PROBLEM, I WILL EXPECT YOU TO "**REPLACE**" OR "**REPURCHASE**" THE VEHICLE PURSURANT TO CHAPTER 2301, SUBCHAPTER M OF THE TEXAS OCCUPATIONS CODE ANNOTATED.

PLEASE CONTACT ME ON RECEIPT OF THIS LETTER AT THE ABOVE ADDRESS OR TELEPHONE NUMBER TO ARRANGE A MUTUALLY CONVENIENT DATE AND TIME FOR YOU TO HAVE AN OPPORTUNITY TO INSPECT MY VEHICLE AND MAKE ANY NECESSARY REPAIRS.

SINCERELY,

ENCLOSURES CERTIFIED MAIL RETURN RECEIPT REQUESTED # 7007 3020 0002 0215 9251



CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
51639	ROBERT MENDOZA	210	5 3810	09/11/07	PNCS306338
	LABOR RATE LICENS	SE NO.	MILEAGE	COLOH	STOCK NO.
			35,307	DELIVERY DATE	DELIVERY MILES
	YEAR / MAKE / MODEL				
HOUSTON, TX	06/PONTIAC/G6/ VEHICLE I.D. NO.	4 DOOR SEL	AN	SELLING DEALER NO.	PRODUCTION DATE
	1 G 2 Z F_5 5	в 4 6 4			
	ET.E.NO.	P. O. N.).	R.O. DATE	
				09/11/07	
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JOB# 2 CHARGES	JUUKNAL PREFIA PNUS	JUD# 1101/	\L U,QU	1	
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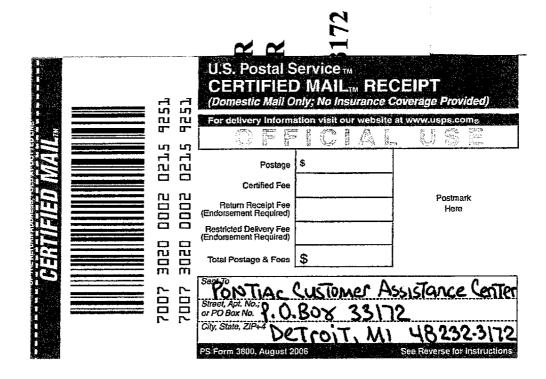


		ADVISOR			TAG NO.	INVOICE DATE	INVOICE NO.
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		LABOR HATE	LICENSE NO.	M	CERGE	COLOR	STOCK NO.
		YEAR / MAKE / MODEL			35,673	DELIVERY DATE	DELIVERY MILES
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						10/01/07	
	BUSINESS PHONE	COMMENTS					
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				TOTAL	0.00		
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EXAMINE B	ATTERY CABLES, CONNECTIONS	, NO C	HARGE				
EXAMINE A	ND TOP OFF FLUID LEVELS= RONT BRAKE PADS FOR WEAR=	NO C					
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USTOMER NO.		ADVISOR			TAG NO.		
51639		ROBERT MEND	DZA LICENSE NO.	2105		10/05/07	PNCS30750
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PONTIAC CUSTOMER ASSISTANCE CENTER P.O. BOX 33172 DETROIT, MI 48232-3172 RETURN RECEIPT

HOUSTON.TEXAS

03-05-08

PONTIAC CUSTOMER ASSISTANCE CENTER P.O. BOX 33172 DETROIT, MI. 48232-3172

TO WHOM IT MAY CONCERN:

I AM WRITING TO NOTIFY YOU OF THE PROBLEMS I AM EXPERIENCING WITH MY 2006, PONTIAC, G6 -SE, VIN# 1G2ZF55B464 ON ABOUT 08/13/2007 AND TO REQUEST THAT YOU CORRECT THIS PROBLEM WITHIN THIRTY (30) DAYS OF YOUR RECEIPT OF THIS LETTER.

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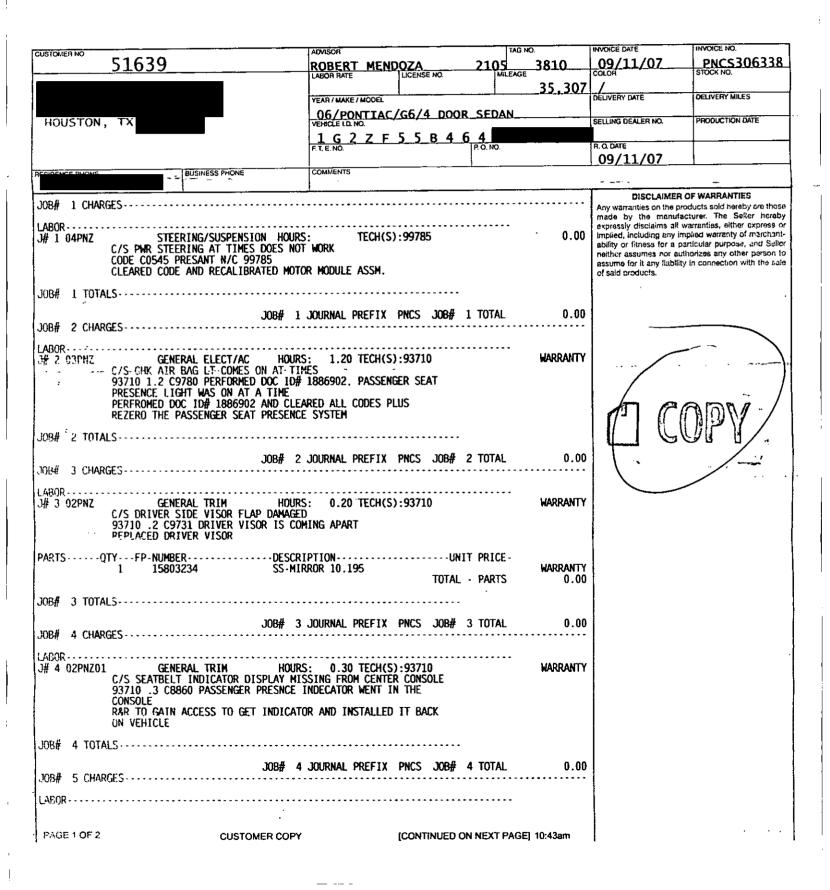
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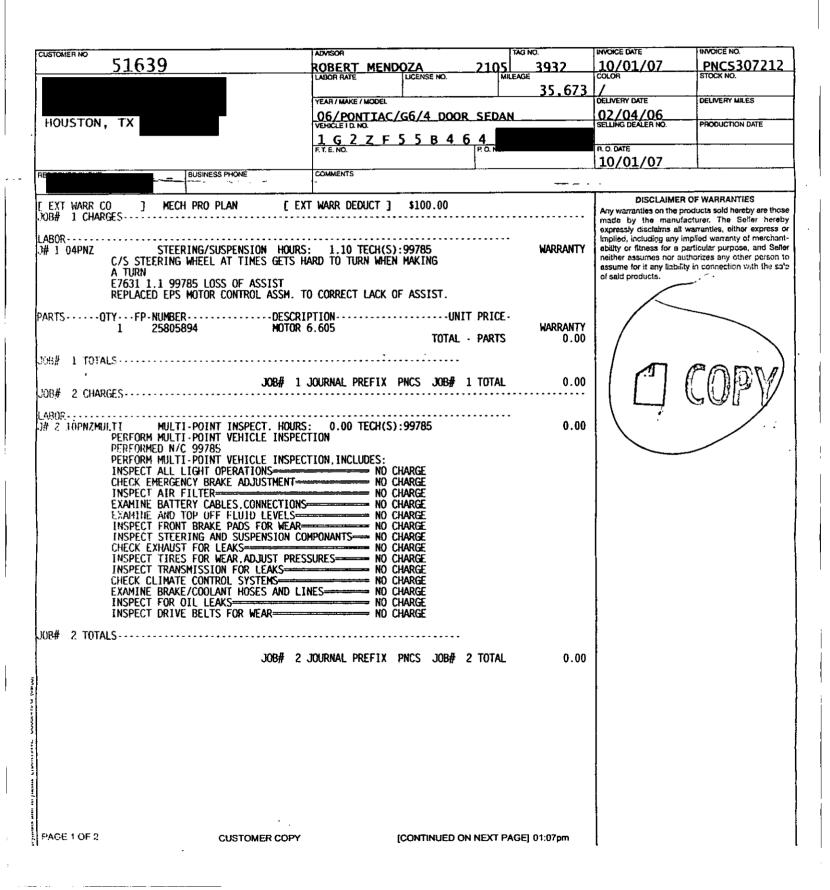
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ENCLOSURES CERTIFIED MAIL RETURN RECEIPT REQUESTED # 7007 3020 0002 0215 9251



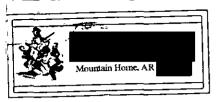


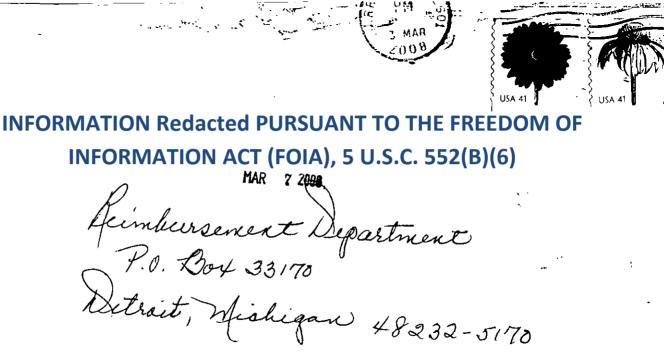




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CUSTOMER NO.	·····	ADVISOR		TAG NO.		INVOICE DATE	INVOICE NO.
51639	l		DOZA	-2105	3967	10/05/07	PNCS307505
		LABOH RATE	LICENSE NU.		25 704	1	
		YEAR / MAKE / MODEL	L			DELIVERY DATE	DELIVERY MILES
HOUSTON, TX		OG/PONTIAC	/G6/4_DOOR	SEDAN		02/04/06	PRODUCTION DATE
HOUSTON, IX			<u>55846</u>				
		F, T, E. NO.		P. O. No.		R. O. DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		<u> </u>		10/05/07	
RESIDENCE PHONE			-	-		<u> </u>	
E EXT WARR CO] 1			\$100.00				OF WARRANTIES
JOB# 1 CHARGES		[EV! WAAK DEDOCI]				made by the manuf	roducts sold hercby are those acturer. The Seller hereby
1	•					expressly disclaims all Implied, including any	warranties, either express or implied warranty of merchant-
LABOR J# 1 04PNZ ST	TEERING/SUSPENSION	HOURS: TECH(S	5):99785		0.00	ability or fitness for a	particular purpose, and Seller
C/S PWR S	TEERING QUIT WORKING	WHILE TRYING TO MAK	EA			assume for in y llat	in connection with a sale
99785 N/C	STREET. HAD TO SUT					of seiz products.	
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	07126
CUSTOMER REIMBURSEMENT CLAIM FORM	
This section to be completed by Claimant	8
17-Digit Vehicle Identification Number (VIN): 1G17-T64865F	
Mileage at Time of Repair: 37, 428 Date of Repair: 414 / 8 28 07 (11/05/07	
Claimant Name (please print):	
Street Address or PO Box Number: 305 4	
City: MOUNTAINHOME State: AR ZIP Code:	
Daytime Telephone Number (include Area Code)	
Evening Telephone Number (include Area Code): AME AS ABOVE	
Amount of Reimbursement Requested: \$ 233,56	
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	

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

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

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CUSTOMER REIMBURSEMENT PROCEDURE

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

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

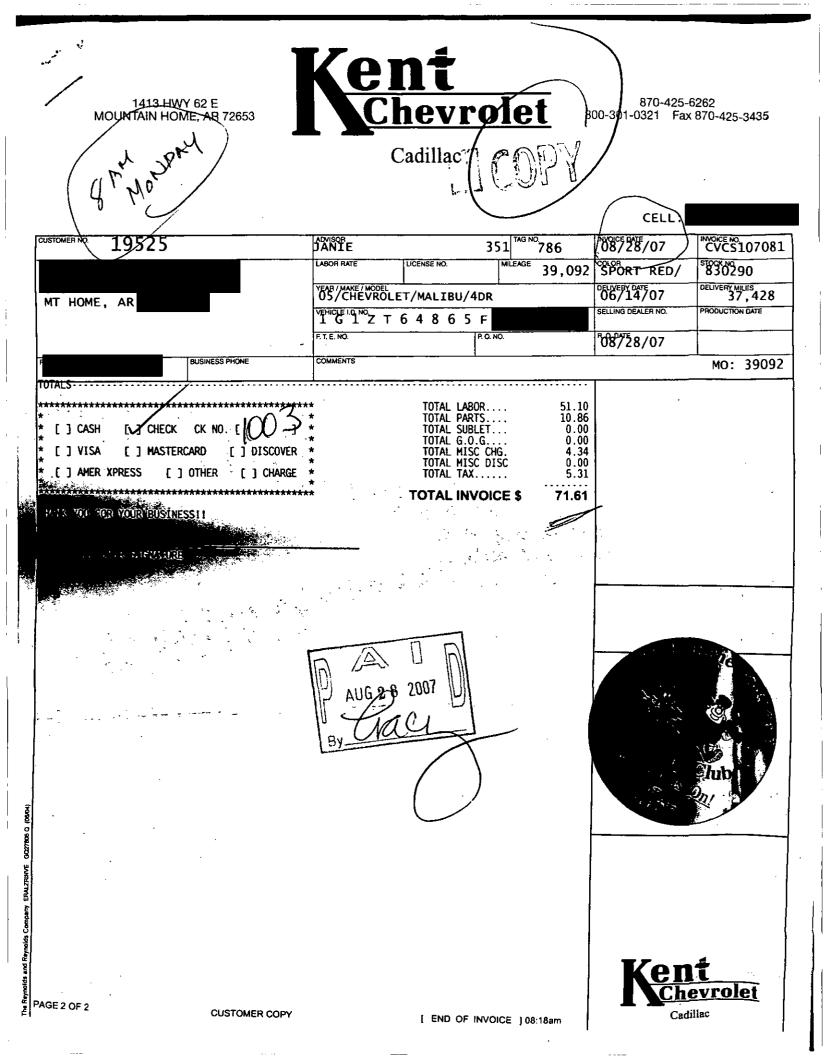
Your claim will be acted upon within 60 days of receipt.

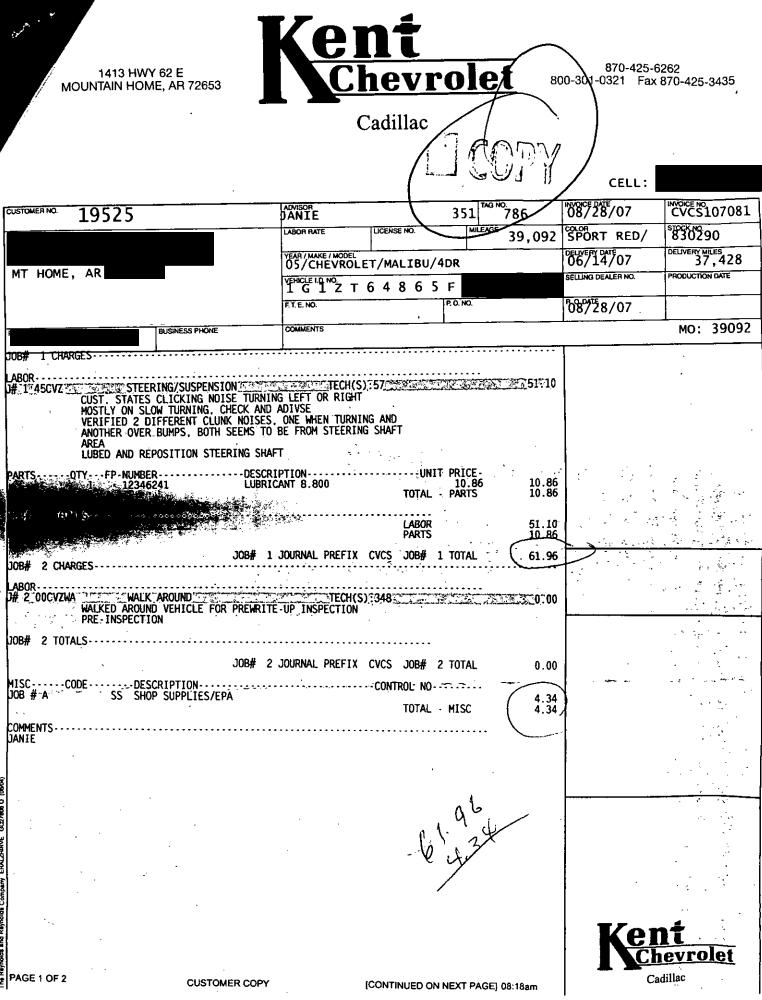
If your claim is:

- 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 a 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).

07126





Kent Chevrolet

1413 HWY 62 E MOUNTAIN HOME, AR 72653

870-425-6262 800-301-0321 Fax 870-425-3435

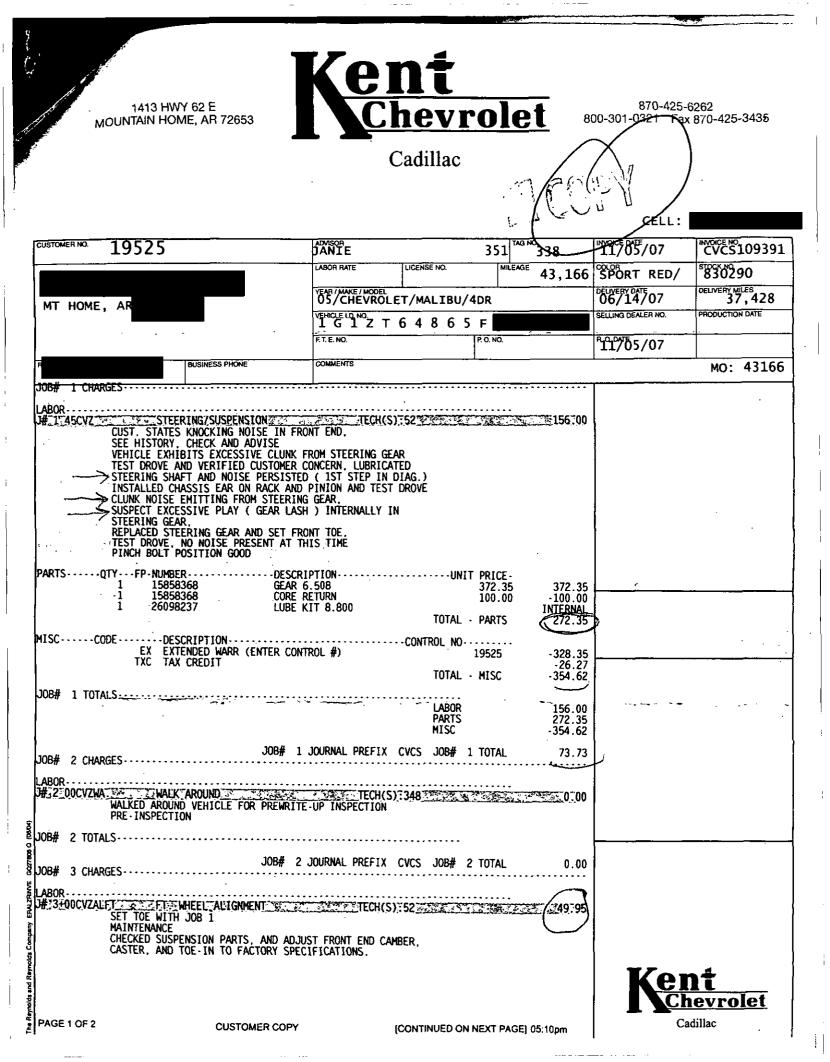
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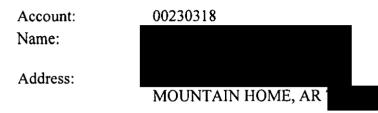
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CUSTOMER NO. 19525		JANIE	35	1 338	INVOICE DATE 11/05/07	CVCS10939
		LABOR RATE	LICENSE NO.	MILEAGE 43,166	SPORT RED/	830290
MT HOME, AR		YEAR/MAKE/MODEL 05/CHEVROL	ET/MALIBU/4DR		06/14/07	DELIVERY MILES
, , , , , , , , , , , , , , , , , ,		IGIZT	64865F		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	P. O. NO).	ື່ 1ງງີ່ 05/07	
	BUSINESS PHONE	COMMENTS	I		J	MO: 4316
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	JOB# 3	3 JOURNAL PREFIX	CVCS JOB# 3 TOTA			
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		h **	TOTAL LABOR	. 205.95		·
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[] VISA [] MAST	ERCARD [] DISCOVER	*	TOTAL G.O.G TOTAL MISC CHG	. 0.00		
] OTHER [] CHARGE	*	TOTAL MISC DIS TOTAL TAX	C -354.62 . 38,27		
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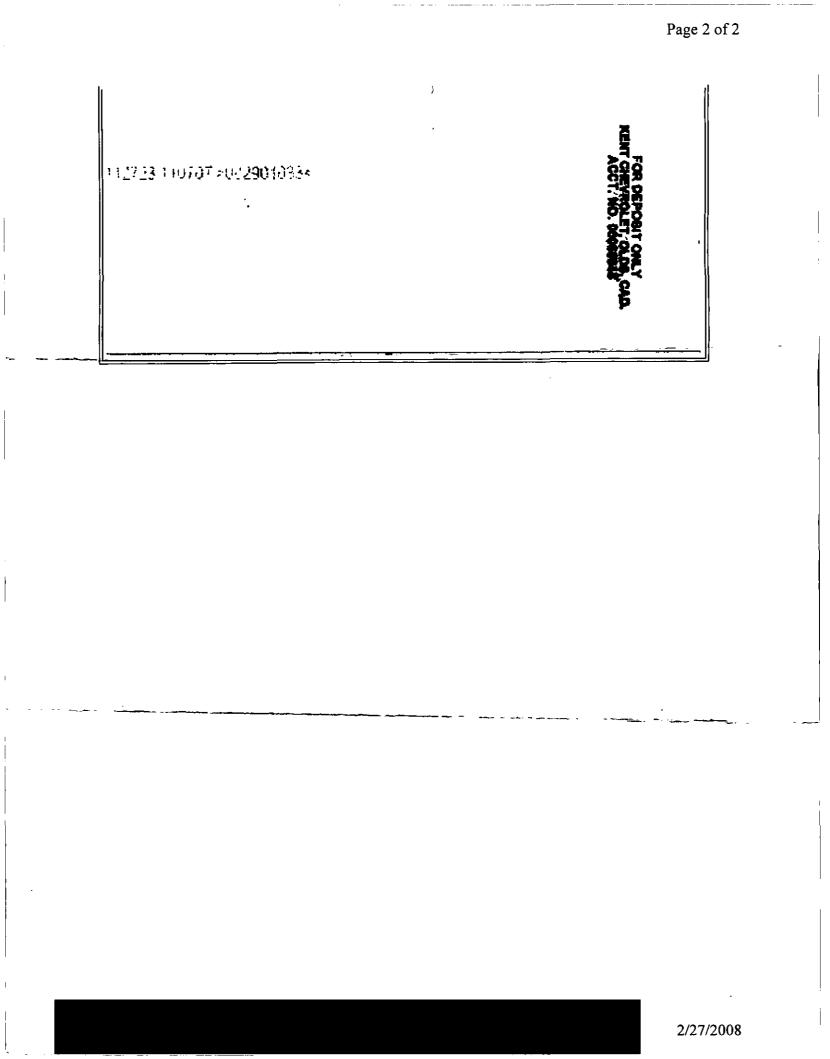




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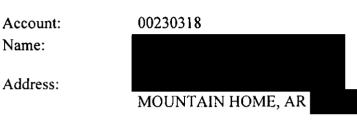
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Name:



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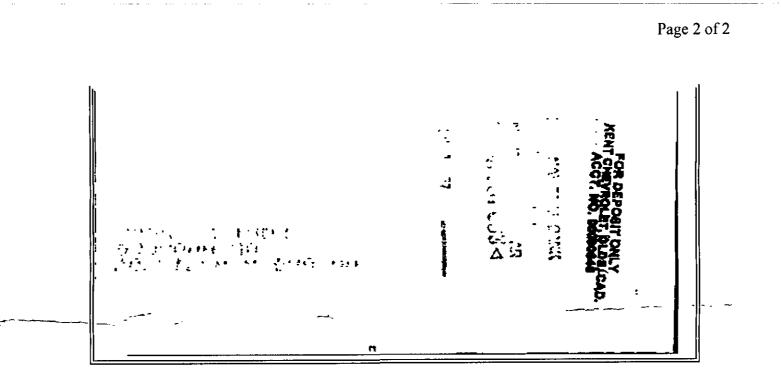
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2/27/2008

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March 16, 2011

Mountain Home, AR

Service Request: 71-610234407 Customer Relationship Specialist: Anne Parks

Dear

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

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

We have reviewed your request for reimbursement on the 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

REORDER: PERFORMANCE BUSINESS FORMS, INC. • KNOXVILLE, TN • (865) 584-7134

CHEVROLET

untain Mazda

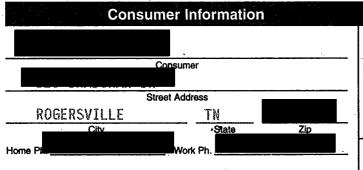
Nitsubishi

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

NEW VEHICLE BUYERS ORDER

🕮 "AS IS" USED VEHICLE **RETAIL BUYERS ORDER**

DEAL NO: 51424



PROVISIONS OF THIS RETAIL BUYERS CONTRACT

The customer acknowledges that full coverage insurance is required if the vehicle being purchased is financed. The customer affirms that he/she is 18 years of age or older. THE CUSTOMER ACKNOWLEDGES THAT THE SALE IS CONTINGENT UPON OBTAINING FINANCING APPROVAL.

The information that you see on the window form for this vehicle is a part of this contract. Information on the window form overrides any contrary provisions in the contract of sale. PROCESSING FEE: This fee includes all administrative services to include, but not be limited to, notary services, courier services for tilling and registration, warranty registration with the manufacturer, postage, and certified mail charges, title preparation, bill of sale preparation, federal forms, temporary tags when required, lien recording.

tags when required, lien recording. DISCLAIMER OF DAMAGES (USED VEHICLES): The purchaser understands and agrees that this vehicle is being purchased "AS IS" and that most used cars have suffered some damage before the seller takes possession and control of the vehicle. Therefore, the seller makes no representations concerning the history of the used vehicle and you should not rely upon any salesman's or manager's representations concerning the prior use, history, damage or durability of this used car without written evidence to support such claims. With this understanding the purchaser agrees that there are no representations or warranties that this vehicle has not been damaged and repaired and the purchaser takes the vehicle subject to such damage and repaired. repair.

Customer warrants that the balance owed on their vehicle is correct as stated and that there are no other liens other than those listed and that if the actual amount is greater, I will reimburse Lawson Chevrolet, Inc. or Lawson Mountain Imports, Inc. Customer understands that if the amount is less, Lawson Chevrolet, Inc. or Lawson Mountain Imports, Inc. will refund the difference to me.

Customer warrants that said vehicle has not been reconstructed or rebuilt or otherwise altered so as to cause frame repair or restructuring of the body.

We attempt to make a profit on every transaction. Our profit may come from the sale of the vehicle, fees, finance income and profit on insurance/ warranty products.

DISCLAIMER OF WARRANTIES: The seller, Lawson Chevrolet, Inc. or Lawson Mountain Imports, Inc., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and Lawson Chevrolet Inc. or Lawson Mountain Imports, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the code. sale.

Seller specifically disclaims any warranty or obligation for the proper operation of any emission control equipment or the prior removal of same from the vehicle. Buyer shall be solely responsible for compliance with any present or future laws or regulations affecting emissions of the vehicle. The undersigned further warrants and agrees that Lawson Chevrolet, Inc. or Lawson Mountain Imports, Inc. shall not be liable for any consequential damage including, but not limited to damages to incompanya anonyance

damage, including, but not limited to, damages for inconvenience, annoyance and mental anguish.

(PRE-OWNED VEHICLES & DEMONSTRATORS ONLY)

THE VEHICLE BEING SOLD UNDER THIS AGREEMENT IS BEING PURCHASED AND ACCEPTED "AS-IS"

This "As Is" Vehicle Buyers Order

Is an offer by me to purchase the vehicle described herein on the terms and Conditions as specified. Upon acceptance of my offer by the Sales Manager or Other authorized representative of Lawson Chevrolet, Inc. or Lawson Mountain Imports, Inc. this document shall become <u>a binding and legal contract</u>. This instrument comprises the entire agreement pertaining to the purchase and NO OTHER AGREEMENT, VERBAL OR OTHERWISE, SHALL BE RECOGNIZED.

I HAVE READ AND UNDERSTAND ALL DOCUMENTS THAT I HAVE SIGNED THAT APPLY TO THIS TRANSACTION AND I HAVE NO FURTHER QUESTIONS.

Lawson Chevrolet 3365 E. Andrew Johnson Hwy. Greeneville, TN 37745 Ph. (423) 798-1000 Fax (423) 798-1010

Lawson Mountain Imports 3100 E. Andrew Johnson Hwy. Greeneville, TN 37745 Ph. (423) 636-1414 Fax (423) 798-0847

_____Salesperson___LESLIE_DARRON Date: 12/09/06

		Vehicle	Information	
P U	8303F	2006	CHEVROLET	MALIBU
R C	Stock #	Year	Make	Model
н	16	i1ZT61846F		
		•	VIN	<u>, ,,</u> ,
A S	GRAY		22081	<u>.</u>
Ε	C	olor	M	leage
-	1233	HUNDA	ACCO	DRD
	2003	CHEVROLET	CAVA	LIER
T	Year *	Make		Model
R	1G1JC12	F037	/JHMCB7650F	C
	BEIGE		VIN	
D E	YELLOW			
	Color		Mileage	
	9055.	41	AMER	RICREDIT
	Bal.	Good	til	Lien Holder

VEHICLE PRICE	1/500.00	
GROSS TRADE-IN	11500.00	
TRADE DIFFERENCE =		6000.0
BALANCE OWED ON TRADE-IN =		9055.4
TAXES AND FEES:		
STATE SALES TAX	465.20	
LOCAL OPTION TAX	44.00	
GROSS RECEIPTS TAX	44.00	
PROCESSING FEE	349.50	
LICENSE AND REG.	23.50	
TOTAL TAXES AND FEES =		926.2
OTHER PRODUCTS AND SERVICES:		
EXTENDED SERVICE AGREEMENT	NONE	
EQUITY PROTECTION-GAP	400.00	
THEFT GUARD-ETCH	NUNE	
TIRE ROAD HAZARD PROTECTION	NONE	
VIP SERVICE PACKAGE	NON	
PAYMENT PROTECTION PREMIUM	NONI.	
OTHER	NONE	
OTHER	NONE	
TOTAL OTHER PRODUCTS/SERVICES =		400.0
RECEIPTS ON VEHICLE:		. <u></u>
DOWNPAYMENT CASH CHECK#	NUNE	
DEPOSIT CASH CHECK #	NONE	
FACTORY REBATES/INCENTIVES	WOWE	
TOTAL DECENTS ON VENUSIE		MAN

Dealer Number Contract Number	ter and the second s
OV. UNLENL ORFENEVILLE	LET, INC, JOHNSON HWY. N 37745
You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By sig on credit under the agreements on the front and back of this contract. You agree to pay the Se Amount Financed and Finance Charge according to the payment schedule below. We will find the truth-In-Lending Disclosures below are part of this contract. Make Make New/Used Year Make Make USED 2006 Kell Person CHEVROL T 1G12T61846F FEDERAL TRUTH-IN-LENDING DISCLOSURES ANNUAL FINANCE	eller (sometimes "we" or "us" in this contract) the igure your finance charge on a daily basis. The Primary Use For Which Purchased []]/personal, tamily or household] <td< th=""></td<>
PERCENTAGE RATECHARGE The dollar amount the credit will a yearly rateFinanced The amount of 	insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your decision to buy or not to buy other insurance will not be a factor in the credit approval process. If any insurance is checked below, policies or certificates from the named insurance com- panies will describe the terms and conditions.
Number of Payments Amount of Payments When Payments Are Due 72 335.36 Monthly beginning 01/09/2007 Or As Follows: Or As Follows: Image: Charge of \$	Check the insurance you want and sign below: Optional Credit Insurance Credit Life: Buyer Co-Buyer Both Credit Disability (Buyer Only) Premium: Credit Life \$ N / A Credit Disability \$ N / A N / A Insurance Company Name N / A N / A Home Office Address N / A
TEMIZATION OF AMOUNT FINANCED1Cash Price (including \$ 593.25 sales tax)\$ 18053.25 (1)2Total Downpayment = Trade-inCHEVROLET CAVALIER / 1993 HONDA ACCORD $Irade-in2003 CHEVROLET CAVALIER / 1993 HONDA ACCORDGross Trade-in AllowanceLess Pay Off Made By Seller$ 11500.00$ 9055.41Equals Net Trade In+ Cash+ Other$ 2444.59N/A(If total downpayment is negative, enter "0" and see 4H below)$ 2444.59$ 13608.66 (3)$	Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

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C Other Insurance Paid to the Insurance Company \$ 400.00 D Official Fees Paid to Government Agencies \$ N/A E Government Taxes Not Included in Cash Price \$ N/A F Government License and/or Registration Fees \$ N/A L1C / TEMP \$ 23.50 G Government Certificate of Title Fees \$ N/A H Other Charges (Seller must identify who is paid and describe purpose) \$ N/A to N/A for N/A \$ N/A to N/A fo	I want the insurance checked above. X Buyer Signature Co-Buyer Signature THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS. X Buyer Signature X Co-Buyer Signature X Co-Buyer Signature	
	ance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is also shown in Item 4B of the ITEMIZATION OF AMOUNT FINANCED. The coverage is for the initial term of the contract.	
 Applifients Law Applifients Law Applifients Law Applifients Law 	Returned Check Charge: You agree to pay a charge of \$ of \$ if any check you give to us is dishonored.	
OPTION: You pay no finance charge if the amount financed, item 5, is paid in full on or before N/A NO COOLING OFF PERIOD State law does not provide for a "cooling off" or cancellation period for th you may only cancel it if the seller agrees or for legal cause. You cannot c you change your mind. This notice does not apply to home solicitation sa	ancel this contract simply because	
The Annual Percentage Rate may be negotiable with the Seller. The and retain its right to receive a part of the Finance Charge.	Seller may assign this contract	
HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to and we must sign it. No oral changes are binding. Buyer Signs X If any part of this contract is not valid, all other parts stay valid. We may delay or retrain from entorcing any of our rights may extend the time for making some payments without extending the time for making others. See back for other important agreements.	Buyer Signs 🗴	•
NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled you sign. Keep it to protect your legal rights.	to a copy of the contract at the time	
You agree to the terms of this contract. You confirm that before you signed this contract to take it and review it. You confirm that you received a completely filled-in consumer Signs X Date 2/09/00 Co-Buyer Signs 2 Co-Buyer Signs 2 Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is	py when you signed it. Date 2/09/05	

2

	* COUNT		nvoice:		LICEN	SE NO.		VALIDATION	1 NO.		re of ISSUE 29/2007	REGIST	EN VALIDATED RATION EXPIRES 31/2008	
8552	248280	CLASS CODE	BASE YEAR	COLOR	COMPANY VEHICLE NO.	PREVIOUS LICENSE NO.	REGI	STERED WT/S	SEATS I	REG. WT/SEA		INEWAL	24.00	
_ .	<i>.</i>	1000	2006	F				0			CC FE	DUNTY E	27.00	ł
Port:	WK05			. VI	4	TITLE NO.		MAKE	YEAR	BODY	MODEL	DONOR	TOTAL .	
Drawer: Cash:	5 61.00		1G12	ZT6184	6F			CHEV	2006	6 4D	XLT		51.00	
Check:	01.00 .00	ZONE	COUNT	Y STICKER N	O. ADDRESS TY	PE:			•	TO ORDE	R BY MAIL	SEND ADD	DITIONAL \$1.00	1
Check#:	.00			25714										
Credit:	.00	PRIMARY C	RIVER'S LIC.	NO.										
Change:	10.00	L												
		D D	ENNESSE EPARTM OF REVEN	ENT		ROGERSVII	LE TN	N						
	INDICATE CI	HANGE OI	F ADDRES	S BELOW		IE ADDRESS AS		YES	1 NO				at ¹	
	STREET OR RF	d Box No.			FOR PR	VNER'S DRIVER LICENSE AD IVATE PASSENGER VEHICLE I CERTIFY THAT I AM A RE I CERTIFY THAT I AM A RE	OWNERS (ONLY	REGISTRI SIGN HER	ANT		*****		
	CITY			STAT	ZIP CODE		COUNTY CLERK A CAF	ROLL	JENI	KINS	1	NO.	37	
					1						.37	HAWKIN	SF-1164	' 5248280



TITLE AND REGISTRATION DIVISION MULTI-PURPOSE APPLICATION

NEW OR CURRENT TITLE NUMBER	R .			TRANSACTION CODE*	REGISTI	RATION ONLY	NUMBER			<u></u>	
				N02							
OWNER INFORMATION "LEGAL ST	TATUS: 1 (AND) 2 (AE CODE IN BOX 1 (SAME) 2(DIFFERE	NT) 3(MULTIPLE LAST	NAMES) 4(CO	DMPANY) 5(0	OVER 25 CHARACTER	as) 1	MAO	ILU N
AST NAME	FIRST NAME		MIDDLE INITIAL		LAST NAME		FIRST NAM	//E	MIDD	LE INITIAL	
				OR	ADDRESS 2 (PHYSi	CAL)		CITY		STATE	ZIP CODE
ADDRESS 1 (MAILING)										and the second se	
CITY		STATE	ZIP C	ODE	ADDITIONAL OWNE	R					
ROGERSVILLE	· .	· TN				-	1 101 1010	D/HEARING IMPAIRE		1 INSURANCE PO	
NTY OF RESIDENCE/PRINCIPAL BUS OR INCO	RP LOCATION PU	RCHASE DATE	*LEASED	SERVICE OPTION		E#	PLACAH	D/HEARING IMPAIRE	D CLO/TH	INSONANCE	52101 #
GREENE 030		12/09/2006	SEE REVERSE SID	E FOR INSTRUCTIONS			1			1	
VEHICLE INFORMATION		MAKE	MODEL YEAF	BODY	TITLE BRAND -list (N)NEW (1)REC	the appropriate	ocode D VEHICLE	1 10	ondo	JEL - list the appropriate	CODE
1G1ZT61846F		CHEV	XLT 20	06 4D	TITLE BRAND -list (N)NEW (1)REC (U)USED (2)FLC (D)DEMO (3)SPI (8)PARTS ONLY	COD DAMAGE	STRUCTED	U	GAS (1) E DIESEL (2)	LECTRIC/HYBRID (3) PROPANE (4)	1
SURRENDERED TITLE #		STATE PREVIC	US STATES TITLED	VEHICLE U			INT MILEAGE	E ODOMETER INDICATOR	ACTUAL (0)	NOT ACTUAL (8) 7/16,000 LBS (1) MECHANICAL LIMITS	COD
		FL		P	A •		22081				U
COLOR CODE (enter appropriate code) UPPER LOWER)* MOBILE HOI LGTH	ME WDTH	# AXLES	GROSS VEHICLE	E WEIGHT'			DESCRIPTION		COMPANY VEHIC	LE#
F					<u>.</u>		HEV03)			
PLATE INFORMATION *(required in PLATE #(1) CLASSO	or Title and Registra CODE/ISSUEYR(1)(tion and Registration 3) VALIDATION #	Only Transactions) SE (1) COUNTY 8	TICKER #(1)	FOR COMPLETEINS ITY STICKER #(1)(2)	*PLATE #(TR	ADE IN)(2)	CLASS CODE/IS	SUE YR(2)	EXPIRATION	DATE (1)(2)(3)
186GPY	1000/2006				· · · · ·						31/2007
TDS STICKER #(4) TEM	IP OPERATOR PER	MIT #(3) # OI	F SEATS(5) ZON	E(COUNTY NAME	E)(6)	JSDOT / REGI	STRANT #(7)		M	OTOR CARRIER #(8)	
	•	· · ·									
LIEN INFORMATION (If lien preser										LI	EN DATE
1 1	ELL CRED	IT CO LLC								1	2/09/200
STREET PO BOX 24	42510					ROCK		STAT	≊ AR	ZIP CODI 72223	E .
LIEN CODE SECOND LIENH							A				
STREET			4		CITY			STAT	E	ZIP COD	E
*LESSEE / REGISTRANT INFORM	ATION(OWNER OF	PLATE)	LEGAL STATUS		NAME						
					Сіту			STA	TE	ZIP	CODE
ADDRESS											
VEHICLE COST / TAX INFORMAT	TION *(required for T		ansactions)	TAXABLE AMOU	NT	SALESTA			*TAX EX	EMPTION REASON	SALES TAX #
SALE PRICE							553	3.25			
DEALER NAME			DEALER ADD	RESS						DEALER #	
*Required for Duplicate Tille + T.C	A. 55-3-115 (submit	lilegible or altered G	ertificate of Title)								
	STOLEN	1	MUTILATED		RTN'D DUE TO NON D	ELIEVERY		ALTERED		ILLEGIB	LE
Under penalties of perjury, I hereby or its assignees to determine the a			d correct to the best o	f my knowledge, an	d acknowledge that it is	s not the respor	sibility of the	Motor Vehicle Division	L		
or its assignees to determine the a SIGNATURE OF CERTIFIER/OW	ccuracy of the inform	nation provided by me	or on my behalf. POWER	OF ATTORNEY/AU	THORIZED SIGNATU	RE(IF APPLIC	ABLE)	<u> </u>	DA		
										12/21/	
		•	CONUM		APPLICATION 2/21/2006			REGISTRAR OF MOT	FOR VEHIC	TS	(K)
6355 @ OFFICE USE ONLY	GREENE				CLERK FEE	(total	fees collecte	d Indicated certifies I TITLE FEE	this form as) ED
REGISTRATION FEE	CREDIT	LEASE	FEE	TRANS FEE	CLERK FEE	8.0		5.00		.00	
COMPUTATION OF	SALES OR USE TA		LOCAL TAX	ADDITIONAL	L TAX CO	LLECTED IN S	TATE OF	COUNTY WHEEL TA	x c	ITY WHEEL TAX	
SALES TAX USE TAX	ORGAN DONOR	POSTA	GE	VER	ID / RESIDEN	CY VERIFICAT	NON			OTAL FEES COLLE	CTED
	i						00	Auth#:	Change	14.00 e: 0.00	RDA-692
SF-1357 Port: 06/10	000 Cash	n: 0.00 C	heck: 14.00	Cneck	t: 72263 (Credit: (~uui#.	Vilanyt		UDA-092

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

	Customer:		SR #: 71-610288867	BBB#: CHV0835522
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This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

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

Section 1

Purchase Price	17500.00
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	-
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	=
(If positive, look for Overallowance)	

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

Section 2

Trade Allowance	11500.00
(from Bill of Sale)	
Actual Cash Value (ACV)	-
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	=
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

Section 3

- 9055.41
=

Section 4	
Purchase Price	17500.00
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 0.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	-
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	=
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

	By: Brittany DeLar	nar State: TN			
Customer Name:	Service 610288	e Request: 71- 367	BBB Case No.: CHV0835522		
Vehicle ID No.: 1G1ZT61846F	In Service Date: 10/27/05	Vehicle is: USED	BAC Code: 112243		
Year, Make & Model: 2006 Chevr Mileage at Time of BBB Filing 340		Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}			
Lien holder: GMAC Other	: {Name}	Sale Type: Purchase 🗌 Lease 🗌 Other 🗌 : {Type}			
DVM Name: {Name}		CAM Name: {Name	2}		
Phone/Cell Number: {Number - (Preferred}	Cell Number	Phone Number: {Phone Number}			

VEHICLE REPAIR HISTORY

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

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

⊠ <u>Power Steering</u>

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
10/24/07	150238	2	31403	C/S POP IN STEERING ON TURNS. PART HERE. FOUND STEERING COLUMN EXCESSIVE PLAY CAUSING POP/CLUNK. REPLACED CLOUMN.		
1/15/08	152541 5	14	33746	C/S STEERING GETS HARD TO TURN AND POPS. STEERING GEAR NOISEY, INTERNAL FAILURE. REPLACED STEERING GEAR AND SET TOE.		
2/20/08	153356	2	34385	C/S WHEN COLD HAS NO POWER ASSIT JERKS ON SLOW TURNS. CHECK SYSTEM SCAN FOR CODES CHECK TORQUE. RECALIBRATE STEERING TORQUE SENSORS AND REPLACE STEERING COLUMN		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
10/24/07	150238	*	31/03	C/S NOISE COMING EROM WINDSHIELD AREA COWIL FLARRING AND		

10/24/07	150238	*	31403	C/S NOISE COMING FROM WINDSHIELD AREA. COWL FLAPPING AND
				BUZZING. REPLACED AIR INLET COWL.

Recall/Campaign	(Not	Related	to	Other	Syr	nr	otoms/Complain	ts)
					,			

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

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

THE STATE LEMON LAW READS:

Days out of service: 30 Repairs 4 Time period 12 / 12 Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs {# of repair attempts} Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:0Total days out of service during the presumption period:0Total days out of service during customer's ownership:18

Vehicle Meets Presumption of Lemon Law YES or NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

Cust sks: VEHICLE REPLACED

DVM sts: CUST NOT ELIGIBLE

SVM sts: CUST IS THIRD OWNER OF VEH AND SRV MGR SURPRISED CAN FILE ATTHIS MILEAGE. STS CUST PURCHASED VEH AT 21000MI

CRS Rationale: CUST IS OUT OF TIME PERIOD OF FILING AND PRESUMPTION. NOT OFFER REPURCHASE. CRS OFFERED SMART CARE WHICH CUST DECLINED. CUST SETTLED WITH BBB FOR REPAIRS. CRS WILL OFFER SMART CARE AGAIN ONCE VEH IS REPAIRED.

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	DATE: {Date}	CUST {Accepted / Declined}
Goodwill: {Type}		Attorney Fees (if appli	cable): \${Amount}

TEAM LEAD APPROVING: {Name} Date: {Date}
--

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

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

03/11/2008 08:06:40

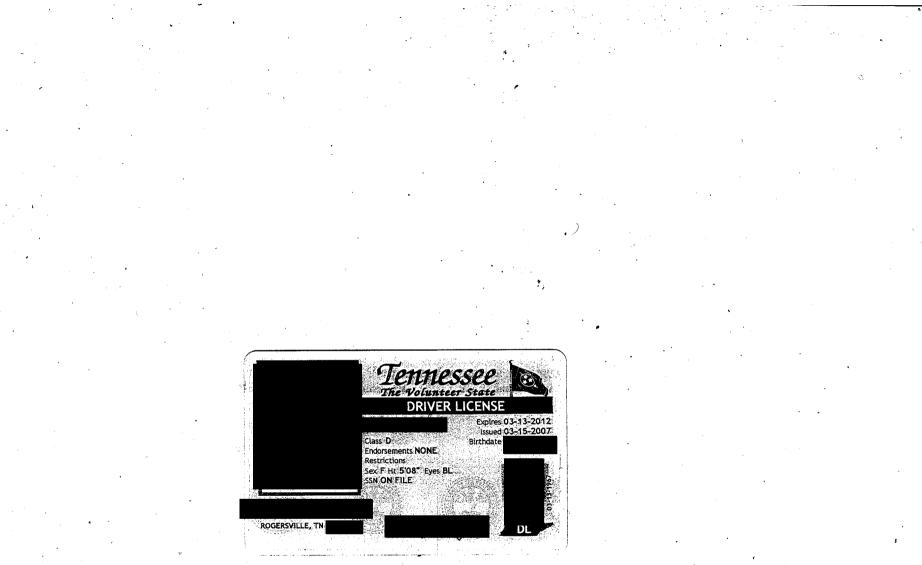
SUMMARY HISTORY DISPLAY

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PAGE	1
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	, ·			т	527	1	W	19CVZ	STEERING
				т	527	2	W	23CVZ	DIAGNOSIS
							W	47CVZ	RENT CAR
2	150238	10/24/2007	31403	A	881				
				т	527	1	W	19CVZ	STEERING
				т.	527	2	W	23CVZ	DIAGNOSIS
3	149750	10/09/2007	.30883	A	881				
				т	527	1	W	19CVZ	STEERING
					527	2	I	21CVZ	BRAKES
4	143244	03/07/2007	24294	A	531				
				т	527	1	С	03CVZ	SERVICE AND LUB
				Т	527	2	W	16CVZ	FRONT SUPENSION
				т	527	3	W	08CVZ	GLASS AND PARTS
					527	4	W	09CVZ	WEATHERSTRIP
5	140060	11/14/2006	21894	A	568				
					41	1	Ι	61CVZ	BODY WORK
6	139980	11/11/2006	21888	A	5				
				Т	15	1	I	03CVZ	SERVICE AND LUB
		•		т	15	2	Ι	02CVZ	USED INSPECTION
				т	15	3	I	16CVZ4WAL	4 WHEEL ALIGNMEN
				т	880	4	I	55CVZ	CLEAN UP

Briting 806 790-5700 ext 41114

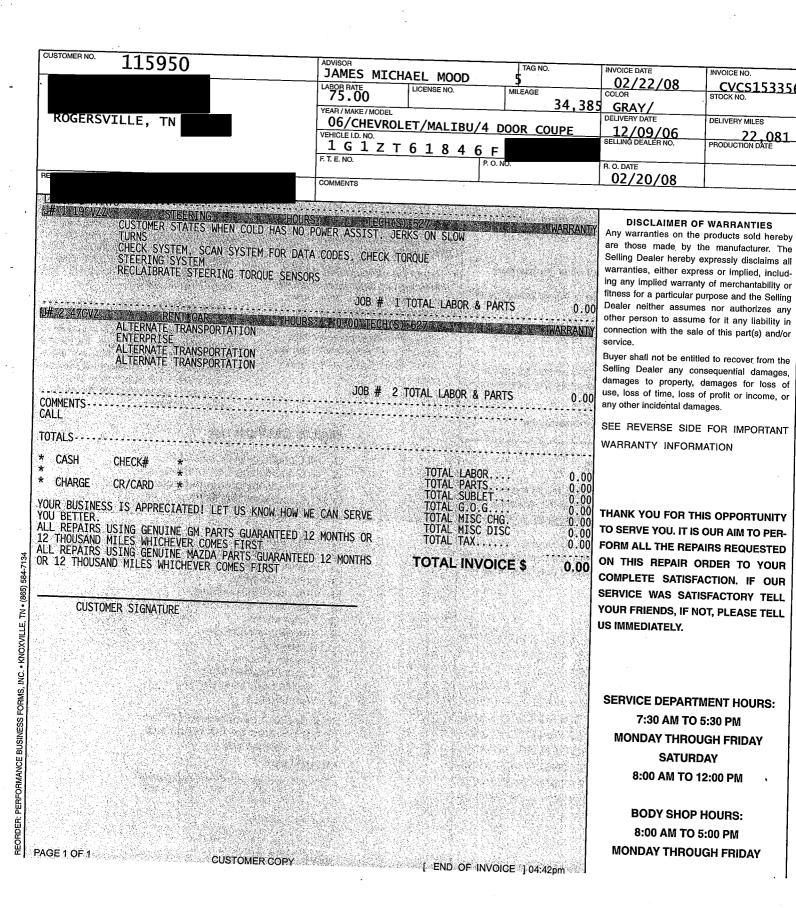






3100 E. Andrew Johnson Hw Greeneville, TN 37745 Phone: 423-636-1414

WEBSITE: lawsonautos.com

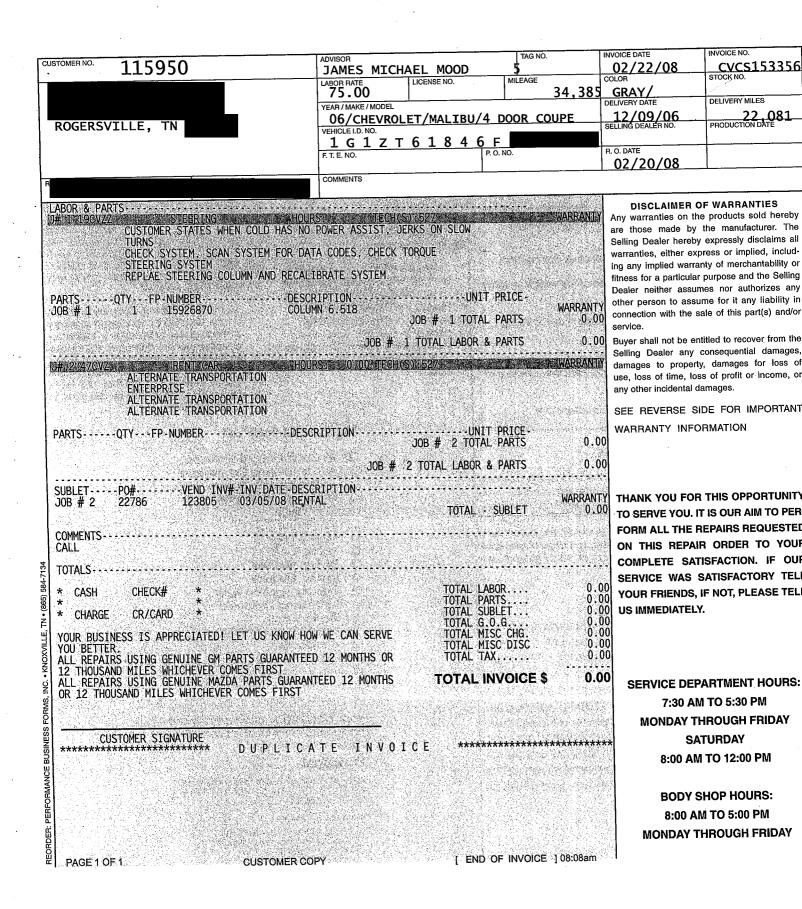






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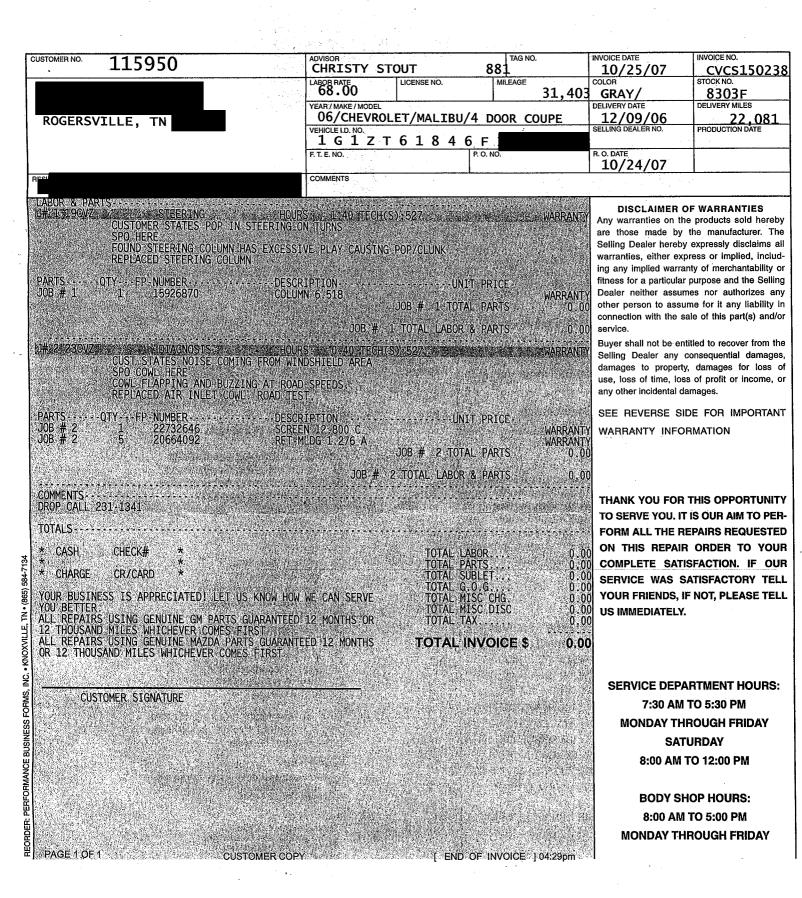






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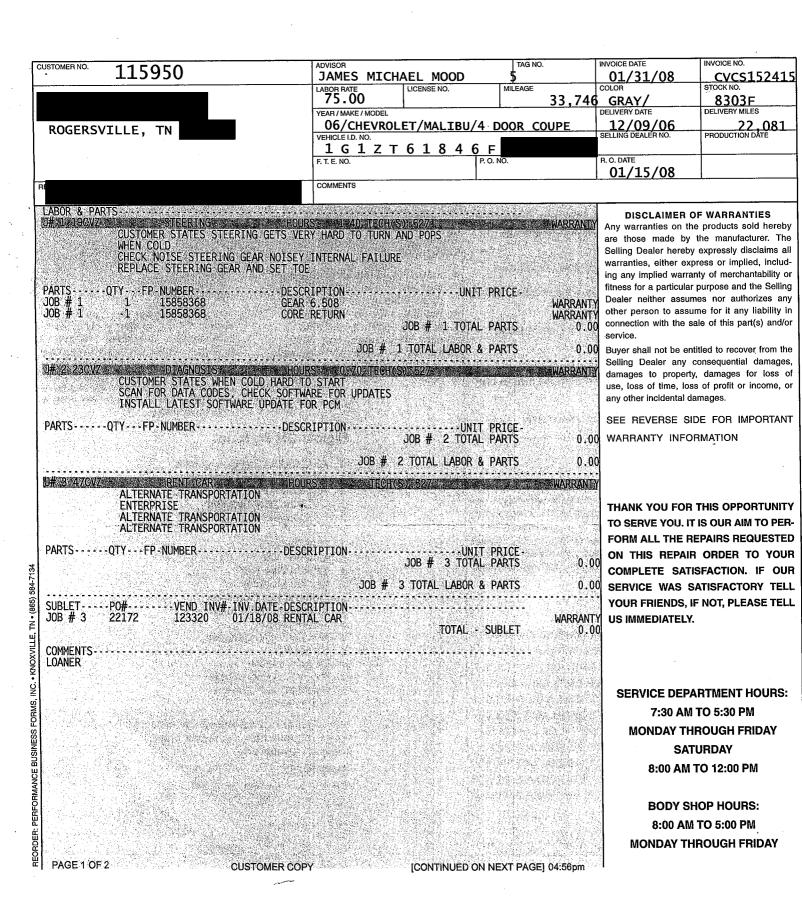






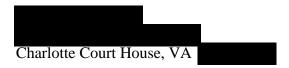
3100 E. Andrew Johnson Hwy. Greeneville, TN 37745 Phone: 423-636-1414

WEBSITE: lawsonautos.com



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

March 16, 2011



Service Request: 71-610541025 Customer Relationship Specialist: CJ Parker

Dear :

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

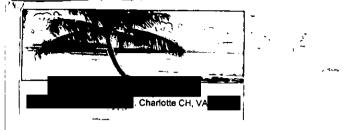
At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

We have reviewed your request for reimbursement on the power 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

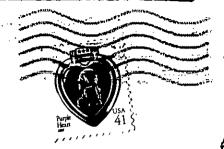


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Reinbursement Department POBOX 33170 Detroit, MI 48232-5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

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This section to be completed by Claimant					
Date Claim Submitted: / ス - ス 6 - 0 1					
17-Digit Vehicle Identification Number (VIN): IGIZS52F15F					
Mileage at Time of Repair: 49,816 Date of Repair: 12-19-07					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: <u>Charlo He CH</u> State: <u>VA</u> ZIP Code:					
Daytime-Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$ 50.00					
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 Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).



