



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

To <mary_williamson@gmexpert.com>
cc
bcc
Subject [REDACTED] 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: [REDACTED]
Service Request: 71-608987090
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZS52F25F [REDACTED]
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



W-9
Form
(Rev. January 2003)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the
requester. Do not
send to the IRS.

Print or type
See Specific Instructions on page 2

Name [REDACTED]

Business name, if different from above [REDACTED]

Check appropriate box: ☐ Individual/ Sole proprietor ☒ Corporation ☐ Partnership ☐ Other [REDACTED] ☐ Exempt from backup withholding

Address (number, street, and apt. or suite no.)
[REDACTED] Suite [REDACTED]

City, state, and ZIP code
Phila. Pa. [REDACTED]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN on page 3.

Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number								
OR								
Employer identification number								

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign
Here

Signature of
U.S. person [REDACTED]

Date [REDACTED]

Purpose of Form

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

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

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

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

Foreign person. If you are a foreign person, use the appropriate Form W-8 (see Pub. 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

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

March 16, 2011

[REDACTED]
Roslyn, PA [REDACTED]

Service Request: 71-609043438

Customer Relationship Specialist: Annette LeMay

Dear [REDACTED]

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[REDACTED] is for the following:

- 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 www.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

GM DealerWorld - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address: [Redacted] Go Links

Vehicle Identifier		Customer Information	
Vehicle Category:	GM, New	Plan Customer:	Individual
Division:	Chevrolet	Customer Type:	Owner
VIN:	1G1ZH57B384 [Redacted]	Ms Nancy Wambold 1229 East Ave Roslyn, Pennsylvania, United States -19001 Home Phone: Primary Language: English Secondary Language:	
Sales Information			
Dealer Code:	32888		
Action:	Add Protection Plan		
Odometer:	465		
Delivery Date:	03/11/2008		
Plan Lienholder			
Lienholder Type:	Other		
	Chevrolet		
	P.O. Box 33170		
	Detroit, Michigan - 48232		
Protection Plans			
Plan Purchase Date:	03/11/2008		
In Service Date:	03/11/2008		
Plan Type:	Smart Care Retail		
Term:	12		
Mileage Limit:	12000		
Deductible:	0		
Rental Type:	None		
Plan Price:	\$ 0.00		
Tax:	\$ 0.00		
Total:	\$ 0.00		

Loading..

Start | Sheala Johnson - Inbox - ... | Siebel Automotive - Mic... | GM DealerWorld - Mic... | Microsoft Excel - Sheala.xls | 71-608952989.doc - Mic... | 1:41 PM

GM DealerWorld - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address: https:// [Redacted] Go Links

GM OrderWORKBENCH

Transaction Details

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G1ZH57B384 [Redacted]	Status: Pending
Dealer Code: 32888	User ID: 1w355r
Transaction Date: 03/11/2008	User Role: Central Office Administrator
Transaction Type: GM Protection Plan	Timestamp Date: 2008-03-13-13:41:22.732714
Transaction Messages:	
1097 - GMPP sent to MIC	

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Report Vehicle Information

Vehicle & C

This screen is th
submit a request
customer inform
report.

Vehicle Identifier

Vehicle Category:
GM, New

Division:
Chevrolet

VIN:
Full VIN

Dealer Identifier

Division:
Chevrolet

Sales Information

Done

Done

Start | Sheala Johnson - In... | Siebel Automotive - ... | GM DealerWorld - Mi... | https://www.auto... | Microsoft Excel - She... | 71-608952989.doc - ... | 1:41 PM

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 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	Don Chietle - 215-527-0041
Service Manager's Name & Phone	Ed Borunton - 215-572-2405
Dealership Name & BAC	Bryner Chevrolet 115794
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[REDACTED]
Customer Complete Mailing Address	[REDACTED] Roslyn, Pa [REDACTED]
Daytime phone number	[REDACTED]
Evening phone number	"
FULL VIN	1G12H57B304 [REDACTED]
Current Mileage	465
Short explanation as to why the goodwill tool was offered to the customer (Specific information required)	Owner purchased a 2008 malibu - on 12/31/07 - on 1/14/08. Owner was driving vehicle and the steering power assist failed - owner stranded. Vehicle only had 300 miles - failure was steering control module - for customer satisfaction looking for
If subsequent owner, indicate date & mileage at time of purchase	A 12/12 sparkner -

GMPP Smart Care

<input checked="" type="checkbox"/> GMPP Smart Care			
Definition:	A complimentary plan providing basic maintenance services for a variety of time and mileage intervals		
Purpose:	To provide added value for deserving customers to offset an inconvenience		
When to use:	<ul style="list-style-type: none"> ➤ 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:	<ul style="list-style-type: none"> ➤ In conjunction with other goodwill tools ➤ In cases of property damage or personal injury ➤ When the vehicle has a branded or salvaged title ➤ If customer has pursued third party intervention, i.e. BBB or lemon law 		
Parameters of use:	<ul style="list-style-type: none"> ➤ Can be offered in or out of warranty ➤ Match terms to the owners purchase cycle ➤ Smart Care will not pay any claims past 100,000 miles ➤ <u>Coverage begins at the plan purchase date & mileage, NOT in-service date</u> 		
Examples:	<ul style="list-style-type: none"> ➤ The relationship between the customer and dealer is strained ➤ A "one-time" maintenance offer is insufficient 		
Matrix of Available GMPP Smart Care Plans			
<input checked="" type="checkbox"/>	12/12,000	<input type="checkbox"/>	36/45,000
<input type="checkbox"/>	12/15,000	<input type="checkbox"/>	36/54,000
<input type="checkbox"/>	24/24,000	<input type="checkbox"/>	36/60,000
<input type="checkbox"/>	24/30,000	<input type="checkbox"/>	48/48,000
<input type="checkbox"/>	36/36,000	<input type="checkbox"/>	48/60,000

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

March 16, 2011

Attention: [REDACTED]
[REDACTED]
Orlando, FL [REDACTED]

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

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the 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.

North American OperationsGeneral Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530**GM**

CHECK No. [REDACTED]

50-937
213DATE
03/14/08

*****553 DOLLARS

****05 CENTS

AMOUNT
*****553.05PAY
TO THE
ORDER
OF

ORLANDO FL [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000036

1

VENDOR NAME [REDACTED]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/14/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528154 [REDACTED]	03/13/08 71-609234	VH 1-A3IPK4 53.1-A3IPK4	00.0000	553.05	.00	553.05
TOTAL				553.05	.00	553.05

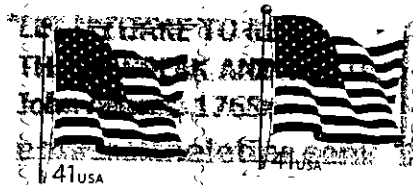
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

H3

Orlando FL

ORLANDO FL 328

29 FEB 03 PM 3 T



MAR 03 2003

Reimbursement Dept.

P.O. Box 33170

Detroit, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 01/03/08

17-Digit Vehicle Identification Number (VIN): 1G2ZG528154

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



0005357/GMR2V071126R14
 Page 03 of 03

Jan 04 2008 4:01PM HP LASERJET FAX



Prepared For

Account Number

Closing Date

Page 3 of 10

EXPRESS

07/09/07

Due In Full continued

** Foreign Currency conversion rate
is base rate plus 2%. See page 2 for details.

Foreign Spending

Amount \$

06/10/07	CITGO 7-ELEVEN 30059ALTAMONTE SPRINGS FL		Y	2.86 +
	CITGO			
	GAS/MSC92 141873005901			
06/11/07	AUDIO AMERICA RIVIERA BEACH FL		Y ?	442.50 +
	ELECTRONICS STORES			
	FOR CUSTOMER SERVICE CALL 561-8637704			
06/11/07	CARL BLACK BUICK, POORLANDO FL			553.05 -
	AUTO SERVICE			
06/12/07	HESS 09525 000000000WINTER PARK FL		Y	27.03 +
	4076281126			
06/12/07	CITGO 4140 SUNSHINE APOPKA FL		Y	12.31 +
	CITGO			44.25 +
	GAS/MSC96 470933414029			
06/12/07	CITGO 7-ELEVEN 25089ORLANDO FL		Y	31.94 +
	CITGO			
	GAS/MSC92 603572508941			
06/13/07	TIFFANY'S CAFE ORLANDO FL		Y	14.78 +
	4078224445			
	Description Price			
	GENERAL MERCHANDISE 14.78			
06/14/07	THE HOME DEPOT #6349ORLANDO FL		Y	13.30 +
	9990000000			
06/14/07	HESS 09525 000000000WINTER PARK FL		Y	15.00 +
	4076281126			
06/14/07	CITGO 7-ELEVEN 25089ORLANDO FL		Y	3.19 -
	CITGO			
	GAS/MSC95 700472508941			
06/15/07	SIAM GARDEN RESTAURAWINTER PARK FL		N	24.13 -
	407-599-7443			
	FOOD 20.13			
	TIP 4.00			
06/15/07	COSTCO WHSE #00183 9ALTAMONTE SPR FL		?	385.95 -
	WHOLESALE CLUB			
06/15/07	CITGO 7-ELEVEN 25089ORLANDO FL		Y	21.00 -
	CITGO			
	GAS/MSC92 750872508941			
06/16/07	BEST BUY MHT 0510 ORLANDO FL		?	319.48 -
	ELECTRONICS STORE			
06/16/07	COSTCO WHSE #00183 9ALTAMONTE SPR FL		Y	29.78 -
	WHOLESALE CLUB			
06/17/07	MARTINAIR DIRECT SALES USD		?	50.00 -
	MP632/16JUN/MCO/SHAHPOURI			
06/17/07	DUBAI INTERNATIONAL HOTEL	350.00	N	97.20 -
	CENTRAL RESRV-DX	**United Arab Emirat Dirhams		
06/18/07	MAYFAIR HOTEL, AL RIQA ST, DUBAI	100.00	N	27.77 -
	MAYFAIR HOTEL-RE	**United Arab Emirat Dirhams		
06/20/07	AUDIO AMERICA RIVIERA BEACH FL		Y	132.32 -
	ELECTRONICS STORES			
	FOR CUSTOMER SERVICE CALL 561-8637704			
Total of Due In Full Activity for				3,043.19

Due In Full Activity for

Card XXXX-XXXX-51010

07/03/07* 5% OPEN Savings at Hertz
HERTZ CAR RENTAL \$132.78 07/01/07-6.64
Credit

Continued on reverse

78576

54202



ORLANDO

11500 E. Colonial Drive, Orlando, FL 32817
Phone (407) 426-3000 Fax (407) 384-8083
www.carblackorlando.com

STATE REG #MV-03849

OUR GOAL AT CARL BLACK IS FOR YOU TO BE COMPLETELY SATISFIED!

ORLANDO, FL

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 136 JONATHAN J HOLMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CHAMPAGNE-	05	PONTIAC G6	1G2ZG528154		48746/48746	T1375	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
16MAY06 IS			17:30 07JUN07		0.00	CASH	11JUN07
R.O. OPENED		READY	OPTIONS: STK:8134PA ENG:3.5 LITER SFI TRN:A				
10:56 07JUN07		15:40 11JUN07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES INTERMITTANTLY POWER STEERING GOES OUT AND STERRING							
JERKS TO LEFT ADVISE							
45 STEERING-SUSPENSION							
463 CP3							
1 15926870 COLUMN							
48746 TORQUE INPUT SENSOR FAILURE 3.3 PERFORM P/S DIAGNOSIS AX PER							
TAC CASE # 9684804. INSTALL NEW STEERING COLUMN AND CALIBRATE NEW							
TORQUE AND POSITION SENSORS							

YOU MAY RECEIVE A SURVEY FROM GM. IF FOR ANY
REASON YOU FEEL YOU CANNOT RATE OUR SERVICE
COMPLETELY SATISFIED, CONTACT US. A RATING OF
COMPLETELY SATISFIED DOES NOT MEAN WE ARE
PERFECT BUT WE DID OUR JOB WELL. THANK YOU
CARL BLACK OF ORLANDO, LLC.

COPY

PAID

JUN 11 2007

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR OR TRUCK DESCRIBED ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON THE CAR OR TRUCK TO SECURE THE AMOUNT OF REPAIRS THERETO. ALL WORK GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	283.80
PARTS AMOUNT	269.25
	0.00
SUBLET AMOUNT	0.00
MISC., EPA CHARGES	0.00
TOTAL CHARGES	553.05
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	553.05

CUSTOMER COPY

Jan 04 2008 4:01PM HP LASERJET FAX

Fax

Thank You.

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

March 16, 2011

[REDACTED]
Columbia, SC [REDACTED]

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

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the steering shaft 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,

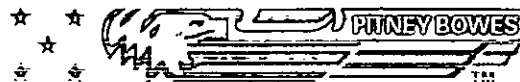
Chevrolet Customer Assistance Center



CHEVROLET

Customer Assistance Center

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



U.S. POSTAGE

1471

PR3563497

5081500.410 MAR 12 2008

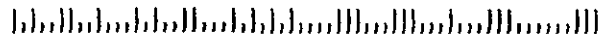
2376 MAILED FROM ZIP CODE 48146

MAR 28 2008

NIXIE 292 DE 1 00 03/22/08

RETURN TO SENDER
ATTEMPTED - NOT KNOWN
UNABLE TO FORWARD

BC: 48232517070 *0290-04137-12-33



23223482325170



CHEVROLET

Customer Assistance Center

March 11, 2008

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

[REDACTED]
Columbia, SC [REDACTED]

**CUSTOMER DID NOT RECEIVE
THIS LETTER FROM GMC**

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

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering shaft that you had repaired. We regret that we are unable to reimburse you the amount you requested because the repairs performed on the vehicle is not covered by 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 Customer Assistance Center

March 16, 2011

[REDACTED]
Columbia, SC [REDACTED]

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

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the steering shaft 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 Customer Assistance Center

March 16, 2011

[REDACTED]
[REDACTED]
Columbia, SC [REDACTED]

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

Dear [REDACTED]:

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

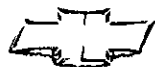
At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

We have reviewed your request for reimbursement on the steering shaft that you had repaired. We regret that we are unable to reimburse you the amount you requested because the repairs performed on the vehicle is not covered by 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,

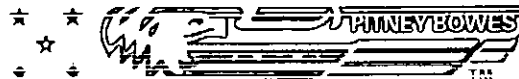
Chevrolet Customer Assistance Center



CHEVROLET

Customer Assistance Center

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



U.S. POSTAGE
1801 PR3563497
50115 00.410 MAR 14 2008
3824 MAILED FROM ZIP CODE 48146

MAR 31 2008

APARTMENT NUMBER NECESSARY
LARGE APARTMENT COMPLEX

NIXIE 292 SE 1 08 03/24/08

RETURN TO SENDER
INSUFFICIENT ADDRESS
UNABLE TO FORWARD

BC: 48232517070 *1190-06782-14-42

29223-18155-0000
482325170





March 13, 2008

[REDACTED]
Columbia, SC [REDACTED]

Customer Assistance Center

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

**CUSTOMER DID NOT RECEIVE
THIS LETTER FROM GMC**

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

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the steering shaft 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 Customer Assistance Center



Columbia, SC

COLUMBIA SC 292

03 MAR 2008 PM 1 T

MAR 6 2008

"LET US DARE TO RE
THINK, SPEAK AND
John Adams, 1765
poweroftheletter.com



USA FIRST CLASS PERMIT NO. 1000 COLUMBIA, SC


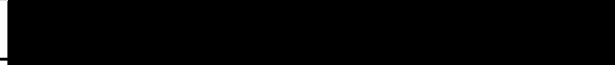


REIMBURSEMENT DEPARTMENT
P.O. BOX 33170
DETROIT, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant


Date Claim Submitted: March 3, 200817-Digit Vehicle Identification Number (VIN): 1G1ZT54825F Mileage at Time of Repair: 54867 Date of Repair: Jan. 15, 2008Claimant Name (please print): Street Address or PO Box Number: City: Columbia State: S. C. 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



19896

268448



111 Newland Road · Columbia, SC 29229
(803) 254-1431
CapitolChevrolet.net

INVOICE

PAGE 1

COLUMBIA, SC

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 8769 ESTHER RUTH GIBSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GREEN	05	CHEVROLET MALIBU	1G1ZT54825F [REDACTED]		55335/55335	T750	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN01 DD			18:00 29JAN08		0.00	CASH	29JAN08
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter SFI					

08:29 29JAN08 17:08 29JAN08

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

A C/S THAT AT 60-65 MPH THERE IS VIBRATION IN STEERING WHEEL YOU CAN
FEEL IT AND HEAR IT IN STEERING WHEEL CHCK AND ADVISE

03 STEERING/SUSPENSION CONCERN

PARTS:	0.00	LABOR:	44.95	OTHER:	0.00	TOTAL LINE A:	44.95
--------	------	--------	-------	--------	------	---------------	-------

55335 TIGHTENED SCREWS ON LOOSE PANEL LOCATED UNDER DRIVER SIDE DASH
AREAT, BALANCED TIRES PUT BEST 2 TIRES ON FRONT.

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

4.94

1 COPY

IMPORTANT
YOU MAY RECEIVE A SURVEY
FROM THE MANUFACTURER
IN THIS NEAR FUTURE. IF
FOR ANY REASON YOU
CANNOT GRABE US
"COMPLETELY SATISFIED"
PLEASE CONTACT OUR
CUSTOMER SERVICE
REPRESENTATIVE AT
803-254-1431
THANK YOU!
CAPITOL CHEVROLET

DISCLAIMER OF WARRANTIES: All warranties on these parts are the manufacturer's. The Seller, CAPITOL CHEVROLET, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and CAPITOL CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. Due to complexity requiring the process of elimination and the lack of complete vehicle history, we do not guarantee any diagnosis or that our repairs will correct your problem. This disclaimer by the seller, CAPITOL CHEVROLET in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income or any other incidental damages.

All claims, disputes and other matters of any kind or nature in question by either party arising out of, in connection with, or relating to the repair of the vehicle described herein, shall be decided by arbitration in accordance with the Commercial Arbitration rules of the American Arbitration Association. No person or entity shall consolidate by way of joinder, class action or otherwise any matter subject to this agreement. This arbitration agreement shall be governed by and under the Federal Arbitration Act.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the suppliers 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 vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES.

DESCRIPTION	TOTALS
LABOR AMOUNT	44.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.94
TOTAL CHARGES	49.89
LESS INSURANCE	0.00
SALES TAX	0.35
PLEASE PAY THIS AMOUNT	50.24

CUSTOMER COPY

19896

267892

CAPITOL**CHEVROLET**111 Newland Road · Columbia, SC 29229
(803) 254-1431
CapitolChevrolet.net

INVOICE

PAGE 1

COLUMBIA, SC

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 8769 ESTHER RUTH GIBSON

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT		TAG
GREEN	05	CHEVROLET MALIBU		1G1ZT54825F [REDACTED]			54867/54867		T3240
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO. NO.	RATE	PAYMENT	INV. DATE	
01JAN01 DD			18:00 15JAN08			0.00	CASH	15JAN08	

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

08:40 15JAN08 15:26 15JAN08

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

A Moved to: 267892C Line: A

SPO Moved to: 267892C Line: A

61	IPS					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00

B C/S THAT THERE IS A THUMPING TYPE NOISE WHEN TURNING STEERING WHEEL,
THERE IS ALSO PLAY AND A NOISE IN STEERING WHEEL WHILE DRIVING,
FEELS

CAUSE: INTERMEDIATE STEERING SHAFT BINDING

03 STEERING/SUSPENSION CONCERN

715 WXC

1 22687711 SHAFT KIT

FC:

PART#: 22687711

COUNT: 1

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

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

54867 INTERMEDIATE STEERING SHAFT BINDING REPLACED INT SHAFT OP CODE
E7700 COVERED UNDER MAJOR GAURD POLICY 100.00 DED

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#267892C ***

A Moved to: 267892C Line: A

CUSTOMER PAY DEDUCTIBLE FOR LINE B

100.00

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	100.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	100.00

IMPORTANT
YOU MAY RECEIVE A SURVEY
FROM THE MANUFACTURER
IN THE NEAR FUTURE. IF
FOR ANY REASON YOU
CANNOT COMPLETELY SATISFIED
PLEASE CONTACT OUR
CUSTOMER SERVICE
REPRESENTATIVE AT
803-254-1431
THANK YOU,
CAPITOL CHEVROLET

DISCLAIMER OF WARRANTIES: All warranties on these parts are the manufacturer's. The Seller, CAPITOL CHEVROLET, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and CAPITOL CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. Due to complexity requiring the process of elimination and the lack of complete vehicle history, we do not guarantee any diagnosis or that our repairs will correct your problem. This disclaimer by the seller, CAPITOL CHEVROLET in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income or any other incidental damages.

All claims, disputes and other matters of any kind or nature in question by either party arising out of, in connection with, or relating to the repair of the vehicle described herein, shall be decided by arbitration in accordance with the Commercial Arbitration rules of the American Arbitration Association. No person or entity shall consolidate by way of joinder, class action or otherwise any matter subject to this agreement. This arbitration agreement shall be governed by and under the Federal Arbitration Act.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the suppliers 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 vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY'S FEES.

CUSTOMER COPY

+ Rott 267892C

SALES DRAFT

CAPITOL CHEVROLET
111 NEWLAND ROAD
COLUMBIA, SC 29229
TERMINAL 0935596

451031769990
01/29/2008 17:39:17

VS [REDACTED]
AUTH. TRANS. ID. 008029817159830
INVOICE
AUTH. CODE 179127

SALE TOTAL \$50.24

CUSTOMER COPY

SALES DRAFT

CAPITOL CHEVROLET
111 NEWLAND ROAD
COLUMBIA, SC 29229
TERMINAL 0935596

451031769990
01/16/2008 09:11:42

VS [REDACTED]
AUTH. TRANS. ID. 288016512522611
INVOICE
AUTH. CODE 002370

SALE TOTAL \$100.00

CUSTOMER COPY

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

March 11, 2011

[REDACTED]
Winston, GA [REDACTED]

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

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the 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,

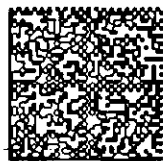
Chevrolet Customer Assistance Center

Winston, Ga

FEB 04 2008

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

48232+5170



UNITED STATES POSTAGE
FITNEY BOWES
02 1A \$ 00.42⁰
0004602446 JAN 28 2008
MAILED FROM ZIP CODE 30339

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1/28/08

17-Digit Vehicle Identification Number (VIN): 1G1ZU54845F

Mileage at Time of Repair: 33815 Date of Repair: 6/26/06

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: Winston State: Ga ZIP Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ \$262.88

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).



JOHN THORNTON

CHEVROLET

1971 Thornton Road
Lithia Springs, GA 30122
(770) 941-8550

RO: 129042

Cashier: 002700 12:27-0

Date Out: 06/26/2006

COPY

>>>> CONTINUED FROM PREVIOUS PAGE <<<<

Customer: 305028 Stock #: C50852

TAG: [REDACTED]

VIN: 1G1ZU54845F [REDACTED]

2005 CHEV MALIBU

Suite

Miles-In: 33815 Out: 33818

Delivered: 12/01/2004

In Service: 12/01/2004

Date In: 06/23/2006

Home: N/A

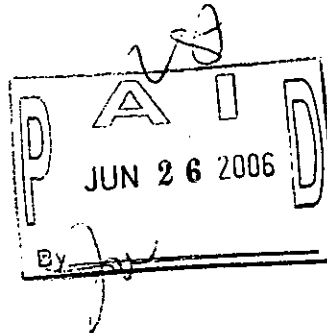
Work: [REDACTED]

Hat: 1157

Advisor: 002715-Barry B. Yearta

ATLANTA GA [REDACTED]

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[CUSTOMER PAY]						
D	SCPAY	002090C	MP		Labor Total:	0.00
				MULTI-POINT INSPECTION REPORT		
				PERFORM INSPECTION, HAS 6MM FT & REAR BK PADS		
				RECOMMEND 4 WHEEL ALIGNMENT		
				FT TIRES WORN ON INNER EDGES		
				2090		
						Operation Total: 0.00
[CUSTOMER PAY]						
*E	SCPAY	001098	BK6		Labor Total:	0.00
				6MM BRAKE LINING REMAINING		
						Operation Total: 0.00



Customer Pay Labor: 178.98
Customer Pay Parts: 78.41

Customer Pay Subtotal: 257.39
Customer Pay Sales Tax: 5.49

Customer Total Due: 262.88

Visa: 262.88

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

ALL REPAIRS SUBJECT TO A MINIMUM OF \$85.00 DIAGNOSTIC FEE PER CONCERN.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. THORNTON CHEVROLET, INC. hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and THORNTON CHEVROLET, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by THORNTON CHEVROLET, INC. in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts." TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

Thank you 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.

JOHN THORNTON

CHEVROLET

1971 Thornton Road
Lithia Springs, GA 30122
(770) 941-8550

RO: 129042

Cashier: 002700 12:27-0

Date Out: 06/26/2006

Customer: 305028 Stock #: C50852

TAG: C50852

VIN: 1G1ZU54845F

2005 CHEV MALIBU

Miles-In: 33815 Out: 33818

Delivered: 12/01/2004

In Service: 12/01/2004

Date In: 06/23/2006

ATLANTA GA

Home: N/A

Work:

Advisor: 002715-Barry B. Yearta

Hat: 1157

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
----	------	------	-------	----------------------------	----------	----------------

[WARRANTY]

A SWPAY 002090W E7680
CSUT STATES POWER STEERING KEEPS GOING OUT, THEN STARTS
WORKING CK AND ADVISE
E7680-1.4 ADD .2 FOR ADJUSTABLE PEDALS
CK STEERING CODE 0545
REPL STEERING COLUMN, HAS ADJ PEDALS 2090
PO: HRS 1.6 E7680 OJ 6D
Parts: 1 88967179 S/COL REM 6.518
1 WRTY

Admin Hours: 0.00

Operation Total: 0.00

[WARRANTY]

B SWPAY 001083W Z7903
ALT TRANS GM WARRANTY
O10 CHEVROLET ALTERNATE TRANSPORTATION TWO DAYS
O10 CHEVROLET ALTERNATE TRANSPORTATION THREE DAYS
PO:
SUBLET PO: 24313

Admin Hours: 0.00

Operation Total: 0.00

[CUSTOMER PAY]

C SCPAY 002090 30K
30,000 MILE SERVICE
3.0
REPLACE FUEL & AIR FILTERS, PERFORM FUEL SYSTEM CLEAN, PERFOR
M BRAKE INSPECTION, ELECTRONIC BALANCE & ROTATION OF 4 TIRES,
CHANGE ENGINE OIL & FILTER, LUBRICATE SUSPENSION IF REQUIRED
Parts: 1 25099149 FILTER AS 3.410
1 25010792 OIL FLTR 1.836
1 GMOIL OIL 11.60
1 12378546 CLEANER K 8.800

Labor Total: 178.98

9.72 9.72

5.95 5.95

11.60 11.60

51.14 51.14

Total Parts: 78.41

Operation Total: 257.39

>>>> 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

[REDACTED]
[REDACTED]
Gillette, WY [REDACTED]

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

Dear [REDACTED]

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

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

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

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

Sincerely,

Pontiac Customer Assistance Center

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

North American OperationsGeneral Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530**GM**

CHECK No. [REDACTED]

50-937
213DATE
03/13/08

*****100 DOLLARS

*****00 CENTS

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

GILLETTE WY [REDACTED]

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

AUDIT

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/13/08

VENDOR
DUNS NO. BB 000000026

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G2ZG528X54 [REDACTED]

03/12/08
71-610054VM-1-A37LCO
71-610054-1-A37LCO

00.0000

100.00

.00

100.00

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

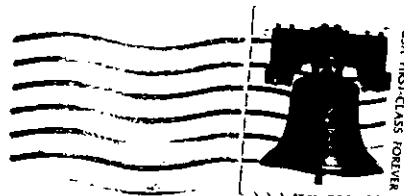
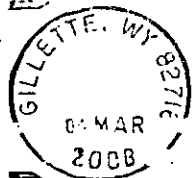
H3

TOTAL

100.00

.00

100.00



MAR 7 2008

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

48232+5170 B050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 2-6-08

17-Digit Vehicle Identification Number (VIN): 1G2ZG528X54 [REDACTED]

Mileage at Time of Repair: 52,158 Date of Repair: 8/16/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Gillette State: WY ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 100.00

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



WHITE DAVIS

Parts and Service Hours
Mon. - Fri. 7:00-6:00

MOTORS

444 Skyline Drive
Gillette, WY 82718
(307) 682-8851
www.white-davis.com



RECEIVED
CELL: [REDACTED]

CUSTOMER NO. 19139	ADVISOR JESSICA	478	TAG NO.	INVOICE DATE 08/17/07	INVOICE NO. CVCS23971
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 52,158	COLOR WHITE	STOCK NO.
GILLETTE, WY [REDACTED]	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	COMMENTS	R.O. DATE 08/16/07	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 52158

JOB# 1 CHARGES

LABOR.....
J# 1 45CVZ01 STEERING CONCERN HOURS: 2.80 TECH(S):452 238.00
CUST STATES POWER STEERING INFO LIGHT ON
CHECKED CODES- C0460- STEERING POSITION SENSOR.. DIAG AND
FOUND SENSOR BAD.. SENSOR NOT SOLD SEPERATELY- REMOVED
LOWER STEERING COLUMN AND REPLACED.. REASSEMBLED ALL AND
TEST DROVE VEHICLE- OK NOW..

PARTS.....QTY.....FP-NUMBER.....DESCRIPTION.....LIST PRICE-UNIT PRICE-
1 15926870 COLUMN 6.518 359.00 359.00
TOTAL - PARTS 359.00

MISC.....CODE.....DESCRIPTION.....CONTROL NO.....
EXT EXTENDED WARRANTY 19139 -658.60
TOTAL - MISC -658.60

JOB# 1 TOTALS

LABOR 238.00
PARTS 359.00
MISC -658.60

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL -61.60

JOB# 2 CHARGES

LABOR.....
J# 2 02CVZ MISC HOURS: TECH(S):15 0.00
CUST REQUEST CHECK RACK AND PINION MAKING NOISE
TESTED- DID NOT HEAR NOISE..

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR.....
J# 3 02CVZ1 MISC HOURS: 0.30 TECH(S):452 25.50
CUST STATES BOTH KEY FOBs INOP
REPLACED BATTERY IN ONE TRANSMITTER AND PROGRAMMED- OK..
OTHER TRANSMITTER INOP- REPLACED AND PROGRAMMED- BOTH OK..

PARTS.....QTY.....FP-NUMBER.....DESCRIPTION.....LIST PRICE-UNIT PRICE-
1 22733524 TRANSMITT 10.485 98.25 98.25
1 12538938 BATTERY 10.485 7.28 7.28
TOTAL - PARTS 105.53

JOB# 3 TOTALS

LABOR 25.50
PARTS 105.53

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 131.03

COMMENTS.....
FIDELITY EXTENDED WARRANTY

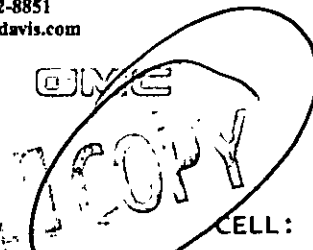
Reynolds and Reynolds EXHIBITING, GC261114.0 (R207)

WHITE DAVIS

Parts and Service Hours
Mon. - Fri. 7:00-6:00

MOTORS

444 Skyline Drive
Gillette, WY 82718
(307) 682-8851
www.white-davis.com



CUSTOMER NO. 19139	ADVISOR JESSICA	TAG NO. 478	INVOICE DATE 08/17/07	INVOICE NO. CVCS23971
GILLETTE, WY	LABOR RATE	LICENSE NO.	MILEAGE 52,158	COLOR WHITE/
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN			STOCK NO.
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4			DELIVERY DATE
	R.T.E. NO.			DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
			P.O. NO.	MO: 52158
			COMMENTS	

COMMENTS-----
STEERING COLUMN AUTH # 72281353A
TRANSMITTER AUTH # 72281354A
CUSTOMER HAS A \$100 DEDUCTIBLE AND IS RESPONSIBLE FOR THE COST ON
THE TRANSMITTER BATTERY..
FAX COMPLETED INVOICE TO (954)420-4607 ATT C/C PAYMENT..

TOTALS-----

*****	TOTAL LABOR....	263.50
* [] CASH [] CHECK CK NO. []	TOTAL PARTS....	464.53
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	-658.60
	TOTAL TAX.....	38.23
	TOTAL INVOICE \$	107.66

THANK YOU FOR YOUR BUSINESS!!

!!!ALL GM PARTS HAVE A 12 MONTH 12,000 MILE SERVICE WARRANTY

CUSTOMER SIGNATURE

23471 107.66

3113
13/1023
0347247-047

8-17-07 Date

Pay to the Order of White Davis \$ 107.66

one hundred seven and 66/100 Dollars

First Interstate Bank
Gillette WY, 82718

For G-6

See First American Certified Exchange Checks 1-800-325-4761 www.firstamercan.com

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

Pay to the Order of
First National Bank
Gillette, WY
For Deposit Only
White-Davis Motors

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

FAX TO:

PONTIAC CUSTOMER ASSISTANCE CENTER

FAX PH# 1-866-962-2868

RE: SERIOUS SAFETY HAZARD

FROM:

[REDACTED]
HOUSTON, TEXAS [REDACTED]

PH# [REDACTED]


FAX: 6 PAGES - INCLUDING COVER PAGE


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.

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 ATTEMPT 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 PURSUANT 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

Ernie
GUZMAN

CUSTOMER NO. 51639	ADVISOR ROBERT MENDOZA	TAG NO. 2105	INVOICE DATE 09/11/07	INVOICE NO. PNCS306338
[REDACTED] HOUSTON, TX	LABOR RATE	LICENSE NO.	COLOR 35,307 /	STOCK NO.
	YEAR / MAKE / MODEL 06/PONTIAC/G6/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z F 5 5 B 4 6 4		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 09/11/07
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES-----

LABOR-----
J# 1 04PNZ STEERING/SUSPENSION HOURS: TECH(S):99785 0.00
C/S PWR STEERING AT TIMES DOES NOT WORK
CODE C0545 PRESANT N/C 99785
CLEARED CODE AND RECALIBRATED MOTOR MODULE ASSM.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 03PNZ GENERAL ELECT/AC HOURS: 1.20 TECH(S):93710 WARRANTY
C/S CHK AIR BAG LT COMES ON AT TIMES
93710 1.2 C9780 PERFORMED DOC ID# 1886902. PASSENGER SEAT
PRESENCE LIGHT WAS ON AT A TIME
PERFORMED DOC ID# 1886902 AND CLEARED ALL CODES PLUS
REZERO THE PASSENGER SEAT PRESENCE SYSTEM

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 02PNZ GENERAL TRIM HOURS: 0.20 TECH(S):93710 WARRANTY
C/S DRIVER SIDE VISOR FLAP DAMAGED
93710 .2 C9731 DRIVER VISOR IS COMING APART
REPLACED DRIVER VISOR

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY 0.00
	1	15803234	SS-MIRROR 10.195	TOTAL - PARTS	

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
J# 4 02PNZ01 GENERAL TRIM HOURS: 0.30 TECH(S):93710 WARRANTY
C/S SEATBELT INDICATOR DISPLAY MISSING FROM CENTER CONSOLE
93710 .3 C8860 PASSENGER PRESENCE INDICATOR WENT IN THE
CONSOLE
R&R TO GAIN ACCESS TO GET INDICATOR AND INSTALLED IT BACK
ON VEHICLE

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----

Ernie
GUZMAN

CUSTOMER NO. 51639	ADVISOR ROBERT MENDOZA	TAG NO. 2105	INVOICE DATE 10/01/07	INVOICE NO. PNC307212
HOUSTON, TX	LABOR RATE	LICENSE NO.	COLOR /	STOCK NO.
	MILEAGE 35,673		DELIVERY DATE 02/04/06	DELIVERY MILES
	YEAR / MAKE / MODEL 06/PONTIAC/G6/4 DOOR SEDAN		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO. 1 G 2 Z F 5 5 B 4 6 4		R.O. DATE 10/01/07	
F.T.E. NO.		P.O. NO.		
BUSINESS PHONE		COMMENTS		

[EXT WARR CO] MECH PRO PLAN [EXT WARR DEDUCT] \$100.00

JOB# 1 CHARGES-----

LABOR-----
J# 1 04PNZ STEERING/SUSPENSION HOURS: 1.10 TECH(S):99785
C/S STEERING WHEEL AT TIMES GETS HARD TO TURN WHEN MAKING
A TURN
E7631 1.1 99785 LOSS OF ASSIST
REPLACED EPS MOTOR CONTROL ASSM. TO CORRECT LACK OF ASSIST.

WARRANTY

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
	1	25805894	MOTOR 6.605	
				TOTAL - PARTS

WARRANTY
0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNC3 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 10PNZMULTI MULTI-POINT INSPECT. HOURS: 0.00 TECH(S):99785
PERFORM MULTI-POINT VEHICLE INSPECTION
PERFORMED N/C 99785
PERFORM MULTI-POINT VEHICLE INSPECTION, INCLUDES:
INSPECT ALL LIGHT OPERATIONS----- NO CHARGE
CHECK EMERGENCY BRAKE ADJUSTMENT----- NO CHARGE
INSPECT AIR FILTER----- NO CHARGE
EXAMINE BATTERY CABLES, CONNECTIONS----- NO CHARGE
EXAMINE AND TOP OFF FLUID LEVELS----- NO CHARGE
INSPECT FRONT BRAKE PADS FOR WEAR----- NO CHARGE
INSPECT STEERING AND SUSPENSION COMPONENTS----- NO CHARGE
CHECK EXHAUST FOR LEAKS----- NO CHARGE
INSPECT TIRES FOR WEAR, ADJUST PRESSURES----- NO CHARGE
INSPECT TRANSMISSION FOR LEAKS----- NO CHARGE
CHECK CLIMATE CONTROL SYSTEMS----- NO CHARGE
EXAMINE BRAKE/COOLANT HOSES AND LINES----- NO CHARGE
INSPECT FOR OIL LEAKS----- NO CHARGE
INSPECT DRIVE BELTS FOR WEAR----- NO CHARGE

0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX PNC3 JOB# 2 TOTAL 0.00

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Ernie
GUZMAN

CUSTOMER NO. 51639	ADVISOR ROBERT MENDOZA	TAG NO. 2105 3967	INVOICE DATE 10/05/07	INVOICE NO. PNC5307505
HOUSTON, TX	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 06/PONTIAC/G6/4 DOOR SEDAN		DELIVERY DATE 02/04/06	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z E 5 5 B 4 6 4		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 10/05/07	

[EXT WARR CO] MECH PRO PLAN [EXT WARR DEDUCT] \$100.00

JOB# 1 CHARGES-----

LABOR-----
J# 1 04PNZ STEERING/SUSPENSION HOURS: TECH(S):99785 0.00
C/S PWR STEERING QUIT WORKING WHILE TRYING TO MAKE A
TURN ONTO STREET. HAD TO SUT OFF CAR & TURN BACK ON.
99785 N/C
CONFIGURATION ERROR CODE PRESANT CALIBRATION LOST,CLEARED
CODE AND RECALIBRATED EPS SYSTEM.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 10PNZMULTI MULTI-POINT INSPECT. HOURS: 0.00 TECH(S):99785 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION
PERFORMED N/C 99785
PERFORM MULTI-POINT VEHICLE INSPECTION, INCLUDES:
INSPECT ALL LIGHT OPERATIONS===== NO CHARGE
CHECK EMERGENCY BRAKE ADJUSTMENT===== NO CHARGE
INSPECT AIR FILTER===== NO CHARGE
EXAMINE BATTERY CABLES, CONNECTIONS===== NO CHARGE
EXAMINE AND TOP OFF FLUID LEVELS===== NO CHARGE
INSPECT FRONT BRAKE PADS FOR WEAR===== NO CHARGE
INSPECT STEERING AND SUSPENSION COMPONANTS===== NO CHARGE
CHECK EXHAUST FOR LEAKS===== NO CHARGE
INSPECT TIRES FOR WEAR, ADJUST PRESSURES===== NO CHARGE
INSPECT TRANSMISSION FOR LEAKS===== NO CHARGE
CHECK CLIMATE CONTROL SYSTEMS===== NO CHARGE
EXAMINE BRAKE/COOLANT HOSES AND LINES===== NO CHARGE
INSPECT FOR OIL LEAKS===== NO CHARGE
INSPECT DRIVE BELTS FOR WEAR===== NO CHARGE

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL 0.00

COMMENTS-----

WAITER

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CERTIFIED MAIL™

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7007 3020 0002 0215 9251U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)For delivery information visit our website at www.usps.com

OFFICIAL USE

Postage	\$
Certified Fee	
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$

Postmark
Here

Sent To	PONTIAC Customer Assistance Center
Street, Apt. No., or PO Box No.	P.O. Box 33172
City, State, ZIP+4	DETROIT, MI 48232-3172
PS Form 3800, August 2006	See Reverse for Instructions

HOUSTON, TEXAS

HOUSTON, TEXAS

CERTIFIED MAIL™

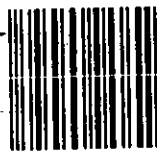


7007 3020 0002 0215 9251



UNITED STATES
POSTAL SERVICE

0000



48232

U.S. POSTAGE
PAID
HOUSTON, TX
77411
MAR 05 08
AMOUNT

\$5.21

00061805-04

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

**RETURN RECEIPT
REQUESTED**

4823235172 BO50

[REDACTED]
HOUSTON TEXAS [REDACTED]
[REDACTED]

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 [REDACTED] 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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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
[REDACTED]

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

*Ernie***GUZMAN**

CUSTOMER NO. 51639	ADVISOR ROBERT MENDOZA	TAG NO. 2105 3810	INVOICE DATE 09/11/07	INVOICE NO. PNCS306338
HOUSTON, TX	LABOR RATE	LICENSE NO.	MILEAGE 35,307	COLOR /
	YEAR / MAKE / MODEL 06/PONTIAC/G6/4 DOOR SEDAN			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 2 Z F 5 5 B 4 6 4			SELLING DEALER NO.
	F.T.E. NO.			P.O. NO.
RESIDENCE PHONE	BUSINESS PHONE	R.O. DATE 09/11/07		
COMMENTS				

JOB# 1 CHARGES-----

LABOR-----
J# 1 04PNZ STEERING/SUSPENSION HOURS: TECH(S):99785 0.00
C/S PWR STEERING AT TIMES DOES NOT WORK
CODE C0545 PRESENT N/C 99785
CLEARED CODE AND RECALIBRATED MOTOR MODULE ASSM.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 03PNZ GENERAL ELECT/AC HOURS: 1.20 TECH(S):93710 WARRANTY
C/S CHK AIR BAG LT-COMES ON AT-TIMES
93710 1.2 C9780 PERFORMED DOC ID# 1886902. PASSENGER SEAT
PRESENCE LIGHT WAS ON AT A TIME
PERFORMED DOC ID# 1886902 AND CLEARED ALL CODES PLUS
REZERO THE PASSENGER SEAT PRESENCE SYSTEM

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 02PNZ GENERAL TRIM HOURS: 0.20 TECH(S):93710 WARRANTY
C/S DRIVER SIDE VISOR FLAP DAMAGED
93710 .2 C9731 DRIVER VISOR IS COMING APART
REPLACED DRIVER VISOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15803234	SS-MIRROR 10.195		
TOTAL - PARTS					0.00

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
J# 4 02PNZ01 GENERAL TRIM HOURS: 0.30 TECH(S):93710 WARRANTY
C/S SEATBELT INDICATOR DISPLAY MISSING FROM CENTER CONSOLE
93710 .3 C8860 PASSENGER PRESENCE INDECAOTOR WENT IN THE
CONSOLE
R&R TO GAIN ACCESS TO GET INDICATOR AND INSTALLED IT BACK
ON VEHICLE

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

COPY

Ernie GUZMAN

CUSTOMER NO 51639	ADVISOR ROBERT MENDOZA	TAG NO. 2105 3932	INVOICE DATE 10/01/07	INVOICE NO. PNCS307212
[REDACTED] HOUSTON, TX	LABOR RATE	LICENSE NO.	MILEAGE 35,673	COLOR /
	YEAR / MAKE / MODEL 06/PONTIAC/G6/4 DOOR SEDAN			DELIVERY DATE 02/04/06
	VEHICLE I.D. NO. 1 G 2 Z F 5 5 B 4 6 4			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
BUSINESS PHONE		P.O. NO.		PRODUCTION DATE
RE		COMMENTS		R.O. DATE 10/01/07

[EXT WARR CO] MECH PRO PLAN [EXT WARR DEDUCT] \$100.00

JOB# 1 CHARGES

LABOR
J# 1 04PNZ STEERING/SUSPENSION HOURS: 1.10 TECH(S):99785
C/S STEERING WHEEL AT TIMES GETS HARD TO TURN WHEN MAKING
A TURN
E7631 1.1 99785 LOSS OF ASSIST
REPLACED EPS MOTOR CONTROL ASSM. TO CORRECT LACK OF ASSIST.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	25805894	MOTOR 6.605	
TOTAL - PARTS				

WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 10PNZMULTI MULTI-POINT INSPECT. HOURS: 0.00 TECH(S):99785
PERFORM MULTI-POINT VEHICLE INSPECTION
PERFORMED N/C 99785
PERFORM MULTI-POINT VEHICLE INSPECTION, INCLUDES:
INSPECT ALL LIGHT OPERATIONS NO CHARGE
CHECK EMERGENCY BRAKE ADJUSTMENT NO CHARGE
INSPECT AIR FILTER NO CHARGE
EXAMINE BATTERY CABLES, CONNECTIONS NO CHARGE
EXAMINE AND TOP OFF FLUID LEVELS NO CHARGE
INSPECT FRONT BRAKE PADS FOR WEAR NO CHARGE
INSPECT STEERING AND SUSPENSION COMPONENTS NO CHARGE
CHECK EXHAUST FOR LEAKS NO CHARGE
INSPECT TIRES FOR WEAR, ADJUST PRESSURES NO CHARGE
INSPECT TRANSMISSION FOR LEAKS NO CHARGE
CHECK CLIMATE CONTROL SYSTEMS NO CHARGE
EXAMINE BRAKE/COOLANT HOSES AND LINES NO CHARGE
INSPECT FOR OIL LEAKS NO CHARGE
INSPECT DRIVE BELTS FOR WEAR NO CHARGE

0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

 COPY

Ernie

GUZMAN

CUSTOMER NO. 51639	ADVISOR ROBERT MENDOZA	TAG NO. 2105 3967	INVOICE DATE 10/05/07	INVOICE NO. PNC3307505
HOUSTON, TX	LABOR RATE	LICENSE NO.	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 06/PONTIAC/G6/4 DOOR SEDAN	MILEAGE 35,794	DELIVERY DATE 02/04/06	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z F 5 5 B 4 6 4	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/05/07	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

[EXT WARR CO] MECH PRO PLAN [EXT WARR DEDUCT] \$100.00

JOB# 1 CHARGES

LABOR
J# 1 04PNZ STEERING/SUSPENSION HOURS: TECH(S):99785 0.00
C/S PWR STEERING QUIT WORKING WHILE TRYING TO MAKE A
TURN ONTO STREET. HAD TO SUT OFF CAR & TURN BACK ON.
99785 N/C
CONFIGURATION ERROR CODE PRESANT CALIBRATION LOST,CLEARED
CODE AND RECALIBRATED EPS SYSTEM.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 10PNZMULTI MULTI-POINT INSPECT. HOURS: 0.00 TECH(S):99785 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION
PERFORMED N/C 99785
PERFORM MULTI-POINT VEHICLE INSPECTION,INCLUDES:
INSPECT ALL LIGHT OPERATIONS NO CHARGE
CHECK EMERGENCY BRAKE ADJUSTMENT NO CHARGE
INSPECT AIR FILTER NO CHARGE
EXAMINE BATTERY CABLES,CONNECTIONS NO CHARGE
EXAMINE AND TOP OFF FLUID LEVELS NO CHARGE
INSPECT FRONT BRAKE PADS FOR WEAR NO CHARGE
INSPECT STEERING AND SUSPENSION COMPONENTS NO CHARGE
CHECK EXHAUST FOR LEAKS NO CHARGE
INSPECT TIRES FOR WEAR,ADJUST PRESSURES NO CHARGE
INSPECT TRANSMISSION FOR LEAKS NO CHARGE
CHECK CLIMATE CONTROL SYSTEMS NO CHARGE
EXAMINE BRAKE/COOLANT HOSES AND LINES NO CHARGE
INSPECT FOR OIL LEAKS NO CHARGE
INSPECT DRIVE BELTS FOR WEAR NO CHARGE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

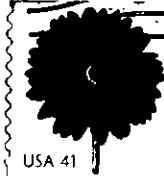
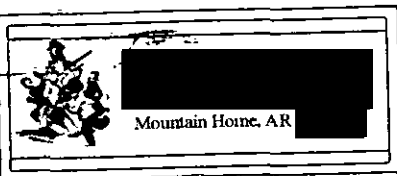
COMMENTS

WAITER

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Seller neither assumes nor authorizes any other person to assume for Seller any liability in connection with the sale of said products.

COPY



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

MAR 7 2008

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

482325170 0050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted:

~~8/28/07~~ ~~(9/11/07)~~ ~~9/11/07~~ ~~9/11/07~~ 3/03/08

17-Digit Vehicle Identification Number (VIN): 1G1ZT64865F

Mileage at Time of Repair:

37,428

Date of Repair:

~~8/28/07~~ 8/28/07 9/11/07

Claimant Name (please print):

Street Address or PO Box Number:

P.O. 305

City:

MOUNTAIN HOME

State:

AR

ZIP Code:

Daytime Telephone Number (include Area Code)

Evening Telephone Number (include Area Code):

SAME AS ABOVE

Amount of Reimbursement Requested: \$

~~333.56~~ 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
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).



1413 HWY 62 E
MOUNTAIN HOME, AR 72653

Kent Chevrolet

Cadillac

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

8 AM
MONDAY

COPY

CELL [REDACTED]

CUSTOMER NO. 19525	ADVISOR JANIE	351	TAG NO. 786	INVOICE DATE 08/28/07	INVOICE NO. CVCS107081
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 39,092	COLOR SPORT RED/	STOCK NO. 830290
MT HOME, AR [REDACTED]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DR	DELIVERY DATE 06/14/07		DELIVERY MILES 37,428	
VEHICLE I.D. NO. 1G1ZT64865F		SELLING DEALER NO.		PRODUCTION DATE	
F.T.E. NO.		P.O. NO.		R.O. DATE 08/28/07	
BUSINESS PHONE		COMMENTS		MO: 39092	

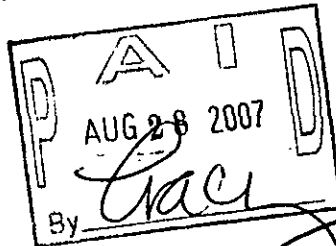
TOTALS

* [] CASH [X] CHECK CK NO. 1003 *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 51.10
TOTAL PARTS.... 10.86
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 4.34
TOTAL MISC DISC 0.00
TOTAL TAX..... 5.31

TOTAL INVOICE \$ 71.61

THANK YOU FOR YOUR BUSINESS!!



Kent Chevrolet

Cadillac

1413 HWY 62 E
MOUNTAIN HOME, AR 72653

Kent Chevrolet

Cadillac

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

COPY

CELL: [REDACTED]

CUSTOMER NO. 19525	ADVISOR JANIE	351	TAG NO. 786	INVOICE DATE 08/28/07	INVOICE NO. CVCS107081
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 39,092	COLOR SPORT RED/	STOCK NO. 830290
MT HOME, AR [REDACTED]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DR	VEHICLE I.D. NO. 1G1ZT64865F		DELIVERY DATE 06/14/07	DELIVERY MILES 37,428
	F.T.E. NO.	P.O. NO.	P.O. DATE 08/28/07	SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE	COMMENTS				MO: 39092

JOB# 1 CHARGES

LABOR
J# 1 45CVZ STEERING/SUSPENSION TECH(S): 57 51.10
CUST. STATES CLICKING NOISE TURNING LEFT OR RIGHT
MOSTLY ON SLOW TURNING. CHECK AND ADVISE
VERIFIED 2 DIFFERENT CLUNK NOISES. ONE WHEN TURNING AND
ANOTHER OVER BUMPS. BOTH SEEMS TO BE FROM STEERING SHAFT
AREA
LUBED AND REPOSITION STEERING SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	12346241	LUBRICANT 8.800	10.86
TOTAL - PARTS				10.86
LABOR				51.10
TOTAL - LAB				61.96

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 61.96

JOB# 2 CHARGES

LABOR
J# 2 00CVZWA WALK AROUND TECH(S): 348 0.00
WALKED AROUND VEHICLE FOR PREWRITE-UP INSPECTION
PRE-INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SHOP SUPPLIES/EPA	
TOTAL - MISC			4.34

COMMENTS
JANIE

61.96
4.34

Kent
Chevrolet
Cadillac

1413 HWY 62 E
MOUNTAIN HOME, AR 72653

Kent Chevrolet

Cadillac

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

COPY

CELL: [REDACTED]

CUSTOMER NO. 19525	ADVISOR JANIE	351	TAG NO. 338	INVOICE DATE 11/05/07	INVOICE NO. CVCS109391
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 43,166	COLOR SPORT RED/	STOCK NO. 830290
MT HOME, AR	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DR			DELIVERY DATE 06/14/07	DELIVERY MILES 37,428
	VEHICLE ID NO. 1G1ZT64865F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 11/05/07
	BUSINESS PHONE	COMMENTS			
		MO: 43166			

JOB# 3 TOTALS

LABOR 49.95

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 49.95

COMMENTS
INTERNAL LUBE KIT TO SHOP POLICY (INSTALLED 08-28-07)

FIRST EXTENDED WARRANTY
FIRST EXTENDED TO PAY TOTAL OF \$328.35
AUTH # 071101365, PER JAMES
CUST. HAS \$100.00 DEDUCTIBLE

[] CASH [] CHECK CK NO. [112] *
[] VISA [] MASTERCARD [] DISCOVER *
[] AMER XPRESS [] OTHER [] CHARGE *

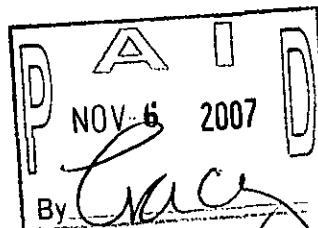
TOTAL LABOR.... 205.95
TOTAL PARTS.... 272.35
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG.... 0.00
TOTAL MISC DISC.... 354.62
TOTAL TAX..... 38.27

TOTAL INVOICE \$ 161.95

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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



Kent Chevrolet
Cadillac

1413 HWY 62 E
MOUNTAIN HOME, AR 72653

Kent Chevrolet

Cadillac

870-425-6262
800-301-0321 Fax 870-425-3436

CELL: [REDACTED]

CUSTOMER NO. 19525	ADVISOR JANIE	351	TAG NO. 338	INVOICE DATE 11/05/07	INVOICE NO. CVCS109391
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 43,166	COLOR SPORT RED/	STOCK NO. 830290
MT HOME, AR	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DR			DELIVERY DATE 06/14/07	DELIVERY MILES 37,428
	VEHICLE I.D. NO. 1G1ZT64865F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 11/05/07	
BUSINESS PHONE	COMMENTS				MO: 43166

JOB# 1 CHARGES

LABOR
J# 1 45CVZ STEERING/SUSPENSION TECH(S): 52 156.00

CUST. STATES KNOCKING NOISE IN FRONT END.
SEE HISTORY. CHECK AND ADVISE
VEHICLE EXHIBITS EXCESSIVE CLUNK FROM STEERING GEAR
TEST DROVE AND VERIFIED CUSTOMER CONCERN. LUBRICATED
STEERING SHAFT AND NOISE PERSISTED (1ST STEP IN DIAG.)
INSTALLED CHASSIS EAR ON RACK AND PINION AND TEST DROVE
CLUNK NOISE EMITTING FROM STEERING GEAR.
SUSPECT EXCESSIVE PLAY (GEAR LASH) INTERNALLY IN
STEERING GEAR.
REPLACED STEERING GEAR AND SET FRONT TOE.
TEST DROVE. NO NOISE PRESENT AT THIS TIME
PINCH BOLT POSITION GOOD

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15858368	GEAR 6.508	372.35	372.35
	1	15858368	CORE RETURN	100.00	-100.00
	1	26098237	LUBE KIT 8.800		
TOTAL - PARTS					272.35

MISC	CODE	DESCRIPTION	CONTROL NO	
	EX	EXTENDED WARR (ENTER CONTROL #)	19525	-328.35
	TXC	TAX CREDIT		-26.27
TOTAL - MISC				-354.62

JOB# 1 TOTALS

LABOR 156.00
PARTS 272.35
MISC -354.62

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 73.73

JOB# 2 CHARGES

LABOR
J# 2 00CVZWA WALK AROUND TECH(S): 348 0.00
WALKED AROUND VEHICLE FOR PREWRITE-UP INSPECTION
PRE-INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 00CVZALE FT. WHEEL ALIGNMENT TECH(S): 52 149.95

SET TOE WITH JOB 1
MAINTENANCE
CHECKED SUSPENSION PARTS, AND ADJUST FRONT END CAMBER,
CASTER, AND TOE-IN TO FACTORY SPECIFICATIONS.

Kent Chevrolet

Cadillac



FIRST NATIONAL BANKING COMPANY
www.fnbc.us (870) 994-2311

02/27/08

Account: 00230318

Name:

Address:

MOUNTAIN HOME, AR

The image shown below represents an official copy of the original document as processed by our institution

[REDACTED]		1127
MOUNTAIN HOME, AR		81-888/820
PAY TO THE ORDER OF <i>Leah Chenault</i>		11/26/07 DATE
<i>One hundred sixty one dollars and 25 cents</i>		\$ 161.25
FOR <i>19525</i>		

1127 11/08/07 80221520 161.95

2/27/2008

112713 110707 0029010334

FOR DEPOSIT ONLY
KENT CHEVROLET, OLDS, CAD.
ACCT. NO. 00000000



FIRST NATIONAL BANKING COMPANY
www.fnbc.us (870) 994-2311

9/17 28.38
11/06 161.95
\$190.33

02/27/08

Account: 00230318

Name:

Address:

MOUNTAIN HOME, AR

The image shown below represents an official copy of the original document as processed by our institution

[REDACTED]		1033
MOUNTAIN HOME, AR		01-400/029
EMPLOYEE'S SIGNATURE	PAY TO THE ORDER OF	9/17/07 DATE
	<i>Kent Cherry</i>	\$28.38
	<i>Twenty Eight Dollars</i>	no cents
	<i>no cents</i>	
FIRST NATIONAL BANKING COMPANY www.fnbc.us		
FOR #19525		
[REDACTED]		

1033 09/20/07 80270430 28.38

2/27/2008

FOR DEPOSIT ONLY
KENT CHEYENOTE, PUBLIC ACB.
ACCT. NO. 0000044

Δ 5

[illegible][illegible]

March 16, 2011

[REDACTED]
Mountain Home, AR [REDACTED]

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

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu 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

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

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

DEAL NO: 51424

Date: 12/09/06 Salesperson: LESLIE DARRON

Consumer Information

Vehicle Information

Consumer
Street Address
ROGERSVILLE TN
City State Zip
Home Ph. Work Ph.

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 titling 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.

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 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 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 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 a binding and legal contract. 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.

