Body and

6115 Metropolitan Avenue P.O. BOX 790147

MIDDLE VILLAGE, NEW YORK 11379

Phone: (718) 821-7650

Fax: (718) 821-5801

Collision Specialists

53601	DEFFREY F	LAGG	963	716	01/23,		CVCS	5231675
	105.00	U	MILEAGE	25,910			5261	
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			· 5 % ~	•	THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY LABOR AND PARTS COMES FIRST FOR GM CARS ONLY. ALL OTHER VEHICLES ARE 90 DAYS 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:	N.Y.S. MV R/S REG. No. R-6410522
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6115 Metropolitan Avenue P.O. BOX 790147

MIDDLE VILLAGE, NEW YORK 11379

Phone: (718) 821-7650

Fax: (718) 821-5801

Body and Collis Specialists

53601	JEFFREY FLAGG		01/23/08	CVCS23167
	105.00	MILEAGE 25,91	0 GALAXY SILV	
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MEYER CHEVROLET INC 61-15 METROPOLITAN AVE MIDDLE VILLAGE NY 11379 718-821-7650

Sale

ID: 0001 01/23/08 Ref #: 0016 14:14:54

Batch #: 653

VISA

Appr Code: 051308

Inv#: 000016

Total:

0

\$ 51.65

Castomer Gopy THANK YOU!! IN 02:26PM 1/23/08 OUT 08:11AM 1/22/08

ELRAC, INC

RENTER

LOCAL:

(H)

65-20 METROPOLITAN AVENUE 718-628-4400

MIDDLE VILLAGE NY 11379-1618 2484

RENTAL AGREEMENT D952036 PAGE 1 OF 1

24-HOUR DAY

RENTAL TYPE D

SOURCE F89910 - 999

UNIT 1

UNIT # NY173M

LIC# MODEL AVEO

COLOR SILVER IN 27847

27805 OUT

V# KL1TD56636B

FOREST HILLS

2 DAYS

SUMMARY OF CHARGES

MILES

DAY - 24 HOUR PERIOD

NO CHARGE

49.99

99.98

DR. LICENSE

STATE NY EXPIRE 8/02/12 DOB HT WT

EYES S.S.#

HAIR

EMPLOYER

EXPRESS AIRFLIGHT

BILL TO N CUST #

SALES TAX* 13.37 13.37

ADDITIONAL DRIVER

NO OTHER DRIVER PERMITTED

CLAIM INFO

POL/CLAIM/PO#

PERMISSION TO LEAVE STATE

YES X NO

EXTEENDED WARENTY

INSURED

STATES NYNJCT ONLY

CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION

AMOUNT PD.BY TYPE DATE

236.65-VISA RFND 1/23/08

350.00 VISA SALE 1/22/08 029909

TOTAL CHARGES

350.00

REFUND

AUTH

DEPOSITS

236.65-

113.35

TYPE CAR MALIBU MAX

LOSS DATE

SHOP MEYER CHEVRO PHONE 718-821-7650

THEFT ACCIDENT

NAME

CLOSED TICKET PAYMENT INFO

OPENED BY #286C3 ROBERT QUINTANA CLOSED BY #431CX OLA B ELLIS

DESCRIPTION 6116 Metropolitan Avenue PO: Box 790147 MIDDLE VILLAGE, NEW YORK-11379 MALIBU CÁMARO CAVALIER FOREST HILLS WY CORVETTE PHIZM AVEO COBALT · MANAGE VIN 1G1ZU640X5F SSR THIR MASCIONIAN G VAN DEX DAVID ASTRO VAN NYS Required Tire Recycling Fee (\$2.50 per fire) TRUCK the sky the course of the sale of the state of the course of the sale of the s FLEET was arrest technical ferin war was universitative in GM CPP. The Carting EXTRYPER WAR TITE ELEMIRREISRY-AUTOTOIN AND AN OTHER PROPERTY OF THE PROPERTY OF USED CAR RETAIL XH SATELLITE RADIO USED CAR WHILSLE ELECTHRONE PHREVIEW SETONG USED THUCK RETAIL THANKS ASPIL AUTOMENTE ENTE WOOD CAR DEAL NO. *Dealer's optional lee for processing application for registration and/or certificate 45.00 of title and for securing special or distinctive. plates (if applicable). THIS IS NOT A DMV: FEE. *\$45.00" LICENSE A TITLE FEES TOTAL TIME PRICE DEPOSIT CASH ON DELIVERY CHPP WARRANTY 22/60 TODED DE COLDINATE DE PAY-OFF BAL, OWED FIN. CO. FINANCE CONTRACT CHEVY RERATE

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The optional dealer registration of title application processing lee (\$45.00 naximum) are not New York tate of Department of Motor Vehicles lees. Unlass a lien is being recorded of the lealers sued number plates, you may submit your, own application for registration indor certificate of title or for a special or distinctive plate to any motor vehicle ssuing office.