December 2007

Charlotte C H, VA

Dear

As the owner of a 2005 model year Chevrolet Malibu, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Chevrolet Malibu vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Chevrolet Malibu within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge.** Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).



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		www.haleya	uto.com			
CHARLOTTE COURT HOUSE, VA	PAGE 1					
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MAIN	TAINING & OR REPAI	RING VEHICLES I	REQUIRES			
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including any implied warranty of merchantability o purpose, and neither assumes nor authorizes any per		0A3, 012, 2002	0.00			
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Service Charge of 1 1/2% per month will be added	MISC. CHARGES	50.00				
days old. This is an ANNUAL PERCENTAGE RATE OF	18%.	TOTAL CHARGES	50.00			
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Х		PLEASE PAY				
CUSTOMER SIGNATURE		THIS AMOUNT	£ 50.00 M			
		unial issues and blate support ten	e, pins, aerospray, sheliac, solvent, rags,			

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal iif applicable carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

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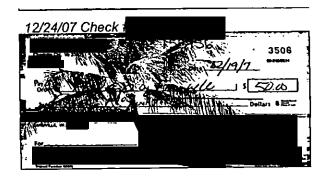
Copyright 2000 ADF, Inc.

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e disposal (if applicable) used on your vehict CUSTOMER COPY

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- this is the best Copy of the check that I could get. It is made Out to Haleip of Famille.

BBB AUTO LINE Customer Claim Form

Case number: PGM0835802 Contact Date: 03/14/08 Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner:		
Mailing address:		
_{City:} port lavaca	State: TX	Zip code:
Day phone:	Evening phone:	Cell phone:
Fax:	E-mail address	

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model:	G6 GT	Year: 2006	Current mileage: 36000			
Name(s) that appears on the vehicle	title:						
Selling dealer/city/state: , ,							
Primary Servicing dealer/city/state	: Port la	cava gm,					
Acquired as 🗌 new 🛛 used 🔲 d	emo 🔲 I	eased	Is the vehicle in your pos	session? 🛛 yes 🔲 no			
Purchase/lease date: 01/26/08	Purchase/lease date: 01/26/08 Mileage at purchase/lease:						
First repair attempt date: 02/05/08							
How often is the vehicle used for business purposes (percentage):	•	Number	of vehicles owned d by the business:	Transmission type:			
Has the vehicle been in an accident/had body damage? 🗌 yes 🛛 no 🛛 Date of accident:							
Description of damage							

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

I either want my car fixed and done right or GM needs to buy this car back.

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

VEHICLE INDENTIFICATION NUMBER	
Lienholder/Leasing Company	Phone Number
Account Number	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

SECTION 4: VEHICLE PROB	LEMS (LIST Primary p	robiem III	-SL)	
Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
power steering locks up while driving.		5		yes
bad smell when a\c is used		1		yes
lose gauges while driving		5		yes
frontend noise		2		yes

Total days out of service for all problems: _____

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

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

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



March 14, 2008

LU'ADREA DUDLEY PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Re:m01 PGM0835802: vs Pontiac/GMC Division

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

Tammy Scaife at Extension 381



General Motors

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

LEMON LAW CLAIMS

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

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

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

Please note:

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

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

CLAIMS THAT WILL NOT BE ARBITRATED

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

OTHER IMPORTANT INFORMATION

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

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

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

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

Eligible Claims

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

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

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

Repairs/Reimbursement for Repairs

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

Repurchase or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

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

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

Deductions/Exclusions from a Repurchase or Replacement Award

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

Use	# miles attributable to the customer		Vehicle purchase
Deduction/ =	<u>at the time of the arbitration hearing</u>	Х	price or gross
Payment	100,000		capitalized cost

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

STANDARDS OF THE TEXAS LEMON LAW

The following is a brief explanation of most relevant provisions of the Texas lemon law. The complete text of the lemon law can be found at Texas Rev. Civ. Stat. Ann. art. 4413(36) § 6.07.

VEHICLES COVERED

The Texas lemon law covers a motor vehicle, defined as:

- 1. Every fully self-propelled vehicle that has two or more wheels and has as its primary purpose the transport of persons or property on a public highway;
- 2. Every fully self-propelled, titled vehicle that has two or more wheels and has as its primary purpose of off-road transportation of persons or property; or
- 3. An engine, transmission, or rear axle whether or not attached to a vehicle chassis, that is manufactured for installation in a vehicle having as its primary purpose the transport of persons or property on a public highway and having a gross vehicle weight rating of more than 16,000 pounds.

CONSUMERS COVERED

The lemon law covers the following consumers:

- 1. A person who purchases a motor vehicle at retail from a Texas dealer, and who is entitled to enforce the terms of the manufacturer's warranty;
- 2. The lessor or lessee (other than a sublessee) who purchased or leased a motor vehicle from a Texas dealer or lessor; and
- 3. The transferee or assignee of a retail purchaser, lessor or lessee as described above, as long as the transferee or assignee is a resident of Texas and is entitled to enforce the terms of the manufacturer's warranty.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED

The lemon law covers any defect or condition that creates a serious safety hazard or substantially impairs the use or market value of the motor vehicle. This is referred to as a *nonconformity*. The Texas Department of Transportation has indicated that the nonconformity must continue to exist.

"Serious safety hazard" is defined as a life-threatening malfunction or nonconformity that substantially impedes a person's ability to control or operate a motor vehicle for ordinary use or intended purposes or that creates a substantial risk of fire or explosion.

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"Impairment of market value" is defined as a substantial loss in market value caused by a defect specific to the motor vehicle.

The lemon law provides manufacturers with an affirmative defense if it can be shown that the nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations of the motor vehicle, or the nonconformity does not substantially impair the use or market value of the motor vehicle.

MANUFACTURER'S DUTY TO REPAIR

If a new motor vehicle does not conform to the manufacturer's, converter's, or distributor's express warranty, then the manufacturer, converter or distributor must make the necessary repairs if:

- 1. The consumer or the consumer's agent reports the nonconformity to the manufacturer, converter, or distributor, or any of their agents or franchised dealers during the term of the express warranty; or
- 2. The terms of the *presumption* relating to the vehicle (see below) have been met.

The necessary repairs must be made regardless of whether the applicable warranty period has expired.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, converter, or distributor is unable to conform the motor vehicle to the applicable express warranty by repairing or correcting a nonconformity after a *reasonable number of attempts*, the manufacturer, converter, or distributor must either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Texas lemon law establishes a *presumption* that a reasonable number of attempts have been undertaken to conform a motor vehicle to the applicable express warranties if:

- 1. The same nonconformity has been subject to repair four or more times by the manufacturer, converter, or distributor, or any of their agents or franchised dealers, but the nonconformity continues to exist. Two of the repair attempts must be made within a period of 12 months following the date of original delivery to a consumer, or 12,000 miles, whichever occurs first, and the two other repair attempts must be made within 12 months or 12,000 miles, whichever occurs first, immediately following the date of the second repair attempt;
- 2. The same nonconformity creates a serious safety hazard and has caused the vehicle to have been subject to repair two or more times by the manufacturer, converter, or distributor, or any of their agents or franchised dealers, but the nonconformity continues to exist. At least one attempt to repair must be made in the period of 12 months or 12,000 miles, whichever occurs first, and at least one other attempt must

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3. The vehicle is out of service for repair for a cumulative total of 30 or more days in the 24 months or 24,000 miles, whichever occurs first, and a nonconformity that substantially impairs the use or market value of the motor vehicle still exists. At least two repair attempts must be made in the first 12 months or 12,000 miles immediately following the date of original delivery to a consumer.

The initial 12 month or 12,000 mile periods, the subsequent 12 month or 12,000 mile periods, and the 30 day period are extended by any period during which repair services are not available because of war, invasion, strike, fire, flood, or other natural disaster.

The 30 day period is tolled during any period of time that the manufacturer or distributor lends a comparable motor vehicle to the consumer during the time of repairs by a franchised dealer.

NOTICE AND OPPORTUNITY TO REPAIR

The manufacturer, converter, or distributor will not be required to replace or repurchase a vehicle unless:

- 1. The manufacturer, converter, or distributor has been mailed prior written notification of the alleged nonconformity or defect from or on behalf of the consumer; and
- 2. The manufacturer, converter, or distributor has been given an opportunity to cure the alleged defect or nonconformity.

DISPUTE RESOLUTION

A consumer may not file an action seeking refund or replacement unless the consumer has first exhausted the administrative remedies through the state-operated arbitration program.

TIME PERIOD FOR FILING CLAIMS

A proceeding must be commenced within six months following the earlier of (1) expiration of the express warranty term, or (2) 24 months or 24,000 miles following the date of the vehicle's original delivery to a consumer.

REMEDIES UNDER THE TEXAS LEMON LAW

REPURCHASE OF OWNED VEHICLES

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

- 1. The full purchase price. The Texas Motor Vehicle Commission has defined this to mean the amount of the total purchase price of the vehicle, including sales taxes and title, registration and documentary fees, but not including the amount of any interest or finance charge or insurance premiums; and
- 2. Reasonable incidental costs resulting from loss of use of the motor vehicle because of the nonconformity or defect. The Texas Motor Vehicle Commission has defined reimbursable incidental expenses as including but not limited to:
 - (a) alternate transportation;
 - (b) towing;
 - (c) telephone calls or mail charges directly attributable to contacting the manufacturer, distributor, converter or dealer regarding the vehicle;
 - (d) meals and lodging necessitated by the vehicle's failure during out-of-town trips;
 - (e) loss or damage to personal property;
 - (f) attorney fees if the complainant retains counsel after notification that the respondent is represented by counsel; and
 - (g) items or accessories added to the vehicle at or after purchase, taking into consideration the permanent nature, functionality and value added by the items or accessories and whether the items or accessories are original equipment manufacturer parts or non-OEM parts;
- 3. Less a reasonable allowance for the consumer's use of the vehicle.

Refunds must be made to the consumer and lienholder, if any, as their interests may appear.

The reasonable allowance for use must be that amount directly attributable to use of the motor vehicle when the vehicle is not out of service for repair. The Texas Motor Vehicle Commission has established a presumption that a motor vehicle has a useful life of 120,000 miles, and has defined reasonable allowance for use to be the following except in cases where the preponderance of the evidence shows that the vehicle has a longer or shorter expected useful life than 120,000 miles:

a) # miles vehicle traveled from delivery to consumer until first report of defect or condition leading to repurchase

120,000

Purchase X Price

plus

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2007, Council of Better Business Bureaus, Inc.

b) # miles vehicle traveled after date of first report of defect or condition leading to repurchase through date of the hearing Purchase ------ X Price X 50% 120,000

REPURCHASE OF LEASED VEHICLES

The Texas Motor Vehicle Commission has set out the following amounts that a manufacturer must pay when it repurchases a leased vehicle under the lemon law:

To the lessee

- 1. All lease payments previously paid by the lessee to the lessor under the terms of the lease;
- 2. All sums previously paid to the lessor in connection with entering into the lease, including but not limited to any capitalized cost reduction, down payment, trade-in, or similar cost; and
- 3. Sales tax, license and registration fees, and other documentary fees, if applicable; and
- 4. Reasonable incidental costs resulting from loss of use of the motor vehicle because of the nonconformity or defect. The Texas Motor Vehicle Commission has defined reimbursable incidental expenses as including but not limited to:
 - (a) alternate transportation;
 - (b) towing;
 - (c) telephone calls or mail charges directly attributable to contacting the manufacturer, distributor, converter or dealer regarding the vehicle;
 - (d) meals and lodging necessitated by the vehicle's failure during out-of-town trips;
 - (e) loss or damage to personal property;
 - (f) attorney fees if the complainant retains counsel after notification that the respondent is represented by counsel; and
 - (g) items or accessories added to the vehicle at or after purchase, taking into consideration the permanent nature, functionality and value added by the items or accessories and whether the items or accessories are original equipment manufacturer parts or non-OEM parts;
- 5. Less a reasonable allowance for the consumer's use of the vehicle.

To the lessor

- 1. 105% of the actual price paid by the lessor for the vehicle
- 2. Any tax, title, license and documentary fees paid by the lessor and as evidenced in a bill of sale, bank draft demand, tax collector's receipt, or similar instrument;
- 3. Any amount or fee, if any, paid by the lessor to secure the lease or interest in the lease;

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2007, Council of Better Business Bureaus, Inc.

4. Less all payments made by the lessee.

Refunds must be made to the lessee, lessor, and any lienholder as their interests may appear. The motor vehicle must be returned to the manufacturer, converter or distributor with clear title upon payment of these amounts. The lessor must transfer title of the motor vehicle to the manufacturer, converter or distributor as necessary to effectuate the lessee's rights under the lemon law. The lease must be terminated without any penalty to the lessee.

The reasonable allowance for use must be that amount directly attributable to use of the motor vehicle when the vehicle is not out of service for repair. The Texas Motor Vehicle Commission has established a presumption that a motor vehicle has a useful life of 120,000 miles, and has defined reasonable allowance for use to be the following except in cases where the preponderance of the evidence shows that the vehicle has a longer or shorter expected useful life than 120,000 miles:

a) # miles vehicle traveled from delivery to consumer until first report of defect or condition leading to repurchase _____

120,000

Actual price X paid by the lessor for the vehicle

plus

b) # miles vehicle traveled after date of first report of defect or condition leading to repurchase through date of the hearing Actual price ----- X paid by the lessor X 50% 120,000 for the vehicle

REPLACEMENT

When replacing a vehicle under the Texas lemon law, the manufacturer must replace the motor vehicle with a comparable motor vehicle. The Texas Department of Transportation indicates on its web site that a replacement award will be reduced for mileage used.

The manufacturer must also reimburse the consumer for reasonable incidental costs resulting from loss of use of the motor vehicle because of the nonconformity or defect. The Texas Motor Vehicle Commission has defined reimbursable incidental expenses as including but not limited to:

- (a) alternate transportation;
- (b) towing:
- (c) telephone calls or mail charges directly attributable to contacting the manufacturer, distributor, converter or dealer regarding the vehicle;
- (d) meals and lodging necessitated by the vehicle's failure during out-of-town trips;
- (e) loss or damage to personal property;

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2007, Council of Better Business Bureaus, Inc.

- (f) attorney fees if the complainant retains counsel after notification that the respondent is represented by counsel; and
- (g) items or accessories added to the vehicle at or after purchase, taking into consideration the permanent nature, functionality and value added by the items or accessories and whether the items or accessories are original equipment manufacturer parts or non-OEM parts.

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2007, Council of Better Business Bureaus, Inc.

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Lu'Andrea Dudley State: TX

Customer Name:

Service Request: 71-610995030

BBB Case No.: PGM0835802

Vehicle ID No.: 1G2ZH558864 In Service Date: 7/23/05 Vehicle is: USED

BAC Code:

Year, Make & Model: 2006 Pontiac G6 Mileage at Time of BBB Filing (36,000) Lien holder: GMAC Other: {Name}

DVM Name: Rose Crookston Phone/Cell Number: 361-244-6033 Vehicle Purchased Used on: 1/26/08 at odometer 35580 Sale Type: Purchase Lease Other : {Type} CAM Name: Larry Shields Phone Number: 972-443-2901

VEHICLE REPAIR HISTORY

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

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

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

Verified with customer if the vehicle has ever been involved in an accident Y N If yes are the RO's attached Y N

Other

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

THE STATE LEMON LAW READS:

Days out of service: 30 Repairs 4 Time period 24 / 24 Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs 2 Safety-related time period 24 / 24

Number of repair attempts in the presumption period:

{ # of repair

Vehicle Meets Presumption of Lemon Law YES or NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

Cust sks: Repairs or Repurchase

DVM sts: 3/18/08: I have been working w/ both the svc mgr and the parts mgr for GM to locate this fuse block. It is an issue and they are trying to put pieces together because the availability of the part has been almost absolutely nil. Just wanted to let you know that I'm personally involved in this already and we are doing everything we can to get this expedited. I will give you more detail as it comes up later."

3/29/08: I wanted to get back w/ you regarding and I wanted to validate that you had the information regarding the fact that they put in, they were able to find a part to use temporarily because of this supplier strike issue w/ the part. We extended courtesy transportation the entire time. So everything to my knowledge is taken care of. Please let me know if there is something else you need. On my end it appears that everything is handled, the customer is satisfied. So at this time everything is ok. Let me know if you have any different information.

CRS Rationale: claim closed as a referral

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

TEAM LEAD APPROVING:	{Name}	Date: {Date}

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

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

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

March 16, 2011



Service Request: 71-611088899 Customer Relationship Specialist: Sheila King

Dear

Thank you again for making us aware of the situation with your 2006 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, Pontiac believes that our customers should have the opportunity to deal with unresolved matters in a fast and fair resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related issues.

As a Pontiac customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To contact the BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting http://www.dr.bbb.org/goauto

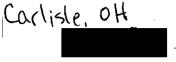
Whether you contact them by telephone or internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

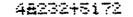
Pontiac Customer Assistance Center





CINCINNATI OH 452 NAR 2008 PN 5 L Join Adams, 1965 Daweroftheter MAR 10 2808

Pontiac Customer Assistance Center P.O. BOX 33172 Detroit, mI 48232-5172



and the second second

36-08 Thear Sir or Madam How many things have to go wrong with one of your automobiles before it is considered defective or a "lemon"? We purchased aur first new car in December 2005. we had visited many dealers before deciding on the stylish Pontiac Glo. The first couple of months the car was great. It has been downhill ever since In may 2006 the glove box door had to be fixed because it would not close properly. Yes it was a minor problem by that was just the beginning. Six months later in November the hazard lights quit working, the radio wouldn't turn on and when it did it would reset itself, and when starting the vehicle it was very hard cranking, So, the dealer repaired the wiring and connector to the suitch. They replaced the radio, which might I add is going to have to be checked again And they tightened all the grounds per a burletin. Things were fine until January 2007 when ಗೆಂದಲೆ

we started hearing a Knocking noise. Turned out that the steering gear was faulty. They replaced the gear and installed chassis ears all of these things happened before our "brand new" car hit 18,000 miles. The size that you can imagine our disappointment. Then in September 2007 there Then in September 200'l there was a Klunking noise when twining. The intermedicite shaft was found to be faulty and was replaced. All of this brings us to yesterday, march 5th 2008, and a rumbling noise coming from the front of the vehicle. The right front of the vehicle. The right front hub and bearing had to be replaced. as you can see we believe this vehicle to be defective As a young couple = trying to start a family, we are wondering what the next 37,000 niles will bring us People buy new cars to have something dependable to drive maybe our first new car purchase should have been a non-American product? But no we wanted to remain loyal to ar why and its upekers, but look where that has

action us. We hope that not all GM products are manufactured so posely. Also, we understand that everything so far has been warrantied but what happens after the next 2,000 miles? Do we have options other than contacting a lawyer?? Sincerely VIN 1622F55B264 current mileage 34.890 Carlisle OH Mand





MEMPHIS TN 381

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Reinbursement Department Po Box 33170 Detroit MI 48232-5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 3-11-68
17-Digit Vehicle Identification Number (VIN): IGIZT62835F
Mileage at Time of Repair: 62651 Date of Repair: 2-29-08
Claimant Name (please print):
Street Address or PO Box Number:
City: MarionState: MRZIP Code:
Daytime-Telephone Number (include-Area Code): -
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 100.00 (Deductible)
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.

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.

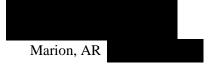
If your claim is:

- 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).

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March 16, 2011



Service Request: 71-611330924 Customer Relationship Specialist: Anne Parks

Dear

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

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

We have reviewed your request for reimbursement on the 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. 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.

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

March 16, 2011



Service Request: 71-611804541 Customer Relationship Specialist: Katrina Blake

Dear

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

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

We have reviewed your request for reimbursement on the 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 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



MAR 14 LUSIO,

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

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 2-29-08
17-Digit Vehicle Identification Number (VIN): IGIZT 5282 5F
Mileage at Time of Repair: <u>68399</u> Date of Repair: <u>1-28-06 + 5-11-07</u>
Claimant Name (please print):
Street Address or PO Box Number:
City: Greting State: LA ZIP Code:
Daytime-Telephone Number (include Area Code): -
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 480.85
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
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07126

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CUSTOMER REIMBURSEMENT PROCEDURE

07126

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).

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INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to		
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED	the sale of this item\terns. The Selfer hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	Implied, including any Implied warranty of merchantability or	SUBLET AMOUNT	
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	fitness for a particular purpose. Seller neither assumes nor	MISC. CHARGES	
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in connection with the sale of this	LESS INSURANCE	
	Item/Items.	SALES TAX	<u> </u>
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	
	<u></u>	THIS AMOUNT	1 1

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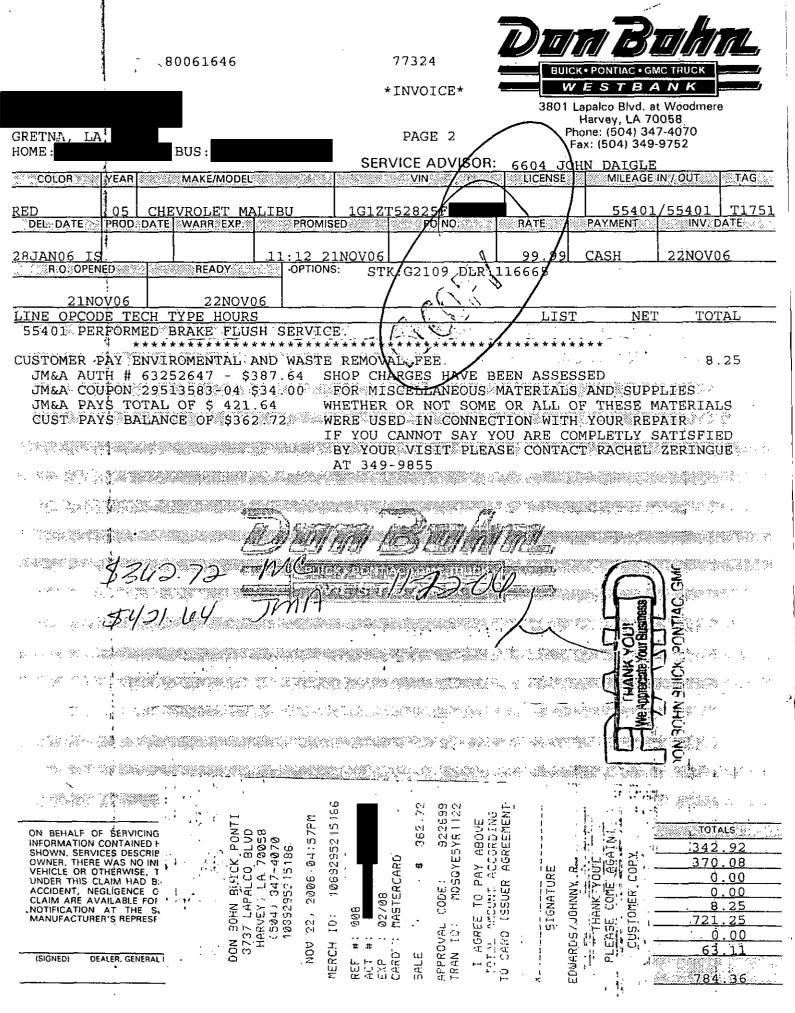
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CUSTOMER COPY

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DUPLICATE 1 PAGE 1



WHERE CUSTOMERS SEND THEIR FRIENDS" 5950 CHEF MENTEUR HWY. (504) 242-5900 NEW ORLEANS, LOUISIANA 70126 www.bannerchevy.com

DATE

NEW ORLEANS, LA SERVICE CONSULTANT BILLY HALEY E-MAIL: chevyservice@bannerauto.com INVOICE PRINTED REPAIR ORDER R.O. # DATE READY VEHICLE IDENTIFICATION CUST. NO. TAG NO. P.O. NO. STOCK NO. 240197 11MAY07 11MAY07 T3242 1G1ZT52825F 11MAY07 PREPARED BY DELIVERY S/C MAKE & MODEL TELEPHONE NO. TIME IN TIME READY YEAR 06JAN05 528 528 05 CHEVROLET MALIBU 09:37 07:08 MILEAGE OUT MILEAGE IN LICENSE NO 68399 68401 NHN258 16740 TYPE THIST ASMIT VERY BAD CLUNKING NOISE IN STEERING COLUMN AND FRONT END AREA OVER BUMPS, SOUNDS AS IF SOMETHING IS LOOSE IN THE FRONT AREA -----RPE-REPAIR AS PER-EST PRICE 79.96 79.96 490 CPC 1 22687711 SHAFT KIT 164.97 164.97 164.97 68401 WORN STEERING SHAFT 0.8 TEST DROVE δε 1 7253 上海 (add 16-10. Since: DESCRIPTION TOTALS $\begin{array}{c} 79.96\\ \hline 1 \ hereby autihorize the repet work herein isst forth to be done along with the necessary material and agree that you are not responsible for loss of damage to which or articles and the set of the set of a set of the set of a set of the set of the$ LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES SALES DRAFT I HEREBY WAIVE ANY WRITTEN ESTIMATE DISCLAIMER OF WARRANTIES SUB TOTAL 244.93 DISLOTIONER OF TRANSPORT OF TRANSPORT OF TRANSPORT OF TRANSPORT axpress or implied, including any implied warranty of mechanisbility or film particular purpose, and BANKER CHEVROLET natifier assumet nor autoritizes person to assume for it any sublikity in commention with the ask of the vehicles. BANNER CHEVROLET LESS INSURANCE 0.00 ١. 5950 CHEF MENTEUR HWY NEW ORLEANS, LA 701263123 TERMINAL 3371609 SALES TAX 22.05 PLEASE PAY THIS AMOUNT SIGNED TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE 266.98 903505630991 05711<u>72007</u> 09:56<u>:58</u> MICHAUTH. TRANS. ID. MDSKF7RPS INVDICE 444.020E H02 AUTH. CODE 1513216 SALE TOTAL \$265.98 CUSTOMER COPY ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE 10 OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE. THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM AND BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, INEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. CUSTOMER COPYERAL MANAGER OR AUTHORIZED PERSON

(SIGNED)

SERVICE INVOICE #1 XSIIC

North Ameri General Motors Disbursements (PO Box 62530 Phoenix, AZ 85	ican Oper Corporation (2613) 6082-2530	ations	<u>GM</u>		CHECK NO.	50-937 213
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	000102		PO Box Phoenix,	62530 AZ 85082-2530	PAYMENT DATE	03/20/08
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.		DISC. AMOUNT	NET AMOUNT
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	NOCHER I VOK	PESITORS FALL OUT-402-8/82	TOTAL	M3 505.54	.00	505.54
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March 16, 2011

English, IN

Service Request: 71-612169557 Customer Relationship Specialist: Gavin Sanders

Dear

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

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

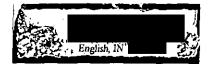
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$505.54.

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

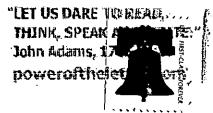
For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



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LOUISVILLE KY 402

14 MAR 2008 PM 2 T



Beimburgement Dept P.O. Box 33170 Detroit, Mi. 48232-5170

MAR 1 7 2008

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

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This section to be completed by Claimant
Date Claim Submitted:
17-Digit Vehicle Identification Number (VIN): <u>/G/ZU54845 F</u>
Mileage at Time of Repair: <u>57625</u> Date of Repair: <u>9-21e-07</u>
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>Fnglish</u> State: <u>In</u> ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 50.5, 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).

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tress_				Phone	
Engli	sh		State_	ZipZip_	
MAK		MODEL		SERIA	NL NO.
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CONTRACT				1_/	/
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COASTAL CAROLINA AREA NC 283 02 FEB 2008 PM 1 T



FEB 05 2008

Reinbursement Department PO Boy 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: $1 - 18 - 08$
17-Digit Vehicle Identification Number (VIN): $\frac{16.1 \ge 7.628557}{10-12-07}$ Mileage at Time of Repair: $\frac{3.6,886}{2.86}$ Date of Repair: $\frac{11-10-06}{2.85}$
Mileage at Time of Repair: 36,886 Date of Repair: 11-10-06
Claimant Name (please print):
Street Address or PO Box Number
City: WATHA State: NC ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:
Please mail this claim form and the required documents to:
Delivery and Dependence

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

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

We had it fixed 2x

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CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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If your claim is:

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- 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).

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FEB-26-2008 12:23 PM JEFF GORDEN CHEV SERVICE 9107982783

P.01/05



228 South College Rd. Wilmington, North Carolina 28403 Phone 910.791.3424

	FACSIMILE COVER SHEET
	PHONE NUMBER: 910,350,1400
	FAX NUMBER: 910.798.2783
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228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

113700	ADVISOR			CELL:	
113700	MIKE YATES	4824	0 8602	11/10/06	INVOICE NO.
	LABOR RATE		ALLEAGE	COLOR	CVCS7411
	YEAR / MAKE / MODEL		36,886	DARK BLUE	F2347A
WATHA, NC	VEHICLE I.D. NO.	T/MALIBU/MAXX	<u>_LS</u>	03/01/05 SELLING DEALER NO.	54.851
	1 G 1 Z T (62855F		BELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		11/09/06	
	COMMENTS			<u>++1/03/00</u>	
ABOR & PARTS				TERMS: CASH UNLESS	MO: 368
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AND GOING OVER BUMPS.	LONKING NOISE WHEN TURN	ING		Any warranties on	the item/items s
PLAY IN STEERING RACK REPLACE STEERING RACK		· · · · ·		hereby are those n	hade by the mai
ARTS OTY FP-NUMBER				facturer. The seller disclaims all warran	ties, either expres
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	JÛ	B # 1 TOTAL PARTS	372.35	ranty of merchantab particular purpose a	ollity of fitness fo
	JOB # 1 T	OTAL LABOR & PARTS	589.70	nor authorizes any	/ other person
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/BLETPO#VEND INV#-INV.DATE-D B # 2 12662 657009 11/10/06 R	ESCRIPTION		50.00	REQULAR SERVICE HOURS AND ISTERIO OWNER OR PERSON AU	3 THEN ONLY TO THE DO
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FEB-26-2008 12:24 PM JEFF GORDEN CHEV SERVICE 9107982783

P.03/05



228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

		ADVISOR			CELL:	
1137	<u> </u>		48240		11/10/06	CVCS7411
				36,886	COLOR	STOCK NO.
				30,000	DELIVERY DATE	F2347A
WATHA, NC		VEHICLE I.D. NO.	T/MALIBU/MAXX LS	<u></u>	BELLING DEALER NO.	54.85
		<u>1612те</u>			SPENING DEALER NO.	PRODUCTION DATE
		F. T. Ľ. NO.	P. O. NO.		11/09/06	
	BUSINESS PHONE	COMMENTS			11/09/00	
OTALS		· · · · · · · · · · · · · · · · · · ·				MO: 3688
*****					TERMS: CASH UNLESS A WARRANTY	
	OF OUR CUSTOMERS*****		TOTAL LABOR	293.30	Any warranties on t	
Our goal is to have	you "COMPLETELY SATISF	IED" with each *	TOTAL SUBLET	372.35 60.00	hereby are those m	ade by the man
0003 01 8-11811 18	se contact "CAREY WALTE at JG.Service@HendrickA	11th Ann to 144 th	TOTAL G.O.G. TOTAL MISC CHG.	0.00	facturer. The seller	hereby express
us know what we cou service visit even	IC DAVA CODA OF CAN do	to make your *	TOTAL MISC DISC	0.00	disclaims all warrant or implied, including	lies, either expre-
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serving yo	u in the future.		•	ĺ	This figure incorporates au	colies used in servic
					your vehicle which includes shop towels, etc. A full li	cleanara, special lub at of these augolias
OUCTOMED CTONE					available for your inspection	at the cashier's deak.
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228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CUSTOMER NO.		DVIBOR				CELL:	
113700	J	OHN TILGHMAN		339	G626	IO/12/07	
				MILEAGE	54,711	COLOR	STOCK NO.
WATHA, NC		05/CHEVROLET/				DELIVERY DATE	F2347A
	I VE	НСLE I.D. NO. 1 G 1 Z T 6				03/01/05 SELLING DEALER NO.	54.850
	E. 1	T. E. NÖ.	P.O.			R. O. DATE	· · · · · · · · · · · · · · · · · · ·
i a	JSINESS PHONE CO	DIMMENTS	·m.u			10/11/07	· · · · · · · · · · · · · · · · · · ·
LABOR & PARTS	****					TEOHO. 04011114 200 4	MO: 54713
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PARTS QTY FP - NUMBER-	DESCRIPTI	ION	UNIT PR	ICE •		facturer. The seller disclaims all warrant	hereby expressly
		JOB #	1 TOTAL PA		0.00	or implied, including	any implied war-
		JOB # 1 TOTA			0.00	ranty of merchantabi particular purpose an	lity or fitness for a
I DEAR IN MOTOR 3	STRIPPED	15 100%		VII SERVICE	in Kau ruo	nor authorizes any assume for it any lia	other person to
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PARTSQTYFP-NUMBER JOB # 2 1 22733653	DESCRIPTI ACTUATOR	0N 11.556 _JOB #	UNIT PR 114 2 Total Par	4.69	111 20	SHOP MAT This figure incorporates su your vehicle which includes shop towels, etc. A full fi available for your inspection	pplies used in servicing cleaners, special lubes, at of these supplies is at the cashier's desk
		JOB # 2 TOTA	L LABOR & PAR	RTS	284.69	ENVIRONMENTAL COM Maintaining and mpetring your oar ina totals and generation of waspes (solver	PLIANCE CHARGE whatly involves the use of opera- te, olds, opulation, land, extension
UN 9 450VZ04	GUSUSPENSION THAT THERE IS A KNOCK	CLUNK IN THE STE			10660 748	ENVIRONMENTAL COM Maintaining and rapating your oer has leaf and promotion of waskes (solver elo), that must be storted, incruged an with laderal, teste and loosi anviron those regulations and also beliave our with these regulations and also beliave our with these regulations and also beliave our oasts almpip you'll no ninoessad no- hae decided in lieu of naising the lation on approprias aerivate bills decause w Internated to know they are halping to	d disposed of in strict compliance montal regulations. We support cultomers do too boques filey imment for everyons. Complying of control of the cultomers
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PARTS QTY FP - NUMBER - JOB # 3 1 22687711		DN	·····UNIT PRI	CE-	·	OR ANY OTHER CAUSE BEYOND	OUR CONTROL.
JOB # 3 1 22687711 JOB # 3 1 15926870	SHAFT KIT COLUMN 6.5	6.526 518 JOB#		.11 .00 TS	169.11 359.00 528.11	THE REPAIRED VEHICLE WILL BE REGULAR BERVICE HOURS AND ISTERED OWNER OR PERSON AU	HELEASED ONLY DURING THEN ONLY TO THE REG- THORIZING REPAIRS.
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PAGE 1 OF 2	CUSTOMER COPY	(CONTI	NUED ON NEXT	PAGE] 11:2	0am		

(2004) Disserving Summing Limitation may



228 South College Road • Wilmington, NC 28403 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1385

CUSTOMER NO.		100000				CELL:	
113700	D	JOHN TILGH	MAN 2	0339	。 6626	INVOICE DATE 10/12/07	
		LABOR RATE	1.	MILEAGE	54,711	COLOR	STOCK NO.
					<u></u>	DELIVERY DATE	F2347A
WATHA, NC		VEHICLE I.D. NO.	ET/MALIBU/M			03/01/05	54.850
		ETENO	<u>62855</u>	F		R. O. DATE	·····
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IOTALS	************************					TERMS: CASH UNLESS A	
**************************************		*	TOTAL LABO	R	510.00	WARRANTY Any warranties on t	
* Our goal is to have yo	u "COMPLETELY SATISFIED	with each *	TOTAL SUBL	ET	642.80 0.00	hereby are those m	ade by the manu-
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TO SIGN UP FOR EMAIL I VISIT PLEASE GIVE	REMINDERS FOR YOUR NEXT US A CALL AT 910-350-14	SERVICE			1100.18	nor authorizes any	other person to
From the entire service						assume for it any lia with the sale of this it	lonky in connection tem/items.
We thank you for your bu	Siness and look forward	to		,		SHOP MA	TERIALS
serving you to	n the future.		· · ·			This figure incorporates su your vehicle which includes	i cléanars, apecial lubes.
						shop towels, etc. A full i available for your inspection	ist of these supplies is at the cashier's desk.
CUSTOMER SIGNATURE	E ** DUPLICATE	INVOIC	F detected	*******	*****	* ENVIRONMENTAL ODI Metritaining and repairing your car in logis and conservice of writtins (coive etc.) that must be stored, managed at with trateral atous and force and on	MPLIANCE CHARGE
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PAGE 2 OF 2	CUSTOMER COPY		END OF IN		:20am		

VETICAL AND AND A DITUDES A MALENIMA. U.200000 (0400)

March 11, 2011

Watha, NC

Service Request: 71-603424917 Customer Relationship Specialist: Alex Page

Dear

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

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

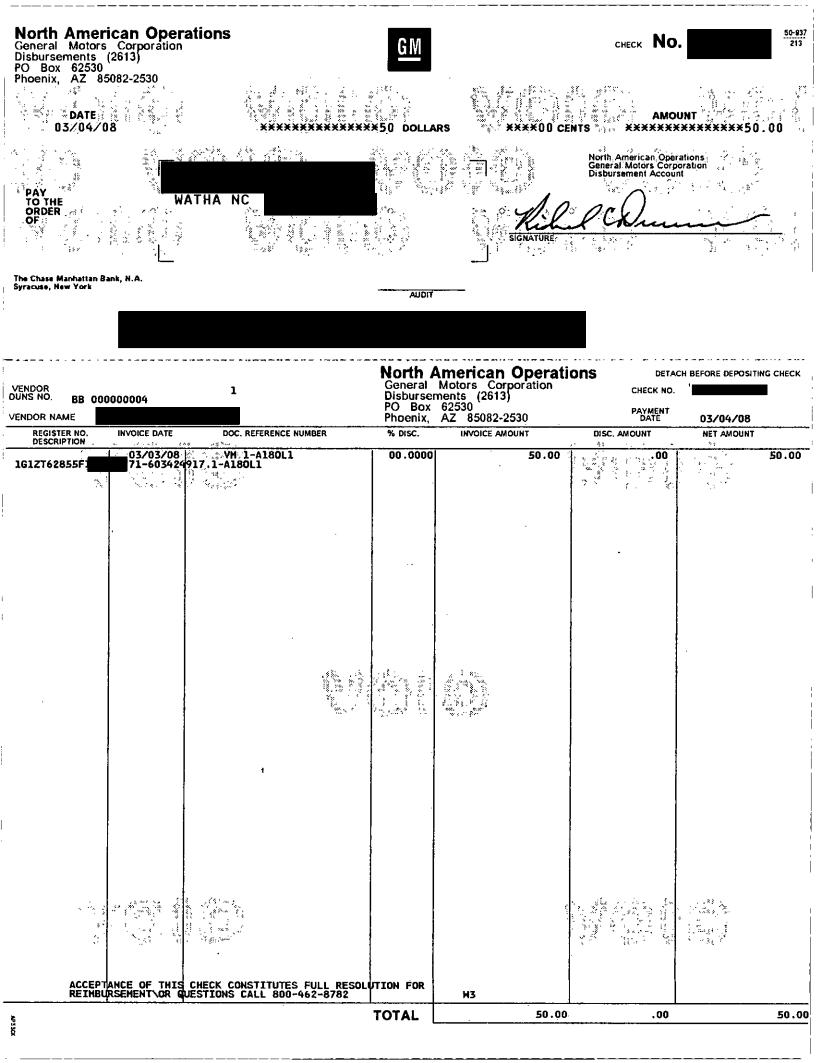
We have reviewed your request for reimbursement on the power steering assist that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$50.00.

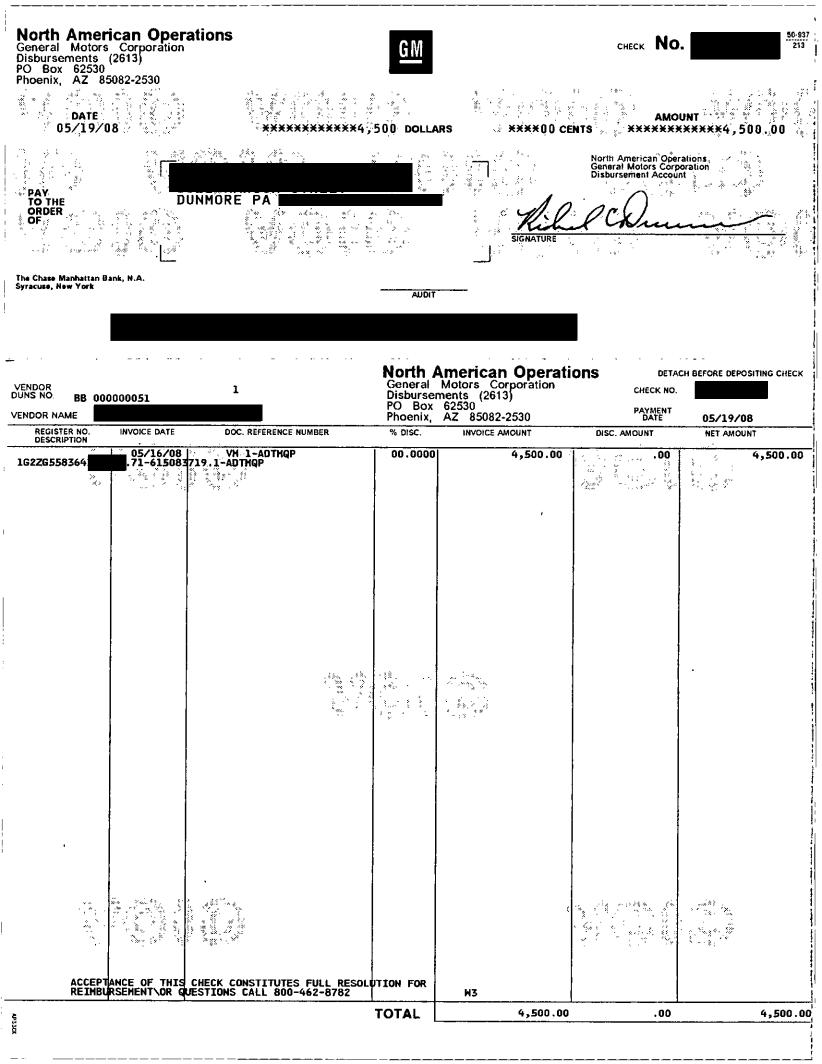
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer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

Sincerely,

Chevrolet Customer Assistance Center

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





May 15, 2008

Robert Silverman, Esq. Kimmel & Silverman, PC 30 E Butler Ave Ambler, PA 19002-4514

RE: v. General Motors Corporation Service Request: 71-615083719 2006 Pontiac G6 Vehicle Identification Number: 1G2ZG558364 Customer Relationship Specialist: Grace Moody

Dear Mr. Silverman:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$4,500.00 made payable to Jeffrey & Barbara Perri. The second is in the amount of \$1,900.00 made payable to Kimmel & Silverman, P.C.

A 60 month/60,000 mile (whichever comes first) Steering Component Letter will be sent directly to Jeff Perri after processing.

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

Sincerely,

General Motors Corporation

LG0008 V07092007

North Americar General Motors Col Disbursements (2613 PO Box 62530 Phoenix, AZ 85082-	Operations		<u>GM</u>			снеск No		50-937 213
DATE 05/19/08		**************************************	4 J	RS XXX	OO CENTS	AMO	UNT (*****1,900.00	
PAY TO THE ORDER OF	AMBLER	PA	1		il l	American Ope ral Motors Corp ursement Accou	rations ioration	
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VENDOR DUNS NO. 88 0000000 VENDOR NAME)52 J		PO Box	American Op Motors Corporat ments (2613) 62530 AZ 85082-2530	erations	DETA CHECK NO. PAYMENT DATE		HECK
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KIMMEL & SILVERMAN

RODLET M. SH.VERMAN¹⁵ CP.ARCTHOR KIMMEL1

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1-800-LEMON LAW

CORPORATE HEADQUARTERS 30 E. Butler Pikc Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817 ACQUELINE C. HERRITT" ROBERT A. RAPKIN HY DAVID RUDENSTEIN BARRY R. WINDERMAIN MELISSA K. RALA" RAP. SMADES DAVID L. LIEDERMAN." ANGELA K. TROCCOLT RONALD ROW, AND CHRISTOPHER R. HOLLIDAY" MICHAEL I, SOSKA" KIGURARD A SCHOLER"

> Of Counsel, RONNA LUCAS[®]

WESTERN PA OFFICE, 210 Grant Street, Suile 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005 NEW JERSEY OFFICE, Executive Quarters, 1930 E. Markon Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344 MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997 DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476 MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114 PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

May 2, 2008

VIA TELEFAX ONLY (866-398-3253)

Grace Moody, Esquire BRC Legal Case Manager GM Business Resource Center

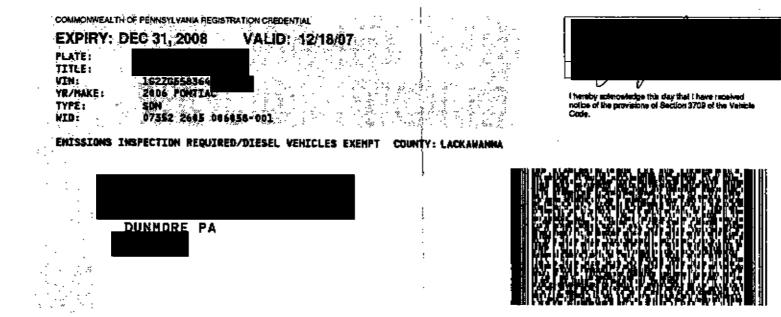
RE: v. GM

Dear Ms. Moody:

It was a pleasure speaking with you. Please be advised that our client hereby accepts GM's most gracious offer to settle his claims against GM for \$4,500.00, plus a 5/60 component part warranty on the Steering System. This will further confirm that we have separately settled my firm's bill of attorney fees and costs for the sum of \$1,900.00. Attached is a copy of the registration and the current mileage is about 22,000. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours. Robert M. Silverman





05/02/2008 06:59 FAX

05/14/2008 14:35 FAX

05/14/2008 14:09

5703410259

KIMMEL & SILVERMAN

PERRI

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RELEASE OF CLAIM

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and We. my/our assigns, heirs and executors, in consideration of: \$6,400.00 and a 60 month/60,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2006 Pontiac G6 bearing Vehicle Identification Number 1G2ZG558364 ("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 two checks: the first, in the amount of \$4,500.00, made payable to **second in the amount of** \$1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is $22 \frac{791}{291}$ on the date of the signing of this release.

Releasor(s) has/bave 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 o	f All Claims
5-14-08	
DATE SIGNED. 5-9-08	
	•
	Сланцаци в эледлагите
Address	Address
Junnore TA	Denning, Pa
City, State, Zip Code	City, State, Zip Code

05/14/2008 14:09

KIMMEL & SILVERMAN

PERRI

PAGE 02

STATE OF COUNTY OF LACKAWANNA

5703410259

Sworn to (or affirmed) and subscribed before me this 14 day of May, 20 <u>68</u>, by Jeffrey & Barbara Perri.

Signature of Notary Public Merichiello

COMMENDANTEALTH OF PENNSYLVANIA Notestal Seel Ketty J Monicolatio, Notary Public City of Borenton, Lacksanervia County My Commission Explana Date, 21, 2011

CC: File

LG0029 V6302006



05/14/2008 14:09

5703410259

KIMMEL & SILVERMAN

PERRI

PAGE 03

Departr	W-9 October 2007) Trans of the Treasury Revenue Borvice	Request for Taxpayer Identification Number and Certificat	ion	Give form to the requester. Do not send to the IRS.
npe tierre on page 2.	Eusiness name, if <u>Ch</u> eck appropriate	a box: D Individual/Sole proprietor Corporation D Partnership	, ,	Exempt
Print or type See Specific Instructions	Address (number, Address (number, City, state, and Z	street, and apt. pr suité no.)	קור איז האשרה בייש	Iddrees (optionsi)
Par	Тахрау	er Identification Number (TIN)		······
backa allen.	ap withholding. Fo sole proprietor, o	ppropriate box. The TIN provided must match the name given on Line 1 to ave r individuale, this is your social security number (SSN). However, for a residen r disregarded entity, see the Pert I instructions on page 3. For other entities, it tion number (EIN). If you do not have a number, see How to get a TIN on page	ing dala a	or
	. If the account is ler to enter,	in more than one name, see the chart on page 4 for guidelines on whose	Employer K	Initification number
Par	t ill _ Certific	etion	· · · · · · · · · · · · · · · · · · ·	
Unde	r penalties of perj	ury, I cartify 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 beckup 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 abandompent 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.

		, in the second s				
Sign	Bignature of					× 10
Here	U.S. person 🕨			Date 🕨	5-9	- 02-
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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 ratum 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.9. person (including a realdent alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

 Certify that the TN 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

3. Claim exemption from backup withholding if you are a U.S. exampt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.G. 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

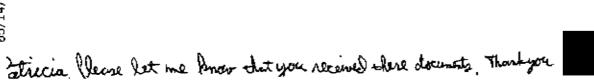
 A domestic trust (as defined in Regulations section 301,7701-7).

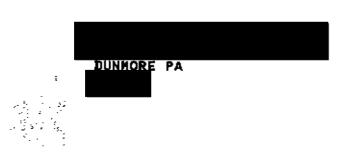
Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in centain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foneign parson, 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 evoid 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:

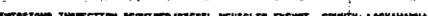
The U.S. owner of a disregarded entity and not the entity,

05/14/2008

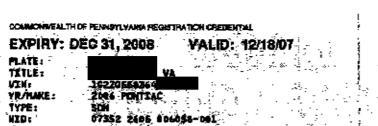






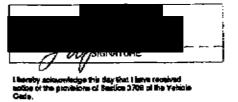








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General Motors Corporation Business Resource Center PO Box 33170 Denoit, MI 48232-5170

VIA FAX ONLY

April 9, 2008

Ed Polovitch R. J. BURNE OLDSMOBILE CADILLAC PONTIAC 1201-1209 WYOMING AVE SCRANTON, PA 18509-2716

RE:

Service Request: 71-615083719 2006 Pontiac G6 Vehicle Identification Number: 1G2ZG558364 Customer Relationship Specialist: Patricia Easley

Dear Ed Polovitch:

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

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade, application of title and all other items in the sales jacket.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance.

Sincerely,

General Motors Corporation





deconditional







Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Pat Easley State: PA

Customer Name:

Service Request: 71-615083719 GM Legal File No.: N/A

Vehicle ID No.: 1G2ZG558364 Year, Make & Model: 2006 Pontiac G6 In Service Date: 8/5/2005

Vehicle is: New BAC Code: 116996 Vehicle Purchased Used on: N/A at odometer N/A DVM requests Purchase Price of involvement?: No Vehicle: \$ 21,265.00

Lien holder: GMAC Other: {Name}

Was TAC contacted for this vehicle Yes

VEHICLE REPAIR HISTORY

\boxtimes	Eng	ine/	'Fuel	/Exł	naust

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2-27-06	86952	*	4,506	C/S rattle noise sounds like exhaust is loose./ Worn upper engine mount. /Diagnosed with chassis ears. Tried new right front strut Removed front plastic body panels and head lamp, finally found noise in front Replaced right upper engine mount.

⊠ <u>Steerir</u>	⊠ <u>Steering</u>						
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:			
12-29-06	93740	1	11,802	C/S power steering is locking up at times. Hard to steer. / Road tested and got car to act up. Checked for bulletins none. N codes. Went through trouble chart and found needs power steering module Ordered part. will call customer when part comes in.			
1/11/07	94002	1	11,766	C/S while making a turn, the power steering locks up. /Road tested and had steering lock up. Found internal problem with power steering moduleReplaced power steering module and relearned to car and road tested and OK now. (Correction and days out verified by Service Manager Ed Polovitch 4-16-08)			
10-29-07	100025	1	17,962	C/S a thumping noise in steering and steering feels like its getting stiff./ Diagnosed customer's concern of noise and hard steering. Scan for codes. None set. Road test. Same as like vehicles. Unable to duplicate customer's concern. Checked suspension and steering components. All ok.(tires cupped) Has electronic steering not hydraulic. Lack of lube on intermediate steering shaftLube steering shaft per bulletin 06-02-32-007B.			
12-10-07	100871	2	19,129	C/S power steering is getting stiff. Then break loose./ TAC case 10029191. check battery voltage on cold start operation. 11.72 volts. Checked for diagnositic codes. No codes. Road test 4 miles and checked operation several times in parking lot. –Could not duplicate customer's concern.			
1-22-07	94194	2	11,766	C/S steering is making a thumping noise when turning left or right.			

Steering gets stiff when trying to park vehicle. / Used chasis ears to determine where noise is coming fro steering gear. Vehicle needs

				power steering gearRemove and replace power steering gear as per DOC# 1880310 and align front end. Road test ok. (days out verified by Service Manager Ed Polovitch 4-16-08)
2-4-08	101856	2	20,708	C/S steering feels stiff and locking up at times. /Scan system. No codes. Check for bulletins. None. Called TAC DOC#2041891. TAC CASE 11029191. Removed and replaced steering column. days out verified by Service Manager Ed Polovitch 4-16-08)

⊠ <u>Electri</u>	⊠ <u>Electrical</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
8-29-05	82895	1	30	C/S not starting. / Check charging system. Dead Battery. Bad cell code 2K3D7 –Replace battery.		
2-27-06	86952	2	4,506	C/S fog light switch does not light up. Parts are in. /Open LED in switchReplaced fog lamp switch.		
3-14-06	87263	1	4,774	C/S fuel gauge does not read full after tank is filled./ Repair vehicle as per document 1779034Replace EGR and tube and EGR connector. Program code 10765.(Verified days out by Service Manager Ed Polovitch 4-16-08)		
5-1-06	88315	1	6,036	C/S gauge not working./ open level sensor. Checked for power and ground. Both checked. Working Replaced fuel level sensor. Works fine now. (Verified days out by Service Manager Ed Polovitch 4-16-08)		
12-29-06	93740	*	11,802	C/S fog light switch is not lighting up. /Switch open circuit. Had power but would not light upRemove and replace fog lamp switch. OK now.		

⊠ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-9-06	85969	1	3,340	LOF
1-9-06	85970	1	771	RECALL 05094. Sun visor recall parts are inReplaced two sunvisor

THE STATE LEMON LAW READS:

Days out of service: 30 Repairs 3 Time period : 12/12,000 Miles Does Lemon Law state nonconformity must continue to exist? Yes If applicable, safety-related repairs Safety-related time period Months / Miles Usage: Lesser of 10% of purchase price or .10 per mile for miles prior to 1st report.