P
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8303F 2006 CHEVROLET MALIBU
Stock # Year Make Model
1G1ZT61846F VIN
GRAY 22081
Color Mileage
1993 HONDA ACCORD
2003 CHEVROLET CAVALIER
Year Make Model
1G1JC12F037 / JHMCB7650PC VIN
BEIGE
YELLOW
Color Mileage
9055.41 AMERICREDIT
Bal. Good 'til Lien Holder

VEHICLE PRICE	17500.00
GROSS TRADE-IN	11500.00
TRADE DIFFERENCE =	6000.00
BALANCE OWED ON TRADE-IN =	9055.41
TAXES AND FEES:	
STATE SALES TAX	465.25
LOCAL OPTION TAX	44.00
GROSS RECEIPTS TAX	44.00
PROCESSING FEE	349.50
LICENSE AND REG.	23.50
TOTAL TAXES AND FEES =	926.25
OTHER PRODUCTS AND SERVICES:	
EXTENDED SERVICE AGREEMENT	NONE
EQUITY PROTECTION-GAP	400.00
THEFT GUARD-ETCH	NONE
TIRE ROAD HAZARD PROTECTION	NONE
VIP SERVICE PACKAGE	NONE
PAYMENT PROTECTION PREMIUM	NONE
OTHER	NONE
OTHER	NONE
TOTAL OTHER PRODUCTS/SERVICES =	400.00
RECEIPTS ON VEHICLE:	
DOWNPAYMENT CASH CHECK#	NONE
DEPOSIT CASH CHECK #	NONE
FACTORY REBATES/INCENTIVES	NONE
TOTAL RECEIPTS ON VEHICLE	

M/TNT

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
<div style="background-color: black; width: 100px; height: 40px; margin-bottom: 5px;"></div> ROGERSVILLE TN CO: GREENE	LAWSON CHEVROLET, INC. 3365 E ANDREW JOHNSON HWY. GREENEVILLE TN 37745

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
USED	2006	CHEVROLET MALIBU	1G1ZT61846F 	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
13.75 %	\$ 7764.26	\$ 16381.66	\$ 24145.92	\$ 2444.59 is \$ 26590.51

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	335.36	Monthly beginning 01/09/2007

Or As Follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 1.00 or 5 % of the part of the payment that is late, whichever is greater.

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

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

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

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit 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 companies will describe the terms and conditions.

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

Insurance Company Name N/A

N/A

Home Office Address N/A

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.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ 553.25 sales tax) \$ 18053.25 (1)

2 Total Downpayment =
Trade-in **2003 CHEVROLET CAVALIER / 1993 HONDA ACCORD**

(Year)	(Make)	(Model)
Gross Trade-In Allowance	\$	11500.00
Less Pay Off Made By Seller	\$	9055.41
Equals Net Trade In	\$	2444.59
+ Cash	\$	N/A
+ Other	\$	N/A

(If total downpayment is negative, enter "0" and see 4H below) \$ 2444.59 (2)

3 Unpaid Balance of Cash Price (1 minus 2) \$ 15608.66 (3)

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	\$	23.50
	LIC/TEMP	\$	N/A
G	Government Certificate of Title Fees	\$	N/A
H	Other Charges (Seller must identify who is paid and describe purpose)		
	to N/A for Prior Credit or Lease Balance	\$	N/A
	to N/A for N/A	\$	N/A
	to LAWSON CHE for DOC FEE	\$	349.50
	to N/A for N/A	\$	N/A
	to N/A for N/A	\$	N/A
	to N/A for N/A	\$	N/A
	Total Other Charges and Amounts Paid to Others on Your Behalf	\$	773.00 (4)
5	Amount Financed (3 + 4)	\$	16381.66 (5)

I want the insurance checked above.

X [redacted] Date [redacted]

Buyer Signature [redacted]

X [redacted] Date [redacted]

Co-Buyer Signature [redacted]

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 [redacted]

Buyer Signature [redacted]

X [redacted]

Co-Buyer Signature [redacted]

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): 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 \$ [redacted] and is also shown in Item 4B of the ITEMIZATION OF AMOUNT FINANCED. The coverage is for the initial term of the contract.

Returned Check Charge: You agree to pay a charge of \$ 30.00 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, Year [redacted]. SELLERS INITIALS [redacted]

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X [redacted] -Buyer Signs X [redacted]

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

See back for other important agreements.

NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect your legal rights.

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

Buyer Signs X [redacted] Date 2/09/06 Co-Buyer Signs [redacted] Date 2/09/06

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but

* COUNTY FEE *

LICENSE NO.

VALIDATION NO.

DATE OF ISSUE

WHEN VALIDATED
REGISTRATION EXPIRES

855248280

Invoice:

10/29/2007

10/31/2008

CLASS CODE 1000	BASE YEAR 2006	COLOR F	COMPANY VEHICLE NO.	PREVIOUS LICENSE NO.	REGISTERED WT/SEATS 0	REG. WT/SEATS CHANGE	RENEWAL FEE 24.00	COUNTY FEE 27.00
VIN 1G1ZT61846F			TITLE NO.		MAKE CHEV	YEAR 2006	BODY 4D	MODEL XLT
ZONE		COUNTY STICKER NO. 825714	ADDRESS TYPE:		DONOR TOTAL .00			
PRIMARY DRIVER'S LIC. NO.		TO ORDER BY MAIL SEND ADDITIONAL \$1.00						

Port:
Drawer:
Cash:
Check:
Check#:
Credit:
Change:

WK05
5
61.00
.00
.00
10.00



TENNESSEE
DEPARTMENT
OF REVENUE

ROGERSVILLE TN

INDICATE CHANGE OF ADDRESS BELOW:

STREET OR RFD BOX NO.		IS THIS THE SAME ADDRESS AS THE VEHICLE OWNER'S DRIVER LICENSE ADDRESS? YES <input type="checkbox"/> NO <input type="checkbox"/>	
CITY		FOR PRIVATE PASSENGER VEHICLE OWNERS ONLY I CERTIFY THAT I AM A RESIDENT OF HAWKINS COUNTY	REGISTRANT SIGN HERE
STATE	ZIP CODE	COUNTY CLERK A CARROLL JENKINS	ACCT. NO. 37

37 HAWKINS

SF-1164

855248280



1
TENNESSEE DEPARTMENT OF REVENUE
TITLE AND REGISTRATION DIVISION
MULTI-PURPOSE APPLICATION

NEW OR CURRENT TITLE NUMBER				TRANSACTION CODE N02		REGISTRATION ONLY NUMBER																			
OWNER INFORMATION *LEGAL STATUS: 1 (AND) 2 (OR) <input checked="" type="checkbox"/> 2 ENTER NAME CODE IN BOX 1 (SAME) 2 (DIFFERENT) 3 (MULTIPLE LAST NAMES) 4 (COMPANY) 5 (OVER 25 CHARACTERS) <input type="checkbox"/> 1 MAO <input checked="" type="checkbox"/> N ILU <input checked="" type="checkbox"/> N																									
LAST NAME			FIRST NAME			MIDDLE INITIAL			OR			LAST NAME			FIRST NAME			MIDDLE INITIAL							
ADDRESS 1 (MAILING)										ADDRESS 2 (PHYSICAL)										CITY		STATE		ZIP CODE	
CITY										STATE		ZIP CODE		ADDITIONAL OWNER											
ROGERSVILLE										TN															
CITY OF RESIDENCE/PRINCIPAL BUS OR INCORP LOCATION				PURCHASE DATE				*LEASED <input checked="" type="checkbox"/> 0 *SERVICE OPTIONS <input type="checkbox"/>				TELEPHONE #				*PLACARD/HEARING IMPAIRED CLS/YR				*INSURANCE POLICY #					
GREENE 030				12/09/2006				SEE REVERSE SIDE FOR INSTRUCTIONS																	
VEHICLE INFORMATION																									
VIN				MAKE		MODEL		YEAR		BODY		TITLE BRAND - list the appropriate code (N) NEW (1) RECONSTRUCTED VEHICLE (U) USED (2) FLOOD DAMAGE (D) DEMO (3) SPECIALLY CONSTRUCTED (8) PARTS ONLY				CODE		TYPE OF FUEL - list the appropriate code GAS (1) ELECTRIC/HYBRID (3) DIESEL (2) PROPANE (4)				CODE			
1G1ZT61846F				CHEV		XLT		2006		4D						U						1			
SURRENDERED TITLE #				STATE		PREVIOUS STATES TITLED		VEHICLE USE		VEHICLE TYPE		CURRENT MILEAGE		ODOMETER ACTUAL (9) NOT ACTUAL (8) INDICATOR OVER 10 YRS / 16,000 LBS (1) (List one) IN EXCESS OF MECHANICAL LIMITS (9)				CODE							
				FL				P		A		22081						0							
COLOR CODE (enter appropriate code)* UPPER LOWER				MOBILE HOME LGTH -- WIDTH				# AXLES		GROSS VEHICLE WEIGHT		*VEHICLE TRADE-IN DESCRIPTION				COMPANY VEHICLE #									
F												CHEV03													
PLATE INFORMATION *required for Title and Registration and Registration Only Transactions SEE REVERSE SIDE FOR COMPLETE INSTRUCTIONS																									
PLATE # (1)		CLASSCODE/ISSUE YR (1)(3)		VALIDATION # (1)		COUNTY STICKER # (1)		CITY STICKER # (1)(2)		*PLATE # (TRADE IN) (2)		CLASS CODE/ISSUE YR (2)		EXPIRATION DATE (1)(2)(3)											
186GPY		1000/2006												10/31/2007											
TDS STICKER # (4)		TEMP OPERATOR PERMIT # (3)		# OF SEATS (5)		ZONE (COUNTY NAME) (6)		USDOT / REGISTRANT # (7)		MOTOR CARRIER # (8)															
LIEN INFORMATION (if applicable)																									
LIEN CODE		FIRST LIENHOLDER								LIEN DATE															
		NUVELL CREDIT CO LLC								12/09/2006															
STREET				CITY				STATE		ZIP CODE															
PO BOX 242510				LITTLE ROCK				AR		72223															
LIEN CODE		SECOND LIENHOLDER								LIEN DATE															
STREET				CITY				STATE		ZIP CODE															
LESSEE / REGISTRANT INFORMATION (OWNER OF PLATE)																									
LEGAL STATUS <input type="checkbox"/>					NAME CODE <input type="checkbox"/>					MAO <input type="checkbox"/> ILU <input type="checkbox"/>															
NAME					NAME																				
ADDRESS					CITY					STATE					ZIP CODE										
VEHICLE COST / TAX INFORMATION *required for Title & Registration Transactions																									
SALE PRICE		TRADE IN ALLOWANCE				TAXABLE AMOUNT				SALESTAX PAID		*TAX EXEMPTION REASON / SALES TAX #													
										553.25															
DEALER NAME				DEALER ADDRESS				DEALER #																	
*Required for Duplicate Title - T.C.A. 55-2-115 (submit legible or altered Certificate of Title)																									
<input type="checkbox"/> LOST		<input type="checkbox"/> STOLEN		<input type="checkbox"/> MUTILATED		<input type="checkbox"/> RTN'D DUE TO NON DELIVERY		<input type="checkbox"/> ALTERED		<input type="checkbox"/> ILLEGIBLE															
Under penalties of perjury, I hereby certify all information provided is true and correct to the best of my knowledge, and acknowledge that it is not the responsibility of the Motor Vehicle Division or its assignees to determine the accuracy of the information provided by me or on my behalf.																									
SIGNATURE OF CERTIFIER/OWNER				POWER OF ATTORNEY/AUTHORIZED SIGNATURE (IF APPLICABLE)						DATE															
										12/21/2006															
INVOICE NUMBER		COUNTY NAME		CO NUMBER		DATE OF APPLICATION		BY AUTHORITY OF REGISTRAR OF MOTOR VEHICLES (COUNTY CLERK)																	
6355 @		GREENE		30		12/21/2006		DAVID THOMPSON TS																	
OFFICE USE ONLY										(total fees collected indicated certifies this form as a valid registration)															
REGISTRATION FEE		CREDIT		LEASE FEE		TRANS FEE		CLERK FEE		ISSUANCE FEE		TITLE FEE		TOTAL TAX COLLECTED											
						1.00				8.00		5.00		.00											
COMPUTATION OF		SALES OR USE TAX		SA TAX		LOCAL TAX		ADDITIONAL TAX		COLLECTED IN STATE OF		COUNTY WHEEL TAX		CITY WHEEL TAX											
<input type="checkbox"/> SALES TAX <input type="checkbox"/> USE TAX																									
*SERVICE OPT FEE		ORGAN DONOR		POSTAGE		VER		ID / RESIDENCY VERIFICATION		*TOTAL FEES COLLECTED															
										14.00															
Port: 06/1000 Cash: 0.00 Check: 14.00 Check#: 72263 Credit: 0.00 Auth#: Change: 0.00										RDA-692															

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

Customer: [REDACTED]	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 (from Bill of Sale, before tax, tag, title, etc.)	17500.00
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 (from Bill of Sale)	11500.00
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

Trade Allowance (from Bill of Sale)	
Payoff on Trade (from Bill of Sale)	- 9055.41
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	=

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	17500.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 0.00
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.

Privileged and Confidential Information**CASE ASSESSMENT**

By: Brittany DeLamar State: TN

Customer Name: [REDACTED]

Service Request: 71-
61028867

BBB Case No.: CHV0835522

Vehicle ID No.:
1G1ZT61846F [REDACTED]In Service
Date:
10/27/05

Vehicle is: USED

BAC Code:
112243Year, Make & Model: 2006 Chevrolet Malibu Maxx
Mileage at Time of BBB Filing 34065Vehicle 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}

Phone/Cell Number: {Number - Cell Number
Preferred}

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.

☒ **Power Steering**

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

☐ **WINDNOISE**

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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Verified with customer if the vehicle has ever been involved in an accident Y N
If yes are the RO's attached Y N

☐ Other

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: 0

Total days out of service during the presumption period: 0

Total 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 AT THIS 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 applicable): \${Amount}	

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

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

03/11/2008

SUMMARY HISTORY DISPLAY

3100

08:06:40

PAGE 1

CUSTOMER NAME

SERIAL NO. 1G1ZT61846F

TOTAL R/O'S 6

TOTAL SERV. DAYS 22

MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION	CODE.	DESCRIPTION.....
1	152415	01/15/2008	33746	A		5			
				T	527	1	W 19CVZ		STEERING
				T	527	2	W 23CVZ		DIAGNOSIS
				T	527	3	W 47CVZ		RENT CAR
2	150238	10/24/2007	31403	A		881			
				T	527	1	W 19CVZ		STEERING
				T	527	2	W 23CVZ		DIAGNOSIS
3	149750	10/09/2007	30883	A		881			
				T	527	1	W 19CVZ		STEERING
				T	527	2	I 21CVZ		BRAKES
4	143244	03/07/2007	24294	A		531			
				T	527	1	C 03CVZ		SERVICE AND LUB
				T	527	2	W 16CVZ		FRONT SUPENSION
				T	527	3	W 08CVZ		GLASS AND PARTS
				T	527	4	W 09CVZ		WEATHERSTRIP
5	140060	11/14/2006	21894	A		568			
				T	41	1	I 61CVZ		BODY WORK
6	139980	11/11/2006	21888	A		5			
				T	15	1	I 03CVZ		SERVICE AND LUB
				T	15	2	I 02CVZ		USED INSPECTION
				T	15	3	I 16CVZ4WAL		4 WHEEL ALIGNMEN
				T	880	4	I 55CVZ		CLEAN UP

Brittany
806 790-5700
ext 41114

Tennessee
The Volunteer State

DRIVER LICENSE

Expires: 03-13-2012
Issued: 03-15-2007

Class: D
Endorsements: NONE
Restrictions:
Sex: F Ht: 5'08" Eyes: BL
SSN: ON FILE

Birthdate: [REDACTED]

ROGERSVILLE, TN [REDACTED]

DL

03-13-1986



3365 E. Andrew Johnson Hwy.
Greeneville, TN 37745
Phone: 423-798-1000



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

WEBSITE: lawsonautos.com

E-mail: lennie@lawsonautos.com

CUSTOMER NO. 115950	ADVISOR JAMES MICHAEL MOOD	TAG NO. \$	INVOICE DATE 02/22/08	INVOICE NO. CVCS15335
ROGERSVILLE, TN	LABOR RATE 75.00	LICENSE NO.	MILEAGE 34,385	COLOR GRAY/
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4 DOOR COUPE		DELIVERY DATE 12/09/06	DELIVERY MILES 22,081
	VEHICLE I.D. NO. 1 G 1 Z T 6 1 8 4 6 F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/20/08	
	COMMENTS			

#1 19CVZZ	STEERING	HOURS	TECH(S)	WARRANTY
CUSTOMER STATES WHEN COLD HAS NO POWER ASSIST. JERKS ON SLOW TURNS				
CHECK SYSTEM, SCAN SYSTEM FOR DATA CODES. CHECK TORQUE STEERING SYSTEM				
RECLAIBRATE STEERING TORQUE SENSORS				
JOB # 1 TOTAL LABOR & PARTS			0.00	
#2 47CVZ	RENT CAR	HOURS	TECH(S)	WARRANTY
ALTERNATE TRANSPORTATION ENTERPRISE				
ALTERNATE TRANSPORTATION				
ALTERNATE TRANSPORTATION				
JOB # 2 TOTAL LABOR & PARTS			0.00	
COMMENTS--				
CALL				
TOTALS--				
* CASH	CHECK#	*		
* CHARGE	CR/CARD	*		
TOTAL LABOR			0.00	
TOTAL PARTS			0.00	
TOTAL SUBLET			0.00	
TOTAL G.O.G.			0.00	
TOTAL MISC CHG.			0.00	
TOTAL MISC DISC			0.00	
TOTAL TAX.			0.00	
TOTAL INVOICE \$			0.00	

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made, by the manufacturer. The Selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the Selling Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service.
Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

SEE REVERSE SIDE FOR IMPORTANT WARRANTY INFORMATION

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

SERVICE DEPARTMENT HOURS:
7:30 AM TO 5:30 PM
MONDAY THROUGH FRIDAY
SATURDAY
8:00 AM TO 12:00 PM

BODY SHOP HOURS:
8:00 AM TO 5:00 PM
MONDAY THROUGH FRIDAY

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 04:42pm



3365 E. Andrew Johnson Hwy.
Greeneville, TN 37745
Phone: 423-798-1000



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

WEBSITE: lawsonautos.com

E-mail: lennie@lawsonautos.com

CUSTOMER NO. 115950	ADVISOR JAMES MICHAEL MOOD	TAG NO. 5	INVOICE DATE 02/22/08	INVOICE NO. CVCS153356
ROGERSVILLE, TN	LABOR RATE 75.00	LICENSE NO.	COLOR GRAY/	STOCK NO.
	MILEAGE 34,385		DELIVERY DATE 12/09/06	DELIVERY MILES 22 081
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4 DOOR COUPE		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO. 1 G 1 Z T 6 1 8 4 6 F		R. O. DATE 02/20/08	
F. T. E. NO.		P. O. NO.		
COMMENTS				

LABOR & PARTS

J# 119CVZZ STEERING HOURS: 2.00 TECH(S): 527 WARRANTY
CUSTOMER STATES WHEN COLD HAS NO POWER ASSIST. JERKS ON SLOW
TURNS
CHECK SYSTEM, SCAN SYSTEM FOR DATA CODES. CHECK TORQUE
STEERING SYSTEM
REPLAE STEERING COLUMN AND RECALIBRATE SYSTEM

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

J# 217CVZZ RENT CAR HOURS: 0.00 TECH(S): 527 WARRANTY
ALTERNATE TRANSPORTATION
ENTERPRISE
ALTERNATE TRANSPORTATION
ALTERNATE TRANSPORTATION

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

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 2	22786	123805		03/05/08	RENTAL	
					TOTAL - SUBLET	0.00

COMMENTS
CALL

TOTALS

* CASH	CHECK#	*	TOTAL LABOR....	0.00
* CHARGE	CR/CARD	*	TOTAL PARTS....	0.00
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

YOUR BUSINESS IS APPRECIATED! LET US KNOW HOW WE CAN SERVE
YOU BETTER.
ALL REPAIRS USING GENUINE GM PARTS GUARANTEED 12 MONTHS OR
12 THOUSAND MILES WHICHEVER COMES FIRST
ALL REPAIRS USING GENUINE MAZDA PARTS GUARANTEED 12 MONTHS
OR 12 THOUSAND MILES WHICHEVER COMES FIRST

CUSTOMER SIGNATURE

DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the Selling Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service.

Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

SEE REVERSE SIDE FOR IMPORTANT WARRANTY INFORMATION

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SERVICE DEPARTMENT HOURS:

7:30 AM TO 5:30 PM

MONDAY THROUGH FRIDAY

SATURDAY

8:00 AM TO 12:00 PM

BODY SHOP HOURS:

8:00 AM TO 5:00 PM

MONDAY THROUGH FRIDAY



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WEBSITE: lawsonautos.com

E-mail: lennie@lawsonautos.com

CUSTOMER NO.	115950	ADVISOR	CHRISTY STOUT	TAG NO.	881	INVOICE DATE	10/25/07	INVOICE NO.	CVCS150238
		LABOR RATE	68.00	LICENSE NO.		MILEAGE	31,403	COLOR	GRAY/
		YEAR / MAKE / MODEL	06/CHEVROLET/MALIBU/4 DOOR COUPE			DELIVERY DATE	12/09/06	STOCK NO.	8303F
		VEHICLE I.D. NO.	1 G 1 Z T 6 1 8 4 6 F			DELIVERY MILES	22,081	PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		SELLING DEALER NO.			
						R.O. DATE	10/24/07		
		COMMENTS							

LABOR & PARTS
#1 19CVZ STEERING HOURS: 1.40 TECH(S): 527 WARRANTY
CUSTOMER STATES POP IN STEERING ON TURNS
SPO HERE
FOUND STEERING COLUMN HAS EXCESSIVE PLAY CAUSING POP/CLUNK
REPLACED STEERING COLUMN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15926870	COLUMN 6 518		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

#2 23CVZ DIAGNOSTICS HOURS: 0.40 TECH(S): 527 WARRANTY
CUST STATES NOISE COMING FROM WINDSHIELD AREA
SPO COWL HERE
COWL FLAPPING AND BUZZING AT ROAD SPEEDS
REPLACED AIR INLET COWL ROAD TEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	22732646	SCREEN 12 800 C		
JOB # 2	5	20664092	RET-MLDG 1 276 A		
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

COMMENTS
DROP CALL 231 1341

TOTALS

* CASH	CHECK#	*	TOTAL LABOR	0.00
* CHARGE	CR/CARD	*	TOTAL PARTS	0.00
			TOTAL SUBLET	0.00
			TOTAL G.O.G.	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX	0.00

YOUR BUSINESS IS APPRECIATED! LET US KNOW HOW WE CAN SERVE YOU BETTER.
ALL REPAIRS USING GENUINE GM PARTS GUARANTEED 12 MONTHS OR 12 THOUSAND MILES WHICHEVER COMES FIRST
ALL REPAIRS USING GENUINE MAZDA PARTS GUARANTEED 12 MONTHS OR 12 THOUSAND MILES WHICHEVER COMES FIRST

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

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SEE REVERSE SIDE FOR IMPORTANT WARRANTY INFORMATION

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MONDAY THROUGH FRIDAY

SATURDAY

8:00 AM TO 12:00 PM

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8:00 AM TO 5:00 PM

MONDAY THROUGH FRIDAY



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WEBSITE: lawsonautos.com

E-mail: lennie@lawsonautos.com

CUSTOMER NO. 115950	ADVISOR JAMES MICHAEL MOOD	TAG NO. \$	INVOICE DATE 01/31/08	INVOICE NO. CVCS152415
ROGERSVILLE, TN	LABOR RATE 75.00	LICENSE NO.	MILEAGE 33,746	COLOR GRAY/
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/4 DOOR COUPE		DELIVERY DATE 12/09/06	STOCK NO. 8303F
	VEHICLE I.D. NO. 1 G 1 Z T 6 1 8 4 6 F		DELIVERY MILES 22,081	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/15/08	
COMMENTS				

LABOR & PARTS

J# 1 19CVZ STEERING HOURS: 1.40 TECH(S): 527
 CUSTOMER STATES STEERING GETS VERY HARD TO TURN AND POPS
 WHEN COLD
 CHECK NOISE STEERING GEAR NOISEY INTERNAL FAILURE
 REPLACE STEERING GEAR AND SET TOE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15858368	GEAR 6.508		
JOB # 1	1	15858368	CORE RETURN		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 23CVZ DIAGNOSIS HOURS: 0.70 TECH(S): 527
 CUSTOMER STATES WHEN COLD HARD TO START
 SCAN FOR DATA CODES. CHECK SOFTWARE FOR UPDATES
 INSTALL LATEST SOFTWARE UPDATE FOR PCM

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

J# 3 47CVZ RENT CAR HOURS: TECH(S): 527
 ALTERNATE TRANSPORTATION
 ENTERPRISE
 ALTERNATE TRANSPORTATION
 ALTERNATE TRANSPORTATION

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

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 3	22172	123320	01/18/08	RENTAL CAR	
TOTAL - SUBLET				0.00	

COMMENTS
LOANER

DISCLAIMER OF WARRANTIES

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 MONDAY THROUGH FRIDAY
 SATURDAY
 8:00 AM TO 12:00 PM

BODY SHOP HOURS:

8:00 AM TO 5:00 PM
 MONDAY THROUGH FRIDAY

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

March 16, 2011

[REDACTED]
[REDACTED]
Charlotte Court House, VA [REDACTED]

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

Dear [REDACTED]:

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

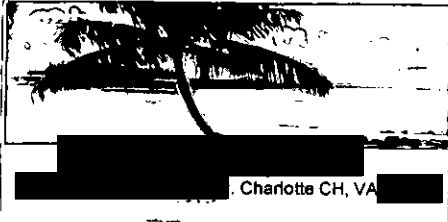
At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

We have reviewed your request for reimbursement on the 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,

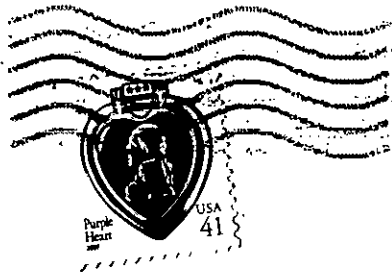
Chevrolet Customer Assistance Center



Charlotte CH, VA

LYNCHBURG VA 245

06 MAR 2008 PM 2 T



MAR 10 2008

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-20-0717-Digit Vehicle Identification Number (VIN): 1G1ZS52F75F [REDACTED]Mileage at Time of Repair: 49,816 Date of Repair: 12-19-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Charlotte CH State: VA ZIP Code: [REDACTED]

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

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

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: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





December 2007

[REDACTED]
Charlotte C H, VA [REDACTED]

Dear [REDACTED]

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

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

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

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

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

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

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



18669

1 5 5 9 5 6

HALEY OF FARMVILLE, INC.

1906 SOUTH MAIN STREET

FARMVILLE, VA 23901

(434) 392-8166

www.haleyauto.com

* INVOICE*

PAGE 1

CHARLOTTE COURT HOUSE, VA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 947 ADAM NEWCOMB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	05	CHEVROLET MALIBU	1G1ZS52F75F		49816/49816	T2961	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JUL05 IS			18:00 19DEC07			CASH	19DEC07

R.O. OPENED	READY	OPTIONS: STK:P6541 DLR:14303 1) GREAT SERVICE
		2) DELIVERY DETAIL

16:31 11DEC07 15:05 19DEC07

LINE	OPCODE	TECH	TYPE	HOURS
1	000000	0000	0000	0000
2	000000	0000	0000	0000
3	000000	0000	0000	0000
4	000000	0000	0000	0000
5	000000	0000	0000	0000
6	000000	0000	0000	0000
7	000000	0000	0000	0000
8	000000	0000	0000	0000
9	000000	0000	0000	0000
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65	000000	0000	0000	0000
66	000000	0000	0000	0000
67	000000	0000	0000	0000
68	000000	0000	0000	0000
69	000000	0000	0000	0000
70	000000	0000	0000	0000
71	000000	0000	0000	0000

A CUSTOMER STATES: NOISE IN FRONT END

CAUSE: CUST HAS 1ST EXTENDED

9. DIAG AND REPLACED STEERING SHAFT

795 RANDY WRIGHT LIC#: 795

WX 1.50

1 22687711 SHAFT KIT

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

800-527-3426-----CONTACT: FRANK-----AUTH # 0712 03481-----\$50.00

DEDUCT-----DUE FROM WTY \$221 .90

MAINTAINING & OR REPAIRING VEHICLES REQUIRES
THE NEED FOR HANDLING OF HAZARDOUS WASTES
ALSO THE USE OF VARYING PORTIONS OF FLUIDS IN
PERFORMING THOSE NEEDS. YOUR INVOICE REFLECTS
THIS IN THE MISC. CHARGES COLUMN.
THANK YOU FOR YOUR BUSINESS.

PAID

DEC 19 2007

BY: CL350k

CUSTOMER PAY DEDUCTIBLE FOR LINE A

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

Service Charge of 1 1/2% per month will be added to all accounts over 30 days old. This is an ANNUAL PERCENTAGE RATE OF 18%.

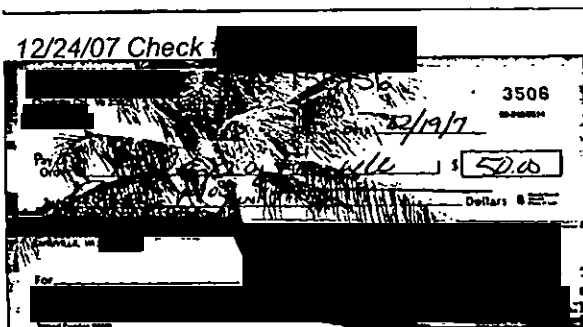
X

CUSTOMER SIGNATURE

	50.00
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	50.00
TOTAL CHARGES	50.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	50.00

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

CUSTOMER COPY



- This is the best copy of the check
that I could get. It is made
out to Haley's of Farmville.

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, print 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 lacava gm,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 01/26/08		Mileage at purchase/lease:	
First repair attempt date: 02/05/08		First repair attempt mileage: 35580	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> 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 IDENTIFICATION NUMBER

Lienholder/Leasing Company Phone Number

Account Number

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

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 _____

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 copies 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**



BBB AUTO LINE

March 14, 2008

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

Re:m01 PGM0835802: [REDACTED] 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



BBB AUTO LINE PROGRAM SUMMARY

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:

$$\begin{array}{lcl} \text{Use} & & \text{Vehicle purchase} \\ \text{Deduction/} & = & \text{price or gross} \\ \text{Payment} & = & \frac{\text{\# miles attributable to the customer}}{100,000} \times \text{capitalized cost} \\ & & \text{at the time of the arbitration hearing} \end{array}$$

- ♦ 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.

“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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be made in the period of 12 months or 12,000 miles, whichever occurs first, after the first repair attempt; or

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
----- X Purchase
120,000 Price

plus

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b) # miles vehicle traveled after
 date of first report of defect or
 condition leading to repurchase
 through date of the hearing
 ----- X Purchase 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;

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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	X	Actual price 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 ----- 120,000	X	Actual price paid by the lessor for the vehicle	X 50%

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;

- (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.

Privileged and Confidential Information

CASE ASSESSMENT

By: Lu'Andrea Dudley State: TX

Customer Name: [REDACTED]

Service Request: 71-
610995030

BBB Case No.:
PGM0835802

Vehicle ID No.:
1G2ZH558864 [REDACTED]

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)

Vehicle Purchased Used on: 1/26/08 at odometer
35580

Lien holder: GMAC ☐ Other ☐: {Name}

Sale Type: Purchase ☐ Lease ☐ Other ☐:
{Type}

DVM Name: Rose Crookston
Phone/Cell Number: 361-244-6033

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.

☐ {Symptom} _____

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

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

☐ Other

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

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

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

Vehicle Meets Presumption of Lemon Law YES or NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

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

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

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

March 16, 2011

[REDACTED]
Somerville, OH [REDACTED]

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

Dear [REDACTED]

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

Carlisle, OH

CINCINNATI OH 452

07 MAR 2008 PM 5 L

LET US DARE TO

THINK, SPEAK

John Adams, 1765

power of the



MAR 10 2008

Pontiac Customer Assistance Center
P.O. Box 33172

Detroit, MI

48232-5172

48232+5172



3-6-08

Dear 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 our first new car in December 2005.

We had visited many dealers before deciding on the stylish Pontiac G6.

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 but 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 switch. They replaced the radio, which might I add is

going to have to be checked again. And they tightened all the grounds

per a bulletin. Things were fine until January 2007 when

road

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. I'm sure that you can imagine our disappointment. Then in September 2007 there was a klunking noise when turning. The intermediate 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 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 34,000 miles 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 our country and its workers, but look where that has

gotten us. We hope that not all
Gm products are manufactured
so poorly. Also, we understand
that everything so far has
been warranted but what
happens after the next 2,000
miles? Do we have options
other than contacting a lawyer??

Sincerely,

VIN 1G2ZF55B264

current mileage 34,890

Carlisle, OH

North American Operations

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

GM

CHECK

No. [REDACTED]50-937
213

DATE

03/19/08

*****100 DOLLARS

****00 CENTS

AMOUNT

*****100.00

North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF

MARION AR [REDACTED]

SIGNATURE

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

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/19/08

VENDOR
DUNS NO.

BB 000000106

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT62835F [REDACTED]

03/18/08

71-611330924.1-A3YXZY

VM 1-A3YXZY

00.0000

100.00

.00

100.00

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

M3

TOTAL

100.00

.00

100.00

MEMPHIS TN 381

10 MAR 2008 PM 3 L

"LET US DARE TO READ
THINK, SPEAK AND
John Adams, 1765
power of the people



MAR 13 2008

Reimbursement Department
Po Box 33170
Detroit MI 48232-5170

48232+5170



Marion, AR

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 3-11-08

17-Digit Vehicle Identification Number (VIN): 1G1ZT62835F [REDACTED]

Mileage at Time of Repair: 62651 Date of Repair: 2-29-08

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Marion State: AR ZIP Code: [REDACTED]

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

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

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.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





Holly Chevrolet

PO Box 828
Marion, AR 72364

6601 I-55 North
870-739-7337

SERVICE INVOICE 16472

DATE IN 02-28-2008 DATE OUT 02-29-2008

INVOICE TYPE 12 12 SERV CONTRACT-NO TAX

CUSTOMER
7392089

WRITER MELL CRINER
TECH RICKEY D. SKIPPER

MARION, AR

VEHICLE 2005 CHEVROLET MALIBU MAXX LS S
VIN 1G1ZT62835F

MILES IN 62651

MILES OUT 62651

JOB 1 CUST STATES VERY HARD TO TURN / FOUND FAULTY STEERING COLUMN CODE C0545 /
INSTALL STEERING COLUMN

TECH #	DATE	OPERATION	DESCRIPTION	HOURS	EXTENDED	T	WARRANTY	INFO
RS	02-29-08	LABOR	INSTALL STEERING COLUMN	2.40	WARRANTY	Y	--	--

PART NUMBER	DESCRIPTION	QTY	PRICE	EXTENDED	FC
G-15926870	COLUMN	1	WARRANTY	WARRANTY	

JOB 2 APPROVAL B08-613888-432 FAX SIGNED COPY TO 614-726-3165

PAID *ok* #100.00
FEB 29 2008
Holly Chevrolet

COPY

ALL WARRANTIES ON THESE PARTS ARE THE
MANUFACTURER'S. THE SELLER HEREBY EXPRESSLY
DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR
IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF
MERCHANTABILITY OR FITNESS FOR A PARTICULAR
PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES
ANY OTHER PERSON TO ASSUME FOR IT ANY
LIABILITY IN CONNECTION WITH THE SALE
OF SAID PRODUCTS.

460B	LABOR	WARRANTY
467X	PARTS TOTAL	WARRANTY
466X	SUBLET REPAIRS	WARRANTY
		WARRANTY
		WARRANTY
		WARRANTY
225	DEDUCTIBLE	100.00

ORDER TOTAL	WARRANTY
16472	

SIGNATURE:

March 16, 2011

[REDACTED]
Marion, AR [REDACTED]

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

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu 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

[REDACTED]
Gretna, LA [REDACTED]

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

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the 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.

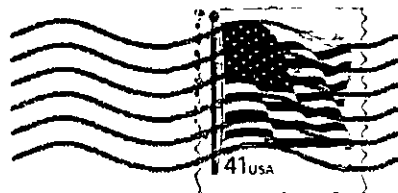
Sincerely,

Chevrolet Customer Assistance Center

[REDACTED]
Gretna, LA [REDACTED]

NEW ORLEANS LA 701

11 MAR 2008 PM 2 T



MAR 14 2008

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): 1G1ZT52825F

Mileage at Time of Repair: 55401 Date of Repair: 1-28-06 + 5-11-07

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: Gretna 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



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).



80061646

77324

Don Bohn

BUICK • PONTIAC • GMC TRUCK

WESTBANK

INVOICE

3801 Lapalco Blvd. at Woodmere

Harvey, LA 70058

Phone: (504) 347-4070

Fax: (504) 349-9752

GRETN, LA

HOME

BUS

PAGE 1

SERVICE ADVISOR: 6604 JOHN DAIGLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	05	CHEVROLET MALIBU	1G1ZT52825F		55401/55401	T1751	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
28JAN06	IS		11:12 21NOV06		99.99	CASH	22NOV06
R.O. OPENED		READY	OPTIONS: STK:G2109 DLR:116665				

21NOV06

22NOV06

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

A C/S VEH CLUNKS AND RATTLE ON BUMPS AND STATES VEH RIDES ROUGH?

STS SEE TECHNICIAN STORY

3127 LAMBERT, KENNETH LIC#:

CJMAG

158.54 158.54

1 15858368 GEAR

272.35 272.35 272.35

1 12345382 ADHESIVE

7.52 7.52 7.52

1 89020661 FLUID

10.00 10.00 10.00

4WA 4 WHEEL ALIGNMENT

3127 LAMBERT, KENNETH LIC#:

CCGC

89.99 89.99

PARTS: 289.87 LABOR: 248.53 OTHER: 0.00 TOTAL LINE A: 538.40

55401 TEST DROVE VEHICLE AND CONFIRMED NOISE WAS NECESSARY TO PERFORM BULLITINS #06-02-32-1007--&PIC4294) REPLACED RAC AND PINION & ADDED LOCK TIGHT TO PINCH BOLT TEST DROVE OK 2.0 HRS DIAG AND LABOR

B JMA34 LUBE OIL AND FILTER PLUS TIRE ROTATION

JMA34 JMA34 LUBE OIL AND FILTER PLUS TIRE

ROTATION

3127 LAMBERT, KENNETH LIC#:

CJMAG

19.40 19.40

1 25010792 OIL FLTR

5.00 5.00 5.00

5 12345621X OIL/BULK

1.92 1.92 9.60

PARTS: 14.60 LABOR: 19.40 OTHER: 0.00 TOTAL LINE B: 34.00

55401 PERFORMED OIL CHANGE AND TIRE ROTATION. 0.7 HRS

C HDBSF HEAVY DUTY BRAKE SYSTEM FLUSH DOT 3

HDBSF HDBSF HEAVY DUTY BRAKE SYSTEM FLUSH DOT 3

3127 LAMBERT, KENNETH LIC#:

CCGC

74.99 74.99

1 06001 MOC DOT 3 FLUSH

65.61 65.61 65.61

PARTS: 65.61 LABOR: 74.99 OTHER: 0.00 TOTAL LINE C: 140.60

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

STATEMENT OF DISCLAIMER

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

DESCRIPTION

TOTALS

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

PLEASE PAY THIS AMOUNT

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

CUSTOMER SIGNATURE

80061646

77324

Don Bohn

BUICK • PONTIAC • GMC TRUCK

WESTBANK

INVOICE

3801 Lapalco Blvd. at Woodmere
Harvey, LA 70058
Phone: (504) 347-4070
Fax: (504) 349-9752

GRETNA, LA

HOME:

BUS:

PAGE 2

SERVICE ADVISOR: 6604 JOHN DAIGLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	05	CHEVROLET MALIBU	1G1ZT52825F		55401/55401	T1751	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
28JAN06	IS		11:12 21NOV06		99.99	CASH	22NOV06
R.O. OPENED		READY	OPTIONS: STK:G2109 DLR 116665				
21NOV06		22NOV06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
55401	PERFORMED	BRAKE	FLUSH	SERVICE			

CUSTOMER PAY ENVIROMENTAL AND WASTE REMOVAL FEE 8.25
 JM&A AUTH # 63252647 - \$387.64 SHOP CHARGES HAVE BEEN ASSESSED
 JM&A COUPON 29513583-04 \$34.00 FOR MISCELLANEOUS MATERIALS AND SUPPLIES
 JM&A PAYS TOTAL OF \$ 421.64 WHETHER OR NOT SOME OR ALL OF THESE MATERIALS
 CUST PAYS BALANCE OF \$362.72 WERE USED IN CONNECTION WITH YOUR REPAIR
 IF YOU CANNOT SAY YOU ARE COMPLETLY SATISFIED
 BY YOUR VISIT PLEASE CONTACT RACHEL ZERINGUE
 AT 349-9855

Don Bohn

\$362.72

\$421.64

MC

JMA

11-22-06



ON BEHALF OF SERVICING
INFORMATION CONTAINED
SHOWN. SERVICES DESCRIP
OWNER. THERE WAS NO INI
VEHICLE OR OTHERWISE, I
UNDER THIS CLAIM HAD B
ACCIDENT, NEGLIGENCE C
CLAIM ARE AVAILABLE FOR
NOTIFICATION AT THE S
MANUFACTURER'S REPRESF

(SIGNED) DEALER, GENERAL I

DON JOHN BUICK PONTI
3737 LAPALCO BLVD
HARVEY, LA 70058
(504) 347-4070
1085295215186

NOV 22, 2006 04:57PM

MERCH ID: 1069295215186

REF #: 008

ACT #: [REDACTED]

EXP: 02/08

CARD: MASTERCARD

SALE \$ 362.72

APPROVAL CODE: 922699

TRAN ID: MOSQYESYR1122

I AGREE TO PAY ABOVE
TOTAL AMOUNT ACCORDING
TO CARD ISSUER AGREEMENT

SIGNATURE

EDWARDS/JOHNNY R.

THANK YOU!

PLEASE COME AGAIN!

CUSTOMER COPY

TOTALS
342.92
370.08
0.00
0.00
8.25
721.25
0.00
63.11
784.36



"WHERE CUSTOMERS SEND THEIR FRIENDS"
5950 CHEF MENTEUR HWY. (504) 242-5900
NEW ORLEANS, LOUISIANA 70128
www.bannerchevy.com
E-MAIL: chevyservice@bannerauto.com

NEW ORLEANS, LA

SERVICE CONSULTANT **BILLY HALEY**

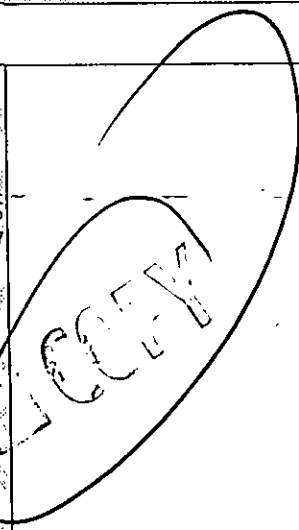
REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	R.O. #
11MAY07	11MAY07		1G1ZT52825F		T3242		11MAY07	240197
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/C
07:08	09:37	05	CHEVROLET MALIBU			06JAN05	528	528
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
68399	68401	NHN258						

A 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

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
490	CPC			79.96	79.96
1	22687711	SHAFT KIT	164.97	164.97	164.97

68401 WORN STEERING SHAFT 0.8 TEST DROVE &
INSPECT, REPLACED STEERING SHAFT

BANNER
CHEVROLET
SERVICE



DESCRIPTION	TOTALS
LABOR AMOUNT	79.96
PARTS AMOUNT	164.97
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
SUB TOTAL	244.93
LESS INSURANCE	0.00
SALES TAX	22.05
PLEASE PAY THIS AMOUNT	266.98

"I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. YOU WILL BE ASSESSED A CHARGE FOR SHOP SUPPLIES WHETHER OR NOT SHOP SUPPLIES WERE USED. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. In the event payment of invoice is not provided when due and claim is placed with an attorney for collection, attorney fee is fixed at 25% of amount due, minimum fee of \$35.00."

I HEREBY WAIVE ANY WRITTEN ESTIMATE
DISCLAIMER OF WARRANTIES

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

SIGNED _____
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

SALES DRAFT

BANNER CHEVROLET
5950 CHEF MENTEUR HWY
NEW ORLEANS, LA 701263123
TERMINAL 3371689

903505630991
05/11/2007 09:56:58
MC
AUTH. TRANS. ID. MDSKF7RPS
INVOICE 440015 H02
AUTH. CODE 513216

SALE TOTAL \$266.98

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 TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) _____ DATE _____
CUSTOMER COPY GENERAL MANAGER OR AUTHORIZED PERSON

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]

50-837
213DATE
03/20/08

*****505 DOLLARS

***54 CENTS

AMOUNT
*****505.54PAY
TO THE
ORDER
OF[REDACTED]
ENGLISH IN [REDACTED]North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO BB 000000102

1

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/20/08

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZU54845F [REDACTED]	03/19/08 71-612169	VM 1-A4GX25 557.1-A4GX25	00.0000	505.54	.00	505.54
TOTAL				505.54	.00	505.54

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

M3

TOTAL

505.54

.00

505.54

March 16, 2011

[REDACTED]
English, IN [REDACTED]

Service Request: 71-612169557

Customer Relationship Specialist: Gavin Sanders

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the 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,

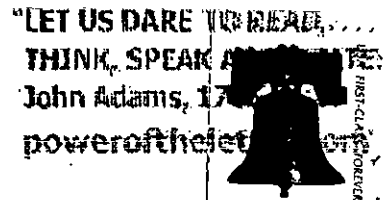
Chevrolet Customer Assistance Center

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.



LOUISVILLE KY 402

14 MAR 2008 PM 2 T



MAR 17 2008

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 2-14-0817-Digit Vehicle Identification Number (VIN): 1G1Z454845F [REDACTED]Mileage at Time of Repair: 57625 Date of Repair: 9-26-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: English State: In ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 505.54

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: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

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



WAT AUTO REPAIR & TUNING
81024 GLENN CHURCH RD.
LEWIS, NJ 07110
(912) 783-2000

SERVICE ORDER

<input type="checkbox"/> SERVICE <input type="checkbox"/> INSTALL	<input type="checkbox"/> PICKUP <input type="checkbox"/> DELIVERY	REPAIR IN <input type="checkbox"/> HOME <input type="checkbox"/> SHOP	DATE ORDERED 9/26/07
--	--	--	--------------------------------

Name

☐ C.O.D. ☐ CHARGE

Address

Phone

City

English

State

IL

Zip

MAKE 05 CLK	MODEL MAI1B0	SERIAL NO.
<input type="checkbox"/> WARRANTY <input type="checkbox"/> CONTRACT <input type="checkbox"/> ESTIMATE	SERVICE REQUESTED	DATE PROMISED 1/1

QUAN	PART NO.	DESCRIPTION	PRICE	AMOUNT
1		Column		359.00
		ORIGINAL		
SERVICES PERFORMED Ref Column		TIME START	TOTAL MATERIAL	359.00
		TIME FINISH	LABOR AND SERVICE	125.00
			TAX	21.54
		HOURS	DEL. CHARGE OR MILEAGE	
DATE COMPLETED 9/26/07		CASH ON COMPLETION OF WORK		TOTAL 505.54

I hereby accept above performance, and charges, as being satisfactory and acknowledge that equipment has been left in good condition.

CUSTOMER'S SIGNATURE

TECHNICIAN'S SIGNATURE

3-584

THANK YOU
SERVICE ORDER

Watha, N.C.

COASTAL CAROLINA AREA

NC 283

02 FEB 2008 PM 1 T

"LET US DARE

THINK, SPEAK

John Adams,

power of the



FEB 05 2008

Reimbursement Department

PO Box 33170

Detroit, Mi 48232 - 5170

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

48232\$5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1-18-08

17-Digit Vehicle Identification Number (VIN): 1G1ZT62855F [REDACTED]

Mileage at Time of Repair: 36,886 Date of Repair: 11-10-06

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: WATHA State: NC ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ \$100

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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

We had it fixed 2x



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).





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. 113700	ADVISOR MIKE YATES	TAG NO. 48240	INVOICE DATE 11/10/06	INVOICE NO. CVCS74110
WATHA, NC	LABOR RATE	MILEAGE 36,886	COLOR DARK BLUE/	STOCK NO. F2347A
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/MAXX LS	DELIVERY DATE 03/01/05	DELIVERY MILES 54,850	PRODUCTION DATE
	VEHICLE I.D. NO. 1G1ZT62855F	SELLING DEALER NO.		
	R.T.E. NO.	P.O. NO.	R.O. DATE 11/09/06	
BUSINESS PHONE	COMMENTS			

MO: 36886

LABOR & PARTS
STEERING/SUSPENSION TECHS: 17619 217.35
 CUSTOMER STATES THERE IS A CLUNKING NOISE WHEN TURNING
 AND GOING OVER BUMPS.
 PLAY IN STEERING RACK
 REPLACE STEERING RACK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15858368	GEAR 6.508	372.35
JOB # 1 TOTAL PARTS				372.35
JOB # 1 TOTAL LABOR & PARTS				589.70

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising the labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

RENTAL TECHS: 17619 75.95
 CUSTOMER'S VEHICLE IS IN FOR WARRANTY REPAIRS.
 CUSTOMER REQUESTS A RENTAL VEHICLE.

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

WHEEL ALIGNMENT TECHS: 1079 75.95
 CUSTOMER REQUESTS: SET TOE & REPROGRAM STEERING MODULE
 STEERING RACK REPLACEMENT ON LINE ONE
 ALIGN TOE AND REPROGRAM STEERING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				75.95

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	UNIT PRICE
JOB # 2	12662	657009	11/10/06	RENTAL	60.00
TOTAL - SUBLET					60.00

COMMENTS:

**Goodwrench***Thank You*



228 South College Road • Wilmington, NC 28403
 Sales (910) 791-2424 • Service (910) 350-1400 • Body Shop (910) 350-1399 • Parts (910) 350-1386

CELL: [REDACTED]

CUSTOMER NO. 113700	ADVISOR MIKE YATES	TAG NO. 48240	INVOICE DATE 11/10/06	INVOICE NO. CVCS74110
[REDACTED]	LABOR RATE	MILEAGE 36,886	COLOR DARK BLUE/	STOCK NO. F2347A
WATHA, NC	LICENSE NO.	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/MAXX LS	DELIVERY DATE 03/01/05	DELIVERY MILES 54,850
	VEHICLE I.D. NO. 1G1ZT62855F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	R.O. DATE 11/09/06		
BUSINESS PHONE	COMMENTS			

MO: 36886

TOTALS

TERMS: CASH UNLESS ARRANGEMENTS MADE.

*****TO ALL OF OUR CUSTOMERS*****
 * Our goal is to have you "COMPLETELY SATISFIED" with each service visit. Please contact "CAREY WALTERS AT 910-409-6063" or e-mail us at JG.Service@HendrickAuto.com to let us know what we could have done or can do to make your service visit even better!

TOTAL LABOR....	293.30
TOTAL PARTS....	372.35
TOTAL SUBLET....	60.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	26.06

TOTAL INVOICE \$ 751.71

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
 We thank you for your business and look forward to serving you in the future.

WARRANTY DISCLAIMER
 Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP MATERIALS
 This figure incorporates supplies used in servicing your vehicle which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

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 Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, greases, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



Goodwrench

Thank You





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. 113700		ADVISOR JOHN TILGHMAN	TAG NO. 20339	INVOICE DATE 10/12/07	INVOICE NO. CVCS107358
WATHA, NC		LABOR RATE	MILEAGE 54,711	COLOR DARK BLUE/	STOCK NO. F2347A
		YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/MAXX LS		DELIVERY DATE 03/01/05	DELIVERY MILES 54,850
		VEHICLE I.D. NO. 1 G 1 Z T 6 2 8 5 5 F		SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.	P.O. NO.	R.O. DATE 10/11/07	
BUSINESS PHONE		COMMENTS			

MO: 54713

LABOR & PARTS-----
 # 1 450VZ STEERING/SUSPENSION TECH(S): 762
 CUSTOMER STATES THAT THERE IS EXCESSIVE TIRE WEAR ON
 PASSENGER SIDE FRONT TIRE.
 NEEDS TWO FRONT TIRES AND FRONT END ALIGNMENT.

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

2 600VZ INTERIOR TRIM TECH(S): 762
 CUSTOMER STATES THE DRIVER SIDE SEAT IS INOP
 GEAR IN MOTOR STRIPPED
 REMOVE SEAT DISASSEMBLE AND REPLACE MOTOR ASSY REINSTALL
 SEAT.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 2	1	22733653	ACTUATOR 11.566	114.69	114.69
			JOB # 2 TOTAL PARTS	114.69	
			JOB # 2 TOTAL LABOR & PARTS	284.69	

3 450VZ04 STEERING/SUSPENSION TECH(S): 762
 CUSTOMER STATES THAT THERE IS A KNOCK/CLUNK IN THE STEERING
 WHILE TURNING.
 INTERMEDIATE STEERING SHAFT AND STEERING COLUMN LOOSE
 DIAGNOSIS FOUND STEERING COLUMN AND STEERING SHAFT LOOSE REP
 LACE BOTH.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 3	1	22687711	SHAFT KIT 6.526	169.11	169.11
JOB # 3	1	15926870	COLUMN 6.518	359.00	359.00
			JOB # 3 TOTAL PARTS	528.11	
			JOB # 3 TOTAL LABOR & PARTS	868.11	

G.O.G. & SUPPLIES-----	
TOTAL - GOG	0.00

COMMENTS-----
 WAITING

TERMS: CASH UNLESS ARRANGEMENTS MADE.

WARRANTY DISCLAIMER

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SHOP MATERIALS

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Goodwrench

Thank You





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

CELL: [REDACTED]

CUSTOMER NO. 113700	ADVISOR JOHN TILGHMAN	TAG NO. 20339	INVOICE DATE 10/12/07	INVOICE NO. CVCS107358
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 54,711	COLOR DARK BLUE/	STOCK NO. F2347A
WATHA, NC	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/MAXX LS	VEHICLE I.D. NO. 1G1ZT62855F	DELIVERY DATE 03/01/05	DELIVERY MILES 54,850
	F.T.E. NO.	P.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE	COMMENTS		R.O. DATE 10/11/07	

MO: 54713

TOTALS

*****TO ALL OF OUR CUSTOMERS*****
 *
 * Our goal is to have you "COMPLETELY SATISFIED" with each *
 * service visit. Please contact "CAREY WALTERS AT 910-409- *
 * 6063" or e-mail us at JG.Service@HendrickAuto.com to let *
 * us know what we could have done or can do to make your *
 * service visit even better!

TOTAL LABOR.... 510.00
 TOTAL PARTS.... 642.80
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 43.39

TOTAL INVOICE \$ 1196.19

TO SIGN UP FOR EMAIL REMINDERS FOR YOUR NEXT SERVICE
 VISIT PLEASE GIVE US A CALL AT 910-350-1400

From the entire service team at JEFF GORDON CHEVROLET.
 We thank you for your business and look forward to
 serving you in the future.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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Goodwrench

Thank You



March 11, 2011

[REDACTED]
Watha, NC [REDACTED]

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

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu 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.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]

50-837
213DATE
03/04/08

*****50 DOLLARS

****00 CENTS

AMOUNT
*****50.00PAY
TO THE
ORDER
OF

WATHA NC [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

North American OperationsGeneral Motors Corporation
Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/04/08

VENDOR
DUNS NO.

BB 000000004

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT62855F [REDACTED] 03/03/08 VM 1-A180L1
71-603424917.1-A180L1

00.0000

50.00

.00

50.00

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

H3

TOTAL

50.00

.00

50.00

North American Operations

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

GM

CHECK No. [REDACTED]

50-937
213DATE
05/19/08

*****4,500 DOLLARS

*****00 CENTS

AMOUNT
*****4,500.00PAY
TO THE
ORDER
OF

DUNMORE PA [REDACTED]

North American Operations,
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

VENDOR
DUNS NO.

BB 000000051

1

VENDOR NAME

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

05/19/08

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G2ZG558364

05/16/08

71-615083719.1-ADTHQP

VM 1-ADTHQP

00.0000

4,500.00

.00

4,500.00

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

H3

TOTAL

4,500.00

.00

4,500.00

May 15, 2008

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

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-615083719
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558364 [REDACTED]
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 American Operations

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



CHECK

No. [REDACTED]

50-937
213

DATE

05/19/08

*****1,900 DOLLARS

****00 CENTS

AMOUNT

*****1,900.00

North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF

AMBLER PA [REDACTED]

Richard C. [Signature]
SIGNATURE

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

AUDIT

VENDOR
DUNS NO.

BB 000000052

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

05/19/08

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G2ZG558364 [REDACTED]

05/16/08
71-615083719.1-ADTHQQVM 1-ADTHQQ
71-615083719.1-ADTHQQ

00.0000

1,900.00

.00

1,900.00

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

H3

TOTAL

1,900.00

.00

1,900.00

ROBERT M. SILVERMAN**
CHARLOTTE KIMMEL*

*Member, NJ Bar
*Member, NY Bar
*Member, DE Bar
*Member, SD Bar
*Member, MD Bar
*Member, AL Bar
*Member, GA Bar
*Member, IL Bar
*Member, IN Bar
*Member, OH Bar
*Member, PA Bar
*Member, VA Bar
*Member, WI Bar
*Member, MI Bar
*Member, MN 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

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

JACQUELINE C. HERRITT**
ROBERT A. RABKIN**
HY DAVID RUBENSTEIN**
BARRY R. WINDERMANN**
MELISSA K. FIALA**
DRA P. SMADES**
DAVID L. LIEBERMAN**
ANGELA K. TROCCOLI**
FRED DAVIS**
RONALD ROWLAND**
CHRISTOPHER R. HOLLIDAY**
AMY L. BENNECOP**
MICHAEL J. SOSKA**
CHRISTINA GILL ROSEMAN**
RICHARD A. SCHOLER**

Of Counsel:
RONNA LUCAS*

May 2, 2008

VIA TELEFAX ONLY (866-398-3253)

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

RE: [REDACTED] 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,

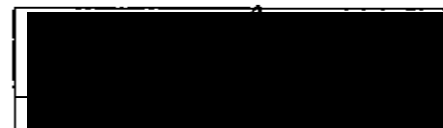
Robert M. Silverman

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: DEC 31, 2008 VALID: 12/18/07

PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 162ZG550364 [REDACTED]
YR/MAKE: 2006 PONTIAC
TYPE: SDN
NID: 07352 2695 006458-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: LACKAWANNA

[REDACTED]
DUNMORE PA
[REDACTED]

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



RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$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 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$4,500.00, made payable to [REDACTED] the second in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 22,791 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: 5-14-08
5-9-08

[REDACTED]

[REDACTED]

Address

Dunmore PA
City, State, Zip Code

[REDACTED]

Claimant's Signature

[REDACTED]

Address

Dunmore PA
City, State, Zip Code

05/14/2008 14:09 5703410259

PERRI

PAGE 02

STATE OF PA
COUNTY OF LACKAWANNA

Sworn to (or affirmed) and subscribed before me this 14 day of May,
2008, by Jeffrey & Barbara Perri.