TIME OF DELIVERY.

ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OF INFELED INCEDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ISSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS INSCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.

20288 - TOTAL PRICE 2472 2850

"IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE; MEYER; CHEVROLET, INC. CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONSITION AND REPAIR TO RENDER, UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY, AT THE

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 CHECK NO. **AMOUNT** DATE 04/08/08 XXXX83 CENTS **************882.83** North American Operations General Motors Corporation Disbursement Account PAY TO THE ORDER OF BALTIMORE MD The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. 1 BB 000000027 PAYMENT DATE VENDOR NAME 04/08/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER N DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 04/07/08 VH 1-A7A2LL 71-616176445.1-A7A2LL 00.0000 882.83 .00 882.83 1G1ZT54855F

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TOTAL

882.83

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882.83

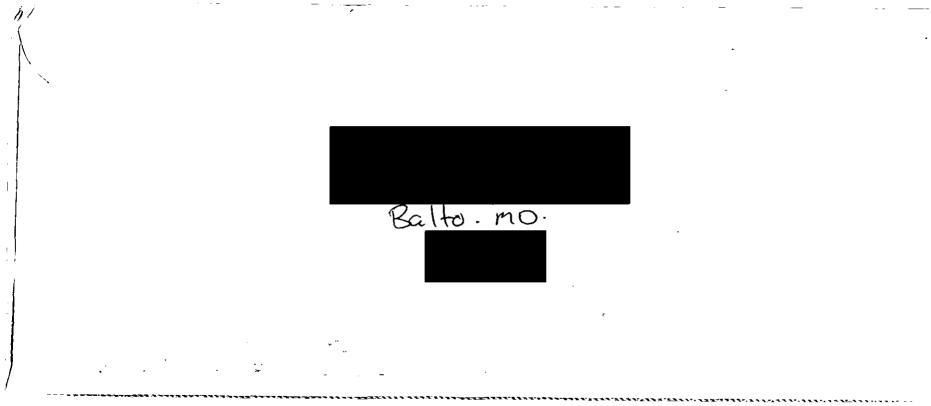
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

BALTIMORE MEZ ZB BLACK ZODA PY MAR 3 1 2008. Reinbursement Department P.O. Box 33170 Detroit, MI 48232-5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: March 12, 2008
17-Digit Vehicle Identification Number (VIN): 1612T54855F
Mileage at Time of Repair: 6510 Date of Repair: 16/100/07
Claimant Name (please print):
Street Address or PO Box Number:
City: Baltimore State: MD ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ \\\ \\\ \\ \\ \\ \\ \\ \ \\ \\ \\ \\
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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).







Baltimore, MD

Dear Charmaine

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

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

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

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

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

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

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



We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson

General Director,

Customer and Relationship Services

Enclosure 07126 Customer Number: 34354

Invoice No: 152093







1940 EAST JOPPA ROAD 410-661-9100

BALTIMORE, MARYLAND 21234 BALTIMORE, MD Cell: Home: Bus: www.jerrysautogroup.com SERVICE ADVISOR: Email: 91 WILLIAM COLE MILEAGE IN / OUT TAG LICENSE COLOR YEAR MAKE/MODEL ... VIN T273 61510 61510 1G1ZT54855FI CHEVROLET MALIBU **GREEN** 05 INV. DATE PROD. DATE WARR. EXP. RATE HAYMENT PROMISED DEL. DATE 16NOV<u>07</u> CASH 18:00 16NOV07 22JUL04 R.O. OPENED READY OPTIONS: ENG:3. 17:37 16NOV07 08:01 15NOV07 08:01 15NOV07 17:37 16NOV07 LIST NET TOTAL LINE OPCODE TECH TYPE HOURS CUSTOMER STATES POWER STEERING WILL JUST LOCK UP WHEN TURNING -- SHE CLAIMS NOT PARKING JUST TURNING\LEFT CAUSE: ELECTRONICS IN STEERING COLUMN FAILING AND INTER. STEERING SHAFT 🥳 IS ALSO NOISBY CDR CUSTOMER DECLINED SUGGESTED REPAIRS TO VEHICLE AT THIS TIME 89.90 89.90 2039 CP 89.90 PARTS: 0.00 LABOR: 89.90 OTHER: 0.00 TOTAL LINE A: ,,,,61510 ELECTRONICS IN STEERING COLUMN FAILING AND INTER.STEERING ,,,, SHAFT IS ALSO NOISEY NEEDS NEW STEERING COLUMN DUE TO LOOSE OF STEERING ,,,, and a new inter, steering shaft due to being noisey also need to perform ,,,,ALIGNMENT EST.\$1170.75 ALSO NEEDS FRONT BRAKE JOB EST.\$224.00 PLUS TAX ,,,COLUMN AND INTERM.STEEREING SHAFT REPLACEMENT.AND ALIGNMENT ,,,, CUSTOMER DID CALL BACK 11D/15/07 12:10PM AND SHE AUTHORIZED STEBRING B STEERING LOCKED WHILE TRYING TO TURN DID THIS TWICE BOTH TIMES WHILE TURNING LEFT INTERMITANT CUST. COULD NOT STEER VEHICLE AT ALL WHEN THIS HAPPENED M REPLACED STEERING COLUMN AND INTERM STEERING SHAFT 2039 CP 449.50 449.50 359.00 359.00 359.00 15926870 COLUMN 1 22687711 SHAFT KIT 149.00 149.00 149.00 957.50 449.50 OTHER: 0.00 508.00 TOTAL LINE B: CAN ALIGN FRONT-END (4 WHEEL) INCLUDES SET TOE-IN & CASTER & CAMBER, DAMAGE 208495 AL4 ALIGN FRONT-END (4 WHEEL) INCLUDES SET TOE-IN & CASTER & CAMBER, CHECK TIE RODS. SHOCKS, BALL JOINTS, TIRE PRESSURES AND WEAR **LIMITED EXPRESS WARRANTY** STATEMENT OF DISCLAIMER