Number of repair attempts in the presumption period:	4
Total days out of service during the presumption period:	5
Total days out of service during customer's ownership:	15

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: 1-370626200 – opened 10/24/05 - Cust STS: that he has been dealing with dlr for 10 yrs and feels that if he had waited for 2 weeks he would be spending \$2000.00 less. Feels they make him feel there was going to be no veh and they had only 6. Then Neighbor went down and is spending \$2000.00 less. Closed 10/31/05

Date & Offer/Result:

Concern: Date & Offer/Result:

Concern: Date & Offer/Result:

RECOMMENDATION

Recommend \$2000 to \$4500 & 60/60,000 Steering CSL to the cust & \$1900 attorney fees due to replaced power steering module, replaced power steering gear & replaced steering column on vehicle

RATIONALE

REASON FOR REMOVAL

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

TEAM MANAGER APPROVING:

Date:

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

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

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FAX COVER SHEET

RJ BURNE CADILLAC PONTIAC INC 1205 WYOMING AVE SCRANTON, PA 18509 (570)342-0107 (570)342-0352 FAX



SPRING 2008 WILL BE HERESOON

PATE 4/15/08 Dept_____ FROM Shenry evet 1001

COMMENTS <u>71-615083719</u>

NUMBER OF SHEETS BEING FAXED INCLUDING COVER SHEET _______

CUST	-	18739	
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1205 Wyoming Avenue + (570) 342-0107 • SCRANTON, PA. 18509

SOLD TO) GMAC PO BOX 83	140		
ADDHES	s Cockeysvi	ILLE, MD 2103	0-	DATE 0
YEAR SEC	MAKĘ	COLOR	MODEL	INVOICE
2006 NEW	PONTIAC		G6	
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CAP REDUCTION 500.00

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DUNMORE, PA

DESCRIPTION OF TRADE-IN MAKE YEAR BODY COLOR • . A de la companya de l La companya de la comp

Ruynolds and Ruynolds R00039 O (903)

ON DELIVERY

	state that the odometer now read	30	o tenths) miles and to the best
	of my knowledge that it reflect unless one of the following states	ts the actual mileage of fi	e vehicle described below.
	 (1) I hereby certify that reflects the amount of mileage in (2) I hereby certify that the or 	excess of its mechanical limit	S .
	WARNING - ODOMETER	DISCREPANČY.	
	MAKE PONTLAC	MODEL	BODY TYPE
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	TRANSFEROR'S SIGNATURE	hang	
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UMAU OMARTLEASE® AGREEMENT - MORTHLY PAYMENT

LESSEE (and CO-LE	SSEE) ("You") nam	e and address, inc	cluding county Gar	aging address (il di	ffereni)		LESSOR (Retailer)			
DU	INMORE,	PA		Prin	cipal drver (if busin	ess use)			ONING A		С.
				e agreement. You an ssignee. An 'assigner and sell the vehicle				e to everything on the h igned).	ioni and bac	:k.	
\Box If this bc)	is checked	, GMAC helped to a	manue this lease a	and Lessor (Retailer)	will assign it and se	Acceptance Corpora	ation ("GMAC"). Itral Origination I	anno Trust			
	K IS Checked	1, Lessor (Retailer) v	All assign this leas	se and sell the vehicle	e to		niai Onginating i	Lease must.			
If this box	x is checked	, Lessor (Relailer) i	itends not to assig	gn this lease.	-						
				Π	IE VEHICLE YO	DU ARE LEASIN	VG	a de la d La de la d			
New/Used	Year	Make &	Model	Body Style	Vehic	le ID #	Mileage		Primary (Jse	
NEW	2006	PONTIAC	G6	SDN	1G2ZG5	58364	30	Personal, Family, or		Commerc	al, Business, or
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- Saga	1				· · · · · · · · · · · ·						
				FEDERAL CO	ONSUMER LEA	SING ACT DIS	CLOSURES				
1. Amount	Due at Lea					3. Other Charges	inot part of you	ir monthly payment)	A Tot	al of Paymen	
Signing ((Itemized	or Delivery Below)	Your first r	ionthly payment o	if\$302.		Disposition fee		a montally payments		e amauni vou	will have naid
1.0000000				., followed by		noi purchase th	e vehicle)	\$	Ν/λ Ν/λ	he end of the	lease.)
¢	927.	28 5		n the <u>5</u>				\$	-N/A		15157.94
φ		The total of	your monthly pay	rments is \$]	4533, 44			Total \$	- 1	\$	13137.31
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5. Amouni	t Due al Le	ase Signing or Del	very:			6. How the Amou	nt Due at Lease	Signing or Delivery v	rill be paid:		
a. Capita	alized cost i	reduction	<u>.</u>		500,00	a Not trade in at	000000		-	¢	. 00
b. First r	nonthly pay	meni		s	302.18	 b. Rebates and n 	iowance		•		200.00
c. Refun	idable secu	rity deposit			N/A	c. Amount to be p	paic in cash	· · · · · · · · · · · · · · · · · · ·			427.28
d. Title (COS				22.50		-	·····		······· •	
e. Regis	tration fees	n –									
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a Groom				7. Your may	htaly sayment is d	etermined as show	m below:	•			
insura	nce, and ar	© COST. The agreed W Oulstanding prior	Upon value of the cradit or lease hall	e vehicle (\$ ance)	- long	d any tems you pay	for over the leas	e term (such as service	contracts,		21265.00
						i or cash you pay #	ant raduces the	gross capitalized cost_		\$	500,00
c. Ad∤us	ted capital	ized cost. The am	ount used in calcul	lating your base mon	ithiv payment.	in or odorr you pay a	iat requires the	gross capitalized cost		- @	20765.00
d. Resid	ual value.	The value of the vel	nicle at the end of	the lease used in ca	Iculating your base	monthly payment		· · ·		- Ψ	10083.85
e. Depre	ciation an	d any amortized ar	n ounts. The amo	ount charged for the v	ehicle's decline in	value through norma	il use and for ot	her items paid over		Ψ	10681.15
										= \$	2652, 29
g. Total	of base m	ionthly paymente	i in addition to 18 The depreciation	ne depreciation and a and any emortized	any amortized ar	nounts	·····		·····	+ \$	13333.44
h. Lease	payments	The number of na	ments in your les	ise Ase	amouns plus ne	ายน แหม่งย				= > <u> </u>	48
• •			,		·····		••••••				197 30

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a. Gross capitalized cost. The agreed upon value of the vehicle (\$) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$	21265.00
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	\$	500.00 20765.00
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	- \$	
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	- \$	10083.85
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paic over the lease term	= \$	10681,15 2652,29
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$	
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	÷\$	13333.44
h. Lease payments. The number of payments in your lease	÷	48
1. Base monthly payment	= \$	277.78
j. Monthly sales/use tax (estimated)	+ \$	25.00
k	+ \$	<u>N/A</u>
I. Total monthly payment	= \$	302.78
Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dolla The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be:	ars.	A
Excessive Wear and Lise. You may be charged for excessive wear based on our standards for normal use and for mileage in excess 65 miles per year at the rate of \$ Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$, plus official fees and taxes.	p	u er mile.

16. Other important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

1. ITEMIZATION OF GROSS CAPITALIZED COST. a. Agreed upon value of the vehicle		20670,00
b. GMAC administrative fee		
c. License/registration/lille fees		51 / N
d. Sales tax		51 / 5
e. Other tax (describe)		10 (L
f. Optional service contract		
g. Optional maintenance contract		
h. Optional life insurance		
i. Optional disability insurance		¥ / X
·		¥/1
k	• •	17 / 1
1. Gross Capitalized Cost		91955 00

12. THE VEHICLE YOU ARE TRADING.

...

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

'13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

1222.50 The actual lotal of tees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed. ŝ A ...

a. Tillelien fees	\$ 22.50
b. Registration laes/taxes	s N/A
	N/A
c. License fees/laxes	1200.00
d. Sales/use taxes (including tax on capitalized cost reduction)	\$N/A
e, Excise taxes	\$N/A

16, CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20, 08/04/09

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

25.00 per day (plus tax), beginning on 18. LEASE END DAILY EXTENSION CHARGE, \$ the eighth day after scheduled lease end date

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that flability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lesse as follows: INTEDTN DIDROW

Incumpoo company name:	TINE PINEVI	
Insurance company name: DIRE	SCT N COMP	
Insurance agency name: DIR Agency address: PO BOX 50	9082 SAN DIEGO,	CA 92150-
Agency autress A77-500	5-0222	
Agency phone no.: <u>B77-50</u>		
Ayerit a hame	······································	· · ·
Pelicy no.:	Liability DPhysical damage	e
Deductibles: Collision \$	N/A Comprehensive S	<u>N/A</u>
Insurance company name:		
Insurance agency name:		
Agency address:		
Agency phone no.:	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·
Agent's name:		
Policy no.:N/A	DPhysical damage N/A	
Deductibles: Collision \$	Comprehensive \$	

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

N/X

n/a

Insurer name:

Address:

□ Life insurance (□ Lessee □ Co-Lessee □ Both) Premium Courrent limit

the second research the second of the second s
and inspection fees for the vehicle. You will pay all laxes on the lease or the vehicle that the
government levies on you, the vehicle, or us (except our net income taxes). We may change
your monthly payment if taxes charge. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1442.50 The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	S 44, JU
b. Registration fees/taxes	s N/A
c. License lees/taxes	« N/A
d. Sales/use taxes (including tax on capitalized ovst reduction)	1200.00
e. Excise taxes	N/A
f. Pronetty taxoe	• N/A
f. Property taxes	e N/A
h. Other (describe)	s N/A
i. Olher (describe)	s N/A

14. MILEAGE.

Base Mileage Allowance. 1015,000 miles/year.

Medium-duty truck (gasoline): 25,000 miles/year

☐Medium-duty truck (diesel): 35,000 miles/year

1	Total Allowed Mileage on the Odometer at Lease End is		48030 miles,
•	Starting odometer mileage		
	Base mileage allowance	ŧ	miles
	Purchased extra miles	÷	miles

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

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

Agent's name:				
Policy no.:	<u>-N/A</u>	Physical damage	N/A	
Deductibles: Collision \$		Complehensive \$	N/ A	

Insurer name: _____

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

Address:

Life insurance (DLessee	Cc-Lessee	Both)	Premium Coverage limit	\$		- N/A - N/A - N/A
Disability insurance (Lessee only)		Monthi	Premium y coverage límit	\$ \$		- Ν/λ
LESSEE'S SIGNATURE	£ <u>х</u>	-		•	_ Age _	
CO-LESSEE'S SIGNATURE	<u>x</u>				_ Age _	

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

Standard manufacturer's warranty

□___

Warranty papers that are separate from this lease state any coverage limits.

The law gives you a warranty that the vehicle conforms to the description in this lease.

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

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name	Tem	months,	miles
Name	Tem	months,	miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. |² you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

LESSEE: X	BÝ: X	CO-LESSEE:		
We may delay or relfain from enforcing any of our rights under t				
NOTICE TO LESSEE. TO NOT SIGN THIS AGREEMENT YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY	BEFORE YOU READ IT 2 YOU ARE E	NTITLED TO A COPY OF THIS AG		05 2005
CONTROL WIGHT HAD RECEIVED A COPY	(ci.y)	(state)	ON(monthl(day)	(year)
LESSEE X BURNE OLDS CADILLAC INC.	BY: <u>X</u>	CO-LESSEE:		
LESSOR	SIGNATURE AND TITLE: X			
essor assigns alynging the, and interest in this lease to the plime with the assignee (the Dealer Agreement"). Lessor also as under the terms of the period of the proceeding of the terms of the proceeding of the proceeding of the terms of the proceeding of the pro	arly identified in this lease as the intended isigns all right, title, and interest in the leas	assignee, under the terms of the L ed vehicle to the party identified in t	ease Plan Dealer Agreement it his lease as the intended assig	1 effect from time t nee, or its designed
ESSOR:	BY x funning the	uni IIILE	AGENT	

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WID: 05223 3400 009944-001	<u>New Title Number:</u> ons On-Line RegisLration System	
<u>Pennsylvania Department of Tran</u>	asportation Applicant Summ	arv Statement
Transaction: New Title/Transfer Reg Processor: BURNE OLDSMON Purchase Date: Aug 05. 2005 Process Date: Aug 11. 2005. Prev Title No: None Prev Dup Title Count: 0	BILE CADILLAC/00858946 Processed B	y: SHARON FENTON E: Aug 05, 2005
VIN: 162ZG558364	Stock No: 16739 GVWR: UnTadem Weight: GCWR: No of Axles: Seat Cap: Sum of GAWR: <u>is Mftr: Body Make:</u> <u>UNITRIN DIRECT</u> 8019436 Jan 11. 2005 Jan 11. 2006	PennDOT Fees Sales/Use Tax: 0.00 Title Fee: 22.50 Lien Fee: 5.00 Reg/Proc Fee: 0.00 Dup Reg Fee: 0.00 Transfer Fee: 6.00 Increase Fee: 0.00 Other Fee: 0.00 Total: \$33.50
Trade In #1 Information: Lien Holder #1 Information: VIN: None GMAC VR: PO BOX B140 Make: Condition: Condition: COCKEYSVILLE/MD Allowance: Z1030 []]ELT Trade In #2: None Lien Holder #2: None Allowance: Lien Holder #3: None Allowance: Lien Holder #3: None	Fees & Sales Tax Information: Tax exempt Reason: RENTAL AND LEASING/02 Tax Exempt No: 90270836 Taxable Sale Price: \$0.00 [] Local Sales Tax Override? % Rate: 0.06	
Assigned Tag Type. Class: Assigned Exp Sticker No: Assigned Tag No: RRGM: Class Sticker No: Assigned Exp Mo/Yr: RRGCW: Transferred Title No: Signature of Person from Whom Tag is Being Transferred Relation To Applicant: No of Dup Reg Cards: No of Dup Reg Cards:		
<u>AREAD AND AND AND AND AND AND AND AND AND A</u>	<pre>sto uncefe conditions and also void the manufacturer's warranty i ing possible advertse effects to your insurance coverage with respe i above under the provisions of Section JBIG(b) of the Vehicle Code i that loading my truck heyond the manufacturer's gross weight rati- ted with any such overloading of the truck.</pre>	ct to such overloading, , as amended by Act Ing may damage the truck and endanger
I/we acknowledge that I/we may lose my/our operating privilege(s) or vehicle registration(s) for failure to ma I/we further acknowledge that I/we may be subject to a fine not exceeding \$5.000 and imprisonment of not more i I/we have examined and stand this form after its completion; and, that, if an exemption from payment of sales statements herein are true and correct and make application for certificate of title for the vehicle described	than two (2) years for any false statement that 7/we may make on t tax is claimed. I am/we are authorized to claim this exemption. I	hit form, and L/we certify that
Date Subscribed and Sworn to:	Signature of Applicant on Authorized Signer:	
Signature of Notary Administering Dath:	Signature of Go-D-mer/Title of Authorized Signer.	
s	[] VIN/GVWR Certification or Tr	acing is Required.
E A L	Place Signature of Person Verifying VIN I hereby certify that I have veri this vehicle and the VIN/GVWR Tist SIGN:	/GVWR or the Tracing Here: fied the YIN/GVWR of

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VALID: 08/11/05

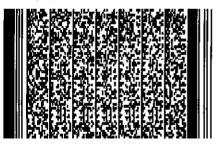


16226558364 2006 PONT 8DN 05223 3400 009944-001

EMISSION INSPECTION REQUIRED/DIESEL EXEMPT COUNTY : LACKAWANNA



t horoby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code,





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

VIA FAX ONLY

April 9, 2008

Robert Silverman, Esq. Kimmel & Silverman, PC 30 E Butler Ave Ambler, PA 19002-4514

RE:

Service Request: 71-615083719 2006 Pontiac G6 Vehicle Identification Number: 1G2ZG558364 Customer Relationship Specialist: Patricia Easley

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated April 9, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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



Copy of owner's current title and/or registration Other: Release of Lien Finance, 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





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RELEASE OF LIEN INFORMATION

I	,
I(Client's Name)	(Client's Social Security Number)
hereby authorize	
(Lien holder Name)	
	(Lien holder Phone Number)
(Lien holder Address)	
to release any and all information regarding my	y loan account # (Account Number)
	(Account Number)
with(Lien holder Name)	
(Lien noider Name)	
to General Motors Corporation, including but i loan payoff amount, and per diem information.	not limited to a complete payment history of my account, a
Date	
VEHICI	LE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V07092007	











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R J BURNE

Cadillac 🕃 INC.

1205 Wyoming Avenue · Scranton, PA 18509 Felephone: (570) 342-0107

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R J BURNE

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Sent 4-10-07



PA

R J BURNE

INC

1205 Wyaming Avenue Scranton, PA 18509 . Telephone: (\$70) 342-0107

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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 tit any liability ion connection with the sale of this
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1205 Wyoming Avenue · Scranton, PA 18509 · Telephone; (570) 342-0107

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The factory warrancy constitutes all of the he sellar hereby expressly disclaims all warrancy of merchantability or fitness for uthorizes any other person to assume i convitence." ALL PARTS A UNDERSTAND THAT IF I AUTHORIZE YOU IECCESSARY REPAIRS I WILL OWE FOR THE WOR	a particular purpose, and the seller or tit any liability ion connection	with the sale of this ESTIMATE (	t)		ME BY

that you are not resultation your cantrol or for any delays caused by unavalability of parts or analys in parts any other cause beyond your cantrol or for any delays caused by unavalability of parts or orderys in parts shorments by the supplier or randoporter. I hereby grant you and/or your amployees permission to operate the vehicle herein described on streats, highways or elsewhere for the purpose of testing and/or inspection. An appress mechanic bin is hereby scheduled on above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streats, highways or elsewhere for the purpose of testing and/or independent output vehicle.

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R J BURNE

Cadillac 🖙 ONTIAC INC.

 Telephone: (\$70) 342-0107 1205 Wyoming Avenue Secondon, PA 18509

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DUNMORE PA 1205 Wyoming Avenue - Sufairing, PA 18509 - Tripph										INC. phone: (570) 34	
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"The factory warranty constitutes all of the warrantics with respect to this sale of this ligentitions. The seller hereby exercisely disclams all warrantias either express or implied, including any implied warranty of merchantability or fitness for a narticular purpose, and the seller neither assumes nor	AUTHORIZED BY X	STIMATE \$	
Authorizes may other person to assume for tit any liability ion connection with the sale of this remained." ALL PARTS ARE NEW EXCEPT AS NOTED	REVISED ESTIMATE (;;)	DATE T	IME BY
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### R J BURNE

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Cadillac 🐨 PONTIAC INC.

1205 Wyoming Avenue · Scranton, PA 18509 · Telephone: (570) 342-0107

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**R J BURNE** 

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1205 Wyoming Avenue · Screnton, PA 18509 Telephone: (570) 342-0107 PAGE

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INTERNAL

PA

## R J BURNE

Cadillac ( 🕿 PONTIAC INC.

1205 Wyoming Avenue - Scranton, PA 18509 - Telephone: (570) 342-0107

CUSTOMER PAY

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REMOVE AND REPLACED POWER STEERING GEAR AS PER DOC#1880310 AND ALIGN FRONTEND ROADTEST OK 

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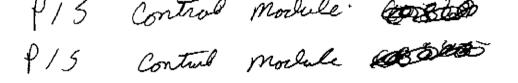
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GENERIL CINES YINAAN





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1205 Wyoming Avenue · Screnton, PA 18509 · Telephone: (570) 342-0107

INC.

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DATE	YEAR	MAK	6	MODEL		VIN	STE/CUS	MILES IN	MILES OUI	TAG
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REPAIR LINE 01 CUSTOMER STATES WHILE MAKING A TURN THE POWER STEERING LOCKS UP ROAD TESTED AND HAD STEERING LOCK UP FOUND INTERNAL PROBLEM WITH POWER STEERING MODULE BILL CODE - OG REPLACED POWER STEERING MODULE AND RELEARNED 10.11 MOTOR AND CONTROLL 8 M A 1.30 20.80 82.32 E7631 TOTAL LABOR 20.80 82.32 1 188.58 264.01 GM 15775370 -MOTOR FAIL CODE - 6C TOTAL PARTS 188.58 264.01 MULTI-POINT VEHICLE INSPECTION West a BILL CODE # nen . FREE MUTLI-POINT INSPECTION MULTI MULTI-POINT INSPEC 8 M D .30 4.80 6.00 TOTAL LABOR 4.80 6.00 DEBELLER AND THE AND T ACCOUNT COST DEBIT CREDIT 346:33-263 20.80+ 4.80+ 82.32-6.00-462 4.6.3

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BILL CODE - W MULTI-POINT VEHICLE INSPECTION

MULTI-POINT VERICLE INSPECTION DILL CODE - SP FREE MUTLI-POINT INSPECTION MULTI MULTI-POINT INSPEC M D 30 0 6.00 MULTI MULTI-POINT INSPEC TOTAL LABOR 100 6.00

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DUNMORE	¥ ت		P	Cat	tillac 🛞 🖻	CINTIAC	NC. one: (570) 342-0107
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YOUR CHOICE

R	 BURNE	<u> </u>
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Caddlac	S	PONTIAC	INC 🛛
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1205 Wyoming Avenue · Screnton, PA 18509 · Telephone: (570) 342-0107 

DATE	YEAR	MAK	7	MODEL		VIN		MILES IN	MILES OUT TAG
12/10/07	n.e	PONTIAC			1G2ZG55		18739	19129 PAYMENI	19133 INV. DATE
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DUNMORE

CUSTOMER STATES POWER STEERING IS GETTING STIFF THEN BREAK LOCSE TAC CASE 10029191 CHECK BATTERY VOLTAGE ON COLD START OPERATION-11.72 VOLTS -- CHECKED FOR DIAG CODES-NO CODES-ROAD TEST 4 MILES AND CHECKED OPERATION SEVERAL TIMES IN PA RKING LOT--COULD NOT DUPLICATE CUST CONCERN Bill Code - C No Charge - Y MULTI - POINT VEHICLE INSPECTION FREE MUTLI-POINT INSPECTION 1 M D .30 5.40 Total Labor 5.40 Total Line Bill Code - SP 6.00 1 M D .30 MULTI MULTI-POINT INSPEC 6.00 6.00 Total Line DEBLT SOURCE ACCOUNT CONTROL COST COST ومراجع فترت بعويهم فعالا 그 그 그 그 가 가 나 봐도 주 가 봐 운 물 곳 높 가 0.00 100871 460 3.0 -6.00 31 463 100871 5.40 6.00 31 6705 Tech# 1 A: B: C: D:0.30 Total:0.30

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THER PAY			CUSTOMER PAY
INTERNAL	6.00 CONTHACTS	WARRANTY	188300000000000000000000000000000000000

O Check wettape in morning - 37° - 11.72 V often startings 14.38 - Check steering no bunding at this time .

AND NO. 100 2-1/4 TIME PEC 11 12.3 DEC11 11.8



## **General Motors Business Resource Center**



1

#### Ed Polovitch

Company: Fax: 5703420352 Phone:



### -Fran: Patricia Easley

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

CC:

### NOTES:

38U 70B ORDER	G6 - 6CYL SEDAN EMERALD GREEN METALLIC LIGHT TAUPE NO. JFNHVH/TRE STOCK NO. LG2 ZG55 83 64		PONTIAC/GN GENERAL MO 100 RENAIS DETROIT VEHICLE IN	OTORS CORE SSANCE CEN MI 48	PORATION NTER 3243-1114
MODEL 2ZG69 AP3 R FAD S FE9 5 F83 A LX9 E MX0 A PCI D	L & FACTORY OPTIONS G G - 6CYL SEDAN REMOTE VEHICLE STARTER SYSTEM SIMULATED WALNUT BURL ACCENTS 50-STATE EMISSIONS AXLE RATIO 3.05 ENGINE, 3.5L V6 SFI AUTOMATIC TRANSMISSION DRIVER'S PACKAGE INCLUDES: F PWR ADJ BRAKE & ACCEL. PEDALS	MSRP 20030.00 150.00 N/C N/C N/C 0.00 650.00	INV AMT 18527.75 124.50 N/C N/C N/C N/C 0.00		STOCK 06/27/05 06/25/05 07/03/05 07/05/05 06/24/05 L4 G0914 R OPT-1 AC - 020
* * R6J C	* FLOOR MATS, CARPET * CARGO NET * (4) 16" PAINTED ALLOY WHEELS CUSTOMER DIALOG NETWORK DRIVER PACKAGE DISCOUNT		16.50 124.50-	MRM:	

TOTAL MODEL & OPTIONS	20680.00	19083.75	ACT 231	19088.35
DESTINATION CHARGE	625.00	625.00	Н/В 261	620.40
LAM DEALER CONTRIBUTION		206.80	ADV 261	206.80
LAM GROUP CONTRIBUTION		155.10	EXP 65A	155.10

VIN 1G2ZG558364 \$ 20070.65 INV 2AD51686622 DUE 07/05/05 DEALER 03-081

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# FAX COVER SHEET

*RJ BURNE CADILLAC PONTIAC INC 1205 WYOMING AVE SCRANTON, PA 18509 (570)342-0107 (570)342-0352 FAX* 



## SPRING 2008 WILL BE HERESOON

# TO Patricia Easley

PATE 4/15/08 Dept_ FROM Shenny wit 601

COMMENTS <u>71-615083719</u>

NUMBER OF SHEETS BEING FAXED INCLUDING COVER SHEET_

CUST	 18739	
		-

FIRE & THEFT COLLISION - AMT. DED. \$

VIN



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		1205 Wyoming A	venue • (570) 342	-0107 • SCRAN	TON, PA. 1850	9		
SOLD TO	GMAC PO BOX 814	0				А	INVOICE	5
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CONVERSIONS ELDORADO TO

CATERA

Reynolds and Reynolds 904039 O (803)

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## GMAC SMARTLEASE® AGREEMENT - Monthly Payment

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a. Gros	s capital	ized co	st. The agreed upon value of the	1/Phirle /S		Նորո	any tome you pould	or sume the lase	se term (such as service)	contracts.		
		any ou	rereation is hube clean of tease par	ance)							\$	21265.00
c. Adiu	anzee co sted cani	Jaireu Ialized	uction. The amount of any net tra-	ade-in allowanc	xe, reb	ate, noncash credi	l, or cash you pay the	at reduces the	gross capitalized cost		- \$	<u>500.0</u> 0 20765.00
d. Resid	iual valu	e. The	cost. The amount used in calcu value of the vehicle at the end of	the lease need	inom s ko ok	niy payment		······			= \$	10083.85
e, vepr	eclation :	and an	V amortized amounts. The amo	unt charged for	the w	shiele's dealine in t	induce devices a second					
	were totte										= \$	10681.15
	onta ge.	inc a	moont chargeo in addition to t	te depreciation	ano	any amonuzed an	nounts				т <b>К</b>	2652.29
g. Total	Davee	nts Th	nty payments. The depreciation e number of payments in your lea	and any amo:	rlized	amounts plus he	rent charge				= \$	13333, 44
	- heitinei	nto, 101	s nommer or payments in your lea	5e							÷	10

ľ

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7. Your marking texapent is determined as shown below.	
a. Gross capitalized cost. The agreed upon value of the vehicle (\$) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	<u>\$ 21265.00</u> 500.00
b. Capitalized cost reduction. The amount of any net trade in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	- \$
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	$= \frac{5}{10083.85}$
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base montily payment	- \$
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	10681.15
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= \$
h. Lease payments. The number of payments in your lease	+ <u>10</u> 277.78
Recementation and the second	= -
j. Monthly sales/use tax (estimated)	+ \$
k.	+ \$N/A
I. Total monthly payment	= \$302.78
Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dolla The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.	<u>rs.</u> 
Excessive Wear and Lise. You may be charged for excessive wear based on our standards for normal use and for mileage in excessive set. miles per year at the rate of \$	per mile.
Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$, plus official fees and taxes.	
10. Olker Important Terms. See your lesse documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges,	and insurance

11. ITEMIZATION OF GROSS CAPITALIZED COST.	S.	20670,00
a. Agreed upon value of the vehicle b. GMAC administrative fee		505 00
c. License/registration/tile fees		M / X
d. Sales tax		N/A
e. Other tax (describe)		N/8
f. Optional service contract		N/A
g. Optional maintenance contract		11/1
h. Optional life insurance		N/A
i. Optional disability insurance		<u>N/A</u>
· ]		N/A
k	+ \$	N/A
I, Gross Capitalized Cost	= \$	21265.00

12. THE VEHICLE YOU ARE TRADING.

	(year)	(make)	-	(model)	N/A
Gross trade-in value				\$	-N/A
Payoff			_	\$	00
Net trade-in value		<u> </u>	=	\$	

13. OFFICIAL FEES AND TAXES. You will pay all opvernment license, tille, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes. 1222.50

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed. ź 22 50

a. Titleftien fees	\$ <u>64.3U</u>
b. Registration 'eest'axes	s N/A
c. License fees/taxes	\$N/A
	1200,00
d. Sales/use taxes (including tax on capitalized cost reduction)	N/A
e. Excise taxes	\$N7X

16. CHARGE FOR FINES, if the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a line, you will pay us the fine plus \$20. 08/04/09

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

18. LEASE END DAILY EXTENSION CHARGE, S. 25. 00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19, REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this iease as follows: UNITRIN DIRECT

Insurance company name: DI Insurance agency name: PO BOX Agency address: PO BOX Agency phone no.: DIRECT Agent's name:	509082 5	SAN DIEGO, CA 92150-	
Policy no.: Deductibles: Collison \$	DLiability C		
Insurance company name: Insurance agency name: Agency address: Agency phone no.: Agency phone no.:	· · · · · · · · · · · · · · · · · · ·		
Agent's name: Policy no.:N/7 Deductibles: Collision \$	DPhysical dar	- 10.6	

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

Premium

Anna limit

\$

₩/₩

N/A

Insurer name:

Address:

□ Life insurance (□ Lessee □ Co Lessee □ Both)

TO OFFICIAL STATE TAKES, FOR THE PAY OF SAVETHERE REPORTED AND ENDERING FOR THE
and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the
government levies on you, the vehicle, or us (except our net income taxes). We may change
your monthly payment if laxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE	\$	1222.50
The actual total of fees and taxes may be Figher or lower depending rehicle value when a fee or tax is assessed.	g on tax rat	es in effect or the
a. Title/lien fees	• - F	22.50
b. Registration fees/taxes		N/A
c. License feesitaxes		N/A
d. Sales/use taxes (including tax on capitalized cost reduction)		1200.00
e. Excise taxes		N/A
f. Property taxes		N/A
g. Other (describe)		N/A
h. Other (describe)	\$	<u>N/A</u>
i. Other (describe)	\$	N/A

#### 14. MILEAGE

XX DLow mileage: 12,000 miles/year. Base Mileage Allowance. 115.000 miles/veat.

Medium-duly truck (gasoline): 25,000 miles/year

Medium-duty truck (dlesel): 35.000 miles/vear

N/A

20 per mile, II this lease ends Extra Miles. You are buying extra miles at \$ on or after the last scheduled payment is due, we will credit you with \$ _____ per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss. 10000

Total Allowed Mileage on the Ocometer at Lease End is		10030 miles.
Starting odometer mileage		48000 ^{miles}
Base mileage allowance	+	40000 miles
Purchased extra miles	+	

beyond the total allowed miles, plus tax. If the lease encs early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. 11

Agent's name:				
Policy no.:	N/A	DPhysical damage	N/A	
Deductibles: Collision S	14 11	Comprehensive \$	07 A	

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

	_
. ما ما با م	
Address:	

Insurer name:

п

Life insurance (DLessee DCo-Lesse	e ⊡Both) Pi Coverag	remium \$ ge limit \$		N/A N/A N/A
Disability insurance (Lessee only)		remium \$	<u> </u>	-N/A
LESSEE'S SIGNATURE: X	Monthly coverag	e limit \$	Age	
CO-LESSEE'S SIGNATURE: X	 		Age .	

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

Stabdard manufacturer's warrante

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

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

#### 22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name	Term	months,	_ miles
Name	_ Term	_months,	_ miles

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

THIS IS THE ENTIRE AGREEMENT. This lease, includin the terms of this lease must be in writing and singled by you	g the front and back of this form, contai a and us, No oral changes are binding.	ins the entire agreement be	elween you and us relating to	the lease of the ve	chicle. Any che	inge to
LESSEE: X We may delay of rejtain from enforcing any of our rights ur	BY: X ader this lease without losing them.	00	Lesse: X			
NOTICE TO LESSEE. DO NOT SIGN THIS AGREEN	MENT BEFORE YOU READ IT 2 YO	N ARE ENTITLED TO P	A COPY OF THIS AGREEMING	ent. August	05	2005
	(cily)	(state)	· · · · · · · · · · · · · · · · · · ·	(month	(dav)	(vear)
LESSEE X BURNE OLDS CADILLAC INC.	BY: X BIGNATURE AND TITLE: X	Lum 9	HESSEE: X	AGEN		,
Lessor assigns all/right/ title, and interest in this lease to t time with the assignee (the "Dealer Agreement"). Lessor all	the party identifiec in this lease as th Iso assigns all right, title, and interest i	e intended assignee, und in the leased vehicle to th	er the terms of the Lease P ne nativi identified in this leas	lan Dealer Agreer	ment in effect	from time to
under the lerms BURNE OUDS CREEKLAC INC.	////	A	/	AGENT	abolgrice, er	na ucaignoci
ESSOR: SEE OTHER SIDE FOR O	BY: X / JUMMY / J DTHER IMPORTANT AGREEMENTS IN		N OF TRANSFER OF YOUR	INTEREST.		

Copyright 2001 General Motors Acceptance Compration. All Rights Reserved

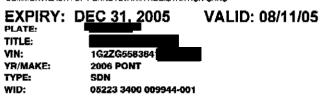


	ann aann 2779 1819 1919 1919 1919 1919 1919 1919 1		
WID: 05223 3400 009944-001	New Title Number:		
Pennsylvania Department of Trar	ons On Line Registration System		
Transaction: New Title/Transfer Reg         Processor: BURNE OLDSMOJ           Purchase Date: Aug 05, 2005         Process Date: Aug 11, 2005,           Prev Title No: None         Prev Dup Title Count; 0	BILE CADILLAC/00858946 Processed By: SHARON FENTON / Temp Reg Date: Aug 05, 2005 State of Origin: Nome		
Vehicle Type: PASSENGER       Condition:       [] Police         VP/Make: 2006/PONT       Body: SDN       [] Taxi         Odom Reading: 30       Fuel: G       [] Jois Tires S         Purchase Price: \$0.00       Odom Qual: ACTUAL_MILEAGE       Chass         Owner Information:       Lessee Information:       Lessee Information:         VAUN TRUST/C       Survivorship?       [] Retired         HORSHAM/PA/       [] Tenant in       [] ODTF         Survivorship?       [] Retired       Mail Code	Sis Mftr:         Body Make:         Reg/Proc Fee:         0.00           Insurance Information:         Dup Reg Fee:         0.00           UNITERN DIRECT         Transfer Fee:         6.00           8019436         Increase Fee:         0.00           Jan 11, 2005         Replacement Fee:         0.00           Jan 11, 2006         Other Fee:         0.00		
Trade In #1 Information:       Lien Holder #1 Information:         VN: None       GMAC         YR:       P0 BOX 9140         Make:       Condition:         Condition:       COCKEYSVILLE/MD         Allowance:       21030       [] ELT         Trade In #2: None       Lien Holder #2:       None         Trade In #3: None       Lien Holder #3:       None	Fees & Sales Tax Information: Tax exempt Reason: RENTAL AND LEASING/02 Tax Exempt No: 99270836 Taxable Sale Price: \$0.00 [ ] Local Sales Tax Override? X Rate: 0.06		
Assigned Tag Type: Class: Assigned Exp Sticker No: Assigned Tag No: RRGW: Class Sticker No: Assigned Exp Mo/Yr: RRGCW: Transferred Title No: Signature of Person from Whom Tag is Being Transferred Signature of Derson from Whom Tag is Being Transferred No of Dup Reg Cards:	C ] W/Renéwal C ] W/Tag Replacement O C ] W/Tag Exchange		
Comparison of a true loaded bound the manufacturer's Greek Valid's Bating (GMR) may create untails conditions and also void the manufacturer's warranty if damage should result from such overloading. Check with your dealer or factory representative. You should also consult your insurer concerning possible adverse effects to your insurance coverage with respect to such niverloading. The request that the above described vehicle be registered at the greak vehicle world with or RRGM) listed above under the provisions of Section 1916(b) of the Vehicle Code as amended by Act No. 8 (1980), approved 2:15-50. Unde acknowledge that I have been warred by the Department of Transportation that I needing by truck boyed the truck and endanger its occupants, as well as other vehicles and their occupants and pedestrians: and I/we assume all risks connected with any such overloading of the truck.			
I/we acknowledge that I/we may lose my/our operating privilege(s) or vahicle registration(s) for failure to maintain financial responsibility on the currently registered vehicle for the period of registration. I/we further acknowledge that I/we may be subject to a fine not exceeding \$5,000 and imprisonment of not more than two (2) years for any faise statement that I/we may make on this form, and I/we certify that I/we have examined and signed this form after its completion; and, that, if an exemption from payment of sales tax is claimed, T am/we are authorized to claim this exemption. I/we further certify that all statements there is and true and make application for certificate of fith for the vahicle describer above.			
Date Subscribed and Sworn to:	Signature of Applicant or Authorized Signer:		
Signature of Notary Administering Onth:	Signature of Co-Owner/Title of Authorized Signer.		
s	[] VIN/GVWR Certification or Tracing is Required.		
E A L	Place Signature of Person Verifying VIN/GVWR or the Tracing Here: I hereby certify that I have verified the VIN/GVWR of this vehicle and the VIN/GVWR listed above is correct SIGN: DIN:		
Detach Here 01 of 01			

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

3

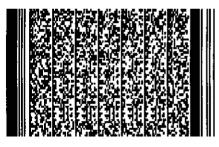
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EMISSION INSPECTION REQUIRED/DIESEL EXEMPT COUNTY : LACKAWANNA



I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.



ROBERT M. SILVERMAN^{+*-} CRAIG THOR KIMMEL^{+-^}

- ⁺ Member, PA Bar ^{*} Member, NJ Bar ^x Member, DE Bar ^{Member, NY Bar [^] Member, MA Bar [#] Member, MD Bar ^{*} Member, OH Bar}
- [@] Member, DC Bar
- ^e Member, AZ Bar ^f Member, CO Bar
- [£] Member, CO Bar [¥] Member, VT Bar
- § Member, MI Bar ° Member, RI Bar
- ^mMember, NH Bar



#### 1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS 30 E. Butler Pike Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817 JACQUELINE C. HERRITT^{***} ROBERT A. RAPKIN^{**} HY DAVID RUBENSTEIN^{***} BARRY R. WINDERMAN^{**} IRA P. SMADES^{*} DAVID L. LIBERMAN^{***} ANGELA K. TROCCOLI[#] FRED DAVIS^{**} RONALD ROWLAND^{***} CHRISTOPHER R. HOLLDAY^{***} AMY L. BENNECOFF^{**} CHRISTOPHER R. HOLLDAY^{***} CHRISTOPHER A. SCHOLER^{**}

> Of Counsel: RONNA LUCAS⁴

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
 NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344
 MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997
 DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
 MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114
 PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

March 17, 2011

VIA EMAIL ONLY gmerinfo@gmexpert.com

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

v. General Motors Corporation

Vehicle: 2006 Pontiac G6-GT Date of Purchase: 08/04/2006 Place of Purchase: RJ Burne Pontiac, Scranton VIN: 1G2ZG558364

Dear Sir/Madam:

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

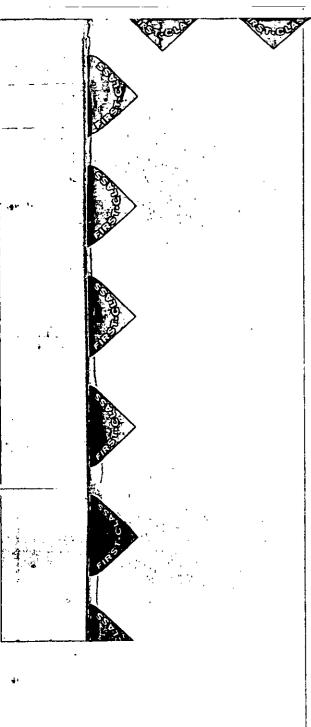
## DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

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

Very truly yours,

Robert M. Silverman

RMS\ TL cc: Jeffrey Perri









## FIRST CLASS MAIL

APR 21 4000,



30 East Butler Pike, Ambler, PA 19002

#### TO:

Generai Motors Corporation C/O MSX International Attn: BRC Legal 1919 Concept Drive Warren MJ 48091

ROBERT M. SILVERMAN** CRAIG THOR KIMMEL**

* Member, PA Bar Member, NJ Bar * Member, DE Bar * Member, DE Bar * Member, MJ Bar * Member, DH Bar * Member, DC Bar * Member, DC Bar * Member, CO Bar * Member, VT Bar * Member, RJ Bar * Member, RJ Bar



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CORPORATE HEADQUARTERS 30 E. Butler Pike Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817 JACQUELINE C. HERRITT^{**} ROBERT A. RAPKIN HY DAVD RUBENTEIN[®] BARRY R. WINDERMAN^{*} MELISSA K. FALA^{*} IRA P. SMADES^{*} DAVID L. LIEBERMAN^{**} ANGELA K. TROCCOLI[®] FRED DAVIS^{*} RONALD ROWLAND[®] CHRISTOPHER R. HOLLDAY^{**} AMY L. BENNECOFF^{**} CHRISTINA GILL ROSEMAN^{**} RICHARD A. SCHOLER^{**}

> Of Counsel: RONNA LUCAS*

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005 NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344 MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997 DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wiltnington, DE 19809, P (302) 791-9373, F (302) 791-9476 MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114 PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

April 16, 2008

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

> RE: Perri v. General Motors Corporation VIN : 1G2ZG558364

Dear Sir/Madam:

I am writing this letter is an effort to work out a pre-litigation settlement of the abovecaptioned matter. I have enclosed the sales and servicing documentation submitted by the client. As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon.

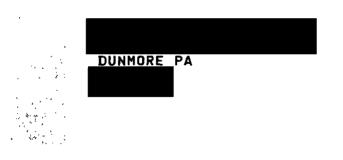
Plaintiff hereby demands a statutory repurchase of the vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,900.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer. I look forward to discussing this case at your earliest convenience.

Very truly yours Robert M. Silverman Linn

RMS\tml Enclosures

EXPIRY:	DÉC 31, 2008	VALID: 12/18/07			
PLATE: TITLE:					ASIGNATURE
VIN:	16226558364				
YR/MAKE:	2006 PONTIAC		""" " " " " " " " " " " " " " " " " "	I hereby a	cknowledge this day that I have received
TYPE: WID:	SDN 07352 2605 006	059-001		Code.	he provisions of Section 3709 of the Vehicle

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	CO-LESSE	E) ("You") name	and address, inc	uding county Gar	raging address (if di	fferent)	······	LESSOR (Retailer		·······	
*>			•	-	_ <b>+</b>	· · · · ·		BURNE (	) DLDS CAD YOMING A		INC.
	ORE, PA				ncipal driver (if busin	,	,	SCRANTO	ON PA 18	509-	
								e to everything on the term	front and bac	k.	· · · · · · · · · · · · · · · · · · ·
X	checked, rea	SOI (Detailet) Wi	ii assiyn ulis least	e and sell the vehicle	e to General Motors	Acceptance Comor	ation ("CMAC")				
f this box is a	checked, Les	sor (Retailer) wi	ange this lease a	and Lessor (Retailer) e and sell the vehicle	will assign it and se	ell the vehicle to Cen	tral Originating	Lease Trust.			
If this box is a	checked, Les	sor (Retailer) int	ends not to assig	n this lasea							
				N. STI	IE VEHICLE Y	UARE LEASIN	i <b>G</b>		and the second	stante la servici Catolana da servicia	情况的
w/Used Y	Year	Make &	Model	Body Style		le ID #	Mileage		Primary L		
NEW	2006	PONTIAC	G6	SDN	1G2ZG5	58364	30	Personal, Family, or		Comme	ercial, Busines
ealer Installe	ed Options:				····			GVW (if truck)		Agricul	tural Conveyance
000000000000000000000000000000000000000	*****	NA CREATE AND	**************************************	a la constante de la constante							Conveyance
				FEDERAL CO	DNSUMER LEA	SING ACT. DISC	CLOSURES			lan i chi in i Nationalia	San
Amount Due Signing or D		2. Monthly Pa		s <u> </u>	76	3. Other Charges	(not part of you	ir monthly payment)	4. Tota	al of Paym	ents
Itemized Bel				, followed by		Disposition fee (	if you do		N/A (The	amount y	ou will have p ne lease.)
		\$	302 78 due or	n the5	payments of	not purchase the	e vehicle)	\$		he end of th	ne lease.)
	927.28			ments is \$1				\$	—N/A		15157.
						L		Total \$	<u> </u>	\$	
Amount Ou		igning or Deliv		ritemization	of Amount Due at	t Lease Signing or	•				
		· +	-		500.00	6. How the Amoun	it Due at Lease	Signing or Delivery v	will be paid:		
				\$		a. Net trade-in all	owance			\$	
D. First mont	thly payment					b. Rebates and n	oncash credits				<del>500.</del>
				\$	22.50	c. Amount to be p	aid in cash		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		-127.
O. LIDE TEES	••••••••••••••••••••••••••••••••••••••	,11	***************************************		N/X						
					<u>N/A</u>						
n. Sales/use	OC PEE			<u>\$</u>	55.00	•					
	THER FEE			\$ <u></u>	22.00						
i0	URS FEES	· · · · · · · · · · · · · · · · · · ·			25,00						
· · · · · · · · · · · · · · · · · · ·	!	1 * 1	j. Total		927. 28 /	•	• •	d. Total	ý.	~ ·	927.::
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the value of the vehicle at the end of the leas	e used in calculating your base	monthly payment
The amount char	ned for the vehicle's decline in v	value through normal use and for other items paid over 10681.15
NIGA DECAMPANTINE .		noints = * <u>- 2652.29</u>
. Total of base monthly payments. The depreciation and a	ny amortized amounts plus the	
Lease payments. The number of payments in your lease		+
Base monthly payment		$= \$ \frac{277.78}{25.00}$
Monthly sales/use tax (estimated)		+ \$ 23.00
		+ \$N/A
		= \$302.78
Early Termination. You may have to pay The actual charge will depend on wh	a substantial charge if you en en the lease is terminated. The	id this lease early. <u>The charge may be up to several thousand dollars.</u> a earlier you end the lease, the greater this charge is likely to be.
xcessive Wear and Use. You may be charged for excessive wear based	on our standards for normal use a	ind for mileage is excess of per mile.
urchase Option at End of Lease Term. You have an option to buy the v	vehicle at the end of the lease term f	
		e options and maintenance responsibilities, warranties, late and default charges, and insurance.
mer importam Terms. See your lease documents for additional inform	auon on early termination, purchase	s options and maintenance responsionnes, warrannes, rate and deraon energies, and moutheres.
TEMIZATION OF GROSS CAPITALIZED COST.		16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay i
Agreed upon value of the vehicle	<u>\$ 20670.00</u>	promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20. 08/04/09
. GMAC administrative fee	+ \$ 595.00	08/04/09
License/registration/title fees	+ \$ N/A	17. SCHEDULED LEASE END DATE. This lease is scheduled to end
Sales tax		
	······ • • • • • • • • • • • • • • • •	18. LEASE END DAILY EXTENSION CHARGE. \$ 25.00 per day (plus tax), beginning or
Other tax (describe)	······································	the eighth day after scheduled lease end date.
Optional service contract	N/1	19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical
. Optional maintenance contract	······· Ŧ Ψ	damage policies that meet our requirements (see the other side) are in force on the date of this
. Optional life insurance		lease as follows: UNITRIN DIRECT
Optional disability insurance	+ \$N/A	Insurance company name: > = = = = = = = = = = = = = = =
· · · · · · · · · · · · · · · · · · ·	+ \$N/A	Insurance agency name. DIRECT W COMP Agency address: PO BOX 509082 SAN DIEGO, CA 92150-
· · · · · · · · · · · · · · · · · · ·	+ <u>s</u> N/A	Agency address: 10 DOX 303001 3AM DIEGO, CA 32130-
I. Gross Capitalized Cost		Agency phone no.:
	·····	Agent's name:
HE VEHICLE YOU ARE TRADING(year) (make	e) (model) N/A	Policy no.:
iross trade-in value	iva -	
ayoff		Insurance company name:
		Insurance agency name:
let trade-in value	= \$	Agency address:
OFFICIAL FEES AND TAXES. You will pay all government lice	nse, title, registration, testing,	Agency phone no.:
nspection fees for the vehicle. You will pay all taxes on the	lease or the vehicle that the	Agent's name: Policy no.:N/A Physical damage N/A
mment levies on you, the vehicle, or us (except our net incommonthing payment if taxes change. We may bill you separately for	ome taxes). We may change	Policy no.:N/A Physical damage N/A Deductibles: Collision \$ Comprehensive \$
L ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE	······································	20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability
actual total of fees and taxes may be higher or lower dependin le value when a fee or tax is assessed.	g on tax rates in effect or the	Insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include
2 · · ·	22.50	the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.
Title/lien fees	N/A	and the second
Registration fées/taxes		
License fees/taxes		Address:
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f. Property taxes N/A	Lite insurance (Li Lessee Co-Lessee Ci Both) Premium \$N/A-
g. Other (describe)\$	Coverage limit \$
h. Other (describe)\$N/A	Premium \$ N/A
I. Other (describe)\$N/A	CESSEESSIGNATURET X
MILEAGE.	Age
Base Mileage Allowance. 15,000 miles/year.	CORESSERIES SIGNATER X Age
Medium-duty truck (gasoline): 25,000 miles/year	
/ DMedium-duty truck (diesel): 35,000 miles/year	- 21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.
Extra Miles. You are buying extra miles at \$ per mile. If this lease ends	·
on or after the last scheduled payment is due, we will credit you with \$ per mile. If this lease ends	Staddard manufacturer's warranty
sach unused extra mile. There will be no credit if the lesse and each you have the	
Total Allowed Mileage on the Odometer at Lease End is	The law gives you a warranty that the vehicle conforms to the description in this lease:
Starting odometer mileage 30 Base mileage 18000 miles	THERE ARE NO OTHER EXPRESS WARRANTIES ON THE! VEHICLE! WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE
Rase mileane allowerm	VEHICLE IS FIT FOR A PARTICIII AR PLIRDORE
	niles
	niles 22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.
Excess Mileage Charge. The excess mileage charge is \$ per mile for each n	mile Name mile Term months, mile
, beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a loss, any excess mileage and wear charge will not be more than residual value minus	
vehicle sale plice. There is no excess mileage charge if you buy the vehicle.	II YOU AID DUVINU A SERVICE OF MAINTENANCE CONTRACT NOW, YOU MAY DAY TOP IT AT LEASE SIGNION
15. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is you will pay a late charge of 5% of the part of the payment that is late.	you do not, the price will be in the capitalized cost and you will pay rent charges on the price. due,
the terms of this lease must be in writing and signed by you and us. No oral changes are bind VESSEEI X BY: X We may delay or refrain from enforcing any of our rights under this lease without losing them.	
NOTICE TO LESSEE 1.00 NOT SIGN THIS AGREEMENT BEFORE YOU READ IT	ANTON ARE ENTITLED TO A COPY OF THIS AGREEMENT. ON AUGUST 05 2005
And the part of the part of the second	(city) (state) (vear)
LESSEE X BURNE OLDS CADILLAC INC. BY X	CONCESSEE?
	AGENI
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time with the assignee (the/"Dealer Agreement"). Lessor also assigns all right, title, and inte	as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time erest in the leased vehicle to the party identified in this lease as the intended assignee, or its designe
under the terms BURNPear Dgree ABTLLAC INC.	AGENT
ESSORBX X / AMANN	AGENT AGENT
	NTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.
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CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (I) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S IMPLIED WARRANTY OF MERCHANTABLITY OR FITNESS POR A PARTICULAR PURPOSE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER MERSON TO ASSUME FOR IT ANY LLABLITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS • • • • | i indiana ana REFALCHERSE .00 DEDACTIME .00 REPRESENTATIVE. SALES TAX .00 SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE .00 > CUSTOMER PAY .00

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OF THE WARRANTES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLADMS ALL WARRANTES 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 MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (I) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S

CUSTOMER SIGNATURE

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

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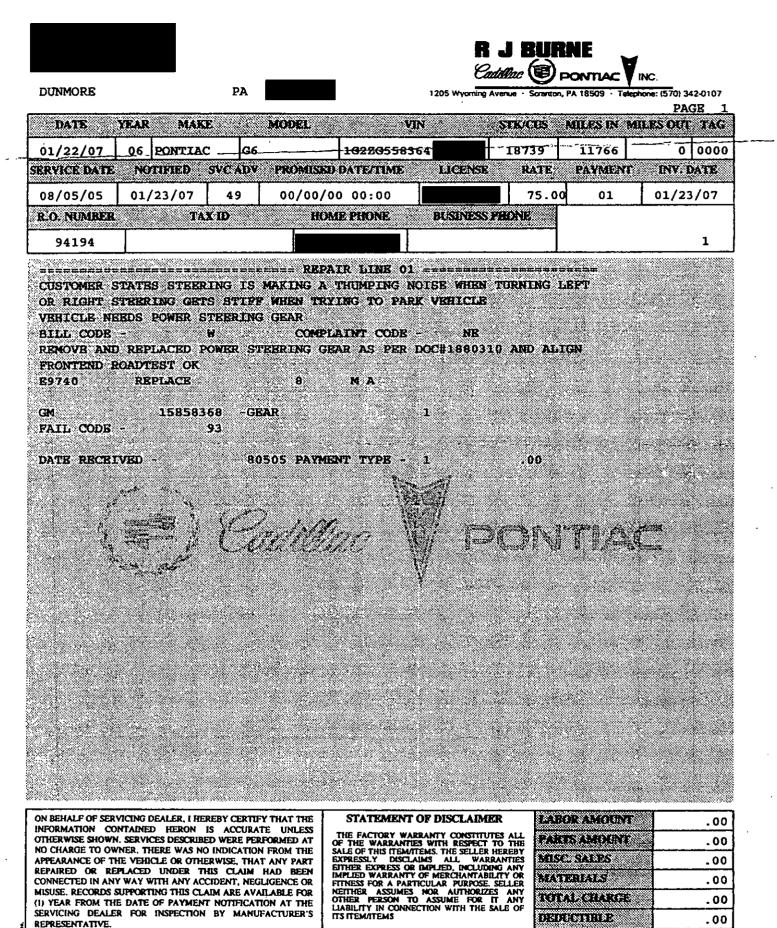
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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE STATEMENT OF DISCLAIMER LABORAMOUNT .00 INFORMATION CONTAINED HERON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAMS ALL WARRANTIES ETHER 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 ULABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS STATES STATES AND A STATES . 00 NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART MISC. SALES . 00 REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MATERIALS .00 MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR REFALCHARGE (I) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE .00 SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S BERETENE .00 REPRESENTATIVE. SALESTAY .00 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) OTHER PAY CUSTOMER SIGNATURE .00 > CUSTOMER PAY .00



8 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

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THE PACTOR WARRANT 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

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#### Privileged and Confidential Information

#### CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Pat Easley State: PA

Customer Name:

Service Request: 71-615083719 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZG558364 Year, Make & Model: 2006 Pontiac G6

Was TAC contacted for this vehicle Yes

Lien holder:  $GMAC \boxtimes$  Other : {Name}

In Service Date: 8/5/2005

Vehicle is: NewBAC Code: 116996Vehicle Purchased Used on: {n/a ormm/dd/yy} at odometer {odometer}DVM requestspurchase Price ofinvolvement?: NoVehicle: \$ 21,265.00

# **VEHICLE REPAIR HISTORY**

#### ⊠ Engine/Fuel/Exhaust

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2-27-06	86952	*	4,506	C/S rattle noise sounds like exhaust is loose./ Worn upper engine mount. /Diagnosed with chassis ears. Tried new right front strutRemoved front plastic body panels and head lamp, finally found noise in frontReplaced right upper engine mount.