Kathy J. Menichello

Signature of Notary Public

Kathy J. Menichello

Print, type or stamp Commissioned Name of Notary Public

COMMONWEALTH OF PENNSYLVANIA

Notarial Seal

Kathy J. Menichello, Notary Public
City of Exton, Lackawanna County
My Commission Expires Dec. 21, 2011

Personally Known _____ OR Produced identification ☒Type of identification PA Driver LicenseMy commission expires: Dec 21, 2011

CC: File

LG0029
V6302006



05/14/2008 14:09

5703410259

PERRI

PAGE 03

Form W-9
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the
requester. Do not
send to the IRS.

Print or type
See Specific instructions on page 2.

Name (as shown on your income tax return) [REDACTED]

Business name, if different from above [REDACTED]

Check appropriate box: ☒ Individual/sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (Disregarded entity, C-corporation, Partnership) ▶ [REDACTED]
☐ Other (see instructions) ▶ [REDACTED]

☐ Exempt
payee

Address (number, street, and apt. or suite no.) [REDACTED]

Requester's name and address (optional) [REDACTED]

City, state, and ZIP code

DUNMORE PA [REDACTED]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

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

Social security number [REDACTED]

OR

Employer identification number [REDACTED]

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

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

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign
Here

Signature of
U.S. person ▶ [REDACTED]

Date ▶

5-9-08

General Instructions

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

Purpose of Form

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

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

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

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

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

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

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

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

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

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: DEC 31, 2008 VALID: 12/18/07

PLATE:

TITLE:

VIN:

YR/MAKE:

TYPE:

HID:

16220559369

2006 PONTIAC

SDH

07352 2406 806058-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: LACKAWANNA

DUNMORE PA


SIGNATUREI hereby acknowledge this day that I have received
notice of the provisions of Section 3706 of the Vehicle
Code.

Stacia, Please let me know that you received these documents. Thank you



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, 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: [REDACTED]
Service Request: 71-615083719
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558364 [REDACTED]
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



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

By: Pat Easley State: PA

Customer Name: [REDACTED]

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

Vehicle ID No.: 1G2ZG558364 [REDACTED]
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/ALien holder: GMAC ☒ Other ☐: {Name}DVM requests Purchase Price of
involvement?: No Vehicle: \$ 21,265.00

Was TAC contacted for this vehicle Yes

VEHICLE REPAIR HISTORY☒ Engine/Fuel/Exhaust

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

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 module.-Replaced 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 shaft.-Lube 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 diagnostic 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 gear.-Remove 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)
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☒ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. 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 up. -Remove and replace fog lamp switch. OK now.

☒ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1-9-06	85969	1	3,340	LOF
1-9-06	85970	1	771	RECALL 05094. Sun visor recall parts are in.-Replaced 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 Quadrateer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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

01/12/2008 09:09 FAX

001/001

01/11/2008 15:54 FAX

KIMMEL & SILVERMAN

004/004

Form (Rev. October 2007) Department of the Treasury Internal Revenue Service	W-9	Request for Taxpayer Identification Number and Certification	Give form to the requester. Do not send to the IRS.
---	------------	---	---

Print or type See specific instructions on page 2.	Name (as shown on your income tax return)	
	Business name, if different from above	
	Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) in <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) in	
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	City, state, and ZIP code AMBLER, PA	
List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)	
Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3.	
Basic security number	OR
Employer identification number	
23	

Part II Certification
Under penalties of perjury, I certify that:
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below).
Certification instructions: You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature of U.S. person in <u>23</u>	Date <u>1/11/07</u>
-----------	---------------------------------------	---------------------

General Instructions

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

Purpose of Form

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

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

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

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

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

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

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

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

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

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
HERESOOON**

TO Patricia Easley

DATE 4/15/08

Dept

FROM Sherry ext 101

COMMENTS 71-615083719

NUMBER OF SHEETS BEING FAXED INCLUDING COVER SHEET 7

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I BURNE OLDS CADILLAC INC. (transferor's name, Print)

state that the odometer now reads 30 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
PONTIAC	G6	SDN
VEHICLE IDENTIFICATION NUMBER		YEAR
1G2ZG558364		2006

X [Signature]
TRANSFEROR'S SIGNATURE

BURNE OLDS CADILLAC INC.
PRINTED NAME

1205 WYOMING AVENUE
TRANSFEROR'S ADDRESS (STREET)

SCRANTON PA 18509

CITY STATE ZIP CODE

08/05/05
DATE OF STATEMENT

X [Redacted]
TRANSFEREE'S SIGNATURE

[Redacted]
PRINTED NAME

[Redacted]
TRANSFEREE'S NAME

[Redacted]
TRANSFEREE'S ADDRESS (STREET)

DUNMORE, PA

CITY STATE ZIP CODE

GMAC SMARTLEASESM AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county

Garaging address (if different)

LESSOR (Retailer)

DUNMORE, PA

Principal driver (if business use)

BURNE OLDS CADILLAC INC.
1205 WYOMING AVENUE
SCRANTON PA 18509-

This 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 back. "We," "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).

- ☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- ☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it 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 _____.
- ☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	PONTIAC G6	SDN	1G2ZG558364	30	<input type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural
Dealer Installed Options:						<input type="checkbox"/> GVW (if truck) <input type="checkbox"/> Public Conveyance

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below) \$ 927.28	2. Monthly Payments Your first monthly payment of \$ 302.78 is due on 08/05/2005 , followed by 47 payments of \$ 302.78 due on the 5 of each month. The total of your monthly payments is \$ 14533.44	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) N/A Total \$ _____	4. Total of Payments (The amount you will have paid by the end of the lease.) N/A N/A N/A \$ 15157.94
---	--	---	---

Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	\$ 500.00
b. First monthly payment	\$ 302.78
c. Refundable security deposit	\$ N/A
d. Title fees	\$ 22.50
e. Registration fees	\$ N/A
f. Sales/use tax	\$ N/A
g. DOC FEE	\$ 55.00
h. OTHER FEES	\$ 22.00
i. OLRS FEES	\$ 25.00
j. Total	\$ 927.28

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	\$.00
b. Rebates and noncash credits	\$ 500.00
c. Amount to be paid in cash	\$ 427.28
d. Total	\$ 927.28

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 20670.00) and any terms 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
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ 20765.00
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 paid over the lease term	\$ 10681.15
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 2652.29
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

7. Your monthly payments are determined as shown below.

a. Gross capitalized cost. The agreed upon value of the vehicle (\$20670.00) 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

c. Adjusted capitalized cost. The amount used in calculating your base monthly payment \$ 20765.00

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 paid over the lease term \$ 10681.15

f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts \$ 2652.29

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

i. Base monthly payment \$ 277.78

j. Monthly sales/use tax (estimated) \$ 25.00

k. \$ N/A

l. 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 dollars. 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.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$.20 per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 10083.85, plus official fees and taxes.
10. 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.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle \$ 20670.00

b. GMAC administrative fee \$ 595.00

c. License/registration/title fees \$ N/A

d. Sales tax \$ N/A

e. Other tax (describe) \$ N/A

f. Optional service contract \$ N/A

g. Optional maintenance contract \$ N/A

h. Optional life insurance \$ N/A

i. Optional disability insurance \$ N/A

j. \$ N/A

k. \$ N/A

l. 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				\$

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.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 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.

a. Title/lien fees \$ 22.50

b. Registration fees/taxes \$ N/A

c. License fees/taxes \$ N/A

d. Sales/use taxes (including tax on capitalized cost reduction) \$ 1200.00

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.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 08/04/09 (month) (day) (year). You are scheduled to return the vehicle on this date.

18. LEASE END DAILY EXTENSION CHARGE. \$ 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 lease as follows:

Insurance company name: UNITRIN DIRECT

Insurance agency name: DIRECT W COMP

Agency address: PO BOX 509082 SAN DIEGO, CA 92150-

Agency phone no.: 877-506-0222

Agent's name: DIRECT W COMP

Policy no.: [REDACTED] ☐ Liability ☐ Physical damage

Deductibles: Collision \$ N/A Comprehensive \$ N/A

Insurance company name:

Insurance agency name:

Agency address:

Agency phone no.:

Agent's name:

Policy no.: N/A ☐ Physical damage N/A

Deductibles: Collision \$ N/A Comprehensive \$ N/A

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.

Insurer name:

Address:

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A

Coverage limit \$ N/A

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.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 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.

a. Title/lien fees	\$ <u>22.50</u>
b. Registration fees/taxes	\$ <u>N/A</u>
c. License fees/taxes	\$ <u>N/A</u>
d. Sales/use taxes (including tax on capitalized cost reduction)	\$ <u>1200.00</u>
e. Excise taxes	\$ <u>N/A</u>
f. Property taxes	\$ <u>N/A</u>
g. Other (describe)	\$ <u>N/A</u>
h. Other (describe)	\$ <u>N/A</u>
i. Other (describe)	\$ <u>N/A</u>

14. MILEAGE.

Base Mileage Allowance. ☐ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at \$ 20 per mile. If this lease ends 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.**

Total Allowed Mileage on the Odometer at Lease End is 48030 miles.
Starting odometer mileage _____ miles
Base mileage allowance + 48000 miles
Purchased extra miles + 0 miles
Total Allowed Mileage on the Odometer at Lease End is 48030 miles.

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.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE: X _____ BY: X _____ CO-LESSEE: _____

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE. I DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT _____ ON AUGUST 05 2005
(city) (state) (month) (day) (year)

LESSEE: X BURNE OLDS CADILLAC INC. BY: X _____ CO-LESSEE: _____

LESSOR: _____ SIGNATURE AND TITLE: X _____

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: _____ BY: X [Signature] TITLE: AGENT

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

Agent's name: _____

Policy no.: _____ N/A ☐ Physical 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.

Insurer name: _____

Address: _____

<input type="checkbox"/> Life insurance (<input type="checkbox"/> Lessee <input type="checkbox"/> Co-Lessee <input type="checkbox"/> Both)	Premium \$ <u>N/A</u>
	Coverage limit \$ <u>N/A</u>
<input type="checkbox"/> Disability insurance (Lessee only)	Premium \$ <u>N/A</u>
	Monthly coverage limit \$ <u>N/A</u>

LESSEE'S SIGNATURE: X _____ Age _____

CO-LESSEE'S SIGNATURE: X _____ 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 _____ 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.



WID: 05223 3400 009944-001

New Title Number: [REDACTED]

General Systems Solutions On-Line Registration System

Pennsylvania Department of Transportation Applicant Summary Statement

Transaction: New Title/Transfer Reg		Processor: BURNE OLDSMOBILE CADILLAC/00858946		Processed By: SHARON FENTON	
Purchase Date: Aug 05, 2005		Process Date: Aug 11, 2005		Temp Reg Date: Aug 05, 2005	
Prev Title No: None		Prev Dup Title Count: 0		State of Origin: None	
VIN: 1G2ZG558364 [REDACTED]		Stock No: 18739		PennDOT Fees	
Vehicle Type: PASSENGER		Condition: [] Police		Sales/Use Tax: 0.00	
YR/Make: 2006/PONT		Body: SDN		Title Fee: 22.50	
Odom Reading: 30		Fuel: G		Lien Fee: 5.00	
Purchase Price: \$0.00		Odom Qual: ACTUAL MILEAGE		Reg/Proc Fee: 0.00	
Owner Information:		Lessee Information:		Dup Reg Fee: 0.00	
VAUL TRUST/C		[REDACTED]		Transfer Fee: 6.00	
555 BUSINESS CENTER DR [] Tenant in		[] JDTF [REDACTED]		Increase Fee: 0.00	
[] Survivorship? [] Retired		[] Daily Rental		Replacement Fee: 0.00	
HORSHAM/PA/ [] Tenant in		DUNMORE/PA [] Daily Rental		Other Fee: 0.00	
19044 [] Common?		Mail Code: 2/L/L/L		Total: \$39.50	
Trade In #1 Information:		Lien Holder #1 Information:		Fees & Sales Tax Information:	
VIN: None		GMAC		Tax exempt Reason: RENTAL AND LEASING/02	
YR: [REDACTED]		PO BOX 8140		Tax Exempt No: 90270836	
Make: [REDACTED]		COCKEYSVILLE/MD		Taxable Sale Price: \$0.00	
Condition: [REDACTED]		21030 [] ELT		[] Local Sales Tax Override?	
Allowance: [REDACTED]		Lien Holder #2: None		% Rate: 0.06	
Trade In #2: None		Lien Holder #3: None			
Allowance: [REDACTED]					
Trade In #3: None					
Allowance: [REDACTED]					
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				Transferred Tag No: [REDACTED]	
				[] W/Renewal	
				[] W/Tag Replacement	
				[] W/Tag Exchange	

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

WARNING: The operation of a truck loaded beyond the manufacturer's Gross Vehicle Weight Rating (GVWR) may create unsafe conditions and also void the manufacturer's warranty if damage should 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 overloading. I/we request that the above described vehicle be registered at the gross vehicle weight (RRGW or RRGW) listed above under the provisions of Section 1916(b) of the Vehicle Code as amended by Act No. 8 (1980), approved 7-15-80. I/we acknowledge that I have been warned by the Department of Transportation that loading my truck beyond the manufacturer's gross weight rating may damage 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 vehicle registration(s) for failure to maintain financial responsibility on the currently registered vehicle for the period of registration. I/we further acknowledge that I/we may be subject to a fine not exceeding \$5,000 and imprisonment of not more than two (2) years for any false statement that I/we 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, I am/we are authorized to claim this exemption. I/we further certify that all statements herein are true and correct and make application for certificate of title for the vehicle described above.

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

Detach Here

01 of 01

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY: DEC 31, 2005 VALID: 08/11/05

PLATE: [REDACTED]

TITLE: [REDACTED]

VIN: 1G2ZG558364 [REDACTED]

YR/MAKE: 2006 PONT

TYPE: SDN

WID: 05223 3400 009944-001

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

EMISSION INSPECTION REQUIRED/DIESEL EXEMPT COUNTY: LACKAWANNA

DUNMORE PA





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

VIA FAX ONLY

April 9, 2008

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

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

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated 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
Repair Orders

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

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

Sincerely,
General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature

LG0006
V07092007



R J BURNE

Cadillac



PONTIAC



INC.

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

DUNMORE

PA

*** REPRINT ***

ACCOUNTING COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/04/08	06	PONTIAC	G6	1G2ZG558364	18739	20708	20718	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	03/03/08	49	00:00		75.00	00	04/14/08	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
101856			000-000-0000					3

Repair Type: NO

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

CUSTOMER STATES STEERING FEELS STIFF AND LOCKING UP AT TIMES

SCAN SYSTEM NO CODES CHECK FOR BULLETINS NONE CALLED TAC DOC#2041891

TAC CASE 10029191 REMOVE AND REPLACED STEERING COLUMN

Bill Code - W

Failure Code: 4X

Complaint Code: OG

E7680	STEERING COLUMN REPLACEMENT	8 M A	2.00	34.00	130.54
		Total Labor		34.00	130.54
GM	15926870	-COLUMN	1	204.63	286.48

Failed Part:	15926870				
		Total Parts		204.63	286.48
		Total Line		238.63	417.02

SOURCE	ACCOUNT	CONTROL	COST	DEBIT	CREDIT
34	263	101856		417.02	
34	462	101856	34.00		-130.54
34	480	101856	204.63		-286.48
Tech#	8 A:2.00	B:	C:	D:	Total:2.00

LABOR		LABOR		LABOR	130.54	LABOR AMOUNT	
PARTS		PARTS		PARTS	286.48	PARTS AMOUNT	
MISC. SALES		MISC. SALES		MISC. SALES		MISC. SALES	
MATERIALS		MATERIALS		MATERIALS		MATERIALS	
						TOTAL CHARGE	
DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE	
SALES TAX		SALES TAX		SALES TAX		SALES TAX	
OTHER PAY						OTHER PAY	
INTERNAL		CONTRACTS		WARRANTY	417.02	CUSTOMER PAY	

DUNMORE

PA

R J BURNE

PONTIAC INC.

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

ACCOUNTING COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
10/29/07	06	PONTIAC	G6	1G2ZG558364	18739	17962		
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	10/29/07	49	00:00		75.00	00	10/29/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
100025								

1

===== REPAIR LINE 001 =====
 CUSTOMER STATES A THUMPING NOISE IN STEERING AND STEERING FEELS LIKE ITS GETTING STIFF

LACK OF LUBE ON INTERM STEERING SHAFT
 LUBE STEERING SHAFT PER BUL 06-02-32-007B
 Bill Code - SP No Charge - Y

===== REPAIR LINE 002 =====

MULTI-POINT VEHICLE INSPECTION

FREE MUTLI-POINT INSPECTION

Bill Code - SP

MULTI	MULTI-POINT INSPEC	21 M D	.30	5.40	6.00
		Total Labor		5.40	6.00
		Total Line		5.40	6.00

SOURCE	ACCOUNT	CONTROL	COST	DEBIT	CREDIT
31	463	100025	5.40		-6.00
31	6705			6.00	
Tech# 21 A:		B:	C:	D:0.30	Total:0.30

LABOR	6.00	LABOR		LABOR		LABOR AMOUNT	
PARTS		PARTS		PARTS		PARTS AMOUNT	
MISC. SALES		MISC. SALES		MISC. SALES		MISC. SALES	
MATERIALS		MATERIALS		MATERIALS		MATERIALS	
						TOTAL CHARGE	
DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE	
SALES TAX		SALES TAX		SALES TAX		SALES TAX	
OTHER PAY						OTHER PAY	
INTERNAL	6.00	CONTRACTS		WARRANTY		CUSTOMER PAY	

#1 Diagnose Customer's Concern of Noise & Hard Steering. Scan for Codes - None Set. Road Test. Same as like vehicles. Unable to duplicate customer's concern. Check suspension & steering components. All OK (Tires Popped) (Has Electronic Steering not Hydraulic);

#2 Multi-point Inspection

RO 100025

R J BURNE

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

DUNMORE

PA

HARD COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
10/29/07	06	PONTIAC	G6	1G2ZG558364	18739	17971	17982	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05		49	00:00		75.00	00	10/29/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
100025					1			

===== REPAIR LINE 001 =====
CUSTOMER STATES A THUMPING NOISE IN STEERING AND STEERING FEELS LIKE ITS GETTING STIF
F
Bill Code - W

===== REPAIR LINE 002 =====
MULTI-POINT VEHICLE INSPECTION
FREE MUTLI-POINT INSPECTION
Bill Code - SP
MULTI MULTI-POINT INSPEC M D .30 6.00
Total Labor 6.00
Total Line 6.00

Estimates: Parts Labor 6.00 Hours .30 Total 6.00

===== SERVICE HISTORY =====
DATE RO MILES SA TECH BC LABOR OP DESCRIPTION
01/26/07 94194 11766 49 8 W E9740 REPLACE
01/19/07 94002 12000 19 8 SP MULTI MULTI-POINT INSPEC
01/19/07 94002 12000 19 8 W E7631 MOTOR AND CONTROLL
01/05/07 93740 11802 49 8 W N2232 REPLACE
05/06/06 88315 5106 14 8 W L1197 SENSOR, FUEL LEVRYT

===== WARRANTY VEHICLE INFO =====
DESC MONTHS MILES EXP DATE 00/00/00
STRAIGHT TIME (HOURS) 3
FLAT RATE 3
W/O NO 100025
OPER NO 7ERR1
EMP NO 21
OFF 10/29 13.1
ON 10/29 11.7

STRAIGHT TIME (HOURS) 3
FLAT RATE 3
W/O NO 100025
OPER NO 7ERR1
EMP NO 7
OFF 10/29 18.6
ON 10/29 18.3

"The factory warranty constitutes all of the warranties with resp.
The seller hereby expressly disclaims all warranties, either expres
warranty of merchantability or fitness for a particular purpose, a
authorizes any other person to assume for tit any liability ion
remedies."

ALL PARTS ARE NEW EXCEPT AS NO

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT
NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED ON FUR DIARUSTIL TIME THE SUM UP 3

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			
<input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS			
<input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$			
<input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES			

INITIAL YOUR CHOICE

DUNMORE

PA

R J BURNE

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

ACCOUNTING COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
04/10/07	06	PONTIAC	G6	1G2ZG558364	18739	13000		
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	04/10/07	11	00:00		75.00	01	04/10/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
95859				1				

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

REPLACE LEFT WIPER BLADE

Bill Code - C

GM	15779415	-BLADE	1	14.50	29.00
Total Parts				14.50	29.00
Total Line				14.50	29.00

SOURCE	ACCOUNT	CONTROL	COST	DEBIT	CREDIT
30	225	95859		14.84	
30	324	95859			-0.84
30	467	95859	14.50		-29.00
30	6507	95859		15.00	
Parts Discount		15.00			
Payment Type - 01		14.84			

LABOR		LABOR		LABOR		LABOR AMOUNT	
PARTS		PARTS		PARTS		PARTS AMOUNT	29.00
MISC. SALES		MISC. SALES		MISC. SALES		MISC. SALES	
MATERIALS		MATERIALS		MATERIALS		MATERIALS	
						TOTAL CHARGE	29.00
DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE	
SALES TAX		SALES TAX		SALES TAX		SALES TAX	.84
OTHER PAY						OTHER PAY	
INTERNAL		CONTRACTS		WARRANTY		CUSTOMER PAY	14.84

Sent 4-10-07

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INC.

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/29/06	06	PONTIAC	G6	1G2ZG558364	18739	11802	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	12/29/06	49	00/00/00 00:00		75.00	01	12/29/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
93740								1

===== REPAIR LINE 01 =====

CUSTOMER STATES POWER STEERING IS LOCKING UP AT TIMES HARD TO STEER
 NEEDS POWER STEERING MODULE

BILL CODE - C NO CHARGE - Y

ORDERED PART WILL CALL CUSTOMER WHEN PART COMES IN

===== REPAIR LINE 02 =====

CUSTOMER STATES FOG LIGHT SWITCH IS NOT LIGHTING UP
 SWITCH OPEN CIRCUIT

BILL CODE - W COMPLAINT CODE - OJ

REMOVE AND REPLACE FOG LAMP SWITCH

N2232 REPLACE 8 M A .50 8.00 30.52

TOTAL LABOR 8.00 30.52

GM 15850573 -SWITCH 1 6.34 8.88

FAIL CODE - 6G

TOTAL PARTS 6.34 8.88

===== ACCOUNTS =====

ACCOUNT	COST	DEBIT	CREDIT
---------	------	-------	--------

263		39.40+	
-----	--	--------	--

460			
-----	--	--	--

462	8.00+		30.52-
-----	-------	--	--------

480	6.34+		8.88-
-----	-------	--	-------

DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	30.52	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	8.88	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	39.40	CUSTOMER PAY	.00

DUNMORE

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R J BURNE

Cadillac



PONTIAC



INC.

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11599

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/29/06	06	PONTIAC	G6	1G2ZG558364	18739	11902	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	00/00/00	49	00/00/00 00:00		75.00	00	12/29/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
93740					1			

===== REPAIR LINE 01 =====
 CUSTOMER STATES POWER STEERING IS LOCKING UP AT TIMES HARD TO STEER
 BILL CODE - W

===== REPAIR LINE 02 =====
 CUSTOMER STATES FOG LIGHT SWITCH IS NOT LIGHTING UP
 BILL CODE - W

15850573
 N2232
 S

DATE RECEIVED - 80505

***** SERVICE HISTORY *****

DATE	RO	MILES	SA	TECH	BC	LABOR	OP	DESCRIPTION
05/06/06	88315	5106	14	8	W	L1197		SENSOR, FUEL LEVEL
03/31/06	87263	4774	11	1	W	J7903		BGR VALVE
03/03/06	86952	771	14	5	W	OTHER HOURS		OLH
03/03/06	86952	771	14	5	W	J1506		MOUNT, ENGINE - FR
03/03/06	86952	771	14	5	W	N2232		SWITCH - FOG LAMP

***** WARRANTY VEHICLE INFORMATION *****

DESC MONTHS MILES EXP DATE DEDUCTIBLE SERVICE CONTRACT NO
 0 0 00/00/00 0

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	1	TIME	OFF
	15	93740			
		OPER. NO.			
		EMP. NO.			ON

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

ALL PARTS ARE NEW EXCEPT AS NOTED

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

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

- ☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
- ☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$
- ☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$

INITIAL
 YOUR
 CHOICE

Custom states Car Stereo is hand
to steer or locks up, Road tested
and got Car to act as checked
for bulbs none no codes went
thru trouble chart and found
faults P15 module on Column
ordered new module.

Custom states that fog light
switch don't light up when
on check and had power but
would not light up, replaced
switch and it now.

RD 93740

RECEIVED
JAN 10 1993

R J BURNE**Cadillac PONTIAC INC.**

DUNMORE

PA

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

6036

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
05/01/06	06	PONTIAC	G6	1G2ZG558364	18739	5106	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	00/00/00	14	00/00/00 00:00		70.00	00	05/01/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
88315					1			

REPAIR LINE 01

FUEL GAUGE NOT WORKING

BILL CODE - W

L1197 1.9

2267 7575

DATE RECEIVED 80505

***** SERVICE HISTORY *****

DATE	RO	MILES	SA	TECH	BC	LABOR	OP	DESCRIPTION
03/31/06	87263	4774	11	1	W	J7903		EGR VALVE
03/03/06	86952	771	14	5	W	OTHER HOURS		OLH
03/03/06	86952	771	14	5	W	J1506		MOUNT, ENGINE - FR
03/03/06	86952	771	14	5	W	N2232		SWITCH - FOG LAMP
01/24/06	85970	771	14	4	W	V1427		RECALL

***** WARRANTY VEHICLE INFORMATION *****

DESC MONTHS MILES EXP DATE DEDUCTIBLE SERVICE CONTRACT NO

0 0 00/00/00 0

STRAIGHT TIME (HOURS)	FLAT RATE	R.O. NO. 88315	TIME OFF 1.1
7.9		OPER. NO. 2	
		EMP. NO. PERRI	
			MAINT 9.0

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CUSTOMER SIGNATURE

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$INITIAL
YOUR
CHOICE

R J BURNE*Cadillac*  **PONTIAC**  **INC.**

DUNMORE

PA

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
05/01/06	06	PONTIAC	G6	1G2ZG558364	18739	6036	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	05/01/06	14	00/00/00 00:00		70.00	01	05/01/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
88315								1

===== REPAIR LINE 01 =====

FUEL GANGE NOT WORKING

OPEN LEVEL SENSOR

BILL CODE - W COMPLAINT CODE - QJ

REPLACED FUEL LEVEL SENSOR

L1197 SENSOR, FUEL LEVEL 8 M A 1.90 28.50 115.98

TOTAL LABOR 28.50 115.98

GM 22677575 -SENSOR 1 95.47 133.66

FAIL CODE - 6F

GM 22682111 -GASKET 1 5.44 7.62

TOTAL PARTS 100.91 141.28

===== ACCOUNTS =====

ACCOUNT	COST	DEBIT	CREDIT
263		257.26+	
462	28.50+		115.98-
480	100.91+		141.28-

=====

DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	115.98	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	141.28	PARTS AMOUNT	.00
MISC SALES	.00	MISC SALES	.00	MISC SALES	.00	MISC SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	257.26	CUSTOMER PAY	.00

RECEIVED
MAY 11 1964

for fuel gauge not working
checked for power & ground had
both checked gauge and gauge
was working Replaced fuel level
sensor and works fine now

RD 88315

① Repair vehicle as per
Document 1779034
Replace EGR & tube &
EGR connector
Program code 10765

AO 87263

DUNMORE

FA

R J BURNE

Cadillac PONTIAC INC.

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

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STR/CUS	MILES IN	MILES OUT	TAG
03/14/06	06	PONTIAC	G6	1G2ZG558364	18739	4774	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	00/00/00	11	00/00/00 00:00		70.00	00	03/14/06	
R.O. NUMBER	TAXID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
87263					1			

===== REPAIR LINE 01 =====
 FUEL GAUGE DOES NOT READ FULL AFTER TANK IS FILLED
 BILL CODE - W

5106

DATE RECEIVED 80505

***** SERVICE HISTORY *****

DATE	RO	MILES	SA	TECH	PC	LABOR	OP	DESCRIPTION
03/03/06	86952	771	14	5	W	OTHER	HOURS	OLH
03/03/06	86952	771	14	5	W	J1506		MOUNT, ENGINE - FR
03/03/06	86952	771	14	5	W	N2232		SWITCH - FOG LAMP
01/24/06	85970	771	14	4	W	V1427		RECALL
01/09/06	85969	771	14	4	C	ROT		ROTATE TIRES

***** WARRANTY VEHICLE INFORMATION *****

DESC	MONTHS	MILES	EXP DATE	DEDUCTIBLE	SERVICE CONTRACT NO.
	0	0	00/00/00	0	

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
1.8		87263	2	
		OPER. NO.	MAR 27 111	
		EMP. NO. 1	MAR 27 95	

WARR - Tech Assist. 8820953

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CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)

REVISED ESTIMATE (2)

REVISED ESTIMATE (3)

DATE

TIME

BY

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS

☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$

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

 INITIAL
 YOUR
 CHOICE

R J BURNE



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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	SEK/CUS	MILES IN	MILES OUT	TAG
02/27/06	06	PONTIAC	G6	1G2ZG558364	18739	4506	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
08/05/05	02/28/06	14	00/00/00 00:00		70.00	01	02/28/06	
R.O. NUMBER	TAXID	HOME PHONE	BUSINESS PHONE					
86952						GREEN		1

===== REPAIR LINE 01 =====
 FOG LIGHT SWITCH DOES NOT LIGHT UP PARTS ARE IN
 OPEN LED IN SWITCH
 BILL CODE - W COMPLAINT CODE - OJ
 REPLACED FOG LAMP SWITCH
 N2232 SWITCH - FOG LAMP 5 M A .50 8.75 30.52
 TOTAL LABOR 8.75 30.52
 GM 22734489 -SWITCH 1 6.22 8.71
 FAIL CODE - 6P
 TOTAL PARTS 6.22 8.71

===== REPAIR LINE 02 =====
 RATTLE NOISE SOUNDS LIKE EXHAUST IS LOOSE
 WORN UPPER ENGINE MOUNT--DIAG WITH CHASSIS EARS, TRIED NEW RF
 STRUT, REMOVED FRONT PLASTIC BODY PANELS AND HEAD LAMP, FINALLY FOUND
 NOISE IN MOUNT
 BILL CODE - W COMPLAINT CODE - NO
 REPLACED RIGHT UPPER ENGINE MOUNT
 J1506 MOUNT, ENGINE - FR 5 M A .60 10.50 36.62
 OTHER HOURS OLN 5 M A 2.00 35.00 122.08
 TOTAL LABOR 45.50 158.70
 GM 15235775 -SNUBBER 1 42.57 59.60
 FAIL CODE - 2E
 TOTAL PARTS 42.57 59.60

===== REPAIR LINE 03 =====
 SEE ATTCHED PAPER FOR A REPROGRAM?
 BILL CODE - C NO CHARGE - Y
 PROGRAM FOR FUEL GUAGE NOT AVAILABLE YET

ACCOUNT	COST	DEBIT	CREDIT
263		257.53+	
460			
462	54.25+		189.22-
480	48.79+		58.31-

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

DUNMORE

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R J BURNE

Cadillac PONTIAC INC.

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/27/06	06	PONTIAC	G6	1G2ZG558364	18739	771	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	00/00/00	14	00/00/00 00:00		70.00	00	02/27/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
86952				GREEN	1			

REPAIR LINE 01

FOG LIGHT SWITCH DOES NOT LIGHT UP PARTS ARE IN
BILL CODE - W

4506

REPAIR LINE 02

RATTLE NOISE SOUNDS LIKE EXHAUST IS LOOSE
BILL CODE - W

15235775 SNUBBER

REPAIR LINE 03

SEE ATTACHED PAPER FOR A REPROGRAM?
BILL CODE - W

DATE RECEIVED -

80505

***** SERVICE HISTORY *****

DATE	RO	MILES	SA	TECH	BC	LABOR	OP	DESCRIPTION
01/24/06	85970	771	14	4	W	V1427		RECALL
01/09/06	85969	771	14	4	C	ROT		ROTATE TIRES
01/09/06	85969	771	14	4	C	OIL		OIL SERVICE
09/23/05	82895	30	50	1	W	N0110		BATTERY - ONE - RE
07/13/05	81716	0	50		RR	Z6999		ADD WASHER FLUID

***** WARRANTY VEHICLE INFORMATION *****

DESC MONTHS MILES EXP DATE DEDUCTIBLE SERVICE CONTRACT NO

0 0 00/00/00 0

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CUSTOMER SIGNATURE

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Copyright 2005 RJR, Inc.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

- ☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
- ☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$
- ☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$

INITIAL
YOUR
CHOICE

① Replaced Fog light switch

② Check for Rattle in front End -
 Road test Vehicle yes RATTLE in L/F area
 Put Car on lift Check front Suspension +
 for loose parts none - Check for Bulletins - none
 Matching My Concern - Road test with Chassis Ears
 Connected - Put Ears in Various Positions -
 Nothing found yet.

NO 86952

STRAIGHT TIME (HOURS)	FLAT RATE	WO NO.	OPER. NO.	EMP. NO.	TIME	OFF
Fog Light Switch	1.5	86952	PERRI	5		FEB 27 15.1
						FEB 27 13.7
STRAIGHT TIME (HOURS)	FLAT RATE	WO NO.	OPER. NO.	EMP. NO.	TIME	OFF
RATTLE DIAG.	3.0	86952	PERRI	5		FEB 27 13.7
						FEB 27 9.3

OK (2.0 EP)

③ Can't reprogram PCM -
 No new Calibration yet

STRAIGHT TIME (HOURS)	FLAT RATE	WO NO.	OPER. NO.	EMP. NO.	TIME	OFF
	2.0	86592	PERRI	8		FEB 28 15.2
						FEB 28 13.5

for more in fact and was on R.F. side of
car pulled Bumper off of car and R.F. head
light out of car more was still there pulled
air box and box assembly out of car and more
was still there pulled all plastic off of
front of car and more was still there put
choosing bar on car on front end parts could
not get it in choosing bar. Pulled R.F.
strut out of car and replaced with
another strut from new car was still
there Reinstalled old strut back in car
and reassembled car but more was still there
pulled sway bar links off and more
was still there finally found that
upper motor motor was busted inside
replaced with new one and more is not
done now.

PO 86952

R J BURNE**PONTIAC INC.**

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
07/12/05	06	PONTIAC	G6	1G2ZG558364	27016	3	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
00/00/00	07/13/05	50	00/00/00 00:00		70.00	01	07/13/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
81716								1

===== REPAIR LINE 01 =====

PERFORM PRE DELIVERY INSPECTION

BILL CODE -

RR

PDI	PRE DELIVERY INSP	11	M A
INSP	PA STATE INSPECTIO	11	M C
EXEM	EXEMPT EMISSION IN	11	M C
MCI	MCI		M A
Z6999	ADD WASHER FLUID		M A

GM 1051515 -OPTIKLE

1

PAYMENT TYPE - 1 .00 CUSTOMER TYPE - R

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER		LABOR AMOUNT	.00
	THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS.		PARTS AMOUNT	.00
			MISC. SALES	.00
			MATERIALS	.00
			TOTAL CHARGE	.00
			DEDUCTIBLE	.00
			SALES TAX	.00
			OTHER PAY	.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	CUSTOMER PAY	.00	

R J BURNE**PONTIAC**

INC.

DUNMORE

PA

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

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CLS	MILES IN	MILES OUT	TAG
08/29/05	06	PONTIAC	G6	1G2ZG558364	18739	30	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	08/29/05	50	00/00/00 00:00		.00	01	08/29/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
82895								1

===== REPAIR LINE 01 =====

NOT STARTING - DEAD BATTERY

CK'D CHARGING SYSTEM - CODE 2K3D7-RL

BILL CODE - W COMPLAINT CODE - PN

REPLACE BATTERY

N0110 BATTERY - ONE - RE 1 M A .50 8.53 29.40

TOTAL LABOR 8.53 29.40

GM 19001627 BATTERY 1 66.29 92.81

TOTAL PARTS 66.29 92.81

===== ACCOUNTS =====

ACCOUNT	COST	DEBIT	CREDIT
263		122.21+	
462	8.53+		29.40-
480	66.29+		92.81-

=====

DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	29.40	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	92.81	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	122.21	CUSTOMER PAY	.00

DUNMORE

PA

Wait

R J BURNE

Cadillac



PONTIAC INC.

1200 Wyoming Avenue Scranton, PA 18504 Telephone: (570) 242-0107

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
08/29/05	06	PONTIAC	G6	1G2ZG558364	18739	30	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	00/00/00	50	00/00/00 00:00		.00	00	08/29/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
82895					1			

===== REPAIR LINE 01 =====

NOT STARTING - DEAD BATTERY

BILL CODE - W

77/

Check charging system 14.2 90 AMP Load
bad cell code 2K3P7-RL in

DATE RECEIVED - 80503

***** SERVICE HISTORY *****

DATE	RO	MILES	SA	TECH	BC	LABOR	OP	DESCRIPTION
07/13/05	81716	0	50		RR	Z6999		ADD WASHER FLUID
07/13/05	81716	0	50		RR	MCI		MCI
07/13/05	81716	0	50	11	RR	EXEM		EXEMPT EMISSION IN
07/13/05	81716	0	50	11	RR	INSP		PA STATE INSPECTION
07/13/05	81716	0	50	11	RR	PDI		PRE DELIVERY INSP

***** WARRANTY VEHICLE INFORMATION *****

DESC MONTHS MILES EXP DATE DEDUCTIBLE SERVICE CONTRACT NO

0 0 00/00/00 0

323P7-RL

Replace battery out

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

ALL PARTS ARE NEW EXCEPT AS NOTED

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

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$

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

INITIAL
YOUR
CHOICE

DUNMORE

PA

R J BURNE



PONTIAC



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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/09/06	06	PONTIAC	G6	1G2ZG558364	18739	771	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	01/09/06	14	00/00/00 00:00		70.00	01	01/09/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
85970								

1

===== REPAIR LINE 01 =====

SUNVISOR RECALL PARTS ARE IN

BILL CODE -

W

COMPLAINT CODE -

MA

AS PER RECALL 05094 REPLACED TWO SUNVISOR

V1427

RECALL

1

M A

.40

3.40

23.52

FAIL CODE -

96

TOTAL LABOR

3.40

23.52

GM

10381580

-SUNSHAD

1

19.95

27.93

GM

10381581

-SUNSHAD

1

19.95

27.93

TOTAL PARTS

39.90

55.86

===== ACCOUNTS =====

ACCOUNT

COST

DEBIT

CREDIT

363

79.38+

462

3.40+

23.52-

480

39.90+

55.86-

DATE RECEIVED -

80505 PAYMENT TYPE - 1

.00

LABOR	.00	LABOR	.00	LABOR	23.52	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	55.86	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	79.38	CUSTOMER PAY	.00

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/09/06	06	PONTIAC	G6	1G22G558364	18739	3340	0	0000
SERVICE DATE	NOTIFIED	SYC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	01/09/06	14	00/00/00 00:00		70.00	01	01/09/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
85969								1

===== REPAIR LINE 01 =====

MAINTENANCE II

CHANGE ENGINE OIL AND FILTER, LUBE CHASSIS, RESET OIL LIFE SYSTEM.

VISUALLY INSPECT EXHAUST SYSTEM, AIR FILTER AND TRANSMISSION.

CHECK ALL FLUID LEVELS, ADD AS NEEDED

ROTATE TIRES AND CHECK INFLATION PRESSURES AND WEAR

BILL CODE - C

OIL	OIL SERVICE	4	M A	.40	3.40	11.97
ROT	ROTATE TIRES	4	M C	.50	4.25	16.99
			TOTAL LABOR		7.65	28.96
GM	OIL OIL			5	5.00	7.50
GM	25010792 -OIL FLT			1	3.40	5.67
			TOTAL PARTS		8.40	13.17

===== ACCOUNTS =====

ACCOUNT	COST	DEBIT	CREDIT
225		41.71+	
324			2.28-
460	7.65+		28.96-
467	3.40+		5.67-
491	5.00+		7.50-
6105			1.50-
6505		2.10+	
6507		2.10+	

DISCOUNT LABOR - 2.10 DISCOUNT PARTS - 2.10
 DATE RECEIVED - 80505 PAYMENT TYPE - 1 41.71

LABOR	.00	LABOR	.00	LABOR	.00	LABOR AMOUNT	28.96
PARTS	.00	PARTS	.00	PARTS	.00	PARTS AMOUNT	13.17
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	1.50
						TOTAL CHARGE	43.63
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	2.28
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	.00	CUSTOMER PAY	41.71

Customer states noise in steering
and at times is hard to steer.

RO 94/94

Road tested and got both

Complaints, found bulletin 1880310

for some Complaint and used changing
laws to ~~the~~ determine where noise

is coming from was coming from steering
gear replaced with updated #

and adjusted toe and oh now.

WARRANTY PARTS
RETURNED

DUNMORE

PA

R J BURNECadillac  PONTIAC  INC.

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	SIR/CUS	MILES IN	MILES OUT	TAG
01/22/07	06	PONTIAC	G6	1G2ZG558364	18739	11766	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	00/00/00	49	00/00/00 00:00		75.00	00	01/22/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
94194					1			

REPAIR LINE 01

CUSTOMER STATES STEERING IS MAKING A THUMPING NOISE WHEN TURNING LEFT
OR RIGHT STEERING GETS STIFF WHEN TRYING TO PARK VEHICLE
BTTJ CODE - W

DATE RECEIVED -

80505

***** SERVICE HISTORY *****

DATE	RO	MILES	SA	TECH	BC	LABOR	OP	DESCRIPTION
01/19/07	94002	12000	19	8	SP	MULTI		MULTI-POINT INSPEC
01/19/07	94002	12000	19	8	W	E7631		MOTOR AND CONTROLL
01/05/07	93740	11802	49	8	W	N2232		REPLACE
05/06/06	88315	5106	14	8	W	L1197		SENSOR, FUEL LEVEL
03/31/06	87263	4774	11	1	W	J7903		EGR VALVE

***** WARRANTY VEHICLE INFORMATION *****

DESC MONTHS MILES EXP DATE DE

0

0 00/00/00

***** SERVICE CONTRACT NO

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	TIME	OFF
9		94194	8	4	
			PERRI		
			EMP NO.		
					ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	TIME	OFF
1.0		94194	8	2	
			PERRI		
			EMP NO.		
					ON

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

ALL PARTS ARE NEW EXCEPT AS NOTED

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

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE

AUTHORIZED BY X

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

- ☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
- ☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$
- ☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES

INITIAL
YOUR
CHOICE

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R J BURNE**PONTIAC** INC.

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/22/07	06	PONTIAC	G6	1G2ZG558364	18739	11766	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	01/23/07	49	00/00/00 00:00		75.00	01	01/23/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
94194								1

===== REPAIR LINE 01 =====
 CUSTOMER STATES STEERING IS MAKING A THUMPING NOISE WHEN TURNING LEFT
 OR RIGHT STEERING GETS STIFF WHEN TRYING TO PARK VEHICLE
 VEHICLE NEEDS POWER STEERING GEAR

BILL CODE - W COMPLAINT CODE - NE
 REMOVE AND REPLACED POWER STEERING GEAR AS PER DOC#1880310 AND ALIGN
 FRONTEND ROADTEST OK
 E9740 REPLACE 8 M A 1.90 31.35 120.31
 TOTAL LABOR 31.35 120.31
 GM 15858368 -GEAR 1 155.24 217.34
 FAIL CODE - 93
 TOTAL PARTS 155.24 217.34

===== ACCOUNTS =====

ACCOUNT	COST	DEBIT	CREDIT
263		337.65+	
462	31.35+		120.31-
480	155.24+		217.34-

=====

DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	120.31	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	217.34	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	337.65	CUSTOMER PAY	.00

P15 Control Module. ~~00360~~

P15 Control Module ~~00360~~

Justome States while driving
steering locks up, now tested
and got car to get up went
check chart for P15 locks up
and found that had internal problem
in P15 module, replaced P15
module and released the car and
retested and ok now.

R0 94002

WARRANTY PARTS
RETURNED

DUNMORE

PA

R J BURNE

Cadillac PONTIAC INC.

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/11/07	06	PONTIAC	G6	1G2ZG558364	18739	11766	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
08/05/05	01/11/07	19	00/00/00 00:00		75.00	01	01/11/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
94002								1

===== 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 - W COMPLAINT CODE - OG
 REPLACED POWER STEERING MODULE AND RELEARNED
 E7631 MOTOR AND CONTROLL 8 M A 1.30 20.80 82.32
 TOTAL LABOR 20.80 82.32
 GM 15775370 -MOTOR 1 188.58 264.01
 FAIL CODE - 6C
 TOTAL PARTS 188.58 264.01

===== REPAIR LINE 02 =====
 MULTI-POINT VEHICLE INSPECTION
 BILL CODE - SP
 FREE MUTLI-POINT INSPECTION
 MULTI MULTI-POINT INSPEC 8 M D .30 4.80 6.00
 TOTAL LABOR 4.80 6.00

===== ACCOUNTS =====

ACCOUNT	COST	DEBIT	CREDIT
263		346.33+	
462	20.80+		82.32-
463	4.80+		6.00-
480	188.58+		264.01-
6705		6.00+	

===== DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00 =====

LABOR	6.00	LABOR	.00	LABOR	82.32	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	264.01	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	6.00	CONTRACTS	.00	WARRANTY	346.33	CUSTOMER PAY	.00

DUNMORE

PA

R J BURNE

Cadillac PONTIAC INC.

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

117666 PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/11/07	06	PONTIAC	G6	1G2ZG558364	18739	12008	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	00/00/00	19	00/00/00 00:00		75.00	00	01/11/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
94002					1			

===== REPAIR LINE 01 =====
CUSTOMER STATES WHILE MAKING A TURN THE POWER STEERING LOCKS UP
BILL CODE - W

15775370

===== REPAIR LINE 02 =====
MULTI-POINT VEHICLE INSPECTION
BILL CODE - SP
FREE MUTLI-POINT INSPECTION
MULTI MULTI-POINT INSPEC M D .30 .0 6.00
TOTAL LABOR .00 6.00

ESTIMATES: PARTS DO LABOR 6.00 TOTAL 6.00
DATE RECEIVED - 80505

***** SERVICE HISTORY *****
DATE RO MILES SA TECH DC LABOR OP DESCRIPTION
01/05/07 93740 11802 49 8 W N2232 REPLACE
05/06/06 88315 5106 14 8 W L1197 SENSOR, FUEL LEVEL
03/31/06 87263 4774 11 1 W J7903 EGR VALVE
03/03/06 86952 771 14 9 W OTHER HOURS OLH
03/03/06 86952 771 14 5 W J1506 MOUNT, ENGINE - FR

***** WARRANTY VEHICLE INFORMATION *****
DESC MONTHS MILES EXP DATE DEDUCTIBLE SERVICE CONTRACT NO
0 0 00/ 0

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	TIME	OFF
	116	940026	PERRI		
			EMP. NO.		ON

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

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)

DATE

TIME

BY

REVISED ESTIMATE (2)

REVISED ESTIMATE (3)

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$INITIAL
YOUR
CHOICE

DUNMORE

PA

R J BURNE

Cadillac



PONTIAC

INC.

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

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DATE	YEAR	MAKE	MODEL	VIN	STR/CUS	MILES IN	MILES OUT	TAG
12/10/07	06	PONTIAC	G6	1G2ZG558364	18739			
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	ENV. DATE	
08/05/05		49	00:00		75.00	00	12/10/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
100871			000-000-0000		1			

===== REPAIR LINE 001 =====
 CUSTOMER STATES POWER STEERING IS GETTING STIFF THEN BREAK LOOSE
 Bill Code - W

19129

19133

===== REPAIR LINE 002 =====
 MULTI-POINT VEHICLE INSPECTION
 FREE MUTLI-POINT INSPECTION
 Bill Code - SP
 MULTI MULTI-POINT INSPEC M D .30 6.00
 Total Labor 6.00
 Total Line 6.00

Estimates: Parts Labor 6.00 Hours .30 Total 6.00

===== SERVICE HISTORY =====

DATE	RO	MILES	SA	TECH	BC	LABOR	OP	DESCRIPTION
10/29/07	100025	17962	49	21	SP	MULTI		MULTI-POINT INSPEC
01/26/07	94194	11766	49	8	W	E9740		REPLACE
01/19/07	94002	12000	19	8	SP	MULTI		MULTI-POINT INSPEC
01/19/07	94002	12000	19	8	W	E7631		MOTOR AND CONTROLL
01/05/07	93740	11802	49	8	W	N2232		REPLACE

===== WARRANTY VEHICLE INFORMATION =====
 DESC MONTHS MILES EXP DATE DEDUCTIBLE SERVICE CONTRACT NO
 00/00/00

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

ALL PARTS ARE NEW EXCEPT AS NOTED
 I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED
ESTIMATE (1)

DATE

TIME

BY

REVISED
ESTIMATE (2)REVISED
ESTIMATE (3)☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$INITIAL
YOUR
CHOICE

R J BURNE

Cadillac PONTIAC INC.

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

DUNMORE

PA

ACCOUNTING COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/10/07	06	PONTIAC	G6	1G22G558364	18739	19129	19133	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	12/11/07	49	00:00		75.00	00	12/11/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
100871			000-000-0000	1				

===== REPAIR LINE 001 =====
 CUSTOMER STATES POWER STEERING IS GETTING STIFF TIEN BREAK LOOSE
 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
 ===== REPAIR LINE 002 =====

MULTI-POINT VEHICLE INSPECTION
 FREE MUTLI-POINT INSPECTION
 Bill Code - SP
 MULTI MULTI-POINT INSPEC

1 M D	.30	5.40	6.00
Total Labor		5.40	6.00
Total Line		5.40	6.00

SOURCE	ACCOUNT	CONTROL	COST	DEBIT	CREDIT
30	460	100871		0.00	
31	463	100871	5.40		-6.00
31	6705			6.00	
Tech# 1 A:	B:	C:	D:0.30	Total:0.30	

LABOR	6.00	LABOR		LABOR		LABOR AMOUNT	
PARTS		PARTS		PARTS		PARTS AMOUNT	
MISC. SALES		MISC. SALES		MISC. SALES		MISC. SALES	
MATERIALS		MATERIALS		MATERIALS		MATERIALS	
						TOTAL CHARGE	
DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE	
SALES TAX		SALES TAX		SALES TAX		SALES TAX	
OTHER PAY						OTHER PAY	
INTERNAL	6.00	CONTRACTS		WARRANTY		CUSTOMER PAY	

PO 100871

- ① Check voltage in morning - 37° - 11.72V
after startups 14.38 - Check steering
No bending at this time.

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
	3	100871/A		DEC 11 12.3
		OPER. NO.		DEC 11 11.8
		EMP. NO.		ON

**GMC****HUMMER****General Motors Business Resource Center****FAX***From*

~~To:~~ **Ed Polovitch**
Company:
Fax: 5703420352
Phone:

To

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

CC:

NOTES:

2006 G6 - 6CYL SEDAN			PONTIAC/GMC DIVISION
38U EMERALD GREEN METALLIC	/V6G		GENERAL MOTORS CORPORATION
70B LIGHT TAUPE			100 RENAISSANCE CENTER
ORDER NO. JFNHVH/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G2 ZG55 83 64			VEHICLE INVOICE 2AD51686622
*****			*****16*03081S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20030.00	18527.75	INVOICE 06/27/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	124.50	SHIPPED 06/25/05
FAD SIMULATED WALNUT BURL ACCENTS	N/C	N/C	EXP I/T 07/03/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 07/05/05
F83 AXLE RATIO 3.05	N/C	N/C	PRC EFF 06/24/05
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	KEYS G0914 G0914
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	WFP-S QTR OPT-1
PCI DRIVER'S PACKAGE INCLUDES:	650.00	539.50	BANK: GMAC - 020
* PWR ADJ BRAKE & ACCEL. PEDALS			CHG-TO 03-081
* FLOOR MATS, CARPET			
* CARGO NET			SHIP WT: 3346
* (4) 16" PAINTED ALLOY WHEELS			HP: 32.9
			GMS: 19163.35
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	SUPPLR: 20022.33
1SZ DRIVER PACKAGE DISCOUNT	150.00-	124.50-	MRM: 21455.00
			MEMO 959.00

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

TOTAL	21305.00	20070.65	PAY 310	20070.65
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		19149.80		

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

R. J. BURNE OLDSMOBILE CADILLAC PONT	REMIT TO GMAC NO. 020
	VIN 1G2ZG558364
	\$ 20070.65 INV 2AD51686622
	DUE 07/05/05 DEALER 03-081

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the
requester. Do not
send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)

Business name, if different from above

Check appropriate box: ☐ Individual/sole proprietor ☒ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see Instructions) ▶

☐ Exempt
payee

Address (number, street, and apt. or suite no.)

Requester's name and address (optional)

City, state, and ZIP code

AMBLER, PA

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

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

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number

or

Employer identification number

23

Part II Certification

Under penalties of perjury, I certify that:

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

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign
Here

Signature of
U.S. person ▶

Date ▶ 1/9/08

General Instructions

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

Purpose of Form

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

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

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

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

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

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

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

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

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

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
HERESOOON**

TO Patricia Easley

DATE 4/15/08 Dept

FROM Sherry ext 601

COMMENTS 71-615083719

NUMBER OF SHEETS BEING FAXED INCLUDING COVER SHEET 7

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

SOLD TO **GMAC**
PO BOX 8140
ADDRESS COCKEYSVILLE, MD 21030-

DATE 08/05/2005

INVOICE
A 023655

YEAR	NEW OR USED	MAKE	COLOR	MODEL	INVOICE	STOCK NO.	CUST. NO.	USED STR. NO.	SOURCE																																																																																																																																																																																																																																									
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USED CARS: RETAIL	446		-																																																																																																																																																																																																																																															
WHOLESALE	448		-																																																																																																																																																																																																																																															
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PTA TAX	324T		27	50																																																																																																																																																																																																																																														
LICENSE, TITLE, & ENCUMBRANCE	905		55	00																																																																																																																																																																																																																																														
DOCUMENTARY FEES	905		N/A																																																																																																																																																																																																																																															
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ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, BURNE OLDS CADILLAC INC. (transferor's name, Print)

state that the odometer now reads 30 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
PONTIAC	G6	SDN
VEHICLE IDENTIFICATION NUMBER		YEAR
1G2ZG558364		2006

x [Signature]
TRANSFEROR'S SIGNATURE

BURNE OLDS CADILLAC INC.
PRINTED NAME

1205 WYOMING AVENUE
TRANSFEROR'S ADDRESS (STREET)

SCRANTON PA 18509
CITY STATE ZIP CODE

08/05/05
DATE OF SALE

☒ TRANSFER

[Redacted]
PRINTED NAME

[Redacted]
TRANSFEREE'S NAME

[Redacted]
TRANSFEREE'S ADDRESS (STREET)

DUNMORE, PA
CITY STATE ZIP CODE

GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county

Garaging address (if different)

LESSOR (Retailer)

**BURNE OLDS CADILLAC INC.
1205 WYOMING AVENUE
SCRANTON PA 18509-**

DUNMORE, PA

Principal driver (if business use)

This 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 back. "We," "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).

- ☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- ☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it 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 _____.
- ☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	PONTIAC G6	SDN	1G2ZG558364	30	<input type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural
Dealer Installed Options:						<input type="checkbox"/> GVW (if truck) <input type="checkbox"/> Public Conveyance

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below) \$ 927.28	2. Monthly Payments Your first monthly payment of \$ 302.78 is due on 08/05/2006 , followed by 47 payments of \$ 302.78 due on the 5 of each month. The total of your monthly payments is \$ 14533.44	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ N/A Total \$ _____	4. Total of Payments (The amount you will have paid by the end of the lease.) \$ N/A \$ N/A \$ N/A Total \$ 15157.94
---	--	--	--

Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery: a. Capitalized cost reduction \$ 500.00 b. First monthly payment \$ 302.78 c. Refundable security deposit \$ N/A d. Title fees \$ 22.50 e. Registration fees \$ N/A f. Sales/use tax \$ N/A g. DOC FEE \$ 55.00 h. OTHER FEES \$ 22.00 i. OLRS FEES \$ 25.00 j. Total \$ 927.28	6. How the Amount Due at Lease Signing or Delivery will be paid: a. Net trade-in allowance \$.00 b. Rebates and noncash credits \$ 500.00 c. Amount to be paid in cash \$ 427.28 d. Total \$ 927.28
---	---

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 20870.00) 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
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ 20765.00
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 paid over the lease term	\$ 10681.15
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 2652.29
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

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$20670.00) 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
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	= \$	20765.00
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 paid over the lease term	= \$	10681.15
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$	2652.29
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
i. Base monthly payment	= \$	277.78
j. Monthly sales/use tax (estimated)	+ \$	25.00
k.	+ \$	N/A
l. 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 dollars. 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.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$20 per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$10083.85, plus official fees and taxes.
10. 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

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$	20670.00
b. GMAC administrative fee	+ \$	595.00
c. License/registration/title fees	+ \$	N/A
d. Sales tax	+ \$	N/A
e. Other tax (describe)	+ \$	N/A
f. Optional service contract	+ \$	N/A
g. Optional maintenance contract	+ \$	N/A
h. Optional life insurance	+ \$	N/A
i. Optional disability insurance	+ \$	N/A
j.	+ \$	N/A
k.	+ \$	N/A
l. 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				= \$

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.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$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.

a. Title/lien fees	\$	22.50
b. Registration fees/taxes	\$	N/A
c. License fees/taxes	\$	N/A
d. Sales/use taxes (including tax on capitalized cost reduction)	\$	1200.00
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.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 08/04/09. You are scheduled to return the vehicle on this date. (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE. \$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 lease as follows:

Insurance company name: UNITRIN DIRECT
 Insurance agency name: DIRECT W COMP
 Agency address: PO BOX 509082 SAN DIEGO, CA 92150-
 Agency phone no.: 877-506-0222
 Agent's name: DIRECT W COMP
 Policy no.:
 Deductibles: Collision \$ N/A Comprehensive \$ N/A

Insurance company name:
 Insurance agency name:
 Agency address:
 Agency phone no.:
 Agent's name:
 Policy no.: N/A
 Deductibles: Collision \$ N/A Comprehensive \$ N/A

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.

Insurer name:
 Address:
☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A

10. **OPTIONAL FEES AND TAXES.** You will pay on government fees, and, 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.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 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.

a. Title/lien fees	\$ <u>22.50</u>
b. Registration fees/taxes	\$ <u>N/A</u>
c. License fees/taxes	\$ <u>N/A</u>
d. Sales/use taxes (including tax on capitalized cost reduction)	\$ <u>1200.00</u>
e. Excise taxes	\$ <u>N/A</u>
f. Property taxes	\$ <u>N/A</u>
g. Other (describe)	\$ <u>N/A</u>
h. Other (describe)	\$ <u>N/A</u>
i. Other (describe)	\$ <u>N/A</u>

14. MILEAGE.

Base Mileage Allowance. ☐ 15,000 miles/year. ☒ **Low mileage:** 12,000 miles/year.
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at \$ 20 per mile. If this lease ends 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.**

Total Allowed Mileage on the Odometer at Lease End is 48030 miles.
Starting odometer mileage _____ miles
Base mileage allowance _____ + 48000 miles
Purchased extra miles _____ + 0 miles
Purchased extra miles _____ + .20 miles

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.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE: X _____ BY: X _____ CO-LESSEE: X _____

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE. I DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT _____ (city) _____ (state) _____ ON _____ AUGUST _____ 05 2005 (month) (day) (year)

LESSEE: X BURNE OLDS CADILLAC INC. BY: X _____ CO-LESSEE: X _____

LESSOR: _____ (SIGNATURE AND TITLE: X AGENT)

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: _____ BY: X AGENT TITLE: _____

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

Agent's name: _____

Policy no.: _____ N/A ☐ Physical 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.