Labor & parts 12 months or 12,000 miles whichever occurs first against defects. Adjustments - Alignments are warranted 90 days or 3000 miles whichever occurs first. Certain parts have a lifetime guarantee as noted on invoice. On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown.

Jerry's Chevrolet Inc., hereby limits implied warranties to the same period.

The factory warranty constitutes all 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 perticular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability to connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	1 1344
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

 Customer Number: 34354

· बिस्कार स

Home:

Invoice No: 152093

Cell:





INVOICE **DUPLICATE 1** PAGE 2 BALTIMORE, MD

Bus:

1940 EAST JOPPA ROAD **BALTIMORE, MARYLAND 21234** 410-661-9100

www.ierrysautogroup.com

Email:					SER	VICE ADVIS	OR: 91 WIL	WWW.Jerry		p.com	
COLOR	YEAR		MAKE/MODEL			VIN	FICEN	ISE M	ILEAGE	N/OUT	TAG
GREEN	05	(CHEVROLET I	MALIBU	1G1ZT	54855F		6	1510	61510	T27
DEL. DATE	PROD.	DATE	WARR. EXP.	PROMIS		PO NO.	RATE	PAYN			DATE
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LIMITED EXPRESS WARRANTY
Labor & parts 12 months or 12,000 miles whichever occurs first against defects. Adjustments - Alignments are warranted 90 days or 3000 miles whichever occurs first. Certain parts have a lifetime guarantee as noted an involce. On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown.

Derry's Chevrolet Inc., hereby limits implied warranties to the same period.

period.

CUSTOMER SIGNATURE

STATEMENT	O۶	DISCLAIMER
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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.

	1
DESCRIPTION	TOTALS :
LABOR AMOUNT	\$ 624.35
PARTS AMOUNT	\$ 508.00
GAS, OIL, LUBE	\$: 0.00
SUBLET AMOUNT	\$ 1 0,00
MISC. CHARGES	\$ 12.38
TOTAL CHARGES	\$ 1144.73
LESS INSURANCE	\$: 0.00
SALES TAX	\$ 26,02
PLEASE PAY THIS AMOUNT	\$ 1170.75

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Crown Classic Banking

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PB

Crown Classic Banking

BALTIMORE, MD

01

10/24/2007 thru 11/23/2007

Account number: Account owner(s):

ner(s):

Account Summary

Opening balance 10/24				\$1,196.92
Deposits and other credits				3,088.34
Interest paid			, ç == 4 -5	0.03 -
Checks		-		3,195.98
Other withdrawals and servi	ce fees			366,53-
Closing balance 11/23			-	\$722.78

Deposits and Other Credits

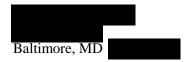
Date	Amount*	Description
11/01	799.45	AUTOMATED CREDIT BALT ASSOC RETAR PAYROLL CO. ID. 1520671428 071101 PPD
11/07	400.00	DEPOSIT
11/15	1,088.89	AUTOMATED CREDIT BALT ASSOC RETAR PAYROLL CO. ID. 1520671428 071115 PPD
11/16	800.00	DEPOSIT
11/23	0.03	INTEREST FROM 10/24/2007 THROUGH 11/23/2007
Total	\$3,088.37	

Interest

Checks

Number	Amount	Date	Number	Amount	Date	Number	Amount	Date
1795	490.00	10/24	1799	73.07	11/05	1803	1,170.75	11/20
1796-	200.00	10/24	1800	68.68	^y 11/21	- Total	\$3,195.98	
1797	300.00	10/29	1801	758.71	11/06			
1798	34.85	10/29	1802	99.92	11/13		,	

March 17, 2011



Service Request: 71-616176445

Customer Relationship Specialist: MJ Mason



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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$882.83.

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.

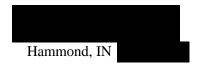
Sincerely,

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 17, 2011



Service Request: 71-616184406

Customer Relationship Specialist: Paul Gambino

Dear

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

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$599.32.