⊠ <u>Steerir</u>	ng			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-29-06	93740	1	11,802	C/S power steering is locking up at times. Hard to steer. / Road tested and got car to act up. Checked for bulletins none. N codes. Went through trouble chart and found needs power steering moduleOrdered part . will call customer when part comes in.
8-5-05	94002	1	11,766	C/S while making a turn, the power steering locks up. /Road tested and had steering lock up. Found internal problem with power steering moduleReplaced power steering module and relearned to car and road tested and OK now. (Correction and days out verified by Service Manager Ed Polovitch 4-16-08)
10-29-07	100025	1	17,962	C/S a thumping noise in steering and steering feels like its getting stiff./ Diagnosed customer's concern of noise and hard steering. Scan for codes. None set. Road test. Same as like vehicles. Unable to duplicate customer's concern. Checked suspension and steering components. All ok.(tires cupped) Has electronic steering not hydraulic. Lack of lube on intermediate steering shaftLube steering shaft per <b>bulletin 06-02-32- 007B</b> .
12-10-07	100871	2	19,129	C/S power steering is getting stiff. Then break loose./ TAC case 10029191. check battery voltage on cold start operation. 11.72 volts. Checked for diagnositic codes. No codes. Road test 4 miles and checked operation several times in parking lot. –Could not duplicate customer's concern.
1-22-07	94194	2	11,766	C/S steering is making a thumping noise when turning left or right. Steering gets stiff when trying to park vehicle. / Used chasis ears to

				determine where noise is coming fro steering gear. Vehicle needs power steering gearRemove and replace power steering gear as per DOC# 1880310 and align front end. Road test ok. (days out verified by Service Manager Ed Polovitch 4-16-08)
2-4-08	101856	2	20,708	C/S steering feels stiff and locking up at times. /Scan system. No codes. Check for bulletins. None. Called TAC DOC#2041891. TAC CASE 11029191. Removed and replaced steering column. days out verified by Service Manager Ed Polovitch 4-16-08)

⊠ <u>Electri</u>	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8-29-05	82895	1	30	C/S not starting. / Check charging system. Dead Battery. Bad cell code 2K3D7 –Replace battery.
2-27-06	86952	2	4,506	C/S fog light switch does not light up. Parts are in. /Open LED in switch Replaced fog lamp switch.
3-14-06	87263	1	4,774	C/S fuel gauge does not read full after tank is filled./ Repair vehicle as per <b>document 1779034</b> Replace EGR and tube and EGR connector. Program code 10765.(Verified days out by Service Manager Ed Polovitch 4-16-08)
5-1-06	88315	1	6,036	C/S gauge not working./ open level sensor. Checked for power and ground. Both checked. WorkingReplaced fuel level sensor. Works fine now. (Verified days out by Service Manager Ed Polovitch 4-16-08)
12-29-06	93740	*	11,802	C/S fog light switch is not lighting up. /Switch open circuit. Had power but would not light upRemove and replace fog lamp switch. OK now.

$\boxtimes$	<u>Other</u>

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-9-06	85969	1	3,340	LOF
1-9-06	85970	1	771	RECALL 05094. Sun visor recall parts are inReplaced two sunvisor

#### THE STATE LEMON LAW READS:

Days out of service: **30** Repairs **3** Time period : **12/12,000 Miles** Does Lemon Law state nonconformity must continue to exist? Yes If applicable, safety-related repairs Safety-related time period **Months / Miles** Usage: Lesser of 10% of purchase price or .10 per mile for miles prior to 1st report.

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

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

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

# PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: **1-370626200** Date & Offer/Result:

Concern: Date & Offer/Result:

Concern: Date & Offer/Result:

#### RECOMMENDATION

# RATIONALE

REASON FOR REMOVAL

CRS FINAL OFFER:

DATE:

PLAINTIFF'S FINAL DEMAND:

DATE:

OFFER TO CUST: \$
OFFER TO CUST: \$ ATTORNEY FEES: \$
OR INCLUSIVE OFFER: \$

AMOUNT TO CUST: \$

ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

TEAM MANAGER APPROVING:

Date:

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

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

#### Privileged and Confidential Information

#### CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Pat Easley State: PA

Customer Name:

Service Request: 71-615083719 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZG558364 Year, Make & Model: 2006 Pontiac G6

Was TAC contacted for this vehicle Yes

Lien holder:  $GMAC \boxtimes$  Other : {Name}

In Service Date: 8/5/2005

Vehicle is: NewBAC Code: 116996Vehicle Purchased Used on: {n/a ormm/dd/yy} at odometer {odometer}DVM requestspurchase Price ofinvolvement?: NoVehicle: \$ 21,265.00

# **VEHICLE REPAIR HISTORY**

#### ☐ Engine/Fuel/Exhaust

Steering

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2-27-06	86952	*	4,506	C/S rattle noise sounds like exhaust is loose./ Worn upper engine mount. /Diagnosed with chassis ears. Tried new right front strut Removed front plastic body panels and head lamp, finally found noise in frontReplaced right upper engine mount.

	l <u>u</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-29-06	93740	1	11,802	C/S power steering is locking up at times. Hard to steer. / Road tested and got car to act up. Checked for bulletins none. N codes. Went through trouble chart and found needs power steering module Ordered part. will call customer when part comes in.
1/11/07	94002	1	11,766	C/S while making a turn, the power steering locks up. /Road tested and had steering lock up. Found internal problem with power steering moduleReplaced power steering module and relearned to car and road tested and OK now. (Correction and days out verified by Service Manager Ed Polovitch 4-16-08)
10-29-07	100025	1	17,962	C/S a thumping noise in steering and steering feels like its getting stiff./ Diagnosed customer's concern of noise and hard steering. Scan for codes. None set. Road test. Same as like vehicles. <b>Unable to duplicate</b> <b>customer's concern. Checked suspension and steering</b> <b>components. All ok.(tires cupped) Has electronic steering not</b> <b>hydraulic. Lack of lube on intermediate steering shaftLube</b> <b>steering shaft</b> per <b>bulletin 06-02-32-007B</b> .
12-10-07	100871	2	19,129	C/S power steering is getting stiff. Then break loose./ TAC case 10029191. check battery voltage on cold start operation. 11.72 volts. Checked for diagnositic codes. No codes. Road test 4 miles and checked operation several times in parking lot. –Could not duplicate customer's concern.
1-22-07	94194	2	11,766	C/S steering is making a thumping noise when turning left or right.

1-22-07 94194 2 11,766 C/S steering is making a thumping noise when turning left or right. Steering gets stiff when trying to park vehicle. / Used chasis ears to determine where noise is coming fro steering gear. Vehicle needs

				power steering gearRemove and replace power steering gear as per DOC# 1880310 and align front end. Road test ok. (days out verified by Service Manager Ed Polovitch 4-16-08)
2-4-08	101856	2	20,708	C/S steering feels stiff and locking up at times. /Scan system. No codes. Check for bulletins. None. Called TAC DOC#2041891. TAC CASE 11029191. Removed and replaced steering column. days out verified by Service Manager Ed Polovitch 4-16-08)

⊠ <u>Electri</u>	ical			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8-29-05	82895	1	30	C/S not starting. / Check charging system. Dead Battery. <b>Bad cell</b> code 2K3D7 –Replace battery.
2-27-06	86952	2	4,506	C/S fog light switch does not light up. Parts are in. /Open LED in switchReplaced fog lamp switch.
3-14-06	87263	1	4,774	C/S fuel gauge does not read full after tank is filled./ Repair vehicle as per document 1779034Replace EGR and tube and EGR connector. Program code 10765.(Verified days out by Service Manager Ed Polovitch 4-16-08)
5-1-06	88315	1	6,036	C/S gauge not working./ open level sensor. Checked for power and ground. Both checked. Working <b>Replaced fuel level sensor. Works fine</b> now. (Verified days out by Service Manager Ed Polovitch 4-16-08)
12-29-06	93740	*	11,802	C/S fog light switch is not lighting up. /Switch open circuit. Had power but would not light upRemove and replace fog lamp switch. OK now.

⊠ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-9-06	85969	1	3,340	LOF
1-9-06	85970	1	771	RECALL 05094. Sun visor recall parts are inReplaced two sunvisor

# THE STATE LEMON LAW READS:

Days out of service: 30 Repairs 3 Time period : 12/12,000 Miles Does Lemon Law state nonconformity must continue to exist? Yes If applicable, safety-related repairs Safety-related time period Months / Miles Usage: Lesser of 10% of purchase price or .10 per mile for miles prior to 1st report.

Number of repair attempts in the presumption period:	4
Total days out of service during the presumption period:	5
Total days out of service during customer's ownership:	15

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

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

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

Concern: 1-370626200 – opened 10/24/05 - Cust STS: that he has been dealing with dlr for 10 yrs and feels that if he had waited for 2 weeks he would be spending \$2000.00 less. Feels they make him feel there was going to be no veh and they had only 6. Then Neighbor went down and is spending \$2000.00 less. Closed 10/31/05

Date & Offer/Result:

Concern: Date & Offer/Result:

Concern: Date & Offer/Result:

#### RECOMMENDATION

Recommend \$2000 to \$3800 to the cust & \$1900 attorney fees due to replaced power steering module, replaced power steering gear & replaced steering column on vehicle

#### 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:

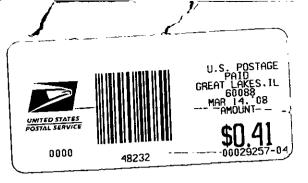
Date:

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.
НVАС	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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



mclenry, IL



Reimbursement Department PO BOX 33170 Detroit, MI 48232-5170

MAR 1 7 2509

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

4823235170 8050 Jahlahahahahahahahahahahahahahahahaha

### **CUSTOMER REIMBURSEMENT CLAIM FORM**

Date Claim Submitted: 2/14/08 17-Digit Vehicle Identification Number (VIN): 400 40 1GJZG538954 H9985 49985 Date of Repair: 3AUGØ7
17-Digit Vehicle Identification Number (VIN): 400 16226528954 49985 49985 Date of Repair: 370607
Mileage at Time of Repair: Date of Repair: 3AUGØ7
Claimant Name (please print):
Street Address or PO Box Number:
City: MCHENYY State: IL ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: $\$ 848.60$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

-

Please mail this claim form and the required documents to:

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

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

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#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

#### If your claim is:

- 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).

# 

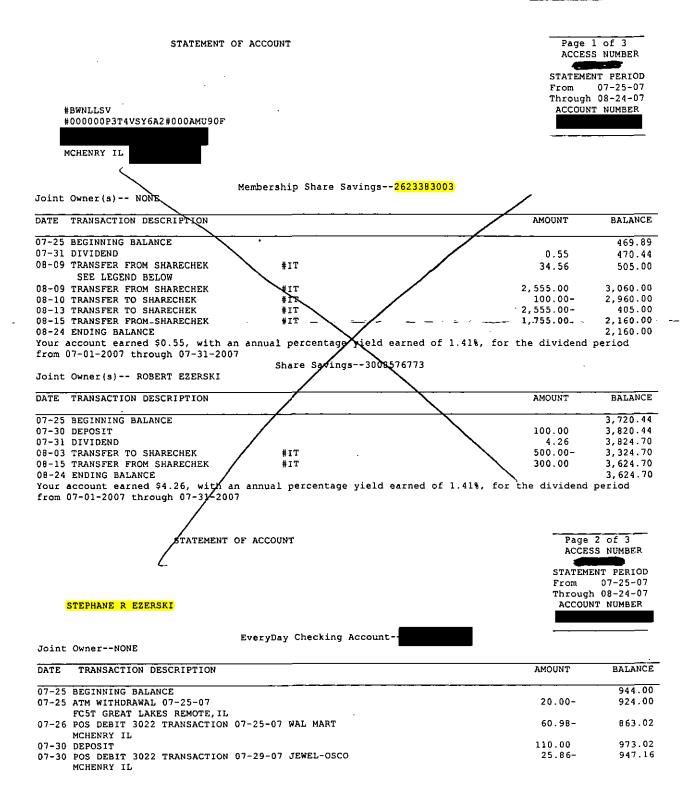
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Page 1 of 3

Payment page

#### NAVY FEDERAL CREDIT UNION Online Statement

#### Read Disclosure for Combined



Page 2 of 3

I.

07-30	POS DEBIT 3022 TRANSACTION GREAT LAKES IL	07-27-07	NEX 090014	40.00-	907.16
07-31	DEPOSIT - DFAS-CLEVELAND NAVY ACT 073107			1,985.11	2,892.27
07-31	DIVIDEND			0.56	2,892.83
	SHARECHEK WITHDRAWAL			680.00-	2,212.83
	DEPOSIT - 38010000000000			680.00- 2,555.71	4,768.54
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08-03	TRANSFER FROM SHARES		#IT	500.00	5,268.54
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08-06	POS DEBIT 3022 TRANSACTION	08-03-07	SLINGLINGS	42,95-	5,369.09
	206-664-7639 WA		01110011100	12.50	5,505.05
08-06	POS DEBIT 3022 TRANSACTION	08-04-07	OUTBACK #1419	45.55-	5,323.54
	GURNEE IL	,		10.03	5,525.54
08-06	POS DEBIT 3022 TRANSACTION	08-03-07	GARY LANG PONT	-848.60- 🥆	4,474.94
	MCHENRY IL )				.,
08-06	TOTAL OF 2 CHECK(S) PAI	D		1,540.68-	2,934.26
	POS DEBIT 3022 TRANSACTION		EXC*EXCELSIOR	175.00-	2,759.26
	888-647-2388 NY				-,
08-09	POS DEBIT 3022 TRANSACTION	08-07-07	NEX 090014	39.25-	2,720.01
	GREAT LAKES IL				
08-09	TRANSFER TO SHARES		#IT	34.56-	2,685.45
08-09	TRANSFER TO SHARES		#IT	2,555.00-	130.45
08-10	TRANSFER FROM SHARES		#IT	100.00	
08-13	TRANSFER FROM SHARES		#IT	2,555.00	
08-13	PAID TO - AT&T			49.07-	2,736.38
	PAYMENT 081307				
08-14	DEPOSIT - DFAS-CLEVELAND			1,780.11	4,516.49
	NAVY ACT 081407			-,	-,
08-14	PURCHASE WAL-MART STORES			106,40-	4,410.09
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08-15	TRANSFER TO SHARES		#IT	300.00-	4,110.09
	TRANSFER TO SHARES		#IT	1,755.00-	2,355.09
				2,100.00	2,000.00

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#### Reimbursement Department,

My name is and I am submitting this claim for the repair on my 2005 Pontiac G6 on 3 August 07. The problem was that I had a power steering warning light even though the car was functioning ok. I took it in for diagnostic testing on 2 August 07 and they told me that the steering column needed to be replaced. I brought the car back the following day to be repaired.

The repair was done at Gary Lang Pontiac Cadillac Subaru in McHenry, Illinois. Total cost for repair was 848.60. The payment was made with my Visa Check Card (ending 3022) from Navy Federal Credit Union. I have enclosed the bank statement that has the amount deducted from my account highlighted on the second page. I have the statement because I lost my receipt. I have enclosed a copy of my invoice for the repair from the dealership that they faxed to me. The original copy for the diagnostic test stating the problem is also included.

The letter I received in the mail was sent to my maiden name (**mail was**). I married after I purchased my vehicle. Thank you for your time.

Sincerely; ....

March 16, 2011

McHenry, IL

Service Request: 71-612180472 Customer Relationship Specialist: Paul Gambino

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired 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 \$848.60.

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 Ameri General Motors Disbursements ( PO Box 62530 Phoenix, AZ 85	ican Opera Corporation (2613) 6082-2530	ations	<u>GM</u>		снеск NO.	- <u>50-837</u> 213
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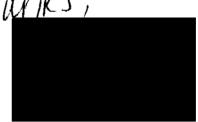
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**INFORMATION Redacted PURSUANT TO THE FREEDOM OF** INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

# Aftention Nina Numiroff:

These are my service request papers with all the things that have been fixed on this car since purchase-need Iremina you - 1 yet to this day still haven't got any reassurance about John Hirsch or done any general naintana, but get have had to fix all these things at only 33,XXX miles. I'm not happy ' The only service request your missing is the one from monday 4-7-08 \$ 1 will fax that on monday 4-14-08! QUESTIONS - Call MU ASAP Thanks,



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PAGE 01

4-11-08 Request # 71-613285018 159m

Aftention Nina Numiroff:

These are my service request papers with all the things that have been fixed on this ar since purchase need Irimina you - 1 yet O this day still haven't got any reassurance about John Hirsch or done any general naintana, but yet have had to fix all these hings at only 33,XXX miles. I'm not happy ! The only service request your missing is to one from monday 4-7-08 \$ 1 vill fax that on monday 4-14-08! Justions - Call Mu ASAP

Thanks,



700 So. Garfield St. Cambridge, MN 55008 • (763) 689-7600 1-800-247-1168 Fax# (763) 689-4650

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WE APPRECIATE YOUR BUSINESS

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700 So. Garfield St. Cambridge, MN 55008 • (763) 689-7600 1-800-247-1168 Fax# (763) 689-4650

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700 So. Garfield St. Cambridge, MN 55008 • (763) 689-7600 1-800-247-1168 Fax# (763) 689-4650

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22597	DEFFERY I	VERSON	93 756	03/11/08	PNCS144466
		LICENSE NO.	MILEAGE 31,309	COLOR	STOCK NO. P3992
		-	-	DELIVERY DATE 01/21/08	DELIVERY MILES
RUSH CITY, MN	VENICLE 1.D. NO.	C/G6/4DR SDN		SELLING DEALER NO.	PRODUCTION DATE
	1 G Z Z	<u>6588974</u>	0. NÔ.	R. O. DATE	
			Muur	03/01/08	
	Comments				
REPAIR PAINT ON LE	EPAIR FT QUARTER PANEL AND DOOR COMPLETED ON 03-07-08	( <b>S): 93</b> 1. <i>Calman Association</i> (S): 931. Calman Association (Calman Association) (Calman Association)	SARAHARA S <b>WARRANTY</b>	Any warranties on the those of the manufacture seller, JOHN HIRSCH'S	rer. As between this ret
ARTSQTYFP-MUMBER	DESCRIPTION		RICE-	and buyer, the product	
08 # 1 1 <b>89024129</b>	MOX DING 12,114 :	JOD # 1 TOTAL P	WARRANTY ARTS 0.00	] - · · · · · · · · · · · · · · · · · ·	
		1 TOTAL LABOR & P		of the product is with expressly disclaims all	,
# 2 36CVZZM1 BODY ELECT	TECH	2		or implied, including	any implied warranty
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replaced center r. And broken	IGHT AND LEFT DASH VENTS. ALL	BINLING	,	other person to assume	
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JOB # 2 4 25774937	OUTLET 9.262	JOB # 2 TOTAL F	WARKANIT	claimer by this seller in	
	.30B #	2 TOTAL LABOR & F	PARTS 0.00	of the manufacturer's w	arranty.
# 3 44CVZZME ALSO DE INTERNAN				x	
RIGHT REAR DOOR T REMOVED TRIM PANE	RIM PANEL IS LOOSE ON THE LOWE L AND REPLACED BROKEN CLIPS.	R EDGE		SIGNATURE	
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	JOB #	3 TOTAL LABOR & I	PARTS 0.00		
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				11164	IIK 1994;
PAGE 1 OF 3	SERVICE FILE COPY	(CONTINUED ON N			E YOUR BUSINES

HOME:       BUS:       651-674-7017 800-597-2438         COLOR       YEAR       MAKEMODEL       VIN       LICENSE       MILEAGE IN OUT       TA         07       PONTIAC G6       1G2ZG58B974       29448/29448       TT         07       PONTIAC G6       1G2ZG58B974       29448/29448       TT         07       PONTIAC G6       1G2ZG58B974       29448/29448       TT         08       DEL DATE       PROD DATE       WARH. EXP.       PROMISED       PO NO       RATE       PAYMENT       INV. DATE         26AUG06       18:00       25JAN08       CASH       25JAN08         80. OPENED       READY       OPTIONS:       ENG: 2.4_Liter_MFi_DOHC_HO_ECOTEC         09:26       25JAN08       14:38       25JAN08       LIST       NET       TOTAL	04/11/200	3 15:52	65127724	142			PAGE	05
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HOME:       BUS:       SERVICE ADVISOR:       42       651-87-7017       800-807-2338         CDLOB       MARAMONDELL       HAMEMONDELL		MIN			PAGE 1	5660 3 North Br	92nd St Box 9 anch. MN 55056	
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SBRVICE HOURS MON-FRI 8,00 - 5,00 ** NORTH BRANCH *** *DODGE *CHRYSTER*OFEE* CHEVROLET CHEVROLET CHEVROLET AUGUST AUGUST CHEVROLET AUGUST CHEVROLET AUGUST CHEVROLET AUGUST AUGUST AUGUST AUGUST STOCKAS SERVICE HOURS TOO AM - 5:30 FM MONDAY - FRIDA STOCKAS TO MONO TO TOCKAS MONDAY - FRIDA CUTOKER STOCKAS TO MONOT AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGUST AUGU				um hudeken on brokenem. Usun hudeken on brokenem	anderse services and services and an and services and an an an Service services and an analysis and an and an and an	en e		<b>979 COR</b> tantificada
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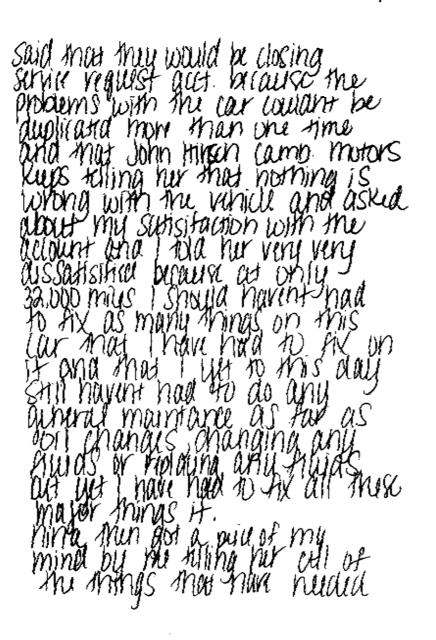
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Thank Youi WE APPRECIATE YOUR BUSINESS



4

informed that they had scheduled a call back to him again today sometime. Sarah informed kurin that I requested theor he answer or return nings phone calls to get an area rep. out ASAP to dial with the problems & get it resolved. Kurin complified with my request & said he would.

3/3/108 Mina callud Said she sook with kuvin at John Hirsh & Ed a contral chur. and would contact me on mursday 4/3/08 between 7 gpm.

413108

Hina contacted me tonight @ 1930m stating that kivit said to just drivet and see what happens with the noise and so did service manager at contral. Nina And a different dealer ship to look at it & fix it because it may an with holding information from her-who lenows what they will or wouldn't be behind my build or wouldn't be behind my build or wouldn't be behind my build. I told hind I would be in contact with her on 414108 s it her know which dualer iwas fulling it to and what my her attack of action would be a mat will be in contact will joinn thish dealer immediatly on 44108 in morning. 4

* 1 Contacted Kurin & left missage wi nim On voice muit 4/3/08 @ 830pm and told him I tailed to hire, into is buing with held from her, he needs to contact me ASAP or I will contact him by goornm on 4/4/08 \$ 1 will be going over their in morning to visit him \$ show my profe of problems. to be hud, my time is involved my putiente, my must a taim in John hirst cuaturship & most of all my must in this car and mut I will do everything in my power to all out of it even if that means going to have this whole new she has also been misinformed by John Hirsch as to me whot of things that have been wrong. I mun told her I wantid hur the to fak all my cours of sind any 41 tios to bring to monday 41 tios to bring to john hirsch a have been wrong. Mun told her I wantid hur the to fak all my cours of sind any 41 tios to bring to on hirst for a have supposed with born water & what have and told on and the supposed of the ware supposed y past have a put on and the rom on making sayaaky hoises to atting, but now will have to raming, but now I will have to



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			JOB #		LABOR & !		0.0	n ^{-resolvantability} or filme	ss for a particular parama
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## **ADR File Checklist**

SR Number:71-613285018	<b>BBB Case:</b> PGM0843151
Customer:	VIN:1G2ZG58B974
Make/Model/Year: Pontiac/G6/2007	In Service: $8/26/2006$ Mileage:
Received Date: 6/20/2008 Day 15 D Primary Concern:	Date: 7/05/08Goes Active:
Timary Concern.	
Case Scan / Acknowledgement (24 hr	rs) Completion Date/Time:
Initial Calls (72 hrs):	
Customer	Completion Date/Time: 6/20/08 / 5:33
Dealer Svc Mgr	<b>Completion Date/Time:</b> 6/20/08 / 4:38
⊠ Dealer Finance Mgr ⊠ AVM	Completion Date/Time: 6/20/08 / 4:38 Completion Date/Time: 7/03/08 / 11:26
<b>Repair Orders Requested:</b>	Received:
Sales Documents:	Received:
BARS / Finance Sheet	
<b>Case Assessment</b> (by Day 14):	
Lemon Law Eligible:	Yes 🗌 No 🖂
Presumption:	Yes 🗌 No 🖂
GM Position – Customer / BBB Due	<b>Date</b> (7-10 days):
Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date:	
Closing Activities:	
Settlement	Completion Date/Time: 7/17/08 / 11:44 AM
<b>Executive Summary</b>	Completion Date/Time: 7/17/08 / 11:50 AM
Close Siebel	Completion Date/Time: 7/17/08 / 11:51 AM
<b>DVM</b> • Elizabeth Haggarty	<b>Node/Box:</b> 630092 8083
<b>DVM:</b> Elizabeth Haggerty Service Dealer: John Hirsch's Cambridg	
Selling Dealer: John Hirsch's Cambridg	
Selling Dealer: John Hirsch's Cambridg	e Motors Contact: Kevin Donogalla

NOTES:

#### Privileged and Confidential Information

#### CASE ASSESSMENT

By: Barclee Huggins State: MN

Customer Name:

- Brakos

Service Request: 71-613285018 BBB Case No.: PGM0843151

Vehicle ID No.: {17 digit VIN}

In Service Date: {mm/dd/yy} Vehicle is: {New/Used}

BAC Code: {Selling Dealer}

Year, Make & Model: 1G2ZG58B974 Mileage at Time of BBB Filing (odometer) Lien holder: GMAC Other : {Name} DVM Name: Elizabeth Haggerty Phone/Cell Number: Svc Mgr Name:

Vehicle Purchased **Used on: 1/21/08 at odometer 29,267 miles** Sale Type: Purchase CAM Name: Rob Johnson

Phone Number:

# **VEHICLE REPAIR HISTORY**

	<u>&gt;</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/12/08	112450	*	35,670	Check brake pedal will squeak / Needs rear brakes
□ <u>Body/</u>	<u>Trim</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:

1/30/08	143233	*	29,867	C/S install ordered right sun visor / Internal defect – Test and replace right sunshade
3/01/08	144466	*	31,309	Right rear door trim panel is loose on the lower edge / Removed trim panel and replaced broken clips
		*		Driver's outside door molding is loose; falling off / Sublet repair to Steve's Collision Replaced both left front and rear outside door moldings
		*		Sunshade for sunroof rattles / Removed trim and replaced warped sunshade assembly
4/07/08	145884	5	32,571	C/S right side of rear bumper is loose after body repair was done / Sublet repair - courtesy transportation provided
		*		C/S sunroof leaks air and water / WATER TESTED MANY TIMES ADJUSTED GLASS TO SEAL ONTO WEATHER-STRIP NO LEAKS FOUND AT THIS TIME

<u>Engine/Fuel/Exhaust</u>							
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:			
6/12/08	112450	* 35,670		C/S when going 45 mph steady the rpm are 2500; when going freeway speeds it seems like engine is revving to 3500 rpm and staying there like not shifting / WORKING NORMALLY			
		*		C/S there is a knocking noise in engine; AC is noisy when engaged, starting moving / Compressor found mounting bolts are loose Tighten bolts and retest – drive good now			
□ <u>Steering</u>							
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:			
1/25/08	109027	1	29,448	C/S there is a rattle in front end when turning steering wheel; maybe clunk / Reposition I-shaft to correct noise per TSB 06-02-32-007			

4/07/08	145884	*	32,571	C/S can hear a rattle from steering; rolling slow around corners / ROAD TESTED AND INSPECT – NO NOISE HEARD AT THIS TIME
6/12/08	112450	2	35,670	Line A Check there is a rattle from front end / Reposition I-shaft to correct noise per TSB 06-02-32-007
		*		Check vehicle makes a clunking noise in steering / Refer to line A (above)
		*		C/S on acceleration from stop the steering wheel is shaking / DIAGNOSE – NO CONDITION TO WARRANT REPAIR
		*		Check front end left side makes noise on left turns / DIAGNOSE – NO CONDITION TO WARRANT REPAIR

# Electrical

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/30/08	143233	1	29,867	C/S one of customer's remote key fobs do not work at all / Internal defect – test and replace transmitter - 1 day courtesy transportation

# Suspension

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/01/08	144466	*	31,309	Can hear a rattle from steering or front end when driving rough roads / Internal defect Test and replace both front strut mounts and related parts

# □ <u>HVAC</u>

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/27/08	144336	1	31,134	C/S no heat from heater / Traced to and replaced blower motor – okay now

3/01/08	144466	*	31,309	All 5 center dash vents are broken / Replaced center right and left dash vents – all binding and broken
6/12/08	112450	*	35,670	Check blower motor is real noisy / CHECK BLOWER – REMOVE – WORKING PER SPECS

□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/30/08	143233	*	29,867	Kevin to look at paint on driver's quarter panel and door / Kevin okayed to repair quarter panel and replaced both left front and rear door moldings – appointment for Tuesday February, 5 th Parts on special order
3/01/08	144466	10	31,309	Repair paint on left quarter panel and door / Sublet repair was completed on 3-07-08 - courtesy transportation provided

# THE STATE LEMON LAW READS:

Days out of service: **30 days** Repairs: **4 and continues to exist** Time period : **24months from purchase** Does Lemon Law state nonconformity must continue to exist? **Yes** If applicable, safety-related repairs: Safety-related time period: Usage: lesser of .10 per mile or 10% of purchase price.

Number of repair attempts in the presumption period:22 (all different)Total days out of service during the presumption period:10Total days out of service during customer's ownership:10

## RECOMMENDATION AND RATIONALE

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

Cust sks: repurchase

DVM sts: I do not feel any assistance is due this customer. **Determined** purchased a used vehicle with over 24,000 miles on it at time of purchase. All problems she has complained about have been repaired with the exception of the noise in the steering. **Determined** has road-tested with the Service Manager, Kevin Domogallo, at Cambridge Motors on several occasions and has failed to demonstrate any problems with the steering on the vehicle.

SVM sts: agree with Ms.Haggerty

CRS Rationale: case closed due to lawsuit

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

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

## **ADR File Checklist**

SR Number:71-613285018	<b>BBB Case:</b> PGM08 <u>43151</u>
Customer:	VIN:1G2ZG58B974
Make/Model/Year: Pontiac/G6/2007	In Service: 8/26/2006 Mileage:
Received Date: 6/20/2008 Day 15 Da	ate: 7/05/08 Goes Active:
Primary Concern:	
Case Scan / Acknowledgement (24 hrs	) Completion Date/Time:
Initial Calls (72 hrs):	
Customer	Completion Date/Time: 6/20/08 / 5:33
Dealer Svc Mgr	<b>Completion Date/Time:</b> 6/20/08 / 4:38
Dealer Finance Mgr	<b>Completion Date/Time:</b> 6/20/08 / 4:38
AVM	<b>Completion Date/Time: 7/03/08</b> / 11:26
	-
<b>Repair Orders Requested:</b>	Received:
Sales Documents:	Received:
BARS / Finance Sheet	
<b>Case Assessment</b> (by Day 14):	
Lemon Law Eligible:	Yes No
Presumption:	
GM Position – Customer / BBB Due I	
_	<b>Jate</b> (7-10 days).
Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date:	
Closing Activities:	
Settlement	<b>Completion Date/Time:</b> /
<b>Executive Summary</b>	Completion Date/Time: /
Close Siebel	Completion Date/Time: /
	<b>F</b>
DVM:	Node/Box:
Service Dealer:	Svc Mgr:
Selling Dealer:	Contact:
<u> </u>	

**NOTES:** 

Revised 8/02/2007

#### Privileged and Confidential Information

#### CASE ASSESSMENT

Rv.	Barclee	Huggins
БУ.	Dalciee	пиуушь

State: MN

Customer Name:

Service Request: 71-613285018

BBB Case No.: PGM0843151

Vehicle ID No.:	
1G2ZG58B974	

 $\square$  {Symptom}

In Service Date: 8/26/2006 Vehicle is: {New/Used} BAC Code:

{Selling Dealer}

Year, Make & Model: 2007 Pontiac G6 Mileage at Time of BBB Filing (odometer) 32,571 Lien holder: GMAC Other: {Name}

DVM Name: {Name} Phone/Cell Number: {Number - Cell Number Preferred} Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer} Sale Type: Purchase Lease Other : {Type} CAM Name: {Name} Phone Number: {Phone Number}

# VEHICLE REPAIR HISTORY

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

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

<u>13yiii</u>	<u>ptom}</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
∐ <u>{Sym</u>	ptom}			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
□ {Svm	ptom}			
- 5	• •			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
	ptom}			
	•			
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
□ {Svm	ptom}			
	·	Davia Out	Mileens	Description of Completent and Densir Denformed
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:

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

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

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

#### Verified with customer if the vehicle has ever been involved in an accident Y N If yes are the RO's attached Y N

Other

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

## THE STATE LEMON LAW READS:

Days out of service: 30 or more business days

Repairs : 4 or more repair attempts

Time period: within the written warranty terms or 2 years from the original delivery date to the customer.

Does Lemon Law state nonconformity must continue to exist? yes

If applicable, safety-related repairs : nonconformity that results in complete failure of the braking or steering system of the vehicle, and is likely to cause death or serious bodily injury if the vehicle is driven, has been subject to repair at least once by the manufacturer, its agents or its authorized dealer, and the nonconformity continues to exist.

Safety-related time period : 2 years after the original delivery date to the consumer or the remainder of the new veh warranty

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

Vehicle Meets Presumption of Lemon Law YES or NO

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

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

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

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

Cust sks:

DVM sts:

SVM sts:

CRS Rationale:

CRS FINAL OFFER:	{REPAIR/REP/TRADE}	DATE: {Date}	CUST: {Accepted / Declined}
Goodwill: {Type}		Attorney Fees (if appli	cable): \${Amount}

TEAM LEAD APPROVING:	{Name}	Date: {Date}
	(Name)	

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

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

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

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Northeast Region Enhanced Dealership Empowerment Process

(Service Manager Template – revised 10/01/2005)

- 1. Please complete this template by either typing or legibly writing in all required information.
- 2. Please fax the completed template to 1-866-430-2718, or attach this document to an e-mail and e-mail it to AVM.TEAM@gmexpert.com
  - NOTE: It is <u>NOT</u> necessary to fax in all 12 pages of the template, only those that apply
- 3. Place the template in your VIN history file for future reference

Questions pertaining to the status of the processing can be directed to the AVM Team in Chatham @ 1-800-231-1841 prompt 3, prompt 2

AVM's Name & Phone	JOE WILSON 800356 5004 × 8131
Service Manager's Name & Phone	JIM BARBOR 717 766 0284
Dealership Name & BAC	LAWRENCE CHEVROLET 113887
Customer Name (Mr., Ms., Mrs., Last, First, MI)	
Customer Complete Mailing Address	MECHANICSBURG PA
Daytime phone number	
Evening phone number	
FULL VIN	1612+53896F
Current Mileage	50538
	CUSTOMER HAS HAD FOUR FAILURES AELATED TO STEERIOL AND SUSPENSION
Short explanation as to why the goodwill tool was offered to the customer (Specific information required)	PROBLEMS. HAS CONCERN ABOUT QUALITY AND ADDITIONAL EXPENSE, RECOMMENDING COMPONENT LETTER TO RESTORE OWNERS CONFIDENCE THAT WE WILL STAND BEHIND OUR PRODUCT.
If subsequent owner, indicate date & mileage at time of purchase	•

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# Component Coverage Letter

efinition:	A letter that covers a specific component for a defined period of time and mileage.
	and initiage.
urpose:	To restore a customer's confidence in a component as a result of an
	unsatisfactory service experience.
hen to use:	> The customer has concerns regarding repeated failure(s) of a
	specific component
	The customer has concerns about potential out of warranty expenses on a specific component
hen NOT to use:	> For the "complete vehicle"
	<ul><li>For a system ("electrical system")</li></ul>
	The vehicle has a salvage or branded title
	<ul> <li>Wear and maintenance items (tires, brake pads, wiper blades,</li> </ul>
	etc.) In conjunction with other goodwill tools
arameters of use:	Can be written up to and not to exceed 84 months/100,000 miles
	from the original in-service date
	NOT transferable to subsequent owners (except cold start
	knock)
	For <u>Diesel Engines</u> , it can be written up to and not to exceed 84 months/150.000 miles from the original in service date.
	<ul> <li>months/150,000 miles from the original in-service date</li> <li>For <u>Cold Start Knock</u>, it should be written for 72/100,000. If it</li> </ul>
	falls w/in the parameters noted in TSB #01-06-01-022 or 01-06-
	01-028A a transferable component letter will be issued (only
	exception)
	<ul> <li>Electrical components MUST be specific (e.g. alternator, radio),</li> </ul>
	NEVER the entire system
	Should be offered while the vehicle is still within warranty
	Match terms to the customer's ownership cycle
xamples:	> A catastrophic engine failure within the warranty period -
	customer is offered a 84/100,000 component letter
	> The second alternator failure within the warranty period -
	customer is offered a 72/75,000 component letter
me limit (months)	The Mileage limit
8	Mileage limit 100,000 s) (i.e. transmission) STEERING - SUSPENSION COMPONENTS, ALL "E" LABOR OPS

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March 16, 2011

Mechanicsburg, PA

Service Request: 71-613541192 Customer Relationship Specialist: Jennifer Decan

Dear

Chevrolet is pleased to provide service coverage for the steering and suspension on your 2006 Chevrolet Malibu, Vehicle Identification Number 1G1ZT53896F This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until January 31, 2011, or 100,102 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

Front and Rear Suspension – Upper mount and bearing; upper and lower control arms; springs; control arm shafts and bushings; upper and lower ball joints; steering knuckles; seals; stabilizer shaft; stabilizer bushings; and wheel bearings. Springs; Bushings; Trailing Arms; and related connecting parts.

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Malibu. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

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

ATTENTION: DEALERSHIP SERVICE MANAGER Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.



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# Rembursement Department P.O. BOX 33170 Detroit, MI 48232-5170

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# CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 1.29.08
17-Digit Vehicle Identification Number (VIN): 1617-T62805F
Mileage at Time of Repair: 501019 Date of Repair: 7.30.07
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>ALLFORCE</u> State: <u>CO</u> ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 121.95
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for/the expense I incurred for the repair covered by this letter.
Claimant's Signature:
Please mail this claim form and the required documents to:
Reimbursement Department P.O. Box 33170 Detroit, M1 48232-5170

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

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<u>CELL:</u>		SEF	RVICE ADVISOR:			·
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INTEGRATION OF TERMS:	1	XCLUSION OF WARF	RANTIES as sold hereby are made b	DESCRIPT		
This agreement and the write up prepared in conjunction with the	sheet the manufacturer. T	he undersigned purcha	ser understands and agree nd, express or implied, an	S PARTS AMOUNT		
performed on this vehicle con	stitute disclaims all warran	ntles, including warran cular purpose, with re	nties of merchantability of a gard to the parts and/o	GAS, OIL, LUBE		
the full and entire understandir agreement between the parties	s with incidental or consequ	ential damages or com	nt shall dealer be liable for mercial losses arising'out of er further pares that the	of MISC. CHARGES		
respect to the subject matter supersedes any and all negoti	ations, warranties excluded	by dealer include, but	er further agrees that th ut are not limited to, an sories are of merchantabl	IN TOTAL CHARGE		
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#### CUSTOMER COPY

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March 16, 2011



Service Request: 71-613605849 Customer Relationship Specialist: Diana Smith

Dear

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

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

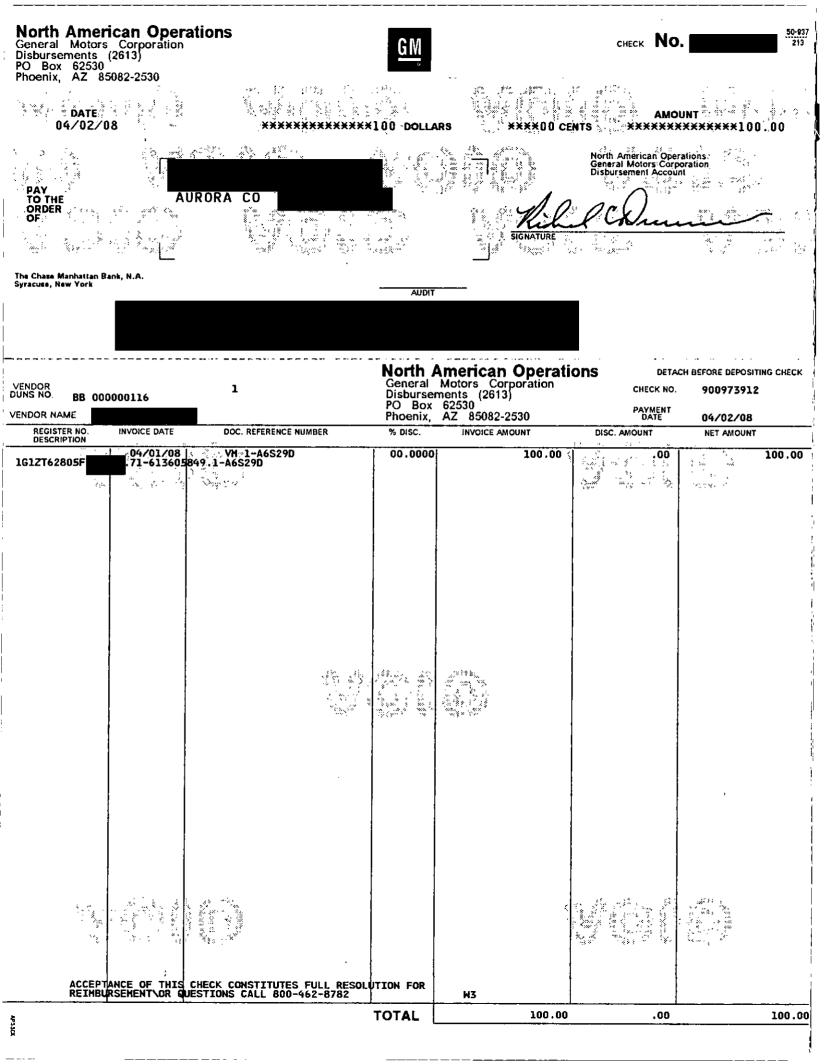
We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$100.00.

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 <u>www.mygmlink.com</u>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



March 16, 2011



Service Request: 71-613794249 Customer Relationship Specialist: Corey Knight

Dear

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The plan for your 2006 Pontiac G6, Vehicle Identification Number 1G2ZH158164 is for the following:

- 60 months or 75,000 miles, whichever occurs first, beginning on April 16th, 2008 and ending on April 16th, 2013, and begins with 16,888 and ends with 91,888 odometer miles
- Standard rental
- 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 <u>www.mygmlink.com</u>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Clintwood, Virginia

March 23, 2008

BBB Auto Line Program Council of Better Business Bureaus, INC. 4200 Wilson Boulevard Suite 800 Arlington, VA 22203-1838

To Whom It May Concern:

I am the first owner of a 2006 Pontiac G6 GT Coupe. The car was purchased on September 5, 2006, and the VIN is 1G2ZH158164 The car was purchased from Johnson Chevrolet, 348 McClure Avenue, Clintwood, VA 24229, (276) 926-4635. As of the above date, the car has 16,888 miles on it.

I have taken the car back to the dealer for repairs on the following:

-9/6/06 No sound from the radio - replaced radio amplifier.

-9/18/06 Water leak on passenger side – service dept. could not duplicate problem

-9/25/06 Returned car for water leak - repaired sunroof drain tube and tested

-10/16/06 (1) Water entering front floorboard – sunroof drain hose not connected (2) Vehicle pulling to right - alignment

-11/28/06 (1) Car pulling strongly to the right and tires pre-maturely wearing – found steering wheel off center as well as tires showing premature wear – adjusted, aligned and tested (2) Excessive vibration at highway speed – found tires out of balance by .25-.51 – rebalanced all 4 tires

-3/20/07 (1) Water leak on passenger side – found right side door hinges out of adjustment causing indexing window to not completely close (2) Dome light inoperative – ordered new dome light

-3/29/07 Replaced dome light assembly

-4/25/07 (1) Complaint of musty odor in car – ordered carpet (2) Water leak in trunk on left side – ordered trunk mat (3) Power steering light on – ordered steering wheel position sensor (4) Engine vibration on start up – could not duplicate

-5/17/07 Power steering light constantly on – replaced steering column/position sensor and tested

-5/21/07 (1) Musty/mildew odor in car – replaced rear carpet (2) Sunvisor mirror cover will not stay closed – replaced mirror and cover on driver's side (3) Right rear taillight has water in it – replaced and tested right rear taillamp

-6/2/07 Passenger seat recline handle broken – replaced

-2/18/08 (1) Vibration when braking – advised tires need replacing, further advised to take car to GoodYear Dealer for warranty on tires (2) thumping sound in steering – ordered and replaced steering gear and adjusted front toe (3) water leak again – did not see anything mentioned on R.O.

I am concerned about the overall reliability, durability, and safety of this car. After speaking with John Johnson of Johnson Chevrolet, he advised me to contact GM's customer service. A few months back (May 14, 2007), I spoke with Dawn Royce of GM's customer assistance center about a few of these issues. The transaction number she provided me was 71-518226616. In a nutshell, her response was that the car was being fixed under warranty and that my concerns would be noted. I responded by saying that I knew that but my concern was my teenage daughter that drives the car and that the warranty runs out after three years, what then? Furthermore, Jerry, Service Manager at the dealership, welcomes any calls about the problems I have had about the car and stated he "would go to bat" for me if needed. He may be reached at the dealership's number.

Because of the days I have already lost taking the car in to be diagnosed and then to be repaired; because of the problems the car is exhibiting; and because I feel the car is not reliable or safe, I ask for arbitration.

Respectfully,

and the second second AUTO/MATE, INC. COMPANY: 01 JOHNSON CHEVROLET-BUICK-PONTIAC, INC RUN DATE: 03/24/2008 HISTPRNT SERVICE MERCHANDISING RUN TIME: 09:44 PAGE 1 HISTORY PRINT V.I.N. 1G2ZH1581 Owner Name 64 Street Address... ----Activity-----City..... CLINTWOOD State VA Zip No.R.O.'s 11 Telephone..... Home... 276- - Work... Total\$s 16 Other Phone No. . - -Send Mail... Y(Y/N) Lstsr 03/06/08 | E-mail Address... |Miles 16271 | Custa Control No. 26385 ... (Only Needed for Charge Sales) Salesperson..... Delivery Date... 09/05/06 Delivery Miles.. 191 - - - - Vehicle Information - - - -Make..... PONTIAC Model..... G6 GT Color..... SILVER Plate No..... Stock No.... 7409 Key No. Ign..... Key No.Trk.. InServiceDate.... 09/05/06 Prod. Date.. 00/00/00 Warranty Type.... Warr.Expires. 09/05/09 Miles 36191 ENGINE/TRANS..... NP Comment #2 .... Convent #3 Cust #4 .... ServAdvisor,.... Tech/Team Cd. ROIDate: Sc02/18/08 Inv Date: 02/19/08 Mileage: 15856 Act/Est: A Serv Adv: JC Control#: 26385 Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y GOG (1):00.00.C. WarrTyp: Auth#: MISC(1) TIRE TAX 0.00 Type: C GOG(2), 2:0.001AC SCDeduct\$ 0.00 Taken\$: 0.00 MISC(2) TIRES 0.00 Type: GGG11): 10:00 C Lab*: 00 Part*: 00 Pay Type: C MISC(3) TIRE FEE 0.00 Type: C Line#: A OperNo: COM FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A03 PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth: (1946) CUSTOMER COMPLAINS OF A VIBRATION WHEN BRAKING. INSPECTED State VEHICLE, FOUND FRONT TIRES EXCESSIVELY WORN. ADVISED CUSTOMER THAT THEY NEEDED TO REPLACE TIRES BEFORE WE COULD DIAGNOSE THE STISFILVIBRATION PROBLEM. Time#kyB: OperNo: COM FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A03 PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 QrigOp::....GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth: W- 1- CUSTOMER COMPLAINS OF A THUMPING NOISE IN STEERING. WigelPART ON ORDER- POWER STEERING GEAR-VintID#:::::64 Repair Order#: 49855 Status Cd: C RO Date: 09/29/07 Inv Date: 09/29/07 Mileage: 11607 Act/Est: A Serv Adv: MD Control##5,26385 Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y COG(I): .0.00 WarrTyp: Auth#: MISC(1) TIRE TAX 0.00 Type: C GCG (2) 0000 SCDeduct\$ 0.00 Taken\$: 0.00 MISC(2) TIRES 0.00 Type: COU(3) 40.00 Lab*: 00 Part*: 00 Pay Type: C MISC(3) TIRE FEE 0.00 Type: C Line#:: A OperNo: 04 FailCode: Hours: 1.00 Rate: 1 Amount\$: 16.00 Tech: D02 FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 PayType: C Sp G/L#: OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth: Virginia State Inspection. PERFORMED VIRGINIA STATE INSPECTION. Station to a SUSTRACTS ST. from the deal is the apartical analysis . . . s Tottus trusk VWW.ILARIA OR CALL STATE TO ASTR Variable and the second second Virita !..... BC/IIA4000.33/21