Insurer name: _____

Address: _____

<input type="checkbox"/> Life insurance (<input type="checkbox"/> Lessee <input type="checkbox"/> Co-Lessee <input type="checkbox"/> Both)	Premium \$ <u>N/A</u>
	Coverage limit \$ <u>N/A</u>
<input type="checkbox"/> Disability insurance (Lessee only)	Premium \$ <u>N/A</u>
	Monthly coverage limit \$ <u>N/A</u>

LESSEE'S SIGNATURE: X _____ Age _____

CO-LESSEE'S SIGNATURE: X _____ 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.

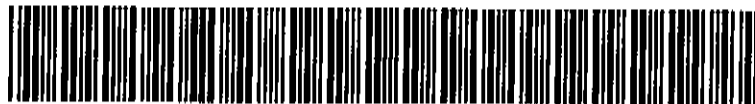
THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name _____ 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.



WID: 05223 3400 009944-001

New Title Number: [REDACTED]

General Systems Solutions On-Line Registration System

Pennsylvania Department of Transportation Applicant Summary Statement

Transaction: New Title/Transfer Reg		Processor: BURNE OLDSMOBILE CADILLAC/00658946		Processed By: SHARON FENTON	
Purchase Date: Aug 06, 2005		Process Date: Aug 11, 2005/		Temp Reg Date: Aug 05, 2005	
Prev Title No: None		Prev Dup Title Count: 0		State of Origin: None	
VIN: 1G2ZG558364 [REDACTED]		Stock No: 18739		PennDOT Fees	
Vehicle Type: PASSENGER		Condition: [] Police		Sales/Use Tax: 0.00	
VR/Make: 2006/PONT		Body: SDN		Title Fee: 22.50	
Odom Reading: 30		Fuel: G		Lien Fee: 5.00	
Purchase Price: \$0.00		Odom Qual: ACTUAL MILEAGE		Reg/Proc Fee: 0.00	
Owner Information:		Lessee Information:		Dup Reg Fee: 0.00	
VA/II TRIST/C		[REDACTED]		Transfer Fee: 6.00	
555 BUSINESS CENTER DR [] Tenant in		[] JDTF [REDACTED]		Increase Fee: 0.00	
HORSHAM/PA/ [] Survivorship?		[] Retired		Replacement Fee: 0.00	
19044 [] Tenant in		DUNMORE/PA [] Daily Rental		Other Fee: 0.00	
Common?		Mail Code: 2/L/L/L		Total: \$33.50	
Trade In #1 Information:		Lien Holder #1 Information:		Fees & Sales Tax Information:	
VIN: None		GMAC		Tax exempt Reason: RENTAL AND LEASING/02	
VR:		PO BOX 8140		Tax Exempt No: 99270836	
Make:		COCKEYSVILLE/MD		Taxable Sale Price: \$0.00	
Condition:		21030 [] ELT		[] Local Sales Tax Override?	
Allowance:		Lien Holder #2: None		X Rate: 0.06	
Trade In #2: None		Lien Holder #3: None			
Allowance:					
Trade In #3: None					
Allowance:					
Assigned Tag Type:		Class:		Assigned Exp Sticker No:	
Assigned Tag No:		RRGW:		Class Sticker No:	
Assigned Exp Mo/Yr:		RRGW:		Transferred Title No:	
Signature of Person from Whom Tag is Being Transferred		Transferred Tag No:		[] W/Renewal	
		Relation To Applicant: []		[] W/Tag Replacement	
		No of Dup Reg Cards: 0		[] W/Tag Exchange	

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

WARNING: The operation of a truck loaded beyond the manufacturer's Gross Vehicle Weight Rating (GVWR) may create unsafe conditions and also void the manufacturer's warranty if damage should 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 overloading. I/we request that the above described vehicle be registered at the gross vehicle weight (RRGW or RRGW) listed above under the provisions of Section 1916(b) of the Vehicle Code as amended by Act No. 8 (1980), approved 2-15-80. I/we acknowledge that I have been warned by the Department of Transportation that loading my truck beyond the manufacturer's gross weight rating may damage 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 vehicle registration(s) for failure to maintain financial responsibility on the currently registered vehicle for the period of registration. I/we further acknowledge that I/we may be subject to a fine not exceeding \$5,000 and imprisonment of not more than two (2) years for any false statement that I/we 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, I am/we are authorized to claim this exemption. I/we further certify that all statements herein are true and correct and make application for certificate of title for the vehicle described above.

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

Detach Here

01 of 01

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY: DEC 31, 2005 VALID: 08/11/05

PLATE: [REDACTED]

TITLE: [REDACTED]

VIN: 1G2ZG558364 [REDACTED]

YR/MAKE: 2006 PONT

TYPE: SDN

WID: 05223 3400 009944-001

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

EMISSION INSPECTION REQUIRED/DIESEL EXEMPT COUNTY: LACKAWANNA

DUNMORE PA



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
[€] Member, AZ Bar
[£] Member, CO Bar
[¥] Member, VT Bar
[§] Member, MI Bar
[°] Member, RI Bar
[¤] Member, NH Bar



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW
www.lemonlaw.com

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

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

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

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

JACQUELINE C. HERRITT^{†,‡}
ROBERT A. RAPKIN[†]
HY DAVID RUBENSTEIN^{†,§}
BARRY R. WINDERMANN[†]
MELISSA K. FIALA^{†,¶}
IRA P. SMADES[†]
DAVID L. LIEBERMAN^{†,*,‡}
ANGELA K. TROCCOLI^{†,§}
FRED DAVIS^{†,¶}
RONALD ROWLAND^{†,§}
CHRISTOPHER R. HOLLIDAY^{†,§,¶}
AMY L. BENNECOFF^{†,¶}
CHRISTINA GILL ROSEMAN^{†,§}
RICHARD A. SCHOLER^{†,¶}

Of Counsel:
RONNA LUCAS[†]

March 17, 2011

VIA EMAIL ONLY
gmerinfo@gmexpert.com

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

Re: [REDACTED] **v. General Motors Corporation**
Vehicle: 2006 Pontiac G6-GT
Date of Purchase: 08/04/2006
Place of Purchase: RJ Burne Pontiac, Scranton
VIN: 1G2ZG558364 [REDACTED]

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



30 East Butler Pike, Ambler, PA 19002

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

ROBERT M. SILVERMAN**
CRAIG THOR KIMMEL**

* Member, PA Bar
* Member, NJ Bar
* Member, DE Bar
* Member, NY Bar
* Member, MA Bar
* Member, MD Bar
* Member, OH Bar
* Member, DC Bar
* Member, AZ Bar
* Member, CO Bar
* Member, VT Bar
* Member, MI Bar
* Member, RI Bar
* Member, NH Bar



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F (215) 540-8817

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

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

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

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 [REDACTED]

Dear Sir/Madam:

I am writing this letter is an effort to work out a pre-litigation settlement of the above-captioned 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 *RMS*

RMS\tml
Enclosures

JACQUELINE C. HERRITT**
ROBERT A. RAPKIN**
HY DAVID RUBENSTEIN**
BARRY R. WINDERMANN**
MELISSA K. FIALA**
IRA P. SMADES**
DAVID L. LIEBERMAN**
ANGELA K. TROCCOLI**
FRED DAVIS**
RONALD ROWLAND**
CHRISTOPHER R. HOLLIDAY**
AMY L. BENNECOFF**
CHRISTINA GILL ROSEMAN**
RICHARD A. SCHOLER**

Of Counsel:
RONNA LUCAS*

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: DEC 31, 2008 VALID: 12/18/07

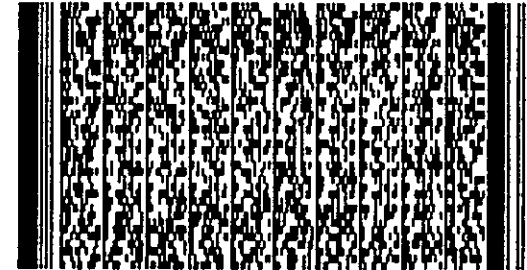
PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 1G2ZG558364 [REDACTED]
YR/MAKE: 2006 PONTIAC
TYPE: SDN
WID: 07352 2605 006058-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: LACKAWANNA

[REDACTED]
DUNMORE PA
[REDACTED]

[REDACTED]
[REDACTED] SIGNATURE

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



LESSEE (and CO-LESSEE) ("You") name and address, including county

Garaging address (if different)

LESSOR (Retailer)

BURNE OLDS CADILLAC INC.
1205 WYOMING AVENUE
SCRANTON PA 18509-

DUNMORE, PA

Principal driver (if business use)

This 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 back. "We," "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).

- ☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- ☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it 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 _____.
- ☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	PONTIAC G6	SDN	1G2ZG558364	30	<input type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance

Dealer Installed Options: _____ GVW (if truck) _____

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)* \$ <u>927.28</u>	2. Monthly Payments Your first monthly payment of \$ <u>302.78</u> is due on <u>08/05/2005</u> , followed by <u>47</u> payments of \$ <u>302.78</u> due on the <u>5</u> of each month. The total of your monthly payments is \$ <u>14533.44</u>	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ <u>N/A</u> Total \$ _____	4. Total of Payments (The amount you will have paid by the end of the lease.) \$ <u>N/A</u> Total \$ <u>15157.94</u>
--	--	--	--

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery: a. Capitalized cost reduction \$ <u>500.00</u> b. First monthly payment \$ <u>302.78</u> c. Refundable security deposit \$ <u>N/A</u> d. Title fees \$ <u>22.50</u> e. Registration fees \$ <u>N/A</u> f. Sales/use tax \$ <u>N/A</u> g. DOC FEE \$ <u>55.00</u> h. OTHER FEES \$ <u>22.00</u> i. OLRS FEES \$ <u>25.00</u> j. Total \$ <u>927.28</u>	6. How the Amount Due at Lease Signing or Delivery will be paid: a. Net trade-in allowance \$ <u>.00</u> b. Rebates and noncash credits \$ <u>500.00</u> c. Amount to be paid in cash \$ <u>427.28</u> d. Total \$ <u>927.28</u>
---	---

7. Your monthly payment is determined as shown below:

- a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 20870.00) 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
- c. Adjusted capitalized cost. The amount used in calculating your base monthly payment \$ 20365.00

the value of the vehicle at the end of the lease used in calculating your base monthly payment

a. 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

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

i. Base monthly payment

j. Monthly sales/use tax (estimated)

k.

l. Total monthly payment

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. 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.

- 8. Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$ 20 per mile.
- 9. Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for \$ 10083.85, plus official fees and taxes.
- 10. 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.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle \$ 20670.00

b. GMAC administrative fee + \$ 595.00

c. License/registration/title fees + \$ N/A

d. Sales tax + \$ N/A

e. Other tax (describe) + \$ N/A

f. Optional service contract + \$ N/A

g. Optional maintenance contract + \$ N/A

h. Optional life insurance + \$ N/A

i. Optional disability insurance + \$ N/A

j. + \$ N/A

k. + \$ N/A

l. 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 = \$

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.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 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.

a. Title/lien fees \$ 22.50

b. Registration fees/taxes \$ N/A

c. License fees/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.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 08/04/09. You are scheduled to return the vehicle on this date. (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE. \$ 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 lease as follows:

Insurance company name: UNITRIN DIRECT

Insurance agency name: DIRECT W COMP

Agency address: PO BOX 509082 SAN DIEGO, CA 92150-

Agency phone no.: 877-506-0222

Agent's name: DIRECT W COMP

Policy no.: [REDACTED] ☐ Liability ☐ Physical damage

Deductibles: Collision \$ N/A Comprehensive \$ N/A

Insurance company name:

Insurance agency name:

Agency address:

Agency phone no.:

Agent's name:

Policy no.: N/A ☐ Physical 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.

Insurer name:

Address:

f. Property taxes \$ N/A
g. Other (describe) \$ N/A
h. Other (describe) \$ N/A
i. Other (describe) \$ N/A

14. MILEAGE

Base Mileage Allowance. ☐ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.

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

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

Extra Miles. You are buying N/A extra miles at \$ 20 per mile. If this lease ends 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.

Total Allowed Mileage on the Odometer at Lease End is 48030 miles.

Starting odometer mileage 18000 miles

Base mileage allowance + 0 miles

Purchased extra miles + 20 miles

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.

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A
Coverage limit \$ N/A
☐ Disability insurance (Lessee only) Premium \$ N/A
Monthly coverage limit \$ N/A

LESSEE'S SIGNATURE X

Age

CO-LESSEE'S SIGNATURE X

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 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, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE X BY X

CO-LESSEE X

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE: 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT

(city)

(state)

ON

AUGUST

05

2005

(month)

(day)

(year)

LESSEE X BURNE OLDS CADILLAC INC. BY X

CO-LESSEE

LESSOR

SIGNATURE AND TITLE X

AGENT

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

BURNE OLDS CADILLAC INC.

AGENT

LESSOR

BY X

DATE

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

671 MONTHLY 11/2001 (5)

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Lease Agreement 9

R J BURNE

DUNMORE

PA

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

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/27/06	06	PONTIAC	G6	1G2ZG558364	18739	4506	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	02/28/06	14	00/00/00 00:00		70.00	01	02/28/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
86952						GREEN	1	

===== REPAIR LINE 01 =====
FOG LIGHT SWITCH DOES NOT LIGHT UP PARTS ARE IN
OPEN LED IN SWITCH
BILL CODE - W COMPLAINT CODE - OJ
REPLACED FOG LAMP SWITCH
N2232 SWITCH - FOG LAMP 5 M A

GM 22734489 -SWITCH 1
FAIL CODE - 6P

===== REPAIR LINE 02 =====
RATTLE NOISE SOUNDS LIKE EXHAUST IS LOOSE
WORN UPPER ENGINE MOUNT--DIAG WITH CHASSIS EARS, TRIED NEW RF
STRUT, REMOVED FRONT PLASTIC BODY PANELS AND HEAD LAMP, FINALLY FOUND
NOISE IN MOUNT
BILL CODE - W COMPLAINT CODE - NO
REPLACED RIGHT UPPER ENGINE MOUNT
J1506 MOUNT, ENGINE PP 5 M A
OTHER NOISE OLN M A

GM 15235775 -SNUBBER 1
FAIL CODE - 2E

===== REPAIR LINE 03 =====
SEE ATTCHED PAPER FOR A REPROGRAM?
BILL CODE - C NO CHARGE - Y
PROGRAM FOR FUEL GAUGE NOT AVAILABLE YET
DATE RECEIVED - 80585 PAYMENT TYPE - 1 .00

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

>

LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00

R J BURNE

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

DUNMORE

PA

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CDS	MILES IN	MILES OUT	TAG
03/14/06	06	PONTIAC	G6	1G2ZG558364	18739	5106	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
08/05/05	03/27/06	11	00/00/00 00:00		70.00	01	03/27/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
87263								1

REPAIR LINE 01

FUEL GAUGE DOES NOT READ FULL AFTER TANK IS FILLED

CALIBRATION ERROR

BILL CODE - W COMPLAINT CODE - 03

REPLACED EGR VALVE AND PROGRAM PCM PER SERVICE BULLETIN 06-06-49-008

J7703 EGR VALVE 1 M A

CM 89018175 -VALVE K 1

FAIL CODE - 93

DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00



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CUSTOMER SIGNATURE

>

LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
ROTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00

R J BURNE**PONTIAC INC.**

DUNMORE

PA

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

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUR	MILES IN	MILES OUT	TAG
05/01/06	06	PONTIAC	G6	1G22G558364	18739	6036	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	05/01/06	14	00/00/00 00:00		70.00	01	05/01/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
88315				1				

REPAIR LINE 01

FUEL GAUGE NOT WORKING

OPEN LEVEL SENSOR

BILL CODE - W COMPLAINT CODE - 03

REPLACED FUEL LEVEL SENSOR

L1197 SENSOR, FUEL LEVEL 8 M A 1.90 28.50 115.98

TOTAL LABOR 28.50 115.98

GM 22677575 -SENSOR 1 95.47 133.66

FAIL CODE - 6P

GM 22682111 -GASKET 1 5.44 7.62

TOTAL PARTS 100.91 141.28

ACCOUNTS

ACCOUNT COST DEBIT CREDIT

263 257.26+

462 28.50+ 115.98-

480 100.91+ 141.28-

DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	115.98	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	141.28	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	257.26	CUSTOMER PAY	.00

DUNMORE

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R J BURNE**PONTIAC**

INC.

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

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/29/06	06	PONTIAC	G6	1G2ZG558364	18739	11802	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	12/29/06	49	00/00/00 00:00		75.00	01	12/29/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
93740								1

===== REPAIR LINE 01 =====

X CUSTOMER STATES POWER STEERING IS LOCKING UP AT TIMES HARD TO STEER
NNEDS POWER STEERING MODULEBILL CODE - C NO CHARGE - Y
ORDERED PART WILL CALL CUSTOMER WHEN PART COMES IN

===== REPAIR LINE 02 =====

X CUSTOMER STATES FOG LIGHT SWITCH IS NOT LIGHTING UP
SWITCH OPEN CIRCUITBILL CODE - W COMPLAINT CODE - OJ
REMOVE AND REPLACE FOG LAMP SWITCH
N2232 REPLACE 8 M A

GM 15850573 -SWITCH

FAIL CODE - 6G

DATE RECEIVED - 80505 PAYMENT TYPE 1 .00

PONTIAC

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

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

CUSTOMER SIGNATURE

>

LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00

DUNMORE

PA

R J BURNE



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

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CBS	MILES IN	MILES OUT	TAG
01/11/07	06	PONTIAC	G6	1G2ZG558364	18739	11766	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	01/11/07	19	00/00/00 00:00		75.00	01	01/11/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
94002				1				

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 - W COMPLAINT CODE - OG

REPLACED POWER STEERING MODULE AND RELEARNED

E7631 MOTOR AND CONTROLL 8 M A

GM 15775370 -MOTOR 1

FAIL CODE - 6C

REPAIR LINE 02

MULTI-POINT VEHICLE INSPECTION

BILL CODE - SP

FREE MULTI-POINT INSPECTION

MULTI MULTI-POINT INSPEC 8 M D

DATE RECEIVED 80505 PAYMENT TYPE 1

PONTIAC

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>

CUSTOMER SIGNATURE

LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00

R J BURNE*Cadillac***PONTIAC**

INC.

DUNMORE

PA

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

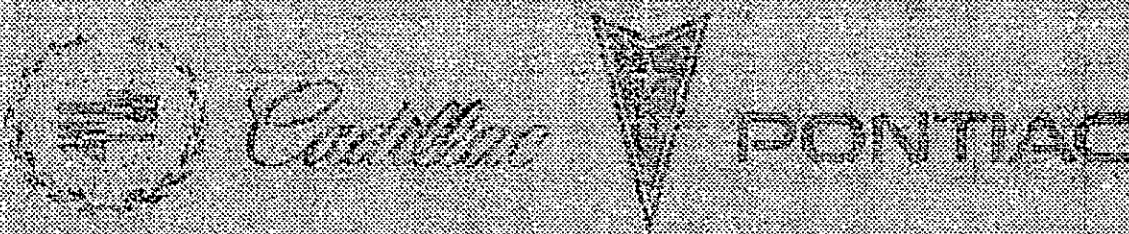
PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/22/07	06	PONTIAC	G6	1G2ZG558364	1B739	11766	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	01/23/07	49	00/00/00 00:00		75.00	01	01/23/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
94194								1

===== REPAIR LINE 01 =====
CUSTOMER STATES STEERING IS MAKING A THUMPING NOISE WHEN TURNING LEFT
OR RIGHT STEERING GETS STIFF WHEN TRYING TO PARK VEHICLE
VEHICLE NEEDS POWER STEERING GEAR
BILL CODE - W COMPLAINT CODE - NR
REMOVE AND REPLACED POWER STEERING GEAR AS PER DOC#1800310 AND ALIGN
FRONTEND ROADTEST OK
E9740 REPLACE 8 M A

GM 15858368 -GEAR 1
FAIL CODE - 93

DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00



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

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

STATEMENT OF DISCLAIMER

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

>

CUSTOMER SIGNATURE

LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00

R J BURNE

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

DUNMORE

PA

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
10/29/07	06	PONTIAC	G6	1G2ZG558364	18739	17962		
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	10/29/07	49	00:00		75.00	00	10/29/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
100025								1

REPAIR LINE 001

CUSTOMER STATES A THUMPING NOISE IN STEERING AND STEERING FEELS LIKE ITS GETTING STIFF

LACK OF LUBE ON INTERM STEERING SHAFT

LUBE STEERING SHAFT PER BUL 06-02-32-007B

Bill Code - SP No Charge - Y

REPAIR LINE 002

MULTI-POINT VEHICLE INSPECTION

PRERE MUTLI-POINT INSPECTION

Bill Code - SP

MULTI MULTI-POINT INSPEC

21 M D

Total Labor

Total Line



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CUSTOMER SIGNATURE

>

LABOR AMOUNT

PARTS AMOUNT

MISC. SALES

MATERIALS

TOTAL CHARGE

DEDUCTIBLE

SALES TAX

OTHER PAY

CUSTOMER PAY

R J BURNE

1205 Wyoming Avenue • Scranton, PA 18609 • Telephone: (570) 342-0107

DUNMORE

PA

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/04/08	06	PONTIAC	G6	1G2ZG558364	18739	20708	20710	
SERVICE DATE	NOTIFIED	SYN ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	03/03/08	49	00:00		75.00	00	03/03/08	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
101856			000-000-0000					1

Repair Type: NC

REPAIR LINE 001

CUSTOMER STATES STEERING FEELS STIFF AND LOCKING UP

SCAN SYSTEM NO CODES CHECK FOR BULLETINS NONE CALLED TAC DOCH2041891

REMOVE AND REPLACED STEERING COLUMN ROADTEST NOISE GONE

Bill Code - W

Failure Code: 4X

Complaint Code: OG

E7680

STEERING COLUMN REPLACEMENT

8 M A

Total Labor

GM

15926870

COLUMN

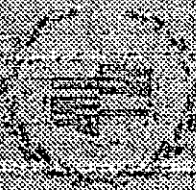
1

Failed Part:

15926870

Total Parts

Total Line

*Cadillac***PONTIAC**

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

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>

CUSTOMER SIGNATURE

LABOR AMOUNT

PARTS AMOUNT

MISC. SALES

MATERIALS

TOTAL CHARGE

DEDUCTIBLE

SALES TAX

OTHER PAY

CUSTOMER PAY

VIN: 1G2ZG5583 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: JFNHVVH

ODATE: 05/20/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 16 03081
DDATE: 08/05/05 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:

DLVY DOE: 08/08/05 ORDER BY:

CANC:

CANC DOE:

TRADE:

DLVY TO: [REDACTED]

TRD DOE:

SRVC IN:

DUNMORE

PA 18509

SRVC OUT:

CANC SRVC IN:

BFSO ORD DT:

BFSO CUST:

PRICE ASSUR DT:

PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	16 03081	190088	08/13/05	500.00	OP		0.00	9

PROCESS TYPE: 004

CHECK NO:

SSN:

DATA SCE: GMAC

INC MEMO NO: 190088

AUTH PUR CD:

MISC DATE: 08/05/05

MISC: 0000094137 A2

POLICY PYMT CMNT:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	16 03081	00028654061	08/09/05	28.54	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLVY

INC MEMO NO: 00028654061

AUTH PUR CD:

MISC DATE:

MISC:

POLICY PYMT CMNT:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XJC	01	16 03081	190088	08/13/05	1,390.25	OP		0.00	9

PROCESS TYPE: 004

CHECK NO:

SSN:

DATA SCE: GMAC

INC MEMO NO: 190088

AUTH PUR CD:

MISC DATE: 08/05/05

MISC: 0000094137MEA0

POLICY PYMT CMNT:

ACTV TYPE: 6

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

By: Pat Easley State: PA

Customer Name: [REDACTED]

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

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

In Service Date: 8/5/2005

Vehicle is: New BAC Code: 116996

Vehicle Purchased Used on: {n/a or
mm/dd/yy} at odometer {odometer}Lien holder: GMAC ☒ Other ☐: {Name}DVM requests Purchase Price of
involvement?: No Vehicle: \$ 21,265.00

Was TAC contacted for this vehicle Yes

VEHICLE REPAIR HISTORY☒ Engine/Fuel/Exhaust

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

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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.
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 module.-Replaced 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 shaft.-Lube 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 diagnostic 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 from steering gear. Vehicle needs power steering gear.-Remove 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)
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☒ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. 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 up. -Remove and replace fog lamp switch. OK now.

☒ Other

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

Total days out of service during the presumption period:
Total days out of service during customer's ownership:

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

RATIONALE

REASON FOR REMOVAL

CRS FINAL OFFER:

DATE:

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

**PLAINTIFF'S FINAL
DEMAND:**

DATE:

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

TEAM MANAGER APPROVING:

Date:

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

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

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

By: Pat Easley State: PA

Customer Name: [REDACTED]

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

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

In Service Date: 8/5/2005

Vehicle is: New BAC Code: 116996

Vehicle Purchased Used on: {n/a or
mm/dd/yy} at odometer {odometer}Lien holder: GMAC ☒ Other ☐: {Name}DVM requests Purchase Price of
involvement?: No Vehicle: \$ 21,265.00

Was TAC contacted for this vehicle Yes

VEHICLE REPAIR HISTORY☒ Engine/Fuel/Exhaust

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

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 module.-Replaced 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 shaft.-Lube 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 diagnostic 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 gear.-Remove 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)
--------	--------	---	--------	---

☒ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. 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 up. -Remove and replace fog lamp switch. OK now.

☒ Other

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

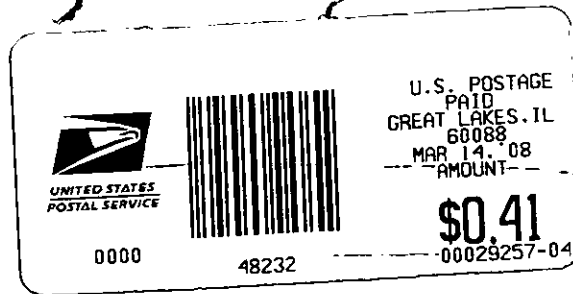
TEAM MANAGER APPROVING:

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

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

McHenry, IL



Reimbursement Department
PO BOX 33170
Detroit, MI 48232-5170

MAR 17 2008

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

4823235170 8050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 2/14/08

17-Digit Vehicle Identification Number (VIN): ~~1G2ZG528954~~ 1G2ZG528954

Mileage at Time of Repair: 49985

Date of Repair: 3 AUG 07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: McHenry

State: IL

ZIP Code: [REDACTED]

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

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

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:

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





Online Statement

Payment
on 2nd page

Read Disclosure for Combined

STATEMENT OF ACCOUNT

#BWNLSV
#000000P3T4VSY6A2#000AMU90F

MCHENRY IL

Page 1 of 3
ACCESS NUMBER

STATEMENT PERIOD
From 07-25-07
Through 08-24-07
ACCOUNT NUMBER

Membership Share Savings--2623383003

Joint Owner(s)-- NONE

DATE	TRANSACTION DESCRIPTION	AMOUNT	BALANCE
07-25	BEGINNING BALANCE		469.89
07-31	DIVIDEND	0.55	470.44
08-09	TRANSFER FROM SHARECHEK #IT SEE LEGEND BELOW	34.56	505.00
08-09	TRANSFER FROM SHARECHEK #IT	2,555.00	3,060.00
08-10	TRANSFER TO SHARECHEK #IT	100.00-	2,960.00
08-13	TRANSFER TO SHARECHEK #IT	2,555.00-	405.00
08-15	TRANSFER FROM SHARECHEK #IT	1,755.00-	2,160.00
08-24	ENDING BALANCE		2,160.00

Your account earned \$0.55, with an annual percentage yield earned of 1.41%, for the dividend period from 07-01-2007 through 07-31-2007

Share Savings--3008576773

Joint Owner(s)-- ROBERT EZERSKI

DATE	TRANSACTION DESCRIPTION	AMOUNT	BALANCE
07-25	BEGINNING BALANCE		3,720.44
07-30	DEPOSIT	100.00	3,820.44
07-31	DIVIDEND	4.26	3,824.70
08-03	TRANSFER TO SHARECHEK #IT	500.00-	3,324.70
08-15	TRANSFER FROM SHARECHEK #IT	300.00	3,624.70
08-24	ENDING BALANCE		3,624.70

Your account earned \$4.26, with an annual percentage yield earned of 1.41%, for the dividend period from 07-01-2007 through 07-31-2007

STATEMENT OF ACCOUNT

STEPHANE R EZERSKI

Page 2 of 3
ACCESS NUMBER

STATEMENT PERIOD
From 07-25-07
Through 08-24-07
ACCOUNT NUMBER

EveryDay Checking Account--

Joint Owner--NONE

DATE	TRANSACTION DESCRIPTION	AMOUNT	BALANCE
07-25	BEGINNING BALANCE		944.00
07-25	ATM WITHDRAWAL 07-25-07 FC5T GREAT LAKES REMOTE, IL	20.00-	924.00
07-26	POS DEBIT 3022 TRANSACTION 07-25-07 WAL MART MCHENRY IL	60.98-	863.02
07-30	DEPOSIT	110.00	973.02
07-30	POS DEBIT 3022 TRANSACTION 07-29-07 JEWEL-OSCO MCHENRY IL	25.86-	947.16

07-30	POS DEBIT 3022 TRANSACTION 07-27-07 NEX 090014 GREAT LAKES IL	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
08-01	SHARECHEK WITHDRAWAL	680.00-	2,212.83
08-02	DEPOSIT - 3801000000000000 FED PAYMNT 080207	2,555.71	4,768.54
08-03	TRANSFER FROM SHARES #IT	500.00	5,268.54
08-06	DEPOSIT	150.00	5,418.54
08-06	POS DEBIT 3022 TRANSACTION 08-03-07 AMOCO OIL LAKEMOOR IL	6.50-	5,412.04
08-06	POS DEBIT 3022 TRANSACTION 08-03-07 SLINGLINGS 206-664-7639 WA	42.95-	5,369.09
08-06	POS DEBIT 3022 TRANSACTION 08-04-07 OUTBACK #1419 GURNEE IL	45.55-	5,323.54
08-06	POS DEBIT 3022 TRANSACTION 08-03-07 GARY LANG PONT MCHENRY IL)	.848.60-	4,474.94
08-06	TOTAL OF 2 CHECK(S) PAID	1,540.68-	2,934.26
08-08	POS DEBIT 3022 TRANSACTION 08-07-07 EXC*EXCELSIOR 888-647-2388 NY	175.00-	2,759.26
08-09	POS DEBIT 3022 TRANSACTION 08-07-07 NEX 090014 GREAT LAKES IL	39.25-	2,720.01
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	230.45
08-13	TRANSFER FROM SHARES #IT	2,555.00	2,785.45
08-13	PAID TO - AT&T PAYMENT 081307	49.07-	2,736.38
08-14	DEPOSIT - DFAS-CLEVELAND NAVY ACT 081407	1,780.11	4,516.49
08-14	PURCHASE WAL-MART STORES PURCHASE 081407 743 CRYSL	106.40-	4,410.09
08-15	TRANSFER TO SHARES #IT	300.00-	4,110.09
08-15	TRANSFER TO SHARES #IT	1,755.00-	2,355.09

March 14, 2008

Reimbursement Department,

My name is [REDACTED] 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 ([REDACTED]). I married after I purchased my vehicle. [REDACTED] is my married name.

Thank you for your time.

Sincerely, [REDACTED]
[REDACTED]

March 16, 2011

[REDACTED]
McHenry, IL [REDACTED]

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

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired 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 American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]

50-837
213DATE
03/20/08

*****848 DOLLARS

***60 CENTS

AMOUNT
*****848.60PAY
TO THE
ORDER
OF

MCHENRY IL [REDACTED]

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

AUDIT

VENDOR
DUNS NO. BB 000000036

1

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

03/20/08

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G22G528954 [REDACTED]

03/19/08

71-612180472.1-A4H5HL

VM 1-A4H5HL

00.0000

848.60

.00

848.60

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

M3

TOTAL

848.60

.00

848.60

4-11-08 Request # 71-613285018
1:59pm

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

Attention Nina Nemiroff:

These are my service request papers with
all the things that have been fixed on this
car since purchase - need I remind you - I yet
to this day still haven't got any reassurance
about John Hirsch or done any general
maintenance, but yet 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 & I
will fax that on Monday 4-14-08!
Questions - call me ASAP

Thanks,

[REDACTED]

[REDACTED]

4-11-08
1:50pm

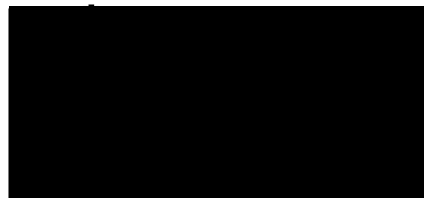
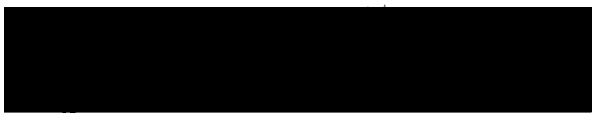
Request # 71-613285018

Attention Nina Nemiroff:

These are my service request papers with all the things that have been fixed on this car since purchase - need I remind you - I yet to this day still haven't got any reassurance about John Hirsch or done any general maintenance, but yet 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 & I will fax that on Monday 4-14-08!
Questions - call me ASAP

Thanks,





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

NCS144466

CELL: [REDACTED]

CUSTOMER NO. 22597	ADVISOR JEFFERY IVERSON	TAB NO. 93 756	INVOICE DATE 03/11/08	INVOICE NO. PNC5144466
[REDACTED] RUSH CITY, MN [REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 31,309	COLOR RED/
	YEAR / MAKE / MODEL 07/PONTIAC/G6/4DR SDN 4CYL CLTH		DELIVERY DATE 01/21/08	DELIVERY MILES 29,267
	VEHICLE I.D. NO. 1 G 2 Z G 5 8 B 9 7 4		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		P.O. NO.	R.O. DATE 03/01/08
COMMENTS				

TOTALS-----

YOU MAY RECEIVE A QUESTIONNAIRE IN THE MAIL FROM
GENERAL MOTORS/DAIMLER CHRYSLER
IF FOR ANY REASON YOU ARE NOT
"COMPLETELY SATISFIED"
PLEASE CONTACT KEVIN DOMOGALLA SERVICE DIRECTOR
THANK YOU!
JOHN HIRSCH'S CAMBRIDGE MOTORS

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

TOTAL INVOICE \$ 0.00

PAY METHOD:

CASH CHECK #

CREDIT CARD VISA MASTERCARD DISCOVER
DATE & INITIAL

CUSTOMER SIGNATURE

Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller, JOHN HIRSCH'S CAMBRIDGE MOTORS and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by this seller in no way effects the terms of the manufacturer's warranty.

X

SIGNATURE



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

CELL: [REDACTED]

CUSTOMER NO. 22597	ADVISOR JEFFERY IVERSON	TAB NO. 93	INVOICE DATE 03/11/08	INVOICE NO. PNC5144466
RUSH CITY, MN [REDACTED]	LABOR RATE	LICENSE NO.	COLOR RED/	STOCK NO. P3992
	YEAR / MAKE / MODEL 07/PONTIAC/G6/4DR SDN 4CYL CLTH		DELIVERY DATE 01/21/08	DELIVERY MILES 29,267
	VEHICLE I.D. NO. 1 G 2 Z G 5 8 B 9 7 4		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.		R.O. NO.	R.O. DATE 03/01/08
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

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.

*John Hirsch
it was fixed!*

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	2		15836874	MOUNT	7.395	
JOB # 6	2		22712116	BEARING	7.389	
JOB # 6	2		22716359	NUT	7.347	
					JOB # 6 TOTAL PARTS	0.00
					JOB # 6 TOTAL LABOR & PARTS	0.00

WARRANTY
WARRANTY
WARRANTY

J# 7+45CV22RENTAL RENTAL CAR TECHS 52 WARRANTY
RENTAL CAR
CUSTOMER REQUESTS
RENTAL CAR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
					JOB # 7 TOTAL PARTS	0.00
					JOB # 7 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND	INVA	INV. DATE	DESCRIPTION	
					TOTAL - SUBLET	0.00

G.O.G. & SUPPLIES						
JOB # 7	1.0	GASOLINE	@	/UNIT	TOTAL - GOG	INTERNAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 7	RCNST	RENTAL CAR (NON-TAXABLE)		TOTAL - MISC WARRANTY 0.00

COMMENTS
CALL WHEN READY

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X

SIGNATURE

Thank You!

WE APPRECIATE YOUR BUSINESS



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

S144466

CELL: [REDACTED]

CUSTOMER NO. 22597	ADVISOR JEFFERY IVERSON	TAG NO. 93	INVOICE DATE 03/11/08	INVOICE NO. PNC5144466
RUSH CITY, MN	LABOR RATE	LICENSE NO.	MILEAGE 31,309	COLOR RED/
	YEAR / MAKE / MODEL 07/PONTIAC/G6/4DR SDN 4CYL CLTH			STOCK NO. P3992
	VEHICLE I.D. NO. 1 G 2 Z G 5 8 8 9 7 4			DELIVERY DATE 01/21/08
	F.T.E. NO.			DELIVERY MILES 29,267
P.O. NO.		SELLING DEALER NO.		PRODUCTION DATE
R.O. DATE 03/01/08				

LABOR & PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1 82CVZ	1	89024129	B/S BODY REPAIR REPAIR PAINT ON LEFT QUARTER PANEL AND DOOR. SUBLET REPAIR WAS COMPLETED ON 03-07-08		TECH(S):93
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00
J# 2 36CVZM1	4	25774937	BODY ELECTRICAL MINOR ALL 5 CENTER DASH VENTS ARE BROKEN REPLACED CENTER RIGHT AND LEFT DASH VENTS. ALL BINDING AND BROKEN		TECH(S):53
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00
J# 3 44CVZM1	4	11519031	INT TRIM/MOLDG/MIRROR RIGHT REAR DOOR TRIM PANEL IS LOOSE ON THE LOWER EDGE REMOVED TRIM PANEL AND REPLACED BROKEN CLIPS.		TECH(S):53
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00
J# 4 43CVZ	1	89024127	EXT TRIM/MOLDG/MIRROR DRIVERS OUTSIDE DOOR MOLDING IS LOOSE FALLING OFF. SUBLET REPAIR TO STEVES COLLISION REPLACED BOTH LEFT FRONT AND REAR OUTSIDE DOOR MOLDINGS.		TECH(S):93
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					0.00
J# 5 44CVZZDITHM1	1	15289710	DIAG TRIM/MOLDG/MIRR SUNSHADE FOR SUN ROOF RATTLES. REMOVED TRIM AND REPLACED WARPED SUNSHADE ASSEMBLY		TECH(S):53
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					0.00
J# 6 13CVZ			STEERING/SUSP REPR		TECH(S):105

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X

SIGNATURE

Thank You!

WE APPRECIATE YOUR BUSINESS

3583152

109027

INVOICE

CENTRAL**CHEVROLET
DODGE · CHRYSLER · JEEP****NORTH BRANCH, MN**

5660 392nd St. - Box 9

North Branch, MN 55056

651-674-7017 800-597-2438

RUSH CITY, MN

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 443 JOHN W FARRIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	07	PONTIAC G6	1G2ZG58B974		29448/29448	T755	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26AUG06	IS		18:00	25JAN08		CASH	25JAN08
R.O. OPENED		READY	OPTIONS: ENG:2.4_Liter_MFi_DOHC_HO_ECOTEC				

09:26 25JAN08 14:38 25JAN08

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

A CUST STATES THERE IS A RATTLE IN FRT END WHEN TURNING STEERING WHEEL

MAY BE CLUNK

E9448 REPOSITION I-SHAFT TO CORRECT NOISE PER TSB

06-02-32-007

454 WG

(N/C)

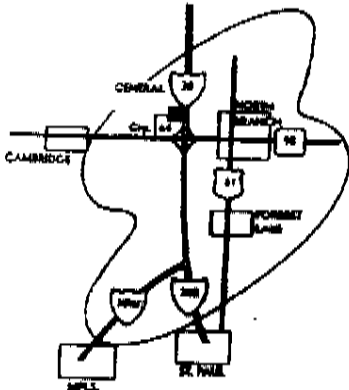
SERVICE HOURS

MON-FRI 8:00 - 5:00

** NORTH BRANCH **

CHEVROLET

*DODGE*CHRYSLER*JEEP*

**CHEVROLET****Jeep****DODGE**** This is what Central here after it buying car
but parts in steering shaft.*** washer fluid - doesn't work - frozen*** wiper broken!*
SERVICE HOURS
 7:00 AM - 5:30 PM
 MONDAY - FRIDAY

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

 ALL PARTS NEW ORIGINAL EQUIPMENT
 UNLESS OTHERWISE SPECIFIED
 U-USED R-REBUILT
 Y-RECYCLED C-RECONDITIONED

CUSTOMER SIGNATURE

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

CUSTOMER COPY



700 Co. Road-45 Cambridge, MN 55008 (763) 689-4545
(763) 689-4545 Fax# (763) 689-4550

CELL: [REDACTED]

CUSTOMER NO.	22597	NAME	JEFFERY IVERSON	DOB	93 653	DATE	02/27/08	PNCS144336
ADDRESS	[REDACTED]	PHONE	[REDACTED]	FAILEAGE	31,134	RED/		P3992
CITY	RUSH CITY, MN	VEHICLE	07/PONTIAC/G6/4DR SDN 4CYL CLTH	DELIVERY DATE	01/21/08			29,267
VEHICLE ID	1 G 2 2 G 5 8 B 9 7 4	DATE						
REFERENCE NUMBER	[REDACTED]	DATE					02/27/08	

LABOR & PARTS	ENG COOLING-MINOR	TECH(S):53	WARRANTY
J# 1 28CVZ	CUSTOMER STATES NO HEAT FROM HEATER TRACED TO AND REPLACED BLOWER MOTOR. OKAY NOW.		
PARTS	QTY	FP NUMBER	DESCRIPTION
JOB # 1	1	15863480	MOTOR KIT 8.855
JOB # 1	1	15844347	BLOWER KI 8.857
JOB # 1 TOTAL PARTS			0.00
JOB # 1 TOTAL LABOR & PARTS			0.00
G.O.G. & SUPPLIES			WARRANTY
JOB # 1	Z5000 WARRANTY FREIGHT CL		WARRANTY
JOB # 1	Z5000 WARRANTY FREIGHT CL		WARRANTY
TOTAL - GOG			0.00

COMMENTS-----
CUSTOMER WAITING
IS IN. MAKE SURE TO TAKE THE BODYSIDE MOLDINGS.

TOTALS-----			
YOU MAY RECEIVE A QUESTIONNAIRE IN THE MAIL FROM GENERAL MOTORS/DAIMLER CHRYSLER IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" PLEASE CONTACT KEVIN DOMOGALLA SERVICE DIRECTOR THANK YOU! JOHN HIRSCH'S CAMBRIDGE MOTORS	TOTAL LABOR....	0.00	
	TOTAL PARTS....	0.00	
	TOTAL SUBLET....	0.00	
	TOTAL G.O.G....	0.00	
	TOTAL MISC CHG.	0.00	
	TOTAL MISC DISC	0.00	
	TOTAL TAX.....	0.00	
	TOTAL INVOICE \$	0.00	

PAY METHOD: CASH CHECK #
CREDIT CARD VISA MASTERCARD DISCOVER
DATE & INITIAL

CUSTOMER SIGNATURE



1000 1st St Cambridge, MN 55005 (763) 681-5947
 Fax# (763) 681-4857

CELL: [REDACTED]

22597	JEFFERY IVERSON	93	670	01/30/08	PNC5143233
[REDACTED]	[REDACTED]	[REDACTED]	29,867	RED/	P3992
RUSH CITY, MN	07/PONTIAC/G6/4DR SDN 4CYL CLTH	01/21/08	29,238		
1 G 2 Z G 5 8 B 9 7 4		01/30/08			

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

COMMENTS
 loaner car

TOTALS

YOU MAY RECEIVE A QUESTIONNAIRE IN THE MAIL FROM
 GENERAL MOTORS/DAIMLER CHRYSLER
 IF FOR ANY REASON YOU ARE NOT
 "COMPLETELY SATISFIED"
 PLEASE CONTACT KEVIN DOMOGALLA SERVICE DIRECTOR
 THANK YOU!
 JOHN HIRSCH'S CAMBRIDGE MOTORS

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

TOTAL INVOICE \$ 0.00

PAY METHOD:

CASH CHECK #

CREDIT CARD VISA MASTERCARD DISCOVER
 DATE & INITIAL

Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller, JOHN HIRSCH'S CAMBRIDGE MOTORS and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by this seller in no way effects the terms of the manufacturer's warranty.

X
 SIGNATURE

CUSTOMER SIGNATURE

58
said that they would be closing
service request acct. because the
problems with the car couldn't be
duplicated more than one time
and that John Hirsch (Camp Motors)
keeps telling her that nothing is
wrong with the vehicle and asked
about my satisfaction with the
deal and I told her very very
dissatisfied because at only
32,000 miles I should have had
to fix as many things on this
car that I have had to fix on
it and that I left to this day
still haven't had to do any
general maintenance as far as
oil changes, changing any
fluids or replacing any fluids.
But yet I have had to fix all these
major things it.
Nina then got a pile of my
mind by me telling her all of
the things that have needed

informed that they had scheduled
a call back to him again today
sometime. Sarah informed Kevin
that I requested ~~for~~ he answer or
return Nina's phone calls to get
an area rep. out ASAP to deal
with the problems & get it resolved.
Kevin complied with my request &
said he would.

3/31/08

Nina called said she spoke with
Kevin at John Hirsch & Ed @ Central Chur.
and would contact me on Thursday
4/3/08 between 7-9pm.

4/3/08

Nina contacted me tonight @
6:30pm stating that Kevin said to
just drive it and see what happens
with the noise and so did
service manager at Central. Nina

find a different dealership to look at it & fix it because if they are withholding information from her, who knows what they would or wouldn't fix behind my back. I told Nina I would be in contact with her on 4/4/08 & let her know which dealer I was taking it to and what my next attack of action would be & that I will be in contact w/ John Hirsch dealer immediately on 4/4/08 in morning.

* I contacted Kevin & left message w/ him on voice mail 4/3/08 @ 830pm and told him I talked to Nina, into is being withheld from her, he needs to contact me ASAP or I will contact him by 900am on 4/4/08 & I will be going over there in morning to visit him & show my proof of problems.

to be fixed, my time is involved, my patience, my trust & faith in John Hirsch dealership & most of all my trust in this car and that I will do everything in my power to get out of it even if that means going to legal channels. Nina then said that this whole time she has also been misinformed by John Hirsch as to the extent of things that have been wrong. I then told her I wanted her fax # to fax all my copies of services done to the vehicle and that also I had an appt. on Monday 4/7/08 to bring to John Hirsch for a leaky sunroof with both water & oil, back quarter panels on car coming off that were supposedly just fixed & put on, and the front end making squeaky noises & rattling, but now I will have to



1000 1st St. Cambridge, MN 55008 (763) 880-4600
 (763) 880-4600 Fax# (763) 880-4600

CELL: [REDACTED]

CUSTOMER: 22597

RUSH CITY, MN [REDACTED]

NAME JEFFERY IVERSON	DOB 93 670	INVOICE DATE 01/30/08	INVOICE NO. PNC5143233
ADDRESS [REDACTED]	PHONE [REDACTED]	COLOR RED/	STOCK NO. P3992
VEHICLE MAKE/MODEL 07/PONTIAC/G6/4DR SDN 4CYL CLTH	DELIVERY DATE 01/21/08	DELIVERY MILES 29,238	PRODUCTION DATE [REDACTED]
VIN 1G2ZG58B974 [REDACTED]	SELLING DEALER NO. [REDACTED]	DATE 01/30/08	

LABOR & PARTS

J# 1 36CVZM1 BODY ELECTRICAL MINOR TECH(S):291
 CUSTOMER STATES: ONE OF CUSTOMERS REMOTE KEY FOBS DO NOT
 WORK AT ALL.
 INTERNAL DEFECT.
 TEST AND REPLACE TRANSMITTER.

WARRANTY

Any warranties on the products sold hereby are those of the manufacturer. As between the seller, JOHN HIRSCH'S CAMBRIDGE MOTORS and Buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15252034	TRANSMITT 10.485	

JOB # 1 TOTAL PARTS

WARRANTY

0.00 or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. The disclaimer by this seller in no way effects the terms of the manufacturer's warranty.

JOB # 1 TOTAL LABOR & PARTS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
J# 2 43CVZM1			EXT TRIM/MLDG/MIRROR	

CUSTOMER STATES: INSTALL ORDERED RIGHT SUN VISOR
 INTERNAL DEFECT.
 TEST AND REPLACE RT. SUNSHADE.

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	15855110	SUNSHADE 10.203	

JOB # 2 TOTAL PARTS

WARRANTY

0.00

SIGNATURE

JOB # 2 TOTAL LABOR & PARTS

0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
J# 3 80CVZ			B/S ESTIMATE	

KEVIN TO LOOK AT PAINT ON DRIVERS QUARTER PANEL AND DOOR.
 KEVIN OKED TO REPAIR QUARTER PANEL AND REPLACED BOTH
 LEFT FRONT AND REAR DOOR MOLDINGS. APPT. FOR TUES. FEB. 5TH

WARRANTY

0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	0	89024127	MOLDING 12.112	99.12

PART ON SPECIAL ORDER

** QUANTITY 1 IS SPECIAL ORDERED **

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	0	89024129	MOLDING 12.114	81.98

PART ON SPECIAL ORDER

** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 3 TOTAL PARTS

0.00

JOB # 3 TOTAL LABOR & PARTS

0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
J# 4+45CVZZRENTAL			RENTAL CAR	

RENTAL CAR
 CUSTOMER REQUESTS
 RENTAL CAR

TECH(S):291

INTERNAL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4			RCNST RENTAL CAR (NON-TAXABLE)	

JOB # 4 TOTAL PARTS

0.00

JOB # 4 TOTAL LABOR & PARTS

0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 4		RCNST RENTAL CAR (NON-TAXABLE)	

TOTAL - MISC

INTERNAL 0.00

ADR File Checklist

SR Number: 71-613285018

BBB Case: PGM0843151

Customer: [REDACTED]

VIN: 1G2ZG58B974 [REDACTED]

Make/Model/Year: Pontiac/G6/2007

In Service: 8/26/2006 Mileage:

Received Date: 6/20/2008

Day 15 Date: 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**

Completion Date/Time: 6/20/08 / 4:38

☒ **Dealer Finance Mgr**

Completion Date/Time: 6/20/08 / 4:38

☒ **AVM**

Completion Date/Time: 7/03/08 / 11:26

☐ **Repair Orders Requested:**

Received:

☐ **Sales Documents:**

Received:

☐ **BARS / Finance Sheet**

☐ **Case Assessment (by Day 14):**

Lemon Law Eligible:

Yes ☐

No ☒

Presumption:

Yes ☐

No ☒

☐ **GM Position – Customer / BBB Due Date (7-10 days):**

☐ **Settlement / Goodwill Offered Date:**

☐ **All Documents Attached (by Day 15)**

☐ **Arbitration Date:**

☒ **Closing Activities:**

Settlement

Completion Date/Time: 7/17/08 / 11:44 AM

Executive Summary

Completion Date/Time: 7/17/08 / 11:50 AM

Close Siebel

Completion Date/Time: 7/17/08 / 11:51 AM

DVM: Elizabeth Haggerty

Node/Box: 630092 8083

Service Dealer: John Hirsch's Cambridge Motors

Svc Mgr: Kevin Donogalla

Selling Dealer: John Hirsch's Cambridge Motors

Contact: Kevin Donogalla

NOTES:

Privileged and Confidential Information

CASE ASSESSMENT

By: Barclee Huggins State: MN

Customer Name: [REDACTED]

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 [REDACTED]

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

☐ Brakes

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

☐ Body/Trim

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

☐ Engine/Fuel/Exhaust

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

☐ Steering

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

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

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

☐ HVAC

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

☐ **Paint**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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:	10
Total 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. [REDACTED] 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. [REDACTED] 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

BBB Case: PGM0843151

Customer: [REDACTED]

VIN: 1G2ZG58B974 [REDACTED]

Make/Model/Year: Pontiac/G6/2007

In Service: 8/26/2006 Mileage:

Received Date: 6/20/2008

Day 15 Date: 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**

Completion Date/Time: 6/20/08 / 4:38

☒ **Dealer Finance Mgr**

Completion Date/Time: 6/20/08 / 4:38

☒ **AVM**

Completion Date/Time: 7/03/08 / 11:26

☐ **Repair Orders Requested:**

Received:

☐ **Sales Documents:**

Received:

☐ **BARS / Finance Sheet**

☐ **Case Assessment (by Day 14):**

Lemon Law Eligible:

Yes ☐

No ☐

Presumption:

Yes ☐

No ☐

☐ **GM Position – Customer / BBB Due Date (7-10 days):**

☐ **Settlement / Goodwill Offered Date:**

☐ **All Documents Attached (by Day 15)**

☐ **Arbitration Date:**

☐ **Closing Activities:**

Settlement

Completion Date/Time: /

Executive Summary

Completion Date/Time: /

Close Siebel

Completion Date/Time: /

DVM:

Node/Box:

Service Dealer:

Svc Mgr:

Selling Dealer:

Contact:

NOTES:

Privileged and Confidential Information**CASE ASSESSMENT**

By: Barclee Huggins

State: MN

Customer Name: [REDACTED]

Service Request: 71-
613285018BBB Case No.:
PGM0843151Vehicle ID No.:
1G2ZG58B974 [REDACTED]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 }Vehicle Purchased Used on: { n/a or mm/dd/yy }
at odometer { odometer }Sale Type: Purchase ☐ Lease ☐ Other ☐ :
{ Type }DVM Name: { Name }
Phone/Cell Number: { Number - Cell Number
Preferred }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.

☐ { Symptom }**Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:**☐ { Symptom }**Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:**☐ { Symptom }**Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:**☐ { Symptom }**Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:**☐ { Symptom }**Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:**

☐ {Symptom}

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

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

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

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

☐ Other

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

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}

RECOMMENDATION AND RATIONALE

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

Cust sks:

DVM sts:

SVM sts:

CRS Rationale:

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

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

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

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

1

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 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	JOE WILSON 800356 5004 X 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)	[REDACTED]
Customer Complete Mailing Address	[REDACTED] MECHANICSBURG PA [REDACTED]
Daytime phone number	[REDACTED]
Evening phone number	[REDACTED]
FULL VIN	1G1Z+53 896 F [REDACTED]
Current Mileage	50538
	CUSTOMER HAS HAD FOUR FAILURES RELATED TO STEERING 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	

Revised 10-1-05

Component Coverage Letter

<input type="checkbox"/> Component Coverage Letter	
Definition:	A letter that covers a specific component for a defined period of time and mileage.
Purpose:	To restore a customer's confidence in a component as a result of an unsatisfactory service experience.
When to use:	<ul style="list-style-type: none"> ➤ 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
When NOT to use:	<ul style="list-style-type: none"> ➤ For the "complete vehicle" ➤ For a system ("electrical system") ➤ The vehicle has a salvage or branded title ➤ Wear and maintenance items (tires, brake pads, wiper blades, etc.) ➤ In conjunction with other goodwill tools
Parameters of use:	<ul style="list-style-type: none"> ➤ 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 ➤ For <u>Cold Start Knock</u>, it should be written for 72/100,000. If it 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).
Examples:	<ul style="list-style-type: none"> ➤ Electrical components MUST be specific (e.g. alternator, radio), NEVER the entire system ➤ Should be offered while the vehicle is still within warranty ➤ Match terms to the customer's ownership cycle ➤ 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
Time limit (months)	84 MONTHS
Mileage limit	100,000
Specified Component(s) (i.e. transmission)	
ALL STEERING & SUSPENSION COMPONENTS, ALL "E" LABOR OPS	

March 16, 2011

[REDACTED]
[REDACTED]
Mechanicsburg, PA [REDACTED]

Service Request: 71-613541192

Customer Relationship Specialist: Jennifer Decan

Dear [REDACTED]:

Chevrolet is pleased to provide service coverage for the steering and suspension on your 2006 Chevrolet Malibu, Vehicle Identification Number 1G1ZT53896F [REDACTED]. 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.

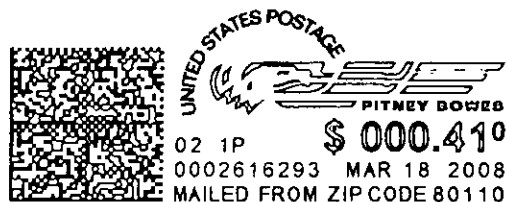
Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and 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.

[REDACTED]
Aurora, CO.
[REDACTED]



MAR 21 2008

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



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1-29-0817-Digit Vehicle Identification Number (VIN): 1G1ZT62805F [REDACTED]Mileage at Time of Repair: 50079 Date of Repair: 7-30-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Aurora State: CO ZIP Code: [REDACTED]

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

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

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:

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



672902

639483

Burt

Chevrolet

5200 South Broadway
ENGLEWOOD, CO. 80110
SERVICE: (303) 761-2382
FAX: (303) 789-6336

INVOICE

DUPLICATE 1
PAGE 1

AURORA, CO

HOME:

BUS:

CELL:

SERVICE ADVISOR: 102 BEN VAVRA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG	
GRAY	05	CHEVROLET MALIBU	1G1ZT62805F		50679/50679	T1979	
IN SERVICE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VAR. RATE	PAYMENT	INV. DATE
12AUG04 IS			18:00 30JUL07		0.00	COUPSC	31JUL07
R.O. OPENED		COMPLETION DATE	OPTIONS: ENG:3.5 Liter SFI 1) GMPP \$100 DEDUCTABLE				

11:38 30JUL07 17:10 31JUL07

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

A THERE IS A CLINK OR POP NOISE FROM THE STEERING COLUMN WHE MOVING AT SLOW SPEEDS, CAN FEEL IT WHEN NOT MOVING AS WELL

E7680 COLUMN ASSEMBLY, STEERING - REPLACE

14CGMPC

1 15926870 COLUMN

PARTS:	359.00	LABOR:	79.70	OTHER:	0.00	TOTAL LINE A:	438.70
--------	--------	--------	-------	--------	------	---------------	--------

50679 GMPP CHECK SYSTEM NEC TO REPLACE STEERING COULMNN

B MINI MINOR SERVICE WITH 27 POINT INSPECTION

3KC MINI MINOR SERVICE WITH 27 POINT INSPECTION

30 COL1

1 PF47 OIL FILTER

5 5W30 5W30OIL

PARTS:	15.20	LABOR:	9.49	OTHER:	0.00	TOTAL LINE B:	24.69
--------	-------	--------	------	--------	------	---------------	-------

50679 .3 3K SERVICE COMPLETED

THANK YOU FOR YOUR BUSINESS TODAY!

IF FOR ANY REASON YOU CANNOT FILL OUT THE GM SURVEY "COMPLETELY SATISFIED" PLEASE CONTACT:

CHRIS CLEAVENGER SERVICE MANAGER 303-789-6262

CHARLIE LAMACCHIA ASM 303-789-6265

CHRIS CLEAVENGER BODY SHOP MANAGER

BEFORE YOU RETURN YOUR SURVEY

PAID

COPY

INTEGRATION OF TERMS:

This agreement and the write up sheet prepared in conjunction with the work performed on this vehicle constitute the full and entire understanding and agreement between the parties with respect to the subject matter and supersedes any and all negotiations, prior discussions, agreements or understandings.