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.

· CHICAGO IL 606-27 MAR ZECIS PRI 1.4. MAR 3 1 2008 REIMBURSEMENT DEPARTMENT P.O. Box 33170

DETROIT MI

4523285170 6050

H-W84 B2H+5113H-1-11

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 3-25-08
17-Digit Vehicle Identification Number (VIN): 1 G 22H 52815 4
Mileage at Time of Repair: 55, 150 Date of Repair: 2-5 + 7-16-07
Claimant Name (please print):
Street Address or PO Box Number:
City: HAM MOND State: IN ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 579.32
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:

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CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



CIRCLE

YPONTIAC-EME AMITSUBISHI

1300 US 41 - P.O. Box 438 Schererville, IN 46375 Phone: (219) 865-4400 Chicago: (773) 221-8124 Service Direct: (219) 865-4500 Fax: (219) 865-4507 SERVICE DEPARTMENT HOURS 7:00 a.m. to 7:00 p.m. M-F 8:00 a.m. to 3:00 p.m. Sat

We accept Cash, Personal Check, Visa, MasterCard, and Discover Card R/O Open Date R/O Number

7/05/07 6057265/1

R/O Close Date Status

7/16/07 Final

Mileage In Mileage Out

55150 55151

Service Advisor/Tag #

Tim Hyde/196*W*

www	v.circleautomotive.com	1		Tim Hyde/196*W*			
			Work Phone	Vehicle Identification Number			
				1G2ZH5281	154:		
OMMAH	ND, IN		Home Phone	Delivery Date	In-Service Date		
					3/01/05		
Year	Make	Model	Body	Color	License Number		
2005	PONTIAC	G6	GT SEDAN				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 36PNZ: STEERING	
CUSTOMER STATES THE POWER STEERING IS INOP ADVISE	
Caused by ADVISED ON CODE C0545, PUT MANY MILES ON	
VEHICLE TO DUPLICATE TO BE ABLE TO DIAGNOSE-	
PROPERLY. STILL COULD NOT DUPLICATE CONCERN	
REPLACED STEERING COLUMN ASSEMBLY - ADVISED	
Work performed by B.R. (898)	299.85
Installed 15926870 :COLUMN (06518-PC) 1@359.00	359.00
CUSTOMER	
Sub Total: Labor: 299.85 Parts:359.00 Total: 658.85	
15% OFF	-98.83
15. 011	-30.03
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	/
A CONTRACTOR OF THE PROPERTY O	y

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of lesting and/or inspectition. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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, inciuding 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. Any limitation contained herein does not apply where prohibited by law.

Parts are warranty 12 months or 12,000 miles from date of installation against defect. Certain restrictions apply.

_	LABOR	299.85
	PARTS	359.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	20.99
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I,D.	18.31
•	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	-98.83
	TOTAL DUE	599.32
	Check 3594	599.32

Thank you, we appreciate your business!

Circle Service Staff

X

(C) 1998 ARKONA, Inc. - Dealership Application Group (500)945-1028

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North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 50-937 CHECK NO. DATE **AMOUNT** 04/22/08 XXXXXXXXXXXXX599 DOLLARS XXXX32 CENTS ***************599.32 North American Operations General Motors Corporation Disbursement Account PAY TO THE ORDER OF HAMMOND IN The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. 1 BB 000000039 PAYMENT DATE VENDOR NAME 04/22/08 INVOICE AMOUNT REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. DISC. AMOUNT NET AMOUNT 04/21/08 VM 1-A6MJNH 71-616184406.1-A6MJNH 599.32 00.0000 599.32 .00 1G2ZH528154 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 **W3** TOTAL 599.32 599.32

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 50-937 CHECK NO. 213 DATE 04/11/08 ********52 DOLLARS AMOUNT XXXX50 CENTS North American Operations General Motors Corporation Disbursement Account GARY IN SIGNATURE: The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000133 PAYMENT DATE VENDOR NAME 04/11/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 04/10/08 71-616344289.1-A6ZA17 52.50 00.0000 52.50 .00 1G1ZT54885F 338 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REINBURSEMENT\OR QUESTIONS CALL 800-462-8782 **W3** 52.50 .00 52.50 TOTAL

GARY IN 464 14 DEC 2007 PM 1 L GARY,IN

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

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48232#5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant						
Date Claim Submitted: 12-14-07						
17-Digit Vehicle Identification Number (VIN): 1G12T54885F						
Mileage at Time of Repair: 55077 Date of Repair: 9-11-07						
Claimant Name (please print):						
Street Address or PO Box Number:						
City: Gay State: IN ZIP Code:						
Daytime Telephone Number (include Area Code):						
Evening Telephone Number (include Area Code):						
Amount of Reimbursement Requested: \$						
The following documentation must accompany this claim form.						
Original or clear copy of all receipts, invoices, and/or repair orders that show:						
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 						
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.						
Claimant's Signature						

Please mail this claim form and the required documents to:

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).