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Vin ID#: 64 Repair Order					
RO Date: 06/02/07 Inv Date: 06/	20/07 Mileage: 7287 A	ct/Est: A Serv Adv: JW	AC.		
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TRIED TO DRY AND CLEAN, ODOR W	OULD NOT GO AWAY, REPLACED	CARPET IN			
OFICEREAR FLOOR PAN					
	Desc.: CARPET	Type: W Qty:	1 Cost: 76.43 Price:	107.00	
P-Priced 107.00 G/L#:					
CPRATE NEORDAL CALLS					
Life#:184 OperNo: C9732 Fai	1Code: 93 Hours:	0.40 Rate: 2 Amount	t\$: 21.58 Tech: B06		
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(0.4(2)) BULLETIN#05-08-110-005E,					
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IST Price: 23.31 G/L#:		** #*1	10.03 FLICE:	LC, LA	
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Ling#: C OperNo: B9640 Fai	lCode: 6T Hours:	0.30 Rate: 2 Amount	:\$: 16.19 Tech: B06	<b>-</b> , <b>-</b> •	
PayType: W Sp G/L#: FP: 15	942813 CondNo: 0 Parts	\$: 172.20 Sublet\$:	0.00		
OrigOp: GMClaimType: GMCompla	int: VR GMLabHrs: 0.30	GMOthHrs: 0.00 GMFP:	15942813 GM Auth:		
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CHECKED TAILLAMP FOUND WATER					
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7.1-Price: 172.20 G/L#:					,
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	AUTO/MATE, INC. COMPANY: 01 JOHNSON CHEVROLET_BUICK_DONTLDC INC				·
	Contract of Control Control Control Control Inc.			03/24/2008	
		RUN TI	IME: (	09:44	
1				••••••	-
	Vin ID#: 64 Repair Order#: 47951 Status Cd: C				
	RO Date: 05/14/07 Inv Date: 05/17/07 Mileage: 6454 Act/Est: A Serv Adv: MDD				
	Control#:       26385       Inv Letter: C G/L Group: 1       Coupon\$: 0.00       ShopChg: Y         GOG(1)::0:00       WarrTyp: G Auth#:       MISC(1) TIRE TAX       0.00       Type: C				
	COCIZETUTION SCHEducts 0.00 Takens: 0.00 MISC(2) TIRES 0.00 Type:			•	
	GOG(3)::0.00 Lab%: 00 Part%: 00 Pay Type: C MISC(3) TIRE FEE 0.00 Type: C				
	Linc#: A OperNo: E7680 FailCode: 6L Hours: 1.80 Rate: 2 Amount\$: 97.13 Tech: B03 PayType: W Sp G/L#: FP: 15926870 CondNo: 0 Part\$: 286.48 Sublet\$: 0.00				
			· ·		
	OrigOp GMClaimType: GMComplaint: WM GMLabHrs: 1.80 GMOthHrs: 0.00 GMFP: 15926870 GM Auth: CUSTOMER COMPLAINS POWER STEERING LIGHT ON				- e ¹ *
					14 A
	SCANNED VEHICLE & FOUND DTC C0460-SYMPTOM 00. RAN CHART FOR CODE & CHART SIAD TO REPLACE THE STEERING WHEEL POSITION SENSOR.				
	REPLACED STEERING COLUMN/POSITION SENSOR & TEST DROVE VEHICLE				
	ACTION AGAIN TO VERIFY THAT DTC DID NOT RESET.				:
1.00					
	PART:Number: 15926870 Desc.: COLUMN Type: W Qty: 1 Cost: 204.63 Price:	286.48			
	Vinithe 64 Poppin Ordert, 47676 Children Ch				
	Vin ID#: 64 Repair Order#: 47676 Status Cd: C				·. *
	RO/Date: 04/25/07 Inv Date: 05/10/07 Mileage: 5670 Act/Est: A Serv Adv: MLB				· · ·
	Control#: 26385       Inv Letter: C G/L Group: 1       Coupon\$: 0.00       ShopChg: Y         GOG(1):10.00       WarrTyp:       Auth#:       MISC(1) TIRE TAX       0.00       Type: C				
	GCG (2): 0.00 SCDeduct\$ 0.00 Taken\$: 0.00 MISC(2) TIRES 0.00 Type:				
	GQG(1), 0:00. Lab%: 00 Part%: 00 Pay Type: C MISC(3) TIRE FEE 0.00 Type: C				
		•			
	Ling#::Ar., OperNo: A FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A03 ExyFype: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00				14
				1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	
	OnigOp: ACMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:			· · ·	
	OR LAST CUSTOMER COMPLAINS OF A MUSTY/MILDEW ODOR IN THE VEHICLE.				• • •
	CARACTOR ORDERALLY CARPET				1
					. ¹ 1
					4.54
					. *
	Recomplaint: GMLadHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:				
	AGIORDERED TRUNK CARPET MAT				
	Lind#: C OperNo: COM FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A08				
1. Li			·		
	CondNo: 0 Part\$:       0.00 Sublet\$:       0.00         CrigOp:       GMClaimType:       GMComplaint:       GMLabHrs:       0.00 GMOthHrs:       0.00 GMFP:       GM Auth:				
	CUSTOMER COMPLAINS POWER STEERING LIGHT ON				
	COGLORDERED STEERING WHEEL POSITION SENSOR.				
	Contraction and a sensor.				
	Line# 1, D OperNo: COM FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A08				
				· · · ·	
	OFICONDACTOR       CONDACTOR       Parts:       0.00       Sublets:       0.00         OFIGOD:ACCALINTYPE:       GMComplaint:       GMLabHrs:       0.00       GMOTHER:       0.00       GMFP:       GM Auth:				
	CUSTOMER; COMPLAINS ENGINE SHAKES ON START UP AT TIMES			· · ·	
	COULD NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME.			,	·
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· .					
	"我们就是一个人的人,我们就是一个人的人,我们就是一个人的人,我们就是一个人的人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人, 我们就是我们的人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,				1
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AUTO/MATE, INC.		JOHNSON CHEVROLET-BUICK-F	ONTIAC, INC	RUN DATE:	03/24/2008
HISTPRNT		SERVICE MERCHANDISING		RUN TIME:	09:44
PACE 4		HISTORY PRINT			·
<b>Barasha Bara</b>					
	pair Order#: 47254 Status Cd				
RO Date : 03/29/07 In	Date: 03/29/07 Mileage: 4	497 Act/Est: A Serv Adv	': MLB		
Contro1#: 26385	nv Letter: B G/L Group: 1				
GOG (1) 0.00 WarrTy	p: G Autn#:	MISC(1) TIRE TAX	0.00 Type: C		
GOG (2) AUTUU SCDedi	ct\$ 0.00 Taken\$: 0.00	MISC(2) TIRES	0.00 Type:		· · · · · ·
() (GOG (3) (20,00) (0) (3) ( LaD*:	00 Part*: 00 Pay Type: C	MISC(3) TIRE FEE	0.00 Type: C		· .
	686 FailCode: 1A				
	FP: 15881871 CondNo:				
	GMComplaint: OJ GMLabHrs:		GMFP: 15881871 GM Auth:		
	THAT THE DOME LAMP IS INOPER				
	OPERATIVE WHEN OPENING DOORS.				
	E LAMP. REPLACED DOME LAMP AS				1
rarc.Number: 15881871	Desc.: HSG/DM/LP	Type: W Qty	: 1 Cost: 13.35 Pric	:e: 18.69	
AJE-Price: 18.69 G/					•
	pair Order#: 47117 Status Cd				
	Date: 03/21/07 Mileage: 4:				
control#: 26385	nv Letter: C G/L Group: 1	Coupon\$: 0.00 S	nopChg: Y		
COGLEDW (0.004) 5 WarrTy	p: G Auth#:	MISC(1) TIRE TAX	0.00 Type: C		
COS (2) SCDedu	ct\$ 0.00 Taken\$: 0.00	MISC(2) TIRES	0.00 Type:		
GOG(3)5:00.001. Lab*:	00 Part%: 00 Pay Type: C	MISC(3) TIRE FEE	0.00 Type: C		
					· · · ·
	FailCode:				a di karakarakarakarakarakarakarakarakarakar
	FP: CondNo: (		et\$: 0.00		
OrigOp:GMClaimType:	GMComplaint: GMLabHrs:	0.00 GMOthHrs: 0.00 (	3MFP: GM Auth:		· · · ·
	DOME LAMP IS INOPERATIVE AT T	FIMES			
Configuration Dome LAMP.					
			• • • • • • • • • • • • •		
Bauthman M Gr Girt	018 FailCode: 3A				
	FP: CondNo: (		,		
	GMComplaint: VN GMLabHrs:		GMFP: GM Auth: E		•
	THAT THE CARPET ON THE RIGHT				
	CHICLE&FOUND THAT THE RIGHT SI				
	ENT CAUSIGN THE INDEXING WINDO				
	CREATING A WATER-LEAK ON THE				
	SIDE DOOR HINGES&ADJUSTED.WAT	FER-TESTED AGAIN.			· · ·
	Created: 03/21/2007 16:20	-			
	MOVING & RE-INSTALLING CARPET	TO DRY FLOORPAN &			
KCUS: CARPET.					
	air Order#: 45583 Status Cd:				
	Date: 12/07/06 Mileage: 16	44 Act/Est: A Serv Adv:	MLB		
COATTOLN: (26385 I)	v Letter: B G/L Group: 1		lopChg: Y		
GOG (1) 0.00 C WarrTy		MISC(1) TIRE TAX	0.00 Type: C		
GOG (2), 4 0.00 C SCDedu	t\$ 0.00 Taken\$: 0.00	MISC(2) TIRES	0.00 Type:		
	0 Part*: 00 Pay Type: C		0.00 Type: C		
	FailCode:	Hours: 1.00 Rate: 3 Am	ount\$: 52.02 Tech: C03		
Paytype: I Sp G/L#:	FP: CondNo: 0	Part\$: 150.15 Suble	t\$: 0.00		
	GMComplaint: GMLabHrs:		MFP: GM Auth:		
	HAT REMOTE START BE INSTALLED	1.			
	ART PACKAGE.				
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	AUTO/MATE, INC. COMPANY: 01 JOHNSON CHEVROLET-BUICK-PONTIAC, INC	RUN DATE:	03/24/2008	
	HISTPRNT SERVICE MERCHANDISING	RUN TIME:	09:44	
	PAGR STORY PRINT			• • •
	Vin ID#: 64 Repair Order#: 45583 Status Cd: C			
	AUTHORIZATION CODE#01FCD0EVCI#624372CALLED TCSC ON			
	12-06-06, CASE#1282720 FOR VCI#.			
	Part Number: 17800737 Desc.: TRANSMITT Type: I Qty: 1 Cost: 136.50 Price:	150 15		
	Tiprice: 150.15 G/L#:	150.15		
	Vin MD#: 64 Repair Order#: 45452 Status Cd: C			
				-
	no Date: 11/28/06 Inv Date: 11/28/06 Mileage: 1575 Act/Est: A Serv Adv: MLB			· · ·
	Control#: 26385 Inv Letter: C G/L Group: 1 Coupon\$: 0.00 ShopChg: Y			
	GCG(1) 00.00 C WarrTyp: G Auth#: MISC(1) TIRE TAX 0.00 Type: C			
	COG (2):00.00 C SCDeduct\$ 0.00 Taken\$: 0.00 MISC(2) TIRES 0.00 Type:			
	GGG(3) C. 00 C. Lab*: 00 Part*: 00 Pay Type: C MISC(3) TIRE FEE 0.00 Type: C			
	i Mangara No 1999 (1997) - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 199			
	Lines Art OperNo: E2020 FailCode: 3A Hours: 1.70 Rate: 2 Amount\$: 88.43 Tech: B02			
	Pry Type: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00			
	GireOpside GMClaimType: GMComplaint: CV GMLabHrs: 1.70 GMOthHrs: 0.00 GMFP: GM Auth:			
	HIGHCUSTONER COMPLAINS THAT VEHICLE IS PULLING STRONGLY TO THE			
	FACE RIGHT & THAT THE TIRES ARE EXCESSIVLY WEARING. TEST DROVE VEHICLE			
	FOUND THAT THE VEHICLE IS PULLING TO THE RIGHT & THAT THE			
	ANTERENING WHEEL IS OFF-CENTER AS WELL AS THE TIRES ARE STARTING			
	TOSHOW PREMATURE WEAR. CHECKED&ADJUSTED ALIGNMENT & ROAD TESTED.			
	TOTAL TELEVISION AND AND AND AND AND AND AND AND AND AN			
	Tite#3 B OperNo: E0203 FailCode: 3K Hours: 0.80 Rate: 2 Amount\$: 41.62 Tech: B02		• • • • •	
			-	
1.1	Origop: GMClaimType: GMComplaint: O4 GMLabHrs: 0.80 GMOthHrs: 0.00 GMFP: GM Auth:			
	WILD CUSTOMER COMPLAINS OF EXCESSIVE VIBRATION SEEMINGLY ORIGINATING			
	REALESTROM THE PASSENGER SIDE OF VEHICLE WHILE DRIVING AT HIGHWAY			· •
	C :: C SPEED. CHECKED BALANCE OF ALL 4 TIRES & FOUND THEM TO BE OUT OF		1.	
	GOG IMALANCE BY 0.25-0.51. REBALANCED ALL 4 TIRES & TEST DROVE VEHICLE		•	· . ·
	GOST AGAIN TO VERIFY THAT CONCERN IS FIXED.			
	Vin/ID#: 64 Repair Order#: 44914 Status Cd: C			
	RTH Date: 10/16/06 Inv Date: 10/17/06 Mileage: 969 Act/Est: A Serv Adv: JWC			
	Control 126385 Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y			
	COT(1):0.00.C WarrTyp: G Auth#: MISC(1) TIRE TAX 0.00 Type: C			•
	GOM(2)/DEGT.0012 C: SCDeduct\$ 0.00 Taken\$: 0.00 MISC(2) TIRES 0.00 Type:			
	GCG(3): 0:00 C Lab*: 00 Part*: 00 Pay Type: C MISC(3) TIRE FEE 0.00 Type: C			
	Here Contract Contract Structure B2852 FailCode: 93 Hours: 2.00 Rate: 2 Amount\$: 104.04 Tech: B06			
	LingClaimlype: GMCComplaint: MH GMLabHrs: 2.00 GMOthHrs: 0.00 GMFP: GM Auth:			
1.12	WATER TESTED VEHCILE & FOUND WATER ENTERING INTO FRONT FLOORBOARD			
	CALIFICATER LESIED VERCILE & FOUND WATER ENTERING INTO FRONT FLOORBOARD			
	HOSE & FOUND IT TO NOT BE CONNECTED. RE-CONNECTED FRONT SUNROOF			
	AND BRAIN HOSE & SECURED PER BULLETIN.			
	Linn#KhEAvers OperNo: COM FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A06			
	FayType::ACtf.Sp G/L#:       FP:       CondNo: 0 Part\$:       0.00 Sublet\$:       0.00			
	Origor GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMPP: GM Auth:			
	CUSTOMER.COMPLAINS VEHICLE IS PULLING TO THE RIGHT		· · ·	- * *
	REPORTION THAT THE VEHICLE IS OUT OF ALIGNMENT. SCHEDULED CUSTOEMR AN			
	TERSEAHPT SEOR FRIDAY, 10/20/2006 FOR AN ALIGNMENT.			
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AUTO/MATE, INC.	COMPANY: 01	JOHNSON CHEVROLET-BUICK-PONTI	AC. INC		· •	R	UN DATE:	03/24/200	IR.
HISTPRNT		SERVICE MERCHANDISING			÷.		UN TIME:		
PAGE 6		HISTORY PRINT					· ·		
n an									
	Repair Order#: 44590 Status Co				•				
RC lare: 09/25/06 I	nv Date: 09/25/06 Mileage:	587 Act/Est: A Serv Adv: ML	7B						
Control#: 26385	Inv Letter: B G/L Group: 1			_					
CCC(1) 0.00 C Warr	duct\$ 0.00 Taken\$: 0.00	MISC(1) TIRE TAX		Type:	С				
CCG(3) ²⁰¹ 0:00"C Labs	: 00 Part*: 00 Pay Type: C	MISC(2) TIRES MISC(3) TIRE FEE	0.00		c				
Construction of the									-
Line#: A OperNo:	B2853 FailCode: 93	Hours: 2.00 Rate: 2 Amoun	nt\$: 10	04.04	Tech: B03		•		
PayType: W Sp G/L#:	FP: CondNo:	0 Part\$: 0.00 Sublet\$:		0.00					
	: GMComplaint: MH GMLabHrs:		?:	c	GM Auth:				
	NS THAT THERE IS A WATER LEAK C								
SIDE.WATER-TESTE	D VEHICLE&FOUND WATER ENTERING	THROUGH THE REAR							
SUNROOF DRAIN TU	BE.FOUND BULLETIN#PIC4079B.INSE	ECTED REAR DRAIN							
	IT IS NOT CONNECTED.R&R OF REAR D&SECURED.WATER-TESTED AGAIN-NO								
HERE CONNECTE	DESECORED.WATER-TESTED AGAIN-NC	LEAKS FOUND.							
	Repair Order#: 44483 Status Cd	: C							• -
	nv Date: 09/19/06 Mileage:		cv .						
	Inv Letter: B G/L Group: 1						an a		
GGG(I); 0.00 C Warr			0.00	Type:	с				
G0012):::0.00 :C SCDe	duct\$ 0.00 Taken\$: 0.00	MISC(2) TIRES	0.00	Type:					
G23(13): 10:00 C Lab*	: 00 Part%: 00 Pay Type: C	MISC(3) TIRE FEE	0.00	Type:	C				
and the second			·					· <b></b> - ·	-
LINATS AU, US Operno:	COM FailCode: FP: CondNo:				Tech: A06				•
OrigOn: GMClaimType		<pre>0 Part\$: 0.00 Sublet\$:     0.00 GMOthHrs: 0.00 GMFP</pre>		0.00	SM Auth:				
	NS OF A WATER LEAK ON PASSENGER		•		M AUCH:				
	ICLE AT VARIOUS PLACES & COULD			,					
UTI OCUSTOMER'S CONCE	RN AT THIS TIME.								
an a									
	Repair Order#: 44273 Status Cd								
RO DATEN: 09/06/06 I	nv Date: 09/06/06 Mileage:	225 Act/Est: A Serv Adv: MB							
GOG (1) 0.00 C Warr'	Inv Letter: B G/L Group: 1 Typ: Auth#:	Coupons: 0.00 ShopCl MISC(1) TIRE TAX		<b>T</b>	-				
	duct\$ 0.00 Taken\$: 0.00		0.00	Type:	C .				
	: 00 Part*: 00 Pay Type: C				C				
									-
Limit: A OperNo:		Hours: 0.00 Rate: 1 Amount	t\$:	0.00	Tech: H06				
Envitype: C Sp G/L#:				0.00					
Carcon ConclaimType	GMComplaint: GMLabHrs:	0.00 GMOthHrs: 0.00 GMFP:	:	G	M Auth:				
	ALL TECH. ASSISTANCE TO FIND OU E WITH REMOTE STARTER.	T WHAT IS NEEDED							
	S WITH REMOTE STARTER. STANCE,CASE#9164750 & SPOKE WIT	H MIKE KIGED WAS							
	F#17800737 IS COMPATIBLE WITH V								
	D TO CALL TECHLINE FOR A VCI#FO								
Vir, Ibitatis 64	Repair Order#: 44272 Status Cd	: C							
RO Dates: 09/06/06 Ir	w Date: 09/06/06 Mileage:	225 Act/Est: A Serv Adv: MLE	В.,			÷			
Gontrol#	Inv Letter: C G/L Group: 1	Coupon\$: 0.00 ShopCh	hg: Y						
	Typ: G Auth#:		0.00	Type:	C				
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6464(211) 0.00 C Lade:		MISC(3) TIRE FEE			C				
	10820 FailCode: 6C				 Tech: P02				
PaxType: W Sp G/L#:	FP: 15833071 CondNo: (	) Part\$: 298.54 Sublet\$:	. 0	.00					
OrigOp: GMClaimType:	GMComplaint: OJ GMLabHrs:	1.10 GMOthHrs: 0.00 GMFP:	: 15833	071 G	M Auth:				
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j.												
	AUTO/MATE, INC.		co	MPANY: 01 JO	HNSON CHEV	ROLET-BUI	CK-PONTIA	C, INC			RUN DATE:	03/24/2008
	HIGTPRNT PAGE 7	at e state i state i		SE	RVICE MERC	HANDISING					RUN TIME:	09:44
Ľ,	PAGE	and the second			HISTORY	PRINT						
	Vin COE											
• .		Repair Order#	: 44272	Status Cd:	C .							
	CUSTOMER COMPLA ALL SPEAKERS A	INS THAT THE I	S NO SOU	ND FROM THE	RADIO.FOUN	D THAT						
	ALL SPEAKERS A	RE INOPERATIVE	.CALLED	TECH.ASSISTA	NCE, CASE#9	164750						
	ALL SPEAKERS A SSPOKE W/MIKE	KIGER.WAS ADVI	SED TO C	HECK A/C INP	UT&OUTPUT	VOLTS						
	FROM RADIO&AMP.	FOUND RADIO VO	ILTAGE NO	RMAL.FOUND N	O OUTPUT F	ROM						
	AMP REPLACED R	ADIO AMPLIFIER										
	Part Number: 1583307	1		AMPLIFIER		Type: W	Orve	1 Cost:	213.24	Drice	298.54	
÷	T-Price: 298.54	G/T.# •	200011			Type. "	QCJ.	1 COBC.	213.23	FIICE:	270.34	
	GCGA 25	-,		•								
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•	AUTO / MARCON J.S.											
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CEINTWOOD		VA		KE	MODEL	COLOR	TAG	NO.
uzen Sander I	an an taon an		06 POI	NTIAC	G6 GT	SILVER	0000	00
CUST NO LICE	<u>NSE Номе рнс</u> 276-	ONE WORK	K PHONE	STOCK NO.				
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# JOHNSON CHEVROLET-BUICK-PONTIAC, INC. 348 McCLURE AVENUE P.O. BOX 400 CLINTWOOD, VA 24228 TELEPHONE: (276) 926-4635 FAX PHONE: (276) 926-9118

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C	USTOMER SIGNATURE				(SIGNED) DEAL	LER,	GENERAL MANAGER (	OR AUTHORI	ZED PERSON	(DATE)	
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JOHNSON CHEVROLET-BUICK-PONTIAC, INC. 348 McCLURE AVENUE P.O. BOX 400 CLINTWOOD, VA 24228 TELEPHONE: (276) 926-4635 FAX PHONE: (276) 926-9118 INVOICE NO. VEHICLE IDENTIFICATION MILEAGE OUT DATE OUT 44273 A 09/07/06 225 1G2ZH158164 <u>EOD - C</u> MODEL TAG NO. MAKE COLOR YEAR VA CLINTWOOD 00000 SILVER G6 GT 06 PONTIAC الأرادة والمتجاه والمتحاد TERMS WORK PHONE STOCK NO. PROD.DATE SERV.ADV. HOME PHONE CUST:NO. LICENSE 00/00/00 MB 2233 CASH 05 276 -DELIV.MILES MILEAGE IN DATE IN IN-SERV DATE DELIV.DATE CUST. LABOR RATE 225 09/06/06 09/28/05 00/00/00 52.02 SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M.-5:00 P.M. JOHNSON CHEVROLET-BUICK-PONTIAC--**WE'LL BE THERE!!** PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME WE HAVE GENUINE GM ACCESSORIES AVAILABLE-WE ALSO HAVE SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY TIRES AVAILABLE-ASK OUR PARTS DEPARTMENT TODAY!! HOURS/QTY TYPE AMOUNT LINE OP.CODE FAIL-CD TECH. A R.O. OPENED TO CALL TECH. ASSISTANCE TO FIND OUT WHAT IS NEEDED TO EQUIUP VEHCILE WITH REMOTE STARTER. CALLED TECH.ASSISTANCE, CASE#9164750 & SPOKE WITH MIKE KIGER. WAS SETADVISED THAT PART#17800737 IS COMPATIBLE WITH VEHICLE FOR REMOTE STARTER.WILL NEED TO CALL TECHLINE FOR A VCI#FOR PROGRAM. H06 2233 CLEETIN Line Total.... 的影响的任何分子。 dust production NoCharge TOTAL-AMOUNT CUST 7.01.0 111. 1.9 - Treat **CETAK**S CUSTOMER COPY - PAGE 01 On behalf of servicing dealer, I hereby certify that the information contained STATEMENT OF DISCLAIMER hereon is accurate unless otherwise shown. Warranty services described were The factory warranty constitutes all of the warranties with respect to the performed at no charge to owner. There was no indication from the appearance of sale of this item/items. The Seller hereby expressly disclaims all the vehicle or otherwise, that any part repaired or replaced under this claim warranties either express or implied, including any implied warranty of had been connected in any way with any accident, negligence or misuse. Records merchantability or fitness for a particular purpose. Seller neither supporting this claim are available for (1) year from the date of payment notifiassumes nor authorizes any other person to assume for it any liability in cation at the servicing dealer for inspection by manufacturer's representative. connection with the sale of this item/items. n i d (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE 

	JOHNSON	CHEVRO]	LET-E	BUICK-PO	ONTIAC	, INC.	
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# JOHNSON CHEVROLET-BUICK-PONTIAC, INC. 348 McCLURE AVENUE P.O. BOX 400 CLINTWOOD, VA 24228 TELEPHONE: (276) 926-4635 FAX PHONE: (276) 926-9118

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## JOHNSON CHEVROLET-BUICK-PONTIAC, INC. 348 McCLURE AVENUE P.O. BOX 400 CLINTWOOD, VA 24228 TELEPHONE: (276) 926-4635 FAX PHONE: (276) 926-9118

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JOHNSON	CHEVROLET-BUICK-PONTIAC,	TNC
	348 McCLURE AVENUE	-L I V V
	P.O. BOX 400 CLINTWOOD, VA 24228	
	TELEPHONE: (276) 926-4635	
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JOHNSON CHEVROLET-BUICK-PONTIAC, INC. 348 McCLURE AVENUE P.O. BOX 400 CLINTWOOD, VA 24228 TELEPHONE: (276) 926-4635 FAX PHONE: (276) 926-9118

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		I	TELEPHONE	CLINTWOOD, : (276) 926 : (276) 926	-4635		
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JOHNSON CHEVROLET-BUICK-PONTIAC, INC. 348 McCLURE AVENUE P.O. BOX 400 CLINTWOOD, VA 24228 TELEPHONE: (276) 926-4635 FAX PHONE: (276) 926-9118

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# JOHNSON CHEVROLET-BUICK-PONTIAC, INC. 348 McCLURE AVENUE P.O. BOX 400 CLINTWOOD, VA 24228 TELEPHONE: (276) 926-4635 FAX PHONE: (276) 926-9118

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JOHNSON CHEVROLET-BUICK-PONTIAC, INC. 348 McCLURE AVENUE P.O. BOX 400 CLINTWOOD, VA 24228 TELEPHONE: (276) 926-4635 FAX PHONE: (276) 926-9118

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X       15942813 LAMP       1       W       172.20       123.00         Line Total       188.39       123.00         462       70.15-       26.00       TOTAL-CASH       225       NoCharge         203       372.66       TOTAL-CASH       225       NoCharge         204       30.2.51-       216.08       TOTAL-CASH       225       NoCharge         204       263       372.66       Total-cash       225       Nocharge         204       263       123.00       Total-cash       225       Nocharge         204       264       264       264       264       264       264       264         205       264       264       264       264       264       264       264       264       264         205       264       264       264       264       264       264       264       264       264       264       264 <t< th=""><th></th><th></th><th></th><th>1.55 (1.55 (1.5 1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) (1.5) 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348 MCCLURE AVENUE         P.O. BOX 400 CLINTWOOD, VA 24228         TELEPHONE: (276) 926-4635         FAX PHONE: (276) 926-9118         VERICLE TERMITICATION METABLOOD FAXEBOUT			· .								
348 MCCLURE AVENUE         P.O. BOX 400 CLINTWOOD, VA 24228         TELEPHONE: (276) 926-4635         FAX PHONE: (276) 926-9118         VERICLE TERMITICATION METABLOOD FAXEBOUT		TOHNSON	J CHEVR	OTIE	т-Т	SUTCK-F	NON	ITTAC.	INC.		
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Control         Description         Description <thdescription< th=""> <thdescription< th=""> <th< td=""><td>CLINTWOOD</td><td></td><td>VA</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<></thdescription<></thdescription<>	CLINTWOOD		VA								
CASE         276 -         7409         00/00/00         JWC 6388         CASH           S2/02         09/05/06         191         6642         05/21/07         09/05/06         MLB           S2/03         X         15942813         LAMP         1         W         172.20         123.00           S2/03         302.51-         216.08         TOTAL-CASH         225         NoCharge           S2/04         MEB         S         S         S         S           S2/04         MEB         S         S         S         S           S2/04         MEB         S         S         S         S			· .	06	PO	NTIAC	G6	GT	SILVER	00000	)
CASE         276 -         7409         00/00/00         JWC 6388         CASH           S2/02         09/05/06         191         6642         05/21/07         09/05/06         MLB           S2/03         X         15942813         LAMP         1         W         172.20         123.00           S2/03         302.51-         216.08         TOTAL-CASH         225         NoCharge           S2/04         MEB         S         S         S         S           S2/04         MEB         S         S         S         S           S2/04         MEB         S         S         S         S	CUST NO. LICENS	SE HOME PH	ONE	RK PHON	E	STOCK NO		PROD.DATE	SERV. ADV.	TERMS	
Added starts       Deluty/Date       IDeluty/Date       Intraction       Intraction       Intraction         S22/02       09/05/06       191       6642       05/21/07       09/05/06       MLB         Addition       Intraction       Intraction       Intraction       Model       Model         Addition       X       15942813       LAMP       1       W       172.20       123.00         Addition       X       15942813       LAMP       1       W       172.20       123.00         Addition       X       15942813       LAMP       1       W       172.20       123.00         Addition       Total       Total       Total       Start       123.00         Addition       Total       Total       25       NoCharge         Addition       372.66       Total       25       NoCharge         Addition       Model of servicing dates, thereby certify that the information contained start         Addition       Model of the water       Total       Start         Addition       Model of the water       Start       Start         Addition       Total       Start       Start       Start         Addit       Model of the water		• •	_						JWC 6388	CASH	
S2202     09/05/06     191     6642     05/21/07     09/05/06     MLB         NAME     MODES/GTY     TYPE     AKOUNT         X     15942813     LAMP     1     W     172.20     123.00         Line     Total     188.39     123.00         462     70.15-     26.00     263     372.66         463     302.51-     216.08       263     372.66         COFFICE     COPY + PAGE 02         Mathematication     Description         Mathematication     Modes         Mathematication     Mathematication         Control     Control         Mathematication				MTTENO	р- У <b>Т</b> КТ						
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CLINTMOOD       VA       Description       Output the state of the point of t	CLINTWOOD         VA         TEAR         MARE         GG GT         SILVER         00000           UST NO.         LICENSE         HOME PHONE         WORK PHONE         STOCK NO.         PROD.DATE         SERV.ADV         TERMS           3385         276-         7409         00/00/00         JWC 6388         CASH           0037.LABOR RATE         DELIV.DATE         DELIV.MILES         MILEAGE IN         DATE IN         TN-SERV.DATE           0037.LABOR RATE         DELIV.DATE         DELIV.MILES         MILEAGE IN         DATE IN         TN-SERV.DATE           0037.LABOR RATE         DELIV.DATE         DELIV.MILES         MILEAGE IN         DATE IN         TN-SERV.DATE           0037.LABOR RATE         DELIV.DATE         DELIV.MILES         MILEAGE IN         DATE IN         TN-SERV.DATE           0037.LABOR RATE         DELIV.DATE         DELIV.MILES         MILEAGE IN         DATE IN         TN-SERV.DATE           0037.LABOR RATE         DELIV.MILES         MILEAGE IN         DATE IN         TN-SERV.DATE         AMOUNT           INE         OP (05/06         191         7287         06/02/07         09/05/06         JWC         AMOUNT           INE         OP (05/06         191         TECH         HOMES/OTX<				1G2ZH1	58164	7287			SE
06     PONTAC     G6     G1     SINGE     COUNTAC       03385     276     7409     00/00/00     JWC     Firster State       04:52:02     09/05/06     191     7287     06/02/07     09/05/06     JWC       1:52:02     09/05/06     191     7287     06/02/07     09/05/06     JWC       1:52:02     09/05/06     191     7287     06/02/07     09/05/06     JWC	OG         PONTIAC         G6 G1         SILVER         COUC           CUSTINO:         LICENSE         HOME PHONE         WORK PHONE         STOCK NO         PROD.DATE         SERV.ADV.         TERMS           COST LAGOR RATE         DELIV.MILES         MILEAGE IN         DATE IN         TN-SERV.DATE         SERV.ADV.         TERMS           UST LABOR RATE         DELIV.MILES         MILEAGE IN         DATE IN         TN-SERV.DATE         CASH           UST LABOR RATE         DELIV.MILES         MILEAGE IN         DATE IN         TN-SERV.DATE         CASH           UST LABOR RATE         DELIV.MILES         MILEAGE IN         DATE IN         TN-SERV.DATE         CASH           UST LABOR RATE         DELIV.MILES         MILEAGE IN         DATE IN         TN-SERV.DATE         CASH           UST CODE         FAIL-CD         TECH         MOURS/OTX         TYPE         AMOUNT           INE         OF.CODE         FAIL-CD         TECH         HOURS/OTX         TYPE         AMOUNT           A.         CUSTOMER COMPLAINS PASSENGER SEAT WILL NOT RECLINE         FOUND RECLINE HANDLE BROKEN, REPLACED HANDLE         20 W 10.79           CASEN :         Claim Type:         Complaint Cd: ON LaborHrs: 0.2 OtherHrs: 0.0         OR           POUSO	CTTNTWOOL	)	VA						
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276       7809       00/05/06       01/05/06       01/05/06       01/05/06         052:02       09/05/06       191       7287       06/02/07       09/05/06       JWC         AREMANDARY       00/05/06       191       7287       06/02/07       09/05/06       JWC         AREMANDARY       09/05/06       191       7287       06/02/07       DV 10.79         ACUSTOMER COMPLAINS PASSENGER SEAT WILL NOT RECLINE       00       10.79       COMPLAINS 0.2       OtherHTS: 0.0         ACENTSE:       Claim Type:       Complaint Cd: ON LaborHTS: 0.2       OtherHTS: 0.0       DV       Extraction to the the thistory of the the thi	276-       276-       7409       00700700       0100000         DELIV.DATE       DELIV.MILES       MILEAGE IN       DATE IN       IN-SERV DATE         DEST.LABOR RATE       DELIV.MILES       MILEAGE IN       DATE IN       IN-SERV DATE         DEST.LABOR RATE       DELIV.MILES       MILEAGE IN       DATE IN       IN-SERV DATE         DEST.LABOR RATE       DELIV.MILES       MILEAGE IN       DATE IN       IN-SERV DATE         DEST.LABOR RATE       DELIV.MILES       MILEAGE IN       DATE IN       IN-SERV DATE         DEST.LABOR RATE       DELIV.MILES       MILEAGE IN       DATE IN       IN-SERV DATE         DEST.LABOR RATE       DELIV.MILES       MILEAGE IN       DATE IN       IN-SERV DATE         DEST.LABOR RATE       OP.CODE       FAIL-CD       TECH       HOURS/OTY       TYPE         A       CUSTOMER COMPLAINS PASSENGER SEAT WILL NOT RECLINE       AMOUNT       AMOUNT       AMOUNT         A       CUSTOMER COMPLAINS PASSENGER SEAT WILL NOT RECLINE       20       NO       10.79         C6500       ID       B03 9201       .20       W       18.48       13.20         ANDIN       HANDLE       IN       Line Total       29.27       13.20         CUSTOM	CUST NO. LIC	ENSE HOME PHO	WOI	RK PHONE					
USET LANOT BATE       DELIVITION CONTINUES       DELIVITION CONTINUES       DELIVITION CONTINUES       DELIVITION CONTINUES         UNREFINITION       DELIVITION CONTINUES       DELIVITION CONTINUES       DELIVITION CONTINUES       AMOUNTINUES         UNREFINITION       DELIVITION CONTINUES       DELIVITION CONTINUES       DECONTINUES       AMOUNTINUES         A. CUSTOMER COMPLAINS PASSENGER SEAT WILL NOT RECLINE       FOUND RECLINE HANDLE BROKEN, REPLACED HANDLE       20 W 10.79         CG500 LD B03 2201       .20 W 10.79         ANDER CLINE HANDLE BROKEN, REPLACED HANDLE       USE ALS	UST LABOR RATE         DELLV.DATE         DATE         DELLV.DATE         DATE	6385	276-			7409	00/00/00	JWC 6388		
ASS2:02       09/05/05       191       1207       05/05/07       07/05/07       07/05/07         INNE       INNE       INNE       INNE       INNE       INNE       INNE       INNE         ACUSTOMER COMPLAINS PASSENCER SEAT WILL NOT RECLINE       FOUND RECLINE HANDLE BROKEN, REPLACED HANDLE       20 W 10.79       ASO1       INNE       INNE </td <td>AND AND AND AND AND AND AND AND AND AND</td> <td>UST LABOR RATE</td> <td>DELIV.DATE</td> <td>DELIV.MILES</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td><u>, 1868</u> -</td>	AND	UST LABOR RATE	DELIV.DATE	DELIV.MILES						<u>, 1868</u> -
ALCUSTOMER COMPLAINS PASSENGER SEAT WILL NOT RECLINE FOUND RECLINE HANDLE BROKEN, REPLACED HANDLE CG500 1D B03 9201 .20 W 10.79 COMPLAINS CLaim Type: Complaint Cd: ON LaborHrs: 0.2 OtherHrs: 0.0 INC NOX X HANDLE I W 18.48 13.20 Line Total 29.27 13.20 CULTA: 462 10.79- 4.00 TOTAL-CASH 225 NoCharge 480 18.48- 13.20 COFFICE COPY - PAGE 01 COFFICE COPY - PAGE 01	A CUSTOMER COMPLAINS PASSENGER SEAT WILL NOT RECLINE FOUND RECLINE HANDLE BROKEN, REPLACED HANDLE C6500 1D B03 9201 .20 W 10.79 C6500 1D B03 9201 .20 W 10.79 C120 Complaint Cd: ON LaborHrs: 0.2 OtherHrs: 0.0 AUCH SCX X HANDLE 1 W 18.48 13.20 Line Total 29.27 13.20 CONTRACT 462 10.79- 4.00 TOTAL-CASH 225 NoCharge 6385 480 18.48- 13.20	52.02	09/05/06	191	7287	06/02/07	09/05/06	JWC		
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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 asgumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. (DATE)		an besser the state of the	80 18.48			TOTAL-CAS	SH 225	NoCharge		
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JOHNSON CHEVROLET	CLURE AVENUE	UNTIAC,	TTAC •	
P O BOX 400	CLINTWOOD, V.	A 24220		
TELEPHONE: FAX PHONE:	: (276) 920-4	000		
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VEH1	ICLE IDENTIFICATION	MILEAGE OUT		NVOICE NO. 49855 A
	ZH158164	11607	E	OD - C
CLINTWOOD VA	MAKE	MODEL G6 GT	COLOR SILVER	TAG NO. 00000
Christian 06	PONTIAC		SILVER SERV. ADV.	TERMS
CUST:NO: LICENSE HOME PHONE WORK PHON	NE STOCK NO. 7409	PROD.DATE	MD 9300	CASH
26385		IN-SERV DATE		
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CUSTOMER COPY - PAGE 01	On Denair of to.			from the annearance
STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect The factory warranty constitutes all of the warranties with respect rale of this, item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warrant warranties either express or implied, including any implied warrant	t to the hereon is accura performed at no ty of the vehicle or a had been connect	charge to owner. I otherwise, that any ted in any way with	part repaired or replac any accident, negligence	ed under this claim te or misuse. Record date of payment noti
STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect The factory warranty constitutes all of the warranties with respect The factory warranty constitutes all of the warranties with respect The factory warranty constitutes all of the warranties with respect The factory warranty constitutes all of the warranties with respect to the second se	t to the hereon is accura performed at no ty of the vehicle or of had been connec: lity in supporting this cation at the s	charge to owner. A otherwise, that any ted in any way with claim are available servicing dealer for	part repaired or replac any accident, negligenc for (1) year from the inspection by manufactu	ed under this claim ce or misuse. Record date of payment noti urer's representative
STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect rate of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warrant merchantability or fitness for a particular purpose. Seller neither interval authorizes any other person to assume for it any liabil	t to the hereon is accura performed at no ty of the vehicle or of had been connec: lity in supporting this cation at the s	charge to owner. A otherwise, that any ted in any way with claim are available servicing dealer for	part repaired or replac any accident, negligence	ed under this claim ce or misuse. Record date of payment noti urer's representative

VIRGIN	IA BL	YEN S.O	RDER	NA	ບບ E	UICK-PONT	AC Inc	-	STOCK	NO.	
DATE OF SALE	ा <b>क</b>	किंग्स्टर्ग देई			34	McGiure Ave. I CLINTWOOD, V	P.O. Box 400	r.		7409	
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PURCHASER'S	a.	(00)		<u> </u>		HOME	·	• •		-	
CO/PURCHASE	R	(PR)	VT OR TYPE)			CITY, STATE, ZIP	CLIN	rwood.		VA	
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200	6	PONTIAC			66 GT-					SILV	ER
MILEAGE	191		158164					IN	I SERVICE DATE	05/06	
PRICE INCLUDI	NG FREIGHT, IG & DELIVER	<u> </u>									22518.95
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FOR AS IS SAL	E ONLY: 1 BY ANY DE	UNDERSTAND THA	T THIS VEHI	LE IS BE	NG SOLD "AS I	S" WITH ALL FAU	LTS AND IS	EQUITY ON	TRADE-IN	(2)	
INNI NEFAINO.AI		THIS VEHICLE I		TO PAY FO	)R ANY REPAIR	s not hequihed s this vehicle	WILL NEED.	ADDITIONA PAYMENT C	L DOWN	(3)	<u>. 00</u> . 00
DATE	Ende divej	SIGNAT	• •, • • • •					•	EBATE	(4)	1102.00
			SCRIPTION O	ETRADE.	N		<u>.</u>				
YEAR	MAKE		MODEL		COLOR	TYPE/DOORS		TOTAL DOWN PAY	INCIA1	2+3+4)	1102.00
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						TAG NO.	١.	INCLUDING	. ØØ		
SALESPERSON	L	<u> </u>					······	TAX OF			. 00
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The front and back of this buyer's order, along with other documents signed by Purchaser(s) in connection with this order, comprise the entire agreement between the parties affecting this purchase. No oral agreements or understandings shall be binding. Purchaser(s) acknowledges that he/she has been given the opportunity to review all documents prior to signing them and that he/she has not signed any documents in blank. By executing this Order, Purchaser(s) acknowledges he/she has read all of its terms and has received a fully completed copy. Purchaser(s) certifies he/she is 18 years of age or older. Until made effective, this order is not binding and Purchaser(s) may cancel and recover deposit.

#### NO ARI DED UNLESS SPECIFICALLY INDICATED JE IN SECURITY AGREEMENT: Purchaser hereby grants Seller, its successors and assigns, a security interest in the motor vehicle, equipment and accessories to be purchased pursuant to this agreement and such security interest shall remain in effect until all sums due hereunder have been paid in full.

FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY: THIS SALE IS CONDITIONED UPON APPROVAL OF YOUR PRO-POSED RETAIL INSTALLMENT SALE CONTRACT AS SUBMITTED TO OR THROUGH THE DEALER. IF THAT PROPOSED RETAIL INSTALLMENT SALE CONTRACT IS NOT APPROVED UNDER THE TERMS AGREED TO WITH THE DEALER, YOU MAY CANCEL THIS SALE AND ANY DOWN PAYMENT AND/OR TRADE-IN YOU SUBMITTED WILL BE RETURNED TO YOU, PROVIDED THAT ANY VEHICLE DELIVERED TO YOU BY THE DEALER PURSUANT TO THIS AGREEMENT IS RETURNED TO THE DEALER IN THE SAME CONDITION AS DELIVERED TO YOU, NORMAL WEAR AND TEAR EXCEPTED, WITHIN TWENTY-FOUR HOURS OF WRITTEN OR ORAL NOTICE TO YOU OF THE CREDIT DENIAL.

FOR SALES INVOLVING DEALER ARRANGED FINANCING
LEASING ONLY: IF THE DEALER DOES NOT RECEIVE APPROVAL
FROM A FINANCIAL SOURCE FOR YOUR PROPOSED RETAIL
INSTALLMENT CONTRACT OR LEASE ("CONTRACT") ON TERMS
ACCEPTABLE TO DEALER, DEALER MAY CANCEL THE SALE AND
THE CONTRACT, AND YOU WILL RETURN THE VEHICLE IN GOOD
CONDITION WITHOUT EXCESS MILEAGE. IF YOU FAIL TO RETURN
THE VEHICLE DEALER SHALL BE ENTITLED TO REPOSSESS THE
VEHICLE AND SHALL HAVE ALL OTHER RIGHTS UNDER TITLE
8.2 OF THE CODE OF VIRGINIA, OTHER STATUTES AND COMMON
LAW.

Signed (1)				228-92-02
-	ruicnaser		-	Social Security Number
(2)		<u> </u>		
	Purchaser			 Social Security Number

This Order is not valid unless signed and accepted by the Dealer or his authorized representative.

Dealer or Authorized Representative

Approved

	INSON CHEVROLE	[n	
VIRGINIA BUYEND ORDER-NA BI	UICK-PONTIAC, Inc.	STOCK NO.	
DATE OF SALE	McClure Ave. P.O. Box 40 CLINTWOOD, VA 24228 (276) 926-4535	740	9
PURCHASER'S NAME	HOME		
(PRINT OR TYPE) CO/PURCHASER NAME	CITY, STATE, ZIP CLIN	TWOOD V.A	
(PRINT OR TYPE) PLEASE ENTER MY ORDER FOR THE FOLLOWING:	COUNTY DICK	ENSON E-MAIL ADDRE	ss .
Пијем Пизер Премо	HOME	BUS. PHONE	
YEAR MAKE MODEL 2006 PONTIAC G5 GT	TYPE/DOO	RS COLOR	VER
MILEAGE VIN 191 1622H158164		IN SERVICE DATE	•
PRICE INCLUDING FREIGHT, HANDLING & DELIVERY			22518.95
		······································	
		TOTAL PURCHASE PRICE	22518.95
		PROCESSING FEE FOR CONSUMER SERVICES	
		3% VA. TITLE TAX	
	D	EALER'S BUSINESS LICENSE TAX	33.78
		GAP	595.00
LICENSE FEE	<u></u>		39.50
		TOTAL DELIVERED PRICE	
SUBMITTED W	/ITH ORDER	. (1)	.00
	FOR USED CAR TRADE-IN AS	APPRAISED のの	and The Standard Cartan An an an anna anna anna anna anna ann
	RESPONSIBLE FOR ) APPRO		
FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS ANY REPAIRS AFTER I BUY THIS VEHICLE I WILL HAVE TO DAY FOR ANY FOR	WITH ALL FAULTS AND IS	EQUITY ON TRADE-IN (2)	. 0.9
THE AND ALLERT OUT THIS VEHICLE. I WILL HAVE TO PAT FOR ANY REPAIRS	THIS VEHICLE WILL NEED.	ADDITIONAL DOWN PAYMENT ON DELIVERY (3)	. 00
(SEE #15 ON REVERSE SIDE) SIGNATURE		REBATE (4)	1102.00
DESCRIPTION OF TRADE-IN		TOTAL DOWN PAYMENT (1+2+3+4)	1400.00
YEAR MAKE MODEL COLOR	TYPE/DOORS	EXTENDED SERVICE	1102.00
MILEAGE VIN	TAG NO.		
		TAX OF 00	. 00
SALESPERSON		BALANCE DUE ON DELIVERY	22760.80
The front and back of this buyer's order, along with other documents signed by Pun		ON DELIVERY	22/04.00

affecting this purchase. No oral agreements or understandings shall be binding. Purchaser(s) acknowledges that he/she has been given the opportunity to review all documents prior to signing them and that he/she has not signed any documents in blank. By executing this Order, Purchaser(s) acknowledges he/she has read all of its terms and has received a fully completed copy. Purchaser(s) certifies he/she is 18 years of age or older. Until made effective, this order is not binding and Purchaser(s) may cancel and recover deposit.

#### LITY INSURANCE INC _IABIL **_UDED** UNLESS SPECIFICALLY INDICATED

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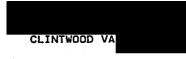
FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY: THIS SALE IS CONDITIONED UPON APPROVAL OF YOUR PRO-POSED RETAIL INSTALLMENT SALE CONTRACT AS SUBMITTED TO OR THROUGH THE DEALER. IF THAT PROPOSED RETAIL INSTALLMENT SALE CONTRACT IS NOT APPROVED UNDER THE TERMS AGREED TO WITH THE DEALER, YOU MAY CANCEL THIS SALE AND ANY DOWN PAYMENT AND/OR TRADE-IN YOU SUBMITTED WILL BE RETURNED TO YOU, PROVIDED THAT ANY VEHICLE DELIVERED TO YOU BY THE DEALER PURSUANT TO THIS AGREEMENT IS RETURNED TO THE DEALER IN THE SAME CONDITION AS DELIVERED TO YOU, NORMAL WEAR AND TEAR EXCEPTED, WITHIN TWENTY-FOUR HOURS OF WRITTEN OR ORAL NOTICE TO YOU OF THE CREDIT DENIAL.

FOR SALES INVOLVING DEALER ARRANGED FINANCING, LEASING ONLY: IF THE DEALER DOES NOT RECEIVE APPROVAL FROM A FINANCIAL SOURCE FOR YOUR PROPOSED RETAIL INSTALLMENT CONTRACT OR LEASE ("CONTRACT") ON TERMS ACCEPTABLE TO DEALER, DEALER MAY CANCEL THE SALE AND THE CONTRACT, AND YOU WILL RETURN THE VEHICLE IN GOOD CONDITION WITHOUT EXCESS MILEAGE. IF YOU FAIL TO RETURN THE VEHICLE DEALER SHALL BE ENTITLED TO REPOSSESS THE VEHICLE AND SHALL HAVE ALL OTHER RIGHTS UNDER TITLE 8.2 OF THE CODE OF VIRGINIA, OTHER STATUTES AND COMMON LAW.

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225-22-02

DMVVD160	RG2000PB 438	•		•				3
Me 🖉		IA MOTOR VI	EHICLE REGIST	RATION	•		VSA-O	REV 08/06)
Title Number	Veh. Identification Number 1G2ZH158164	(VIN) Date Issue 10/01/0		Plate SN	Туре	Sticker	Expirat 09/30	ion Date /08
Vehicle Make PONTIAC	Model G6 GT	Body CPE		Year 2006	Color SIL	Fuel GAS	Vehicle Use PRIVATE	Axles 2
Purchase Date 09/05/06	Odometer at Titling Li 191 ACTUAL	en at Reg EW Y 13379	GW GVWR	GCWR	Unit #			
09/05/06	191 ACTUAL	<u>Y •3379</u>	· <del></del>	•		·. ·	· · · · · ·	· · ·



DICKENSON COUNTY

CMA 247 INTNET

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#### ίż.

DMV verifies insurance coverage of all registered vehicles. If you cancel your insurance, notify DMV and return the license plates. If you do not notify DMV, your driver's license will be suspended and all of your vehicle license plates will be cancelled.

This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.

Revised 8/02/2007

#### **Privileged and Confidential Information**

#### CASE ASSESSMENT

By: Corey Knight State: VA

Customer Name:

Service Request: 71-613794249

BBB Case No.: PGM0836587

Vehicle Purchased Used on: N/A at odometer n/a

Sale Type: Purchase Lease Other : n/a

Vehicle ID No.: 1G2ZH158164 In Service Date: 9/5/2006 Vehicle is: New

BAC Code: 131059

Year, Make & Model: 2006 Pontiac G6 Mileage at Time of BBB Filing (16888) Lien holder: GMAC Other : n/a

# VEHICLE REPAIR HISTORY

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

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

#### ⊠ {Radio Amplifier}

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/06/06	44272	1	225	Customer complains that there is no sound from the radio. Found that all speakers are inoperative. Called TECH Assistance, Case#9164750 & spoke with Mike Kiger. Was advised to check A/C input & Output volts from radio & amp. Found radio voltage normal. Found no output from amp. Replaced radio amplifier.

### ⊠ {Sunroof- Water Leak}

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
09/25/06	44590	3	587	Customer complains that there is a water leak on the right rear side. Water tested the vehicle and found water entering through the rear sunroof drain tube. Found bulletin #PIC4079B. Inspected rear drain tube and found that it is not connected. R & R of rear sunroof drain tube & Re- Connected and secured. Water tested again- No leaks found.		
10/16/06	44914	4	969	Customer complains vehicle has a water leak. Water tested vehicle and found water entering into front floorboard area. Found bulletin #PIC4079C. Inspected front sunroof drain hose and found it to not be connected. Re-Connected front sunroof drain hose and secured per bulletin.		

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/18/06	44483	9	501	Customer complains of a water leak on passenger side. Water tested the vehicle at various places and could not duplicate the customer's concern at this time.

03/20/07	47117	2	4278	Customer complains that the carpet on the right side is wet. Water tested vehicle and found that the right side door hinges are out of adjustment						
				causing the indexing window to not completely close, creating a water leak on the right side of the vehicle. R&R right side door hinges and adjusted. Water tested again. OLH required for removing and re-installing carpet to dry floor pan and carpet.						
⊠ <u>{Steer</u>	•									
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:						
10/16/06	44914	*	969	Customer complains the vehicle is pulling to the right. Found that the vehicle is out of alignment. Scheduled customer an appt. for Friday for an alignment.						
11/28/06	45452	1	1581	Customer complains that the vehicle is pulling strongly to the right and that the tires are excessively wearing. Test drove the vehicle and found the vehicle is pulling to the right and that the steering wheel is off center. As well, the tires are starting to show premature wear. Checked and adjusted alignment and road tested.						
⊠ <u>{</u> Trunk	∑ {Trunk- Carpet}									
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:						
04/25/07	47676	16	5670	Customer complains of a musty/mildew odor in the vehicle. Ordered carpet.						
04/25/07	47676	*	5670	Customer complains of a water leak in the trunk on the left side. Ordered Trunk carpet mat.						
05/21/07	48024	16	6642	Customer complains of a musty/mildew odor inside of the vehicle. Checked the vehicle and found the carpet to have odor. Removed the carpet and tried to dry and clean. Odor would not go away. Replaced carpet in rear floor pan.						
⊠ <u>{Powe</u>	r Steerin	<u>ig Light On</u>	<u>}</u>							
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:						
04/25/07	47676	*	5670	Customer complains power steering light is on. Ordered steering wheel position sensor.						
05/14/07	47951	4	6454	Customer complains that the power steering light is on. Scanned the vehicle and found DTC C0460- Symptom 00. Ran chart for code and chart said to replace the steering wheel position sensor. Replaced the steering column/position sensor and test drove the vehicle again to verify that DTC did not reset.						
⊠ <u>{Steer</u>	<u>ing- Thu</u>	mping Sour	<u>nd}</u>							
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:						
03/06/08	52067	19	16271	Customer complains of a knock in the steering. Test drove car, felt and heard knocking in steering. Found bulletin # 06-02-32-007B. Found poise						

16271	Customer complains of a knock in the steering. Test drove car, felt and heard knocking in steering. Found bulletin # 06-02-32-007B. Found noise
	to be condition #2. Found noise to be in steering gear as in correction #2. Test drove car. Did not feel or hear knocking noise. Adjusted front toe.

X {Taillights-Water Leak}

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/21/07	48024	*	6642	Customer complains that the taillights have water inside of them. Checked tail lamp and found water standing in bottom on right rear tail lamp only. Replaced right rear tail lamp and water tested.

## THE STATE LEMON LAW READS:

Days out of service: 30 Repairs: 3 Time period: 18 Months 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:	10
Total days out of service during the presumption period:	74
Total days out of service during customer's ownership:	74

## Vehicle Meets Presumption of Lemon Law YES or NO

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

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

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

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

## RECOMMENDATION AND RATIONALE

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

DLR STS: He was in here 18th of 08' complained of vibration while braking. He was here in 07' for a Mildew smell. 6,642 was his miles. Customer complained of thumping in steering. Power steering gear. Hasn't been back in since 07'. Water leak in trunk. Charles Marshall (SM). Power steering concerns to.

DVM STS: Corey this is Charles Marshall DVM calling on Setser. Owner of a 2006 G6. Had a series of problems. You left a voicemail with the concerns about future problems. You wanted to offer major guard for 6 years or 72,000 miles. I have no problem with that. It sounds like a series of problems and if you think you can get him satisfied with the offer of the GMPP Major Guard Plan, that's fine with me. So go ahead and do that and get this one closed out satisfied if you can. Thanks. You can go ahead and offer that CCL. Word it that we will cover water leaks to the interior of the passenger compartment as well as the trunk area. Hey Corey its Charles Marshall. Calling back on Setser. Its the 06' G6. Complaint on water leaks. You proposed to give a GMPP plan and he is stating the customer is stating that there is no coverage for water leaks on major guard so I think your suggestion to give him a ccl. I have no problem with that if you get your TL to approve it. Go ahead and contact him and handle this. It sounds like a great move and a good way to handle this. As soon as you get it approved send it out and close this one out satisfied.

for	r Water Leaks	DATE: 4/9/2008	CUST Accepted
Goodwill: Component Service Coverage Letter		Attorney Fees (if appli	cable): \${Amount}

TEAM LEAD APPROVING:	{Name}	Date: {Date}
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2006 (	G6 - GT COUPE			PONTIAC/GI	MC DIVISIO	ON
67U I	LIQUID SILVER METALLI	C	/V6G	GENERAL MO	OTORS CORI	PORATION
	EBONY			100 RENAIS	SSANCE CEN	NTER
ORDER	NO. JJHNHF/TRE	STOCK NC	).	DETROIT	MI 48	3243-1114
VIN 10	G2 ZH15 81 64			VEHICLE II	NVOICE 2AI	052313127
	* * * * * * * * * * * * * * * * * * * *				* * * * * * * * * 1	l6*18037s
MODEL	& FACTORY OPTIONS G6 - GT COUPE		MSRP	INV AMT	RETAIL -	STOCK
2ZH37	G6 – GT COUPE		22330.00	20655.25	INVOICE (	08/29/05
FE9 5	0-STATE EMISSIONS		N/C	N/C	SHIPPED (	08/29/05
FR9 A	XLE RATIO 3.29		N/C	N/C	EXP I/T (	09/02/05
LX9 EI	NGINE, 3.5L V6 SFI		N/C	N/C	INT COM (	09/02/05
MX0 A	UTOMATIC TRANSMISSION			0.00	PRC EFF (	08/29/05
PED PI	REMIUM VALUE PACKAGE	INCLUDES	1550.00	1286.50	KEYS G00	75 G0075
*	(4) 17" CHROMETECH W	HEELS			WFP-F QTH	R OPT-1
*	<pre>(4) 17" CHROMETECH W AM/FM STEREO 6 DISC (REPLACES STD/OPT/PK</pre>	CD PLAYE	R		BANK: GMA	AC - 340
	(REPLACES STD/OPT/PK	G RADIO)			CHG-TO	18-037
*	SUNROOF, POWER TILT					
					SHIP WT:	3379
R6J C	USTOMER DIALOG NETWOR	RK	0.00	16.50	HP:	32.9
	ICENSE PLATE BRACKET,				GMS:	21541.85
	REMIUM PACKAGE DISCOU					
					MRM:	24505.00
					DAN:	
					MEMO	1094.00

TOTAL MODEL & OPTIONS	23380.00	21543.25	ACT 231	21466.85
DESTINATION CHARGE	625.00	625.00	H/B 261	701.40
LAM DEALER CONTRIBUTION		233.80	ADV 261	233.80
LAM GROUP CONTRIBUTION		116.90	EXP 65A	116.90

BACHMAN-BERNARD PONTIAC-CADILLAC-BUI VIN 10

VIN 1G2ZH158164 \$ 22518.95 INV 2AD52313127 DUE 09/02/05 DEALER 18-037

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

Customer:		SR #: 71-613794249	BBB#: PGM0836587

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

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

#### Section 1

Purchase Price	22518.95
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 24005.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -1486.05
(If positive, look for Overallowance)	

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

## Section 2

Coolin 2	
Trade Allowance	0.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 0.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 0.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

### Section 3

**•**••••

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Trade Allowance	0.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
	0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
	- 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4	
Purchase Price	22518.95
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 1102.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 21416.95
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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

ATT! Corey KNIGHT from Charles Pike JoHNSON Chevrotet

3M Vehicle	Inquiry	System	ı - Summary				Page 1 of
			GM Vehicle I	nquiry S	System		
			Sun	mary			
1							
Home - Sun	nnary - Cl	aim Hist	tory - Vehicle Build - Vehi	cle Component	- Delivery Infor	mation - Deale	r In <u>o</u> rmation
			Service Contract - Warr	anty Biock - Bi			
		,,		(cif)			
VIN :		G2ZH1	58164				
V.I.N :				NFORMATIO	N		<u>M.7.1.</u>
	·		······			ty Start	
Merchandis Model :	ing	2ZH37	-2006 G6 - GT COUPE		Date :		05/05/2006
BARS Orde	r Type :	70 - RJ	ETAIL - STOCK				
Delivering I	Dealer :		SON CHEVROLET-OLDS	MOBILE-BUIC	K- Selling	Source :	IE - PONTIAC
		PO BC					
			CWOOD, VA 24228-0400 926-4635	)	Site Co		18 743
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	NG	_+ <b>D</b> _++					
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Vehicle Has	s No Curre		ord Of Outstanding Service				
			N STAR AND XM SATEL		ΙΝΓΟΚΙΜΑΤΙΟ		
Vehicle Has	NO ASSOC	ated O	n Star or XM Radio Inform				
			APPLICABL	E WARRAN'I'I			
		Descrip	otion	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BI	UMPER TO	) BUMF	PER LIMITED	00/05/2004	101	09/05/2000	26101 -
WARRANT	Ϋ́			09/05/2006	191 miles	09/05/2009	36191 mi
72/100000 S THROUGH			OVERAGE RUST ANTY	09/05/2006	191 miles	09/05/2012	100191 mi
			N CATALYTIC CONV.				
AND PCM				09/05/2006	191 miles	09/05/2014	80191 mi
36/36000 FE	EDERAL E	MISSIC	DN	09/05/2006	191 miles	09/05/2009	36191 mi
and a second			CLAIM	HISTORY			
RO Date	R.O Number	Туре		Labor Operati	on		Odometer Reading
03/06/2008	052067	#	E9740 - GEAR ASSEMBI	.Y, POWER ST	EERING - REP	LACE	15275 mi
06/02/2007	048204	#	C6500 - PASSENGER SE	AT RECLINER	HANDLE		7387
00/02/2007			REPLACEMENT			I	7287 mil

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https://www.autopartners.net/apps/omvis/main/S-

(n) Luci 9250 yr 14 1 i · • • .