EXCLUSION OF WARRANTIES

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

DATE:

SIGNED: X

DESCRIPTION	TOTALS
LABOR AMOUNT	89.19
PARTS AMOUNT	374.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.33
TOTAL CHARGES	464.72
LESS INSURANCE	366.87
SALES TAX	29.37
PLEASE PAY THIS AMOUNT	127.22

CUSTOMER COPY

121.95

March 16, 2011

[REDACTED]
Aurora, CO [REDACTED]

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

Dear [REDACTED]

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

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

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

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]

50-937
213DATE
04/02/08

*****100 DOLLARS

*****00 CENTS

AMOUNT

*****100.00

AURORA CO [REDACTED]

North American Operations
General Motors Corporation
Disbursement AccountPAY
TO THE
ORDER
OF

SIGNATURE

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

AUDIT

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900973912

PAYMENT
DATE 04/02/08VENDOR
DUNS NO. BB 000000116

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT62805F [REDACTED]

04/01/08

71-613605849.1

VM-1-A6S29D

1-A6S29D

00.0000

100.00

.00

100.00

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

W3

TOTAL

100.00

.00

100.00

March 16, 2011

[REDACTED]
[REDACTED]
Clintwood, VA [REDACTED]

Service Request: 71-613794249

Customer Relationship Specialist: Corey Knight

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The plan for your 2006 Pontiac G6, Vehicle Identification Number 1G2ZH158164 [REDACTED] 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 www.mygmink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

[REDACTED]
Clintwood, Virginia
[REDACTED]

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 [REDACTED]. 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,

A large black rectangular redaction box covering the signature area.

AUTO/MATE, INC.

COMPANY: 01 JOHNSON CHEVROLET-BUICK-PONTIAC, INC

RUN DATE: 03/24/2008

HTSTPRNT

SERVICE MERCHANDISING

RUN TIME: 09:44

PAGE 1

HISTORY PRINT

V.I.N. 1G2ZH1581 64
 Owner Name
 Street Address
 City CLINTWOOD State VA Zip
 Telephone Home... 276- Work...
 Other Phone No. Send Mail... Y(Y/N)
 E-mail Address
 Cust. Control No. 26385 (Only Needed for Charge Sales)
 Salesperson Delivery Date... 09/05/06 Delivery Miles.. 191
 -----Activity-----
 |No.R.O.'s 11 |
 |Total\$\$ 16 |
 |Lstr 03/06/08 |
 |Miles 16271 |

 Vehicle Information -----
 Year 06 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
 Comment #3 Cust #4
 ServAdvisor..... Tech/Team Cd.

VinID# 64 Repair Order#: 51826 Status Cd: C
 RO Date: 02/18/08 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) 0.00 C WarrTyp: Auth#: MISC(1) TIRE TAX 0.00 Type: C
 GOG(2) 0.00 C SCDeduct\$ 0.00 Taken\$: 0.00 MISC(2) TIRES 0.00 Type:
 GOG(3) 0.00 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:
 CUSTOMER COMPLAINS OF A VIBRATION WHEN BRAKING. INSPECTED
 VEHICLE, FOUND FRONT TIRES EXCESSIVELY WORN. ADVISED CUSTOMER
 THAT THEY NEEDED TO REPLACE TIRES BEFORE WE COULD DIAGNOSE THE
 VIBRATION PROBLEM.

Line#: B 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:
 CUSTOMER COMPLAINS OF A THUMPING NOISE IN STEERING.
 PART ON ORDER- POWER STEERING GEAR-

VinID# 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#: 26385 Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y
 GOG(1) 0.00 WarrTyp: Auth#: MISC(1) TIRE TAX 0.00 Type: C
 GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 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

Line#: A OperNo: 04 FailCode: Hours: 1.00 Rate: 1 Amount\$: 16.00 Tech: D02
 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:
 Virginia State Inspection.
 PERFORMED VIRGINIA STATE INSPECTION.

 Line#: B OperNo: 04 FailCode: Hours: 1.00 Rate: 1 Amount\$: 16.00 Tech: D02
 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:
 Virginia State Inspection.
 PERFORMED VIRGINIA STATE INSPECTION.

 Line#: C OperNo: 04 FailCode: Hours: 1.00 Rate: 1 Amount\$: 16.00 Tech: D02
 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:
 Virginia State Inspection.
 PERFORMED VIRGINIA STATE INSPECTION.

 Line#: D OperNo: 04 FailCode: Hours: 1.00 Rate: 1 Amount\$: 16.00 Tech: D02
 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:
 Virginia State Inspection.
 PERFORMED VIRGINIA STATE INSPECTION.

AUTO/MATE, INC.

COMPANY: 01 JOHNSON CHEVROLET-BUICK-PONTIAC, INC

RUN DATE: 03/24/2008

HISTPRINT

SERVICE MERCHANDISING

RUN TIME: 09:44

PAGE 2

HISTORY PRINT

Vin ID#: 64 Repair Order#: 48204 Status Cd: C

RO Date: 06/02/07 Inv Date: 06/20/07 Mileage: 7287 Act/Est: A Serv Adv: JWC

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

GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 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

Line#: A OperNo: C6500 FailCode: 1D Hours: 0.20 Rate: 2 Amount\$: 10.79 Tech: B03

PayType: W Sp G/L#: FP: 15250346 CondNo: 0 Part\$: 18.48 Sublet\$: 0.00

OrigOp: GMClaimType: GMComplaint: ON GMLabHrs: 0.20 GMOthHrs: 0.00 GMFP: 15250346 GM Auth:

CUSTOMER COMPLAINS PASSENGER SEAT WILL NOT RECLINE

FOUND RECLINE HANDLE BROKEN, REPLACED HANDLE

Part Number: 15250346 Desc.: HANDLE Type: W Qty: 1 Cost: 13.20 Price: 18.48

T-Price: 18.48 G/L#:

Vin ID#: 64 Repair Order#: 48024 Status Cd: C

RO Date: 05/21/07 Inv Date: 06/05/07 Mileage: 6642 Act/Est: A Serv Adv: JWC

Control#: 26385 Inv Letter: D G/L Group: 1 Coupon\$: 0.00 ShopChg: Y

GOG(1) 0.00 WarrTyp: G Auth#: MISC(1) TIRE TAX 0.00 Type: C

GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 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

Line#: A OperNo: C4683 FailCode: 1W Hours: 0.60 Rate: 2 Amount\$: 32.38 Tech: B06

PayType: W Sp G/L#: FP: 15870960 CondNo: 0 Part\$: 107.00 Sublet\$: 0.00

OrigOp: GMClaimType: GMComplaint: OP GMLabHrs: 0.60 GMOthHrs: 0.00 GMFP: 15870960 GM Auth:

CUSTOMER COMPLAINS OF A MUSTY/MILDEW ODOR INSIDE OF VEHICLE

CHECKED VEHICLE FOUND CARPET TO HAVE ODOR, REMOVED CARPET AND

TRIED TO DRY AND CLEAN, ODOR WOULD NOT GO AWAY, REPLACED CARPET IN

REAR FLOOR PAN

Part Number: 15870960 Desc.: CARPET Type: W Qty: 1 Cost: 76.43 Price: 107.00

T-Price: 107.00 G/L#:

Line#: B OperNo: C9732 FailCode: 93 Hours: 0.40 Rate: 2 Amount\$: 21.58 Tech: B06

PayType: W Sp G/L#: FP: 15803238 CondNo: 0 Part\$: 23.31 Sublet\$: 0.00

OrigOp: GMClaimType: GMComplaint: MH GMLabHrs: 0.40 GMOthHrs: 0.00 GMFP: 15803238 GM Auth:

CUSTOMER COMPLAINS THAT SUNVISOR MIRROR COVER WILL NOT STAY

CLOSE ON DRIVER SIDE

CHECKED MIRROR, FOUND THAT COVER WOULD NOT STAY CLOSE. FOUND

BULLETIN#05-08-110-005E, REPLACED MIRROR AND COVER ON DRIVER

SIDE

Part Number: 15803238 Desc.: MIRROR Type: W Qty: 1 Cost: 16.65 Price: 23.31

T-Price: 23.31 G/L#:

Line#: C OperNo: B9640 FailCode: 6T Hours: 0.30 Rate: 2 Amount\$: 16.19 Tech: B06

PayType: W Sp G/L#: FP: 15942813 CondNo: 0 Part\$: 172.20 Sublet\$: 0.00

OrigOp: GMClaimType: GMComplaint: VR GMLabHrs: 0.30 GMOthHrs: 0.00 GMFP: 15942813 GM Auth:

CUSTOMER COMPLAINS THAT TAILLIGHTS HAS WATER INSIDE OF THEM

CHECKED TAILLAMP FOUND WATER STANDING IN BOTTOM ON RIGHT REAR

TAILLAMP ONLY. REPLACED RIGHT REAR TAILLAMP AND WATER TESTED

Part Number: 15942813 Desc.: LAMP Type: W Qty: 1 Cost: 123.00 Price: 172.20

T-Price: 172.20 G/L#:

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

GOG(2): 0.00 SCDeduct\$ 0.00 Taken\$: 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

Line#: 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

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

AUTO AGAIN TO VERIFY THAT DTC DID NOT RESET.

Part Number: 15926870 Desc.: COLUMN Type: W Qty: 1 Cost: 204.63 Price: 286.48

Part Price: 286.48 G/L#:

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): 0.00 WarrTyp: Auth#: MISC(1) TIRE TAX 0.00 Type: C

GOG(2): 0.00 SCDeduct\$ 0.00 Taken\$: 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

Line#: A OperNo: A 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:

CUSTOMER COMPLAINS OF A MUSTY/MILDEW ODOR IN THE VEHICLE.

ORDERED CARPET.

Line#: B 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:

CUSTOMER COMPLAINS WATER LEAK IN TRUNK ON LEFT SIDE

ORDERED TRUNK CARPET MAT

Line#: C OperNo: COM FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A08

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:

CUSTOMER COMPLAINS POWER STEERING LIGHT ON

ORDERED STEERING WHEEL POSITION SENSOR.

Line#: D OperNo: COM FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A08

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:

CUSTOMER COMPLAINS ENGINE SHAKES ON START UP AT TIMES

COULD NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME.

AUTO/MATE, INC.

COMPANY: 01 JOHNSON CHEVROLET-BUICK-PONTIAC, INC

RUN DATE: 03/24/2008

HISTPRNT

SERVICE MERCHANDISING

RUN TIME: 09:44

PAGE: 4

HISTORY PRINT

Vin: ID# 64 Repair Order#: 47254 Status Cd: C

RO Date: 03/29/07 Inv Date: 03/29/07 Mileage: 4497 Act/Est: A Serv Adv: MLB

Control#: 26385 Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y

GOG(1): 0.00 WarrTyp: G Auth#: MISC(1) TIRE TAX 0.00 Type: C

GOG(2): 0.00 SCDEDUCT\$ 0.00 Taken\$: 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

Line#: A OperNo: C2686 FailCode: 1A Hours: 0.30 Rate: 2 Amount\$: 16.19 Tech: B03

PayType: W Sp G/L#: FP: 15881871 CondNo: 0 Part\$: 18.69 Sublet\$: 0.00

OrigOp: GMClaimType: GMComplaint: OJ GMLabHrs: 0.30 GMOthHrs: 0.00 GMFP: 15881871 GM Auth:

CUSTOMER COMPLAINS THAT THE DOME LAMP IS INOPERATIVE.

FOUND DOME LAMP INOPERATIVE WHEN OPENING DOORS. FOUND CONTACT

BENT INSIDE OF DOME LAMP. REPLACED DOME LAMP ASSEMBLY.

Part Number: 15881871 Desc.: HSG/DM/LP Type: W Qty: 1 Cost: 13.35 Price: 18.69

Part Price: 18.69 G/L#:

Vin: ID# 64 Repair Order#: 47117 Status Cd: C

RO Date: 03/20/07 Inv Date: 03/21/07 Mileage: 4278 Act/Est: A Serv Adv: JC

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

GOG(2): 0.00 SCDEDUCT\$ 0.00 Taken\$: 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

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:

CUSTOMER COMPLAINS DOME LAMP IS INOPERATIVE AT TIMES

ORDERED DOME LAMP.

Line#: B OperNo: B4018 FailCode: 3A Hours: 1.70 Rate: 2 Amount\$: 91.73 Tech: B03

PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00

OrigOp: GMClaimType: GMComplaint: VN GMLabHrs: 0.70 GMOthHrs: 1.00 GMFP: GM Auth: E

CUSTOMER COMPLAINS THAT THE CARPET ON THE RIGHT SIDE IS

WET. WATER-TESTED VEHICLE&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&ADJUSTED. WATER-TESTED AGAIN.

Version: 1 Created: 03/21/2007 16:20

WORK REQUIRED FOR REMOVING & RE-INSTALLING CARPET TO DRY FLOORPAN &

RE-INSTALL CARPET.

Vin: ID# 64 Repair Order#: 45583 Status Cd: C

RO Date: 12/06/06 Inv Date: 12/07/06 Mileage: 1644 Act/Est: A Serv Adv: MLB

Control#: 26385 Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y

GOG(1): 0.00 C WarrTyp: Auth#: MISC(1) TIRE TAX 0.00 Type: C

GOG(2): 0.00 C SCDEDUCT\$ 0.00 Taken\$: 0.00 MISC(2) TIRES 0.00 Type:

GOG(3): 0.00 C Lab#: 00 Part#: 00 Pay Type: C MISC(3) TIRE FEE 0.00 Type: C

Line#: A OperNo: FailCode: Hours: 1.00 Rate: 3 Amount\$: 52.02 Tech: C03

PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 150.15 Sublet\$: 0.00

OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

CUSTOMER REQUESTS THAT REMOTE START BE INSTALLED.

INSTALLED REMOTE START PACKAGE.

AUTO/MATE, INC.

COMPANY: 01 JOHNSON CHEVROLET-BUICK-PONTIAC, INC

RUN DATE: 03/24/2008

HISTPRNT

SERVICE MERCHANDISING

RUN TIME: 09:44

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HISTORY PRINT

Vin ID#: 64 Repair Order#: 45583 Status Cd: C

AUTHORIZATION CODE#01FCD0E...VCI#624372..CALLED TCSC ON

12-06-06,CASE#1282720 FOR VCI#.

Part Number: 17800737 Desc.: TRANSMITT Type: I Qty: 1 Cost: 136.50 Price: 150.15
 Price: 150.15 G/L#:

Vin ID#: 64 Repair Order#: 45452 Status Cd: C

RO 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

GOG(1) 0.00 C WarrTyp: G Auth#: MISC(1) TIRE TAX 0.00 Type: C

GOG(2) 0.00 C SCDEDUCT\$ 0.00 Taken\$: 0.00 MISC(2) TIRES 0.00 Type:

GOG(3) 0.00 C Lab#: 00 Part#: 00 Pay Type: C MISC(3) TIRE FEE 0.00 Type: C

Line#: A OperNo: E2020 FailCode: 3A Hours: 1.70 Rate: 2 Amount\$: 88.43 Tech: B02

PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00

OrigOp: GMClaimType: GMComplaint: CV GMLabHrs: 1.70 GMOthHrs: 0.00 GMFP: GM Auth:

CUSTOMER COMPLAINS THAT VEHICLE IS PULLING STRONGLY TO THE
 RIGHT & THAT THE TIRES ARE EXCESSIVLY WEARING. TEST DROVE VEHICLE
 & FOUND THAT THE VEHICLE IS PULLING TO THE RIGHT & THAT THE
 STEERING WHEEL IS OFF-CENTER AS WELL AS THE TIRES ARE STARTING
 TO SHOW PREMATURE WEAR. CHECKED&ADJUSTED ALIGNMENT & ROAD TESTED.

Line#: B OperNo: E0203 FailCode: 3K Hours: 0.80 Rate: 2 Amount\$: 41.62 Tech: B02

PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00

OrigOp: GMClaimType: GMComplaint: O4 GMLabHrs: 0.80 GMOthHrs: 0.00 GMFP: GM Auth:

CUSTOMER COMPLAINS OF EXCESSIVE VIBRATION SEEMINGLY ORIGINATING
 FROM THE PASSENGER SIDE OF VEHICLE WHILE DRIVING AT HIGHWAY
 SPEED. CHECKED BALANCE OF ALL 4 TIRES & FOUND THEM TO BE OUT OF
 BALANCE BY 0.25-0.51. REBALANCED ALL 4 TIRES & TEST DROVE VEHICLE
 AGAIN TO VERIFY THAT CONCERN IS FIXED.

Vin ID#: 64 Repair Order#: 44914 Status Cd: C

RO Date: 10/16/06 Inv Date: 10/17/06 Mileage: 969 Act/Est: A Serv Adv: JWC

Control#: 26385 Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y

GOG(1) 0.00 C WarrTyp: G Auth#: MISC(1) TIRE TAX 0.00 Type: C

GOG(2) 0.00 C SCDEDUCT\$ 0.00 Taken\$: 0.00 MISC(2) TIRES 0.00 Type:

GOG(3) 0.00 C Lab#: 00 Part#: 00 Pay Type: C MISC(3) TIRE FEE 0.00 Type: C

Line#: A OperNo: B2852 FailCode: 93 Hours: 2.00 Rate: 2 Amount\$: 104.04 Tech: B06

PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00

OrigOp: GMClaimType: GMComplaint: MH GMLabHrs: 2.00 GMOthHrs: 0.00 GMFP: GM Auth:

CUSTOMER COMPLAINS VEHICLE HAS A WATER LEAK
 WATER TESTED VEHICLE & FOUND WATER ENTERING INTO FRONT FLOORBOARD
 AREA. FOUND BULLETIN#PIC4079C. INSPECTED FRONT SUNROOF DRAIN
 HOSE & FOUND IT TO NOT BE CONNECTED. RE-CONNECTED FRONT SUNROOF
 DRAIN HOSE & SECURED PER BULLETIN.

Line#: B OperNo: COM FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A06

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:

CUSTOMER COMPLAINS VEHICLE IS PULLING TO THE RIGHT
 & FOUND THAT THE VEHICLE IS OUT OF ALIGNMENT. SCHEDULED CUSTOEMR AN
 ALIGNMENT FOR FRIDAY, 10/20/2006 FOR AN ALIGNMENT.

Vin ID#: 64 Repair Order#: 44590 Status Cd: C

RO Date: 09/25/06 Inv Date: 09/25/06 Mileage: 587 Act/Est: A Serv Adv: MLB

Control#: 26385 Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y

GOG(1): 0.00 C WarrTyp: G Auth#: MISC(1) TIRE TAX 0.00 Type: C

GOG(2): 0.00 C SCDeduct\$ 0.00 Taken\$: 0.00 MISC(2) TIRES 0.00 Type:

GOG(3): 0.00 C Lab#: 00 Part#: 00 Pay Type: C MISC(3) TIRE FEE 0.00 Type: C

Line#: A OperNo: B2853 FailCode: 93 Hours: 2.00 Rate: 2 Amount\$: 104.04 Tech: B03

PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00

OrigOp: GMClaimType: GMComplaint: MH GMLabHrs: 2.00 GMOthHrs: 0.00 GMFP: GM Auth:

CUSTOMER COMPLAINS THAT THERE IS A WATER LEAK ON THE RIGHT REAR
SIDE. 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
TUBE & RE-CONNECTED & SECURED. WATER-TESTED AGAIN-NO LEAKS FOUND.

Vin ID#: 64 Repair Order#: 44483 Status Cd: C

RO Date: 09/18/06 Inv Date: 09/19/06 Mileage: 501 Act/Est: A Serv Adv: JKV

Control#: 26385 Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y

GOG(1): 0.00 C WarrTyp: Auth#: MISC(1) TIRE TAX 0.00 Type: C

GOG(2): 0.00 C SCDeduct\$ 0.00 Taken\$: 0.00 MISC(2) TIRES 0.00 Type:

GOG(3): 0.00 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: A06

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:

CUSTOMER COMPLAINS OF A WATER LEAK ON PASSENGER SIDE.
WATER TESTED VEHICLE AT VARIOUS PLACES & COULD NOT DUPLICATE
CUSTOMER'S CONCERN AT THIS TIME.

Vin ID#: 64 Repair Order#: 44273 Status Cd: C

RO Date: 09/06/06 Inv Date: 09/06/06 Mileage: 225 Act/Est: A Serv Adv: MB

Control#: Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y

GOG(1): 0.00 C WarrTyp: Auth#: MISC(1) TIRE TAX 0.00 Type: C

GOG(2): 0.00 C SCDeduct\$ 0.00 Taken\$: 0.00 MISC(2) TIRES 0.00 Type:

GOG(3): 0.00 C Lab#: 00 Part#: 00 Pay Type: C MISC(3) TIRE FEE 0.00 Type: C

Line#: A OperNo: FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: H06

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:

RO OPENED TO CALL TECH. ASSISTANCE TO FIND OUT WHAT IS NEEDED
TO EQUIP VEHICLE WITH REMOTE STARTER.
TECH ASSISTANCE, CASE#9164750 & SPOKE WITH MIKE KIGER. WAS
ADVISED THAT PART#17800737 IS COMPATIBLE WITH VEHICLE FOR REMOTE
STARTER. WILL NEED TO CALL TECHLINE FOR A VCI#FOR PROGRAM.

Vin ID#: 64 Repair Order#: 44272 Status Cd: C

RO Date: 09/06/06 Inv Date: 09/06/06 Mileage: 225 Act/Est: A Serv Adv: MLB

Control#: Inv Letter: C G/L Group: 1 Coupon\$: 0.00 ShopChg: Y

GOG(1): 0.00 C WarrTyp: G Auth#: MISC(1) TIRE TAX 0.00 Type: C

GOG(2): 0.00 C SCDeduct\$ 0.00 Taken\$: 0.00 MISC(2) TIRES 0.00 Type:

GOG(3): 0.00 C Lab#: 00 Part#: 00 Pay Type: C MISC(3) TIRE FEE 0.00 Type: C

Line#: A OperNo: R0820 FailCode: 6C Hours: 1.10 Rate: 2 Amount\$: 57.22 Tech: B03

PayType: W Sp G/L#: FP: 15833071 CondNo: 0 Part\$: 298.54 Sublet\$: 0.00

OrigOp: GMClaimType: GMComplaint: OJ GMLabHrs: 1.10 GMOthHrs: 0.00 GMFP: 15833071 GM Auth:

Time:

PayType:

OrigOp:

Time:

PayType:

OrigOp:

AUTO/MATE, INC.

COMPANY: 01 JOHNSON CHEVROLET-BUICK-PONTIAC, INC

RUN DATE: 03/24/2008

HISTPRINT

SERVICE MERCHANDISING

RUN TIME: 09:44

PAGE

HISTORY PRINT

Vin ID# 64 Repair Order#: 44272 Status Cd: C

CUSTOMER COMPLAINS THAT THE IS NO SOUND FROM THE RADIO.FOUND THAT
ALL SPEAKERS ARE INOPERATIVE.CALLED TECH.ASSISTANCE,CASE#9164750
SSPOKE W/MIKE KIGER.WAS ADVISED TO CHECK A/C INPUT&OUTPUT VOLTS
FROM RADIO&.FOUND RADIO VOLTAGE NORMAL.FOUND NO OUTPUT FROM
AMP. REPLACED RADIO AMPLIFIER.

Part Number: 15833071	Desc.: AMPLIFIER	Type: W Qty: 1	Cost: 213.24	Price: 298.54
T-Price: 298.54 G/L#:				

MISC/WARE

HISTPRINT

PAGE

CUSTOMER

FROM RADIO

AMP. REPL

REPLACED

REPLACED

REPLACED

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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

52067SET

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1G2ZH158164		16275	03/24/08	52067 B	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		06	PONTIAC	G6 GT	SILVER	00000	
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.	TERMS
		276- -		7409	00/00/00	JC 6388	CASH
CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
53.00	09/05/06	191	16271	03/06/08	09/05/06	NP	

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	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 BRUIN STEERING GEAR AS IN CORRECTION #2. TEST DROVE CAR, DID NOT FEEL OR HEAR KNOCKING NOISE. ADJUSTED FRONT TOE.					
	E9740	93	B03 9201	1.50	W	
Auth: B		Claim Type:		Complaint Cd: MH	LaborHrs: 1.5	OtherHrs: 0.0
	X		GEAR KIT	1	W	
					Line Total.....	

TOTAL-AMOUNT

NoCharge

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

JOHNSON CHEVROLET-BUICK-PONTIAC, INC.

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

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		501	09/26/06	44483 A EOD - C
YEAR	MAKE	MODEL		COLOR	TAG NO.	
06	PONTIAC	G6 GT		SILVER	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
				7409	00/00/00	JKV 8573
TERMS		CASH				
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
52.02	09/05/06	191	501	09/18/06	09/05/06	

JOHNSON CHEVROLET-BUICK-PONTIAC---WE'LL BE THERE!!!
WE HAVE GENUINE GM ACCESSORIES AVAILABLE-WE ALSO HAVE
TIRES AVAILABLE-ASK OUR PARTS DEPARTMENT TODAY!!

SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M.-5:00 P.M.
PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
CUSTOMER COMPLAINS OF A WATER LEAK ON PASSENGER SIDE.						
WATER TESTED VEHICLE AT VARIOUS PLACES & COULD NOT DUPLICATE						
CUSTOMER'S CONCERN AT THIS TIME.						
COM			A06 3397			
Line Total.....						

TOTAL-AMOUNT

NoCharge

CUSTOMER COPY - PAGE 01

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

JOHNSON CHEVROLET-BUICK-PONTIAC, INC.

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

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		225	09/07/06	44273 A EOD - C
YEAR	MAKE	MODEL		COLOR	TAG NO.	
06	PONTIAC	G6 GT		SILVER	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
			276- -		00/00/00	MB 2233
CUST. LABOR RATE		DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE
52.02		00/00/00		225	09/06/06	09/28/05

JOHNSON CHEVROLET-BUICK-PONTIAC---WE'LL BE THERE!!**
WE HAVE GENUINE GM ACCESSORIES AVAILABLE-WE ALSO HAVE
TIRES AVAILABLE-ASK OUR PARTS DEPARTMENT TODAY!!

SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M.-5:00 P.M.
PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
A	R.O. OPENED TO CALL TECH. ASSISTANCE TO FIND OUT WHAT IS NEEDED TO EQUIP VEHICLE WITH REMOTE STARTER. CALLED TECH.ASSISTANCE,CASE#9164750 & SPOKE WITH MIKE KIGER. WAS ADVISED THAT PART#17800737 IS COMPATIBLE WITH VEHICLE FOR REMOTE STARTER.WILL NEED TO CALL TECHLINE FOR A VCI#FOR PROGRAM. H06 2233					
Line Total.....						

TOTAL-AMOUNT

NoCharge

CUSTOMER COPY - PAGE 01

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CUSTOMER SIGNATURE

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

JOHNSON CHEVROLET-BUICK-PONTIAC, INC.

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

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		225	09/06/06	44272 A PART-CLOSE
YEAR		MAKE		MODEL	COLOR	TAG NO.
06		PONTIAC		G6 GT	SILVER	00000
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.
			276- -		00/00/00	MLB 2233
CUST LABOR RATE		DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
52.02		00/00/00		225	09/06/06	09/28/05

JOHNSON CHEVROLET-BUICK-PONTIAC---WE'LL BE THERE!!**
WE HAVE GENUINE GM ACCESSORIES AVAILABLE-WE ALSO HAVE
TIRES AVAILABLE-ASK OUR PARTS DEPARTMENT TODAY!!

SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M.-5:00 P.M.
PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
A 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 SE FROM RADIO&.FOUND RADIO VOLTAGE NORMAL.FOUND NO OUTPUT FROM P.CAMP. REPLACED RADIO AMPLIFIER.						
CLINTWOOD	R0820	6C	B03 9201		W	
Auth:	Claim Type:	Complaint Cd: OJ	LaborHrs: 1.1	OtherHrs: 0.0		
	X	AMPLIFIER	1	W		
Line Total.....						

TOTAL-AMOUNT

NoCharge

JOHNSON
WE HAVE
TIRES AVAIL

A CUSTOMER COPY

RSI
SE FROM

P.CAMP
F.CAMP

Auth:

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

JOHNSON CHEVROLET-BUICK-PONTIAC, INC.

348 McCCLURE AVENUE
P.O. BOX 400 CLINTWOOD, VA 24228
TELEPHONE: (276) 926-4635
FAX PHONE: (276) 926-9118

CLINTWOOD		VA		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
				1G2ZH158164		6460		05/17/07		47951 A	
				YEAR		MAKE		MODEL		COLOR	
				06		PONTIAC		G6 GT		SILVER	
										TAG NO.	
										00000	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.		PROD. DATE	
26385								7409		00/00/00	
										SERV. ADV.	
										MDD 9300	
										TERMS	
										CASH	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN		IN-SERV. DATE	
52.02		09/05/06		191		6454		05/14/07		09/05/06	
										MLB.	

JOHNSON CHEVROLET-BUICK-PONTIAC---WE'LL BE THERE!!!
WE HAVE GENUINE GM ACCESSORIES AVAILABLE-WE ALSO HAVE
TIRES AVAILABLE-ASK OUR PARTS DEPARTMENT TODAY!!

SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M.-5:00 P.M.
PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
A	CUSTOMER COMPLAINS POWER STEERING LIGHT ON					
	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					
	AGAIN TO VERIFY THAT DTC DID NOT RESET.					
	E7680	6L	B03 9201	1.80	W	97.13
Auth:	Claim Type:	Complaint Cd:	WM	LaborHrs:	1.8	OtherHrs: 0.0
	X	COLUMN		1	W	286.48
				Line Total.....		383.61

52.02	TOTAL-AMOUNT	NoCharge
-------	--------------	----------

JOHNSON CHEVROLET-BUICK-PONTIAC, INC.
WE HAVE GENUINE GM ACCESSORIES AVAILABLE-WE ALSO HAVE
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CUSTOMER SIGNATURE	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)
--------------------	--

JOHNSON CHEVROLET-BUICK-PONTIAC, INC.

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

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		5670	05/10/07	47676 A
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		06	PONTIAC	G6 GT	SILVER	00000
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.
26385				7409	00/00/00	MLB 2233
CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
52.02	09/05/06	191	5670	04/25/07	09/05/06	MLB

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PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP CODE	FAIL-CD	TECH	HOURS/QT	TYPE	AMOUNT
A						
CUSTOMER COMPLAINS OF A MUSTY/MILDEW ODOR IN THE VEHICLE. ORDERED CARPET.						
	A		A03 9201			
						Line Total.....

B						
CUSTOMER COMPLAINS WATER LEAK IN TRUNK ON LEFT SIDE ORDERED TRUNK CARPET MAT						
	COM		A03 9201			
						Line Total.....

C						
CUSTOMER COMPLAINS POWER STEERING LIGHT ON ORDERED STEERING WHEEL POSITION SENSOR.						
	COM		A08 8053			
						Line Total.....

D						
CUSTOMER COMPLAINS ENGINE SHAKES ON START UP AT TIMES COULD NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME.						
	COM		A08 8053			
						Line Total.....

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CLINTWOOD		VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				1G2ZH158164		5670	05/10/07	47676 A
YEAR		MAKE		MODEL		COLOR	TAG NO.	
06		PONTIAC		G6 GT		SILVER	00000	
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
26385				7409	00/00/00	MLB 2233	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE			
52.02	09/05/06	191	5670	04/25/07	09/05/06	MLB		

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PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
				TOTAL-CASH	225	NoCharge

TOTAL-CASH	225	NoCharge
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SETSER
PO BOX
CLINTON

2552

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25

John
US 11/11/1911

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2156

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2025

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1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 26

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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

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1G2ZH158164		4497	04/05/07	47254 A EOD - C	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		06	PONTIAC	G6 GT	SILVER	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
26385				7409	00/00/00	MLB 2233	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
52.02	09/05/06	191	4497	03/29/07	09/05/06		

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TIRES AVAILABLE-ASK OUR PARTS DEPARTMENT TODAY!!

SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M.-5:00 P.M.
PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER COMPLAINS THAT THE DOME LAMP IS INOPERATIVE. FOUND DOME LAMP INOPERATIVE WHEN OPENING DOORS. FOUND CONTACT BENT INSIDE OF DOME LAMP. REPLACED DOME LAMP ASSEMBLY.					
SEP SEP	C2686	1A	B03 9201	.30	W	16.19
Auth:	Claim Type:	Complaint Cd:	OJ	LaborHrs:	0.3	OtherHrs: 0.0
CL	X		HSG/DM/LP	1	W	18.69
Line Total.....						34.88

TOTAL-AMOUNT

NoCharge

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P.O. BOX 400 CLINTWOOD, VA 24228
TELEPHONE: (276) 926-4635
FAX PHONE: (276) 926-9118

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1G2ZH158164		4278	03/21/07	47117 A PART-CLOSE	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		06	PONTIAC	G6 GT	SILVER	00000	
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
26385				7409	00/00/00	JC 6388	CASH
CUST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
52.02	09/05/06	191	4278	03/20/07	09/05/06		

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LINE	OP CODE	FAIL-CD	TECH	HOURS/QTZ	TYPE	AMOUNT
A	CUSTOMER COMPLAINS DOME LAMP IS INOPERATIVE AT TIMES ORDERED DOME LAMP. COM A03 9201 SETSER Line Total.....					
B	CUSTOMER 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 COMPLETELY CLOSE CREATING A WATER-LEAK ON THE RIGHT SIDE OF THE VEHICLE.R&R RIGHT SIDE DOOR HINGES&ADJUSTED.WATER-TESTED AGAIN. OLH REQUIRED FOR REMOVING & RE-INSTALLING CARPET TO DRY FLOORPAN & CARPET. B4018 3A B03 9201 W Auth:E Claim Type: Complaint Cd: VN LaborHrs: 0.7 OtherHrs: 1.0 Line Total.....					

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TELEPHONE: (276) 926-4635

FAX PHONE: (276) 926-9118

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		4278	03/21/07	47117 A PART-CLOSE
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		06	PONTIAC	G6 GT	SILVER	00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
26385				7409	00/00/00	JC 6388
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
-52.02	09/05/06	191	4278	03/20/07	09/05/06	

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PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
TOTAL-AMOUNT						NoCharge

SESTER
PO BOX
CLINTWOOD

CUST. NO.
26385

CLINTWOOD

CLINTWOOD

CLINTWOOD

CLINTWOOD

CLINTWOOD

CLINTWOOD

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

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		1644	12/08/06	45583 A EOD - C
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		06	PONTIAC	G6 GT	SILVER	00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
26385				7409	00/00/00	MLB 2233
TERMS		CASH				
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
52.02	09/05/06	191	1644	12/06/06	09/05/06	

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PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER REQUESTS THAT REMOTE START BE INSTALLED. INSTALLED REMOTE START PACKAGE. AUTHORIZATION CODE#01FCD0E...VCI#624372..CALLED TCSC ON SE 12-06-06,CASE#1282720 FOR VCI#.					
	PO-001		C03 9201		I	
	CLINTWOOD		17800737 TRANSMITT	1	I	
Line Total.....						

TOTAL-AMOUNT

NoCharge

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

JOHNSON CHEVROLET-BUICK-PONTIAC, INC.

348 McCLURE AVENUE

P.O. BOX 400 CLINTWOOD, VA 24228

TELEPHONE: (276) 926-4635

FAX PHONE: (276) 926-9118

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1G2ZH158164		1581	11/28/06	45452 A PART-CLOSE	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		06	PONTIAC	G6 GT	SILVER	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
26385				7409	00/00/00	MLB 2233	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
52.02	09/05/06	191	1575	11/28/06	09/05/06		

JOHNSON CHEVROLET-BUICK-PONTIAC---WE'LL BE THERE!!!
 WE HAVE GENUINE GM ACCESSORIES AVAILABLE-WE ALSO HAVE
 TIRES AVAILABLE-ASK OUR PARTS DEPARTMENT TODAY!!

SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M.-5:00 P.M.
 PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
 SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER COMPLAINS THAT VEHICLE IS PULLING STRONGLY TO THE RIGHT & THAT THE TIRES ARE EXCESSIVELY WEARING. TEST DROVE VEHICLE & FOUND THAT THE VEHICLE IS PULLING TO THE RIGHT & THAT THE STEERING WHEEL IS OFF-CENTER AS WELL AS THE TIRES ARE STARTING TO SHOW PREMATURE WEAR. CHECKED&ADJUSTED ALIGNMENT & ROAD TESTED. E2020 3A B02 9628 W Auth: Claim Type: Complaint Cd: CV LaborHrs: 1.7 OtherHrs: 0.0 Line Total.....					

B	CUSTOMER COMPLAINS OF EXCESSIVE VIBRATION SEEMINGLY ORIGINATING FROM THE PASSENGER SIDE OF VEHICLE WHILE DRIVING AT HIGHWAY SPEED. CHECKED BALANCE OF ALL 4 TIRES & FOUND THEM TO BE OUT OF BALANCE BY 0.25-0.51. REBALANCED ALL 4 TIRES & TEST DROVE VEHICLE AGAIN TO VERIFY THAT CONCERN IS FIXED. E0203 3K B02 9628 W Auth: Claim Type: Complaint Cd: 04 LaborHrs: 0.8 OtherHrs: 0.0 Line Total.....					
---	--	--	--	--	--	--

CUSTOMER COPY - PAGE 01

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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

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		1581	11/28/06	45452 A PART-CLOSE
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		06	PONTIAC	G6 GT	SILVER	00000
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
26385				7409	00/00/00	MLB 2233
						TERMS
						CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
52.02	09/05/06	191	1575	11/28/06	09/05/06	
JOHNSON CHEVROLET-BUICK-PONTIAC---WE'LL BE THERE!!! WE HAVE GENUINE GM ACCESSORIES AVAILABLE-WE ALSO HAVE TIRES AVAILABLE-ASK OUR PARTS DEPARTMENT TODAY!! SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M.-5:00 P.M. PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY						

INVT.	OP. CODE	FAIL. CD	TECH.	HOURS/QTY	TYPE	AMOUNT
TOTAL-AMOUNT						NoCharge

SETSER
PO BOX
CLINTWOOD

263

263

WE HAVE
PARTS AVAILABLE

SEND TO

CLINTWOOD
VA 24228

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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

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		969	10/19/06	44914 A EOD - C
YEAR		MAKE		MODEL	COLOR	TAG NO.
06		PONTIAC		G6 GT	SILVER	00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
26385				7409	00/00/00	JWC 6388
TERMS		CASH				
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
52.02	09/05/06	191	969	10/16/06	09/05/06	

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TIRES AVAILABLE-ASK OUR PARTS DEPARTMENT TODAY!!

SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M.-5:00 P.M.
PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
A	CUSTOMER COMPLAINS VEHICLE HAS A WATER LEAK WATER TESTED VEHICLE & FOUND WATER ENTERING INTO FRONT FLOORBOARD AREA. FOUND BULLETIN#PIC4079C. INSPECTED FRONT SUNROOF DRAIN HOSE & FOUND IT TO NOT BE CONNECTED. RE-CONNECTED FRONT SUNROOF DRAIN HOSE & SECURED PER BULLETIN.					
	B2852	93	B06 3397		W	
Auth: Claim Type:				Complaint Cd: MH LaborHrs: 2.0 OtherHrs: 0.0		
Line Total.....						

B2852	CUSTOMER COMPLAINS VEHICLE IS PULLING TO THE RIGHT FOUND THAT THE VEHICLE IS OUT OF ALIGNMENT. SCHEDULED CUSTOEMR AN APPT. FOR FRIDAY, 10/20/2006 FOR AN ALIGNMENT.					
52.02	COM	A06 3397	Line Total.....			

TOTAL-AMOUNT NoCharge

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the vehicle or otherwise, that any part repaired or replaced under this claim
had been connected in any way with any accident, negligence or misuse. Records
supporting this claim are available for (1) year from the date of payment notifi-
cation at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

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

JOHNSON CHEVROLET-BUICK-PONTIAC, INC.

348 MCCLURE AVENUE

P.O. BOX 400 CLINTWOOD, VA 24228

TELEPHONE: (276) 926-4635

FAX PHONE: (276) 926-9118

CLINTWOOD		VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				1G2ZH158164		587	09/27/06	44590 A EOD - C
				YEAR	MAKE	MODEL	COLOR	TAG NO.
				06	PONTIAC	G6 GT	SILVER	00000
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.	TERMS	
26385				7409	00/00/00	MLB 2233	CASH	
EST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE			
52.02	09/05/06	191	587	09/25/06	09/05/06			

JOHNSON CHEVROLET-BUICK-PONTIAC---WE'LL BE THERE!!**
WE HAVE GENUINE GM ACCESSORIES AVAILABLE-WE ALSO HAVE
TIRES AVAILABLE-ASK OUR PARTS DEPARTMENT TODAY!!

SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M.-5:00 P.M.
PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A						
CUSTOMER COMPLAINS THAT THERE IS A WATER LEAK ON THE RIGHT REAR SIDE.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 TUBE&RE-CONNECTED&SECURED.WATER-TESTED AGAIN-NO LEAKS FOUND.						
CLM	B2853	93	B03 9201		W	
Auth:	Claim Type:		Complaint Cd: MH	LaborHrs: 2.0	OtherHrs: 0.0	
				Line Total.....		

TOTAL-AMOUNT

NoCharge

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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

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		6642	06/05/07	48024 A PART-CLOSE
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		06	PONTIAC	G6 GT	SILVER	00000
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.
26385		276- -		7409	00/00/00	JWC 6388
						TERMS
						CASH
CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
52.02	09/05/06	191	6642	05/21/07	09/05/06	MLB

LINE	OP CODE	FAIL-CD	TECH	HOURS/QT	TYPE	AMOUNT
A	CUSTOMER COMPLAINS OF A MUSTY/MILDEW ODOR INSIDE OF VEHICLE CHECKED VEHICLE FOUND CARPET TO HAVE ODOR, REMOVED CARPET AND TRIED TO DRY AND CLEAN, ODOR WOULD NOT GO AWAY, REPLACED CARPET IN REAR FLOOR PAN					
	PO BOX	C4683	1W	B06 3397	.60 W	32.38
Auth:	Claim Type:	Complaint Cd: OP		LaborHrs: 0.6	OtherHrs: 0.0	
	X	CARPET		1 W	107.00	76.43
Line Total.....					139.38	76.43

B	CUSTOMER COMPLAINS THAT SUNVISOR MIRROR COVER WILL NOT STAY CLOSE ON DRIVER SIDE CHECKED MIRROR, FOUND THAT COVER WOULD NOT STAY CLOSE. FOUND BULLETIN#05-08-110-005E, REPLACED MIRROR AND COVER ON DRIVER SIDE					
	C9732	93	B06 3397	.40 W	21.58	
Auth:	Claim Type:	Complaint Cd: MH		LaborHrs: 0.4	OtherHrs: 0.0	
	X	MIRROR		1 W	23.31	16.65
Line Total.....					44.89	16.65

C	CUSTOMER COMPLAINS THAT TAILLIGHTS HAS WATER INSIDE OF THEM CHECKED TAILLAMP FOUND WATER STANDING IN BOTTOM ON RIGHT REAR TAILLAMP ONLY. REPLACED RIGHT REAR TAILLAMP AND WATER TESTED					
	B9640	6T	B06 3397	.30 W	16.19	
Auth:	Claim Type:	Complaint Cd: VR		LaborHrs: 0.3	OtherHrs: 0.0	

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348 McCLURE AVENUE

P.O. BOX 400 CLINTWOOD, VA 24228

TELEPHONE: (276) 926-4635

FAX PHONE: (276) 926-9118

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		6642	06/05/07	48024 A PART-CLOSE
YEAR	MAKE	MODEL		COLOR	TAG NO.	
06	PONTIAC	G6 GT		SILVER	00000	
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.
26385		276- -		7409	00/00/00	JWC 6388
CUST LABOR RATE		DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
52.02		09/05/06	191	6642	05/21/07	09/05/06
						MLB

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
	X	15942813	LAMP	1	W	172.20
						123.00
					Line Total.....	188.39
						123.00

462	70.15-	26.00	TOTAL-CASH	225	NoCharge
480	302.51-	216.08			
263	372.66				

CUSTOMER SIGNATURE

DATE

TIME

LINE

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348 McCLURE AVENUE

P.O. BOX 400 CLINTWOOD, VA 24228

TELEPHONE: (276) 926-4635

FAX PHONE: (276) 926-9118

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		7287	06/20/07	48204 PART-CLOSE
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		06	PONTIAC	G6 GT	SILVER	00000
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.
26385		276- -		7409	00/00/00	JWC 6388
						TERMS
						CASH
CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
52.02	09/05/06	191	7287	06/02/07	09/05/06	JWC

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER COMPLAINS PASSENGER SEAT WILL NOT RECLINE FOUND RECLINE HANDLE BROKEN, REPLACED HANDLE					
	C6500	1D	B03 9201	.20	W	10.79
ASSEMBLER	Claim Type:		Complaint Cd: ON	LaborHrs: 0.2	OtherHrs: 0.0	
FC BOX	X		HANDLE	1	W	18.48
CLINTWOOD						13.20
				Line Total.....		29.27
						13.20

462	10.79-	4.00	TOTAL-CASH	225	NoCharge
480	18.48-	13.20			
263	29.27				

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348 McCURE AVENUE
P.O. BOX 400 CLINTWOOD, VA 24228
TELEPHONE: (276) 926-4635
FAX PHONE: (276) 926-9118

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	Virginia State Inspection.					
	PERFORMED VIRGINIA STATE INSPECTION.					
	04		D02 9628	1.00	C	16.00
	Line Total.....					16.00
SETSER						
POLYBOX						
CLINTPO						
Labor						16.00
TOTAL-AMOUNT						16.00

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

VIRGINIA BUYER'S ORDER-NA

JOHNSON CHEVROLET
BUICK-PONTIAC, Inc.
 348 McClure Ave. P.O. Box 400
 CLINTWOOD, VA 24228
 (276) 926-4635

STOCK NO.

7409

DATE OF SALE

07/25

PURCHASER'S NAME [REDACTED] (PRINT OR TYPE)		HOME ADDRESS [REDACTED]	
CO/PURCHASER NAME [REDACTED] (PRINT OR TYPE)		CITY, STATE, ZIP CLINTWOOD VA [REDACTED]	
PLEASE ENTER MY ORDER FOR THE FOLLOWING: <input type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> DEMO		COUNTY DICKENSON	E-MAIL ADDRESS [REDACTED]
YEAR 2006	MAKE PONTIAC	HOME PHONE [REDACTED]	BUS. PHONE [REDACTED]
MODEL G6 GT		TYPE/DOORS [REDACTED]	COLOR SILVER
MILEAGE 191	VIN 1G2ZH158164	IN SERVICE DATE 09/05/06	

PRICE INCLUDING FREIGHT, HANDLING & DELIVERY	22518.95
TOTAL PURCHASE PRICE	22518.95
PROCESSING FEE FOR CONSUMER SERVICES	
3% VA. TITLE TAX	675.57
DEALER'S BUSINESS LICENSE TAX	33.78
GAP	595.00
LICENSE FEE 29.50 TITLE FEE 10.00	39.50
TOTAL DELIVERED PRICE	23862.80
SUBMITTED WITH ORDER (1)	.00
ALLOWANCE FOR USED CAR TRADE-IN AS APPRAISED	.00
*LESS BALANCE OWING TO - (PURCHASER RESPONSIBLE FOR) APPROXIMATELY	.00
FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. (SEE #15 ON REVERSE SIDE)	
DATE	SIGNATURE
DESCRIPTION OF TRADE-IN	
YEAR	MAKE
MODEL	COLOR
TYPE/DOORS	
MILEAGE	VIN
TAG NO.	
SALESPERSON	
EQUITY ON TRADE-IN (2)	.00
ADDITIONAL DOWN PAYMENT ON DELIVERY (3)	.00
REBATE (4)	1102.00
TOTAL DOWN PAYMENT (1+2+3+4)	1102.00
EXTENDED SERVICE CONTRACT INCLUDING	
TAX OF .00	.00
BALANCE DUE ON DELIVERY	22760.80

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 LIABILITY INSURANCE INCLUDED UNLESS SPECIFICALLY INDICATED

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 PROPOSED 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.

Approved

Dealer or Authorized Representative

Signed (1)

Purchaser

228-92-02

Social Security Number

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

(2)

Purchaser

Social Security Number

VIRGINIA BUYER'S ORDER-NA

JOHNSON CHEVROLET-
BUICK-PONTIAC, Inc.
348 McClure Ave. P.O. Box 400
CLINTWOOD, VA 24228
(276) 926-4635

STOCK NO.

7409

DATE OF SALE

PURCHASER'S
NAME

(PRINT OR TYPE)

HOME
ADDRESS

CO/PURCHASER
NAME

(PRINT OR TYPE)

CITY,
STATE, ZIP CLINTWOOD VA

PLEASE ENTER MY ORDER FOR THE FOLLOWING:

☐ NEW ☐ USED ☐ DEMO

COUNTY DICKENSON

E-MAIL ADDRESS

HOME
PHONE

BUS.
PHONE

YEAR

MAKE

MODEL

TYPE/DOORS

COLOR

2006

PONTIAC

G6 GT

22H37

SILVER

MILEAGE

VIN

1G2ZH158164

IN SERVICE DATE

09/05/06

PRICE INCLUDING FREIGHT,
HANDLING & DELIVERY

22518.95

TOTAL PURCHASE PRICE

22518.95

PROCESSING FEE FOR
CONSUMER SERVICES

3% VA. TITLE TAX

675.57

DEALER'S BUSINESS LICENSE TAX

33.78

GAP

595.00

LICENSE FEE 29.50 TITLE FEE 10.00

39.50

TOTAL DELIVERED PRICE

23862.80

SUBMITTED WITH ORDER

(1)

.00

ALLOWANCE FOR USED CAR TRADE-IN AS APPRAISED

.00

*LESS BALANCE OWING TO -

0

(PURCHASER RESPONSIBLE FOR)
PAYOFF ACCURACY

APPROXIMATELY

.00

FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. (SEE #15 ON REVERSE SIDE)

DATE

SIGNATURE

EQUITY ON TRADE-IN

(2)

.00

ADDITIONAL DOWN
PAYMENT ON DELIVERY

(3)

.00

REBATE

(4)

1102.00

DESCRIPTION OF TRADE-IN

YEAR

MAKE

MODEL

COLOR

TYPE/DOORS

MILEAGE

VIN

TAG NO.

TOTAL
DOWN PAYMENT

(1+2+3+4)

1102.00

EXTENDED SERVICE
CONTRACT

INCLUDING

.00

TAX OF

.00

SALESPERSON

BALANCE DUE
ON DELIVERY

22760.80

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 LIABILITY INSURANCE INCLUDED UNLESS SPECIFICALLY INDICATED

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 PROPOSED 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.

778-97-007



VIRGINIA MOTOR VEHICLE REGISTRATION

Title Number	Veh. Identification Number (VIN)	Date Issued	Plate Number	Plate Type	Sticker	Expiration Date	
	1G2ZH158164	10/01/07		SN		09/30/08	
Vehicle Make	Model	Body	Year	Color	Fuel	Vehicle Use	Axles
PONTIAC	G6 GT	CPE	2006	SIL	GAS	PRIVATE	2
Purchase Date	Odometer at Titling	Lien at Reg	EW	GW	GVWR	GCWR	Unit #
09/05/06	191 ACTUAL	Y	3379				

CLINTWOOD VA

DICKENSON COUNTY

CMA 247
INTNET

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.

Privileged and Confidential Information**CASE ASSESSMENT**

By: Corey Knight State: VA

Customer Name: [REDACTED]

Service Request: 71-
613794249BBB Case No.:
PGM0836587Vehicle ID No.:
1G2ZH158164 [REDACTED]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)

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

Lien holder: GMAC ☐ Other ☐ : n/aSale Type: Purchase ☐ Lease ☐ 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}**

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

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

☒ **{Passenger Door- Water Leak}**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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.
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☒ {Steering Wheel}

Date:	RO #:	Days Out:	Mileage:	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.

☒ {Trunk- Carpet}

Date:	RO #:	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.

☒ {Power Steering Light On}

Date:	RO #:	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.

☒ {Steering- Thumping Sound}

Date:	RO #:	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 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.

☒ {Taillights-Water Leak}

Date:	RO #:	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.

CRS FINAL OFFER:	6 Year/72,000 Mile CCL for Water Leaks	DATE: 4/9/2008	CUST Accepted
Goodwill: Component Service Coverage Letter		Attorney Fees (if applicable): \${Amount}	

TEAM LEAD APPROVING:	{Name}	Date: {Date}
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2006 G6 - GT COUPE			PONTIAC/GMC DIVISION
67U LIQUID SILVER METALLIC	/V6G		GENERAL MOTORS CORPORATION
19C EBONY			100 RENAISSANCE CENTER
ORDER NO. JJHNHF/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G2 ZH15 81 64			VEHICLE INVOICE 2AD52313127
*****			*****16*18037S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH37 G6 - GT COUPE	22330.00	20655.25	INVOICE 08/29/05
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 08/29/05
FR9 AXLE RATIO 3.29	N/C	N/C	EXP I/T 09/02/05
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	INT COM 09/02/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 08/29/05
PED PREMIUM VALUE PACKAGE INCLUDES	1550.00	1286.50	KEYS G0075 G0075
* (4) 17" CHROMETECH WHEELS			WFP-F QTR OPT-1
* AM/FM STEREO 6 DISC CD PLAYER			BANK: GMAC - 340
(REPLACES STD/OPT/PKG RADIO)			CHG-TO 18-037
* SUNROOF, POWER TILT & SLIDE			
			SHIP WT: 3379
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	HP: 32.9
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	GMS: 21541.85
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-	SUPPLR: 22507.86
			MRM: 24505.00
			DAN: G62DR
			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
TOTAL	24005.00	22518.95	PAY 310	22518.95
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		21482.60		

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

BACHMAN-BERNARD PONTIAC-CADILLAC-BUI	REMIT TO GMAC NO. 340
	VIN 1G2ZH158164
	\$ 22518.95 INV 2AD52313127
	DUE 09/02/05 DEALER 18-037

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

Customer: [REDACTED]	SR #: 71-613794249	BBB#: PGM0836587
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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 (from Bill of Sale, before tax, tag, title, etc.)	22518.95
MSRP (from BARS Invoice screen)	- 24005.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -1486.05

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

Section 3

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

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	22518.95
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1102.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
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).	= 21416.95

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 Chevrolet

GM Vehicle Inquiry System - Summary

GM Vehicle Inquiry System

Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
 Service Contract - Warranty Block - Branded Title

VIN : 1G2ZH158164

VEHICLE INFORMATION

Merchandising Model :	2ZH37 -2006 G6 - GT COUPE				Warranty Start Date :		05/05/2006	
BARS Order Type :	70 - RETAIL - STOCK							
Delivering Dealer :	JOHNSON CHEVROLET-OLDSMOBILE-BUICK-PONTIAC, INC. PO BOX 400 CLINTWOOD , VA 24228-0400 (276) 926-4635				Selling Source :		16 - PONTIAC	
					Site Code :		16743	
					Business Associate Code :		121059	
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid	

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	09/05/2006	191 miles	09/05/2009	36191 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	09/05/2006	191 miles	09/05/2012	100191 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/05/2006	191 miles	09/05/2014	80191 miles
36/36000 FEDERAL EMISSION	09/05/2006	191 miles	09/05/2009	36191 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/06/2008	052067	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	15275 miles
06/02/2007	048204	#	C6500 - PASSENGER SEAT RECLINER HANDLE REPLACEMENT	7287 miles
			C4683 - CARPET, REAR COMPARTMENT FLOOR PANEL -	

GM Vehicle Inquiry System - Summary

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 &NDASH; REPLACE	6642 miles
05/21/2007	048024	#	B9640 - LAMP ASSEMBLY, EXTERIOR - STOP, TAIL AND TURN SIGNAL - RIG	6642 miles
05/14/2007	047951	#	E7680 - STEERING COLUMN REPLACEMENT	6460 miles
03/29/2007	047254	#	C2686 - LAMP ASSEMBLY, INTERIOR AND/OR REAR COMPARTMENT - REPLACE	4497 miles
03/20/2007	047117	#	B4018 - HINGE, FRONT DOOR (BOLT ON) - BOTH RIGHT - REPLACE	4278 miles
11/28/2006	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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JOHNSON CHEVROLET-BUICK-PONTIAC, INC.

348 McCLURE AVENUE

P.O. BOX 400 CLINTWOOD, VA 24228

TELEPHONE: (276) 926-4635

FAX PHONE: (276) 926-9118

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
		1G2ZH158164		16275		03/06/08		52067 A PART-CLOSE	
		YEAR	MAKE	MODEL		COLOR		TAG NO.	
		06	PONTIAC	G6 GT		SILVER		00000	
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS		
26385		276- -		7409	00/00/00	JC 6388	CASH		
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE				
53.00	09/05/06	191	16271	03/06/08	09/05/06	NP			

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QT	TYPE	AMOUNT
A	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.					
	E9740	93	B03 9201	1.50	W	
Auth: B	Claim Type:	Complaint Cd: MH	LaborHrs: 1.5	OtherHrs: 0.0		
	X	GEAR KIT	1	W		
Line Total.....						

TOTAL-AMOUNT

NoCharge

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

JOHNSON CHEVROLET-BUICK-PONTIAC, INC.

348 McCLURE AVENUE

P.O. BOX 400 CLINTWOOD, VA 24228

TELEPHONE: (276) 926-4635

FAX PHONE: (276) 926-9118

CLINTWOOD		VA		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
				1G2ZH158164		7287		06/20/07		48204 A PART-CLOSE	
YEAR		MAKE		MODEL		COLOR		TAG NO.			
06		PONTIAC		G6 GT		SILVER		00000			
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.		PROD. DATE	
26385				276- -				7409		00/00/00	
SERV. ADV.		TERMS						JWC 6383		CASH	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN		IN-SERV DATE	
52.02		09/05/06		191		7287		06/02/07		09/05/06	
										JWC	

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QT	TYPE	AMOUNT
A	CUSTOMER COMPLAINS PASSENGER SEAT WILL NOT RECLINE					
	FOUND RECLINE HANDLE BROKEN, REPLACED HANDLE					
	C6500	1D	B03 9201	.20	W	10.79
ASER	Claim Type:		Complaint Cd: ON	LaborHrs: 0.2	OtherHrs: 0.0	
	X		HANDLE	1	W	18.48
						13.20
				Line Total.....		29.27
						13.20

462	10.79-	4.00	TOTAL-CASH	225	NoCharge
480	18.48-	13.20			
263	29.27				

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

JOHNSON CHEVROLET-BUICK-PONTIAC, INC.