INVOICE

17546 Chicago Avenue Lansing, IL 60438 Phone (708)418-5000



INVOICE # 870

Unit#:

cle

Vin #

1G17T54885E

License:

DETER (10)=1(0)=21(1)7/

e:	2005 Chevrolet Mai	ibu V6-3.5L VIN 8	¥111 #	16121340036		
	The Part Of the Part		e Octor	olion - All Mark		TOLE
	Initial Vehicle Scan	/ Inspection - Includes Mechanier Concern, Raising The Vehic This Inspection Will Apply Tow	ic Scan For F de On The H	aults, Inspecting The oist, Any Shop Supplie	Vehicle As s	
		Power Steering Is Hard To Tu	ım. Please [52.50
	Refund of Initial Ve	hicle Inspection				
			14 C	Subjotalion	discounts	-52.50
	2.6	Diag. For Steering Problem	s. Found Ste	eering Column And PS	CM Faulty.	
	B.14			Subjoille	7 DIAC	272.10
		<u> </u>	- 100 Aug 100			

mated Services:

OND OUR CONTROL.

Install New Steering Column. Install And Program PSCM Steering Column p/n 15926870 PSCM P/n 15775370

T RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES T IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE

Estimate for STE 1.162.54

Service History	Miles	Date	Next Service Due
Alignment	0		No Record of Service
Brake Service	0		No Record of Service
Air Cond Service	0		No Record of Service
Rotate Tires	0		No Record of Service
Transfer Case	0		No Record of Service
Fuel Injection	0		No Record of Service
Differential Service	0		No Record of Service
Synthetic Oil	0		No Record of Service
Brake Inspection	0		No Record of Service
Rotate Tires 7500	0		No Record of Service
Oil Change Service	0		No Record of Service
Transmission	0		No Record of Service
Oil Change Service	0	 +	No Record of Service
Radiator Flush	0		No Record of Service
Tune Up	0		No Record of Service

FLEASE READ CAREFULLY AND SIGN				OQMADOR:	- S
l understand, I will be charged for diagnosis.	Estimated cost:\$	init: Date: / /	Time: am/pm	. Selbe Totel ⇒	
nu may proceed with the above noted inspection, repaired and/or	All labor is calculate	d on an hourly rate.	Payment	Shop Supplies	F
nostics without contacting me.	Alt. Authorizer:	Phone:	Account Cash	· DECOUNG	
iu will not be able to contact me - just repair what is necessary up	Daily charge for storage afte	r 3 working days \$25.00	Check Cr Cd	Otsposal Fee	
00.00 or \$	after customer notified			SUBTIOTIAL #P	
ease inspect and diagnose problems - I understand I will be	I hereby authorize the above materials. You and your emp	· · · · · · · · · · · · · · · · · · ·			
jed a diagnostic fee (amounts may vary). sturn replaced parts, except parts returned to supplier for credit.	testing inspection or deliver	y at my risk. An expressed m	echanic's lien is	TOTAL	1
sturn replaced parts, except parts returned to supplier to credit.	acknowledged on shove yet	ide to secure the amount of	repairs thereto. You will	·	

acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Authorized by:_

Sales

Free

0.00

0.00 272.10 0.00

Fire TUME REPAIR SERVICE - 546 EMICASI AVE -AUGINE, IL 68438 - 725-411-5888

- F- 1. ET - PERICEIRE TIME: 05:42 TERM: 808:

TE TYPE: VI TR TYPE: PR AMOUNT: \$219.60

EXPLOSE TO SUPETING

PEFECHET COPY - KEEP ALL COPIES OF THIS PRINCIPLE COPY.

In-Pact, Inc.

211 W. 76th Avenue Merrillville, IN 46410 Phone: 219.736.1105

Fax: 219,736,2565

Fax Cover Sheet

Date: 3309	Time:			
To: GM Reinbustness Dept.	From:			
Number of pages (including cover sheet):	2		200	
Remarks: This was my depo	x.t fee fiv	nital Webic	4	
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71-589379060 801. 52.5	<u> </u>			
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IN PACT_