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GM	Vehicle	Inquiry	System -	Summary
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05/21/2007	048024	#	REAR - R&R OR REPLA	6642	miles
05/21/2007	048024	G	C4683 - CARPET, REAR COMPARTMENT FLOOR PANEL - REAR - R&R OR REPLA	6642	miles
05/21/2007	048024	#	C9732 - MIRROR AND COVER, ILLUMINATED – REPLACE	5642	miles
05/21/2007	048024	#	B9640 - LAMP ASSEMBLY, EXTERIOR - STOP, TAIL AND TURN SIGNAL - RIG	5642	miles
05/14/2007	047951	#	E7680 - STEERING COLUMN REPLACEMENT	5460	miles
03/29/2007	047254	#	2686 - LAMP ASSEMBLY, INTERIOR AND/OR REAR COMPARTMENT - REPLACE		miles
03/20/2007	047117	#	B4018 - HINGE, FRONT DOOR (BOLT ON) - BOTH RIGHT - REPLACE		miles
1 ¹ 1/28/2006	045452	#	E2020 - WHEEL ALIGNMENT - CHECK AND/OR ADJUST	1581	miles
11/28/2006	045452	#	E0203 - WHEEL - FOUR - BALANCE	1581	miles
10/16/2006	044914	#	B2852 - HOSE, SUNROOF DRAIN - FRONT - R&R OR REPLACE	969	miles
09/25/2006	044590	#	B2853 - HOSE, SUNROOF DRAIN - REAR - R&R OR REPLACE	587	miles
09/06/2006	044272	#	R0820 - AMPLIFIER, RADIO - REPLACE	225	miles
.08/29/2005	A55151	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

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03/25/2008 16:10 2769269118 JOHNSON CHEVY OLDS B PAGE 04/12 and a second second JOHNSON CHEVROLET-BUICK-PONTIAC, INC. 348 McCLURE AVENUE P.O. BOX 400 CLINTWOOD, VA 24228 TELEPHONE: (276) 926-4635 FAX PHONE: (276) 926-9118 VEHICLE IDENTIFICATION MILEAGE OUT DATE OUT INVOICE NO. 52067 A 03/06/08 1G2ZH158164 16275 PART-CLOSE TAC NO. Modet YEAR COLOR CLINTWOOD VA 00000 G6 GT SILVER 06 PONTIAC and share and a state of ينقر المحاد والمراجع TERMS STOCK NO. PROD. DATE SERV.ADV. WORK PHONE CUST NO. HOME PHONE LICENSE 00/00/00 JC 6388 CASH 7409 276-26385... DELIV MILES MILEAGE IN DATE IN IN SERV DATE CUST LABOR RATE DELIV. DATE 03/06/08 09/05/06 NP09/05/06 191 16271 - 53.00 LINE OF CODE FAIL-CD HOURS/OTY TYPE CUSTOMER COMPLAINS OF A KNOCK IN THE STEERING. TEST DROVE CAR, А FELT AND HEARD KNOCKING IN STEERING. FOUND BULLETIN# 06-02-32-007B. FOUND NOISE TO BE CONDITION #2, FOUND NOISE TO BE BRUIN STEERING GEAR AS IN CORRECTION #2. TEST DROVE CAR, DID NOT FEEL OR HEAR KNOCKING NOISE. ADJUSTED FRONT TOE. ى بى بى ئىلانچا ئەت مەممىڭ . 1975 - يەت بىستۇمچىچى بى يىن E9740 93 B03 9201 1.50 77 Complaint Cd: MH LaborHrs: 1.5 OtherHrs: 0.0 Claim Type: Auth:B 7۸7 GEAR KIT and a second second second 1 х 1257170 Line Total..... 0.285.5  $\sqrt{2} \frac{M^2}{M^2} \sum_{i=1}^{N} \frac{1}{2}  TOTAL-AMOUNT NoCharge Ang talan di in the second  $\Lambda$  . 11. 1.9.5 4 Readition CUSTOMER COPY - PAGE 01 STATEMENT OF DISCLAIMER On bohalf of servicing dealer, I hereby certify that the information contained The factory warranty constitutes all of the warranties with respect to the horcon is accurate unless otherwise shown. Warranty services described were walk of this item/items. The Seller hereby expressly disclaims all performed at no charge to owner. There was no indication from the appearance of wortantics either express or implied, including any implied warranty of the vehicle or otherwise, that any part repaired or replaced under this claim merchantability or fitness for a particular purpose. Seller meither had been connected in any way with any accident, negligence or misuse. Records ARADNOG not suthorized any other person to ensure for it any liability in supporting this claim are available for (1) year from the date of payment notificonnection with the sale of this item/items. cation at the pervicing dealer for inspection by manufacturer's representative. CUSTOMER SIGNATURE (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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JOHNSON CHEVY OLDS B

PAGE 05/12

	JOHNSON	P.O. BOX TELEN	348 McC 400 C PHONE:	-BUICK-P Lure Avenue Lintwood, N (276) 926-4 (276) 926-9	5 7A 24228 1635	INC.	
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The factory warmenty co cale of this item/items wargentics either expre merchantability or fith Secures for authorized connection with the sal	The Seller hereby so or implied, inclus ess for a particular any other person to a	warranties with re expressly disclaim ing any implied was purpose. Seller no	s all rwanty of either	hereon is accurate up performed at no char- the vehicle or other had been connected in supporting this cight	nless otherwige show ge to owner. There wise, that any part n any way with any a m are available for	certify that the i)form n. Warranty envises de was no indication from ( repaired or replaced und coident, negligence or r (1) year from the late ( ction by manufactu er's	escribed were the appearance of der this claim minuse. Records T payment notifi.
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JOHNSON CHEVROLET-BUICK-PONTIAC, INC. 348 McCLURE AVENUE P.O. BOX 400 CLINTWOOD, VA 24228 TELEPHONE: (276) 926-4635 FAX PHONE: (276) 926-9118 Sang da VENICLE IDENTIFICATION MILEAGE OUT DATE OUT INVOICE NO. 03/21/07 47117 4278 А 1G2ZH158164 PART-CLOSE COLOR TAG NO. MAKE MODEL YEAR VA CLINTWOOD 00000 G6 GT SILVER 06 PONTIAC Comparison Provides PROD. DATE SERV ADV TERMS STOCK NO WORK PHONE CUST NO. LICENSE HOME PHONE 00/00/00 CASH 7409 JC 6388 26385 IN-SERV DATE CUST LABOR RATE DELIV.DATE date in DELIV.MILES MILEAGE IN 03/20/07 09/05/06 09/05/06 52.02 191 4278 JOHNSON CHEVROLET-BUICK-PONTIAC--**WE'LL BE THERE!!** SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:0) A.M.-5:00 P.M. WE HAVE GENUINE GM ACCESSORIES AVAILABLE-WE ALSO HAVE PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME TIRES AVAILABLE-ASK OUR PARTS DEPARTMENT TODAY!! SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY LINE OP.CODE FAIL CD TECH CUSTOMER COMPLAINS DOME LAMP IS INOPERATIVE AT TIMES 7 ORDERED DOME LAMP. 14.13 A03 9201 COM  $y^{(1)} \in \mathbb{R}^{n}$  $\sim \gtrsim i$  , Line Total.... 125 BORGCUSTOMER COMPLAINS THAT THE CARPET ON THE RIGHT SIDE IS WET.WATER-TESTED VEHICLE&FOUND THAT THE RIGHT SIDE DOOR HINGES ARE OUT OF ADJUSTMENT CAUSIGN THE INDEXING WINDOW TO NOT CREATING A WATER-LEAK ON THE RIGHT SIDE OF THE ACARS VEHICLE.R&R RIGHT SIDE DOOR HINGES&ADJUSTED.WATER-TESTED AGAIN. TOTAL REQUIRED FOR REMOVING & RE-INSTALLING CARPET TO DRY FLOORPAN &  $SW_{1,2}$ CARPET. 821.21 and a second B4018 3A B03 9201 W Auth:E LaborHrs: 0.7 OtherHrs: 1.0 Claim Type: Complaint Cd: VN 2.1MAR Line Total.... Seed, 2019  $^{\circ}\Delta$  $B \sim -\pi + 0.00$ 172 CUSTOMER COPY - PAGE 01 STATEMENT OF DISCLAIMER On behalf of servicing dealer, I hereby certify that the information contained Thy factory warranty constitutes all of the warranhies with respect to the hereon is accurate unless otherwise shown. Warranty services described were Solve of this item/items. The Seller hereby expressly disclaims all performed at no charge to owner. There was no indication : rom the appearance of wortantics, either express or implied, including any Amplied warranty of the vehicle or otherwise, that any part repaired or replaced under this claim merchantability or fitness for a particular purpose. Seller meither had been connected in any way with any accident, negligence or misuse. Records Samues nor suthorizes any other person to assume for it any Mability in supporting this claim are available for (1) year from the (ate of payment notificonnection with the nois of this item/items. cation at the servicing dealer for inspection by menufacturer's representative. CUSTOMER SIGNATURE (SIGNED) DEALRE, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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JOHNSON CHEVROLET-BUICK-PONTIAC, INC. 348 McCLURE AVENUE P.O. BOX 400 CLINTWOOD, VA 24228 TELEPHONE: (276) 926-4635 FAX PHONE: (276) 926-9118 1.15.20.000 100 19. 28. N. O. S. Section 6 VEHICLE IDENTIFICATION MILEACE OUT DATE OUT INVOICE NO. 09/27/06 1G2ZH158164 587 44590 Α EOD - C MAKE TAG NO COLOR YEAR VA CLINTWOOD G6 GT SILVER 00000 06 PONTIAC STOCK NO. PROD DATE SERV. ADV. TERMS HOME PHONE WORK PHONE CUST NO LICENSE 00/00/00 7409 MLB 2233 CASH 26385 IN-SERV DATE DELIV. DATE DELIV. MILES MILEAGE IN DATE IN CUST LABOR RATE 09/05/06 09/25/06 09/05/06 587 52.02 191 JOHNSON CHEVROLET-BUICK-PONTIAC--**WE'LL BE THERE!!** SERVICE DEFT. HOURS-MONDAY-SATURDAY 8:0) A.M. 5:00 P.M. PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME WE HAVE GENUINE GM ACCESSORIES AVAILABLE-WE ALSO HAVE TIRES AVAILABLE ASK OUR PARTS DEPARTMENT TODAY!! SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY LINE OP. CODE FAIL-CD TECH. HOURS/OTY TYPE AMOUNT A CUSTOMER COMPLAINS THAT THERE IS A WATER LEAK ON THE RIGHT REAR STRE WATER-TESTED VEHICLE&FOUND WATER ENTERING THROUGH THE REAR SUNROOF DRAIN TUBE.FOUND BULLETIN#PIC4079B INSPECTED REAR DRAIN TUBE&FOUND THAT IT IS NOT CONNECTED.R&R OF REAR SUNROOF DRAIN Conno padava B2853 93 B03 9201 W Claim Type: Complaint Cd: MH LaborHrs: 2.0 OtherHrs: 0.0 Auth: Line Total.... 1616 TOTAL-AMOUNT NoCharge  $(1,1) \in \mathbb{R}^{n}$ . . . . . . . 10.111  $\exp\{1/(1+\varepsilon^{-1})^2\}$ 11 division a album i sann 4 1 C 新聞書 , · 111 Zanta dari CUSTOMER COPY - PAGE 01 STATEMENT OF DISCLAIMER On behalf of servicing dealer, I hereby cartify that the information contained The factory warranty constitutes all of the warranties with respect to the horeon is accurate unless otherwise shown. Markanty pervices described were sale of this itom/sceme. The Seller hereby expressly disclaims all porformed at no charge to owner. There was no indication : rom the appearance of warrantics either express or implied, including any implied warranty of the vehicle or otherwise, that any part repaired or replaced under this claim merchantability or fitness for a particular purpose. Seller meither had been connected in any way with any accident, negligence or misuse. Records assumes nor Authorized any other person to addume for it any highlity in supporting this claim are available for (1) year from the (ate of payment notificonnection with the sale of this item/items. cation at the servicing dealer for inspection by manufacturer's representative. CUSTOMER SIGNATURE (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) 1.1-1.1-1

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03/25/2008 16:10 2769269118 JOHNSON CHEVY OLDS B JOHNSON CHEVROLET-BUICK-PONTIAC, INC. 348 McCLURE AVENUE P.O. BOX 400 CLINTWOOD, VA 24228 TELEPHONE: (276) 926-4635 FAX PHONE: (276) 926-9118 n ga shatina Manager and the second second A State State INVOICE NO VEHICLE IDENTIFICATION MILEAGE OUT DATE OUT an Britshill 1G2ZH158164 09/06/06 44272 Α 225 <u> PART-CLOSE</u> MODEL COLOR TAG NO. Make YEAR CLINTWOOD VA 00000 06 PONTIAC G6 GT SILVER HOME PHONE STOCK NO. TERMS LICENSE PROD.DATE SERV ADV CUST NO. 00/00/00 276 -MLB 2231 CASH DELTV DATE DELTV MILES MILEAGE IN DATE IN IN SERV DATE CUST LABOR RATE 52.02 00/00/00 09/06/06 09/28/05 225 JOHNSON CHEVROLET-BUICK-PONTIAC--**WE'LL BE THERE!!** SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:0) A.M.-5:00 P.M. WE HAVE GENUINE GM ACCESSORIES AVAILABLE-WE ALSO HAVE PARTS DESIGNATED WITH AN (X) INDICATE L'MITED LIFETIME TIRES AVAILABLE-ASK OUR PARTS DEPARTMENT TODAY!! SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY OP.CODE FAIL CD TECH. LINE À CUSTOMER COMPLAINS THAT THE IS NO SOUND FROM THE RADIO FOUND THAT ALL SPEAKERS ARE INOPERATIVE.CALLED TECH.ASSISTANCE,CASE#9164750 & SPOKE W/MIKE KIGER.WAS ADVISED TO CHECK A/C INPUT&OUTPUT VOLTS CAREFROM RADIO&AMP.FOUND RADIO VOLTAGE NORMAL.FOUND NO OUTPUT FROM AMP. REPLACED RADIO AMPLIFIER. nin Chailteas I agus -R0820 6C B03 9201 W Auth: Claim Type: Complaint Cd: OJ LaborHrs: 1.1 OtherHrs: 0.0 х AMPLIFIER 1 W  $\|f_{i}(t)\| \leq \sum_{j=1}^{n} |h_{i}(t)| \leq 1$ Line Total.... 5727 TOTAL - AMOUNT NoCharge . ..... 1.20.00 8.4.11  $(T,\overline{a}) \in \mathbb{C}$ 1.111 6.029 41. (.) n diaka i 4. Robert (1995). en 18 a la Maria Author CUSTOMER COPY - PAGE 01 STATEMENT OF DISCLAIMER On bobalf of servicing dealer, I hereby carbify that the information contained The factory warranty constitutes all of the warranties with respect to the hereon is accurate unless otherwise shown. Warwanty pervices described were sale of this item/items. The Seller horoby expressly disclaims all performed at no charge to owner. There was no indication from the appearance of warrantics either express or implied, including any implied warranty of the vchicle or otherwise, that any part repaired or replaced under this claim verchantability or fitness for a particular purpose. Seller meither had been connected in any way with any accident, negligence or misuse. Records assumes nor authorizes any other person to examp for it any liability in supporting this claim are available for (1) year from the date of payment notificonnection with the sale of this stem/items. cation at the servicing dealer for inspection by manufacturer's representative.  $\lambda = \lambda_{1} + \frac{1}{2} \lambda_{2}$ CUSTOMER SIGNATURE DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED) (DATE) na The Standard Anna A

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## **ADR File Checklist**

 SR Number:71-613794249
 BBB Case:
 PGM0836587

 Customer:
 VIN:1G2ZH158164

 Make/Model/Year:
 Pontiac/G6/2006
 In Service:
 9/5/2006
 Mileage:
 16,888

 Received Date:
 3/25/2008
 Day 15 Date:
 04/08/08
 Goes Active:

 Primary Concern:
 No sound from radio, water leakin in sunroof, water leak in passager

 side door hinges out of allign, steering wheel off center, musty/mildew smell replaced

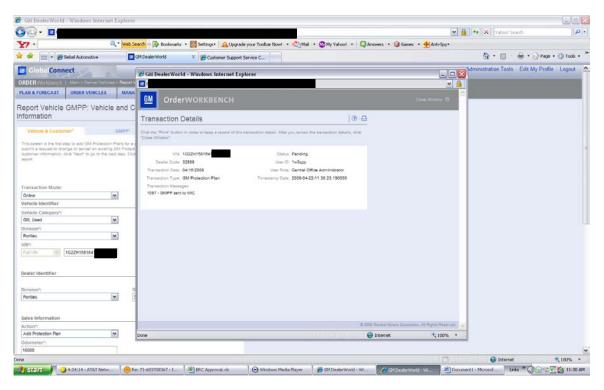
 carpet and trunk, power steering light on, water leak left trunk, thumping in steering, water in tail light.

**Case Scan / Acknowledgement** (24 hrs) **Completion Date/Time: Initial Calls** (72 hrs): **Customer** Completion Date/Time: 3/28/2008 / 3:08pm **Dealer Svc Mgr** Completion Date/Time: 3/26/2008 / 1:33pm **Dealer Finance Mgr Completion Date/Time:** Completion Date/Time: 3/26/2008 / 5:08pm **Repair Orders Requested: Received:** 03/24/08 Sales Documents: **Received:** 03/24/08 **BARS / Finance Sheet Case Assessment** (by Day 14): Lemon Law Eligible: No X Yes **Presumption:** Yes **GM Position – Customer / BBB Due Date** (7-10 days): Settlement / Goodwill Offered Date: All Documents Attached (by Day 15) **Arbitration Date:** Closing Activities: Settlement Completion Date/Time: 4/25/2008 / 11:32am **Executive Summary** Completion Date/Time: 4/25/2008 / 11:30am Completion Date/Time: 4/25/2008 / 11:34am **Close Siebel** 

DVM: Charles Marshall Node/Box: 404082/8209 Service Dealer: Johnson Chevrolet-Oldsmobile-Buick-Pontiac, Inc. Svc Mgr: Charlie Pike Selling Dealer: Johnson Chevrolet-Oldsmobile-Buick-Pontiac, Inc. Contact: (276) 926-4635

**NOTES:** 

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

February 25, 2011

Ormond Beach, FL

Service request: 71-614157143 VIN: 1G1ZT52885F

Dear

Thank you for your recent correspondence regarding your 2005 Chevrolet Malibu. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at John Hall Chevrolet located in Daytona Beach, Florida. As per our conversation on March 27, 2008 this repair opportunity will take place on March 31, 2008 at 8:30 a. m. Eastern Time.

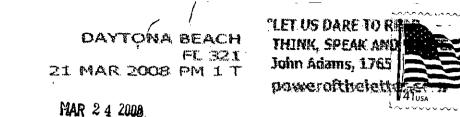
If you have further questions, please contact me at 1-866-790-5600 ext.11118 Monday through Friday between 8:00 a.m. and 4:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Chevrolet Business Resource Center





Chevrolet Customer Assistance Center P.O. Box 33170 Detroit, Mi 48232 - 5170

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Pursuant to	the Florida	Lemon Law	, notice is g	iven to the m	anufacture	r as follows	3:					
	The v	ehicle has be	en out of s	ervice at leas	st 15 days	to repair o	ne or more	e subst	antial d	lefects.		
凶	3 or n	20 <b>re repai</b> r 2	attempts ha	we been mad	le to repai	r the same	substantia	l defec	t or co	ndition.		
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<u></u> GREASE:		ALWAYS	WHEN COME	<u>TURNING</u> BACK B		<u>60146</u> SLORT				2 - DEM WOULD		VEHIGLE
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I am reques	ting that yo	ou make a fin	al attempt t	o correct the	continuing	substantial	defect(s) o	r condi	ition(s).			
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VIN 116	IIND	5121J151	I I MIC		Date of	Delivery	8/05					
Name and	City/State of	of selling dea	ler or leasi	ng company (i	- if applicab	le)				0	Ð	
JOHN	HALL	CHEVRO	LET,	DAYTONA	BEAL	H - R.	EPAIR 1	DATES	5	3/07	10/8	107
Name and C	City/State o	fauthorized	service age	nt(s) attempti	ng previou	s repairs:		-				
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#### GENERAL MOTORS BUSINESS RESOURCE CENTER

#### VIA FAX ONLY

February 15, 2008

CRONIC BUICK-PONTIAC-GMC 2515 N EXPY GRIFFIN , GA 30223-7200 (770) 227-4271

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

Re:

Siebel Request: 71-614158083 2007 Pontiac G6 VIN 1G2ZF58B874

Dear: Glen Betsill

This is a letter of notification regarding a Better Business Bureau case PGM0836461 involving the above referenced customer.

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

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

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

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

Sincerely,

## Paul Hill

Paul Hill BRC Customer Relationship Manager Ph# 866-790-5700, extension 11560 FAX# 866-850-2195 Revised 8/02/2007

#### Privileged and Confidential Information

#### CASE ASSESSMENT

By: Paul Hill State: GA

Customer Name:

Service Request: 71-614158083

Vehicle is: new

BBB Case No.: PGM0836461

BAC Code:

151988

Vehicle ID No.: 1G2ZF58B874

DVM Name: Sam Logan

Year, Make & Model: 2007 Pontiac G6

Lien holder: GMAC Other: {Name}

Mileage at Time of BBB Filing miles

Phone/Cell Number: 404082 8149

In Service Date: 4/28/2007

> Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer} Sale Type: Purchase Lease Other : {Type} CAM Name: Aubrey Washington

Phone Number: 678-240-9832

# VEHICLE REPAIR HISTORY

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

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

⊠ <u>Steerii</u>	ng			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/16/08	33187	1	14,940	C/S vehicle is making a squeaking noise from rear when going over bumps or when getting out of vehicle. Test drove vehicle 4 times/ also with service manager <b>no squeak</b> duplicated Replaced steering gear per Sam performed Front end alignment (TOE) and test drove vehicle C/S there is a rattle from front of vehicle when going over bumps/ C/S hears the rattle Referred to bulletin number 06-02-32-007B Lubricated intermediate shaft and repositioned per bulletin
□ <u>Axle</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/19/08	33964	1	16,165	C/S there is a bad noise coming from vehicle; rattling when going over bumps Glenn tested/ drove with customer on dirt road/normal rough Could not duplicate at this time
□ <u>Wheel</u>	/Tires			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:

05/17/07	26983	1	940	C/S vehicle pulls to right when driving since wheels Swapped back Advise Torque steer-double check tire pressures tire size two sizes too large from 16 to 18 Per Phil in sales
05/17/07	27066	1	1040	C/S pulls to right when driving & accelerating Customer to ride with Barry. Torque steer? FEA? Customer rode with Barry & then Father drove with Chad in vehicle <b>No pull or vibration</b>
				C/S feels vibration between 55-65 MPH Advise Has 18 A/M wheels. See Phil / Chad if necessary See above: C/S pulls to right when driving & accelerating
02/29/08	23233	*	16425	Perform 4 wheel alignment (internal) Rotate and balance 4 tires
□ <u>LOF</u>				

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/19/08	33964	*	16165	LOF

## THE STATE LEMON LAW READS:

Days out of service: : 30 Cumulative Calendar days during any period of two years or 24k miles (which ever comes first) and at least the first 15 of those days must fall within the lemon law rights period. Repairs Must meet one of the four criteria listed in law (see law) Time period : 12 months/12k miles (Lemon Law rights period Does Lemon Law state nonconformity must continue to exist? YES If applicable, safety-related repairs One repair attempt on steering/braking Safety-related time period 12 months / 12k miles (Lemon Law rights period)

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	4

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: There are no other SRs Date & Offer/Result:

### RECOMMENDATION

CRS recommends a denial at this time.

## RATIONALE

Vehicle doesn't appear to meet presumption for state lemon laws or have any real problems. There does not appear to be any breach of warranty.

## REASON FOR REMOVAL

**CRS FINAL OFFER:** 

DATE:

PLAINTIFF'S FINAL DEMAND:

DATE:

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

AMOUNT TO CUST: \$

ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

TEAM MANAGER APPROVING:

Date:



GENERAL MOTORS BUSINESS RESOURCE CENTER

#### VIA FAX ONLY

May 7, 2008

BBB Autoline 4200 Wilson Blvd. Suite 800 Arlington, VA 22203-1838

RE: c/o Alex Simanovsky & Associates, LLC Service Request: 71-614158083 BBB Case Number: PGM0836461 2007 Pontiac G6 Vehicle Identification Number: 1G2ZF58B874 Customer Relationship Specialist: Paul Hill

#### **Manufacturers Testimony and Position in Writing**

We are sorry **and the set of the** 

purchased the vehicle new on April 28, 2007 and the vehicle was sold with approximately 329 miles.

According to the Agreement to Arbitrate dated April 23, 2008, the customer had 1 concern with the vehicle:

• Steering / Suspension

Based on the Customer Claim Form signed by **Sectors** on April 23, 2008, it appears that the consumer is seeking "a repurchase of the subject vehicle as well as reasonable attorney's fees" through the BBB Autoline program. A repurchase or replacement award can be awarded under either the guidelines of the General Motors Program Summary or the Standards of the Georgia State Lemon Law.

#### **General Motors Program Summary:**

On page 2 of the General Motors Program Summary it states:

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

Being that the Customer Claim Form states that the vehicle has accumulated approximately 16,169 miles, it would appear that this case cannot be awarded a repurchase or replacement under the General Motors Program Summary.

#### **Standards of the Georgia Lemon Law:**

March 17, 2011 Page 2

On page 1 of the Standards of the Georgia Lemon Law under the heading "MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE" it states:

"The lemon law establishes a lemon law rights period, which is the period ending one year after the date of the original delivery of a new motor vehicle to a consumer OR the first 12,000 miles of operation after delivery of a new motor vehicle to a consumer, whichever occurs first."

Furthermore, under the heading "NONCONFORMITY MUST BE REPORTED WITHIN LEMON LAW RIGHTS PERIOD" it states:

"The Georgia lemon law provides that, if a new motor vehicle has a nonconformity (see above definition) and *the consumer reports the nonconformity during the lemon law rights period to the manufacturer*, its agent, or the dealer who sold the vehicle, the nonconformity must be corrected at the manufacturer's expense."

Upon review of the service history of **Service** vehicle, it does not appear that the vehicle was presented to a General Motors dealership within the first 12,000 miles of operation. Through utilizing the General Motors Vehicle Inquiry System, speaking with the personnel at Cronic Buick-Pontiac-GMC in Griffin, GA and reviewing the second page of the signed Customer Claim Form provided by the consumer's attorney, the first time of **Service** presented his vehicle to a dealership was on January 16, 2008 at 14,940 miles as documented on Repair Order #BUCS33187. Therefore, it also does not appear that a repurchase or replacement through the Georgia Lemon Law is an available remedy. (I have attached a copy of the General Motors Vehicle Inquiry System and referenced Repair Order to confirm this information.)

With that being said, it appears that the arbitrator has 2 remaining awards available in regards to this arbitration: repairs under General Motors Program Summary or a denial. Seemingly it is for this reason that the Agreement to Arbitrate states "Consumer: Eligible for Repairs Only".

General Motors does make every effort to meet the highest quality standards. By providing the New Vehicle Limited Warranty for 36 months or 36,000 miles, General Motors covers the cost of repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. The owner has not experienced any out-of-pocket expenses for warranty repairs and the vehicle is still covered by the New Vehicle Limited Warranty, which provides assurance that defects in parts or materials will be covered by the manufacturer. General Motors has never denied the customer repairs.

The last Repair Order for the vehicle being presented to General Motors dealership requesting service was in February of 2008. This would lead us to believe that the vehicle is not experiencing any outstanding concerns. Furthermore, General Motors has not denied coverage under the terms of the New Vehicle Limited Warranty and will continue to uphold our written warranty as specified in the warranty booklet.

Based on the information presented here, General Motors does not feel that a repurchase or replacement decision is an eligible remedy under either the General Motors Program Summary or Georgia State Lemon Law. Furthermore, General Motors would respectfully request that a denial decision be rendered so that we can be afforded the opportunity to continue to work under the terms of the warranty to correct any vehicle defect related to materials or workmanship that may arise.

Sincerely,

**Kimberly Nott** Business Resource Center General Motors Corporation









HUMMER





FAX COVER
BUICK PONTLAC GMC CHRYSLER PLYMOUTH JEEP
2515 NORTH EXPRESSWAY GRIFFIN, GA 30223 PHONE: (770) 227-4271 FAX: (770) 467-1005
TO: Sheila McCarthy
FROM: Glenn Bets.11
DATE: 3-12-08
PAGES (INCLUDING COVER):
TEXT: file on

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BILL OF SALE		Jeep
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for we (thereinafter referred to as Purchaser or Buyer) hereby	Home agree to purchase from you under th	ne terms and conditions
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THIS VEHICLE HAS NON-CHRYSLER: CORR ACCESSORIES. Chrysler does not warranty these conversions or accessories (https://www.com	GA MV Warranty Rights Fee Subtotal	3.00
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# **CUSTOMER PROPOSAL**

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(1)	Vehicle Selected Stock Number	Today's Date 4/25	<u>ชาตา</u>
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	Business Phone Mobile		
	Email Address		
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	B. Our professional k	ouyers have looked at your car	E. This will make your estimated monthly investment payments between
	and, based on sim	nilar cars we have bought and are willing to buy your car today up to \$	\$ and \$ a month.
ł	6.9 Z(	01-29+(022)	ואר 21 08 08:46a CRONIC INC





#### Window Tinting • Spray on Bed Liners Auto and Truck Accessories

6041 N. Henry Blvd. • Suite A • Stockbridge, GA 30281 Ph. (770) 474-4636 • Fx. (770) 474-7950

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2515 NORTH EXPRESSWAY **GRIFFIN, GEORGIA 30223** 

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2515 NORTH EXPRESSWAY GRIFFIN, GEORGIA 30223

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2515 NORTH EXPRESSWAY GRIFFIN, GEORGIA 30223

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BUICK PONTIAC

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2515 NORTH EXPRESSWAY

GRIFFIN, GEORGIA 30223

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2515 NORTH EXPRESSWAY GRIFFIN, GEORGIA 30223

CUSTOMER NO. 10801			384	664	INVOICE DATE 02/26/08	BUCS3396	4
	LABOR PATE	LICENSE NO.	MILEAGE	16,165	BLK/	STOCK NO. P12345	
GRIFFIN, GA	VEAR/MAKE/MODEL 07/PONTIAC	/G6/4DR SDN	1		DELIVERY DATE		9
		58 в 874			SELLING DEALER NO.	PRODUCTION DATE	
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* [] VISA [] MASTERCARD [] DISCOVER	' *	TOTAL SUBLET TOTAL G.O.G. TOTAL MISC (		0.00 0.00 0.00			
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THANK YOU FOR CHOOSING CRONIC FOR YOUR SERVIC	E NEEDS!			0.00	,		
OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIE SERVICE EXPERIENCE. IF WE FALL SHORT OF THAT	MARK DI FASE			F			$\neg$
CALL ME @ 770-227-4271 SO THAT WE CAN MAKE IT THANKS AGAIN, GLENN BETSILL - SERVICE MANAGER	RIGHT FOR YOU!					·	
CUSTOMER SIGNATURE	TE INVOIC	F *********	*****	*****			
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2515 NORTH EXPRESSWAY GRIFFIN, GEORGIA 30223

	0801			384	292	INVOICE DATE 02/29/08	BUCS3423
		LABOR RATE	LICENSE NO.	MILEAGE	16,425	COLÓB	тоск № Р12345
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,, <b>u</b>		VEHICLE J.D. NO. 1 G 2 Z F				SELLING DEALER NO.	PRODUCTION DATE
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[]CASH [	] CHECK CK NO. [ ]	*	TOTAL PAR TOTAL SUB	LET	$0.00 \\ 0.00$		
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CUSTOMER S	SIGNATURE ******** DUPLICATI	E INVOICE	******	*****	****		
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FAX COVER
CRONIC, INC. BUICK PONTIAC GMC CHRYSLER PLYMOUTH JEEP
2515 NORTH EXPRESSWAY GRIFFIN, GA 30223 PHONE: (770) 227-4271 FAX: (770) 467-1005
TO: Sheila McCarthy
FROM: Glenn Betsill
DATE: 3-17-08
PAGES (INCLUDING COVER): 4
TEXT:

d.

	ANCE CHARGE	
Dealer Number	Contract Number	· · · · · · · · · · · · · · · · · · ·
Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name a	nd Address)
GRIFFIN GA SPALDING	CRONIC INC 2515 N EXPRE	
ou, the Buyer (and Co-Buyer, if any), may buy the vehicle below for	GRIFFIN GA 30	
n credit under the agreements on the front and back of this contract ontract) the Amount Financed and Finance Charge according to the asis. The Truth-In-Lending Disclosures below are part of this contract.	t. You agree to pay the payment schedule belo	Creditor - Seller (sometimes "we" or "us" in this
New/Used/Demo Year and Model Vehicle Identific	ation Number	Primary Use For Which Purchased
NEW 2007 G6 1G2ZF58B87		personal, family or household     business     agricultural
FEDERAL TRUTH-IN-LENDING DISCLOSUR		
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.FINANCE CHARGE The dollar amount the credit will 	s Total Sale Price The total cost of your purchase on credit, including your down payment of \$ 1750,00 is	Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell such insurance in Georgia. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.
Your Payment Schedule Will Be: Number of Amount of When Payments		Check the insurance you want and sign below: Optional Credit Insurance
Payments Are Due	~~~	🗌 Credit Life: 🔲 Buyer 🖾 Co-Buyer 🔲 Both
		Credit Disability (Buyer Only)
Or As Follows:		Premium: Credit Life \$N/A
Late Charge. If payment is not received in full within days after it is due,	you will pay a late charge	Credit Disability \$
of \$ 50.00 or 5 % of the payment, whichever is less.		Insurance Company Name
Prepayment. If you pay off all your debt early, you will not have to pay a penalty. Security Interest. You are giving a security interest in the vehicle being purchased.		N/A Home Office Address
Additional Information: See this contract for more information including inform	ation about nonpayment,	N/A
default, any required repayment in full before the scheduled date and security interes	t	Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy
······································	\$ <u>22487.23</u> (1) / <u>A</u>	credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.
+ Cash	<u>/A</u> /A	
+Other <u>REBATE</u> \$ 1750.		Other Insurance
(If total downpayment is negative, enter "0" and see 4H below) 3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>1750.00</u> (2) \$20737.23(3)	Type of Insurance N/A
Other Charges Including Amounts Paid to Others on Your Behalf	\$ <u>20737.23</u> (3)	Premium \$
(Seller may keep part of these amounts): A Cost of Optional Credit Insurance Paid to Insurance		Insurance Company Name
Company or Companies.		Home Office Address <u>A</u>
Disability \$ N/A \$	/A	I want the insurance checked above.
C Other Insurance Paid to the Insurance Company(ies)		X Buyer Signature Date
D Official Fees Paid to Government Agencies S ATE OF CA for N-A S 3 3 1 to N/A S ATE OF CA S S 3 1		Co-Buyer Signature     Date
tor N/A	A I	
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	17A	protect the Creditor for loss or damage to the y
	A Costa a March 1990	<ul> <li>(collision, fire, theft). VSI insurance is for the Creditor</li> </ul>
<u></u>	- non no	protection. This insurance does not protect your inter
Total Other Charges and Amounts Paid to Others on Your Behalf	\$ <del>317E0 25 (4)</del>	the vehicle. You may choose the insurance com
5 Amount Financed (3 + 4)	\$ 21/30,23 (5)	through which the VSI insurance is obtained.
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2007 G6 - 1SV SEDAN 41U BLACK 70D LIGHT TAUPE ORDER NO. KSFGJT/TDC STOCK NO VIN 1G2 ZF58 B8 74	/L4G	GENERAL MOTORS CORPORATION & SUBSIDIARIES RENAISSANCE CENTER DETROIT MI 48243-1114 VEHICLE INVOICE 2AD57466318 ********************************
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
2ZF69 G6 - 1SV SEDAN	17175.00	16230.38 INVOICE 02/15/07
FAD TRIM, SIMULATED WALNUT BURL	N/C	N/C SHIPPED 02/15/07
FE9 50-STATE EMISSIONS	N/C	N/C EXP I/T 02/26/07
FX2 AXLE RATIO 3.91	N/C	N/C INT COM 02/26/07
LE5 ENGINE, 2.4L HO 4-CYL DOHC MFI	N/C	N/C PRC EFF 02/15/07
		KEYS XXXXX XXXXX
		WFP-S QTR OPT-1
		BANK: GMAC - 029
		CHG-TO 08-252
		SHIP WT: 3225
		HP: 19.3
		GMS: 16515.13
		SUPPLR: 17251.56
		MRM: 17825.00
		MEMO 708.75

TOTAL MODEL & OPTIONS17175.0016230.38ACT 23116365.13DESTINATION CHARGE650.00650.00H/B261515.25DEALER CO-OP ADVERTISING171.75ADV261171.75

DASHER COLEMAN PONTIAC BUICK GMC, IN

REMIT TO GMAC NO. 029 VIN 1G2ZF58B874



#### GENERAL MOTORS BUSINESS RESOURCE CENTER

#### VIA FAX ONLY

February 15, 2008

CRONIC BUICK-PONTIAC-GMC 2515 N EXPY GRIFFIN , GA 30223-7200 (770) 227-4271

Re:

Siebel Request: 71-614158083 2007 Pontiac G6 VIN 1G2ZF58B874

Dear: Glen Betsill

This is a letter of notification regarding a Better Business Bureau case PGM0836461 involving the above referenced customer.

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

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

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

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

Sincerely,

Paul Hill

Paul Hill BRC Customer Relationship Manager Ph# 866-790-5700, extension 11560 FAX# 866-850-2195

## **BBB AUTO LINE**



#### WAIVER REQUIRED BY GEORGIA LAW

Section 10-1-784(d) of the Georgia Motor Vehicle Warranty Rights Act (the "Lemon Law") requires that consumers who wish to arbitrate a claim under the Georgia Lemon Law must waive their rights to pursue legal action under the Uniform Commercial Code provisions listed below. Please understand that, by signing this waiver form, you are *not* waiving any right you may have to file a legal action under the Georgia Lemon Law.

If you have any questions about the rights that you are waiving, you may call the Georgia Governor's Office of Consumer Affairs at 404-656-3790.

Please sign and return this waiver form to the BBB along with your *Customer Claim Form*. IF THE VEHICLE IS REGISTERED UNDER JOINT OWNERSHIP, ALL OWNERS SHOULD SIGN THIS FORM.

I understand that state law provides that if I participate in proceedings under the Georgia Motor Vehicle Warranty Act, I will be deemed to have waived and given up other rights I might have under the Uniform Commercial Code provisions of Georgia state law (Official Code of Georgia Annotated Sections 11-2-602 through 11-2-609). I understand that I have a right to consult with the Georgia Governor's Office of Consumer Affairs and with a private attorney prior to signing this form and surrendering these rights.

I hereby surrender and waive any rights I may have under provisions of the Official Code of Georgia Annotated Sections 11-2-602 through 11-2-609.

vehicle owner

vehicle co-owner

printed name

printed name

date

date

## **BBB AUTO LINE**



#### **Earned Finance Charge Statement**

* If you are seeking a repurchase of a financed vehicle, Georgia lemon law provides for a refund of earned finance charges when a vehicle is bought back. Please contact your leinholder to obtain the following information and return this form, along with your *Customer Claim Form*, to our office.

Through _______ , I have paid \$ ______ in finance/interest charges. (mm/dd/yy)

Customer Signature

Customer Printed Name

## **BBB AUTO LINE**



March 24, 2008 Re:GAC01 PGM0836461:

vs Pontiac/GMC Division

ALEX SIMANOVSKY & ASSOCIATES 2300 HENDERSON MILL ROAD SUITE 300 ATLANTA GA 30345

Dear Scott Fortas, Attorney:

Thank you for contacting the BBB AUTO LINE program. Your claim will be opened once your properly completed *Customer Claim Form* is returned to our office.

Please review the information outlined below and follow the instructions.

- * Completing Your BBB AUTO LINE Claim Please read this document first. It explains what you need to do to help us handle your claim.
- * *Program Summary* This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * Customer Claim Form (CCF) Information we have on file regarding your complaint is recorded on the *CCF*. Please verify the accuracy of the information and make any necessary changes. Please provide the Vehicle Identification Number (VIN).
- * Waiver Required by Georgia Law Georgia law requires that you sign this form before pursuing your claim in BBB AUTO LINE. Please read the waiver, and sign and return it along with your completed *CCF*.
- * *Earned Finance Charge Statement* If you are seeking a repurchase of a financed vehicle, please complete this form, sign it and return it along with your completed *CCF* and other documentation.

If you would like to review the programs rules and policies, please visit <a href="http://www.dr.bbb.org/autoline/alprocess.asp">http://www.dr.bbb.org/autoline/alprocess.asp</a>

The Georgia Motor Vehicle Warranty Rights Act (i.e., the Georgia Lemon Law) requires that claims filed with BBB AUTO LINE and seeking remedies under the Act be submitted on forms approved by the Governor's Office of Consumer Affairs. If you wish to pursue a claim under the Georgia Motor Vehicle Warranty Rights Act, we must received the completed *Customer Claim Form* and *Waiver Required by Georgia Law*, both signed by the titled owner(s).

To initiate a claim under the Act, please submit the completed *Customer Claim Form* and *Waiver*. Unless we receive these forms, completed and properly signed, we must determine that you are not seeking remedies under the Act.

We have notified the manufacturer about your contact with us. The manufacturer may contact you to discuss your case. Please let us know if you reach a settlement so we can record that information in your file.

Once we receive your signed *CCF* with the VIN, if eligible, we will officially open your case. Within a few days, we will contact you by phone to discuss your claim. Our goal is to help you and the manufacturer in reaching a mutually satisfactory resolution to your dispute.

Please call me at (800)955-5100 if you have any questions or if I may be of help.

Sincerely,

Carolyn Hill at Extension 509

#### BBB AUTO LINE Customer Claim Form

Case number: PGM0836461 Contact Date: 03/22/08 Start Date:

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

#### SECTION 1: CUSTOMER INFORMATION

Titled owner:	C/O Scott Fortas, Atto	rney	
Mailing address:			
City: Atlanta		State: GA	Zip code:
Day phone:	Evening phone:		Cell phone:
Fax:	E-mail address:	, <u>-</u>	

#### SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model:	G6	Year: 2007	Current mileage: 16169
Name(s) that appears on the v	ehicle title:			
Selling dealer/city/state: Cro	nic, Inc., Griff	fin, GA		
Primary Servicing dealer/city	/state: Cronic,	Inc.,		
Acquired as 🛛 new 🗌 used	🗌 demo 🔲 I	eased	Is the vehicle in your pos	ssession? 🛛 yes 🔲 no
Purchase/lease date: 04/28/	07		Mileage at purchase/leas	e:
First repair attempt date: 01/	16/08		First repair attempt mile	_{age:} 14940
How often is the vehicle used for business purposes (percent	age): 0 a		er of vehicles owned sed by the business:	Transmission type: Automatic  Manual
Has the vehicle been in an acc	ident/had body c	lamage?	」yes ⊠ no	Date of accident:
Description of damage:				

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

Consumer is being represented by the law firm of Alex Simanovksy & Associates. Consumer requests a hearing in writing ONLY and seeks a repurchase of the subject vehicle as well as reasonable attorney's fees.

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

VEHICLE INDENTIFICATION NUMBER	
Lienholder/Leasing Company	Phone Number
Account Number	

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

	<u> </u>		~-/	
Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Steering/Suspension		2		yes

#### Total days out of service for all problems: _____

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

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

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



March 24, 2008

PAUL HILL PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Re:m01 PGM0836461: vs Pontiac/GMC Division

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

Carolyn Hill at Extension 509



# General Motors – Georgia

General Motors has agreed to arbitrate certain claims covered by the Georgia Lemon Law. General Motors has also agreed to arbitrate certain warranty claims not covered by the Lemon Law.

## LEMON LAW CLAIMS

A claim seeking relief under the Georgia Lemon Law must meet all standards set out by that law. Please see the attached description of the standards of the Georgia Lemon Law.

If the claim meets all standards set out by the Georgia Lemon Law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. This may include attorney's fees, but will not include any penalties or multiple damages. Please see the attached description of the remedies under the Georgia Lemon Law.

Please note:

- The award will be reduced for the customer's use of the vehicle in accordance with the Georgia Lemon Law. Please see the attached description of the remedies under the Georgia Lemon Law.
- The arbitrator will decide whether the Georgia Lemon Law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.

## WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

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

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

# **DEDUCTIONS FROM AWARDS**

A repurchase or replacement award will require payment for any damage to the current vehicle exceeding normal wear and tear, if applicable.

A repurchase award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a downpayment or capitalized cost reduction.

# **CUSTOMER RESPONSIBILITIES**

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

# **CLAIMS THAT WILL NOT BE ARBITRATED**

- Claims involving salvaged or branded titled vehicles. ٠
- Claims covered by insurance or by warranties of other manufacturers. ٠
- Repair or reimbursement claims that are not covered by the General Motors New ٠ Vehicle Limited Warranty but are covered by a service contract.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB ٠ AUTO LINE claim or at any other time – that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB ٠ AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- Allegations of fraud or other violations of law. ٠
- Claims seeking compensation for loss of wages. ٠
- Claims seeking compensation for personal injury or mental anguish. ٠
- Claims seeking punitive damages. ٠
- Claims identical to any claim that was resolved by a previous mediation or ٠ arbitration, court action, settlement, or agreement between the customer and General Motors.

# **OTHER IMPORTANT INFORMATION**

The customer must own or lease the vehicle throughout the entire arbitration ٠ process.

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

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

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

### **Time Period For Filing Claims**

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

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

# **Eligible Claims**

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

# **Eligible Vehicles**

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- Purchased or leased, registered, and normally operated in the United States, Puerto ٠ Rico or U.S. Virgin Islands; and
- Covered by a United States warranty. ٠

# **Remedies For Warranty Claims**

The arbitrator may award the following remedies:

- Repairs. ٠
- Reimbursement for money the customer paid to repair the vehicle. ٠
- Repurchase of the vehicle. ٠
- Replacement of the vehicle. ٠

# **Repairs/Reimbursement For Repairs**

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

### **Repurchase Or Replacement**

If a repurchase or replacement is awarded in a claim that does not meet all standards of the Georgia Lemon Law, the arbitrator may award up to the following remedies:

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

# Deductions/Exclusions From A Repurchase Or Replacement Award

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

Use	# miles attributable to the customer		Vehicle purchase
Deduction/ =	<u>at the time of the arbitration hearing</u>	х	price or gross
Payment	100,000		capitalized cost

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

## STANDARDS OF THE GEORGIA LEMON LAW Motor Vehicle Warranty Rights Act

The following is a brief explanation of most relevant provisions of the Georgia lemon law. The complete text of the lemon law can be found at Georgia Code Section 10-1-780 *et seq*.

# **VEHICLES COVERED**

The Georgia lemon law covers new motor vehicles, including demonstrators, that are leased or purchased in Georgia or registered in Georgia by the original consumer. It also covers the self-propelled vehicle and chassis of motor homes. The lemon law does not cover motorcycles, trucks with a G.V.W. rating of 10,000 pounds or more, or vehicles that are bought used.

## **CONSUMERS COVERED**

The lemon law covers consumers who buy or lease a new motor vehicle primarily for personal, family, or household purposes. It also covers small businesses [the business must have ten or fewer employees and a net income after taxes of less than \$100,000.00 per year] that own or lease no more than three new motor vehicles.

# **PROBLEMS COVERED**

The lemon law covers vehicle nonconformities. A nonconformity is a defect, serious safety defect, or condition that substantially impairs the use, value, or safety of a new motor vehicle to the consumer. A nonconformity does not include a defect or condition that is the result of abuse, neglect, or unauthorized modification or alteration of the new motor vehicle.

As used in the lemon law, "substantially impair" means to render the new motor vehicle unreliable, or unsafe for ordinary use, or to diminish the resale value of the vehicle more than a meaningful amount below the average resale value for comparable motor vehicles.

# MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

The lemon law establishes a lemon law rights period, which is the period ending one year after the date of the original delivery of a new motor vehicle to a consumer OR the first 12,000 miles of operation after delivery of a new motor vehicle to a consumer, whichever occurs first.

# NONCONFORMITY MUST BE REPORTED WITHIN LEMON LAW RIGHTS PERIOD

The Georgia lemon law provides that, if a new motor vehicle has a nonconformity (see above definition) and the consumer reports the nonconformity during the lemon law rights period to the manufacturer, its agent, or the dealer who sold the vehicle, the nonconformity must be corrected at the manufacturer's expense.

### MANUFACTURER'S RIGHT TO FINAL REPAIR ATTEMPT AFTER REASONABLE NUMBER OF REPAIR ATTEMPTS

If the manufacturer, its agent, or the new motor vehicle dealer is unable to repair or correct any nonconformity after a reasonable number of attempts, the consumer must notify the manufacturer by certified mail, return receipt requested, at the address provided by the manufacturer. The manufacturer is then entitled to a final repair attempt, as long as the manufacturer notifies the consumer of a reasonably accessible repair facility within seven days of receiving the consumer's notice. Within fourteen days after the consumer has delivered the vehicle to that facility, the nonconformity must be corrected. If it is not corrected, the consumer must request, by certified mail, that the manufacturer either replace or repurchase the vehicle. The manufacturer must, within 30 days of receipt of this last request, replace or repurchase the vehicle.

# **REASONABLE NUMBER OF REPAIR ATTEMPTS**

The Georgia lemon law provides that a reasonable number of repair attempts has been undertaken to repair or correct a nonconformity if any of the following situations occur:

- 1. A serious safety defect in the braking or steering system is not corrected after being subject to repair at least once during the lemon law rights period;
- 2. Any other serious safety defect is not corrected after being subject to repair at least once during the lemon law rights period and at least one more time within two years or 24,000 miles (whichever comes first) after the first repair attempt that occurs during the lemon law rights period;
- 3. The same nonconformity is not corrected after being subject to repair at least once during the lemon law rights period and at least two more times within two years or 24,000 miles (whichever comes first) after the first repair attempt that occurs within the lemon law rights period; or
- 4. The vehicle is out of service by reason of repair to one or more nonconformities for at least 15 days during the lemon law rights period, and for a total of 30 days within any period of 24 months or 24,000 miles (whichever occurs first) after the first repair attempt that occurs during the lemon law rights period. If less than 15 days remain under the lemon law rights period when the vehicle is first brought in for diagnosis or repair, the lemon law rights period for that particular problem shall be extended for a period of 90 days.

# **DISPUTE RESOLUTION**

If a manufacturer participates in an informal dispute resolution mechanism that has been certified by the Administrator of the Georgia Governor's Office of Consumer Affairs as complying with rules promulgated by the Administrator, then a consumer must submit a dispute under the lemon law to the informal dispute resolution procedure before submitting it to the Georgia new motor vehicle arbitration panel. A consumer must exhaust any certified informal dispute resolution procedure and the Georgia new motor vehicle arbitration panel remedy before filing any superior court action. The consumer has the option of either accepting or rejecting the decision of an informal dispute resolution mechanism.

### PERIOD FOR FILING CLAIMS

The lemon law does not specify a time period for filing a claim with an informal dispute resolution mechanism.

A consumer who rejects the decision of an informal dispute resolution mechanism may request a hearing with the state-operated panel by requesting, completing, and submitting forms to the Georgia Governor's Office of Consumer Affairs, within **sixty (60) days** from the date of the rejection. To request a state arbitration application, please call (404) 656-3790.

# **REMEDIES UNDER THE GEORGIA LEMON LAW**

## **REPURCHASE OF OWNED VEHICLES**

The Georgia lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the lemon law:

- 1. *Purchase price*. This means the cash price of the vehicle appearing in the sales agreement, including any reasonable allowance for a trade-in vehicle. In determining whether the trade-in allowance was reasonable, an arbitrator may take into account whether the purchase price of the vehicle was at a fair market value. The arbitrator may make appropriate adjustments to ensure that the consumer is made whole but not unjustly enriched.
- 2. *Collateral charges*. Collateral charges are those additional charges to a consumer which are wholly incurred as a result of the purchase of the vehicle. Collateral charges include but are not limited to:
  - Sales tax;
  - Title charges;
  - Tag, license and registration fees;
  - Manufacturer or dealer installed items or service charges;
  - Earned finance charges;
  - "WRA" \$3.00 fee;
  - Credit life and disability insurance;
  - Extended warranty/service contract charges; and
  - Any other related charges.
- *3. Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
  - Payments to dealers for attempted repairs of nonconformities;
  - Towing charges; and
  - Costs of obtaining alternative transportation.
- 4. *Reasonable offset for use*. A reasonable offset for the consumer's use is subtracted from the amounts paid to the consumer. The Georgia lemon law provides that the reasonable offset for use is computed using the following formula:

reasonable = # miles directly attributable to use by the vehicle's consumer before the consumer's request of X purchase or replacement price 100,000

# **REPLACEMENT OF OWNED VEHICLES**

If a manufacturer replaces a vehicle under the Georgia lemon law, it must give the consumer a new motor vehicle that is identical or reasonably equivalent to the motor

vehicle to be replaced, as the vehicle to be replaced existed at the time of purchase or lease. In addition, the manufacturer must pay:

- 1. *Collateral charges*. All collateral charges, which are wholly incurred as a result of the acquisition purchase of the vehicle, which the consumer or lessor incurs a second time and which would not have been incurred again except for the replacement.
- 2. *Incidental costs*. Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
  - Payments to dealers for attempted repairs of nonconformities;
  - Towing charges; and
  - Costs of obtaining alternative transportation.

If a vehicle is replaced, the consumer must pay the manufacturer a reasonable offset for the vehicle's use (see formula under preceding section).

# **REPURCHASE OF LEASED VEHICLES**

For repurchase of a leased vehicle, the Georgia lemon law requires that the manufacturer pay a certain amount to the lessor, and that the lessor pay certain amounts to the lessee. The lease agreement is terminated upon the manufacturer's payment to the lessor, without any penalty for early termination.

A repurchase award will consist of the amounts that the manufacturer must pay to the lessor and the amounts the lessor must pay to the lessee:

To the lessor:

- 1. *Purchase price*. This means the cash price paid by the lessor to a dealer or distributor to purchase the new motor vehicle.
- 2. *Reasonable offset for use*. A reasonable offset for the lessee's use is subtracted from the amounts the manufacturer pays to the lessor. The Georgia lemon law provides that the reasonable offset for use is computed by the following formula:

reasonable = the lessee before the lessee's X purchase offset request of repurchase price 100,000

From the lessor to the lessee: Value of any trade-in and down payment or balloon payment.

# NOTE:

In the event the arbitrator renders a decision awarding a repurchase of a leased vehicle, and the lessee accepts the decision, if the lessor does not provide the refund as specified

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2004, Council of Better Business Bureaus, Inc.

by the arbitrator and does not terminate the lease and release title to the vehicle, the lessee may contact the Georgia Governor's Office of Consumer Affairs for assistance.

## **REPLACEMENT OF LEASED VEHICLES**

If a manufacturer replaces a vehicle under the Georgia lemon law, the manufacturer must give the lessee a new motor vehicle that is identical or reasonably equivalent to the motor vehicle to be replaced, as the vehicle to be replaced existed at time of purchase. The contractual obligation between the lessor and lessee will not be altered except for the terms of the agreement that identified the vehicle. In addition, the manufacturer must pay *collateral charges and incidental costs* as defined below:

- 1. *Collateral charges*. All collateral charges that are wholly incurred as a result of the acquisition of the vehicle, which the lessor or lessee incurs a second time and which would not have been incurred again except for the replacement.
- 2. *Incidental costs*. Incidental costs are any reasonable expenses incurred by the lessor or lessee in connection with the repair of the vehicle, including but not limited to:
  - Payments to dealers for attempted repairs of nonconformities;
  - Towing charges; and
  - Costs of obtaining alternative transportation.

In addition, if a manufacturer replaces a vehicle under the Georgia lemon law, the lessee must pay the manufacturer a reasonable offset for use, as defined below:

*Reasonable offset for use*. A reasonable offset for the lessee's use shall be paid by the lessee to the manufacturer. The Georgia lemon law provides that the reasonable offset for use is computed by the following formula:

reasonable = the lessee before the lessee's price vehicle's price 100,000 vehicle's price 100,000

### NOTE:

Under some circumstances, the lessee may be able to seek a reimbursement for the reasonable offset for use from the lessor at the end of the lease term. Please contact the Georgia Governor's Office of Consumer Affairs for further information.

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

Customer:		SR #: 71-614158083	BBB#: PGM0836461

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

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

#### Section 1

Purchase Price	20990.00
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 17825.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= 3165.00
(If positive, look for Overallowance)	

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

### Section 2

00000112	
Trade Allowance	0.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 0.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 0.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

#### Section 3

Trade Allowance	0.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4	
Purchase Price	20990.00
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 1750.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 19240.00
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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

2007 G6 - 1SV SEDAN 41U BLACK 70D LIGHT TAUPE ORDER NO. KSFGJT/TDC STOCK NO	/L4G	GENERAL MO & SUBSIDIA RENAISSANO	ARIES CE CENTER	PORATION 3243-1114
VIN 1G2 ZF58 B8 74	* * * * * * * * * * *	****	**********	L6*08252S
MODEL & FACTORY OPTIONS 2ZF69 G6 - 1SV SEDAN FAD TRIM, SIMULATED WALNUT BURL FE9 50-STATE EMISSIONS FX2 AXLE RATIO 3.91 LE5 ENGINE, 2.4L HO 4-CYL DOHC MFI	17175.00 N/C N/C N/C	16230.38 N/C N/C N/C	RETAIL - INVOICE ( SHIPPED ( EXP I/T ( INT COM ( PRC EFF ( KEYS G303 WFP-S QTH BANK: GMA CHG-TO	02/15/07 02/15/07 02/26/07 02/26/07 02/26/07 02/15/07 37 G3037 R OPT-1 AC - 029
			SHIP WT: HP: GMS: SUPPLR: MRM: MEMO	

TOTAL MODEL & OPTIONS	17175.00	16230.38	ACT 231	16365.13
DESTINATION CHARGE	650.00	650.00	H/B 261	515.25
DEALER CO-OP ADVERTISING		171.75	ADV 261	171.75

DASHER COLEMAN PONTIAC BUICK GMC, IN

REMIT TO GMAC NO. 029 VIN 1G2ZF58B874 \$ 17052.13 INV 2AD57466318 DUE 02/26/07 DEALER 08-252











#### GENERAL MOTORS BUSINESS RESOURCE CENTER

#### VIA FAX ONLY

May 7, 2008

BBB Autoline 4200 Wilson Blvd. Suite 800 Arlington, VA 22203-1838

RE: c/o Alex Simanovsky & Associates, LLC Service Request: 71-614158083 BBB Case Number: PGM0836461 2007 Pontiac G6 Vehicle Identification Number: 1G2ZF58B874 Customer Relationship Specialist: Paul Hill

#### Manufacturers Testimony and Position in Writing

We are sorry **Example** is dissatisfied with his 2007 Pontiac G6. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We apologize for any inconvenience **Example** may have experienced.

miles. The purchased the vehicle new on April 28, 2007 and the vehicle was sold with approximately 329 miles.

According to the Agreement to Arbitrate dated April 23, 2008, the customer had 1 concern with the vehicle:
Steering / Suspension

Based on the Customer Claim Form signed by **Sector** on April 23, 2008, it appears that the consumer is seeking "a repurchase of the subject vehicle as well as reasonable attorney's fees" through the BBB Autoline program. A repurchase or replacement award can be awarded under either the guidelines of the General Motors Program Summary or the Standards of the Georgia State Lemon Law.

#### **General Motors Program Summary:**

On page 2 of the General Motors Program Summary it states:

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

Being that the Customer Claim Form states that the vehicle has accumulated approximately 16,169 miles, it would appear that this case cannot be awarded a repurchase or replacement under the General Motors Program Summary.