348 McCLURE AVENUE

P.O. BOX 400 CLINTWOOD, VA 24228

TELEPHONE: (276) 926-4635

FAX PHONE: (276) 926-9118

CLINTWOOD		VA		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
				1G2ZH158164		6642		06/05/07		48024 A	
										PART-CLOSE	
YEAR		MAKE		MODEL		COLOR		TAG NO.			
06		PONTIAC		G6 GT		SILVER		00000			
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.		PROD. DATE	
26385				276-				7409		00/00/00	
								JWC 6388		CASH	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN		IN. SERV. DATE	
52.02		09/05/06		191		6642		05/21/07		09/05/06	
										MLB	

LINE	OP CODE	FAIL CD	TECH	HOURS/CTV	TYPE	AMOUNT
A	CUSTOMER COMPLAINS OF A MUSTY/MILDEW ODOR INSIDE OF VEHICLE CHECKED VEHICLE FOUND CARPET TO HAVE ODOR, REMOVED CARPET AND TRIED TO DRY AND CLEAN, ODOR WOULD NOT GO AWAY, REPLACED CARPET IN REAR FLOOR PAN					
	C4683	1W	B06 3397	.60	W	32.38
Auth:	Claim Type:	Complaint Cd:	OP	LaborHrs:	0.6	OtherHrs: 0.0
	X		CARPET	1	W	107.00 76.43
	Line Total.....					139.38 76.43

B	CUSTOMER COMPLAINS THAT SUNVISOR MIRROR COVER WILL NOT STAY CLOSE ON DRIVER SIDE CHECKED MIRROR, FOUND THAT COVER WOULD NOT STAY CLOSE. FOUND BULLETIN#05-08-110-005E, REPLACED MIRROR AND COVER ON DRIVER SIDE					
	C9732	93	B06 3397	.40	W	21.58
Auth:	Claim Type:	Complaint Cd:	MH	LaborHrs:	0.4	OtherHrs: 0.0
	X		MIRROR	1	W	23.31 16.65
	Line Total.....					44.89 16.65

C	CUSTOMER COMPLAINS THAT TAILLIGHTS HAS WATER INSIDE OF THEM CHECKED TAILLAMP FOUND WATER STANDING IN BOTTOM ON RIGHT REAR TAILLAMP ONLY. REPLACED RIGHT REAR TAILLAMP AND WATER TESTED					
	B9640	6T	B06 3397	.30	W	16.19
Auth:	Claim Type:	Complaint Cd:	VR	LaborHrs:	0.3	OtherHrs: 0.0

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(DATE)

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348 McCLURE AVENUE

P.O. BOX 400 CLINTWOOD, VA 24228

TELEPHONE: (276) 926-4635

FAX PHONE: (276) 926-9118

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		6460	05/17/07	47951 A
						PART-CLOSE
YEAR	MAKE	MODEL	COLOR	TAG NO.		
06	PONTIAC	G6 GT	SILVER	00000		
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
26385				7409	00/00/00	MDD 9300
TERMS						
CASH						
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
52.02	09/05/06	191	6454	05/14/07	09/05/06	MLB

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 WE HAVE GENUINE GM ACCESSORIES AVAILABLE-WE ALSO HAVE
 TIRES AVAILABLE-ASK OUR PARTS DEPARTMENT TODAY!!

SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M.-5:00 P.M.
 PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
 SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP. CODE	FAIL CD	TECH	HOURS/CTY	TYPE	AMOUNT
A	CUSTOMER COMPLAINS POWER STEERING LIGHT ON					
	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					
	AGAIN TO VERIFY THAT DTC DID NOT RESET.					
	E7680	6L	B03 9201	1.80	W	97.13
Auth:	Claim Type:	Complaint Cd:	WM	LaborHrs:	1.8	OtherHrs: 0.0
	X	COLUMN		1	W	286.48
				Line Total.....		383.61

TOTAL-AMOUNT

NoCharge

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348 McCLURE AVENUE

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TELEPHONE: (276) 926-4635

FAX PHONE: (276) 926-9118

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		4497	04/05/07	47254 A EOD - C
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		06	PONTIAC	G6 GT	SILVER	00000
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV
26385				7409	00/00/00	MLB 2233
CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	TERMS
52.02	09/05/06	191	4497	03/29/07	09/05/06	CASH

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 TIRES AVAILABLE-ASK OUR PARTS DEPARTMENT TODAY!!

SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M.-5:00 P.M.
 PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
 SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP. CODE	FAIL CD	TECH	HOURS/QTV	TYPE	AMOUNT
A CUSTOMER COMPLAINS THAT THE DOME LAMP IS INOPERATIVE.						
FOUND DOME LAMP INOPERATIVE WHEN OPENING DOORS. FOUND CONTACT						
BENT INSIDE OF DOME LAMP. REPLACED DOME LAMP ASSEMBLY.						
	C2686	1A	B03 9201	.30	W	16.19
Auth:	Claim Type:	Complaint Cd:	OJ	LaborHrs:	0.3	OtherHrs: 0.0
	X		HSG/DM/LP	1	W	18.69
Line Total.....						34.88

TOTAL-AMOUNT

NoCharge

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348 McCLURE AVENUE

P.O. BOX 400 CLINTWOOD, VA 24228

TELEPHONE: (276) 926-4635

FAX PHONE: (276) 926-9118

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		4278	03/21/07	47117 A PART-CLOSE
YEAR		MAKE		MODEL	COLOR	TAG NO.
06		PONTIAC		G6 GT	SILVER	00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
26385				7409	00/00/00	JC 6388
TERMS		CASH				
CNST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
52.02	09/05/06	191	4278	03/20/07	09/05/06	

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SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M.-5:00 P.M.
 PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
 SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP. CODE	FAIL CD	TECH	HOURS/CTY	TYPE	AMOUNT
A	CUSTOMER COMPLAINS DOME LAMP IS INOPERATIVE AT TIMES ORDERED DOME LAMP.					
	COM		A03 9201			
Line Total.....						
B	CUSTOMER 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 COMPLETELY CLOSE CREATING A WATER-LEAK ON THE RIGHT SIDE OF THE VEHICLE.R&R RIGHT SIDE DOOR HINGES&ADJUSTED.WATER-TESTED AGAIN. OLH REQUIRED FOR REMOVING & RE-INSTALLING CARPET TO DRY FLOOR&N & CARPET.					
	B4018	3A	B03 9201		W	
Auth:E	Claim Type:	Complaint Cd: VN	LaborHrs: 0.7	OtherHrs: 1.0		
Line Total.....						

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TELEPHONE: (276) 926-4635

FAX PHONE: (276) 926-9118

CLINTWOOD VA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH158164		969	10/19/06	44914 A EOD - C
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		06	PONTIAC	G6 GT	SILVER	00000
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.
26385				7409	00/00/00	JWC 6388
CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
52.02	09/05/06	191	969	10/16/06	09/05/06	

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SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M.-5:00 P.M.
 PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
 SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
A	CUSTOMER COMPLAINS VEHICLE HAS A WATER LEAK WATER TESTED VEHICLE & FOUND WATER ENTERING INTO FRONT FLOORBOARD AREA. FOUND BULLETIN#PIC4079C. INSPECTED FRONT SUNROOF DRAIN HOSE & FOUND IT TO NOT BE CONNECTED. RE-CONNECTED FRONT SUNROOF DRAIN HOSE & SECURED PER BULLETIN. B2852 93 B06 3397 W Auth: Claim Type: Complaint Cd: MH LaborHrs: 2.0 OtherHrs: 0.0 Line Total.....					

B	CUSTOMER COMPLAINS VEHICLE IS PULLING TO THE RIGHT FOUND THAT THE VEHICLE IS OUT OF ALIGNMENT. SCHEDULED CUSTOEMR AN APPT. FOR FRIDAY, 10/20/2006 FOR AN ALIGNMENT. COM A06 3397 Line Total.....					
---	--	--	--	--	--	--

TOTAL-AMOUNT

NoCharge

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FAX PHONE: (276) 926-9118

CLINTWOOD		VA		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
				1G2ZH158164		587		09/27/06		44590 A	
										EOD - C	
YEAR		MAKE		MODEL		COLOR		TAG NO.			
06		PONTIAC		G6 GT		SILVER		00000			
CUST NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.		PROD DATE	
26385								7409		00/00/00	
										SERV ADV.	
										MLB 223	
										TERMS	
										CASH	
CUST LABOR RATE		DELIV DATE		DELIV MILES		MILEAGE IN		DATE IN		IN-SERV DATE	
52.02		09/05/06		191		587		09/25/06		09/05/06	

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SERVICE DEPT. HOURS-MONDAY-SATURDAY 8:00 A.M. 5:00 P.M.
 PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
 SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP CODE	FAIL CD	TECH	HOURS/QT	TYPE	AMOUNT
A	CUSTOMER COMPLAINS THAT THERE IS A WATER LEAK ON THE RIGHT REAR SIDE 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 TUBE&RE-CONNECTED&SECURED.WATER-TESTED AGAIN-NO LEAKS FOUND.					
	B2853	93	B03 9201		W	
Auth: Claim Type: Complaint Cd: MH LaborHrs: 2.0 OtherHrs: 0.0						
Line Total.....						

TOTAL-AMOUNT

NoCharge

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CLINTWOOD		VA		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
				1G2ZH158164		225		09/06/06		44272 A	
										PART-CLOSE	
				YEAR		MAKE		MODEL		COLOR	
				06		PONTIAC		G6 GT		SILVER	
										TAG NO.	
										00000	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.		PROD. DATE	
				276-		-				00/00/00	
										SERV. ADV.	
										MLB 223	
										TERMS	
										CASH	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN		IN-SERV. DATE	
52.02		00/00/00				225		09/06/06		09/28/05	

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 PARTS DESIGNATED WITH AN (X) INDICATE LIMITED LIFETIME
 SERVICE GUARANTEE APPLIES CUSTOMER PAY REPAIRS ONLY

LINE	OP. CODE	FAIL CD	TECH.	HOURS/QT	TYPE	AMOUNT
A	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					
	FROM RADIO&.FOUND RADIO VOLTAGE NORMAL.FOUND NO OUTPUT FROM					
	AMP. REPLACED RADIO AMPLIFIER.					
	R0820	6C	B03 9201		W	
Auth:	Claim Type:	Complaint Cd:	OJ	LaborHrs:	1.1	OtherHrs: 0.0
	X		AMPLIFIER	1	W	
Line Total.....						

TOTAL-AMOUNT

NoCharge

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ADR File Checklist

SR Number: 71-613794249

BBB Case: PGM0836587

Customer: [REDACTED]

VIN: 1G2ZH158164 [REDACTED]

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 leak in sunroof, water leak in passenger side door hinges out of align, 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: /

☒ **AVM**

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:

Yes ☐

No ☒

Presumption:

Yes ☐

No ☒

☒ **GM Position – Customer / BBB Due Date (7-10 days):**

☒ **Settlement / Goodwill Offered Date:**

☒ **All Documents Attached (by Day 15)**

☐ **Arbitration Date:**

☒ **Closing Activities:**

Settlement

Completion Date/Time: 4/25/2008 / 11:32am

Executive Summary

Completion Date/Time: 4/25/2008 / 11:30am

Close Siebel

Completion Date/Time: 4/25/2008 / 11:34am

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:

GM DealerWorld - Windows Internet Explorer

Vehicle Identifier

Vehicle Category	GM, Used
Division	Pontiac
VIN	1G2ZH158164

Customer Information

Plan Customer	Individual
Customer Type	Owner
Mr Bruce Seiser PO Box 172 Centerville, Virginia, United States - 24228	
E-mailing Phone: Primary Language: Secondary Language:	

Sales Information

Dealer Code	32888
Action	Add Protection Plan
Odometer	16888
Delivery Date	04/15/2008

Plan Lienholder

Lienholder Type	Other
Pontiac P.O. Box 33172 Detroit, Michigan - 48232	

Protection Plans

Plan Purchase Date	04/15/2008
In Service Date	04/15/2008
Plan Type	Major Guard Retail
Term	60
Mileage Limit	75000
Deductible	0
Rental Type	Standard
Plan Price	\$ 0.00
Tax	\$ 0.00
Total	\$ 0.00

BACK CANCEL SUBMIT

GM DealerWorld - Windows Internet Explorer

Global Connect

ORDER WORKBENCH

Transaction Details

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN	1G2ZH158164	Status	Pending
Dealer Code	32888	User ID	1w3upp
Transaction Date	04/15/2008	User Role	Central Office Administrator
Transaction Type	GM Protection Plan	Timestamp Date	2008-04-23-11:30:23.190000
Transaction Messages 1097 - GMPP sent to MIC			

Done

Vehicle & Customer

Transaction Mode: Online

Vehicle Identifier

Vehicle Category	GM, Used
Division	Pontiac
VIN	Full VIN 1G2ZH158164

Dealer Identifier

Division	Pontiac
----------	---------

Sales Information

Action	Add Protection Plan
Odometer	16888

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

February 25, 2011

[REDACTED]
[REDACTED]
Ormond Beach, FL [REDACTED]

Service request: 71-614157143

VIN: 1G1ZT52885F [REDACTED]

Customer Relationship Specialist: Julia Rebollo

Dear [REDACTED]

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

Ormond Beach, FL

DAYTONA BEACH
FL 321
21 MAR 2008 PM 1 T

MAR 24 2008

LET US DARE TO RISE
THINK, SPEAK AND
John Adams, 1765
power of the letter



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

48232+3170





I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:



The vehicle has been out of service at least 15 days to repair one or more substantial defects.



3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) Electric Power Steering - KNOCKING SOUND OR CLUNKING SOUND WHEN TURNING OR GOING OVER A BUMP - DEALER GREASES BUT ALWAYS COME BACK AFTER SHORT TIME - NO ONE WOULD BUY VEHICLE

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make CHEVROLET Model MALIBU Year 2005

VIN 1G111ND15121511M1 Date of Delivery 8/05

Name and City/State of selling dealer or leasing company (if applicable) JOHN HALL CHEVROLET, DAYTONA BEACH - REPAIR DATES 1/3/07, 10/8/07

Name and City/State of authorized service agent(s) attempting previous repairs: LAWLEY CHEVROLET 3/2/07, MARHOFFER CHEVY STOW, OHIO ?

Consumer [REDACTED] Home phone([REDACTED]

Address [REDACTED] Work phone ([REDACTED]

ORMOND BEACH, FL Signature [REDACTED]

Date Mailed [REDACTED] (1/98)

(X) times tried to fix - short term fix only

Dear GM,

After numerous attempts to fix this it appears that no one can fix the problem. I have 28,000 miles on the vehicle and it is still under warranty. If the problem can not be fixed (design issue with electric power steering) then I want a new vehicle. The dealer has performed the many service bulletins but the problem persists. I don't want a vehicle that clunks everytime I turn the wheel or goes over a slight bump. I want a permanent lifetime fix!!

3/20/08



GMC

HUMMER

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

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

Privileged and Confidential Information**CASE ASSESSMENT**

By: Paul Hill State: GA

Customer Name: [REDACTED]

Service Request: 71-
614158083BBB Case No.:
PGM0836461Vehicle ID No.:
1G2ZF58B874 [REDACTED]In Service
Date:
4/28/2007

Vehicle is: new

BAC Code:
151988

Year, Make & Model: 2007 Pontiac G6

Mileage at Time of BBB Filing miles

Lien holder: GMAC ☐ Other ☐: {Name}Vehicle Purchased Used on: {n/a or mm/dd/yy}
at odometer {odometer}Sale Type: Purchase ☐ Lease ☐ Other ☐:
{Type}

DVM Name: Sam Logan

Phone/Cell Number: 404082 8149

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.

☒ **Steering**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 no squeak 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

☐ **Axle**

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

☐ **Wheel/Tires**

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

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 No pull or vibration 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

☐ LOF

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

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:



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

May 7, 2008

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

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

Manufacturers Testimony and Position in Writing

We are sorry [REDACTED] 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 [REDACTED] may have experienced.

[REDACTED] purchased the vehicle new on April 28, 2007 and the vehicle was sold with approximately 329 miles. [REDACTED] currently has the vehicle available for use and has accumulated approximately 16,169 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 [REDACTED] 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:

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 [REDACTED] 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 Cronin 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 [REDACTED] 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 [REDACTED] 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



FAX COVER

CRONIC, INC.

BUICK PONTIAC GMC CHRYSLER PLYMOUTH JEEP

2515 NORTH EXPRESSWAY

GRIFFIN, GA 30223

PHONE: (770) 227-4271

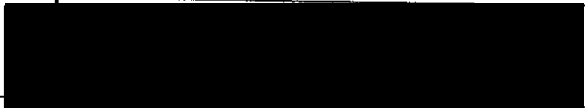
FAX: (770) 467-1005

TO: Sheila McCarthy

FROM: Glenn Betsell

DATE: 3-12-08

PAGES (INCLUDING COVER): 11

TEXT: file on 

**BILL OF SALE
BUYER'S ORDER / INVOICE
(Not a Receipt for Cash)**



CRONIC



DEAL #: 8527

2515 North Expressway • Griffin, Georgia 30223
770-227-4271

Stock No. P12345

Date 04/26/2007

Salesman LEAH KRISTINA LAKE

Purchaser

Address

Co-Purchaser

Business

City GRIFFIN

State GA

County SPALDING

Zip

Home

or we (hereinafter referred to as Purchaser or Buyer) hereby agree to purchase from you under the terms and conditions specified, the following: New ☒ Used ☐ Demo ☐ Year 2007

28937

Make PONTIAC

Body 4DR SDN

Model G6

Color BLK

VIN 1G2ZF58B974

E-Mail

Mileage

329

USED TRADE-IN

1 st Make of Trade-In	Mileage
Year	Balance Amount
Serial #	

2 nd Make of Trade-In	Mileage
Year	Balance Amount
Serial #	

PURCHASER'S CERTIFICATION

Purchaser agrees that this Agreement includes all of the terms and conditions on both the face and reverse side hereof. This Agreement cancels and supercedes any prior Agreement and as the date hereof comprises the complete and exclusive statement of terms of the Agreement relating to the subject matters covered hereby. The Agreement cannot be modified except by express written agreement of the parties. Purchaser, by his execution of the Agreement, acknowledges that he has read its terms and conditions and has received a true copy of the Agreement.

TRANSIT DAMAGE

Purchaser acknowledges that there may have been certain transit and/or storage damage to the vehicle sold by the Seller herein, and Purchaser hereby releases the Seller for any and all claims arising out of such transit and/or storage damage.

THIS VEHICLE HAS NON-CHRYSLER CORP. ACCESSORIES. Chrysler does not warranty these conversions or accessories.

☒ NON-CHRYSLER SERVICE CONTRACT: You are purchasing a service contract from a company other than CHRYSLER Corp. CHRYSLER does not stand behind it. If you need repairs that are not covered by your CHRYSLER warranties, you should contact the company that provided this service contract before contacting CHRYSLER. I understand this limitation X.

THIS VEHICLE HAS NON-GENERAL MOTORS CORP. ACCESSORIES. GM does not warranty these conversions or accessories.

☒ NON-GM SERVICE CONTRACT: You are purchasing a service contract from a company other than General Motors Corp. GM does not stand behind it. If you need repairs that are not covered by your GM warranties, you should contact the company that provided this service contract before contacting GM. I understand this limitation X.

DISCLAIMER OF WARRANTIES

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

*DEMONSTRATORS ARE SOLD "AS IS" WITH ONLY THE REMAINDER OF FACTORY WARRANTY, IF ANY. WARRANTY START DATE CORRESPONDS TO INITIAL IN-SERVICE DATE. THE INFORMATION ON THE WINDOW FORM FOR THIS VEHICLE IS A PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THIS CONTRACT OF SALE.

CASH PRICE	20990.00
Trade In Allowance	N/A
Buyer's Difference	20990.00
Secure Etch Theft Protection	249.00
Documentation Processing & Administration Fee	399.00
Selling Price	21389.00
Sales Tax (7.5%)	1497.23
Title Fees	19.00
Extended Service Plan	N/A
GA MV Warranty Rights Fee	3.00
Subtotal	22508.23
Balance Owed On Trade	N/A
Total Delivery Price	22508.23
Deposit/Down Payment	N/A
Rebate	1750.00
Guaranteed Auto Protection	600.00
Balance Due On Delivery	21758.23

I HAVE READ THE MATTER PRINTED ON THE BACK HEREOF AND AGREE TO IT AS PART OF THIS CONTRACT AS IF IT WERE PRINTED ABOVE MY SIGNATURE. I CERTIFY THAT I AM 18 YEARS OF AGE OR OLDER, AND HEREBY ACKNOWLEDGE RECEIPT OF A COPY OF THIS CONTRACT.

FINANCE
LIEN TO

NUVELL CREDIT COMPANY LLC

ADDRESS

P.O. BOX 242510

ADDRESS

LITTLE ROCK AR 72223

Purchaser's

Signature

Co-Purchaser's

Signature

ACCEPTED FOR CRONIC, INC.

By:

CUSTOMER PROPOSAL

(1) Vehicle Selected Today's Date 4/28/07

Stock Number P12345
How did you hear about us? Friend
Sales Representative _____
Home Phone _____
Business Phone _____
Mobile _____
Email Address _____

(2) Description of Vehicle New ☒ Pre-owned () Certified Pre-owned ()

Model Year 2007 Manufacturer Pontiac Model G6
Style 4DC Color Black Trim _____
License Number _____ Odometer Mileage 325
VIN Number _____ (17 digits)

(3) Description of Trade

Model Year _____ Manufacturer _____ Model _____
Style _____ Color _____ Trim _____
License Number _____ Odometer Mileage _____
VIN Number _____ (17 digits)

(4) Buyer(s) / Purchaser(s) Name(s) as it will appear on the title

(5) Street Address _____

City Groff State GA Zip _____
County Spalding

(6) In Addition to Standard Equipment . This Vehicle Has: Tint, Keyless Entry and wheels/tires

(7) Is There Anything You Would Like to Add to this Vehicle? _____

(8) Drivers License Number Applicant _____

Joint Applicant _____

(9) SSN

Applicant _____ DOB _____
Joint Applicant _____ DOB _____

A. The market value of the vehicle you are purchasing is: \$ _____
This price includes a manufacturer preferred equipment package discount of: \$ _____
The Manufacturer is also giving you a cashback rebate of: \$ _____
Leaving you an adjusted sale price of: \$ _____ after all rebates and discounts.

B. Our professional buyers have looked at your car and, based on similar cars we have bought and sold recently, we are willing to buy your car today for: \$ _____ up to \$ _____

C. We will be paying off your old vehicle as part of this Agreement up to \$ _____

D. Most lending institutions would like to see as much as 20% cash down payment for premium and preferred financial programs. In your case we would like to see \$ _____

E. This will make your estimated monthly investment _____ payments between \$ _____ and \$ _____ a month.



AUTO TEK, 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

Name <i>CANIL</i>	Date <i>4/3/07</i>
Address	
Phone	
Fax	

Job Description	Sq. Foot	Price	Total
<i>2007 GMC BLK</i>			
<i>TINT ALL</i>			<i>135.00</i>
<i>Keyless Entry</i>			<i>190.00</i>
<i>18" Wheels + Tires</i>			<i>1475.00</i>
<i>STK #00000, P12345</i>			
<i>VIN# 74</i>			
<i>10476</i>			
		Sub-Total	
		Tax	
		Installation	
		Total	<i>1800.00</i>

Thank You

**CRONIC BUICK-PONTIAC-GMC
CRONIC CHRYSLER-JEEP**



2515 NORTH EXPRESSWAY
GRIFFIN, GEORGIA 30223

CUSTOMER NO. 10801	DIVISOR LORNA		TAG NO. 384 920	INVOICE DATE 05/15/07	INVOICE NO. BUCS26983
[REDACTED] GRIFFIN, GA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 940	COLOR BLK/	STOCK NO. P12345
	YEAR / MAKE / MODEL 07/PONTIAC/G6/4DR SDN			DELIVERY DATE	DELIVERY MILES 329
	VEHICLE I.D. NO. 1 G 2 Z F 5 8 B 8 7 4			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 05/15/07		
COMMENTS					MO: 944

JOB# 1 CHARGES-----

LABOR-----
J# 1 46BUZ01 WHEEL/TIRE CONCERN TECH(S):388 INTERNAL
C/S VEHICLE PULLS TO RIGHT WHEN DRIVING SINCE WHEELS
SWAPPED BACK - ADVISE
TORQUE STEER-DOUBLE CK TIRE PRESSURES TIRE SIZE TWO
SIZES TOO LARGE FROM 16 TO 18
PER PHIL IN SALES

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

COMMENTS-----
DROP OFF

TOTALS-----

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

THANK YOU FOR CHOOSING CRONIC FOR YOUR SERVICE NEEDS!
OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED WITH YOUR
SERVICE EXPERIENCE. IF WE FALL SHORT OF THAT MARK PLEASE
CALL ME @ 770-227-4271 SO THAT WE CAN MAKE IT RIGHT FOR YOU!
THANKS AGAIN, GLENN BETSILL - SERVICE MANAGER.

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

**CRONIC BUICK-PONTIAC-GMC
CRONIC CHRYSLER-JEEP**



2515 NORTH EXPRESSWAY
GRIFFIN, GEORGIA 30223

CUSTOMER NO. 10801	ADVISOR LORNA	TAG NO. 384	INVOICE DATE 05/17/07	INVOICE NO. BUCS27066
[REDACTED] GRIFFIN, GA	LABOR RATE	LICENSE NO.	MILEAGE 1,040	COLOR BLK/
	YEAR / MAKE / MODEL 07/PONTIAC/G6/4DR SDN			STOCK NO. P12345
	VEHICLE I.D. NO. 1 G 2 Z F 5 8 B 8 7 4			DELIVERY DATE 05/17/07
	R.T.E. NO.	P.O. NO.	SELLING DEALER NO.	DELIVERY MILES 329
	COMMENTS			PRODUCTION DATE

MO: 1050

JOB# 1 CHARGES

LABOR-----
J# 1 46BUZ01 WHEEL/TIRE CONCERN TECH(S):999 INTERNAL
C/S PULLS TO RIGHT WHEN DRIVING & ACCELERATING -
CUSTOMER TO RIDE W/BARRY TORQUE STEER? FEA?
CUSTOMER RODE WITH BARRY & THEN FATHER DROVE WITH CHAD
IN VEHICLE - NO PULL OR VIBRATION FOUND

JOB# 1 TOTALS-----

JOB# 2 CHARGES----- **JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00**

LABOR-----
J# 2 46BUZ03 BALANCE WHEELS/TIRES TECH(S):999 INTERNAL
C/S FEELS VIBRATION BETWEEN 55-65MPH - ADVISE
HAS 18" A/M WHEELS - SEE PHIL/CHAD IF NECC
SEE LINE 1

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

COMMENTS-----
X

TOTALS-----

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

THANK YOU FOR CHOOSING CRONIC FOR YOUR SERVICE NEEDS!
OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED WITH YOUR
SERVICE EXPERIENCE. IF WE FALL SHORT OF THAT MARK PLEASE
CALL ME @ 770-227-4271 SO THAT WE CAN MAKE IT RIGHT FOR YOU!
THANKS AGAIN, GLENN BETSILL - SERVICE MANAGER.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

**CRONIC BUICK-PONTIAC-GMC
CRONIC CHRYSLER-JEEP**



2515 NORTH EXPRESSWAY
GRIFFIN, GEORGIA 30223

CUSTOMER NO. 10801	ADVISOR LORNA	TAG NO. 384 612	INVOICE DATE 01/21/08	INVOICE NO. BUCS33187
<div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> GRIFFIN, GA <div style="background-color: black; width: 100px; height: 20px; margin-top: 5px;"></div>	LABOR RATE	LICENSE NO.	MILEAGE 14,940	COLOR BLK/
	YEAR / MAKE / MODEL 07/PONTIAC/G6/4DR SDN			STOCK NO. P12345
	VEHICLE I.D. NO. 1 G 2 Z F 5 8 B 8 7 4			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES 329
	P.O. NO.	SELLING DEALER NO.		PRODUCTION DATE
COMMENTS			R.O. DATE 01/16/08	
				MO: 14945

TOTALS ***** * [] CASH [] CHECK CK NO. [] * * [] VISA [] MASTERCARD [] DISCOVER * * [] AMER XPRESS [] OTHER [] CHARGE * *****		TOTAL LABOR.... 0.00 TOTAL PARTS.... 0.00 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 0.00 TOTAL INVOICE \$ 0.00
THANK YOU FOR CHOOSING CRONIC FOR YOUR SERVICE NEEDS! OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE. IF WE FALL SHORT OF THAT MARK PLEASE CALL ME @ 770-227-4271 SO THAT WE CAN MAKE IT RIGHT FOR YOU! THANKS AGAIN, GLENN BETSILL - SERVICE MANAGER.		
CUSTOMER SIGNATURE *****		
D U P L I C A T E I N V O I C E *****		

**CRONIC BUICK-PONTIAC-GMC
CRONIC CHRYSLER-JEEP**



2515 NORTH EXPRESSWAY
GRIFFIN, GEORGIA 30223

CUSTOMER NO.	10801			ADVISOR	LORNA		TAG NO.	384 612	INVOICE DATE	01/21/08	INVOICE NO.	BUCS33187
				LABOR RATE	LICENSE NO.		MILEAGE	14,940	COLOR	BLK/	STOCK NO.	P12345
GRIFFIN, GA				YEAR / MAKE / MODEL				07/PONTIAC/G6/4DR SDN		DELIVERY DATE	DELIVERY MILES 329	
				VEHICLE I.D. NO.				1 G 2 Z F 5 8 B 8 7 4		SELLING DEALER NO.	PRODUCTION DATE	
				F.T.E. NO.		P.O. NO.		R.O. DATE		01/16/08		
				COMMENTS				MO: 14945				

JOB# 1 CHARGES-----

LABOR-----

J# 1 47BUZ AXLE/DIFFERENTIAL TECH(S):388 WARRANTY

C/S VEH IS MAKING A SQUEAKING NOISE FROM REAR WHEN GOING
OVER BUMPS OR WHEN GETTING OUT OF VEH
TEST DROVE VEH 4 TIMES ALSO WITH SERVICE MANAGER NO SQUEAK
DUPLICATED
REPLACED STEERING GEAR PER SAM PERFORMED FRT END ALIGNMENT
(TOE) AND TEST DROVE VEH

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1	15858368	GEAR 6.508	
-1	15858368	CORE RETURN	

TOTAL - PARTS WARRANTY 0.00

JOB# 1 TOTALS-----

JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 45BUZ STEERING/SUSPENSION TECH(S):388 WARRANTY

C/S THERE IS A RATTLE FROM FRT.OF VEH WHEN GOING OVER
BUMPS C/S HEAR THE RATTLE
REFERED TO BULLETIN NUMBER 06-02-32-007B
LUBRICATED INTERMEDIATE SHAFT AND REPOSITIONED PER BULLETIN

JOB# 2 TOTALS-----

JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

COMMENTS-----

LOANER

CRONIC BUICK-PONTIAC-GMC
CRONIC CHRYSLER-JEEP



2515 NORTH EXPRESSWAY
GRIFFIN, GEORGIA 30223

CUSTOMER NO.	10801	ADVISOR	LORNA	TAG NO.	384 664	INVOICE DATE	02/26/08	INVOICE NO.	BUCS33964	
		LABOR RATE		LICENSE NO.		MILEAGE	16,165	COLOR	BLK/	
		YEAR / MAKE / MODEL	07/PONTIAC/G6/4DR SDN				DELIVERY DATE		STOCK NO.	P12345
		VEHICLE I.D. NO.	1 G 2 Z F 5 8 B 8 7 4				DELIVERY MILES	329		
		I.T.E. NO.		P.O. NO.		SELLING DEALER NO.		PRODUCTION DATE		
						R.O. DATE	02/19/08			
		COMMENTS								

MO: 16185

TOTALS

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

THANK YOU FOR CHOOSING CRONIC FOR YOUR SERVICE NEEDS!
OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED WITH YOUR
SERVICE EXPERIENCE. IF WE FALL SHORT OF THAT MARK PLEASE
CALL ME @ 770-227-4271 SO THAT WE CAN MAKE IT RIGHT FOR YOU!
THANKS AGAIN, GLENN BETSILL - SERVICE MANAGER.

CUSTOMER SIGNATURE

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

**CRONIC BUICK-PONTIAC-GMC
CRONIC CHRYSLER-JEEP**



BUICK



PONTIAC



2515 NORTH EXPRESSWAY
GRIFFIN, GEORGIA 30223

CUSTOMER NO. 10801	ADVISOR LORNA	TAG NO. 384 664	INVOICE DATE 02/26/08	INVOICE NO. BUCS33964
[REDACTED] GRIFFIN, GA	LABOR RATE	LICENSE NO.	MILEAGE 16,165	COLOR BLK/
	YEAR / MAKE / MODEL 07/PONTIAC/G6/4DR SDN			STOCK NO. P12345
	VEHICLE I.D. NO. 1 G 2 Z F 5 8 B 8 7 4			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES 329
		P.O. NO.	R.O. DATE 02/19/08	PRODUCTION DATE
COMMENTS				MO: 16185

JOB# 1 CHARGES-----

LABOR-----

J# 1 47BUZ AXLE/DIFFERENTIAL TECH(S):388 0.00

C/S THERE IS A BAD NOISE COMING FROM VEH RATTILING WHEN GOING OVER BUMPS

GLENN TEST DROVE WITH CUSTOMER ON DIRT ROAD,NORMAL ROUGH

COULD NOT DUPLICATE AT THIS TIME

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 00BUZ03KG 3,000 MILE SERVICE TECH(S):388 INTERNAL

3,000 MILE SERVICE AS PER MENU

PERFORMED 3,000 MILE SERVICE AS PER MENU

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1	12605566	FILTER 1.836	INTERNAL
5	OIL	5W30	INTERNAL

TOTAL - PARTS 0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 70BUZ03 RENTAL TECH(S):999 0.00

RENTAL

RENTAL

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

**CRONIC BUICK-PONTIAC-GMC
CRONIC CHRYSLER-JEEP**



2515 NORTH EXPRESSWAY
GRIFFIN, GEORGIA 30223

CUSTOMER NO. 10801	ADVISOR LORNA	TAG NO. 384 292	INVOICE DATE 02/29/08	INVOICE NO. BUCS34233
[REDACTED] GRIFFIN, GA	LABOR RATE	LICENSE NO.	MILEAGE 16,425	COLOR BLK/
	YEAR / MAKE / MODEL 07/PONTIAC/G6/4DR SDN			STOCK NO. P12345
	VEHICLE I.D. NO. 1 G 2 Z F 5 8 B 8 7 4			DELIVERY DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/29/08	DELIVERY MILES 329
COMMENTS			PRODUCTION DATE	
MO: 16429				

JOB# 1 CHARGES-----

LABOR-----
J# 1 00BUZFEA4 4 WHEEL ALIGNMENT TECH(S):402 INTERNAL
 PERFORM 4 WHEEL ALIGNMENT
 PERFORMED 4 WHEEL ALIGNMENT

JOB# 1 TOTALS-----

JOB# 2 CHARGES----- **JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00**

LABOR-----
J# 2 00BUZGROTB ROTATE AND BALANCE TECH(S):402 42.95
 ROTATE AND BALANCE 4 TIRES
 ROTATED AND BALANCED 4 TIRES

JOB# 2 TOTALS-----

LABOR 42.95

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 42.95

TOTALS-----

* [] CASH [] CHECK CK NO. [] *	TOTAL LABOR.... 42.95
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL PARTS.... 0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL SUBLET... 0.00
	TOTAL G.O.G.... 0.00
	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00

TOTAL INVOICE \$ 42.95

THANK YOU FOR CHOOSING CRONIC FOR YOUR SERVICE NEEDS!
 OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED WITH YOUR
 SERVICE EXPERIENCE. IF WE FALL SHORT OF THAT MARK PLEASE
 CALL ME @ 770-227-4271 SO THAT WE CAN MAKE IT RIGHT FOR YOU!
 THANKS AGAIN. GLENN BETSILL - SERVICE MANAGER.

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

Reynolds and Reynolds PRINTING COMPANY (1208)

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: _____

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) <div style="background-color: black; width: 150px; height: 30px; margin-bottom: 5px;"></div> GRIFFIN GA SPALDING	Creditor - Seller (Name and Address) CRONIC INC 2515 N EXPRESSWAY GRIFFIN GA 30223
---	---

ou, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle n. credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this ontract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily asis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2007	PONTIAC G6	1G2ZF58887	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE <small>The cost of your credit as a yearly rate.</small>	FINANCE CHARGE <small>The dollar amount the credit will cost you.</small>	Amount Financed <small>The amount of credit provided to you or on your behalf.</small>	Total of Payments <small>The amount you will have paid after you have made all payments as scheduled.</small>	Total Sale Price <small>The total cost of your purchase on credit, including your down payment of</small>
15.45 %	\$ 11963.69	\$ 21758.23	\$ 33721.92	\$ 1750.00 is \$ 35471.92

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	468.36	Monthly beginning 06/13/2007

Or As Follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 50.00 or 5 % of the payment, whichever is less.

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

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

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

ITEMIZATION OF AMOUNT FINANCED

1. Cash Price (including \$ 1497.23 sales tax) \$ 22487.23 (1)

2. Total Downpayment =

Trade-In	(Year)	(Make)	(Model)
Gross Trade-In Allowance			\$ N/A
Less: Pay Off Made By Seller			\$ N/A
Equals Net Trade In			\$ N/A
+ Cash			\$ N/A
+ Other <u>REBATE</u>			\$ 1750.00

(If total downpayment is negative, enter "0" and see 4H below)

\$ 1750.00 (2)
\$ 20737.23 (3)

3. Unpaid Balance of Cash Price (1 minus 2)

4. Other Charges Including Amounts Paid to Others on Your Behalf

(Seller may keep part of these amounts):

A. Cost of Optional Credit Insurance Paid to Insurance Company or Companies.

Life \$ N/A
Disability \$ N/A

B. VSI Insurance Paid to the Insurance Company(ies)

C. Other Insurance Paid to the Insurance Company(ies)

D. Official Fees Paid to Government Agencies

STATE OF GA for N.V.W.R.F.

to N/A for N/A

to N/A for N/A

to N/A for N/A

\$ N/A
\$ N/A
\$ N/A
\$ 3.00
\$ N/A
\$ N/A
\$ N/A

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.

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

Insurance Company Name

N/A

Home Office Address

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. 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.

Other Insurance

☐ N/A Type of Insurance N/A Term

Premium \$ N/A

Insurance Company Name

Home Office Address N/A

N/A

I want the insurance checked above.

☒ Buyer Signature _____ Date _____

☒ Co-Buyer Signature _____ Date _____

4 Other Charges Including Amounts Paid to Others on Your Behalf

(Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.

Life \$ N/A
Disability \$ N/A

B VSI Insurance Paid to the Insurance Company(ies)

\$ N/A
\$ N/A

C Other Insurance Paid to the Insurance Company(ies)

\$ N/A

D Official Fees Paid to Government Agencies

to STATE OF GA for N.Y.N.R.F. \$ 3.00
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A

\$ N/A

\$ N/A

\$ N/A

\$ N/A

\$ N/A

\$ N/A

\$ 19.00

E Government Taxes Not Included in Cash Price

F Government License and/or Registration Fees

G Government Certificate of Title Fees

H Other Charges (Seller must identify who is paid and describe purpose.)

to N/A for Prior Credit or Lease Balance \$ N/A
to N/A for N/A \$ N/A
to DEALER for DOC FEE \$ 399.00
to CRONIC INC for GAP PROTECTION \$ 500.00
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A

\$ N/A

\$ N/A

\$ 399.00

\$ 500.00

\$ N/A

\$ N/A

\$ N/A

\$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf

\$ 1021.00 (4)

\$ 21758.23 (5)

5 Amount Financed (3 + 4)

Premium \$ N/A

Insurance Company Name

Home Office Address N/A

I want the insurance checked above.

X

Buyer Signature

Date

X

Co-Buyer Signature

Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

Returned Check Charge: You agree to pay a charge equal to the greater of \$30 or 5% of the check amount if any check you give us is dishonored and we make written demand that you do so.

☐ **VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance):** 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 \$ N/A and is also shown in Item 4B of the ITEMIZATION OF AMOUNT FINANCED. The coverage is for the initial term of the contract.

OPTION: ☐ You pay no finance charge if the amount financed, item 5, is paid in full on or before _____, Year _____

SELLERS INITIALS

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind.

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X _____ Co-Buyer Signs X _____
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

NOTICE TO THE BUYER: Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to an exact copy of the contract you sign.

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

Buyer Signs X _____ Date 04/28/07 Co-Buyer Signs X _____ Date _____

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

Other owner signs here X _____ Date 4/29/07 Address _____

Seller signs _____ Date _____ By X _____ Title _____

Seller assigns its interest in this contract to _____ (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse

☐ Assigned without recourse

☐ Assigned with limited recourse

CRONIC INC

Seller _____ By _____ Title _____

LAW FORM NO. 553-GA 11/04 U.S. PATENT NO. D460,782
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THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DEALER COPY

2007 G6 - 1SV SEDAN
41U BLACK /L4G
70D LIGHT TAUPE
ORDER NO. KSFGJT/TDC STOCK NO. P12345
VIN 1G2 ZF58 B8 74 [REDACTED] VEHICLE INVOICE 2AD57466318
*****16*08252S
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 & 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

TOTAL 17825.00 17052.13 PAY 310 17052.13
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 16279.25

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 029
DASHER COLEMAN PONTIAC BUICK GMC, IN VIN 1G2ZF58B874 [REDACTED]

3/19/2007

Mar 17 08 01:52p



GMC

HUMMER®

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

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

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



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

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 • Arlington, VA • 22203-1838 • Phone 800.955.5100 • Fax: 703.247.9700



BBB AUTO LINE

March 24, 2008

Re: GAC01 PGM0836461: [REDACTED] 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 <http://www.dr.bbb.org/autoline/alprocess.asp>

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).**

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 • Arlington, VA • 22203-1838 • Phone 800.955.5100 • Fax: 703.247.9700

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, print 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: [REDACTED] C/O Scott Fortas, Attorney		
Mailing address: [REDACTED]		
City: Atlanta	State: GA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model: G6	Year: 2007	Current mileage: 16169
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Cronin, Inc., Griffin, GA			
Primary Servicing dealer/city/state: Cronin, Inc.,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 04/28/07		Mileage at purchase/lease:	
First repair attempt date: 01/16/08		First repair attempt mileage: 14940	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> 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 IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

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 _____

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 copies 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**



BBB AUTO LINE

March 24, 2008

PAUL HILL
PONTIAC/GMC
P O BOX 33172
DETROIT MI 48232

Re:m01 PGM0836461: [REDACTED] 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



BBB AUTO LINE PROGRAM SUMMARY

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.
- ◆ 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.
- ◆ Allegations of fraud or other violations of law.
- ◆ Claims seeking compensation for loss of wages.
- ◆ Claims seeking compensation for personal injury or mental anguish.
- ◆ Claims seeking punitive 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 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 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.

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:

$$\begin{array}{lcl} \text{Use} & & \text{Vehicle purchase} \\ \text{Deduction/} & = & \text{price or gross} \\ \text{Payment} & = & \text{capitalized cost} \\ & & \frac{\# \text{ miles attributable to the customer}}{100,000} \times \end{array}$$

at the time of the arbitration hearing

- ♦ 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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Georgia

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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Georgia

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:

$$\text{reasonable offset} = \frac{\begin{array}{l} \# \text{ miles directly attributable to use by the} \\ \text{consumer before the consumer's request of} \\ \text{repurchase or replacement} \end{array}}{100,000} \times \begin{array}{l} \text{vehicle's} \\ \text{purchase} \\ \text{price} \end{array}$$

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

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Georgia

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:

$$\text{reasonable offset} = \frac{\begin{array}{l} \# \text{ miles directly attributable to use by} \\ \text{the lessee before the lessee's} \\ \text{request of repurchase} \end{array}}{100,000} \times \begin{array}{l} \text{vehicle's} \\ \text{purchase} \\ \text{price} \end{array}$$

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

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:

$$\text{reasonable offset} = \frac{\begin{array}{l} \# \text{ miles directly attributable to use by} \\ \text{the lessee before the lessee's} \\ \text{request of replacement} \end{array}}{100,000} \times \begin{array}{l} \text{vehicle's} \\ \text{purchase} \\ \text{price} \end{array}$$

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: [REDACTED]	SR #: 71-614158083	BBB#: PGM0836461
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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 (from Bill of Sale, before tax, tag, title, etc.)	20990.00
MSRP (from BARS Invoice screen)	- 17825.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= 3165.00

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

Section 3

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

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	20990.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1750.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
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).	= 19240.00

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

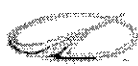
2007 G6 - 1SV SEDAN			GENERAL MOTORS CORPORATION
41U BLACK	/L4G		& SUBSIDIARIES
70D LIGHT TAUPE			RENAISSANCE CENTER
ORDER NO. KSFGJT/TDC	STOCK NO.		DETROIT MI 48243-1114
VIN 1G2 ZF58 B8 74			VEHICLE INVOICE 2AD57466318
*****			16*08252S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZF69 G6 - 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 G3037 G3037
			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 & 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
TOTAL	17825.00	17052.13	PAY 310	17052.13
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		16279.25		

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

DASHER COLEMAN PONTIAC BUICK GMC, IN	REMIT TO GMAC NO. 029
	VIN 1G2ZF58B874
	\$ 17052.13 INV 2AD57466318
	DUE 02/26/07 DEALER 08-252



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

May 7, 2008

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

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

Manufacturers Testimony and Position in Writing

We are sorry [REDACTED] 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 [REDACTED] may have experienced.

[REDACTED] purchased the vehicle new on April 28, 2007 and the vehicle was sold with approximately 329 miles. [REDACTED] currently has the vehicle available for use and has accumulated approximately 16,169 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 [REDACTED] 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 [REDACTED] 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 Cronin 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 [REDACTED] 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".

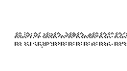
General Motors does make every effort to meet the highest quality standards. By providing the New Vehicle Limited Warranty for 36 months or 36,000 miles, General Motors covers the cost of repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. The 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 [REDACTED] 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



GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) -
[Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G2ZF58B874 [REDACTED]
--------------	------------------------

VEHICLE INFORMATION

Merchandising Model :		2ZF69 -2007 G6 - 4CYL SEDAN		Warranty Start Date :		04/28/2007	
BARS Order Type :		70 - RETAIL - STOCK					
Delivering Dealer :		CRONIC BUICK-PONTIAC-GMC 2515 N EXPY GRIFFIN , GA 30223-7200 (770) 227-4271		Selling Source :		16 - PONTIAC	
				Site Code :		18109	
				Business Associate Code :		151988	
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	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	Type	Labor Operation	Odometer Reading
01/16/2008	033187	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	14940 miles

GM Vehicle Inquiry System - Summary

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	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION**Vehicle Has No Associated Check History Information.**

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Feb 27 08 08:05p

Jake Salter

7702331086

P. 4

CRONIC BUICK-PONTIAC-GMC
CRONIC CHRYSLER-JEEP



2515 NORTH EXPRESSWAY
 GRIFFIN, GEORGIA 30223
 (770) 227-4271
 1-800-432-4400

CUSTOMER NO. 10801	ADVISOR LORNA	TAG NO. 384 612	INVOICE DATE 01/21/08	INVOICE NO. BUCS33187
[REDACTED] GRIFFIN, GA	UPON RATE	LICENSE NO.	MILEAGE 14,940	COLOR BLK/
	YEAR/MAKE/MODEL 07/PONTIAC/G6/4DR SDN			STOCK NO. P12345
	VEHICLE I.D. NO. 1 G 2 Z F 5 8 B 8 7 4			DELIVERY DATE 01/16/08
	P.T.E. NO.			DELIVERY MILES 329
P.O. NO.			SELLING DEALER NO.	PRODUCTION DATE
COMMENTS			MO: 14945	

TOTALS:

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

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR CHOOSING CRONIC FOR YOUR SERVICE NEEDS!
 OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED WITH YOUR
 SERVICE EXPERIENCE. IF WE FALL SHORT OF THAT MARK PLEASE
 CALL ME @ 770-227-4271 SO THAT WE CAN MAKE IT RIGHT FOR YOU!
 THANKS AGAIN, GLENN BETSILL - SERVICE MANAGER.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

225/45 R18

91H

Ultra Sport NS-II

TEEN PARENTING SERVICE NETWORK

3737 N. Mozart Street Chicago, IL 60618

CHICAGO IL 606

27 MAR 2008 PM 1:1

For Su
Use Apt
In Your A



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

APR 09 2008

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



nurturing the promise of chicago's children

ucan

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 3/26/08

17-Digit Vehicle Identification Number (VIN): 1G1ZU54895F [REDACTED]

Mileage at Time of Repair: 45,541 Date of Repair: 11/12/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Chicago State: IL ZIP Code: [REDACTED]

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

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

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:

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

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

Claimant's Signature [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



145897

275827

Rogers Auto Group

3720 S. SHAWAN AVENUE CHICAGO, IL 60616 312-225-4300

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

Internet Address: www.rogersautogroup.net

Chicago License No. 000243

INVOICE

DUPLICATE 1
PAGE 1

CHICAGO, IL

HOME:

BUS:

CELL:

SERVICE ADVISOR: 73 DERRICK-X-139 PARKS

CABIN	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK4DR	05	CHEVROLET MALIBU	1G1ZU54895F		45541/45542	T765	
DEL. DATE	PROB. DATE	WARR. EXP.	PROMISED	CO. NO.	VAR. RATE	PAYMENT	INW. DATE
01JAN05 15		01JAN2005	17:00	12NOV07	117.00	CASH	12NOV07
R.O. OPENED		READY		OPTIONS		ENG: 3.5 Liter SFI	

09:37 12NOV07 13:22 12NOV07

LINE OPCODE TECH TYPE HOURS

A TOW IN - VEH HAS NO POWER STEERING - ADVISE
E7680 COLUMN ASSEMBLY, STEERING - REPLACE

8CGMPP

1 15926870 COLUMN

LIST NET TOTAL

139.10	139.10
359.00	359.00

B CHECK VEHICLE FOR NEEDS

CN CHECK VEHICLE FOR NEEDS

8IMISC

(N/C)

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

GENUINE CHEVROLET

COPY

This business is required to be licensed pursuant to IL revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

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

Customer's Signature: _____

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

DESCRIPTION	TOTALS
LABOR AMOUNT	139.10
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
FLSA CHARGES	0.00
TOTAL CHARGES	498.10
LESS INSURANCE	0.00
SALES TAX	32.31
PLEASE PAY THIS AMOUNT	530.41

CUSTOMER COPY

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 American Operations

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


GMCHECK **No.** [REDACTED]50-837
213DATE
07/22/08

*****117 DOLLARS

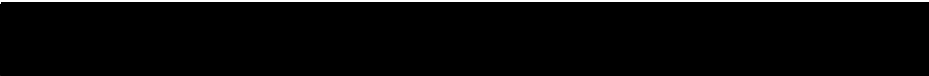
****00 CENTS

AMOUNT
*****117.00PAY
TO THE
ORDER
OF

CHICAGO IL [REDACTED]

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

AUDIT

VENDOR
DUNS NO BB 000000071

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE 07/22/08

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZU54895F [REDACTED]	07/21/08 71-614686	VM 1-ABORIM 229.1-ABORIM	00.0000	117.00	.00	117.00

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

M3

TOTAL

117.00

.00

117.00

North American Operations

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

GM

CHECK No. [REDACTED]

50-937
213DATE
05/19/08

*****4,500 DOLLARS

*****00 CENTS

AMOUNT
*****4,500.00PAY
TO THE
ORDER
OF

DUNMORE PA [REDACTED]

North American Operations,
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

VENDOR
DUNS NO.

BB 000000051

1

VENDOR NAME

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

05/19/08

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G2ZG558364

05/16/08

71-615083719.1-ADTHQP

VM 1-ADTHQP

00.0000

4,500.00

.00

4,500.00

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

H3

TOTAL

4,500.00

.00

4,500.00

May 15, 2008

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

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-615083719
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558364 [REDACTED]
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 American Operations

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



CHECK

No. [REDACTED]

50-937
213

DATE

05/19/08

*****1,900 DOLLARS

****00 CENTS

AMOUNT

*****1,900.00

North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF

AMBLER PA [REDACTED]

Richard C. [Signature]
SIGNATURE

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

AUDIT

VENDOR
DUNS NO.

BB 000000052

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

05/19/08

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG558364 [REDACTED]	05/16/08 71-615083719.1-ADTHQQ	VH 1-ADTHQQ 1-ADTHQQ	00.0000	1,900.00	.00	1,900.00

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

H3

TOTAL

1,900.00

.00

1,900.00

ROBERT M. SILVERMAN**
CHARLOTTE KIMMEL*

*Member, NJ Bar
*Member, NY Bar
*Member, DE Bar
*Member, SD Bar
*Member, MD Bar
*Member, AL Bar
*Member, GA Bar
*Member, IL Bar
*Member, IN Bar
*Member, OH Bar
*Member, PA Bar
*Member, VA Bar
*Member, WI Bar
*Member, MI Bar
*Member, MN 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

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

JACQUELINE C. HERRITT**
ROBERT A. RABKIN**
HY DAVID RUBENSTEIN**
BARRY R. WINDERMANN**
MELISSA K. FIALA**
IRA P. SMADES**
DAVID L. LIEBERMAN**
ANGELA K. TROCCOLI**
FRED DAVIS**
RONALD ROWLAND**
CHRISTOPHER R. HOLLIDAY**
AMY L. BENNECOPY**
MICHAEL J. SOSKA**
CHRISTINA GILL ROSEMAN**
RICHARD A. SCHOLER**

Of Counsel:
RONNA LUCAS*

May 2, 2008

VIA TELEFAX ONLY (866-398-3253)

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

RE: [REDACTED] 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,

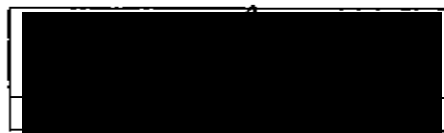
Robert M. Silverman

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: DEC 31, 2008 VALID: 12/18/07

PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 162ZG550364 [REDACTED]
YR/MAKE: 2006 PONTIAC
TYPE: SDN
NID: 07352 2695 006458-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: LACKAWANNA

[REDACTED]
DUNMORE PA
[REDACTED]

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



RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$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 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$4,500.00, made payable to [REDACTED] the second in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 22,791 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: 5-14-08
5-9-08

[REDACTED]

[REDACTED]

Address

Dunmore PA
City, State, Zip Code

[REDACTED]

Claimant's Signature

[REDACTED]

Address

Dunmore PA
City, State, Zip Code

05/14/2008 14:09 5703410259

PERRI

PAGE 02

STATE OF PA
COUNTY OF LACKAWANNA

Sworn to (or affirmed) and subscribed before me this 14 day of May,
2008, by Jeffrey & Barbara Perri.

Kathy J. Menichello

Signature of Notary Public

Kathy J. Menichello

Print, type or stamp Commissioned Name of Notary Public

COMMONWEALTH OF PENNSYLVANIA

Notarial Seal

Kathy J. Menichello, Notary Public
City of Exeter, Lackawanna County
My Commission Expires Dec. 21, 2011

Personally Known _____ OR Produced identification ☒Type of identification PA Driver LicenseMy commission expires: Dec 21, 2011

CC: File

LG0029
V6302006



05/14/2008 14:09

5703410259

PERRI

PAGE 03

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

Part I Taxpayer Identification Number (TIN)

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

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number [REDACTED]
OR
Employer identification number [REDACTED]

Part II Certification

Under penalties of perjury, I certify that:

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

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature of U.S. person ▶ [REDACTED]	Date ▶ 5-9-08
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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 return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

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

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

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

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

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

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

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

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

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: DEC 31, 2008 VALID: 12/18/07

PLATE:

TITLE:

VIN:

YR/MAKE:

TYPE:

HID:

16220559369

2006 PONTIAC

SDH

07352 2406 806058-061

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: LACKAWANNA

DUNMORE PA


SIGNATUREI hereby acknowledge this day that I have received
notice of the provisions of Section 3706 of the Vehicle
Code.

Stacia, Please let me know that you received these documents. Thankyou J/K Lm 570-341-0259



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, 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: [REDACTED]
Service Request: 71-615083719
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558364 [REDACTED]
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



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

By: Pat Easley State: PA

Customer Name: [REDACTED]

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

Vehicle ID No.: 1G2ZG558364 [REDACTED]
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/ALien holder: GMAC ☒ Other ☐: {Name}DVM requests Purchase Price of
involvement?: No Vehicle: \$ 21,265.00

Was TAC contacted for this vehicle Yes

VEHICLE REPAIR HISTORY☒ Engine/Fuel/Exhaust

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

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 module.-Replaced 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 shaft.-Lube 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 diagnostic 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 gear.-Remove 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)
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☒ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. 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 up. -Remove and replace fog lamp switch. OK now.

☒ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1-9-06	85969	1	3,340	LOF
1-9-06	85970	1	771	RECALL 05094. Sun visor recall parts are in.-Replaced 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 Quadrateer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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

01/12/2008 09:09 FAX

001/001

01/11/2008 15:54 FAX

KIMMEL & SILVERMAN

004/004

Form (Rev. October 2007) Department of the Treasury Internal Revenue Service	W-9	Request for Taxpayer Identification Number and Certification	Give form to the requester. Do not send to the IRS.
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Print or type See specific instructions on page 2.	Name (as shown on your income tax return)	
	Business name, if different from above	
	Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) in <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) in	
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	City, state, and ZIP code AMBLER, PA	
List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)	
Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3.	
Basic security number	OR
Employer identification number	
23	

Part II Certification
Under penalties of perjury, I certify that:
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below).
Certification instructions: You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature of U.S. person in <u>23</u>	Date <u>1/11/07</u>
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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 return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to: 1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued). 2. Certify that you are not subject to backup withholding, or 3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income. Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.	Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are: • An individual who is a U.S. citizen or U.S. resident alien. • A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States. • An estate (other than a foreign estate), or • A domestic trust (as defined in Regulations section 301.7701-7). Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income. The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases: • The U.S. owner of a disregarded entity and not the entity,
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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
HERESOOON**

TO Patricia Easley

DATE 4/15/08

Dept

FROM Sherry ext 101

COMMENTS 71-615083719

NUMBER OF SHEETS BEING FAXED INCLUDING COVER SHEET 7

CUST # 18739

R J BURNE

Cadillac PONTIAC inc.

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

SOLD TO **GMAC**
PO BOX 8140
 ADDRESS **COCKEYSVILLE, MD 21030-**

DATE **08/05/2005**

INVOICE
A 023655

YEAR	NEW OR USED	MAKE	COLOR	MODEL	INVOICE	STOCK NO.	CUST. NO.	USED STK. NO.	SOURCE																																																																																																																																																																																																			
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USED CARS: RETAIL	446		-																																																																																																																																																																																																									
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P.T.A. TAX	324T		-																																																																																																																																																																																																									
LICENSE, TITLE, & ENCUMBRANCE	905		-																																																																																																																																																																																																									
DOCUMENTARY FEES	905		-																																																																																																																																																																																																									
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PAY OFF BALANCE	220B		-																																																																																																																																																																																																									
TOTAL PRICE			-																																																																																																																																																																																																									
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FINANCE CONTRACT	205		-																																																																																																																																																																																																									
AMOUNT DUE ON DELIVERY	220B		-																																																																																																																																																																																																									

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I BURNE OLDS CADILLAC INC. (transferor's name, Print)

state that the odometer now reads 30 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE PONTIAC	MODEL G6	BODY TYPE SDN
VEHICLE IDENTIFICATION NUMBER 1G2ZG558364		YEAR 2006

X [Signature]
TRANSFEROR'S SIGNATURE

BURNE OLDS CADILLAC INC.
PRINTED NAME

1205 WYOMING AVENUE
TRANSFEROR'S ADDRESS (STREET)

SCRANTON PA 18509

CITY STATE ZIP CODE

08/05/05

DATE OF STATEMENT

X [Redacted]

TRANSFEREE'S SIGNATURE

[Redacted]

PRINTED NAME

[Redacted]

TRANSFEREE'S NAME

[Redacted]

TRANSFEREE'S ADDRESS (STREET)

DUNMORE, PA

CITY STATE ZIP CODE

GMAC SMARTLEASESM AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county

Garaging address (if different)

LESSOR (Retailer)

DUNMORE, PA

Principal driver (if business use)

BURNE OLDS CADILLAC INC.
1205 WYOMING AVENUE
SCRANTON PA 18509-

This 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 back. "We," "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).

- ☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- ☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it 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 _____.
- ☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	PONTIAC G6	SDN	1G2ZG558364	30	<input type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural
Dealer Installed Options:						<input type="checkbox"/> GVW (if truck) <input type="checkbox"/> Public Conveyance

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below) \$ 927.28	2. Monthly Payments Your first monthly payment of \$ 302.78 is due on 08/05/2005 , followed by 47 payments of \$ 302.78 due on the 5 of each month. The total of your monthly payments is \$ 14533.44	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) N/A Total \$ _____	4. Total of Payments (The amount you will have paid by the end of the lease.) N/A N/A N/A \$ 15157.94
---	--	---	---

Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	\$ 500.00
b. First monthly payment	\$ 302.78
c. Refundable security deposit	\$ N/A
d. Title fees	\$ 22.50
e. Registration fees	\$ N/A
f. Sales/use tax	\$ N/A
g. DOC FEE	\$ 55.00
h. OTHER FEES	\$ 22.00
i. OLRS FEES	\$ 25.00
j. Total	\$ 927.28

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	\$.00
b. Rebates and noncash credits	\$ 500.00
c. Amount to be paid in cash	\$ 427.28
d. Total	\$ 927.28

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 20670.00) and any terms 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
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ 20765.00
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 paid over the lease term	\$ 10681.15
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 2652.29
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

7. Your monthly payments are determined as shown below.

a. Gross capitalized cost. The agreed upon value of the vehicle (\$20670.00) 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
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	= \$	20765.00
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 paid over the lease term	= \$	10681.15
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$	2652.29
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
i. Base monthly payment	= \$	277.78
j. Monthly sales/use tax (estimated)	+ \$	25.00
k.	+ \$	N/A
l. 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 dollars. 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.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$.20 per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 10083.85, plus official fees and taxes.
10. 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.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	= \$	20670.00
b. GMAC administrative fee	+ \$	595.00
c. License/registration/title fees	+ \$	N/A
d. Sales tax	+ \$	N/A
e. Other tax (describe)	+ \$	N/A
f. Optional service contract	+ \$	N/A
g. Optional maintenance contract	+ \$	N/A
h. Optional life insurance	+ \$	N/A
i. Optional disability insurance	+ \$	N/A
j.	+ \$	N/A
k.	+ \$	N/A
l. 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				= \$

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.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 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.

a. Title/lien fees	= \$	22.50
b. Registration fees/taxes	= \$	N/A
c. License fees/taxes	= \$	N/A
d. Sales/use taxes (including tax on capitalized cost reduction)	= \$	1200.00
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.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 08/04/09. You are scheduled to return the vehicle on this date. (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE. \$ 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 lease as follows:

Insurance company name: UNITRIN DIRECT
 Insurance agency name: DIRECT W COMP
 Agency address: PO BOX 509082 SAN DIEGO, CA 92150-
 Agency phone no.: 877-506-0222
 Agent's name: DIRECT W COMP
 Policy no.:
 Deductibles: Collision \$ N/A Liability ☐ Comprehensive \$ N/A Physical damage ☐

Insurance company name:
 Insurance agency name:
 Agency address:
 Agency phone no.:
 Agent's name:
 Policy no.: N/A Physical damage ☐ Comprehensive \$ 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.

Insurer name:
 Address:

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A
 Coverage limit \$ N/A

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.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 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.

a. Title/lien fees	\$	<u>22.50</u>
b. Registration fees/taxes	\$	<u>N/A</u>
c. License fees/taxes	\$	<u>N/A</u>
d. Sales/use taxes (including tax on capitalized cost reduction)	\$	<u>1200.00</u>
e. Excise taxes	\$	<u>N/A</u>
f. Property taxes	\$	<u>N/A</u>
g. Other (describe)	\$	<u>N/A</u>
h. Other (describe)	\$	<u>N/A</u>
i. Other (describe)	\$	<u>N/A</u>

14. MILEAGE.

Base Mileage Allowance. ☐ 15,000 miles/year. ☒ **Low mileage:** 12,000 miles/year.
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at \$ 20 per mile. If this lease ends 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.**

Total Allowed Mileage on the Odometer at Lease End is 48030 miles.
Starting odometer mileage _____ miles
Base mileage allowance + 48000 miles
Purchased extra miles + 0 miles
Total Allowed Mileage on the Odometer at Lease End is 48030 miles.

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.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE: X _____ BY: X _____ CO-LESSEE: _____

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE. I DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT _____ ON AUGUST 05 2005
(city) (state) (month) (day) (year)

LESSEE: X BURNE OLDS CADILLAC INC. BY: X _____ CO-LESSEE: _____

LESSOR: _____ SIGNATURE AND TITLE: X _____

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: _____ BY: X [Signature] TITLE: AGENT

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

Agent's name: _____

Policy no.: _____ N/A ☐ Physical 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.

Insurer name: _____

Address: _____

<input type="checkbox"/> Life insurance (<input type="checkbox"/> Lessee <input type="checkbox"/> Co-Lessee <input type="checkbox"/> Both)	Premium \$	<u>N/A</u>
	Coverage limit \$	<u>N/A</u>
<input type="checkbox"/> Disability insurance (Lessee only)	Premium \$	<u>N/A</u>
	Monthly coverage limit \$	<u>N/A</u>

LESSEE'S SIGNATURE: X _____ Age _____

CO-LESSEE'S SIGNATURE: X _____ 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 _____ 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.



WID: 05223 3400 009944-001

New Title Number: [REDACTED]

General Systems Solutions On-Line Registration System

Pennsylvania Department of Transportation Applicant Summary Statement

Transaction: New Title/Transfer Reg		Processor: BURNE OLDSMOBILE CADILLAC/00858946		Processed By: SHARON FENTON	
Purchase Date: Aug 05, 2005		Process Date: Aug 11, 2005		Temp Reg Date: Aug 05, 2005	
Prev Title No: None		Prev Dup Title Count: 0		State of Origin: None	
VIN: 1G2ZG558364 [REDACTED]		Stock No: 18739		PennDOT Fees	
Vehicle Type: PASSENGER		Condition: [] Police		Sales/Use Tax: 0.00	
YR/Make: 2006/PONT		Body: SDN		Title Fee: 22.50	
Odom Reading: 30		Fuel: G		Lien Fee: 5.00	
Purchase Price: \$0.00		Odom Qual: ACTUAL MILEAGE		Reg/Proc Fee: 0.00	
Owner Information:		Lessee Information:		Dup Reg Fee: 0.00	
VAUL TRUST/C		[REDACTED]		Transfer Fee: 6.00	
555 BUSINESS CENTER DR [] Tenant in		[] JDTF [REDACTED]		Increase Fee: 0.00	
[] Survivorship? [] Retired		[] Daily Rental		Replacement Fee: 0.00	
HORSHAM/PA/ [] Tenant in		DUNMORE/PA [] Daily Rental		Other Fee: 0.00	
19044 [] Common?		Mail Code: 2/L/L/L		Total: \$39.50	
Trade In #1 Information:		Lien Holder #1 Information:		Fees & Sales Tax Information:	
VIN: None		GMAC		Tax exempt Reason: RENTAL AND LEASING/02	
YR: [REDACTED]		PO BOX 8140		Tax Exempt No: 90270836	
Make: [REDACTED]		COCKEYSVILLE/MD		Taxable Sale Price: \$0.00	
Condition: [REDACTED]		21030 [] ELT		[] Local Sales Tax Override?	
Allowance: [REDACTED]		Lien Holder #2: None		% Rate: 0.06	
Trade In #2: None		Lien Holder #3: None			
Allowance: [REDACTED]					
Trade In #3: None					
Allowance: [REDACTED]					
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				Transferred Tag No: [REDACTED]	
				[] W/Renewal	
				[] W/Tag Replacement	
				[] W/Tag Exchange	

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

WARNING: The operation of a truck loaded beyond the manufacturer's Gross Vehicle Weight Rating (GVWR) may create unsafe conditions and also void the manufacturer's warranty if damage should 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 overloading. I/we request that the above described vehicle be registered at the gross vehicle weight (RRGW or RRGW) listed above under the provisions of Section 1916(b) of the Vehicle Code as amended by Act No. 8 (1980), approved 7-15-80. I/we acknowledge that I have been warned by the Department of Transportation that loading my truck beyond the manufacturer's gross weight rating may damage 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 vehicle registration(s) for failure to maintain financial responsibility on the currently registered vehicle for the period of registration. I/we further acknowledge that I/we may be subject to a fine not exceeding \$5,000 and imprisonment of not more than two (2) years for any false statement that I/we 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, I am/we are authorized to claim this exemption. I/we further certify that all statements herein are true and correct and make application for certificate of title for the vehicle described above.

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

Detach Here

01 of 01

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY: DEC 31, 2005 VALID: 08/11/05

PLATE: [REDACTED]

TITLE: [REDACTED]

VIN: 1G2ZG558364 [REDACTED]

YR/MAKE: 2006 PONT

TYPE: SDN

WID: 05223 3400 009944-001

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

EMISSION INSPECTION REQUIRED/DIESEL EXEMPT COUNTY: LACKAWANNA

DUNMORE PA





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

VIA FAX ONLY

April 9, 2008

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

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

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated 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
Repair Orders

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

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

Sincerely,
General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature

LG0006
V07092007



JEFFREY PERRI

1322 MARION ST

DUNMORE

PA 18509

R J BURNE



PONTIAC



INC.

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

*** REPRINT ***

ACCOUNTING COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/04/08	06	PONTIAC	G6	1G2ZG558364	18739	20708	20718	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	03/03/08	49	00:00		75.00	00	04/14/08	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
101856			000-000-0000					3

Repair Type: NC

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

CUSTOMER STATES STEERING FEELS STIFF AND LOCKING UP AT TIMES

SCAN SYSTEM NO CODES CHECK FOR BULLETINS NONE CALLED TAC DOC#2041891

TAC CASE 10029191 REMOVE AND REPLACED STEERING COLUMN

Bill Code - W

Failure Code: 4X

Complaint Code: OG

E7680	STEERING COLUMN REPLACEMENT	8 M A	2.00	34.00	130.54
		Total Labor		34.00	130.54
GM	15926870	-COLUMN	1	204.63	286.48

Failed Part: 15926870

Total Parts 204.63 286.48

Total Line 238.63 417.02

SOURCE	ACCOUNT	CONTROL	COST	DEBIT	CREDIT
34	263	101856		417.02	
34	462	101856	34.00		-130.54
34	480	101856	204.63		-286.48
Tech#	8 A:2.00	B:	C:	D:	Total:2.00

LABOR		LABOR		LABOR	130.54	LABOR AMOUNT	
PARTS		PARTS		PARTS	286.48	PARTS AMOUNT	
MISC. SALES		MISC. SALES		MISC. SALES		MISC. SALES	
MATERIALS		MATERIALS		MATERIALS		MATERIALS	
						TOTAL CHARGE	
DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE	
SALES TAX		SALES TAX		SALES TAX		SALES TAX	
OTHER PAY						OTHER PAY	
INTERNAL		CONTRACTS		WARRANTY	417.02	CUSTOMER PAY	

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PONTIAC INC.

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ACCOUNTING COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
10/29/07	06	PONTIAC	G6	1G2ZG558364	18739	17962		
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	10/29/07	49	00:00		75.00	00	10/29/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
100025								

1

===== REPAIR LINE 001 =====
 CUSTOMER STATES A THUMPING NOISE IN STEERING AND STEERING FEELS LIKE ITS GETTING STIFF

LACK OF LUBE ON INTERM STEERING SHAFT
 LUBE STEERING SHAFT PER BUL 06-02-32-007B
 Bill Code - SP No Charge - Y

===== REPAIR LINE 002 =====

MULTI-POINT VEHICLE INSPECTION

FREE MUTLI-POINT INSPECTION

Bill Code - SP

MULTI	MULTI-POINT INSPEC	21 M D	.30	5.40	6.00
		Total Labor		5.40	6.00
		Total Line		5.40	6.00

SOURCE	ACCOUNT	CONTROL	COST	DEBIT	CREDIT
31	463	100025	5.40		-6.00
31	6705			6.00	
Tech# 21 A:		B:	C:	D:0.30	Total:0.30

LABOR	6.00	LABOR		LABOR		LABOR AMOUNT	
PARTS		PARTS		PARTS		PARTS AMOUNT	
MISC. SALES		MISC. SALES		MISC. SALES		MISC. SALES	
MATERIALS		MATERIALS		MATERIALS		MATERIALS	
						TOTAL CHARGE	
DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE	
SALES TAX		SALES TAX		SALES TAX		SALES TAX	
OTHER PAY						OTHER PAY	
INTERNAL	6.00	CONTRACTS		WARRANTY		CUSTOMER PAY	

#1 Diagnose Customer's Concern of Noise & Hard Steering. Scan for Codes - None Set. Road Test. Same as like vehicles. Unable to duplicate customer's concern. Check suspension & steering components. All OK (Tires Popped) (Has Electronic Steering not Hydraulic);

#2 Multi-point Inspection

RO 100025

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HARD COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
10/29/07	06	PONTIAC	G6	1G2ZG558364	18739	17971	17982	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05		49	00:00		75.00	00	10/29/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
100025					1			

===== REPAIR LINE 001 =====
 CUSTOMER STATES A THUMPING NOISE IN STEERING AND STEERING FEELS LIKE ITS GETTING STIF
 F
 Bill Code - W

341-0259

===== REPAIR LINE 002 =====
 MULTI-POINT VEHICLE INSPECTION
 FREE MUTLI-POINT INSPECTION
 Bill Code - SP
 MULTI MULTI-POINT INSPEC M D .30 6.00
 Total Labor 6.00
 Total Line 6.00

Estimates: Parts Labor 6.00 Hours .30 Total 6.00

===== SERVICE HISTORY =====

DATE	RO	MILES	SA	TECH	BC	LABOR	OP	DESCRIPTION
01/26/07	94194	11766	49	8	W	E9740		REPLACE
01/19/07	94002	12000	19	8	SP	MULTI		MULTI-POINT INSPEC
01/19/07	94002	12000	19	8	W	E7631		MOTOR AND CONTROLL
01/05/07	93740	11802	49	8	W	N2232		REPLACE
05/06/06	88315	5106	14	8	W	L1197		SENSOR, FUEL LEVRYT

===== WARRANTY VEHICLE INFO =====

DESC MONTHS	MILES	EXP DATE	STRAIGHT TIME (HOURS)	FLAT RATE	W/O NO	OPER NO	TIME
00/00/00			3		100025	PERR1	OFF 12/29 13.1
						EMP NO. 21	ON 00129 11.7

STRAIGHT TIME (HOURS)	FLAT RATE	W/O NO	OPER NO	TIME
3		100025	PERR1	OFF 12/29 18.6
			EMP NO. 7	ON 00129 18.3

"The factory warranty constitutes all of the warranties with respect to the vehicle. The seller hereby expressly disclaims all warranties, either express or implied, of merchantability or fitness for a particular purpose, and authorizes any other person to assume for itself any liability in connection with the sale of the vehicle."

ALL PARTS ARE NEW EXCEPT AS NOTED

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED ON FUR DIAGNOSTIC TIME THE SUM OF \$

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

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

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$

INITIAL YOUR CHOICE

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PONTIAC INC.

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ACCOUNTING COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
04/10/07	06	PONTIAC	G6	1G2ZG558364	18739	13000		
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	04/10/07	11	00:00		75.00	01	04/10/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
95859				1				

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

REPLACE LEFT WIPER BLADE

Bill Code - C

GM	15779415	-BLADE	1	14.50	29.00
Total Parts				14.50	29.00
Total Line				14.50	29.00

SOURCE	ACCOUNT	CONTROL	COST	DEBIT	CREDIT
30	225	95859		14.84	
30	324	95859			-0.84
30	467	95859	14.50		-29.00
30	6507	95859		15.00	
Parts Discount		15.00			
Payment Type - 01		14.84			

LABOR		LABOR		LABOR		LABOR AMOUNT	
PARTS		PARTS		PARTS		PARTS AMOUNT	29.00
MISC. SALES		MISC. SALES		MISC. SALES		MISC. SALES	
MATERIALS		MATERIALS		MATERIALS		MATERIALS	
						TOTAL CHARGE	29.00
DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE	
SALES TAX		SALES TAX		SALES TAX		SALES TAX	.84
OTHER PAY						OTHER PAY	
INTERNAL		CONTRACTS		WARRANTY		CUSTOMER PAY	14.84

Sent 4-10-07

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/29/06	06	PONTIAC	G6	1G2ZG558364	18739	11802	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	12/29/06	49	00/00/00 00:00		75.00	01	12/29/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
93740								

1

===== REPAIR LINE 01 =====

CUSTOMER STATES POWER STEERING IS LOCKING UP AT TIMES HARD TO STEER
 NEEDS POWER STEERING MODULE

BILL CODE - C NO CHARGE - Y

ORDERED PART WILL CALL CUSTOMER WHEN PART COMES IN

===== REPAIR LINE 02 =====

CUSTOMER STATES FOG LIGHT SWITCH IS NOT LIGHTING UP
 SWITCH OPEN CIRCUIT

BILL CODE - W COMPLAINT CODE - OJ

REMOVE AND REPLACE FOG LAMP SWITCH

N2232 REPLACE 8 M A .50 8.00 30.52

TOTAL LABOR 8.00 30.52

GM 15850573 -SWITCH 1 6.34 8.88

FAIL CODE - 6G

TOTAL PARTS 6.34 8.88

===== ACCOUNTS =====

ACCOUNT	COST	DEBIT	CREDIT
---------	------	-------	--------

263		39.40+	
-----	--	--------	--

460			
-----	--	--	--

462	8.00+		30.52-
-----	-------	--	--------

480	6.34+		8.88-
-----	-------	--	-------

DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	30.52	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	8.88	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	39.40	CUSTOMER PAY	.00

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R J BURNE

Cadillac



PONTIAC

INC.

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11599

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/29/06	06	PONTIAC	G6	1G2ZG558364	18739	11902	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	00/00/00	49	00/00/00 00:00		75.00	00	12/29/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
93740					1			

===== REPAIR LINE 01 =====
 CUSTOMER STATES POWER STEERING IS LOCKING UP AT TIMES HARD TO STEER
 BILL CODE - W

===== REPAIR LINE 02 =====
 CUSTOMER STATES FOG LIGHT SWITCH IS NOT LIGHTING UP
 BILL CODE - W

15850573
 N2232
 S

DATE RECEIVED - 80505

***** SERVICE HISTORY *****

DATE	RO	MILES	SA	TECH	BC	LABOR	OP	DESCRIPTION
05/06/06	88315	5106	14	8	W	L1197		SENSOR, FUEL LEVEL
03/31/06	87263	4774	11	1	W	J7903		BGR VALVE
03/03/06	86952	771	14	5	W	OTHER HOURS		OLH
03/03/06	86952	771	14	5	W	J1506		MOUNT, ENGINE - FR
03/03/06	86952	771	14	5	W	N2232		SWITCH - FOG LAMP

***** WARRANTY VEHICLE INFORMATION *****

DESC MONTHS MILES EXP DATE DEDUCTIBLE SERVICE CONTRACT NO
 0 0 00/00/00 0

STRAIGHT TIME (HOURS)	FLAT RATE	R.O. NO.	1	TIME	OFF
	15	93740			
		OPER. NO.			
		EMP. NO.			ON

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

ALL PARTS ARE NEW EXCEPT AS NOTED

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

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

- ☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
- ☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$
- ☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$

INITIAL
 YOUR
 CHOICE

Custom states Car Stereo is hand
to steer or locks up, Road tested
and got Car to act as checked
for bulbs none no codes went
thru trouble chart and found
faults P15 module on Column
ordered new module.

Custom states that fog light
switch don't light up when
on check and had power but
would not light up, replaced
switch and it now.

RD 93740

RECEIVED
JAN 10 1993

R J BURNE**Cadillac PONTIAC INC.**

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6036

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
05/01/06	06	PONTIAC	G6	1G2ZG558364	18739	5106	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	00/00/00	14	00/00/00 00:00		70.00	00	05/01/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
88315					1			

REPAIR LINE 01

FUEL GAUGE NOT WORKING

BILL CODE - W

L1197 1.9

2267 7575

DATE RECEIVED 80505

***** SERVICE HISTORY *****

DATE	RO	MILES	SA	TECH	BC	LABOR	OP	DESCRIPTION
03/31/06	87263	4774	11	1	W	J7903		EGR VALVE
03/03/06	86952	771	14	5	W	OTHER HOURS		OLH
03/03/06	86952	771	14	5	W	J1506		MOUNT, ENGINE - FR
03/03/06	86952	771	14	5	W	N2232		SWITCH - FOG LAMP
01/24/06	85970	771	14	4	W	V1427		RECALL

***** WARRANTY VEHICLE INFORMATION *****

DESC MONTHS	MILES	EXP DATE	DEDUCTIBLE	SERVICE CONTRACT NO
0	0	00/00/00	0	

STRAIGHT TIME (HOURS)	FLAT RATE	R.O. NO. 88315	TIME OFF 1.1
7.9		OPER. NO. 2	
		EMP. NO. PERRI	
			MAINT 9.0

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

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$INITIAL
YOUR
CHOICE

R J BURNE*Cadillac*  **PONTIAC**  **INC.**

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
05/01/06	06	PONTIAC	G6	1G2ZG558364	18739	6036	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	05/01/06	14	00/00/00 00:00		70.00	01	05/01/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
88315		5703410259						1

===== REPAIR LINE 01 =====

FUEL GANGE NOT WORKING

OPEN LEVEL SENSOR

BILL CODE - W COMPLAINT CODE - QJ

REPLACED FUEL LEVEL SENSOR

L1197 SENSOR, FUEL LEVEL 8 M A 1.90 28.50 115.98

TOTAL LABOR 28.50 115.98

GM 22677575 -SENSOR 1 95.47 133.66

FAIL CODE - 6F

GM 22682111 -GASKET 1 5.44 7.62

TOTAL PARTS 100.91 141.28

===== ACCOUNTS =====

ACCOUNT	COST	DEBIT	CREDIT
263		257.26+	
462	28.50+		115.98-
480	100.91+		141.28-

=====

DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	115.98	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	141.28	PARTS AMOUNT	.00
MISC SALES	.00	MISC SALES	.00	MISC SALES	.00	MISC SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	257.26	CUSTOMER PAY	.00

RECEIVED
MAY 11 1964

for fuel gauge not working
checked for power & ground had
both checked gauge and gauge
was working Replaced fuel level
sensor and works fine now

RD 88315

① Repair vehicle as per
Document 1779034
Replace EGR & tube &
EGR connector
Program code 10765

AO 87263

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Cadillac PONTIAC INC.

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

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
03/14/06	06	PONTIAC	G6	1G2ZG558364	18739	4774	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	00/00/00	11	00/00/00 00:00		70.00	00	03/14/06	
R.O. NUMBER	TAXID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
87263					1			

===== REPAIR LINE 01 =====
 FUEL GAUGE DOES NOT READ FULL AFTER TANK IS FILLED
 BILL CODE - W

5106

DATE RECEIVED 80505

***** SERVICE HISTORY *****

DATE	RO	MILES	SA	TECH	PC	LABOR	OP	DESCRIPTION
03/03/06	86952	771	14	5	W	OTHER	HOURS	OLH
03/03/06	86952	771	14	5	W	J1506		MOUNT, ENGINE - FR
03/03/06	86952	771	14	5	W	N2232		SWITCH - FOG LAMP
01/24/06	85970	771	14	4	W	V1427		RECALL
01/09/06	85969	771	14	4	C	ROT		ROTATE TIRES

***** WARRANTY VEHICLE INFORMATION *****

DESC	MONTHS	MILES	EXP DATE	DEDUCTIBLE	SERVICE CONTRACT NO.
	0	0	00/00/00	0	

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
1.8		87263	2	
		OPER. NO.	MAR 27 111	
		EMP. NO. 1	MAR 27 95	

WARR - Tech Assist. 8820953

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ALL PARTS ARE NEW EXCEPT AS NOTED

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

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)

REVISED ESTIMATE (2)

REVISED ESTIMATE (3)

DATE

TIME

BY

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS

☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$

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

 INITIAL
 YOUR
 CHOICE

R J BURNE



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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	SEK/CUS	MILES IN	MILES OUT	TAG
02/27/06	06	PONTIAC	G6	1G2ZG558364	18739	4506	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
08/05/05	02/28/06	14	00/00/00 00:00		70.00	01	02/28/06	
R.O. NUMBER	TAXID	HOME PHONE	BUSINESS PHONE					
86952						GREEN		1

===== REPAIR LINE 01 =====

FOG LIGHT SWITCH DOES NOT LIGHT UP PARTS ARE IN
OPEN LED IN SWITCH

BILL CODE - W COMPLAINT CODE - OJ

REPLACED FOG LAMP SWITCH

N2232 SWITCH - FOG LAMP 5 M A .50 8.75 30.52

TOTAL LABOR 8.75 30.52

GM 22734489 -SWITCH 1 6.22 8.71

FAIL CODE - 6P

TOTAL PARTS 6.22 8.71

===== REPAIR LINE 02 =====

RATTLE NOISE SOUNDS LIKE EXHAUST IS LOOSE
WORN UPPER ENGINE MOUNT--DIAG WITH CHASSIS EARS, TRIED NEW RF
STRUT, REMOVED FRONT PLASTIC BODY PANELS AND HEAD LAMP, FINALLY FOUND
NOISE IN MOUNT

BILL CODE - W COMPLAINT CODE - NO

REPLACED RIGHT UPPER ENGINE MOUNT

J1506 MOUNT, ENGINE - FR 5 M A .60 10.50 36.62

OTHER HOURS OLN 5 M A 2.00 35.00 122.08

TOTAL LABOR 45.50 158.70

GM 15235775 -SNUBBER 1 42.57 59.60

FAIL CODE - 2E

TOTAL PARTS 42.57 59.60

===== REPAIR LINE 03 =====

SEE ATTACHED PAPER FOR A REPROGRAM?

BILL CODE - C NO CHARGE - Y

PROGRAM FOR FUEL GUAGE NOT AVAILABLE YET

===== ACCOUNTS =====

ACCOUNT	COST	DEBIT	CREDIT
263		257.53+	
460			
462	54.25+		189.22-
480	48.79+		58.31-

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

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R J BURNE

Cadillac PONTIAC INC.

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

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/27/06	06	PONTIAC	G6	1G2ZG558364	18739	771	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	00/00/00	14	00/00/00 00:00		70.00	00	02/27/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
86952				GREEN	1			

REPAIR LINE 01

FOG LIGHT SWITCH DOES NOT LIGHT UP PARTS ARE IN
BILL CODE - W

4506

REPAIR LINE 02

RATTLE NOISE SOUNDS LIKE EXHAUST IS LOOSE
BILL CODE - W

15235775 SNUBBER

REPAIR LINE 03

SEE ATTACHED PAPER FOR A REPROGRAM?
BILL CODE - W

DATE RECEIVED -

80505

***** SERVICE HISTORY *****

DATE	RO	MILES	SA	TECH	BC	LABOR	OP	DESCRIPTION
01/24/06	85970	771	14	4	W	V1427		RECALL
01/09/06	85969	771	14	4	C	ROT		ROTATE TIRES
01/09/06	85969	771	14	4	C	OIL		OIL SERVICE
09/23/05	82895	30	50	1	W	N0110		BATTERY - ONE - RE
07/13/05	81716	0	50		RR	Z6999		ADD WASHER FLUID

***** WARRANTY VEHICLE INFORMATION *****

DESC MONTHS MILES EXP DATE DEDUCTIBLE SERVICE CONTRACT NO

0 0 00/00/00 0

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ALL PARTS ARE NEW EXCEPT AS NOTED

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

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

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PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS

☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$

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

INITIAL
YOUR
CHOICE

① Replaced Fog light switch

② Check for Rattle in front End -
 Road test Vehicle yes RATTLE in L/F area
 Put Car on lift Check front Suspension +
 for loose parts none - Check for Bulletins - none
 Matching My Concern - Road test with Chassis Ears
 Connected - Put Ears in Various Positions -
 Nothing found yet.

NO 86952

STRAIGHT TIME (HOURS)	FLAT RATE	WO NO.	OPER. NO.	EMP. NO.	TIME	OFF
Fog Light Switch	1.5	869523	PERRI	5		FEB27 15.1
						FEB27 13.7
STRAIGHT TIME (HOURS)	FLAT RATE	WO NO.	OPER. NO.	EMP. NO.	TIME	OFF
RATTLE DIAG.	3.0	869522	PERRI	5		FEB27 13.7
						FEB27 9.3

OK (2.0 EP)

③ Can't reprogram PCM -
 No new Calibration yet

STRAIGHT TIME (HOURS)	FLAT RATE	WO NO.	OPER. NO.	EMP. NO.	TIME	OFF
	2.0	86592	PERRI	8		FEB28 15.2
						FEB28 13.5

for more in fact and was on R.F. side of
car pulled Bumper off of car and R.F. head
light out of car more was still there pulled
air box and box assembly out of car and more
was still there pulled all plastic off of
front of car and more was still there if
choosing car on car on front end parts could
not get it in chosen car. Pulled R.F.
strut out of car and replaced with
another strut from new car was still
there Reinstalled old strut back in car
and reassembled car but more was still there
pulled sway bar links off and more
was still there finally found that
upper motor motor was busted inside
replaced with new one and more is not
done now.

PO 86952

R J BURNE**PONTIAC INC.**

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
07/12/05	06	PONTIAC	G6	1G2ZG558364	27016	3	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
00/00/00	07/13/05	50	00/00/00 00:00		70.00	01	07/13/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
81716								1

===== REPAIR LINE 01 =====

PERFORM PRE DELIVERY INSPECTION

BILL CODE -

RR

PDI PRE DELIVERY INSP 11 M A

INSP PA STATE INSPECTIO 11 M C

EXEM EXEMPT EMISSION IN 11 M C

MCI MCI M A

Z6999 ADD WASHER FLUID M A

GM 1051515 -OPTIKLE 1

PAYMENT TYPE - 1 .00 CUSTOMER TYPE - R

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

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

STATEMENT OF DISCLAIMER

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

> CUSTOMER SIGNATURE

LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00

R J BURNE



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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CLS	MILES IN	MILES OUT	TAG
08/29/05	06	PONTIAC	G6	1G2ZG558364	18739	30	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	08/29/05	50	00/00/00 00:00		.00	01	08/29/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
82895								1

===== REPAIR LINE 01 =====

NOT STARTING - DEAD BATTERY

CK'D CHARGING SYSTEM - CODE 2K3D7-RL

BILL CODE - W COMPLAINT CODE - PN

REPLACE BATTERY

N0110 BATTERY - ONE - RE 1 M A .50 8.53 29.40

TOTAL LABOR 8.53 29.40

GM 19001627 BATTERY

1 66.29 92.81

TOTAL PARTS 66.29 92.81

===== ACCOUNTS =====

ACCOUNT	COST	DEBIT	CREDIT
263		122.21+	
462	8.53+		29.40-
480	66.29+		92.81-

=====

DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	29.40	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	92.81	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	122.21	CUSTOMER PAY	.00

DUNMORE

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Wait

R J BURNE

Cadillac



PONTIAC INC.

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
08/29/05	06	PONTIAC	G6	1G2ZG558364	18739	30	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	00/00/00	50	00/00/00 00:00		.00	00	08/29/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
82895					1			

===== REPAIR LINE 01 =====

NOT STARTING - DEAD BATTERY

BILL CODE - W

77/

Check charging system 14.2 90 AMP
Load
bad cell code 2K3P7-RL in

323P7-RL

Replace battery out

DATE RECEIVED - 80503

***** SERVICE HISTORY *****

DATE	RO	MILES	SA	TECH	BC	LABOR	OP	DESCRIPTION
07/13/05	81716	0	50		RR	Z6999		ADD WASHER FLUID
07/13/05	81716	0	50		RR	MCI		MCI
07/13/05	81716	0	50	11	RR	EXEM		EXEMPT EMISSION IN
07/13/05	81716	0	50	11	RR	INSP		PA STATE INSPECTION
07/13/05	81716	0	50	11	RR	PDI		PRE DELIVERY INSP

***** WARRANTY VEHICLE INFORMATION *****

DESC MONTHS MILES EXP DATE DEDUCTIBLE SERVICE CONTRACT NO

0 0 00/00/00 0

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CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$

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

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PONTIAC



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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/09/06	06	PONTIAC	G6	1G2ZG558364	18739	771	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	01/09/06	14	00/00/00 00:00		70.00	01	01/09/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
85970								

1

===== REPAIR LINE 01 =====

SUNVISOR RECALL PARTS ARE IN

BILL CODE -

W

COMPLAINT CODE -

MA

AS PER RECALL 05094 REPLACED TWO SUNVISOR

V1427

RECALL

1

M A

.40

3.40

23.52

FAIL CODE -

96

TOTAL LABOR

3.40

23.52

GM

10381580

-SUNSHAD

1

19.95

27.93

GM

10381581

-SUNSHAD

1

19.95

27.93

TOTAL PARTS

39.90

55.86

===== ACCOUNTS =====

ACCOUNT

COST

DEBIT

CREDIT

363

79.38+

462

3.40+

23.52-

480

39.90+

55.86-

DATE RECEIVED -

80505

PAYMENT TYPE -

1

.00

LABOR	.00	LABOR	.00	LABOR	23.52	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	55.86	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	79.38	CUSTOMER PAY	.00

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/09/06	06	PONTIAC	G6	1G22G558364	18739	3340	0	0000
SERVICE DATE	NOTIFIED	SYC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	01/09/06	14	00/00/00 00:00		70.00	01	01/09/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
85969								1

===== REPAIR LINE 01 =====

MAINTENANCE II

CHANGE ENGINE OIL AND FILTER, LUBE CHASSIS, RESET OIL LIFE SYSTEM.

VISUALLY INSPECT EXHAUST SYSTEM, AIR FILTER AND TRANSMISSION.

CHECK ALL FLUID LEVELS, ADD AS NEEDED

ROTATE TIRES AND CHECK INFLATION PRESSURES AND WEAR

BILL CODE - C

OIL	OIL SERVICE	4	M A	.40	3.40	11.97
ROT	ROTATE TIRES	4	M C	.50	4.25	16.99
			TOTAL LABOR		7.65	28.96
GM	OIL OIL			5	5.00	7.50
GM	25010792 -OIL FLT			1	3.40	5.67
			TOTAL PARTS		8.40	13.17

===== ACCOUNTS =====

ACCOUNT	COST	DEBIT	CREDIT
225		41.71+	
324			2.28-
460	7.65+		28.96-
467	3.40+		5.67-
491	5.00+		7.50-
6105			1.50-
6505		2.10+	
6507		2.10+	

DISCOUNT LABOR - 2.10 DISCOUNT PARTS - 2.10
 DATE RECEIVED - 80505 PAYMENT TYPE - 1 41.71

LABOR	.00	LABOR	.00	LABOR	.00	LABOR AMOUNT	28.96
PARTS	.00	PARTS	.00	PARTS	.00	PARTS AMOUNT	13.17
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	1.50
						TOTAL CHARGE	43.63
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	2.28
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	.00	CUSTOMER PAY	41.71

Customer states noise in steering
and at times is hard to steer.

RO 94/94

Road tested and got both

Complaints, found bulletin 1880310

for some Complaint and used changing
laws to ~~the~~ determine where noise

is coming from was coming from steering
gear replaced with updated #

and adjusted toe and oh now.

WARRANTY PARTS
RETURNED

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R J BURNECadillac  PONTIAC  INC.

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	SIR/CUS	MILES IN	MILES OUT	TAG
01/22/07	06	PONTIAC	G6	1G2ZG558364	18739	11766	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	00/00/00	49	00/00/00 00:00		75.00	00	01/22/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
94194					1			

REPAIR LINE 01

CUSTOMER STATES STEERING IS MAKING A THUMPING NOISE WHEN TURNING LEFT
OR RIGHT STEERING GETS STIFF WHEN TRYING TO PARK VEHICLE
BTTJ CODE - W

DATE RECEIVED -

80505

***** SERVICE HISTORY *****

DATE	RO	MILES	SA	TECH	BC	LABOR	OP	DESCRIPTION
01/19/07	94002	12000	19	8	SP	MULTI		MULTI-POINT INSPEC
01/19/07	94002	12000	19	8	W	E7631		MOTOR AND CONTROLL
01/05/07	93740	11802	49	8	W	N2232		REPLACE
05/06/06	88315	5106	14	8	W	L1197		SENSOR, FUEL LEVEL
03/31/06	87263	4774	11	1	W	J7903		EGR VALVE

***** WARRANTY VEHICLE INFORMATION *****

DESC MONTHS MILES EXP DATE DE

0 0 00/00/00

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	TIME	OFF
9		94194	8	4	
			PERRI		
			EMP NO.		
					ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	TIME	OFF
1.0		94194	8	2	
			PERRI		
			EMP NO.		
					ON

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CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE

AUTHORIZED BY X

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

- ☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
- ☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$
- ☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/22/07	06	PONTIAC	G6	1G2ZG558364	18739	11766	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	01/23/07	49	00/00/00 00:00		75.00	01	01/23/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
94194								1

===== REPAIR LINE 01 =====
 CUSTOMER STATES STEERING IS MAKING A THUMPING NOISE WHEN TURNING LEFT
 OR RIGHT STEERING GETS STIFF WHEN TRYING TO PARK VEHICLE
 VEHICLE NEEDS POWER STEERING GEAR

BTLL CODE - W COMPLAINT CODE - NE
 REMOVE AND REPLACED POWER STEERING GEAR AS PER DOC#1880310 AND ALIGN
 FRONTEND ROADTEST OK
 E9740 REPLACE 8 M A 1.90 31.35 120.31
 TOTAL LABOR 31.35 120.31
 GM 15858368 -GEAR 1 155.24 217.34
 FAIL CODE - 93
 TOTAL PARTS 155.24 217.34

===== ACCOUNTS =====

ACCOUNT	COST	DEBIT	CREDIT
263		337.65+	
462	31.35+		120.31-
480	155.24+		217.34-

DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	120.31	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	217.34	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	337.65	CUSTOMER PAY	.00

P15 Control Module. ~~00360~~

P15 Control Module ~~00360~~

Justome States while driving
steering locks up, now tested
and got car to get up went
check chart for P15 locks up
and found that had internal problem
in P15 module, replaced P15
module and released the car and
retested and ok now.

R0 94002

WARRANTY PARTS
RETURNED

DUNMORE

PA

R J BURNE

Cadillac PONTIAC INC.

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

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/11/07	06	PONTIAC	G6	1G2ZG558364	18739	11766	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
08/05/05	01/11/07	19	00/00/00 00:00		75.00	01	01/11/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
94002								1

===== 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 - W COMPLAINT CODE - OG
 REPLACED POWER STEERING MODULE AND RELEARNED
 E7631 MOTOR AND CONTROLL 8 M A 1.30 20.80 82.32
 TOTAL LABOR 20.80 82.32
 GM 15775370 -MOTOR 1 188.58 264.01
 FAIL CODE - 6C
 TOTAL PARTS 188.58 264.01

===== REPAIR LINE 02 =====
 MULTI-POINT VEHICLE INSPECTION
 BILL CODE - SP
 FREE MUTLI-POINT INSPECTION
 MULTI MULTI-POINT INSPEC 8 M D .30 4.80 6.00
 TOTAL LABOR 4.80 6.00

===== ACCOUNTS =====

ACCOUNT	COST	DEBIT	CREDIT
263		346.33+	
462	20.80+		82.32-
463	4.80+		6.00-
480	188.58+		264.01-
6705		6.00+	

===== DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00 =====

LABOR	6.00	LABOR	.00	LABOR	82.32	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	264.01	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	6.00	CONTRACTS	.00	WARRANTY	346.33	CUSTOMER PAY	.00

DUNMORE

PA

R J BURNE



PONTIAC



INC.

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

11/7/06 PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/11/07	06	PONTIAC	G6	1G2ZG558364	18739	12008	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	00/00/00	19	00/00/00 00:00		75.00	00	01/11/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
94002					1			

===== REPAIR LINE 01 =====
CUSTOMER STATES WHILE MAKING A TURN THE POWER STEERING LOCKS UP
BILL CODE - W

15775370

===== REPAIR LINE 02 =====
MULTI-POINT VEHICLE INSPECTION
BILL CODE - SP
FREE MUTLI-POINT INSPECTION
MULTI MULTI-POINT INSPEC M D .30 .0 6.00
TOTAL LABOR .00 6.00

ESTIMATES: PARTS DO LABOR 6.00 TOTAL 6.00
DATE RECEIVED - 80505

***** SERVICE HISTORY *****
DATE RO MILES SA TECH DC LABOR OP DESCRIPTION
01/05/07 93740 11802 49 8 W N2232 REPLACE
05/06/06 88315 5106 14 8 W L1197 SENSOR, FUEL LEVEL
03/31/06 87263 4774 11 1 W J7903 EGR VALVE
03/03/06 86952 771 14 9 W OTHER HOURS OLH
03/03/06 86952 771 14 5 W J1506 MOUNT, ENGINE - FR

***** WARRANTY VEHICLE INFORMATION *****
DESC MONTHS MILES EXP DATE DEDUCTIBLE SERVICE CONTRACT NO
0 0 00/ 0

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	TIME	OFF
	116	94002	PERRI		

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

ALL PARTS ARE NEW EXCEPT AS NOTED

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

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)

DATE

TIME

BY

REVISED ESTIMATE (2)

REVISED ESTIMATE (3)

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$INITIAL
YOUR
CHOICE

DUNMORE

PA

R J BURNE

Cadillac



PONTIAC

INC.

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

HARD COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STR/CUS	MILES IN	MILES OUT	TAG
12/10/07	06	PONTIAC	G6	1G2ZG558364	18739			
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	ENV. DATE	
08/05/05		49	00:00		75.00	00	12/10/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
100871			000-000-0000		1			

===== REPAIR LINE 001 =====
 CUSTOMER STATES POWER STEERING IS GETTING STIFF THEN BREAK LOOSE
 Bill Code - W

19129

19133

===== REPAIR LINE 002 =====
 MULTI-POINT VEHICLE INSPECTION
 FREE MUTLI-POINT INSPECTION
 Bill Code - SP
 MULTI MULTI-POINT INSPEC M D .30 6.00
 Total Labor 6.00
 Total Line 6.00

Estimates: Parts Labor 6.00 Hours .30 Total 6.00

===== SERVICE HISTORY =====

DATE	RO	MILES	SA	TECH	BC	LABOR	OP	DESCRIPTION
10/29/07	100025	17962	49	21	SP	MULTI		MULTI-POINT INSPEC
01/26/07	94194	11766	49	8	W	E9740		REPLACE
01/19/07	94002	12000	19	8	SP	MULTI		MULTI-POINT INSPEC
01/19/07	94002	12000	19	8	W	E7631		MOTOR AND CONTROLL
01/05/07	93740	11802	49	8	W	N2232		REPLACE

===== WARRANTY VEHICLE INFORMATION =====
 DESC MONTHS MILES EXP DATE DEDUCTIBLE SERVICE CONTRACT NO
 00/00/00

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

ALL PARTS ARE NEW EXCEPT AS NOTED
 I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS

☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$

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

 INITIAL
 YOUR
 CHOICE

R J BURNE

Cadillac PONTIAC INC.

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

DUNMORE

PA

ACCOUNTING COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/10/07	06	PONTIAC	G6	1G22G558364	18739	19129	19133	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	12/11/07	49	00:00		75.00	00	12/11/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
100871			000-000-0000	1				

===== REPAIR LINE 001 =====
 CUSTOMER STATES POWER STEERING IS GETTING STIFF TIEN BREAK LOOSE
 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
 ===== REPAIR LINE 002 =====

MULTI-POINT VEHICLE INSPECTION
 FREE MUTLI-POINT INSPECTION
 Bill Code - SP
 MULTI MULTI-POINT INSPEC

1 M D	.30	5.40	6.00
Total Labor		5.40	6.00
Total Line		5.40	6.00

SOURCE	ACCOUNT	CONTROL	COST	DEBIT	CREDIT
30	460	100871		0.00	
31	463	100871	5.40		-6.00
31	6705			6.00	
Tech# 1 A:	B:	C:	D:0.30	Total:0.30	

LABOR	6.00	LABOR		LABOR		LABOR AMOUNT	
PARTS		PARTS		PARTS		PARTS AMOUNT	
MISC. SALES		MISC. SALES		MISC. SALES		MISC. SALES	
MATERIALS		MATERIALS		MATERIALS		MATERIALS	
						TOTAL CHARGE	
DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE	
SALES TAX		SALES TAX		SALES TAX		SALES TAX	
OTHER PAY						OTHER PAY	
INTERNAL	6.00	CONTRACTS		WARRANTY		CUSTOMER PAY	

PO 100871

- ① Check voltage in morning - 37° - 11.72V
after startups 14.38 - Check steering
No bending at this time.

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
	3	100871/A		DEC 11 12.3
		OPER. NO.		DEC 11 11.8
		EMP. NO.		ON

**GMC****HUMMER****General Motors Business Resource Center****FAX***From*

~~To:~~ **Ed Polovitch**
Company:
Fax: 5703420352
Phone:

To

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

CC:

NOTES:

2006 G6 - 6CYL SEDAN
38U EMERALD GREEN METALLIC /V6G
70B LIGHT TAUPE
ORDER NO. JFNHVH/TRE STOCK NO.
VIN 1G2 ZG55 83 64

MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN 20030.00 18527.75 INVOICE 06/27/05
AP3 REMOTE VEHICLE STARTER SYSTEM 150.00 124.50 SHIPPED 06/25/05
FAD SIMULATED WALNUT BURL ACCENTS N/C N/C EXP I/T 07/03/05
FE9 50-STATE EMISSIONS N/C N/C INT COM 07/05/05
F83 AXLE RATIO 3.05 N/C N/C PRC EFF 06/24/05
LX9 ENGINE, 3.5L V6 SFI N/C N/C KEYS G0914 G0914
MX0 AUTOMATIC TRANSMISSION 0.00 0.00 WFP-S QTR OPT-1
PCI DRIVER'S PACKAGE INCLUDES: 650.00 539.50 BANK: GMAC - 020
* PWR ADJ BRAKE & ACCEL. PEDALS CHG-TO 03-081
* FLOOR MATS, CARPET
* CARGO NET SHIP WT: 3346
* (4) 16" PAINTED ALLOY WHEELS HP: 32.9
GMS: 19163.35
R6J CUSTOMER DIALOG NETWORK 0.00 16.50 SUPPLR: 20022.33
1SZ DRIVER PACKAGE DISCOUNT 150.00- 124.50- MRM: 21455.00
MEMO 959.00

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

TOTAL 21305.00 20070.65 PAY 310 20070.65
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 19149.80

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 020
R. J. BURNE OLDSMOBILE CADILLAC PONT VIN 1G2ZG558364
\$ 20070.65 INV 2AD51686622
DUE 07/05/05 DEALER 03-081

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the
requester. Do not
send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)

Business name, if different from above

Check appropriate box: ☐ Individual/sole proprietor ☒ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see Instructions) ▶

☐ Exempt
payee

Address (number, street, and apt. or suite no.)

Requester's name and address (optional)

City, state, and ZIP code

AMBLER, PA

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

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

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number

or

Employer identification number

23

Part II Certification

Under penalties of perjury, I certify that:

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

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign
Here

Signature of
U.S. person ▶

Date ▶ 1/9/08

General Instructions

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

Purpose of Form

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

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

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

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

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

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

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

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

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

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
HERESOOON**

TO Patricia Easley

DATE 4/15/08

Dept

FROM Sherry ext 601

COMMENTS 71-615083719

NUMBER OF SHEETS BEING FAXED INCLUDING COVER SHEET 7

R J BURNE
Illustration  **PONTIAC**  **inc.**

SOLD TO GMAC
PO BOX 8140
ADDRESS COCKEYSVILLE, MD 21030-

DATE 08/05/2005

INVOICE
A 023655

YEAR	NEW OR USED	MAKE	COLOR	MODEL	INVOICE	STOCK NO.	CUST. NO.	USED STR. NO.	SOURCE																																																																																																																																																																																																																																									
2006	NEW	PONTIAC		G6		27016	18739																																																																																																																																																																																																																																											
VIN 1G2ZG558364					SALESMAN'S NUMBER 76		MODEL NUMBER																																																																																																																																																																																																																																											
INSURANCE COVERAGE INCLUDES <input type="checkbox"/> FIRE & THEFT <input type="checkbox"/> PUBLIC LIABILITY - AMT. \$ <input type="checkbox"/> COLLISION - AMT. DED. \$ <input type="checkbox"/> PROPERTY DAMAGE - AMT. \$																																																																																																																																																																																																																																																		
OPTIONAL EQUIPMENT AND ACCESSORIES <table border="1"> <thead> <tr> <th>GROUP</th><th>DESCRIPTION</th><th>PRICE</th></tr> </thead> <tbody> <tr> <td></td><td>CAP REDUCTION</td><td>500.00</td></tr> <tr> <td colspan="3"> <i>COR 500.00 DRAFT</i> </td></tr> </tbody> </table>										GROUP	DESCRIPTION	PRICE		CAP REDUCTION	500.00	<i>COR 500.00 DRAFT</i>																																																																																																																																																																																																																																		
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LEASED TO: <div style="background-color: black; width: 150px; height: 40px; margin: 5px 0;"></div> DUNMORE, PA <div style="background-color: black; width: 60px; height: 20px; display: inline-block;"></div>																																																																																																																																																																																																																																																		
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ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, BURNE OLDS CADILLAC INC. (transferor's name, Print)

state that the odometer now reads 30 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☒ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
PONTIAC	G6	SDN
VEHICLE IDENTIFICATION NUMBER		YEAR
1G2ZG558364		2006

x [Signature]
TRANSFEROR'S SIGNATURE

BURNE OLDS CADILLAC INC.

PRINTED NAME

1205 WYOMING AVENUE

TRANSFEROR'S ADDRESS (STREET)

SCRANTON PA 18509-

CITY STATE ZIP CODE

08/05/05

DATE OF STATEMENT

x [Signature]
TRANSFEE'S SIGNATURE

PRINTED NAME

TRANSFEE'S NAME

TRANSFEE'S ADDRESS (STREET)

DUNMORE, PA

CITY STATE ZIP CODE

GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county

Garaging address (if different)

LESSOR (Retailer)

**BURNE OLDS CADILLAC INC.
1205 WYOMING AVENUE
SCRANTON PA 18509-**

DUNMORE, PA

Principal driver (if business use)

This 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 back. "We," "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).

- ☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- ☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it 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 _____.
- ☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	PONTIAC G6	SDN	1G2ZG558364	30	<input type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance
Dealer Installed Options:						GVW (if truck) _____

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below) \$ 927.28	2. Monthly Payments Your first monthly payment of \$ 302.78 is due on 08/05/2005 , followed by 47 payments of \$ 302.78 due on the 5 of each month. The total of your monthly payments is \$ 14533.44	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) N/A Total \$ _____	4. Total of Payments (The amount you will have paid by the end of the lease.) N/A N/A N/A \$ 15157.94
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Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery: a. Capitalized cost reduction \$ 500.00 b. First monthly payment \$ 302.78 c. Refundable security deposit \$ N/A d. Title fees \$ 22.50 e. Registration fees \$ N/A f. Sales/use tax \$ N/A g. DOC FEE \$ 55.00 h. OTHER FEES \$ 22.00 i. OLRS FEES \$ 25.00 j. Total \$ 927.28	6. How the Amount Due at Lease Signing or Delivery will be paid: a. Vet trade-in allowance \$.00 b. Rebates and noncash credits \$ 500.00 c. Amount to be paid in cash \$ 427.28 d. Total \$ 927.28
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7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 20870.00) 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
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ 20765.00
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 paid over the lease term	\$ 10681.15
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 2652.29
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

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$20670.00) 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
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	= \$	20765.00
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 paid over the lease term	= \$	10681.15
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$	2652.29
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	
i. Base monthly payment	= \$	277.78
j. Monthly sales/use tax (estimated)	+ \$	25.00
k.	+ \$	N/A
l. 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 dollars. 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.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$20 per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$10083.85, plus official fees and taxes.
10. 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

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$	20670.00
b. GMAC administrative fee	+ \$	595.00
c. License/registration/title fees	+ \$	N/A
d. Sales tax	+ \$	N/A
e. Other tax (describe)	+ \$	N/A
f. Optional service contract	+ \$	N/A
g. Optional maintenance contract	+ \$	N/A
h. Optional life insurance	+ \$	N/A
i. Optional disability insurance	+ \$	N/A
j.	+ \$	N/A
k.	+ \$	N/A
l. 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				= \$

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.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$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.

a. Title/lien fees	\$	22.50
b. Registration fees/taxes	\$	N/A
c. License fees/taxes	\$	N/A
d. Sales/use taxes (including tax on capitalized cost reduction)	\$	1200.00
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.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 08/04/09. You are scheduled to return the vehicle on this date. (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE. \$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 lease as follows:

Insurance company name: UNITRIN DIRECT
 Insurance agency name: DIRECT W COMP
 Agency address: PO BOX 509082 SAN DIEGO, CA 92150-
 Agency phone no.: 877-506-0222
 Agent's name: DIRECT W COMP
 Policy no.:
 Deductibles: Collision \$ N/A Comprehensive \$ N/A

Insurance company name:
 Insurance agency name:
 Agency address:
 Agency phone no.:
 Agent's name:
 Policy no.: N/A
 Deductibles: Collision \$ N/A Comprehensive \$ N/A

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.

Insurer name:
 Address:
☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A

10. **OPTIONAL FEES AND TAXES.** You will pay on government fees, and, 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.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 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.

a. Title/lien fees	\$	<u>22.50</u>
b. Registration fees/taxes	\$	<u>N/A</u>
c. License fees/taxes	\$	<u>N/A</u>
d. Sales/use taxes (including tax on capitalized cost reduction)	\$	<u>1200.00</u>
e. Excise taxes	\$	<u>N/A</u>
f. Property taxes	\$	<u>N/A</u>
g. Other (describe)	\$	<u>N/A</u>
h. Other (describe)	\$	<u>N/A</u>
i. Other (describe)	\$	<u>N/A</u>

14. MILEAGE.

Base Mileage Allowance. ☐ 15,000 miles/year. ☒ **Low** mileage: 12,000 miles/year.
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at \$ 20 per mile. If this lease ends 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.**

Total Allowed Mileage on the Odometer at Lease End is 48030 miles.
Starting odometer mileage _____ 30 miles
Base mileage allowance _____ + 48000 miles
Purchased extra miles _____ + 0 miles
_____ + .20 miles

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.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE: X _____ BY: X _____ CO-LESSEE: X _____

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE. I DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT _____ (city) _____ (state) _____ ON _____ AUGUST _____ 05 2005 (month) (day) (year)

LESSEE: X BURNE OLDS CADILLAC INC. BY: X _____ CO-LESSEE: X _____

LESSOR: _____ (SIGNATURE AND TITLE: X AGENT)

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: _____ BY: X AGENT TITLE: _____

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

Agent's name: _____

Policy no.: _____ N/A ☐ Physical 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.

Insurer name: _____

Address: _____

<input type="checkbox"/> Life insurance (<input type="checkbox"/> Lessee <input type="checkbox"/> Co-Lessee <input type="checkbox"/> Both)	Premium \$	<u>N/A</u>
	Coverage limit \$	<u>N/A</u>
<input type="checkbox"/> Disability insurance (Lessee only)	Premium \$	<u>N/A</u>
	Monthly coverage limit \$	<u>N/A</u>

LESSEE'S SIGNATURE: X _____ Age _____

CO-LESSEE'S SIGNATURE: X _____ 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 _____ 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.



WID: 05223 3400 009944-001

New Title Number: [REDACTED]

General Systems Solutions On-Line Registration System

Pennsylvania Department of Transportation Applicant Summary Statement

Transaction: New Title/Transfer Reg		Processor: BURNE OLDSMOBILE CADILLAC/00658946		Processed By: SHARON FENTON	
Purchase Date: Aug 06, 2005		Process Date: Aug 11, 2005/		Temp Reg Date: Aug 05, 2005	
Prev Title No: None		Prev Dup Title Count: 0		State of Origin: None	
VIN: 1G2ZG558364 [REDACTED]		Stock No: 18739		PennDOT Fees	
Vehicle Type: PASSENGER		Condition: [] Police		Sales/Use Tax: 0.00	
VR/Make: 2006/PONT		Body: SDN		Title Fee: 22.50	
Odom Reading: 30		Fuel: G		Lien Fee: 5.00	
Purchase Price: \$0.00		Odom Qual: ACTUAL MILEAGE		Reg/Proc Fee: 0.00	
Owner Information:		Lessee Information:		Dup Reg Fee: 0.00	
VA/II TRIST/C		[REDACTED]		Transfer Fee: 6.00	
555 BUSINESS CENTER DR [] Tenant in		[] JODTF [REDACTED]		Increase Fee: 0.00	
HORSHAM/PA/ [] Survivorship?		[] Retired		Replacement Fee: 0.00	
19044 [] Tenant in		DUNMORE/PA [] Daily Rental		Other Fee: 0.00	
Common?		Mail Code: 2/L/L/L		Total: \$33.50	
Trade In #1 Information:		Lien Holder #1 Information:		Fees & Sales Tax Information:	
VIN: None		GMAC		Tax exempt Reason: RENTAL AND LEASING/02	
VR:		PO BOX 8140		Tax Exempt No: 99270836	
Make:		COCKEYSVILLE/MD		Taxable Sale Price: \$0.00	
Condition:		21030 [] ELT		[] Local Sales Tax Override?	
Allowance:		Lien Holder #2: None		X Rate: 0.06	
Trade In #2: None		Lien Holder #3: None			
Allowance:					
Trade In #3: None					
Allowance:					
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		[REDACTED]		Transferred Tag No:	
		Relation To Applicant: []		[] W/Renewal	
		No of Dup Reg Cards: 0		[] W/Tag Replacement	
				[] W/Tag Exchange	

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

WARNING: The operation of a truck loaded beyond the manufacturer's Gross Vehicle Weight Rating (GVWR) may create unsafe conditions and also void the manufacturer's warranty if damage should 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 overloading. I/we request that the above described vehicle be registered at the gross vehicle weight (RRGW or RRGW) listed above under the provisions of Section 1916(b) of the Vehicle Code as amended by Act No. 8 (1980), approved 2-15-80. I/we acknowledge that I have been warned by the Department of Transportation that loading my truck beyond the manufacturer's gross weight rating may damage 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 vehicle registration(s) for failure to maintain financial responsibility on the currently registered vehicle for the period of registration. I/we further acknowledge that I/we may be subject to a fine not exceeding \$5,000 and imprisonment of not more than two (2) years for any false statement that I/we 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, I am/we are authorized to claim this exemption. I/we further certify that all statements herein are true and correct and make application for certificate of title for the vehicle described above.