INVOICE

17546 Chicago Avenue Lansing, IL 60438 Phone (708)418-5000



ADMIN Initial Vehicle Scan / Inspection - Includes Mechanic Scan For Faults, Inspecting The Vehicle As Partials To Clustomer Concornen, Raising The Vehicle Can The Holest, Any Ship Supplies Necessary. Cost O'This Inspection Will Apply Toward Future Work. Customer Concorn. Customer States That Power Steering Light Is On. Customer Has Continental Affarmanted Warranty. Please Advise Stiticial for Initial Willials Inspection 52.50 Biagnosis To Determine Cause Of Excessive Steering Effort And Steering Light On Dash. Will Perfrom Steering System Diaglehebrical Schematic Reading/troubjeshooting/tasting in Order To Determine The Cause Of The Problem. Estimate for Diagnosis 273.00 Estimate for Diagnosis 273.00 Estimate for Diagnosis 273.00 Differential Service 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	IJnit#:	Úni	314	meter 548	Odo	:	License		1G1ZT54885F	Vin≢:	alibu V6-3.5L VIN 8	2005 Chevrolet Mai	Vehicle: Tech (
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Return replaced parts, except parts returned to supplier for credit. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES EFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE SEYOND OUR CONTROL. Sales To materials. You and your employees may operate above vehicle for purposes of lesting, inspection or delivery at my risk. An expressed mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.	L	Sales Tax		Ses of	resting, inspection or delivery at my risk. An expressed mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You wi not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.				harged a diagnostic fee (amounts may vary).] Return replaced parts, except parts returned to supplier for credit. "NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.				



INVOICE

17546 Chicago Avenue Lansing, IL. 60438 Phone (708)418-5000



lequest # 71-589 374040 INVOICE # 0

	Vehicle: 2005 Chevrolet Malibu V6-3.5L VIN 8 Vin #: 1G1ZT54885F	: Odome	ter 54814	Date: 08-31-2007
	Tech City Part Number Description Each Total			2810. VC531.Z531.
	ADMIN Initial Vehicle Scan / Inspection - Includes Mechanic Scan For Faults, Inspecting The Vehicle As Buttons To Contemps Concern, Region The Vehicle On The Holet, Any Shot Supplies	Service History	Miles Date	Next Service Due
-	Necessary: Cost Of This Inspection Will Apply Toward Falline Work.	Alignment		NO REGISTED OF SURFICE
	Customer Concern: Customer States That Power Steering Light is On. Customer Has	Brake Service	Ø	No Record of Service
	Continental Aftermarket Warranty, Please Advise.	Air Cond Service	0	No Report of Service
		Rotate Tires	0	No Report of Sometime
	Estimated Services:	Transfer Case	0	
	Diagnosis To Determine Cause Of Excessive Steering Effort And Steering Light On Dash. Will Perfrom Steering System Diag/electrical Schematic Reading/troubleshooting/testing	Fuel Injection	0	<u> </u>
	In Order To Determine The Cause Of The Problem.	Differential Service	0	
	Estimate for Diagnosis 273.00	Synthetic Oil	0	4 8 8
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PLEASE REAL CAREFULLY AND SIGN			Valer I linear			
I understand, I will be charged for diagnosis.	Estimated cost:\$ Init: Date: / /	Time: am/pm	Selection == 2 Shop Supplies	Free		
[] You may proceed with the above noted inspection, repaired and/or diagnostics without contacting me.	All labor is calculated on an hourly rate. All Authorizer: Phone:		Shop adoptics Discount	0.00		
[] You will not be able to contact me - just repair what is necessary up to \$500.00 or \$	Daily charge for storage after 3 working days \$25.00 after customer notified		Disposal Fee SUB TOTAL ==>			
	I hereby authorize the above repair work to be done along materials. You and your employees may operate above ve	Sales Tax TOTAL ==>	0.00			
*NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES	testing, inspection or delivery at my risk. An expressed mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Authorized by: Date:					
_	Additionated by		<u> </u>			



Service Request: 71-616344289

Customer Relationship Specialist: Karl McTaggert

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 diagnosed and are happy to inform you that you are being reimbursed for the full amount of the diagnosis. We have enclosed a check in the amount of \$52.50.

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.

Reimbursement Department P. (3). Box 33170 Detroit, MI 48232-5170 48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 3/10/08
17-Digit Vehicle Identification Number (VIN): 1618 764855 F
Mileage at Time of Repair: 37000 Date of Repair: 3/28/07
Claimant Name (please print):
Street Address or PO Box Number
City: Cold Spring State: MN ZIP Code:
Daytime Telephone Number (include Area Code)
Evening Telephone Number (include Area Code)
Amount of Reimbursement Requested: \$ 112.37 and 90.00 for afigures .
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. wf The Vehicle Identification Number (VIN) of the vehicle that was repaired. wf 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. wf 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 Claim Form

. Name and address of the person who paid for the repair.

	* W
Cold Spring Minnesota	
.VIN # 1G1ZT64855F	

What problem occurred, what repair was done, when it was? done, and who did it?

Vehicle having Steering Clunk when turning Left or Right. 9/11/07.

Main Motors 435 W. Main St. Anoka, MN 55303 (763-421-2700)

The total cost of the repair expenses that is being claimed?