#### **Standards of the Georgia Lemon Law:**

May 7, 2008 Page 2

On page 1 of the Standards of the Georgia Lemon Law under the heading "MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE" it states:

"The lemon law establishes a lemon law rights period, which is the period ending one year after the date of the original delivery of a new motor vehicle to a consumer OR the first 12,000 miles of operation after delivery of a new motor vehicle to a consumer, whichever occurs first.."

Furthermore, under the heading "NONCONFORMITY MUST BE REPORTED WITHIN LEMON LAW RIGHTS PERIOD" it states:

"The Georgia lemon law provides that, if a new motor vehicle has a nonconformity (see above definition) and *the consumer reports the nonconformity during the lemon law rights period to the manufacturer*, its agent, or the dealer who sold the vehicle, the nonconformity must be corrected at the manufacturer's expense."

Upon review of the service history of **Service** vehicle, it does not appear that the vehicle was presented to a General Motors dealership within the first 12,000 miles of operation. Through utilizing the General Motors Vehicle Inquiry System, speaking with the personnel at Cronic Buick-Pontiac-GMC in Griffin, GA and reviewing the second page of the signed Customer Claim Form provided by the consumer's attorney, the first time of **Second Provide** presented his vehicle to a dealership was on January 16, 2008 at 14,940 miles as documented on Repair Order #BUCS33187. Therefore, it also does not appear that a repurchase or replacement through the Georgia Lemon Law is an available remedy. (I have attached a copy of the General Motors Vehicle Inquiry System and referenced Repair Order to confirm this information.)

With that being said, it appears that the arbitrator has 2 remaining awards available in regards to this arbitration: repairs under General Motors Program Summary or a denial. Seemingly it is for this reason that the Agreement to Arbitrate states "Consumer: Eligible for Repairs Only".

General Motors does make every effort to meet the highest quality standards. By providing the New Vehicle Limited Warranty for 36 months or 36,000 miles, General Motors covers the cost of repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. The owner has not experienced any out-of-pocket expenses for warranty repairs and the vehicle is still covered by the New Vehicle Limited Warranty, which provides assurance that defects in parts or materials will be covered by the manufacturer. General Motors has never denied the customer repairs.

The last Repair Order for **Sector** vehicle being presented to General Motors dealership requesting service was in February of 2008. This would lead us to believe that the vehicle is not experiencing any outstanding concerns. Furthermore, General Motors has not denied coverage under the terms of the New Vehicle Limited Warranty and will continue to uphold our written warranty as specified in the warranty booklet.

Based on the information presented here, General Motors does not feel that a repurchase or replacement decision is an eligible remedy under either the General Motors Program Summary or Georgia State Lemon Law. Furthermore, General Motors would respectfully request that a denial decision be rendered so that we can be afforded the opportunity to continue to work under the terms of the warranty to correct any vehicle defect related to materials or workmanship that may arise.

Sincerely,

**Kimberly Nott** Business Resource Center General Motors Corporation





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#### 05/05/2008 09:14

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(FAX)15199793820

GM Vehicle Inquiry System - Summary

Page 1 of 2

# GM Vehicle Inquiry System Summary

<u>Home</u> - <u>Summary</u> - <u>Claim History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

<u>Help</u>

VIN:	1G2ZF	ZF58B874							
		VEHIC	LE INI	FORMA'	ΓΙΟΝ	-			н. - С
Merchandising Model	:	2ZF69 -2007 G6 - 4CYI	. SEDA	N.	Warranty St	art Da	ite :	04/28	/2007
BARS Order Type :		70 - RETAIL - STOCK			- - -	·	· .		· .
Delivering Dealer :					16 - P	ONTIAC			
		2515 N EXPY GRIFFIN, GA 30223-7200		Site Code :			18109		
		(770) 227-4271		a tanta Ala	<b>Business</b> Ass	ociate	Code :	15198	38
Service Contract :	No	Branded Title :	No	Warr	anty Block :	No	PDI Sta	atus :	Paid
		REOUIR	ED FI	ELD AC	TIONS	•			

#### 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	04/28/2007	329 miles	04/28/2010	36329 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	04/28/2007	329 miles	04/28/2013	100329 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	04/28/2007	329 miles	04/28/2015	80329 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	04/28/2007	329 miles	04/28/2012	100329 miles
36/36000 FEDERAL EMISSION	04/28/2007	329 miles	04/28/2010	36329 miles

#### CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading	
01/16/2008	033187	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	14940 miles	

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Page 2 of 2

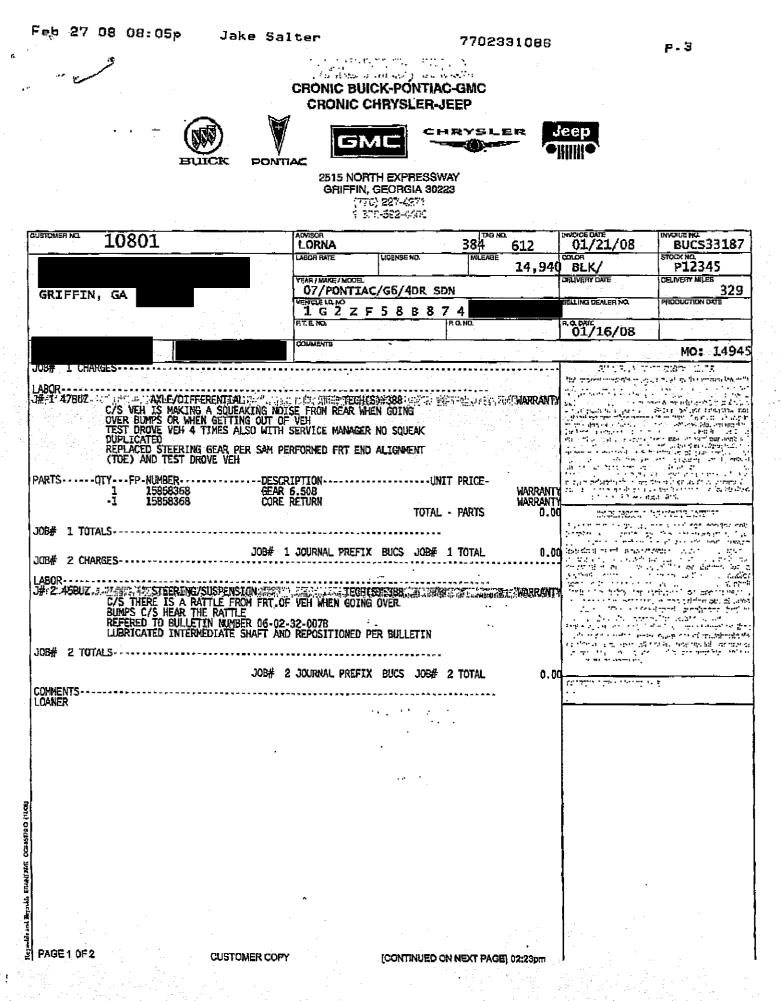
01/16/2008	033187	D	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	14940 miles
01/16/2008	033187	#	E9448 - REPOSITION I-SHAFT TO CORRECT NOISE	14940 miles
02/15/2007	A34953	Ι	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

#### CHECK HISTORY INFORMATION

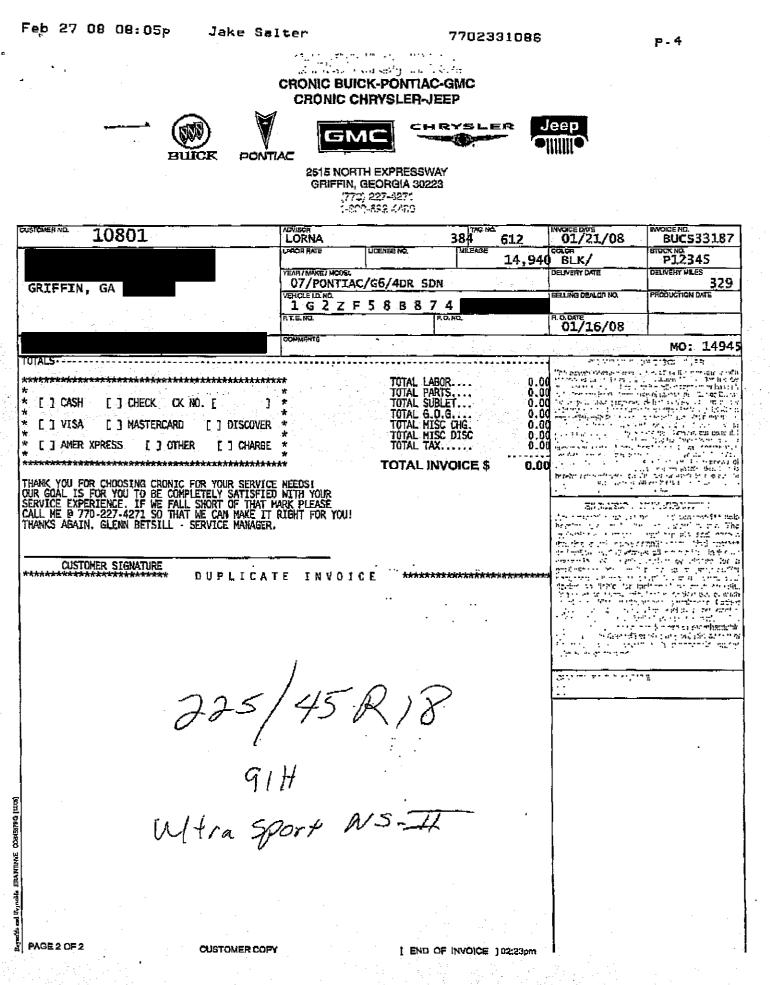
Vehicle Has No Associated Check History Information.

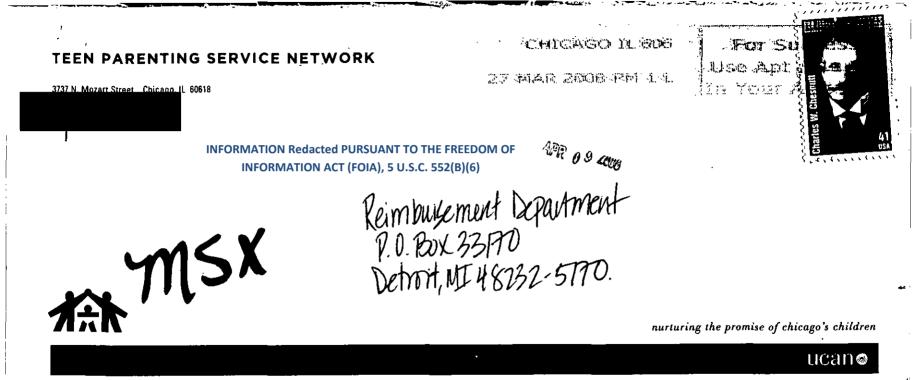
GM Vehicle Inquiry System - Summary

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# CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant								
Date Claim Submitted: $\frac{3/2408}{2400}$								
17-Digit Vehicle Identification Number (VIN): 16124895F								
Mileage at Time of Repair: <u>46,94</u> 1 Date of Repair: <u>11/12/07</u>								
Claimant Name (please print):								
Street Address or PO Box Number:								
City: <u>Chicago</u> State: <u>H</u> ZIP Code:								
Daytime Telephone Number (include Area Code):								
Evening Telephone Number (include Area Code):								
Amount of Reimbursement Requested: \$ 117,00								
The following documentation must accompany this claim form.								
Original or clear copy of all receipts, invoices, and/or repair orders that show:								
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>								
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.								
Claimant's Signature								
Please mail this claim form and the required documents to:								

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

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

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0009126/GMR2V071129R12 Page 03 of 03 Ţ

#### 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.

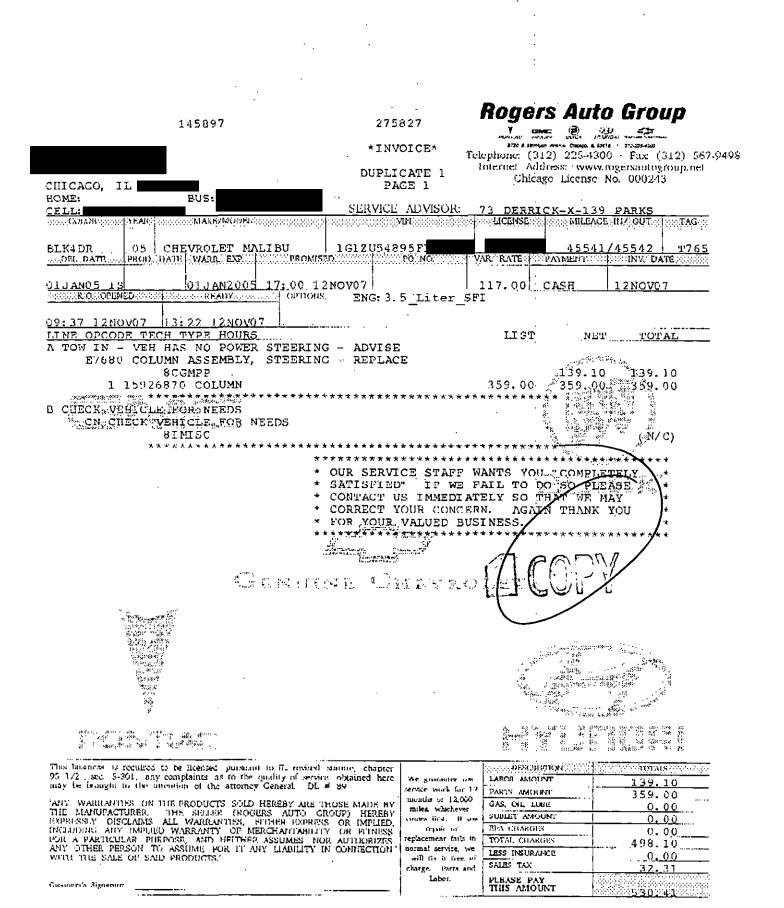
Your_claim_will_be_acted_upon within 60 days of receipt.

#### 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).

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CUSTOMER COPY

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March 17, 2011

Chicago, IL

Service Request: 71-614686229 Customer Relationship Specialist: Wine Summers

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$117.00.

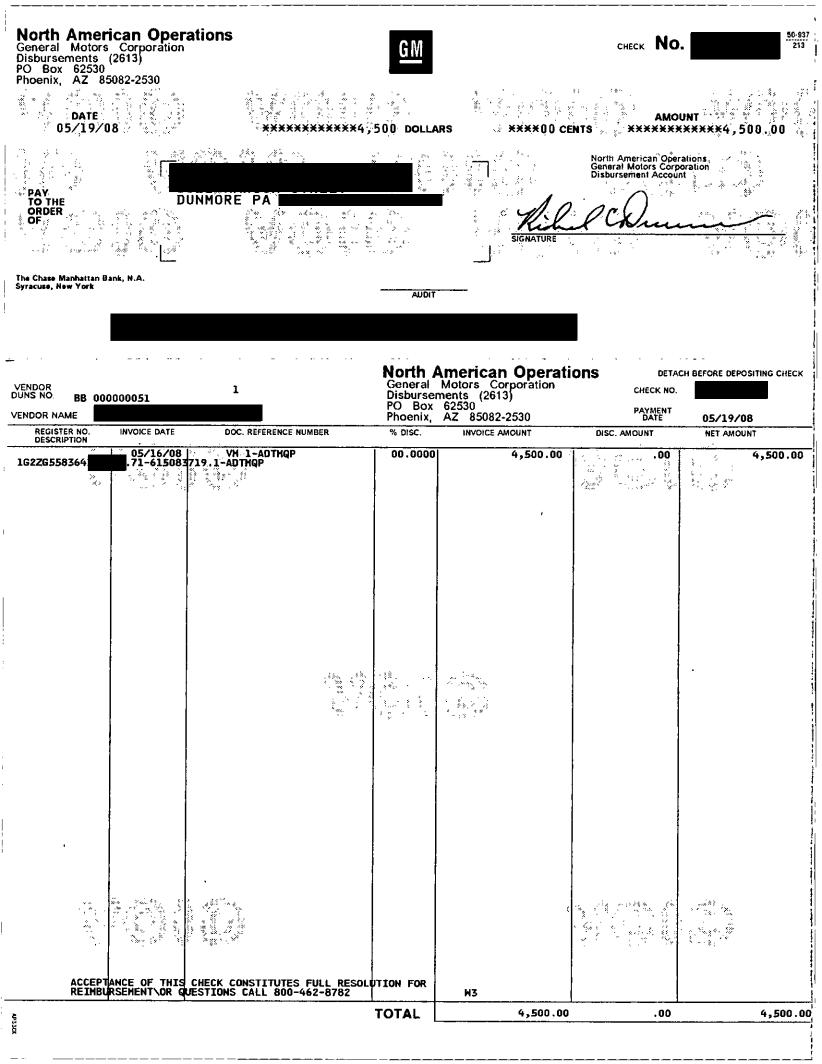
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer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

Sincerely,

Chevrolet Customer Assistance Center

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

North Ameri General Motors Disbursements ( PO Box 62530 Phoenix, AZ 850	can Opera Corporation 2613) 082-2530	ations	<u>G M</u>		снеск <b>NO.</b>	<u>\$0-\$37</u> 213
DATE 07/22/0	8	*******	EX117 DOLLAR	IS XXXX00 CEN	AMOU ITS XXXXXXI	NT {XXXXXXX117.00
PAY TO THE ORDER OF	CI	HICAGO IL		Signature	North American Opera General Motors Corpo Disbursement Account	
The Chass Manhattan Ba Byracuse, New York	nk, N,A.		AUDIT			
VENDOR DUNS NO BB 000 VENDOR NAME	000071	1	<b>North A</b> General Disbursen PO Box Phoenix.	merican Operation Motors Corporation nents (2613) 62530 AZ 85082-2530	DNS DETAC CHECK NO. PAYMENT DATE	H BEFORE DEPOSITING CHECK
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC, REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZU54895F	07/21/08	VH 1-A60RIH 229.1-A80RIH	00.0000	117.00	.00	117.00
ACCEPT REINBL	ANCE OF THIS RSEMENT\OR Q	CHECK CONSTITUTES FULL RES VESTIONS CALL 800-462-8782	OLUTION FOR	M3		
			TOTAL	117.00	.00	117.00



May 15, 2008

Robert Silverman, Esq. Kimmel & Silverman, PC 30 E Butler Ave Ambler, PA 19002-4514

RE: v. General Motors Corporation Service Request: 71-615083719 2006 Pontiac G6 Vehicle Identification Number: 1G2ZG558364 Customer Relationship Specialist: Grace Moody

Dear Mr. Silverman:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$4,500.00 made payable to Jeffrey & Barbara Perri. The second is in the amount of \$1,900.00 made payable to Kimmel & Silverman, P.C.

A 60 month/60,000 mile (whichever comes first) Steering Component Letter will be sent directly to Jeff Perri after processing.

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

Sincerely,

General Motors Corporation

LG0008 V07092007

<b>North Americal</b> General Motors Co Disbursements (2613 PO Box 62530 Phoenix, AZ 85082-	n Operations		<u>GM</u>			снеск <b>No</b>		0-937 213
DATE 05/19/08		**************************************	4 J	RS XXXX	00 CENTS	AMO	UNT (*****1,900.00	
PAY TO THE ORDER OF	AMBLER	PA	1		il e c	American Ope al Motors Corp rsement Accou	rations foration	and the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second sec
The Chass Manhattan Bank, N. Syracuse, New York	.A.		AUDIT					
VENDOR DUNS NO. 88 0000000 VENDOR NAME	)52		PO Box	American Op Motors Corporat ments (2613) 62530 AZ 85082-2530	erations	DETA CHECK NO. PAYMENT DATE		ICK
	OICE DATE DO	C. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC	AMOUNT	05/19/08 NET AMOUNT	
1G2ZG558369	25/16/08	TNDD	00.0000	1,90	0.00		1,900.	00
ACCEP TANCE REIMBURSEM	OF THIS CHECK C	ONSTITUTES FULL RESOLU CALL 800-462-8782	UTION FOR	ИЗ 1,9	00.00	.00	<pre>     *********************************</pre>	
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KIMMEL & SILVERMAN

RODLET M. SH.VERMAN¹⁵ CP.ARCTHOR KIMMEL1

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1-800-LEMON LAW

CORPORATE HEADQUARTERS 30 E. Butler Pikc Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817 ACQUELINE C. HERRITT" ROBERT A. RAPKIN HY DAVID RUDENSTEIN BARRY R. WINDERMAIN MELISSA K. RALA" RAP. SMADES DAVID L. LIEDERMAN." ANGELA K. TROCCOLT RONALD ROW, AND CHRISTOPHER R. HOLLIDAY" MICHAEL I, SOSKA" KIGURARD A SCHOLER"

> Of Counsel, RONNA LUCAS[®]

WESTERN PA OFFICE, 210 Grant Street, Suile 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005 NEW JERSEY OFFICE, Executive Quarters, 1930 E. Markon Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344 MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997 DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476 MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114 PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

May 2, 2008

VIA TELEFAX ONLY (866-398-3253)

Grace Moody, Esquire BRC Legal Case Manager GM Business Resource Center

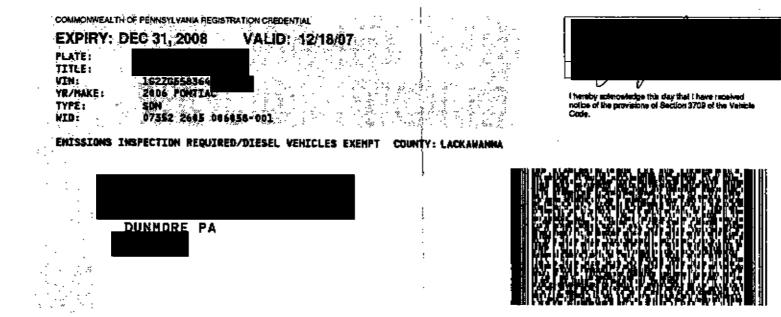
RE: v. GM

Dear Ms. Moody:

It was a pleasure speaking with you. Please be advised that our client hereby accepts GM's most gracious offer to settle his claims against GM for \$4,500.00, plus a 5/60 component part warranty on the Steering System. This will further confirm that we have separately settled my firm's bill of attorney fees and costs for the sum of \$1,900.00. Attached is a copy of the registration and the current mileage is about 22,000. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours. Robert M. Silverman





05/02/2008 06:59 FAX

05/14/2008 14:35 FAX

05/14/2008 14:09

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KIMMEL & SILVERMAN

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#### RELEASE OF CLAIM

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and We. my/our assigns, heirs and executors, in consideration of: \$6,400.00 and a 60 month/60,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2006 Pontiac G6 bearing Vehicle Identification Number 1G2ZG558364 ("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 two checks: the first, in the amount of \$4,500.00, made payable to **second in the amount of** \$1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is  $22 \frac{791}{291}$  on the date of the signing of this release.

Releasor(s) has/bave 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 o	f All Claims
5-14-08	
DATE SIGNED. 5-9-08	
	•
	Сланцаци в эледлагите
Address	Address
Junnore TA	Denning, Pa
City, State, Zip Code	City, State, Zip Code

05/14/2008 14:09

KIMMEL & SILVERMAN

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PAGE 02

STATE OF COUNTY OF LACKAWANNA

5703410259

Sworn to (or affirmed) and subscribed before me this 14 day of May, 20 <u>68</u>, by Jeffrey & Barbara Perri.

Signature of Notary Public Merichiello

COMMENDANTEALTH OF PENNSYLVANIA Notestal Seel Ketty J Monicolatio, Notary Public City of Borenton, Lackesserve Courty My Commission Explase Date, 21, 2011

CC: File

LG0029 V6302006



05/14/2008 14:09

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#### KIMMEL & SILVERMAN

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PAGE 03

Departr	W-9 October 2007) Trans of the Treasury Revenue Borvice	Request for Taxpayer Identification Number and Certificat	ion	Give form to the requester. Do not send to the IRS.
npe tierre on page 2.	Eusiness name, if <u>Ch</u> eck appropriate	a box: D Individual/Sole proprietor Corporation D Partnership	, ,	Exempt
Print or type See Specific Instructions	Address (number, Address (number, City, state, and Z	street, and apt. pr suité no.)	קור איז האשרה בייש	Iddrees (optionsi)
Par	Тахрау	er Identification Number (TIN)		······
backa allen.	ap withholding. Fo sole proprietor, o	ppropriate box. The TIN provided must match the name given on Line 1 to ave r individuale, this is your social security number (SSN). However, for a residen r disregarded entity, see the Pert I instructions on page 3. For other entities, it tion number (EIN). If you do not have a number, see How to get a TIN on page	ing <b>dala a</b>	or
	. If the account is ler to enter,	in more than one name, see the chart on page 4 for guidelines on whose	Employer K	Initification number
Par	t ill _ Certific	etion	· · · · · · · · · · · · · · · · · · ·	
Unde	r penalties of perj	ury, I cartify 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 beckup 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 abandompent 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.

		į				
Sign	Bignature of					× ^
Here	U.S. person 🕨			Date 🕨	5-9	- 05-
-		2 1 1 11 -				

#### 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 ratum 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.9. person (including a realdent alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

 Certify that the TN 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

3. Claim exemption from backup withholding if you are a U.S. exampt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.G. 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 centain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foneign parson, 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 evoid withholding on your share of partnership income.

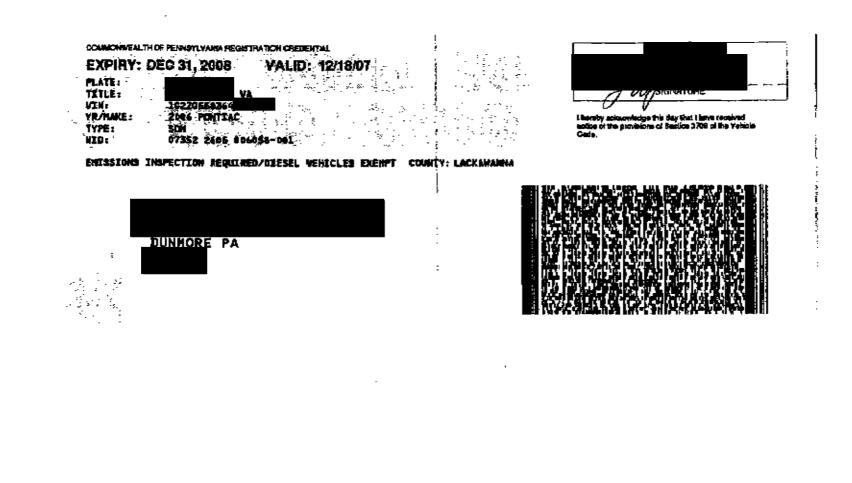
The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

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

5703410259

14:09

05/14/2008





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

#### VIA FAX ONLY

April 9, 2008

Ed Polovitch R. J. BURNE OLDSMOBILE CADILLAC PONTIAC 1201-1209 WYOMING AVE SCRANTON, PA 18509-2716

#### RE:

Service Request: 71-615083719 2006 Pontiac G6 Vehicle Identification Number: 1G2ZG558364 Customer Relationship Specialist: Patricia Easley

Dear Ed Polovitch:

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

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade, application of title and all other items in the sales jacket.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance.

Sincerely,

General Motors Corporation





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#### Privileged and Confidential Information

#### CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Pat Easley State: PA

Customer Name:

Service Request: 71-615083719 GM Legal File No.: N/A

Vehicle ID No.: 1G2ZG558364 Year, Make & Model: 2006 Pontiac G6 In Service Date: 8/5/2005

Vehicle is: New BAC Code: 116996 Vehicle Purchased Used on: N/A at odometer N/A DVM requests Purchase Price of involvement?: No Vehicle: \$ 21,265.00

# Lien holder: GMAC Other: {Name}

Was TAC contacted for this vehicle Yes

# **VEHICLE REPAIR HISTORY**

$\boxtimes$	Eng	ine/	'Fuel	/Exł	naust

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2-27-06	86952	*	4,506	C/S rattle noise sounds like exhaust is loose./ <b>Worn upper engine</b> <b>mount.</b> /Diagnosed with chassis ears. Tried new right front strut Removed front plastic body panels and head lamp, finally found noise in front <b>Replaced right upper engine mount.</b>

⊠ <u>Steerir</u>	ng			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-29-06	93740	1	11,802	C/S power steering is locking up at times. Hard to steer. / Road tested and got car to act up. Checked for bulletins none. N codes. Went through trouble chart and found needs power steering module Ordered part. will call customer when part comes in.
1/11/07	94002	1	11,766	C/S while making a turn, the power steering locks up. /Road tested and had steering lock up. Found internal problem with power steering moduleReplaced power steering module and relearned to car and road tested and OK now. (Correction and days out verified by Service Manager Ed Polovitch 4-16-08)
10-29-07	100025	1	17,962	C/S a thumping noise in steering and steering feels like its getting stiff./ Diagnosed customer's concern of noise and hard steering. Scan for codes. None set. Road test. Same as like vehicles. <b>Unable to duplicate</b> <b>customer's concern. Checked suspension and steering</b> <b>components. All ok.(tires cupped) Has electronic steering not</b> <b>hydraulic. Lack of lube on intermediate steering shaftLube</b> <b>steering shaft</b> per <b>bulletin 06-02-32-007B.</b>
12-10-07	100871	2	19,129	C/S power steering is getting stiff. Then break loose./ TAC case 10029191. check battery voltage on cold start operation. 11.72 volts. Checked for diagnositic codes. No codes. Road test 4 miles and checked operation several times in parking lot. –Could not duplicate customer's concern.
1-22-07	94194	2	11,766	C/S steering is making a thumping noise when turning left or right.

Steering gets stiff when trying to park vehicle. / Used chasis ears to determine where noise is coming fro steering gear. Vehicle needs

				power steering gearRemove and replace power steering gear as per DOC# 1880310 and align front end. Road test ok. (days out verified by Service Manager Ed Polovitch 4-16-08)
2-4-08	101856	2	20,708	C/S steering feels stiff and locking up at times. /Scan system. No codes. Check for bulletins. None. Called TAC DOC#2041891. TAC CASE 11029191. Removed and replaced steering column. days out verified by Service Manager Ed Polovitch 4-16-08)

⊠ <u>Electri</u>	<u>ical</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8-29-05	82895	1	30	C/S not starting. / Check charging system. Dead Battery. <b>Bad cell</b> code 2K3D7 –Replace battery.
2-27-06	86952	2	4,506	C/S fog light switch does not light up. Parts are in. /Open LED in switchReplaced fog lamp switch.
3-14-06	87263	1	4,774	C/S fuel gauge does not read full after tank is filled./ Repair vehicle as per document 1779034Replace EGR and tube and EGR connector. Program code 10765.(Verified days out by Service Manager Ed Polovitch 4-16-08)
5-1-06	88315	1	6,036	C/S gauge not working./ open level sensor. Checked for power and ground. Both checked. Working <b>Replaced fuel level sensor. Works fine</b> now. (Verified days out by Service Manager Ed Polovitch 4-16-08)
12-29-06	93740	*	11,802	C/S fog light switch is not lighting up. /Switch open circuit. Had power but would not light upRemove and replace fog lamp switch. OK now.

⊠ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-9-06	85969	1	3,340	LOF
1-9-06	85970	1	771	RECALL 05094. Sun visor recall parts are inReplaced two sunvisor

#### THE STATE LEMON LAW READS:

Days out of service: 30 Repairs 3 Time period : 12/12,000 Miles Does Lemon Law state nonconformity must continue to exist? Yes If applicable, safety-related repairs Safety-related time period Months / Miles Usage: Lesser of 10% of purchase price or .10 per mile for miles prior to 1st report.

Number of repair attempts in the presumption period:	4
Total days out of service during the presumption period:	5
Total days out of service during customer's ownership:	15

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

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

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

Concern: 1-370626200 – opened 10/24/05 - Cust STS: that he has been dealing with dlr for 10 yrs and feels that if he had waited for 2 weeks he would be spending \$2000.00 less. Feels they make him feel there was going to be no veh and they had only 6. Then Neighbor went down and is spending \$2000.00 less. Closed 10/31/05

Date & Offer/Result:

Concern: Date & Offer/Result:

Concern: Date & Offer/Result:

#### RECOMMENDATION

Recommend \$2000 to \$4500 & 60/60,000 Steering CSL to the cust & \$1900 attorney fees due to replaced power steering module, replaced power steering gear & replaced steering column on vehicle

#### RATIONALE

#### REASON FOR REMOVAL

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

TEAM MANAGER APPROVING:

Date:

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

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

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Par	Тахреу	er Ide <u>ntifica</u>	tion Number (TIN)	<u>_</u>		
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alien,	sele proprietor, o	r disroganded en	tity, see the Part I Instructions o N). If you do not have a number	n page 3. For other entitles, it	s <u> </u>	, <u>, ,                                 </u>
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# FAX COVER SHEET

RJ BURNE CADILLAC PONTIAC INC 1205 WYOMING AVE SCRANTON, PA 18509 (570)342-0107 (570)342-0352 FAX



# SPRING 2008 WILL BE HERESOON

PATE 4/15/08 Dept_____ FROM Shenry evet 1001

COMMENTS <u>71-615083719</u>

NUMBER OF SHEETS BEING FAXED INCLUDING COVER SHEET _______

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1205 Wyoming Avenue + (570) 342-0107 • SCRANTON, PA. 18509

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d. Resid	ual value.	The value of the vel	nicle at the end of	the lease used in ca	Iculating your base	monthly payment		· · ·		- Ψ	10083.85
e. Depre	ciation an	d any amortized ar	n <b>ounts.</b> The amo	ount charged for the v	ehicle's decline in	value through norma	il use and for ot	her items paid over		ψ	10681.15
										= \$	2652, 29
g. Total	of base m	ionthly paymente	i in addition to 18 The depreciation	ne depreciation and a and any emortized	any amortized ar	nounts	·····		·····	+ \$	13333.44
h. Lease	payments	The number of na	ments in your les	ise Ase	amouns plus ne	ายน แหม่งย				= > <u> </u>	48
• •			,		·····		••••••				197 70

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a. Gross capitalized cost. The agreed upon value of the vehicle (\$) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$	21265.00
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	<b>\$</b>	500.00 20765.00
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	- \$	
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	- \$	10083.85
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paic over the lease term	= \$	10681,15 2652,29
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$	
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	÷\$	13333.44
h. Lease payments. The number of payments in your lease	÷	48
1. Base monthly payment	= \$	277.78
j. Monthly sales/use tax (estimated)	+ \$	25.00
k	+ \$	<u>N/A</u>
I. Total monthly payment	= \$	302.78
Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dolla The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be:	ars.	<b>A</b>
Excessive Wear and Lise. You may be charged for excessive wear based on our standards for normal use and for mileage in excess 65 miles per year at the rate of \$ Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$, plus official fees and taxes.	p	u er mile.

16. Other important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

1. ITEMIZATION OF GROSS CAPITALIZED COST. a. Agreed upon value of the vehicle	· \$	20670,00
b. GMAC administrative fee		
c. License/registration/lille fees		51 / N
d. Sales tax		51 / 5
e. Other tax (describe)		10 (L
f. Optional service contract		
g. Optional maintenance contract		
h. Optional life insurance		
i. Optional disability insurance		¥ / X
·		¥/1
k	• •	17 / 1
1. Gross Capitalized Cost		<b>91955 00</b>

#### 12. THE VEHICLE YOU ARE TRADING.

...

	(year)	(make)	(model)	N/A
Gross trade-in value			\$	N/A
Payot	-	<del></del>	\$	
Net trade-in value		=	\$	

'13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

1222.50 The actual lotal of tees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed. ŝ A ...

a. Tillelien fees	\$ 22.50
b. Registration laes/taxes	s N/A
	N/A
c. License fees/laxes	1200.00
d. Sales/use taxes (including tax on capitalized cost reduction)	\$N/A
e, Excise taxes	\$N/A

16, CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20, 08/04/09

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

25.00 per day (plus tax), beginning on 18. LEASE END DAILY EXTENSION CHARGE, \$ the eighth day after scheduled lease end date

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that flability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lesse as follows: INTEDTN DIDROW

Incumpoo company name:	TINE PINNYI	
Insurance company name: DIRE	SCT N COMP	
Insurance agency name: DIR Agency address: PO BOX 50	9082 SAN DIEGO,	CA 92150-
Agency autress A77-500	5-0222	
Agency phone no.: <u>B77-50</u>		
Ayerit a hame	······································	· · ·
Pelicy no.:	Liability DPhysical damage	e
Deductibles: Collision \$	N/A Comprehensive S	<u>N/A</u>
Insurance company name:		
Insurance agency name:		
Agency address:		
Agency phone no.:	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·
Agent's name:		
Policy no.:N/A	DPhysical damage N/A	
Deductibles: Collision \$	Comprehensive \$	

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

N/X

<del>n/a</del>

Insurer name:

Address:

□ Life insurance (□ Lessee □ Co-Lessee □ Both) Premium Courrent limit

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and inspection fees for the vehicle. You will pay all laxes on the lease or the vehicle that the
government levies on you, the vehicle, or us (except our net income taxes). We may change
your monthly payment if taxes charge. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1442.50 The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	S 44, JU
b. Registration fees/taxes	s N/A
c. License lees/taxes	¢ N/A
d. Sales/use taxes (including tax on capitalized ovst reduction)	1200.00
e. Excise taxes	N/A
f. Pronetty taxoe	• N/A
f. Property taxes	e N/A
h. Other (describe)	s N/A
i. Olher (describe)	s N/A

#### 14. MILEAGE.

Base Mileage Allowance. 1015,000 miles/year.

Medium-duty truck (gasoline): 25,000 miles/year

☐Medium-duty truck (diesel): 35,000 miles/year

1	Total Allowed Mileage on the Odometer at Lease End is		48030 miles,
•	Starting odometer mileage		
	Base mileage allowance	ŧ	miles
	Purchased extra miles	÷	miles

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

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

Agent's name:				
Policy no.:	<u>-N/A</u>	Physical damage	N/A	
Deductibles: Collision \$		Complehensive \$	N/ A	

Insurer name: _____

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

Address:

Life insurance (DLessee	Cc-Lessee	Both)	Premium Coverage limit	\$		<del>- N/A</del> - <del>N/A</del> - N/A
Disability insurance (Less	Monthi	Premium y coverage límit	\$ \$		- <del>Ν/λ</del>	
LESSEE'S SIGNATURE	£ <u>х</u>	-		•	_ Age _	
CO-LESSEE'S SIGNATURE	<u>x</u>				_ Age _	

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

Standard manufacturer's warranty

□___

Warranty papers that are separate from this lease state any coverage limits.

The law gives you a warranty that the vehicle conforms to the description in this lease.

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

#### 22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name	Tem	months,	miles
Name	Tem	months,	miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. |² you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

LESSEE: X	BÝ: X	CO-LESSEE:		
We may delay or relfain from enforcing any of our rights under t				
NOTICE TO LESSEE. TO NOT SIGN THIS AGREEMENT YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY	BEFORE YOU READ IT 2 YOU ARE E	NTITLED TO A COPY OF THIS AG		05 2005
CONTROL WIGHT HAD RECEIVED A COPY	(ci.y)	(state)	ON(monthl(day)	(year)
LESSEE X BURNE OLDS CADILLAC INC.	BY: <u>X</u>	CO-LESSEE:		
LESSOR	SIGNATURE AND TITLE: X			
essor assigns alynging the, and interest in this lease to the plime with the assignee (the Dealer Agreement"). Lessor also as under the terms of the period of the proceeding of the terms of the proceeding of the proceeding of the terms of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the proceeding of the pro	arly identifiec in this lease as the intended isigns all right, title, and interest in the leas	assignee, under the terms of the L ed vehicle to the party identified in t	ease Plan Dealer Agreement it his lease as the intended assig	1 effect from time t nee, or its designed
ESSOR:	BY x funning the	uni IIILE	AGENT	

671 MONTHLY 11/2001 (5)

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	**** ##### 84(18 /818 18111 81811 31811 88111 8879) (48) (98)	
WID: 05223 3400 009944-001	<u>New Title Number:</u> ons On-Line RegisLration System	
<u>Pennsylvania Department of Tran</u>	asportation Applicant Summ	arv Statement
Transaction: New Title/Transfer Reg Processor: BURNE OLDSMON Purchase Date: Aug 05. 2005 Process Date: Aug 11. 2005. Prev Title No: None Prev Dup Title Count: 0	BILE CADILLAC/00858946 Processed B	y: SHARON FENTON E: Aug 05, 2005
VIN: 162ZG558364	Stock No: 16739 GVWR: UnTadem Weight: GCWR: No of Axles: Seat Cap: Sum of GAWR: <u>is Mftr: Body Make:</u> <u>UNITRIN DIRECT</u> 8019436 Jan 11. 2005 Jan 11. 2006	PennDOT Fees           Sales/Use Tax:         0.00           Title Fee:         22.50           Lien Fee:         5.00           Reg/Proc Fee:         0.00           Dup Reg Fee:         0.00           Transfer Fee:         6.00           Increase Fee:         0.00           Other Fee:         0.00           Total:         \$33.50
Trade In #1 Information:       Lien Holder #1 Information:         VIN: None       GMAC         VR:       PD BOX B140         Make:       Condition:         Condition:       COCKEYSVILLE/MD         Allowance:       Z1030       []]ELT         Trade In #2: None       Lien Holder #2: None         Allowance:       Lien Holder #3: None         Allowance:       Lien Holder #3: None	Fees & Sales Tax Information: Tax exempt Reason: RENTAL AND LEASING/02 Tax Exempt No: 90270836 Taxable Sale Price: \$0.00 [ ] Local Sales Tax Override? % Rate: 0.06	
Assigned Tag Type.     Class:     Assigned Exp Sticker No:       Assigned Tag No:     RRGM:     Class Sticker No:       Assigned Exp Mo/Yr:     RRGCW:     Transferred Title No:       Signature of Person from Whom Tag is Being Transferred     Relation To Applicant:       No of Dup Reg Cards:     No of Dup Reg Cards:		
<u>AREAD STATES AND AND AND AND AND AND AND AND AND AND</u>	<pre>sto uncefe conditions and also void the manufacturer's warranty i ing possible advertse effects to your insurance coverage with respe i above under the provisions of Section JBIG(b) of the Vehicle Code i that loading my truck heyond the manufacturer's gross weight rati- ted with any such overloading of the truck.</pre>	ct to such overloading, , as amended by Act Ing may damage the truck and endanger
I/we acknowledge that I/we may lose my/our operating privilege(s) or vehicle registration(s) for failure to ma I/we further acknowledge that I/we may be subject to a fine not exceeding \$5.000 and imprisonment of not more i I/we have examined and stand this form after its completion; and, that, if an exemption from payment of sales statements herein are true and correct and make application for certificate of title for the vehicle described	than two (2) years for any false statement that 7/we may make on t tax is claimed. I am/we are authorized to claim this exemption. I	hit form, and L/we certify that
Date Subscribed and Sworn to:	Signature of Applicant on Authorized Signer:	
Signature of Notary Administering Dath:	Signature of Go-D-mer/Title of Authorized Signer.	
s	[] VIN/GVWR Certification or Tr	acing is Required.
E A L	Place Signature of Person Verifying VIN I hereby certify that I have veri this vehicle and the VIN/GVWR Tist SIGN:	/GVWR or the Tracing Here: fied the YIN/GVWR of

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VALID: 08/11/05

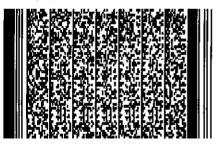


16226558364 2006 PONT SDN 05223 3400 009944-001

EMISSION INSPECTION REQUIRED/DIESEL EXEMPT COUNTY : LACKAWANNA



t horoby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code,





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

#### VIA FAX ONLY

April 9, 2008

Robert Silverman, Esq. Kimmel & Silverman, PC 30 E Butler Ave Ambler, PA 19002-4514

#### RE:

Service Request: 71-615083719 2006 Pontiac G6 Vehicle Identification Number: 1G2ZG558364 Customer Relationship Specialist: Patricia Easley

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated April 9, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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



Copy of owner's current title and/or registration Other: Release of Lien Finance, 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





siacona bumai









#### **RELEASE OF LIEN INFORMATION**

I	,
I(Client's Name)	(Client's Social Security Number)
hereby authorize	
(Lien holder Name)	
	(Lien holder Phone Number)
(Lien holder Address)	
to release any and all information regarding my	y loan account # (Account Number)
	(Account Number)
with(Lien holder Name)	
(Lien noider Name)	
to General Motors Corporation, including but i loan payoff amount, and per diem information.	not limited to a complete payment history of my account, a
Date	
VEHICI	LE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V07092007	











### JEFFREY PERRI

1322 MARION ST

### R J BURNE

 	and a second second second second second second second second second second second second second second second			adillac 😌 1	PONTLAC	INC.	
DUNMORE		PA 18		Avenue · Scranton,	PA 18509 Tolo	phono; (670) 34	2 0107
			<u>*** REPRINT ***</u>	ACCC	UNTING CO	DPY PAG	<u>E 1</u>
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#### Repair Type: NC

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OTHER PAY		UTHER PAY
INTERNAL	CONTRACTS	WARRANTY 417 00 CUSTOMER PAY

**R** J BURNE

Cadillac 🕃 INC.

1205 Wyoming Avenue · Scranton, PA 18509 Felephone: (570) 342-0107

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LUBE STEERING SHAFT PER BUL 06-02-32-007B

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DUNMORE

INTERNAL

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WARRANTY

**CUSTOMER PAY** 

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env other cause beyond your control or (phram delays caused by unaveilability of perts or shinaments by the supplier or transporter. Il Perceby grant you and/or your employees hermis the vehicle herein described on streets, highways or elsewhere for the purpose of inspection. An express mechanic's lion is hereby acknowledged on shave vehicle to secure grains thereby acknowledged on shave vehicle to secure grains thereby acknowledged on shave vehicle to secure the purpose of the purpose of the purpose of the purpose of the purpose of the purpose of testing and/ar inspecting such vehicle.	



#### **R J BURNE**

DUNMORE		 I	PA			1205 vyyor		Screnton ACCC	UNTING CC	INC. phane: (570) 342-0107 (PY PAGE 1
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Sent 4-10-07



#### PA

#### **R J BURNE**

INC

1205 Wyaming Avenue Scranton, PA 18509 . Telephone: (\$70) 342-0107

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The seller hereby expressly disclaims all warranties, either express or implied, including any implied
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authorizes any other person to assume for tit any liability ion connection with the sale of this
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R J BURNE

Cadillac 🖙 ONTIAC INC.

 Telephone: (\$70) 342-0107 1205 Wyoming Avenue Secanton, PA 18509

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R J BURNE

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Cadillac 🐨 PONTIAC INC.

1205 Wyoming Avenue · Scranton, PA 18509 · Telephone: (570) 342-0107

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R J BURNE

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1205 Wyoming Avenue · Screnton, PA 18509 Telephone: (570) 342-0107 PAGE

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INTERNAL

PA

R J BURNE

Cadillac (🕿 PONTIAC INC.

1205 Wyoming Avenue - Scranton, PA 18509 - Telephone: (570) 342-0107

CUSTOMER PAY

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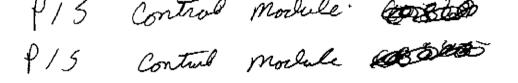
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1205 Wyoming Avenue · Screnton, PA 18509 · Telephone: (570) 342-0107

INC.

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MULTI-POINT VERICLE INSPECTION DILL CODE - SP FREE MUTLI-POINT INSPECTION MULTI MULTI-POINT INSPEC M D 30 0 6.00 MULTI MULTI-POINT INSPEC TOTAL LABOR 100 6.00

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1205 Wyoming Avenue · Screnton, PA 18509 · Telephone: (570) 342-0107

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AND NO. 100 2-1/4 TIME PEC 11 12.3 DEC11 11.8



General Motors Business Resource Center



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Ed Polovitch

Company: Fax: 5703420352 Phone:



-Fran: Patricia Easley

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

CC:

NOTES:

38U 70B ORDER	G6 - 6CYL SEDAN EMERALD GREEN METALLIC LIGHT TAUPE NO. JFNHVH/TRE STOCK NO. LG2 ZG55 83 64		PONTIAC/GN GENERAL MO 100 RENAIS DETROIT VEHICLE IN	OTORS CORE SSANCE CEN MI 48	PORATION NTER 3243-1114
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TOTAL MODEL & OPTIONS	20680.00	19083.75	ACT 231	19088.35
DESTINATION CHARGE	625.00	625.00	Н/В 261	620.40
LAM DEALER CONTRIBUTION		206.80	ADV 261	206.80
LAM GROUP CONTRIBUTION		155.10	EXP 65A	155.10

VIN 1G2ZG558364 \$ 20070.65 INV 2AD51686622 DUE 07/05/05 DEALER 03-081

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FAX COVER SHEET

RJ BURNE CADILLAC PONTIAC INC 1205 WYOMING AVE SCRANTON, PA 18509 (570)342-0107 (570)342-0352 FAX



SPRING 2008 WILL BE HERESOON

TO Patricia Easley

PATE 4/15/08 Dept_ FROM Shenny wit 601

COMMENTS <u>71-615083719</u>

NUMBER OF SHEETS BEING FAXED INCLUDING COVER SHEET_

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	JESCRIPTION OF TRADE-	MODEL	PAY OFF BALANCE	220B	· · ·	1-1	ſ
_	BODY COLOR			<u> </u>			
			TOTAL PRIC	E	3		l
			VALUE OF TRADE-IN	240	500.	4	£
			REBATE	220B		Ľ,	Ĺ
			DEPOSIT	220B		121	r
			SUB-TOTAL		<i>6</i>	7	•
		ر هر ا			20765.		6
		<u>н</u> т	FINANCE CONTRACT	205	20705.	+	í
	$\Delta = \frac{1}{2}$		AMOUNT DUE	220B	Þ		
			ON DELIVERY	ZZUD.			

ELDORADO SEVILLE STS

SEVILLE SLS

CONVERSIONS ELDORADO TO

CATERA

Reynolds and Reynolds 904039 O (803)

.			STOCK NO.
*	Federal law (and State law, if app transfer of ownership. Failure to result in fines and/or imprisorment.	o complete or providing	
	BURNE OLDS CADILLAC	INC	(transferor's name, Print)
	state that the odometer now reads of my knowledge that it reflects it unless one of the following statement [] (1) I hereby certify that to the reflects the amount of mileage in exce [] (2) I hereby certify that the odome WARNING - ODOMETER DISC	he actual mileage of the s is checked he best of my knowleg ss of its mechanical limits for reading is NOT the actu	e the odometer reading
	MAKE	MODEL	BODY TYPE
•	VERICLE IDEN LIFICATION NUMBER	<u> </u>	SDN TEAR
	1G2Z9558364	l Img	2006
	BURNE OLDS CADILLAC PRINTED NAME 1205 WYOMING AVENUE TRANSFERON'S ADDRESS (STREET)	TNC.	
	SCRANTON PA 18509- CITY 08/05/05 DATE OF STATEMENT	57ATE	ZIP GODE
	TRANSFERETS MAINE		
1	TRANSFEREE'S ADDRESS (STREET)	STATE	ZIP CODE
-			
*	de la ser el de la secter de la contra de la contra de la contra de la secter de la secter de la secter de la s En la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la co	<u> </u>	n an
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GMAC SMARTLEASE® AGREEMENT - Monthly Payment

LESSEE	(and CO-	LESSE	E) ("You") name and address, inc	ading county	Gara	iging address (il dif	ferenî)		LESSOR (Retailer)			<u> </u>
DI	INMORE	, PA			Princ	sipal driver (if busin	ess use)		BURNE OF 1205 WY SCRANTON	OMING A	AVENUE	INC.
\Box if this bo	x is check x is check	ieler (o ied, Les ied, GM	e a vehicle. This is not a purchas Lessor ramed above and any as sor (Retailer) will assign this leas AC helped to arrange this lease a sor (Retailer) will assign this leas	signee. An fass e and sell the w ind Lessor (Ret	signee ehicle ailer) v	" is a person to whe to General Motors will assign it and se	om this lease is assig Acceptance Corpora)ned (if it is ass tion ("GMAC").	igned).	 Ini and bai	 .k.	
🗆 If this bo	x is check	ed, Les	sor (Retailer) intends not to assig	n ihis lease.	0111010					·		
	· · ·				TH	E VEHICLE YO	U ARE LEASIN	G		1	· · · · ·	
New/Used	Year		Nake & Nodel	Body St	yle	Vehici	e ID ¥	Mileage		Primary	Use	
NEW	200	16	PONTLAC G6	SE	DN [1G2ZG5	58364	30	🗆 Personal, Family, or H	ousehold	🗆 Comm	erc al, Business, or
Deater Ins	talled Op	tions:						i.i	GVW (il track)		<u> </u>	Conveyance
			ter e state e tra									
	- 6 - 6		n grann an shuip is guin T	FEDERA		INSUMER LEA	SING ACT DISC	LOSURES				
	Due at L or Delive Below)*		2. Monthly Payments You: first monthly payment o 08/05/2005	, followed by		47 ayments of	3. Other Charges Disposition fee (in not purchase the	if you do	r monthly payment)	N/A(Th	tal of Paym le amount y the end of t	لمتحج ويتعط التعيين
*	927	. 28	\$302.78 due o			ol each month.			\$	-n/x -n/x	-	15157.94
•			The lotal of your monthly pay	ments is \$	-1	4533.44			Total \$	- 1	\$	13137.31
5. Amour	t Due at l	Lease (Signing or Delivery:	"Itemiz	ation		Lease Signing or I 6. How the Amoun	+	Signing or Delivery wi	li be paid:		
"a. Capi	alized co	st reduc	lion		;	500.00				-		. 00
b. First	monihiy p	aymen			;	302.78	b. Rebates and no	oncash credits		· · ·		300,00
			eposit			<u> </u>						427.28
d. Title	ees			\$;	N/A	-				•	
e. Hegi f. C-la	stration fe	es	·	\$	i	N/A						
g.	DOC	FEE				55.00						-
, 1h	OTHE				<u>.</u>	22,00						
l	OLRS	FEE	S		·	25.00			<u>,</u>			
		<u> </u>	j. Total	\$		927.28	:		d. Total		\$	927.28
			· ·	7. You	r mon	the payment is de	etermined as shown	n below:	<u> </u>			
a. Gros	s capital	ized co	st. The agreed upon value of the	1/Phirle /S		Նորո	any tome you pould	or sume the lase	se term (such as service)	contracts.		
		any ou	rereation is hube clean of tease par	ance)							\$	21265.00
c. Adiu	anzee co sted cani	Jaireu Ialized	uction. The amount of any net tra-	ade-in allowanc	xe, reb	ate, noncash credi	l, or cash you pay the	at reduces the	gross capitalized cost		- \$	<u>500.0</u> 0 20765.00
d. Resid	iual valu	e. The	cost. The amount used in calcu value of the vehicle at the end of	the lease need	inom s ko ok	niy payment		······			= \$	10083.85
e, vepr	eclation :	and an	V amortized amounts. The amo	unt charged for	the w	shiele's dealine in t	induce devices a second					
	were totte										= \$	10681.15
	onta ge.	inc a	moont chargeo in addition to t	te depreciation	ano	any amonuzed an	nounts				т К	2652.29
g. Total	Davee	nts Th	nty payments. The depreciation e number of payments in your lea	and any amo:	rlized	amounts plus he	rent charge				= \$	13333, 44
	- halund	nto, 101	s nommer or payments in your lea	5e							÷	10

ľ

•

7. Your marking texapent is determined as shown below.	-
a. Gross capitalized cost. The agreed upon value of the vehicle (\$) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	<u>\$ 21265.00</u> 500.00
b. Capitalized cost reduction. The amount of any net trade in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	- \$
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	$= \frac{5}{10083.85}$
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base montily payment	- \$
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	10681.15
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= \$
h. Lease payments. The number of payments in your lease	+ <u>10</u> 277.78
Recementation and the second	= -
j. Monthly sales/use tax (estimated)	+ \$
k	+ \$N/A
I. Total monthly payment	= \$302.78
Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dolla The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.	<u>rs.</u>
Excessive Wear and Lise. You may be charged for excessive wear based on our standards for normal use and for mileage in excessive set. miles per year at the rate of \$	per mile.
Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$, plus official fees and taxes.	
10. Olker Important Terms. See your lesse documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges,	and insurance

11. ITEMIZATION OF GROSS CAPITALIZED COST.	S.	20670,00
a. Agreed upon value of the vehicle b. GMAC administrative fee		505 00
c. License/registration/tile fees		M / X
d. Sales tax		N/A
e. Other tax (describe)		N/8
f. Optional service contract		N/A
g. Optional maintenance contract		11/1
h. Optional life insurance		N/A
i. Optional disability insurance		<u>N/A</u>
·]		N/A
k	+ \$	N/A
I, Gross Capitalized Cost	= \$	21265.00

12. THE VEHICLE YOU ARE TRADING.

	(year)	(make)	-	(model)	N/A
Gross trade-in value				\$	-N/A
Payoff			_	\$	00
Net trade-in value		<u> </u>	=	\$	

13. OFFICIAL FEES AND TAXES. You will pay all opvernment license, tille, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes. 1222.50

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed. ź 22 50

a. Titleftien fees	\$ <u>64.3U</u>
b. Registration 'eest'axes	s N/A
c. License fees/taxes	\$N/A
	1200,00
d. Sales/use taxes (including tax on capitalized cost reduction)	N/A
e. Excise taxes	\$N7X

16. CHARGE FOR FINES, if the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a line, you will pay us the fine plus \$20. 08/04/09

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

18. LEASE END DAILY EXTENSION CHARGE, S. 25. 00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19, REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this iease as follows: UNITRIN DIRECT

Insurance company name: DI Insurance agency name: PO BOX Agency address: PO BOX Agency phone no.: DIRECT Agent's name:	509082 5	SAN DIEGO, CA 92150-	
Policy no.: Deductibles: Collison \$	DLiability C		
Insurance company name: Insurance agency name: Agency address: Agency phone no.: Agency phone no.:	· · · · · · · · · · · · · · · · · · ·		
Agent's name: Policy no.:N/7 Deductibles: Collision \$	DPhysical dar	- 10.6	

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

Premium

Anna limit

\$

₩/₩

N/A

Insurer name:

Address:

□ Life insurance (□ Lessee □ Co Lessee □ Both)

TO OFFICIAL STATE TAKES, FOR THE PAY OF SAVETHERE REPORTED AND ENDERING FOR THE
and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the
government levies on you, the vehicle, or us (except our net income taxes). We may change
your monthly payment if laxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE	\$	1222.50
The actual total of fees and taxes may be Figher or lower depending rehicle value when a fee or tax is assessed.	g on tax rat	es in effect or the
a. Title/lien fees	• - F	22.50
b. Registration fees/taxes		N/A
c. License feesitaxes		N/A
d. Sales/use taxes (including tax on capitalized cost reduction)		1200.00
e. Excise taxes		N/A
f. Property taxes		N/A
g. Other (describe)		N/A
h. Other (describe)	\$	<u>N/A</u>
i. Other (describe)	\$	N/A

14. MILEAGE

XX DLow mileage: 12,000 miles/year. Base Mileage Allowance. 115.000 miles/veat.