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

Detach Here

01 of 01

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY: DEC 31, 2005 VALID: 08/11/05

PLATE: [REDACTED]

TITLE: [REDACTED]

VIN: 1G2ZG558364 [REDACTED]

YR/MAKE: 2006 PONT

TYPE: SDN

WID: 05223 3400 009944-001

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

EMISSION INSPECTION REQUIRED/DIESEL EXEMPT COUNTY: LACKAWANNA

DUNMORE PA



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
[^] Member, AZ Bar
[£] Member, CO Bar
[¥] Member, VT Bar
[§] Member, MI Bar
[°] Member, RI Bar
[¤] Member, NH Bar



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW
www.lemonlaw.com

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

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

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

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

JACQUELINE C. HERRITT^{†,‡}
ROBERT A. RAPKIN[†]
HY DAVID RUBENSTEIN^{†,§}
BARRY R. WINDERMANN[†]
MELISSA K. FIALA^{†,¶}
IRA P. SMADES[†]
DAVID L. LIEBERMAN^{†,*,‡}
ANGELA K. TROCCOLI^{†,§}
FRED DAVIS^{†,¶}
RONALD ROWLAND^{†,¶}
CHRISTOPHER R. HOLLIDAY^{†,¶,§}
AMY L. BENNECOFF^{†,¶}
CHRISTINA GILL ROSEMAN^{†,§}
RICHARD A. SCHOLER^{†,¶}

Of Counsel:
RONNA LUCAS[†]

March 17, 2011

VIA EMAIL ONLY
gmerinfo@gmexpert.com

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

Re: [REDACTED] **v. General Motors Corporation**
Vehicle: 2006 Pontiac G6-GT
Date of Purchase: 08/04/2006
Place of Purchase: RJ Burne Pontiac, Scranton
VIN: 1G2ZG558364 [REDACTED]

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 2000



KIMMEL & SILVERMAN
P.C.

30 East Butler Pike, Ambler, PA 19002

TO:

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

ROBERT M. SILVERMAN**
CRAIG THOR KIMMEL**

* Member, PA Bar
* Member, NJ Bar
* Member, DE Bar
* Member, NY Bar
* Member, MA Bar
* Member, MD Bar
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* Member, AZ Bar
* Member, CO Bar
* Member, VT Bar
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* Member, RI Bar
* Member, NH Bar



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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 [REDACTED]

Dear Sir/Madam:

I am writing this letter is an effort to work out a pre-litigation settlement of the above-captioned 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 *RMS*

RMS\tml
Enclosures

JACQUELINE C. HERRITT**
ROBERT A. RAPKIN**
HY DAVID RUBENSTEIN**
BARRY R. WINDERMANN**
MELISSA K. FIALA**
IRA P. SMADES**
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AMY L. BENNECOFF**
CHRISTINA GILL ROSEMAN**
RICHARD A. SCHOLER**

Of Counsel:
RONNA LUCAS*

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: DEC 31, 2008 VALID: 12/18/07

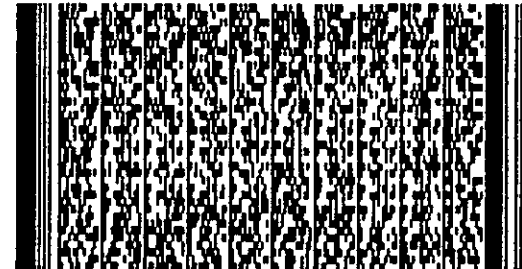
PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 1G2ZG558364 [REDACTED]
YR/MAKE: 2006 PONTIAC
TYPE: SDN
WID: 07352 2605 006058-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: LACKAWANNA

[REDACTED]
DUNMORE PA
[REDACTED]

[REDACTED]
[REDACTED] SIGNATURE [REDACTED]

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



LESSEE (and CO-LESSEE) ("You") name and address, including county

Garaging address (if different)

LESSOR (Retailer)

BURNE OLDS CADILLAC INC.
1205 WYOMING AVENUE
SCRANTON PA 18509-

DUNMORE, PA

Principal driver (if business use)

This 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 back. "We," "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).

- ☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- ☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it 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 _____.
- ☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	PONTIAC G6	SDN	1G2ZG558364	30	<input type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance

Dealer Installed Options: _____

GVW (if truck) _____

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)* \$ 927.28	2. Monthly Payments Your first monthly payment of \$ 302.78 is due on 08/05/2005, followed by 47 payments of \$ 302.78 due on the 5 of each month. The total of your monthly payments is \$ 14533.44	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ N/A Total \$ _____	4. Total of Payments (The amount you will have paid by the end of the lease.) \$ N/A \$ N/A \$ N/A Total \$ 15157.94
---	---	---	--

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery: a. Capitalized cost reduction \$ 500.00 b. First monthly payment \$ 302.78 c. Refundable security deposit \$ N/A d. Title fees \$ 22.50 e. Registration fees \$ N/A f. Sales/use tax \$ N/A g. DOC FEE \$ 55.00 h. OTHER FEES \$ 22.00 i. OLDS FEES \$ 25.00 j. Total \$ 927.28	6. How the Amount Due at Lease Signing or Delivery will be paid: a. Net trade-in allowance \$.00 b. Rebates and noncash credits \$ 500.00 c. Amount to be paid in cash \$ 427.28 d. Total \$ 927.28
--	---

7. Your monthly payment is determined as shown below:

- a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 20870.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).
- 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.

the value of the vehicle at the end of the lease used in calculating your base monthly payment

a. 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

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

i. Base monthly payment

j. Monthly sales/use tax (estimated)

k.

l. Total monthly payment

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. 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.

- 8. Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$ 20 per mile.
- 9. Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for \$ 10083.85, plus official fees and taxes.
- 10. 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.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle \$ 20670.00

b. GMAC administrative fee + \$ 595.00

c. License/registration/title fees + \$ N/A

d. Sales tax + \$ N/A

e. Other tax (describe) + \$ N/A

f. Optional service contract + \$ N/A

g. Optional maintenance contract + \$ N/A

h. Optional life insurance + \$ N/A

i. Optional disability insurance + \$ N/A

j. + \$ N/A

k. + \$ N/A

l. 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 = \$

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.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 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.

a. Title/lien fees \$ 22.50

b. Registration fees/taxes \$ N/A

c. License fees/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.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 08/04/09. You are scheduled to return the vehicle on this date. (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE. \$ 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 lease as follows:

Insurance company name: UNITRIN DIRECT

Insurance agency name: DIRECT W COMP

Agency address: PO BOX 509082 SAN DIEGO, CA 92150-

Agency phone no.: 877-506-0222

Agent's name: DIRECT W COMP

Policy no.: [REDACTED] ☐ Liability ☐ Physical damage

Deductibles: Collision \$ N/A Comprehensive \$ N/A

Insurance company name:

Insurance agency name:

Agency address:

Agency phone no.:

Agent's name:

Policy no.: N/A ☐ Physical 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.

Insurer name:

Address:

f. Property taxes \$ N/A
g. Other (describe) \$ N/A
h. Other (describe) \$ N/A
i. Other (describe) \$ N/A

14. MILEAGE

Base Mileage Allowance. ☐ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.

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

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

Extra Miles. You are buying N/A extra miles at \$ 20 per mile. If this lease ends 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.

Total Allowed Mileage on the Odometer at Lease End is 48030 miles.

Starting odometer mileage 18000 miles

Base mileage allowance 0 miles

Purchased extra miles 20 miles

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.

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A
Coverage limit \$ N/A
☐ Disability insurance (Lessee only) Premium \$ N/A
Monthly coverage limit \$ N/A
LESSEE'S SIGNATURE X Age

CO-LESSEE'S SIGNATURE X 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 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, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE X BY X CO-LESSEE X

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE: 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT SCRANTON PA ON AUGUST 05 2005
(city) (state) (month) (day) (year)

LESSEE X BURNE OLDS CADILLAC INC. BY X CO-LESSEE X AGENT

LESSOR SIGNATURE AND TITLE X

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

BURNE OLDS CADILLAC INC.

LESSOR BY X AGENT

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

671 MONTHLY 11/2001 (5)

Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

Lease Agreement 9

R J BURNE

DUNMORE

PA

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

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/27/06	06	PONTIAC	G6	1G2ZG558364	18739	4506	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	02/28/06	14	00/00/00 00:00		70.00	01	02/28/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
86952						GREEN		1

===== REPAIR LINE 01 =====
FOG LIGHT SWITCH DOES NOT LIGHT UP PARTS ARE IN
OPEN LED IN SWITCH
BILL CODE - W COMPLAINT CODE - OJ
REPLACED FOG LAMP SWITCH
N2232 SWITCH - FOG LAMP 5 M A

GM 22734489 -SWITCH 1
FAIL CODE - 6P

===== REPAIR LINE 02 =====
RATTLE NOISE SOUNDS LIKE EXHAUST IS LOOSE
WORN UPPER ENGINE MOUNT--DIAG WITH CHASSIS EARS, TRIED NEW RF
STRUT, REMOVED FRONT PLASTIC BODY PANELS AND HEAD LAMP, FINALLY FOUND
NOISE IN MOUNT
BILL CODE - W COMPLAINT CODE - NO
REPLACED RIGHT UPPER ENGINE MOUNT
J1506 MOUNT, ENGINE PP 5 M A
OTHER NOISE OLN M A

GM 15235775 -SNUBBER 1
FAIL CODE - 2E

===== REPAIR LINE 03 =====
SEE ATTCHED PAPER FOR A REPROGRAM?
BILL CODE - C NO CHARGE - Y
PROGRAM FOR FUEL GAUGE NOT AVAILABLE YET
DATE RECEIVED - 80585 PAYMENT TYPE - 1 .00

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

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CUSTOMER SIGNATURE

>

LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00

R J BURNE

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

DUNMORE

PA

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CDS	MILES IN	MILES OUT	TAG
03/14/06	06	PONTIAC	G6	1G2ZG558364	18739	5106	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
08/05/05	03/27/06	11	00/00/00 00:00		70.00	01	03/27/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
87263								1

REPAIR LINE 01

FUEL GAUGE DOES NOT READ FULL AFTER TANK IS FILLED

CALIBRATION ERROR

BILL CODE - W COMPLAINT CODE - 03

REPLACED EGR VALVE AND PROGRAM PCM PER SERVICE BULLETIN 06-06-49-008

J7703 EGR VALVE 1 M A

CM 89018175 -VALVE K 1

FAIL CODE - 93

DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00



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CUSTOMER SIGNATURE

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PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
ROTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00

R J BURNE**PONTIAC INC.**

DUNMORE

PA 18509

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CN	MILES IN	MILES OUT	TAG
05/01/06	06	PONTIAC	G6	1G22G558364	18739	6036	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	05/01/06	14	00/00/00 00:00		70.00	01	05/01/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
88315				1				

REPAIR LINE 01

FUEL GAUGE NOT WORKING

OPEN LEVEL SENSOR

BILL CODE -

W

COMPLAINT CODE -

OJ

REPLACED FUEL LEVEL SENSOR

L1197 SENSOR, FUEL LEVEL 8 M A 1.90 28.50 115.98

TOTAL LABOR 28.50 115.98

GM 22677575 -SENSOR 1 95.47 133.66

FAIL CODE - 6P

GM 22682111 -GASKET 1 5.44 7.62

TOTAL PARTS 100.91 141.28

ACCOUNTS

ACCOUNT	COST	DEBIT	CREDIT
263		257.26+	
462	28.50+		115.98-
480	100.91+		141.28-

DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	115.98	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	141.28	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	257.26	CUSTOMER PAY	.00

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INC.

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/29/06	06	PONTIAC	G6	1G2ZG558364	18739	11802	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	12/29/06	49	00/00/00 00:00		75.00	01	12/29/06	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
93740								1

===== REPAIR LINE 01 =====

X CUSTOMER STATES POWER STEERING IS LOCKING UP AT TIMES HARD TO STEER
NNEDS POWER STEERING MODULEBILL CODE - C NO CHARGE - Y
ORDERED PART WILL CALL CUSTOMER WHEN PART COMES IN

===== REPAIR LINE 02 =====

X CUSTOMER STATES FOG LIGHT SWITCH IS NOT LIGHTING UP
SWITCH OPEN CIRCUITBILL CODE - W COMPLAINT CODE - OJ
REMOVE AND REPLACE FOG LAMP SWITCH
N2232 REPLACE 8 M A

GM 15850573 -SWITCH

FAIL CODE - 6G

DATE RECEIVED - 80505 PAYMENT TYPE 1 .00

PONTIAC

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CUSTOMER SIGNATURE

>

LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CBS	MILES IN	MILES OUT	TAG
01/11/07	06	PONTIAC	G6	1G2ZG558364	18739	11766	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	01/11/07	19	00/00/00 00:00		75.00	01	01/11/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
94002				1				

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 - W COMPLAINT CODE - OG

REPLACED POWER STEERING MODULE AND RELEARNED

E7631 MOTOR AND CONTROLL 8 M A

GM 15775370 -MOTOR 1

FAIL CODE - 6C

REPAIR LINE 02

MULTI-POINT VEHICLE INSPECTION

BILL CODE - SP

FREE MULTI-POINT INSPECTION

MULTI MULTI-POINT INSPEC 8 M D

DATE RECEIVED 80505 PAYMENT TYPE 1

PONTIAC

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CUSTOMER SIGNATURE

LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00

R J BURNE*Cadillac*  **PONTIAC**  **INC.**

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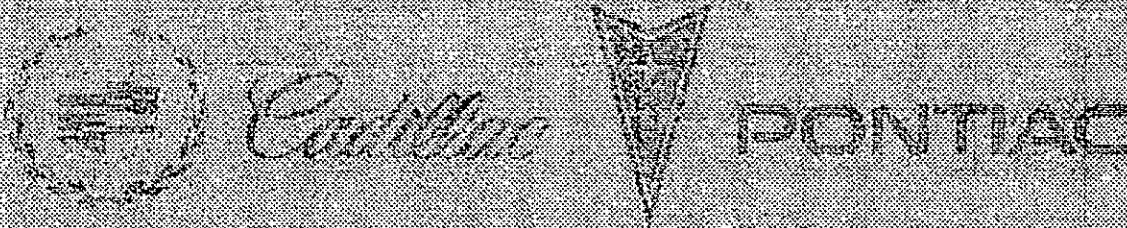
PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/22/07	06	PONTIAC	G6	1G2ZG558364	1B739	11766	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	01/23/07	49	00/00/00 00:00		75.00	01	01/23/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
94194								1

===== REPAIR LINE 01 =====
CUSTOMER STATES STEERING IS MAKING A THUMPING NOISE WHEN TURNING LEFT
OR RIGHT STEERING GETS STIFF WHEN TRYING TO PARK VEHICLE
VEHICLE NEEDS POWER STEERING GEAR
BILL CODE - W COMPLAINT CODE - NR
REMOVE AND REPLACED POWER STEERING GEAR AS PER DOC#1800310 AND ALIGN
FRONTEND ROADTEST OK
E9740 REPLACE 8 M A

GM 15858368 -GEAR 1
FAIL CODE - 93

DATE RECEIVED - 80505 PAYMENT TYPE - 1 .00



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PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00

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CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
10/29/07	06	PONTIAC	G6	1G2ZG558364	18739	17962		
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	10/29/07	49	00:00		75.00	00	10/29/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
100025								1

REPAIR LINE 001

CUSTOMER STATES A THUMPING NOISE IN STEERING AND STEERING FEELS LIKE ITS GETTING STIFF

LACK OF LUBE ON INTERM STEERING SHAFT

LUBE STEERING SHAFT PER BUL 06-02-32-007B

Bill Code - SP No Charge - Y

REPAIR LINE 002

MULTI-POINT VEHICLE INSPECTION

PRERE MUTLI-POINT INSPECTION

Bill Code - SP

MULTI MULTI-POINT INSPEC

21 M D

Total Labor

Total Line



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CUSTOMER SIGNATURE

>

LABOR AMOUNT

PARTS AMOUNT

MISC. SALES

MATERIALS

TOTAL CHARGE

DEDUCTIBLE

SALES TAX

OTHER PAY

CUSTOMER PAY

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CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/04/08	06	PONTIAC	G6	1G2ZG558364	18739	20708	20710	
SERVICE DATE	NOTIFIED	SYN ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
08/05/05	03/03/08	49	00:00		75.00	00	03/03/08	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
101856			000-000-0000					1

Repair Type: NC

REPAIR LINE 001

CUSTOMER STATES STEERING FEELS STIFF AND LOCKING UP

SCAN SYSTEM NO CODES CHECK FOR BULLETINS NONE CALLED TAC DOCH2041891

REMOVE AND REPLACED STEERING COLUMN ROADTEST NOISE GONE

Bill Code - W

Failure Code: 4X

Complaint Code: OG

E7680

STEERING COLUMN REPLACEMENT

8 M A

Total Labor

GM

15926870

COLUMN

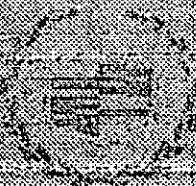
1

Failed Part:

15926870

Total Parts

Total Line

*Cadillac***PONTIAC**

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>

CUSTOMER SIGNATURE

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

VIN: 1G2ZG5583 64 SELLG SCE: 16 MDL YR: 06 ORD NO: JFNHVVH

ODATE: 05/20/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 16 03081
DDATE: 08/05/05 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:

DLVY DOE: 08/08/05 ORDER BY:

CANC:

CANC DOE:

TRADE:

DLVY TO: J PERRI
1322 MARION ST

TRD DOE:

SRVC IN:

DUNMORE

PA 18509

SRVC OUT:

CANC SRVC IN:

BFSO ORD DT:

BFSO CUST:

PRICE ASSUR DT:

PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	16 03081	190088	08/13/05	500.00	OP		0.00	9

PROCESS TYPE: 004

CHECK NO:

SSN:

DATA SCE: GMAC

INC MEMO NO: 190088

AUTH PUR CD:

MISC DATE: 08/05/05

MISC: 0000094137 A2

POLICY PYMT CMNT:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	16 03081	00028654061	08/09/05	28.54	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLVY

INC MEMO NO: 00028654061

AUTH PUR CD:

MISC DATE:

MISC:

POLICY PYMT CMNT:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XJC	01	16 03081	190088	08/13/05	1,390.25	OP		0.00	9

PROCESS TYPE: 004

CHECK NO:

SSN:

DATA SCE: GMAC

INC MEMO NO: 190088

AUTH PUR CD:

MISC DATE: 08/05/05

MISC: 0000094137MEA0

POLICY PYMT CMNT:

ACTV TYPE: 6

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

By: Pat Easley State: PA

Customer Name: [REDACTED]

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

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

In Service Date: 8/5/2005

Vehicle is: New BAC Code: 116996

Vehicle Purchased Used on: {n/a or
mm/dd/yy} at odometer {odometer}Lien holder: GMAC ☒ Other ☐: {Name}DVM requests Purchase Price of
involvement?: No Vehicle: \$ 21,265.00

Was TAC contacted for this vehicle Yes

VEHICLE REPAIR HISTORY☒ Engine/Fuel/Exhaust

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

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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.
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 module.-Replaced 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 shaft.-Lube 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 diagnostic 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 from steering gear. Vehicle needs power steering gear.-Remove 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)
--------	--------	---	--------	---

☒ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. 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 up. -Remove and replace fog lamp switch. OK now.

☒ Other

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

Total days out of service during the presumption period:

Total days out of service during customer's ownership:

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: **1-370626200**

Date & Offer/Result:

Concern:

Date & Offer/Result:

Concern:

Date & Offer/Result:

RECOMMENDATION

RATIONALE

REASON FOR REMOVAL

CRS FINAL OFFER:

DATE:

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

**PLAINTIFF'S FINAL
DEMAND:**

DATE:

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

TEAM MANAGER APPROVING:

Date:

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

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

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

By: Pat Easley State: PA

Customer Name: [REDACTED]

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

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

In Service Date: 8/5/2005

Vehicle is: New BAC Code: 116996

Vehicle Purchased Used on: {n/a or
mm/dd/yy} at odometer {odometer}Lien holder: GMAC ☒ Other ☐: {Name}DVM requests Purchase Price of
involvement?: No Vehicle: \$ 21,265.00

Was TAC contacted for this vehicle Yes

VEHICLE REPAIR HISTORY☒ Engine/Fuel/Exhaust

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

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 module.-Replaced 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 shaft.-Lube 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 diagnostic 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 gear.-Remove 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)
--------	--------	---	--------	---

☒ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. 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 up. -Remove and replace fog lamp switch. OK now.

☒ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1-9-06	85969	1	3,340	LOF
1-9-06	85970	1	771	RECALL 05094. Sun visor recall parts are in.-Replaced 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
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Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrateer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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

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



CHECK No. [REDACTED]

50-937
213

DATE 04/04/08 *****505 DOLLARS *****72 CENTS *****505.72 AMOUNT

PAY
TO THE
ORDER
OF

ENCINO CA

North American Operations
General Motors Corporation
Disbursement Account

[Signature]
SIGNATURE

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

AUDIT



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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000065
VENDOR NAME [REDACTED]

CHECK NO. [REDACTED]
PAYMENT DATE 04/04/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52FX5F [REDACTED]	04/03/08 71-616171	VM-1-A6X9I1 797.1-A6X9I1	00.0000	505.72	.00	505.72
TOTAL				505.72	.00	505.72

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

M3

March 17, 2011

[REDACTED]
Encino, CA [REDACTED]

Service Request: 71-616171797
Customer Relationship Specialist: Paula Miller

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$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.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Encino, CA

SANTA CLARITA
CA 913
26 MAR 2008 PM 6 L

LET US DARE TO REMAIN
THINK, SPEAK AND
John Adams, 1765
POWER OF THE PEOPLE



USA FIRST-CLASS FOREVER

MAR 31 2008

Reimbursement Department

P.O. Box 33170

Detroit, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 03/26/08

17-Digit Vehicle Identification Number (VIN): 1G1ZS52FX5F [REDACTED]

Mileage at Time of Repair: 37,560 Date of Repair: 11/03/06

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Encino State: CA ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 506.00 rounded up \$505.72

The following documentation must accompany this claim form. *Exact*

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.
Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433

RECEIVED

CUSTOMER NO. 18654	ADVISOR BRUCE VIVIANI	TAG NO. 216	INVOICE DATE 11/03/06	INVOICE NO. CVCS112122
ENCINO, CA	LABOR RATE	MILEAGE 37,560	COLOR GOLD/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZS52FX5F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.D. DATE 11/02/06	
COMMENTS				

JOB# 1 CHARGES

LABOR
J# 1 45CVZ STEERING/SUSPENSION HOURS: 2.00 TECH(S):226 170.00
CUST STATES STEERING FEELS ROUGH
C0460 STEERING POSITION SENSOR AND STEERING CLUNKING
REPLACED STEERING COLUMN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15926870	COLUMN 6.518	359.00	359.00
TOTAL - PARTS					359.00

MISC	CODE	DESCRIPTION	CONTROL NO	
		2SNR SENIOR DISCOUNT		-52.90
TOTAL - MISC				-52.90

JOB# 1 TOTALS

LABOR	170.00
PARTS	359.00
MISC	-52.90
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	476.10

JOB# 2 CHARGES

LABOR
J# 2 45CVZ01 STEERING & SUSP. HOURS: TECH(S):226 0.00
CUST STATES POWER STEERING LIGHT COMES ON IN RADIO DISPLAY
SEE LINE #1

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 00CVZ QUICK SERVICE HOURS: TECH(S):226 0.00
RESET MAINT LIGHT
SEE LINE #1

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 40CVZ BRAKES HOURS: TECH(S):226 0.00
INSP AND ADVISE
FRONT AND REAR BRAKES WITHIN FAC SPECS

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

*Power Steering
Light Came On
(message)*

*(rounded)
+ 30.00 tax
on Parts of
8.25%
= 506.10*

*Receipt
for Payment
on 2nd*

*Page
attached*

SANTA MONICA AUTO GR
3223 SANTA MONICA BLVD
SANTA MONICA, CA 90404
310-828-4424

Merchant ID: 801024898
Term ID: 001734000801024489800

Sale

VISA Entry Method: Swiped
Total: \$ 631.10
11/03/06 17:12:27
Inv #: 000019 Appr Code: 171027
Apprvd: Online

Customer Copy

THANK YOU



SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.
Santa Monica, CA 90404
(310) 828-4424 • Fax: (310) 453-5433

1 COPY

ADVISOR BRUCE VIVIANI	216	TAG NO. 3790	INVOICE DATE 11/03/06	INVOICE NO. CVCS112122
LABOR RATE	LICENSE NO.	MILEAGE 37,560	COLOR GOLD/	STOCK NO.
YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 1 G 1 Z S 5 2 F X 5 F			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		P.O. NO.	R.O. DATE 11/02/06	
COMMENTS				

LABOR
J# 5+00CVZ105 BRAKE SYST. FLUSH HOURS: TECH(S):226 70.00
FLUSH BRAKE SYSTEM
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	01532	BRK FLUSH	32.95	32.95
TOTAL - PARTS					32.95

G.O.G. & SUPPLIES				
0.5 BRAKE FLUID	@	29.950	/UNIT	14.98
TOTAL - GOG				14.98

MISC	CODE	DESCRIPTION	CONTROL NO	
	1HAZ	HAZ.WASTE REMOVAL		3.50
TOTAL - MISC				3.50

JOB# 5 TOTALS

LABOR	70.00
PARTS	32.95
G.O.G.	14.98
MISC	3.50

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 121.43

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$175.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$687.00 (+TAX) ON 11/02/06 AT 11:48am
BY SHIRLEY HALL COMMENTS AUTH

TOTALS
PARTS DESIGNATED WITH AN ASTERRISK (*) INDICATE LIMITED
LIFETIME SERVICE-GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

TOTAL LABOR	240.00
TOTAL PARTS	391.95
TOTAL SUBLET	0.00
TOTAL G.O.G.	14.98
TOTAL MISC CHG.	3.50
TOTAL MISC DISC	-52.90
TOTAL TAX	33.57

TOTAL INVOICE \$ 631.10

CUSTOMER SIGNATURE



0000

U.S. POSTAGE
PAID
JAMAICA, NY
11430
FEB 22, 08
AMOUNT

\$5.94
00054243-11

Via Certified Mail
Return Receipt
Requested.

MAR 04 2008

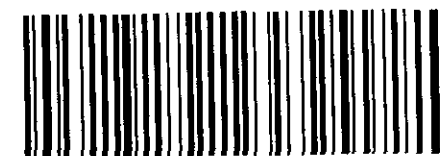
General Motors Corp.
33170 DETROIT, MI

48232-5170

MAR 03 2008

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL™



7002 2410 0001 6768 2037

FOREST HILLS, N.Y.

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

GENERAL MOTORS CORPORATION
33170 DETROIT, MICHIGAN
48232-5170

FEBRUARY 21, 2008

ATTN: GENERAL MANAGER

SUBJECT: 2005 MALIBU MAXX VIN 1G1ZU648X5F

GENTLEMEN:

THE ABOVE MENTIONED VEHICLE HAS BEEN 5 TIMES (REPEAT FIVE TIMES)
IN SERVICE FOR STEERING PROBLEMS.

ON 3-01-06 MILEAGE 11,165 MEYER CHEVROLET 6115 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 AND ALSO WITH
YOUR OFFICE IN TOLEDO, OHIO. I WAS UNABLE TO SEND CERTIFIED MAIL
TO A P.O. BOX, HENCE I'M SENDING MY COMPLAINT TO DETROIT WITH A
REMINDER TO YOU PEOPLE, THAT THE NEW YORK STATE LEMON LAW APPLIES
AND I'M REQUESTING A SETTLEMENT UNDER 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.

SINCERELY,



6115 Metropolitan Avenue
P.O. BOX 790147

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
34CVZZ12000	12,000 MI SERVICE	MI	235.95	34CVZZ15	15,000 MI SERVICE	MO	24.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/12/05	209998	9100	178	415	C	09CVZZ1	HEATER-A/C CONTROLS
11/08/05	209068	8769	991	415	C	11CVZZCOOL	COOLING SYSTEM
05/12/05	203300	3600	178	908	W	16CVZZHASY	REP HORN(S)
02/23/05	200817	1932	178	908	W	04CVZZ2	BRAKES GEN.
				916	C	04CVZZBRKNOISE	BRAKE NOISE
						02CVZZMISS	MOBILE 1 SERVICE

SALESPERSON NO. 123

ROBERT MASOOMIAN

S E R V I C E

STATE REG# 6410522

VEHICLE ID NO 1G1ZU648X5F		YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/2		PRODUCTION DATE 12/03/04		STOCK NO 5261		LICENSE NO [REDACTED]		R.O. NO 212279	
FOREST HILLS, NY		CUSTOMER NO 53601		SERVICE CONTRACT GMPP		DELIVERY DATE 12/03/04		DELIVERY MILES 10		SELLING DEALER NO. [REDACTED]	
		COLOR GALAXY SILV MET/G		CONTRACT NO [REDACTED]		EXPIRATION DATE 12/03/10		EXPIRATION MILES 60,000		TAG NO 7958	
TURBO CVZZ		AIR COND [REDACTED]		P.S. [REDACTED]		TRANS [REDACTED]		MILEAGE 11,165		ADVISOR NO. 178	
								ADVISOR ROBERT ROMANO			

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I ALSO 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 VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FOR GM CARS ONLY. ALL OTHER PARTS ARE COVERED FOR 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST.

STORAGE CHARGE IS \$50.00 PER DAY 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

TERMS: CASH, APPROVED CHECK, APPROVED DEBIT CARD, OR CREDIT CARD

TIME RECEIVED: **08:16am** DATE/TIME PROMISED: **03/01/06 07:00pm** PRIORITY: **4**

APPOINTMENT: ☐ Yes ☒ No

LABOR RATE: **99.50**

X _____ CUSTOMER'S SIGNATURE

W 05CVZZ STEERING
CUSTOMER STATES-STEERING TIGHT HARD TO STEER

W 04CVZZ2 BRAKES GEN.
CUSTOMER STATES-PARKING BRAKE NOT HOLDING

NOTE! SERVICE CUSTOMERS, YOU WILL BE NOTIFIED UPON COMPLETION OF SERVICE OR INFORMATION IS NEEDED. DO NOT ASSUME SERVICE IS COMPLETE UNLESS NOTIFIED BY SERVICE DEPT. THANK YOU FOR YOUR PATIENCE!

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO

TYPE: INITIALS

NYC • DCA. LIC. NO. 1017511
NYS • DLR. LIC. NO. R-6410522

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED - - - - - SAVE ☐ SAVE PARTS INITIALS

ALL VEHICLES MUST BE PAID IN FULL BEFORE RELEASED.

ADD'L WORK APPROVED \$ CONTACTED ☐ VIA PHONE ☐ IN PERSON ☐ PHONE WHEN READY ☐ YES ☐ NO

OK'D BY DATE A P

CALLED BY PHONE CALLED

TEAR DOWN FOR ESTIMATE ONLY RE-INSPECTION ESTIMATE PARTS & LABOR

X \$ INITIALS AMOUNT \$

ALL PARTS ARE NEW EXCEPT AS NOTED

"NEW YORKS OLDEST CHEVROLET DEALERSHIP"



6115 Metropolitan Avenue
P.O. BOX 790147
MIDDLE VILLAGE, NEW YORK 11379
Phone: (718) 821-7650
Fax: (718) 821-5801

CUSTOMER NO. 53601	ADVISOR ROBERT ROMANO	TAG NO. 178	INVOICE DATE 03/01/06	INVOICE NO. CVCS212279
99.50	11,165	05/CHEVROLET/MALIBU/2	12/03/04	5261
FOREST HILLS, NY	161ZU648X5F	03/01/06	10	
COMMENTS				

LABOR & PARTS
J# 1.05CVZZZ STEERING HOURS: 4.15 TECH(S):415 WARRANTY
CUSTOMER STATES-STEERING TIGHT HARD TO STEER
C0176
REPLACED S/COL REM
VEHICLE IS OPERATING TO MANUFACTURES SPECS & AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88967179	S/COL REM 6.518		
JOB # 1	-1	88967179	CORE RETURN		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2.04CVZZZ BRAKES GEN. HOURS: 0.00 TECH(S):415 WARRANTY
CUSTOMER STATES-PARKING BRAKE NOT HOLDING

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

TOTALS

*****	TOTAL LABOR....	0.00
* [] CASH [] VISA/MC [] CHECK#	TOTAL PARTS....	0.00
*	TOTAL SUBLET...	0.00
* [] AMEX [] GMPP [] MRP [] MIC	TOTAL G.O.G....	0.00
*	TOTAL MISC CHG.	0.00
* [] CHARGE [] DISCOVER [] DEBIT CARD	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00

THANK YOU! WE VALUE YOUR BUSINESS!

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

17 COPY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FOR GM CARS ONLY. ALL OTHER VEHICLES ARE 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

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TERMS: STRICTLY CASH, CERTIFIED CHECK OR APPROVED CREDIT CARD.

N.Y.S. MV R/S REG. No. R-6410522 N.Y.C. CONSUMER AFFAIRS LIC. No. 1017511

CUSTOMER SIGNATURE X



6115 Metropolitan Avenue
P.O. BOX 790147

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
34CVZZZ	27,000 MI SERVICE	MO	24.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/01/06	212279	11165	178	415	W	05CVZZ	STEERING
12/12/05	209998	9100	178	415	W	04CVZZZ	BRAKES GEN.
11/08/05	209068	8769	991	415	C	09CVZZ1	HEATER-A/C CONTROLS
				908	C	11CVZZCOOL	COOLING SYSTEM
				908	W	16CVZZHASY	REP HORN(S)
					W	04CVZZZ	BRAKES GEN.

SALESPERSON NO. 123 ROBERT MASOOMIAN SERVICE STATE REG# 6410522

VEHICLE I.D. NO. 1G1ZU648X5F		YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/2		PRODUCTION DATE 12/03/04	STOCK NO 5261	LICENSE NO. 223944	R.O. NO. 04/10/07
CUSTOMER NO. 53601		SERVICE CONTRACT GMPP		DELIVERY DATE 12/03/04	DELIVERY MILES 10	SELLING DEALER NO.	R.O. DATE 04/10/07
COLOR GALAXY SILV MET/C		CONTRACT NO.		EXPIRATION DATE 12/03/10	EXPIRATION MILES 60,000	TAG NO. 8163	
TURBO CVZZ		M/MC CVZZ		AIR COND.	P.S.	TRANS.	MILEAGE 19,743
ADVISOR NO. 178		ADVISOR ROBERT ROMANO					

FOREST HILLS, NY

TIME RECEIVED **07:14am** DATE/TIME PROMISED **04/10/07 07:00pm** PRIORITY

APPOINTMENT ☒ Yes ☐ No

LABOR RATE **102.00**

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I ALSO 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 EXPENSE MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FOR GM CARS ONLY. ALL OTHER PARTS ARE COVERED FOR 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST. STORAGE CHARGE IS \$50.00 PER DAY 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT. TERMS: CASH, APPROVED CHECK, APPROVED DEBIT CARD, OR CREDIT CARD.

JOB

1. **W 16CVZZT SINOP TURN SIGNAL(S) INOP**
CUSTOMER STATES-LT SIDE INOP

2. **W 16CVZZHRNINOP HORN INOP**

3. **W 05CVZZ STEERING**
CUSTOMER STATES-STEERING MAKES NOISE

NOTE! SERVICE CUSTOMERS, YOU WILL BE NOTIFIED UPON COMPLETION OF SERVICE OR INFORMATION IS NEEDED. DO NOT ASSUME SERVICE IS COMPLETE UNLESS NOTIFIED BY SERVICE DEPT. THANK YOU FOR YOUR PATIENCE!

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO

TYPE: INITIALS

NYC • DCA. LIC. NO. 1017511
NYS • DLR. LIC. NO. R-6410522

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED ----- SAVE ☐ SAVE ☐ INITIALS

ALL VEHICLES MUST BE PAID IN FULL BEFORE RELEASED.

ADD'L WORK APPROVED	CONTACTED	PHONE WHEN
	<input type="checkbox"/> VIA PHONE	READY
\$	IN PERSON <input type="checkbox"/>	<input type="checkbox"/> YES <input type="checkbox"/> NO
OK'D BY	DATE	A P
CALLED BY	PHONE CALLED	
TEAR DOWN FOR ESTIMATE ONLY	RE-INSPECTION ESTIMATE PARTS & LABOR	
X INITIALS \$ AMOUNT	\$	

ALL PARTS ARE NEW EXCEPT AS NOTED

COPY

"NEW YORKS OLDEST CHEVROLET DEALERSHIP"



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Phone: (718) 821-7650
Fax: (718) 821-5801

Body and Collision Sp

CUSTOMER NO. 53601	ADVISOR ROBERT ROMANO 178	TAG NO 8163	INVOICE DATE 04/10/07	INVOICE NO. CVCS223944
[REDACTED] FOREST HILLS, NY	LABOR RATE 102.00	MILEAGE 19,743	COLOR GALAXY SILV	STOCK NO. 5261
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/2		DELIVERY DATE 12/03/04	DELIVERY MILES 10
	VEHICLE I.D. NO. 1G1ZU648X5F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/10/07	
COMMENTS				

LABOR & PARTS
J# 1 16CVZZTSINOP TURN SIGNAL(S) INOP. HOURS: TECH(S):945 WARRANTY
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
JOB # 1	1	9441839	BULB LP 8.991		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 16CVZZHRNINOP HORN INOP HOURS: TECH(S):945 WARRANTY
VEHICLE IS OPERATING TO MANUFACTURES SPECS & AS DESIGNED.

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

J# 3 05CVZ7 STEERING HOURS: TECH(S):945 WARRANTY
CUSTOMER STATES-STEERING MAKES NOISE
FAULTY STEERING GEAR
REPLACED STEERING GEAR
VEHICLE IS OPERATING TO MANUFACTURES SPECS & AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	15858368	GEAR 6.508		
JOB # 3	-1	15858368	CORE RETURN		
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	43554		04/10/07	CAR SERVICE	
				TOTAL - SUBLET	0.00

TECHNICIAN CERTIFICATION 945 BRIAN L RAMSAMMY 1A4

Copy

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N.Y.S. MV R/S REG. No. R-6410522 N.Y.C. CONSUMER AFFAIRS LIC. No. 1017511

CUSTOMER SIGNATURE X



6115 Metropolitan Avenue
P.O. BOX 790147
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
34CVZZ33	33,000 MI SERVICE	MO	24.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	226711	21988	966	168	C	04CVZZBRKSVC	BRAKE SERVICE
04/10/07	223944	19743	178	168	W	04CVZZ3	DASH BRAKE LITE ON
				945	W	16CVZZTSINOP	TURN SIGNAL(S) INOP
				945	W	16CVZZHRNINOP	HORN INOP
03/01/06	212279	11165	178	945	W	05CVZZ	STEERING
				415	W	05CVZZ	STEERING

SALESPERSON NO. 123 ROBERT MASOOMIAN SERVICE STATE REG# 6410522

VEHICLE ID NO 1G1ZU648X5F	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/2	PRODUCTION DATE 5261	STOCK NO 227431
CUSTOMER NO. 53601	SERVICE CONTRACT GMPP	DELIVERY DATE 12/03/04	DELIVERY MILES 10
COLOR GALAXY SILV MET/G	CONTRACT NO	EXPIRATION DATE 12/03/10	EXPIRATION MILES 60,000
TURBO CVZZ	MMR CVZZ	AIR COND P S	TRANS 22,667
MILEAGE 22,667	ADVISOR NO 966	ADVISOR BENIGELIZ	
TIME RECEIVED 07:18am	DATE/TIME PROMISED 08/14/07 07:00pm	PRIORITY 4	LABOR RATE 102.00

APPOINTMENT
☒ Yes
☐ No

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CUSTOMER'S SIGNATURE

<p>COMMENTS : COME BACK!!</p> <p>1 W * 05CVZZ STEERING CUSTOMER STATES-STEERING WHEEL MAKES NOISE</p> <p>2 W * 16CVZZ1 CHASSIS ELECTRIC GEN CUSTOMER STATES-LT SIDE TURN SIGNAL INOP CK TRUNCK LITE OUT</p> <p>3 C * 04CVZZBRKPULS BRAKES PULSATE</p>	<p>NOTE! SERVICE CUSTOMERS, YOU WILL BE NOTIFIED UPON COMPLETION OF SERVICE OR INFORMATION IS NEEDED. DO NOT ASSUME SERVICE IS COMPLETE UNLESS NOTIFIED BY SERVICE DEPT. THANK YOU FOR YOUR PATIENCE!</p> <p>DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>TYPE: <input type="text"/></p> <p>NYC • DCA. LIC. NO. 1017511 NYS • DLR. LIC. NO. R-6410522</p> <p>REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED SAVE <input type="checkbox"/> SAVE <input type="checkbox"/> INITIALS <input type="text"/></p> <p>ALL VEHICLES MUST BE PAID IN FULL BEFORE RELEASED.</p> <p>ADD'L WORK APPROVED <input type="checkbox"/> VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/> READY <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>OK'D BY <input type="text"/> DATE <input type="text"/> A P</p> <p>CALLED BY <input type="text"/> PHONE CALLED <input type="text"/></p> <p>TEAR DOWN FOR ESTIMATE ONLY <input type="text"/> RE-INSPECTION ESTIMATE PARTS & LABOR <input type="text"/></p> <p>ALL PARTS ARE NEW EXCEPT AS NOTED</p>
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COPY

"NEW YORKS OLDEST CHEVROLET DEALERSHIP"



6115 Metropolitan Avenue
P.O. BOX 790147
MIDDLE VILLAGE, NEW YORK 11379
Phone: (718) 821-7650
Fax: (718) 821-5801

John Doe Collection Sp

CUSTOMER NO. 53601	ADVISOR BENIGIELIZ	966	TAG NO. 455	INVOICE DATE 08/14/07	INVOICE NO. CVCS227431
	LABOR RATE 102.00		MILEAGE 22,667	COLOR GALAXY SILV	STOCK NO. 5261
FOREST HILLS, NY	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/2	DELIVERY DATE 12/03/04		DELIVERY MILES 10	
	VEHICLE I.D. NO. 1G1ZU648X5F	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/14/07		
COMMENTS					

LABOR & PARTS
J# 1 05CVZZ STEERING HOURS: TECH(S):168 WARRANTY
CUSTOMER STATES-STEERING WHEEL MAKES NOISE
FAULTY GEAR ASSEMBLY
REPLACED P/S GEAR ASSEMBLY
VEHICLE IS OPERATING TO MANUFACTURES SPECS & AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15858368	GEAR 6.508		
JOB # 1	-1	15858368	CORE RETURN		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 16CVZZ1 CHASSIS ELECTRIC GEN HOURS: TECH(S):168 WARRANTY
CUSTOMER STATES-LT SIDE TURN SIGNAL INOP
CK TRUNCK LITE OUT
PART ON ORDER.

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

J# 3 04CVZZBRKPULS BRAKES PULSATE HOURS: TECH(S):168
BRAKES LOW
CUSTOMER REFUSED REQUIRED MAINTANANCE SERVICE.

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

SUBLET-PO#-VEND INV#-INV.DATE-DESCRIPTION-
JOB # 1 44691 08/14/07 CAR SERVICE.
TOTAL - SUBLET WARRANTY 0.00

COMMENTS-
COME BACK!!

1 COPY

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N.Y.S. MV R/S REG. No. R-6410522
N.Y.C. CONSUMER AFFAIRS LIC. No. 1017511

CUSTOMER SIGNATURE X

Customer Number: 220839

Invoice No: 862913

INVOICE



PAGE 1

**CHEVROLET
SERVICE CENTER**

 1055 ROUTE 88 • LAKEWOOD, NJ 08701
(732) 363-1200

FOREST HILLS, NY

Home: [REDACTED] Bus:

Cell: [REDACTED]

Email:

SERVICE ADVISOR: 6421 NICHOLAS C ALDARELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	CHEVROLET MALIBU	1G1ZU648X5F		23784 23784	T467	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03DEC04			16:12 05OCT07		0.00	CASH	05OCT07
R.O. OPENED		READY	OPTIONS: ENG:3.5_Liter_SF1				
09:53 05OCT07		15:20 05OCT07					

A CUSTOMER STATES THAT VEHICLE HAS KNOCK IN STEERING NOISE HAPPENS
MOSTLY WHEN TURNING SLOW STEERING GEAR HAS BEEN REPLACED 2
TIMES AT OTHER DEALERSHIP CUSTOMER HAS CASE WITH GM CHECK AND
ADVISE

CAUSE: NOSIY

 03CVZ STEERING SYSTEM
6257 WC

(N/C)

LUBE STEERING SHAFT.

B CUSTOMER DECLINES MENU/MULTI POINT INSP
CDS CUSTOMER DECLINES MENU/MULTI POINT INSP
6257 WC

(N/C)

"SINCE 1937 A NAME YOU CAN TRUST"

CHEVROLET

Tired of waiting on hold?

Making a service appointment just

Got easier...

Visit us @ www.Pinebeltcars.com

24 hours a day to make your next

appointment

"SINCE 1937 A NAME YOU CAN TRUST"

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
DISC. / DED. -	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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

CUSTOMER SIGNATURE

"NEW YORKS OLDEST CHEVROLET DEALERSHIP"



6115 Metropolitan Avenue
P.O. BOX 790147

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
34CVZZ36	36,000 MI SERVICE	MO	318.25				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/14/07	227431	22667	966	168	W	05CVZZ	STEERING
				168	W	16CVZZ1	
07/18/07	226711	21988	966	168	C	04CVZZBRKPULS	BRAKES PULSATE
				168	C	04CVZZBRKSVCSVC	
04/10/07	223944	19743	178	168	W	04CVZZ3	DASH BRAKE LITE ON
				945	W	16CVZZTSINOP	TURN SIGNAL(S) INOP

SALESPERSON NO. 123

ROBERT MASOOMIAN

S E R V I C E

STATE REG# 6410522

VEHICLE ID NO 1G1ZU648X5F		YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/2		PRODUCTION DATE 5261	STOCK NO. 231675	LICENSE NO. 231675	R.O. NO. 231675
CUSTOMER NO. 53601		SERVICE CONTRACT GMPP		DELIVERY DATE 12/03/04	DELIVERY MILES 10	SELLING DEALER NO. 01/22/08	R.O. DATE 01/22/08
COLOR GALAXY SILV MET/G		CONTRACT NO.		EXPIRATION DATE 12/03/10	EXPIRATION MILES 60,000	TAG NO. 716	
TURBO CVZZ	W/MC	AIR COND	P.S.	TRANS	MILEAGE 25,910	ADVISOR NO. 963	ADVISOR JEFFREY FLAGG
<small>I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE I ALSO 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 VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREOF. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FOR GM CARS ONLY. ALL OTHER PARTS ARE COVERED FOR 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST. STORAGE CHARGE IS \$40.00 PER DAY 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT. TERMS: CASH, APPROVED CHECK, APPROVED DEBIT CARD, OR CREDIT CARD.</small>							
TIME RECEIVED 07:57am		DATE/TIME PROMISED 01/23/08 11:30am		PRIORITY 4		LABOR RATE 105.00	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		CUSTOMER'S SIGNATURE					

JOB	1. C 27CVZZMISS	TRANS GENERAL
	SHIFTER DOESN'T SHIFT EASILY	
2. C 05CVZZ	STEERING	
	POWER STEERING IS DIFFICULT WHEN TURNING AT LOW SPEEDS	
3. C 31CVZZFUEL	FUEL GAUGE	
	FUEL GAUGE NOT READING CORRECTLY, ERRATIC READING, INOP AT TIMES.	

NOTE! SERVICE CUSTOMERS, YOU WILL BE NOTIFIED UPON COMPLETION OF SERVICE OR INFORMATION IS NEEDED. DO NOT ASSUME SERVICE IS COMPLETE UNLESS NOTIFIED BY SERVICE DEPT. THANK YOU FOR YOUR PATIENCE!

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO

TYPE: INITIALS

NYC • DCA. LIC. NO. 1017511
NYS • DLR. LIC. NO. R-6410522

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED - - - - - SAVE ☐ SAVE PARTS INITIALS

ALL VEHICLES MUST BE PAID IN FULL BEFORE RELEASED.

ADD'L WORK APPROVED	CONTACTED	PHONE WHEN
	<input type="checkbox"/> VIA PHONE	READY
\$	IN PERSON <input type="checkbox"/>	<input type="checkbox"/> YES <input type="checkbox"/> NO

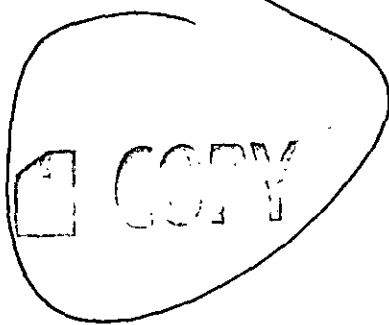
OK'D BY	DATE	A P
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CALLED BY	PHONE CALLED
-----------	--------------

TEAR DOWN FOR ESTIMATE ONLY	RE-INSPECTION ESTIMATE PARTS & LABOR
-----------------------------	--------------------------------------

X \$ INITIALS AMOUNT \$

ALL PARTS ARE NEW
EXCEPT AS NOTED 231675



"NEW YORKS OLDEST CHEVROLET DEALERSHIP"



6115 Metropolitan Avenue
P.O. BOX 790147
MIDDLE VILLAGE, NEW YORK 11379
Phone: (718) 821-7650
Fax: (718) 821-5801

Body and Collision Specialists

CUSTOMER NO. 53601	ADVISOR JEFFREY FLAGG	963	TAG NO. 716	INVOICE DATE 01/23/08	INVOICE NO. CVCS231675
FOREST HILLS, NY	LABOR RATE 105.00	LICENSE NO.	MILEAGE 25,910	COLOR GALAXY SILV	STOCK NO. 5261
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/2			DELIVERY DATE 12/03/04	DELIVERY MILES 10
	VEHICLE I.D. NO. 1G1ZU648X5F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 01/22/08
COMMENTS					MO: 25910

LABOR & PARTS
J# 1 27CVZZMISS TRANS GENERAL HOURS: 0.50 TECH(S): 945 52.50
SHIFTER DOESN'T SHIFT EASILY
LOOSE SHIFTER
SECURED SHIFTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				52.50

J# 2 05CVZZ STEERING HOURS: TECH(S): 945 0.00
POWER STEERING IS DIFFICULT WHEN TURNING AT LOW SPEEDS. That's "BS"
FOUND LOW TIRE PRESSURE ON FRONT TIRES
ADJUST TIRE PRESSURE

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

J# 3 31CVZZFUEL FUEL GAUGE HOURS: 1.80 TECH(S): 945 188.51
FUEL GAUGE NOT READING CORRECTLY, ERRATIC READING, INOP
AT TIMES.
FAULTY SENSOR/FUEL GAUGE
OJ.4X
R&R FUEL LEVEL SENSOR
L1197

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	19153328	SEN KIT 3.107	103.00
JOB # 3 TOTAL PARTS				103.00
JOB # 3 TOTAL LABOR & PARTS				291.51

J# 4 37CVZZGMPPRENT GMPP RENT A CAR HOURS: TECH(S): 945 0.00
UNDER CERTAIN CIRCUMSTANCES, GMPP PROVIDES BASIC TRANS-
PORTATION WHILE YOUR CAR IS BEING REPAIRED. MAXIMUM TIME AL-
LOWED FOR REPAIRS CONSISTING OF 2 OR MORE LABOR HOURS.
ENTERPRISE WILL CHARGE YOUR CREDIT CARD AT TIME OF RENTAL.
ANYONE WISHING TO HOLD RENTAL LONGER, REQUESTING AN UPGRADE,
AND OR ADDITIONAL INSURANCE WILL BE RESPONSIBLE FOR THESE
CHARGES. BE ADVISED IF REPAIRS PERFORMED ARE NOT COVERED BY
YOUR GMPP CONTRACT. ALL CHARGES WILL BE THE RENTERS
RESPONSIBILITY. IF REPAIRS ARE COVERED YOU WILL HAVE TO
SUBMIT RENTAL AGREEMENT AND COPY OF RO TO THE FOLLOWING
ADDRESS: MIC/GMPP CLAIM CENTER, P.O. BOX 6453, CHICAGO, IL, 60680
FOR REIMBURSTMENT OR REFUND. THANK YOU, MEYER CHEVROLET.
GMPP

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

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FOR GM CARS ONLY. ALL OTHER VEHICLES ARE 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED 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 LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

TERMS: STRICTLY CASH, CERTIFIED CHECK OR APPROVED CREDIT CARD.

N.Y.S. MV R/S REG. No. R-6410522

N.Y.C. CONSUMER AFFAIRS LIC. No. 1017511

CUSTOMER SIGNATURE **X**

Reynolds and Reynolds BRANTSHIRE CC204577 Q (01/02)

"NEW YORKS OLDEST CHEVROLET DEALERSHIP"



6115 Metropolitan Avenue
P.O. BOX 790147
MIDDLE VILLAGE, NEW YORK 11379
Phone: (718) 821-7650
Fax: (718) 821-5801

Body and Collision Sp.

CUSTOMER NO.	53601	ADVISOR	JEFFREY FLAGG	963	716	INVOICE DATE	01/23/08	INVOICE NO.	CVCS231675
		LABOR RATE	105.00			MILEAGE	25,910	COLOR	GALAXY SILV
		YEAR / MAKE / MODEL	05/CHEVROLET/MALIBU/2			DELIVERY DATE	12/03/04	DELIVERY MILES	10
		VEHICLE I.D. NO.	1G1ZU648X5F			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		01/22/08		
		BUSINESS PHONE	1-718-995-0037			COMMENTS	MO: 25910		

SUBLET	PC#	VEND	INV#	INV. DATE	DESCRIPTION	TOTAL	SUBLET
MISC							0.00
JOB # 1					STL SVCE TRUCK LALOR DISC		-5.25
JOB # 3					GMPP GMPP	231675	-291.51
					TOTAL - MISC		-296.76

TECHNICIAN CERTIFICATION
945 BRIAN L RAMSAMMY 1AR4

TOTALS

* [] CASH [] VISA/MC [] CHECK# *
* [] AMEX [] GMPP [] MRP [] MIC *
* [] CHARGE [] DISCOVER [] DEBIT CARD *

TOTAL LABOR.... 241.01
TOTAL PARTS.... 103.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -296.76
TOTAL TAX..... 4.40

THANK YOU! WE VALUE YOUR BUSINESS!

TOTAL INVOICE \$ 51.65

CUSTOMER SIGNATURE

*signed with remark
paid under protest.*

COPY

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TERMS: STRICTLY CASH, CERTIFIED CHECK OR APPROVED CREDIT CARD.

N.Y.S. MV R/S REG. No. R-6410522 N.Y.C. CONSUMER AFFAIRS LIC. No. 1017511

CUSTOMER SIGNATURE X

MEYER CHEVROLET INC
61-15 METROPOLITAN AVE
MIDDLE VILLAGE NY 11379
718-821-7650

Sale

ID: 0001

Ref #: 0016

01/23/08

14:14:54

Batch #: 653

VISA

Appr Code: 051308

Inv#: 000016

Total:

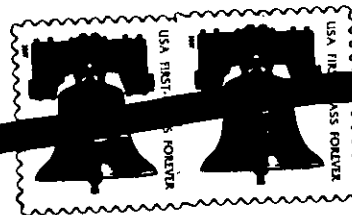
\$ 51.65

Customer Copy

THANK YOU!!



FEB 14 2008



ATTN: MR. SCOTT LAWSON
GENERAL DIRECTOR

CHEVROLET MOTOR DIVISION

P.O. BOX 10054

TOLEDO, OHIO 43682-4074

TOTAL 7 PAGES

COPY

GMPP CLAIM CENTER
P.O.B. 6453
CHICAGO, IL 60680
TO WHOM IT MAY CONCERN:

JANUARY 25.2008

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 BUY A CHEVY TO
SUPPORT THE US ECONOMY AND PAY A CONSIDERABLE 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 I 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.

SINCERELY



CC: MR. SCOTT LAWSON, GENERAL DIRECTOR
CUSTOMER & RELATIONSHIP SERVICES

"NEW YORKS OLDEST CHEVROLET DEALERSHIP"

Meyer

CHEVROLET INC.



6115 Metropolitan Avenue
P.O. BOX 790147

MIDDLE VILLAGE, NEW YORK 11379

Phone: (718) 821-7650

Fax: (718) 821-5801

2

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
34CVZZ36	36,000 MI SERVICE	MO	318.25				

11 COPY

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/14/07	227431	22667	966	168	W	05CVZZ	STEERING
				168	W	16CVZZ1	
07/18/07	226711	21988	966	168	C	04CVZZBRKPULS	BRAKES PULSATE
				168	C	04CVZZBRKSVC	
04/10/07	223944	19743	178	945	W	04CVZZ3	DASH BRAKE LITE ON
						16CVZZTSINOP	TURN SIGNAL(S) INOP

SALESPERSON NO. 123 ROBERT MASOOMIAN

S E R V I C E

STATE REG# 6410522

VEHICLE ID NO 1G1ZU648X5F		YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/2		PRODUCTION DATE 12/03/04		STOCK NO 5261		R.O. NO 231675	
CUSTOMER NO 53601		SERVICE CONTRACT GMPP		DELIVERY DATE 12/03/04		DELIVERY MILES 10		SELLING DEALER NO 01/22/08	
COLOR GALAXY SILV MET/C		CONTRACT NO		EXPIRATION DATE 12/03/10		EXPIRATION MILES 60,000		TAG NO 716	
TURBO CVZZ		AIR COND		P.S.		TRANS 25,910		MILEAGE 963	
ADVISOR JEFFREY FLAGG									
<p>I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I ALSO 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 VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO.</p> <p>THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FOR GM CARS ONLY. ALL OTHER PARTS ARE COVERED FOR 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST.</p> <p>STORAGE CHARGE IS \$80.00 PER DAY 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.</p> <p>TERMS: CASH, APPROVED CHECK, APPROVED DEBIT CARD, OR CREDIT CARD</p>									
TIME RECEIVED 07:57am		DATE/TIME PROMISED 01/23/08 11:30am		PRIORITY 4		LABOR RATE 105.00			
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No									
X _____ CUSTOMER'S SIGNATURE									

JOB

1. 05CVZZ TRANS GENERAL
SHIFTER DOESN'T SHIFT EASILY

2. 05CVZZ STEERING
POWER STEERING IS DIFFICULT WHEN TURNING AT LOW SPEEDS

3. 05CVZZ FUEL GAUGE
FUEL GAUGE NOT READING CORRECTLY, ERRATIC READING, INOP AT TIMES.

NOTE! SERVICE CUSTOMERS, YOU WILL BE NOTIFIED UPON COMPLETION OF SERVICE OR INFORMATION IS NEEDED. DO NOT ASSUME SERVICE IS COMPLETE UNLESS NOTIFIED BY SERVICE DEPT. THANK YOU FOR YOUR PATIENCE!

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO

TYPE:

NYC • DCA. LIC. NO. 1017511
NYS • DLR. LIC. NO. R-6410522

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED ----- SAVE

SAVE PARTS ☐ INITIALS

ALL VEHICLES MUST BE PAID IN FULL BEFORE RELEASED.

ADD'L WORK APPROVED

CONTACTED ☐ VIA PHONE ☐ IN PERSON ☐ YES ☐ NO

PHONE WHEN READY ☐ YES ☐ NO

\$ OK'D BY

DATE

CALL BY

PHONE CALLED

TEAR DOWN FOR ESTIMATE ONLY

RE-INSPECTION ESTIMATE PARTS & LABOR

X \$ INITIALS \$ AMOUNT \$

ALL PARTS ARE NEW
EXCEPT AS NOTED 231675

Meyer
CHEVROLET

6115 Metropolitan Ave.
P.O. BOX 790147
Middle Village, NY 11379

JEFFREY FLAGG
Service Advisor
(718) 821-7650

Mike Mehmeti
Rental Manager Rep
616-628-4400 tel
718-417-1172 fax

enterprise
65-20 Metropolitan Avenue
Middle Village, NY 11379
enterprise.com

OWNER COPY