#87227 Power steering rack/alignment warranty
#87227 Grease Pack \$104.50 continued noise and clunking
#87227 Alignment \$86.95

\$195.45

Dates paid 4-23-07 and 9-11-07 If question about payment contact Main Motors In Anoka (763-421-2700). I do not give out my credit car or check number. Main motors have that information for who paid for the repairs. Identity theft. reasons. I was very satisfied with Main Motors courtesy, service orientated business. Thank You

CC;

and per and per



MAIN MOTORS

435 W. MAIN ST. ANOKA, MN 55303

(763) 421-2700 "Friends Helping Friends" Since 1919

WWW.MAINMOTORS.COM

Any warranties on the product sold hereby are those of the manufacturer. As between this retail seller and buyer, the product is to be sold AS IS and the entire risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all warranties either express or implied including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sald products. This disclaimer by this seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to the sale.

ISTOMER NO. 872	27	FRED MILLER		1561 TAG N	- 1697	03/28/07	CVCS27917
YIAD		LABOR RATE	LICENSE NO.	MILEAGE	44,600	COLOR	STOCK NO.
		YEAR / MAKE / MODEL	- /244 /	-	•	DELIVERY DATE	DELIVERY MILES
COLD SPRING,	MN	05/CHEVROLE			OUPE	SELLING DEALER NO	. PRODUCTION DATE
		TGTZT6	4 8 5 5	F		SELLING DEALER NO	. PAODOCTION DATE
		F. T. E. NO		P. O. NO.		°03728/07	
		COMMENTS		<u> </u>		<u> </u>	
ABOR & PARTS	************						
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VRTSQTYF	P-NUMBERDESCR	PTIONLIS		PRICE-			
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	15050000 CURE I		08 # 1 TOTAL	PARTS	0.00		
		JOB # 17	TOTAL LABOR 8	PARTS	0.00		
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ARTSQTYF	P-NUMBER	IPTION	ST PRICE-UNI	T-PRICE	67.95		
05 # 5	NON GM PART						
			OB # 3 TOTAL		67.95		
• • • • • • • • • • • • • • • • • • • •	DECOMPTION		TOTAL LABOR		119.95		
ISCCODE OB # 3	DESCRIPTION	• • • • • • • • • • • • • • • • • • • •	-CONTROL NO-	• • • • • • •	-12.00		
υυ π 3			TOTAL	- MISC	-12.00		
OMMENTS							~ ~
ELETED OPERATION(5CVZFUEL RE	S)PLACE FUEL FILTER		• • • • • • • • • • • • • • • • • • • •				
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Cofte, T	3						
<i>U</i> 9							
PAGE 1 OF 2	CUSTOMER COPY	{(CONTINUED ON	NEXT PAGE] 03:13pm		•



435 W. MAIN ST. ANOKA, MN 55303 (763) 421-2700 "Friends Helping Friends" Since 1919

WWW.WAINMOTORS.COM

Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller and buyer, the product is to be sold AS iS and the entire risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all warranties either express or implied including any implied warranty of merchantability or fitness tor a particular purpose and the seller neither assumes nor authorizes any other person to assume tor it any liability in connection with the sale of said products. This disclaimer by this seller in no way affects the terms of the manufacturer's warranty. The buyer ecknowledges being so informed prior to the sale.

CUSTOMER NO. 87227	SHANNON L.	DIRKS	696 TAG	[№] 1985	"09711/07	™~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
	L959.700	LICENSE NO.		53,981	COLOR	STOCK NO.
COLD CREATING AND	YOS/AKTEWOREL	<u> </u> ET/MALIBU/4			03722705	DELIVERY MILES
COLD SPRING, MN	VEHICLE I.DINO Z T				SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		°097 1 1/07	<u> </u>
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LABOR 8 PARTS J# 1 10CVZ STEER/SUSP. HEAVY HOURS INSPECT FOR CAUSE OF VEH. HAVING S' LEFT OR RIGHT. WAS IN FOR PREVIOUS INTERMEDIATE STEERING SHAFT MAKING NESS FOR TECH TO INSTALL GREASEPACE	TEERING CLUNK W ISSUE. 1196!!! NOISE	HEN TURNING		95.00		
,	JOB # 1	TOTAL LABOR 8	PARTS	95.00		
MISC·····CODE·····DESCRIPTION····· JOB # A SS SHOP SUPPLIES TOTALS·····		TOTAL -	MISC	9.50 9.50		
THANK YOU FOR YOUR BUSINESS!!! IF YOU HAVE ANY PLEASE CALL YOUR SERVICE CONSULTANT AT 421-2700 [] CASH \$ [] CHECK # \$	CONCERNS	TOTAL LAE TOTAL PAR TOTAL SUE TOTAL G.C TOTAL MIS TOTAL MIS TOTAL TAY	BOR RTS BLET D.G BC CHG. BC DISC	95.00 0.00 0.00 0.00 9.50 0.00	OF OF	riginal
*****IMPORTANT***** YOU MAY RECEIVE A SATISFAC FROM "GENERAL MOTORS" IN THE NEXT FEW WEEKS.THI "REPORT CARD". IF FOR ANY REASON YOU CANNOT GRA "COMPLETELY SATISFIED". PLEASE HELP US IMPROVE. CONTACT OUR SERVICE MANAGER WARREN CRISWELL OR BODY SHOP. PLEASE CONTACT SCOTT CLARK THE BODY 763-421-2700	S IS OUR DE US FOR SERVICE FOR THE	TOTAL INV	OICE \$	104.50		
CUSTOMER SIGNATURE ************************************	E INVOIC	CE *****	*****	*****		

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 01:01pm

WWW.MAINMOTORS.COM

Any warranties on the product sold hereby are those of the manufacturer. As between this retail seller and buyer, the product is to be sold AS IS and the entire risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all warranties either express or implied including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by this seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to the sale.