Medium-duly truck (gasoline): 25,000 miles/year

Medium-duty truck (dlesel): 35.000 miles/vear

N/A

20 per mile, II this lease ends Extra Miles. You are buying extra miles at \$ on or after the last scheduled payment is due, we will credit you with \$ _____ per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss. 10000

Total Allowed Mileage on the Ocometer at Lease End is		10030 miles.
Starting odometer mileage		48000 ^{miles}
Base mileage allowance	+	40000 miles
Purchased extra miles	+	

beyond the total allowed miles, plus tax. If the lease encs early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. 11

Agent's name:				
Policy no.:	N/A	DPhysical damage	N/A	
Deductibles: Collision S	14 11	Comprehensive \$	07 A	

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

	_
. ما ما با م	
Address:	

Insurer name:

п

Life insurance (DLessee DCo-Lesse	e ⊡Both) Pi Coverag	remium \$ ge limit \$		N/A N/A N/A
Disability insurance (Lessee only)		remium \$	<u> </u>	-N/A
LESSEE'S SIGNATURE: X	Monthly coverag	e limit \$	Age	
CO-LESSEE'S SIGNATURE: X	 		Age .	

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

Stabdard manufacturer's warrante

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

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

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name	Term	months,	_ miles
Name	_ Term	_months,	_ miles

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

THIS IS THE ENTIRE AGREEMENT. This lease, includin the terms of this lease must be in writing and singled by you	g the front and back of this form, contai a and us, No oral changes are binding.	ins the entire agreement be	elween you and us relating to	the lease of the ve	chicle. Any che	inge to
LESSEE: X We may delay of rejtain from enforcing any of our rights ur	BY: X ader this lease without losing them.	00	Lesse: X			
NOTICE TO LESSEE. DO NOT SIGN THIS AGREEN	MENT BEFORE YOU READ IT 2 YO	OU ARE ENTITLED TO P	A COPY OF THIS AGREEMING	ent. August	05	2005
	(cily)	(state)	· · · · · · · · · · · · · · · · · · ·	(month	(dav)	(vear)
LESSEE X BURNE OLDS CADILLAC INC.	BY: X BIGNATURE AND TITLE: X	Lum 9	HESSEE: X	AGEN		,
Lessor assigns all/right/ title, and interest in this lease to t time with the assignee (the "Dealer Agreement"). Lessor all	the party identifiec in this lease as th Iso assigns all right, title, and interest i	e intended assignee, und in the leased vehicle to th	er the terms of the Lease P ne nativi identified in this leas	lan Dealer Agreer	ment in effect	from time to
under the lerms BURNE COLOGIC CREELLAC INC.	////	A	/	AGENT	abolgrice, er	na ucaignoci
ESSOR: SEE OTHER SIDE FOR O	BY: X / JUMMY / J DTHER IMPORTANT AGREEMENTS IN		N OF TRANSFER OF YOUR	INTEREST.		

Copyright 2001 General Motors Acceptance Compration. All Rights Reserved

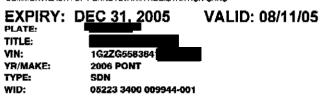


	ann ann a' la nan 1971 ann 1971 a' ann ann ann a' la fhan
WID: 05223 3400 009944-001	New Title Number:
Pennsylvania Department of Trar	ons On Line Registration System
Transaction: New Title/Transfer Reg Processor: BURNE OLDSMOJ Purchase Date: Aug 05, 2005 Process Date: Aug 11, 2005, Prev Title No: None Prev Dup Title Count; 0	BILE CADILLAC/00858946 Processed By: SHARON FENTON / Temp Reg Date: Aug 05, 2005 State of Origin: Nome
Vehicle Type: PASSENGER Condition: [] Police VP/Make: 2006/PONT Body: SDN [] Taxi Odom Reading: 30 Fuel: G [] Jois Tires S Purchase Price: \$0.00 Odom Qual: ACTUAL_MILEAGE Chass Owner Information: Lessee Information: Lessee Information: VAUN TRUST/C Survivorship? [] Retired HORSHAM/PA/ [] Tenant in [] ODTF Survivorship? [] Retired Mail Code	Sis Mftr: Body Make: Reg/Proc Fee: 0.00 Insurance Information: Dup Reg Fee: 0.00 UNITERN DIRECT Transfer Fee: 6.00 8019436 Increase Fee: 0.00 Jan 11, 2005 Replacement Fee: 0.00 Jan 11, 2006 Other Fee: 0.00
Trade In #1 Information: Lien Holder #1 Information: VN: None GMAC YR: P0 BOX 9140 Make: Condition: Condition: COCKEYSVILLE/MD Allowance: 21030 [] ELT Trade In #2: None Lien Holder #2: None Trade In #3: None Lien Holder #3: None	Fees & Sales Tax Information: Tax exempt Reason: RENTAL AND LEASING/02 Tax Exempt No: 99270836 Taxable Sale Price: \$0.00 [] Local Sales Tax Override? X Rate: 0.06
Assigned Tag Type: Class: Assigned Exp Sticker No: Assigned Tag No: RRGW: Class Sticker No: Assigned Exp Mo/Yr: RRGCW: Transferred Title No: Signature of Person from Whom Tag is Being Transferred Signature of Derson from Whom Tag is Being Transferred No of Dup Reg Cards:	C] W/Renewal C] W/Tag Replacement O C] W/Tag Exchange
[] - Request for Optional Registration At A WARNING: The operation of a truck loaded bound the manufacturer's Greas Vehicle Velock Bating (GVMR) may are overloading. Check with your dealer or factory representative. You should also consult your insure concern Twe request that the above described vehicle be registered at the greas vehicle weight (RRAM or RRGM) listed No. 8 (1980), approved 2:15-80. Live acknowledge that I have been warned by the Department of Transportation its accumants, as well as other vehicles and their occupants and pedestrians: and Jive essume all risks connect	New unsafe conditions and also wold the manufacturer's warpanty if damage chould result from such ing possible adverse effects to your insurance coverage with respect to such overloading. I above under the provisions of Section 105(b) of the Vehicle Code as amended by Act I that loading my truck beyond the manufacturer's gross weight rating may damage the truck and endanger ited with any such overloading of the truck.
I/we acknowledge that I/we may lose my/our operating privilege(s) or vehicle registration(s) for failure to mar I/we further acknowledge that I/we may be subject to a fine not exceeding \$5,000 and imprisonment of not more i Twe have examined and signed this form after its completion: and, that, if an exemption from payment of sales statements herein are true and correct and make application for certificate of title for the vehicle described	than two (2) years for any false statement that I/we may make on this form, and I/we certify that tax is claimed. I am/we are authorized to claim this exemption. I/we further certify that all
Date Subscribed and Sworn to:	Signature of Applicant or Authorized Signer:
Signature of Notary Administering Onth:	Signature of Co-Owner/Title of Authorized Signer.
s	[] VIN/GVWR Certification or Tracing is Required.
E A L	Place Signature of Person Verifying VIN/GVWR or the Tracing Here: I hereby certify that I have verified the VIN/GVWR of this vehicle and the VIN/GVWR listed above is correct SIGN: DIN:
Detach Here 01 of 01	

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

3

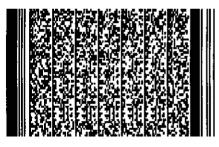
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EMISSION INSPECTION REQUIRED/DIESEL EXEMPT COUNTY : LACKAWANNA



I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.



ROBERT M. SILVERMAN^{+*-} CRAIG THOR KIMMEL^{+-^}

- ⁺ Member, PA Bar ^{*} Member, NJ Bar ^x Member, DE Bar ^{Member, NY Bar [^] Member, MA Bar [#] Member, MD Bar ^{*} Member, OH Bar}
- [@] Member, DC Bar
- ^e Member, AZ Bar ^f Member, CO Bar
- [£] Member, CO Bar [¥] Member, VT Bar
- § Member, MI Bar ° Member, RI Bar
- ^mMember, NH Bar



1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS 30 E. Butler Pike Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817 JACQUELINE C. HERRITT^{***} ROBERT A. RAPKIN^{**} HY DAVID RUBENSTEIN^{***} BARRY R. WINDERMAN^{**} IRA P. SMADES^{*} DAVID L. LIBERMAN^{***} ANGELA K. TROCCOLI[#] FRED DAVIS^{**} RONALD ROWLAND^{***} CHRISTOPHER R. HOLLDAY^{***} AMY L. BENNECOFF^{**} CHRISTOPHER A. GLLLDAY^{***} CHRISTOPHER A. SCHOLER^{**}

> Of Counsel: RONNA LUCAS⁴

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
 NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344
 MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997
 DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
 MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114
 PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

March 17, 2011

VIA EMAIL ONLY gmerinfo@gmexpert.com

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

v. General Motors Corporation

Vehicle: 2006 Pontiac G6-GT Date of Purchase: 08/04/2006 Place of Purchase: RJ Burne Pontiac, Scranton VIN: 1G2ZG558364

Dear Sir/Madam:

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

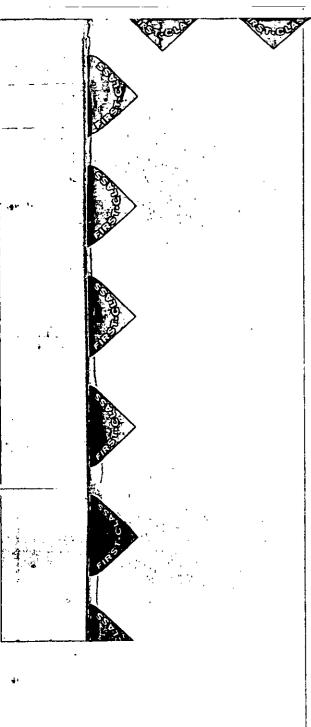
DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

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

Very truly yours,

Robert M. Silverman

RMS\ TL cc: Jeffrey Perri









FIRST CLASS MAIL

APR 21 4000,



30 East Butler Pike, Ambler, PA 19002

TO:

Generai Motors Corporation C/O MSX International Attn: BRC Legal 1919 Concept Drive Warren MJ 48091

ROBERT M. SILVERMAN** CRAIG THOR KIMMEL**

* Member, PA Bar Member, NJ Bar * Member, DE Bar * Member, DE Bar * Member, MJ Bar * Member, MD Bar * Member, DC Bar * Member, DC Bar * Member, CO Bar * Member, VT Bar * Member, RJ Bar * Member, RJ Bar



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> Of Counsel: RONNA LUCAS*

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005 NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344 MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997 DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wiltnington, DE 19809, P (302) 791-9373, F (302) 791-9476 MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114 PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

April 16, 2008

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

> RE: Perri v. General Motors Corporation VIN : 1G2ZG558364

Dear Sir/Madam:

I am writing this letter is an effort to work out a pre-litigation settlement of the abovecaptioned matter. I have enclosed the sales and servicing documentation submitted by the client. As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon.

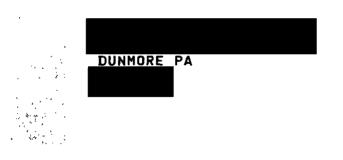
Plaintiff hereby demands a statutory repurchase of the vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,900.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer. I look forward to discussing this case at your earliest convenience.

Very truly yours Robert M. Silverman Linn

RMS\tml Enclosures

EXPIRY:	DÉC 31, 2008	VALID: 12/18/07	a contraction of the second second second second second second second second second second second second second	
PLATE: TITLE:				ASIGNATURE
VIN:	16226558364			
YR/MAKE:	2006 PONTIAC		Liberatoy a	cknowledge this day that I have received
TYPE: WID:	SDN 07352 2605 006	059-001	Code.	he provisions of Section 3709 of the Vehicle

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Principal driver (if business use) 1205 WYOMING IS DUNNORE, PA Principal driver (if business use) SCRANTON PA 18 is is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and ba SCRANTON PA 18 e, "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned). Scranton PA 18 Withis box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC"). If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to Central Originating Lease Trust. If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to	OLDS CADILLAC INC. YOMING AVENUE ON PA 18509- front and back. Primary Use r Household Commercial, Busine Agricultural Public Conveyance 4. Total of Payments N/A CThe amount you will have N/A
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b. First monthly payment 302.78 d. Hot under in allowance	\$ <u>500</u>
c. Refundable security deposit	\$
	\$
e. Registration fees	
f. Sales/use tax	
	<i>,</i> .
a. Gross capitalized cost. The agreed upon value of the vehicle (S	927.

the value of the vehicle at the end of the lea	se used in calculating your base	monthly payment \$
the amount cha	med for the vehicle's decline in v	value through normal use and for other items paid over 10681.15
		noints - 2652.29
. Total of base monthly payments. The depreciation and	any amortized amounts plus the	
Lease payments. The number of payments in your lease		+
Base monthly payment		$= \$ \frac{277.78}{25.00}$
Monthly sales/use tax (estimated)		+ \$ 23.00
		+ \$N/A
	and the second second second second second second second second second second second second second second second	= \$302.78
Early Termination. You may have to pay The actual charge will depend on wi	a substantial charge if you en the lease is terminated. The	id this lease early. <u>The charge may be up to several thousand dollars.</u> a earlier you end the lease, the greater this charge is likely to be.
xcessive Wear and Use. You may be charged for excessive wear base	ed on our standards for normal use a	ind for mileage is excess of per mile.
urchase Option at End of Lease Term. You have an option to buy the	vehicle at the end of the lease term i	
		e options and maintenance responsibilities, warranties, late and default charges, and insurance.
iner important terms. See your lease documents for additional mich	mation on early termination, purchas	e options and maintenance responsionnes, warrannes, rate and deraon energies, and mouthes.
TEMIZATION OF GROSS CAPITALIZED COST.		16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay i
Agreed upon value of the vehicle	\$ 20670.00	promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20. 08/04/09
. GMAC administrative fee	+ \$ 593.00	08/04/09
License/registration/title fees	+ \$ N/A	17. SCHEDULED LEASE END DATE. This lease is scheduled to end
I. Sales tax		
	······································	18. LEASE END DAILY EXTENSION CHARGE. \$ 25.00 per day (plus tax), beginning or
Other tax (describe)		the eighth day after scheduled lease end date.
Optional service contract	N/3	19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical
. Optional maintenance contract		damage policies that meet our requirements (see the other side) are in force on the date of this
. Optional life insurance		lease as follows: UNITRIN DIRECT
Optional disability insurance	+ \$N/A	Insurance company name: > = = = = = = = = = = = = = = =
· · · · · · · · · · · · · · · · · · ·	+ \$N/A	Insurance agency name. DIRECT W COMP Agency address: PO BOX 509082 SAN DIEGO, CA 92150-
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I. Gross Capitalized Cost		Agency phone no.:
	· · · · ·	Agent's name:
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Bross trade-in value	iya iya	
ayoff		Insurance company name:
		Insurance agency name:
let trade-in value	= \$	Agency address:
DFFICIAL FEES AND TAXES. You will pay all government lic	ense, title, registration, testing,	Agency phone no.:
inspection fees for the vehicle. You will pay all taxes on the	e lease or the vehicle that the	Agent's name: Policy no.:N/A Physical damage N/A
mment fevies on you, the vehicle, or us (except our net ind monthly payment if taxes change. We may bill you separately f	come taxes). We may change	Policy no.:N/A
	·	
L ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE	·····	20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability
actual total of fees and taxes may be higher or lower dependi le value when a fee or tax is assessed.	ng on tax rates in enect or the	Insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the provide the providet the provide the providet the providet t
Title/lien fees	22.50	the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.
	\$N/A	Insurer name:
Registration fées/taxes	sN/A	
License fees/taxes		Address:
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Other (describe) \$ N/A Coverage limit \$ N/A Other (describe) \$ N/A Disability insurance (Lessee only) Persums \$ N/A Other (describe) \$ N/A Disability insurance (Lessee only) Persums \$ N/A Dire (describe) \$ N/A Coverage limit \$ N/A Dire (describe) \$ N/A Coverage limit \$ N/A Dire (describe) \$ N/A Coverage limit \$ N/A Dire (describe) \$ N/A Age N/A Direction of the last scheduled payment is due, we will credit you with \$ Direction of the last scheduled payment is due, we will credit you with \$ Age 1 If Alloyed alloyed miles on other of the lasses End la 18030 10000 N/A and the weblice last colar loss. N/A Starting boomskin milesge on the Coverage in the lasses end age y and the weblice last colar loss. 10000 N/A and the weblice last colar loss. N/A Purchase (attra miles charge with be part of the part of	f. Property taxes	N/A	ப Lite insurance (Ш Lésse	e 🗇 Co-Lessee		Premium		N/A-
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cm/ klies. You are buying	/ DMedium-duty truck (diesel): 35,000 mil	les/year c	Checked below.	(CLUSION OF W	ABRANTY.	'ou have the b	enefit of any w	arranty
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OF THE WARRANTES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLADMS ALL WARRANTES 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 MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (I) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S

CUSTOMER SIGNATURE

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

REPRESENTATIVE.

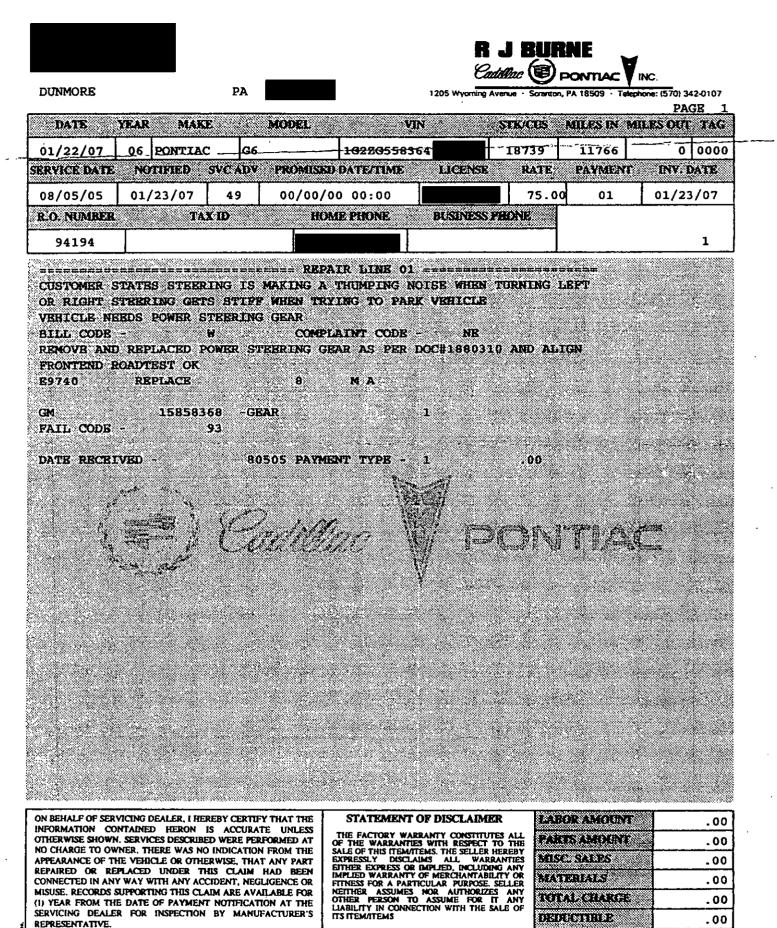
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R J BURNE Catillac () PONTIAC VINC.

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE STATEMENT OF DISCLAIMER LABORAMOUNT .00 INFORMATION CONTAINED HERON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAMS ALL WARRANTIES ETHER 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 ULABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS STATES STATES AND A STATES . 00 NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART MISC. SALES . 00 REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MATERIALS .00 MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR REFALCHARGE (I) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE .00 SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S BERETENE .00 REPRESENTATIVE. SALESTAY .00 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) OTHER PAY CUSTOMER SIGNATURE .00 > CUSTOMER PAY .00



8 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

SALES TAX OTHER PAY CUSTOMER PAY

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

THE PACTOR WARRANT 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

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

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Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Pat Easley State: PA

Customer Name:

Service Request: 71-615083719 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZG558364 Year, Make & Model: 2006 Pontiac G6

Was TAC contacted for this vehicle Yes

Lien holder: $GMAC \boxtimes$ Other : {Name}

In Service Date: 8/5/2005

Vehicle is: NewBAC Code: 116996Vehicle Purchased Used on: {n/a ormm/dd/yy} at odometer {odometer}DVM requestspurchase Price ofinvolvement?: NoVehicle: \$ 21,265.00

VEHICLE REPAIR HISTORY

⊠ Engine/Fuel/Exhaust

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2-27-06	86952	*	4,506	C/S rattle noise sounds like exhaust is loose./ Worn upper engine mount. /Diagnosed with chassis ears. Tried new right front strutRemoved front plastic body panels and head lamp, finally found noise in frontReplaced right upper engine mount.

⊠ <u>Steerir</u>	ng			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-29-06	93740	1	11,802	C/S power steering is locking up at times. Hard to steer. / Road tested and got car to act up. Checked for bulletins none. N codes. Went through trouble chart and found needs power steering moduleOrdered part . will call customer when part comes in.
8-5-05	94002	1	11,766	C/S while making a turn, the power steering locks up. /Road tested and had steering lock up. Found internal problem with power steering moduleReplaced power steering module and relearned to car and road tested and OK now. (Correction and days out verified by Service Manager Ed Polovitch 4-16-08)
10-29-07	100025	1	17,962	C/S a thumping noise in steering and steering feels like its getting stiff./ Diagnosed customer's concern of noise and hard steering. Scan for codes. None set. Road test. Same as like vehicles. Unable to duplicate customer's concern. Checked suspension and steering components. All ok.(tires cupped) Has electronic steering not hydraulic. Lack of lube on intermediate steering shaftLube steering shaft per bulletin 06-02-32- 007B .
12-10-07	100871	2	19,129	C/S power steering is getting stiff. Then break loose./ TAC case 10029191. check battery voltage on cold start operation. 11.72 volts. Checked for diagnositic codes. No codes. Road test 4 miles and checked operation several times in parking lot. –Could not duplicate customer's concern.
1-22-07	94194	2	11,766	C/S steering is making a thumping noise when turning left or right. Steering gets stiff when trying to park vehicle. / Used chasis ears to

				determine where noise is coming fro steering gear. Vehicle needs power steering gearRemove and replace power steering gear as per DOC# 1880310 and align front end. Road test ok. (days out verified by Service Manager Ed Polovitch 4-16-08)
2-4-08	101856	2	20,708	C/S steering feels stiff and locking up at times. /Scan system. No codes. Check for bulletins. None. Called TAC DOC#2041891. TAC CASE 11029191. Removed and replaced steering column. days out verified by Service Manager Ed Polovitch 4-16-08)

⊠ <u>Electri</u>	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8-29-05	82895	1	30	C/S not starting. / Check charging system. Dead Battery. Bad cell code 2K3D7 –Replace battery.
2-27-06	86952	2	4,506	C/S fog light switch does not light up. Parts are in. /Open LED in switch Replaced fog lamp switch.
3-14-06	87263	1	4,774	C/S fuel gauge does not read full after tank is filled./ Repair vehicle as per document 1779034 Replace EGR and tube and EGR connector. Program code 10765.(Verified days out by Service Manager Ed Polovitch 4-16-08)
5-1-06	88315	1	6,036	C/S gauge not working./ open level sensor. Checked for power and ground. Both checked. WorkingReplaced fuel level sensor. Works fine now. (Verified days out by Service Manager Ed Polovitch 4-16-08)
12-29-06	93740	*	11,802	C/S fog light switch is not lighting up. /Switch open circuit. Had power but would not light upRemove and replace fog lamp switch. OK now.

\boxtimes	<u>Other</u>

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-9-06	85969	1	3,340	LOF
1-9-06	85970	1	771	RECALL 05094. Sun visor recall parts are inReplaced two sunvisor

THE STATE LEMON LAW READS:

Days out of service: **30** Repairs **3** Time period : **12/12,000 Miles** Does Lemon Law state nonconformity must continue to exist? Yes If applicable, safety-related repairs Safety-related time period **Months / Miles** Usage: Lesser of 10% of purchase price or .10 per mile for miles prior to 1st report.

Number of repair attempts in the presumption period:

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: **1-370626200** Date & Offer/Result:

Concern: Date & Offer/Result:

Concern: Date & Offer/Result:

RECOMMENDATION

RATIONALE

REASON FOR REMOVAL

CRS FINAL OFFER:

DATE:

PLAINTIFF'S FINAL DEMAND:

DATE:

OFFER TO CUST: \$
OFFER TO CUST: \$ ATTORNEY FEES: \$
OR INCLUSIVE OFFER: \$

AMOUNT TO CUST: \$

ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

TEAM MANAGER APPROVING:

Date:

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

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

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Pat Easley State: PA

Customer Name:

Service Request: 71-615083719 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZG558364 Year, Make & Model: 2006 Pontiac G6

Was TAC contacted for this vehicle Yes

Lien holder: $GMAC \boxtimes$ Other : {Name}

In Service Date: 8/5/2005

Vehicle is: NewBAC Code: 116996Vehicle Purchased Used on: {n/a ormm/dd/yy} at odometer {odometer}DVM requestspurchase Price ofinvolvement?: NoVehicle: \$ 21,265.00

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Steering

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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	l <u>u</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-29-06	93740	1	11,802	C/S power steering is locking up at times. Hard to steer. / Road tested and got car to act up. Checked for bulletins none. N codes. Went through trouble chart and found needs power steering module Ordered part. will call customer when part comes in.
1/11/07	94002	1	11,766	C/S while making a turn, the power steering locks up. /Road tested and had steering lock up. Found internal problem with power steering moduleReplaced power steering module and relearned to car and road tested and OK now. (Correction and days out verified by Service Manager Ed Polovitch 4-16-08)
10-29-07	100025	1	17,962	C/S a thumping noise in steering and steering feels like its getting stiff./ Diagnosed customer's concern of noise and hard steering. Scan for codes. None set. Road test. Same as like vehicles. Unable to duplicate customer's concern. Checked suspension and steering components. All ok.(tires cupped) Has electronic steering not hydraulic. Lack of lube on intermediate steering shaftLube steering shaft per bulletin 06-02-32-007B .
12-10-07	100871	2	19,129	C/S power steering is getting stiff. Then break loose./ TAC case 10029191. check battery voltage on cold start operation. 11.72 volts. Checked for diagnositic codes. No codes. Road test 4 miles and checked operation several times in parking lot. –Could not duplicate customer's concern.
1-22-07	94194	2	11,766	C/S steering is making a thumping noise when turning left or right.

1-22-07 94194 2 11,766 C/S steering is making a thumping noise when turning left or right. Steering gets stiff when trying to park vehicle. / Used chasis ears to determine where noise is coming fro steering gear. Vehicle needs

				power steering gearRemove and replace power steering gear as per DOC# 1880310 and align front end. Road test ok. (days out verified by Service Manager Ed Polovitch 4-16-08)
2-4-08	101856	2	20,708	C/S steering feels stiff and locking up at times. /Scan system. No codes. Check for bulletins. None. Called TAC DOC#2041891. TAC CASE 11029191. Removed and replaced steering column. days out verified by Service Manager Ed Polovitch 4-16-08)

⊠ <u>Electri</u>	ical			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8-29-05	82895	1	30	C/S not starting. / Check charging system. Dead Battery. Bad cell code 2K3D7 –Replace battery.
2-27-06	86952	2	4,506	C/S fog light switch does not light up. Parts are in. /Open LED in switchReplaced fog lamp switch.
3-14-06	87263	1	4,774	C/S fuel gauge does not read full after tank is filled./ Repair vehicle as per document 1779034Replace EGR and tube and EGR connector. Program code 10765.(Verified days out by Service Manager Ed Polovitch 4-16-08)
5-1-06	88315	1	6,036	C/S gauge not working./ open level sensor. Checked for power and ground. Both checked. Working Replaced fuel level sensor. Works fine now. (Verified days out by Service Manager Ed Polovitch 4-16-08)
12-29-06	93740	*	11,802	C/S fog light switch is not lighting up. /Switch open circuit. Had power but would not light upRemove and replace fog lamp switch. OK now.

⊠ <u>Other</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
1-9-06	85969	1	3,340	LOF	
1-9-06	85970	1	771	RECALL 05094. Sun visor recall parts are inReplaced two sunvisor	

THE STATE LEMON LAW READS:

Days out of service: 30 Repairs 3 Time period : 12/12,000 Miles Does Lemon Law state nonconformity must continue to exist? Yes If applicable, safety-related repairs Safety-related time period Months / Miles Usage: Lesser of 10% of purchase price or .10 per mile for miles prior to 1st report.

Number of repair attempts in the presumption period:	4
Total days out of service during the presumption period:	5
Total days out of service during customer's ownership:	15

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: 1-370626200 – opened 10/24/05 - Cust STS: that he has been dealing with dlr for 10 yrs and feels that if he had waited for 2 weeks he would be spending \$2000.00 less. Feels they make him feel there was going to be no veh and they had only 6. Then Neighbor went down and is spending \$2000.00 less. Closed 10/31/05

Date & Offer/Result:

Concern: Date & Offer/Result:

Concern: Date & Offer/Result:

RECOMMENDATION

Recommend \$2000 to \$3800 to the cust & \$1900 attorney fees due to replaced power steering module, replaced power steering gear & replaced steering column on vehicle

RATIONALE

REASON FOR REMOVAL

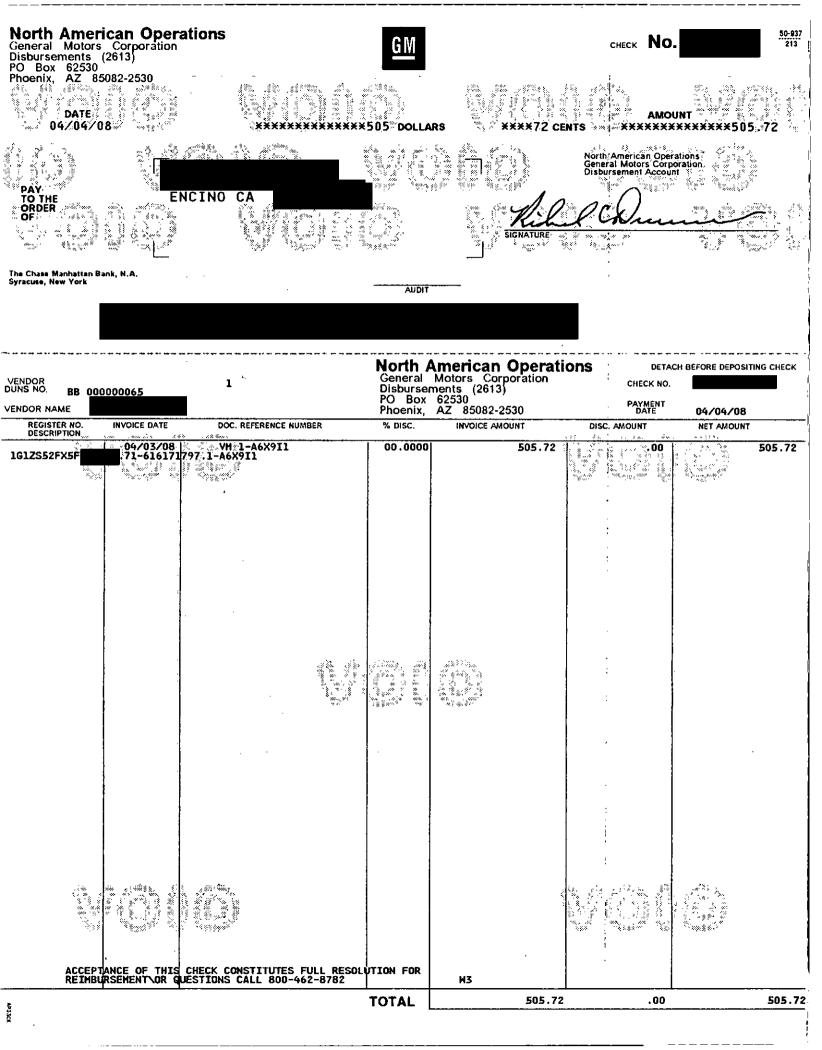
CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

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.
НVАС	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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



March 17, 2011



Service Request: 71-616171797 Customer Relationship Specialist: Paula Miller

Dear

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

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

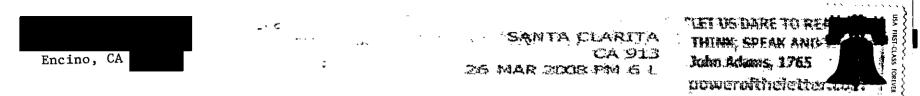
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$505.72.

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.

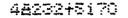


MAR 3 1 2008

Reimbursement Department

P.O. Box 33170

Detroit, MI 48232-5170



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CUSTOMER REIMBURSEMENT CLAIM FORM

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This section to be completed by Claimant							
Date Claim Submitted: 03/24/08							
17-Digit Vehicle Identification Number (VIN): 1G1ZS52FX5F							
Mileage at Time of Repair: 37,560 Date of Repair: 11/03/06							
Claimant Name (please print):							
Street Address or PO Box Number:							
City: <u>Encino</u> State: <u>CA</u> ZIP Code:							
Daytime Telephone Number (include Area Code):							
Evening Telephone Number (include Area Code):							
Amount of Reimbursement Requested: \$ 506.00 Amniled n \$505.72							
The following documentation must accompany this claim form. $\mathcal{E}_{Xa} \mathcal{E}_{Ta}$							
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.							

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).

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J. Star					
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1.		Santa Monica Blvd. Monica, CA 90404		n aci	
		424 • Fax: (310) 453-5433	(
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CUSTOMER NO. 18654		/IANI 216	[°] 3790	11/03/06	CVCS112122
10054	BRUCE VIN		3790 37,560°		STOCK NO.
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		P. O. NO.		11702/06	
Fi	COMMENTS				
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LABOR J# 1 45CVZ STEERING/SUSPE	NSION HOURS: 2.00 TECH	(S):226	170.00		
CUST STATES STEERING F	EELS ROUGH IN SENSOR AND STEERING CLL				
REPLACED STEERING COLU	IMN				
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PAGE 1 OF 2 CUS	TOMER COPY	[CONTINUED ON NEXT PAGE]	04:32pm		

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erchant ID: 8010247898 era ID: 0017340060801024489800		a Monica Blvd. nica, CA 90404)
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r@		LABOR PARTS G.O.G. MISC	70.00 32.95 14.98 3.50		
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PARTS DESIGNATED WITH AN ASTERRISK LIFETIME SERVICE-GUARANTEE APPLIES		TOTAL SUBLET	240.00 391.95 0.00 14.98		
	-	TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	3.50 -52.90 33.57	·····	
· · · · · · · · · · ·		TÕTAL INVOICE \$	631.10	<u>··</u>]	
CUSTOMER SÍGNATURE	••				

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Via Certified Mail Return Receipt MAR 0 4 2008 Requested. General MOTURS CORP. 33170 DETROIT, MI 48232:51元 MAR 0 3 200 2037 768 2037 2410 0001 2002 Ь .1.1

TOTAL 12 PAGES



CERTIFIED MAIL RETURN RECEIPT REQUESTED

FEBRUARY 21.2008

GENERAL MOTORS CORPORATION 33170 DETROIT, MICHIGAN 48232-5170

ATTN: GENERAL MANAGER

SUBJECT: 2005 MALIBU MAXX VIN 1G1ZU648X5F

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GENTLEMEN:

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THE ABOVE MENTIONED VEHICLE HAS BEEN 5 TIMES (REPEAT FIVE TIMES) IN SERVICE FOR STEERING PROBLEMS. ON 3-01-6 MILEAGE 11,165 MEYER CHEVROLET6115 METROPOLITAN AVE MIDDLE VILLAGE N.Y. 11379 THEY REPLACED THE STEERING COL,REM ON 4-10=07 THEY REPLACED THE STEERING GEAR ON 8-14-07 THEY REPLACED THE POWER STEERING GEAR ASSEMBLY ' ON 10-05-07 PINE BELT CHEVROLET IN LAKEWOOD,N.J. LUBED THE STEERING SHAFT

ON 1-22-08 MEYER CHEVROLET THEY DID NOTHING

IN THE PAST, I HAVE MADE CLAIMS WITH YOUR OFFICE AN ALSO WITH YOUR OFFICE IN TOLEDO, OHIO. I WAS UNABLE TO SEND CERTIFIED MAIL TO A P.O.BOX, HENCE I'MSENDING MY COMPLAINT TO DETROIT WITH A REMINDER TO YOU PEOPLE, THAT THE NEW YORK STATE LEMON LAW APPLIES AND I'M REQUESTING A SETTLEMENT UND SAID LAW BY EITHER

REPLACING THE VEHICLE OF EQUAL VALUE OR REFUND ME THE PUR-CHASE PRICE OF \$ 28,501.--

I BELIEVE, THAT YOU HAVE 20 DAYS TO RESPOND.

SINGAPLERY

6115 Metropolitan Avenue P.O. BOX 790147



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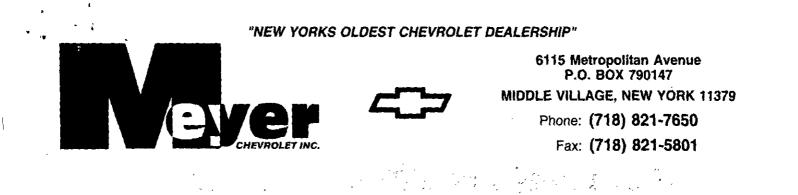
CHEVROLET INC.

MIDDLE VILLAGE, NEW YORK 11379

Phone: (718) 821-7650

Fax: (718) 821-5801

RECOMMENDE	D SERVICES									
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PAGE 1 OF 1		C	JSTOMER							



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PAGE 1 OF 1 CUSTOMER CO	ł				THESE REPAIRS ARE COVERED BY A LIMITED COMES FIRST FOR GM CARS ONLY. ALL O WARRANTY REPAIRS TO BE PERFORMED AT ANY WARRANTIES ON THE PRODUCTS SOLE	EXPRESSLY DISCLAIMS EITHER EXPRESSED FITNESS FOR A PARTICULAR PURPOSE AND IT ANY LIABILITY IN CONNECTION WITH THE (TERMS: STRICTLY CASH, CERTIFIE	W.T.S. MY PUS NEG. NO. 1-04 1032
PAGE 1 OF 1 CUSTOMER CO	PY	END O	NVOICE }	12:08pm	THESE F COMES WARRAN	EXPRES FITNESS IT ANY L	TERMS:	NOTOTOTO

6115 Metropolitan Avenue P.O. BOX 790147



MIDDLE VILLAGE, NEW YORK 11379

Phone: (718) 821-7650

Fax: (718) 821-5801

RECOMMENDED SERVICES OPERATION DESCRIPTION MO/MI OPERATION **OPERATION DESCRIPTION** MO/MI TOTAL OPERATION TOTAL 34CVZZ27 27,000 MI SERVICE мо 24.95 SERVICE HISTORY REPAIR ORDER ADVISOR DATE MILEAGE TECHNICIAN OPERATION **OPERATION DESCRIPTION** TYPE STEERING 05CVZZ 11165 178 415 03/01/06 212279 BRAKES GEN. HEATER-A/C CONTROLS COOLING SYSTEM 415 W C C W 04CVZZ2 415 09CVZZ1 209998 9100 178 12/12/05 11CVZZCOOL 415 16CVZZHASY 11/08/05 8769 991 908 **REP HORN(S)** 209068 ŵ BRAKES GEN. 908 04CVZZ2 R STATE REG# 6410522 SALESPERSON NO. 123 ROBERT MASOOMIAN C S E F Т EAR/MAKE/MODE PRODUCTION DATE STOCK NO LICENSE NO 1G1ZU648X5F 223944 05/CHEVROLET/MALIBU/2 5261 CUSTOME SERVICE CONTRACT DELIVERY MILES DELIVERY DAT SELLING DEALER R. O. DATE 04/10/07 53601 GMPP 12/03/04 10 COLO CONTRACT NO EVERATION DATE 8163 60,000 GALAXY SILV MET/G 12/03/10 FOREST HILLS. NY TURSC AIR COND 1 8.5 M/MC ADVISOB NO ADVISOR MILEAG 19,743 CVZZ ROBERT ROMANO 178 I HEREBY AUTHORIZE THE REPAIR WOR AGREE THAT YOU ARI! NOT RESPONS OTHER CAUSE BEYOND YOUR CONTIK SUPPLIER OR TRANSPORTER I HEREB STREETS, MICHWAYS OR ELSEWHERE EOGED ON VEHICLE TO SECURE THE AM THESE BRAIDS ASP COVERED BY A N SET FORTH TO BE DONE ALONO WITH LOSS OF DAMAGE TO VEHICLE OF ANT IF ANY DELAYS CAUSED BY UNAVAILAN WILL ANY DELAYS CAUSED BY UNAVAILAN WILL ANY DRAWN WILL CHORONEES DEDA SSARY MATERIAL AT THE AGREED PRICE I ALSO IN VEHICLE IN CASE OF FIRE THEFT OR ANI HTS OR DELAYS IN PARTS SHIPMENTS BY THI 07:14am 04/10/07 07:00pm 13 THERETO NTY, LASON AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FOR 10 DAYS DR 4,000 MILES WHICHEVER COMES FIRST. 11 K COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT. ROVED CHECK, APPROVED DEBIT CARD, OR GREDIT CARD. LABOR RATE APPOINTMENT 102.00 💭 Yes XI No USTONER & BRINATURA JOB 1 W 16CVZZTSINOP NOTE! SERVICE CUSTOMERS, YOU WILL BE CUSTOMER STATES-LT SIDE INOP NOTIFIED UPON COMPLETION OF SERVICE OR IN-FORMATION IS NEEDED. DO NOT ASSUME SERVICE IS COMPLETE UNLESS NOTIFIED BY SERVICE DEPT. THANK YOU FOR YOUR PATIENCE! 2 WATIGOVZZHRNINOP DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT **YES** TYPE: INITIALS 23 W 105CVZZ the work is the start of the **CUSTOMER STATES-STEERING MAKES NOISE** NYC + DCA. LIC. NO. 1017511 NYS • DLR, LIC, NO, R-6410522 SAVE PARTS REPLACED PARTS WILL BE DISCARDED ---- SAVE UNLESS SPECIFIED ----INITIALS ALL VEHICLES MUST BE PAID IN FULL BEFORE RELEASED. ADD'L WORK APPROVED CONTACTED PHONE WHEN VIA PHONE READY IN PERSON YES NO \$ OK'D DATE BY Р PHONE CALLED CALLED BY RE-INSPECTION ESTIMATE PARTS & LABOR TEAR DOWN FOR ESTIMATE ONLY INITIALS & _____ \$ **ALL PARTS ARE NEW** EXCEPT AS NOTED 223944 CUSTOMER COPY PAGE 1 OF 1

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6115 Metropolitan Avenue P.O. BOX 790147 MIDDLE VILLAGE, NEW YORK 11379 Phone: (718) 821-7650 Fax: (718) 821-5801

CVCS223944 178 4AG NO 8163 04710/07 CUSTOMER NO. ROBERT ROMANO 53601 \$5261 MU TARE GALAXY SILV 102.00 19.743 DELIVERY MILES 12/03/04 VEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/2 10 FOREST HILLS, NY SELLING DEALER NO. PRODUCTION DATE IGIZU648X5F P. O. NO F. T. E. NO. ሰፋንቹ0/07 COMMENTS J# 1 16CVZZTSINOP TURN SIGNAL(S) INOP HOURS: RER. THE SELLER HEREBY OF MERCHANTABILITY OR PERSON TO ASSUME FOR 12 MONTHS OR 12,000 MILES WHICHEVER 4,000 MILES WHICHEVER COMES FIRST. WARRANTY TECH(S):945 CUSTOMER STATES-LT SIDE INOP BULB SHORTED REPLACED LT SIDE BULB VEHICLE IS OPERATING TO MANUFACTURES SPECS & AS DESIGNED. PARTS QTY --- FP - NUMBER DESCRIPTION UNIT PRICE . WARRANTY 1 9441839 BULB LP 8.991 INTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE IDISCLAIMS EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCI R A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON ⁷ ILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. JOB # 1 JOB # 1 TOTAL PARTS 0.00 0.00 JOB # 1 TOTAL LABOR & PARTS . . CONSUMER AFFAIRS LIC. No. 1017511 WARRANTY HOURS : TECH(S):945 J# 2 16CVZZHRNINOP HORN INOP STRICTLY CASH, CERTIFIED CHECK OR APPROVED CREDIT CARD. VEHICLE IS OPERATING TO MANUFACTURES SPECS & AS DESIGNED. PARTS......QTY....FP-NUMBER.....DESCRIPTION......DESCRIPTION...... 0.00 JOB # 2 TOTAL PARTS Бñ JOB # 2 TOTAL LABOR & PARTS 0.00 A LIMITED WARRANTY LABOR AND PARTS I LY. ALL OTHER VEHICLES ARE 90 DAYS DRMED AT SELLER'S PLACE OF BUSINESS. J# 3 05CV27 STEERING HUUND: CUSTOMER STATES-STEERING MAKES NOISE FAULTY STEERING GEAR REPLACED STEERING GEAR VEHICLE IS OPERATING TO MANUFACTURES SPECS & AS DESIGNED. WARRANTY PARTS OTY ... FP NUMBER DESCRIPTION ----- UNIT PRICE-6. WARRANTY GEAR 6.508 CORE RETURN 15858368 1 JOB # 3 JOB # 3 WARRANTY 15858368 0.00 j / = →; JOB #~35TOTAL PARTS N.Y.C. -. JOB # 3 TOTAL LABOR & PARTS 0.00 SUBLET.....PO#......VEND_INV#.INV.DATE.DESCRIPTION-..... WARRANTY 04/10/07 CAR SERVICE. 43554 JOB # 1 0.00 LIABILITY IN CONNECTION WITH THE TOTAL - SUBLET FEPAIRS ARE COVERED BY A LIMITE FIRST FOR GM CARS ONLY. ALL ANTY REPAIRS TO BE PEFFORMED / TECHNICIAN CERTIFICATION щ REG. No. R-6410522 945 BRIAN L RAMSAMMY 1AR4 × CUSTOMER SIGNATURE ĴЦ THESE FEPAIRS ARE C COMES FIRST FOR G WARRANTY REPAIRS R/S | WARRANTI ЮR ANY WARRAN EXPRESSLY I FITNESS FOR Ň TERMS: ŝ ທ່ ANY ē , Z F PAGE 1 OF 2 [CONTINUED ON NEXT PAGE] 04:40pm CUSTOMER COPY



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6115 Metropolitan Avenue P.O. BOX 790147

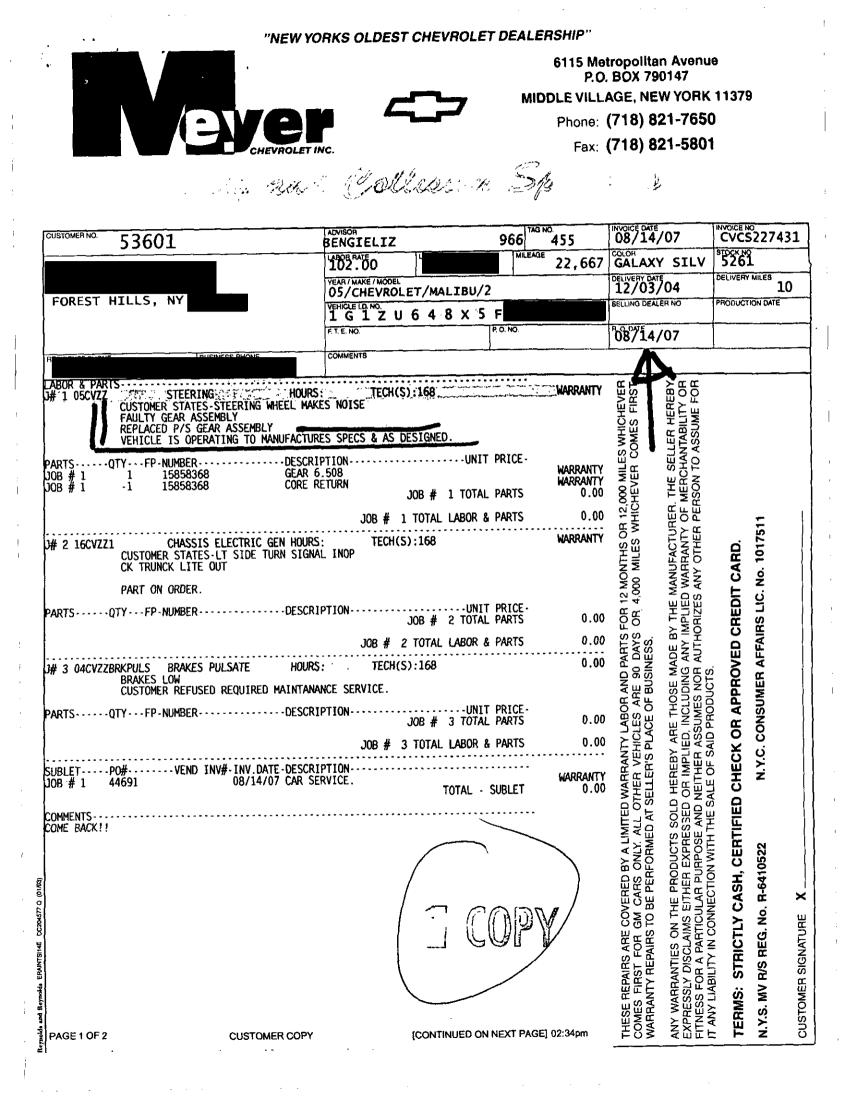
MIDDLE VILLAGE, NEW YORK 11379

Phone: (718) 821-7650

Fax: (718) 821-5801

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OPERATION	OPERATION DESCR	IPTION I	MO/MI	TOTAL	OPER	ATION	ļ	OPERATION D	ESCRIPTION	MO/MI	TOTAL	
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PAGE 1 OF 1		(CUSTO	MER COPY	,						227431	



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• • • /			*INVOICE*		ENTERPRISES	INC.	
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Mon - Fri 7:30am			of the warranties with respect t the sale of this item/items. Th Seller hereby expressly disclaims a	PARTS AN	MOUNT	\$	0.00
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(SIGNED) DEALER, GEN	ERAL MANAGER OR AUTHOR	ZED PERSON (DATE)		PLEASE I		\$	0.00
Copyright 2000 ADP, Inc. XIB4512.285			tomer Copy		•	Page	1 of 1
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MIDDLE VILLAGE, NEW YORK 11379

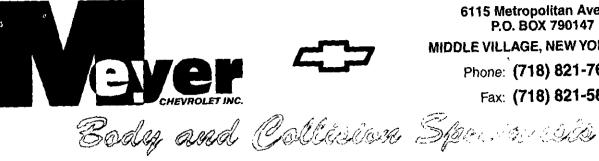
Phone: (718) 821-7650

Fax: (718) 821-5801

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL.
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PAGE 1	OF 1 REP	RINT # 1	c	USTOME	r Copy			LE			- 2310/2



6115 Metropolitan Avenue P.O. BOX 790147 MIDDLE VILLAGE, NEW YORK 11379 Phone: (718) 821-7650 Fax: (718) 821-5801

CUSTOMER NO. 53601	ADVISOR JEFFREY FLA		963 716	01/23/08	CVCS231675
	105.00	LICENSE NO	MILEAGE 25,910	1	
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PAGE 1 OF 2 CUSTOMER COPY		(CONTINUED ON	NEXT PAGE] 01:29pm	<u> </u>	는 F z ゔ

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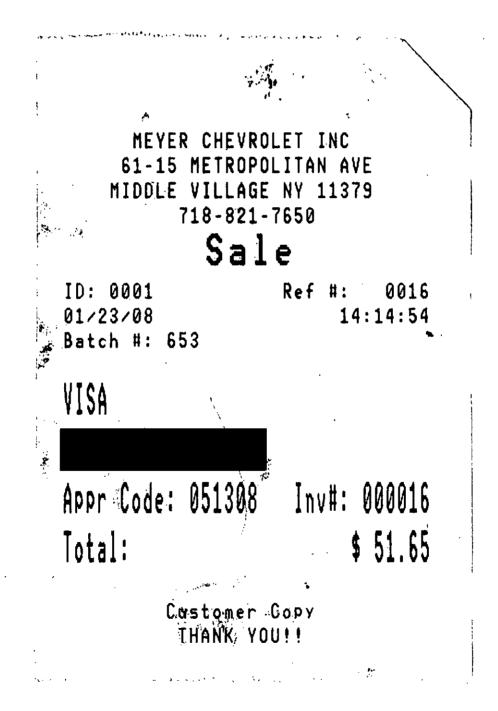
n: Elici

CHEVROLET INC.

-

Fax: Body and Collision Sp.

CUSTOMER NO. 53601		DEFFREY FLAGG 963		°716	01/23/08		CVCS231675		
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Highed (with remark	-				ITED WARRANTY LABOR AND PARTS L OTHER VEHICLES ARE 90 DAYS AT SELLER'S PLACE OF BUSINESS.	any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any libility in connection with the sale of said products.	FIED CHECK OR APPROVED CREDIT CARD.	N.Y.C. CONSUMER AFFAIRS LIC. No. 1017511
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PAGE 2 OF 2	CUSTOMER COPY		(EN	D OF INVOICE]	01:29pm	THE: COM WAR	EXP FITN	TEF	N.Y. CUS
PAGE 2 OF 2			•						









CHEVROLET MOTOR DIVISION

P.O.BOX 10054

TOLEDO, OHIO 43682-4074

ATTN: MR. SCOTT LAWSON GENERAL DIRECTOR

Forest Hills, NY

TOTAL 7 PAGES

JANUARY 25.2008

GMPP CLAIM CENTER P.O.B. 6453 CHICAGO,IL 60680 TO WHOM IT MAY CONCERN:

GENTLEMEN:

PLEASE FIND ENCLOSED ENTERPRISE RENTAL AGREEMENT WHICH WAS GIVEN TO ME BY MEYER CHEVROLET.

AMOUNT DUE \$ 113.37

I ALSO ENCLOSE INVOICE NO: 53601 UNDER WHICH THEY CHARGED ME FOR \$ 51.65 FOR AUTOMATIC SHIFTER WHO WAS LOOSE AND COULD HARDLY BE ENGANGED, ANYTIME I WANTED TO DRIVE THE CAR. I HAVE AN EXTENDED WARRANTY UNTIL 12-03-10

MEYER CHEVROLET INFORMED ME, THAT THIS SERVICE IS NOT COVERED UNDER THE WARRANTY? THEY GOT TO BE KIDDING. YOU BUYA CHEVY TO SUPPORT THE US ECONOMY AND PAY A CONSIDERABEL AMOUNT FOR THE PURCHASE (SEE ATTACHED)I PAID A HEFTY \$ 28,501.76 AND GET NO CONSIDERATION AS A GESTURE OF GOOD WILL AND PROPER CUSTOMER SATISFACTION.

I HEREWITH REQUEST A REFUND OF \$ 51.65 MEYER CHEVROLET WOULD NOT GIVE ME THE KEYS, UNTIL A PAID THE BILL. I ASKED FOR THE MANAGER AND WAS TOLD, THAT HE IS IN A MEETING AND I WOULD HAVE TO WAIT. I ALREADY HAD SPENT 1 AND 3/4 HOURS ON THIS MATTER.

CC: MR. SCOTT LAWSON, GENERAL DIRECTOR CUSTOMER & RELATIONSHIP SERVICES

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