MER NO. 87227	SHANNON L.	DIRKS 696	77774	04/23/07	CVCS280287
	L937.700	LICENSE NO. MILEA	45,885	COLOR	STOCK NO.
LD SPRING, MN	VEAR/MAKE/MODEL 05/CHEVROLE	ET/MALIBU/4 DOOR	COUPE	03/22/05	DELIVERY MILES
ED SPRING, MIN	VEHICLE ID NO. Z T	6 4 8 5 5 F		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		የዕ4/753/07	
	COMMENTS			',	<u> </u>
R & PARTS			86.95		
LS		TOTAL LABOR & PARTS	86.95	•	
K YOU FOR YOUR BUSINESS!!! IF YOU HASE CALL YOUR SERVICE CONSULTANT AT 42 CASH \$ [] CHECK # \$ VISA/MC/DISC [] AMEX [] GMPP	VE ANY CONCERNS 11-2700	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	86.95 0.00 0.00 0.00 0.00 0.00		
"*IMPORTANT***** YOU MAY RECEIVE A SA M "GENERAL MOTORS" IN THE NEXT FEW WER PORT CARD". IF FOR ANY REASON YOU CAN MPLETELY SATISFIED". PLEASE HELP US IN FACT OUR SERVICE MANAGER WARREN CRISWE Y SHOP. PLEASE CONTACT SCOTT CLARK THE 763-421-2700	KS.THIS IS OUR NOT GRADE US IPROVE, FOR SERVICE LL OR FOR THE	TOTAL INVOICE	86.95		>
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[END OF INVOICE J 01:02pm

PAGE 1 OF 1

CUSTOMER COPY

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

March 17, 2011

Cold Springs, MN

Service Request: 71-616880680

Customer Relationship Specialist: CJ Parker

Dear

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

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

We have reviewed your request for reimbursement on the steering assembly 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

Cold Springs, MN

Service Request: 71-616880680

Customer Relationship Specialist: Nina Nemiroff

Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT64855F

- 12 months or 12,000 miles, whichever occurs first, beginning on May 7, 2008 and ending on May 7, 2009, and begins with 44,500 and ends with 56,500 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.

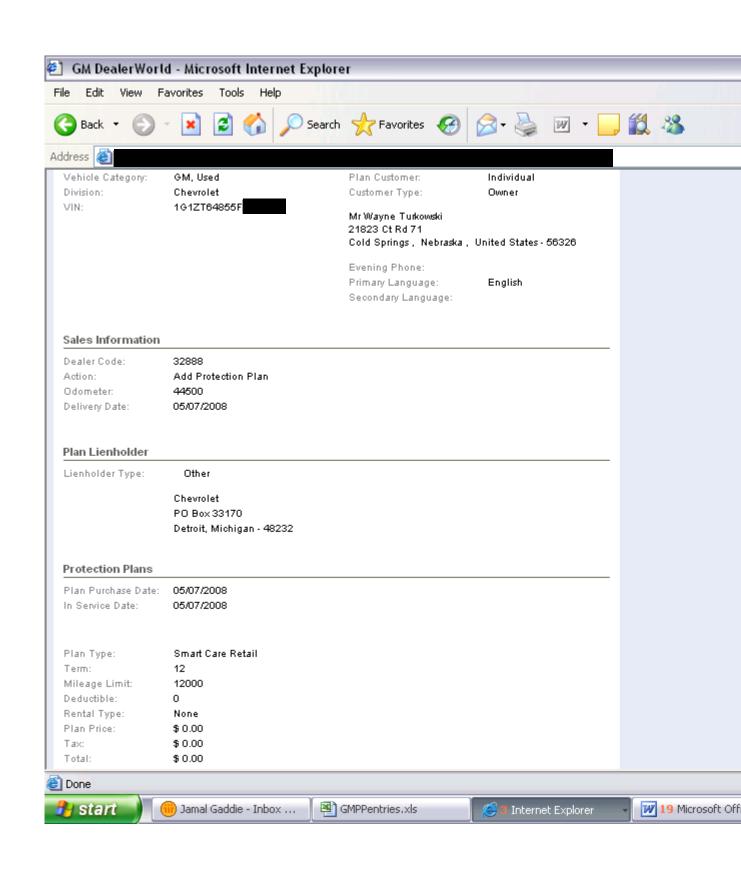
If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy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

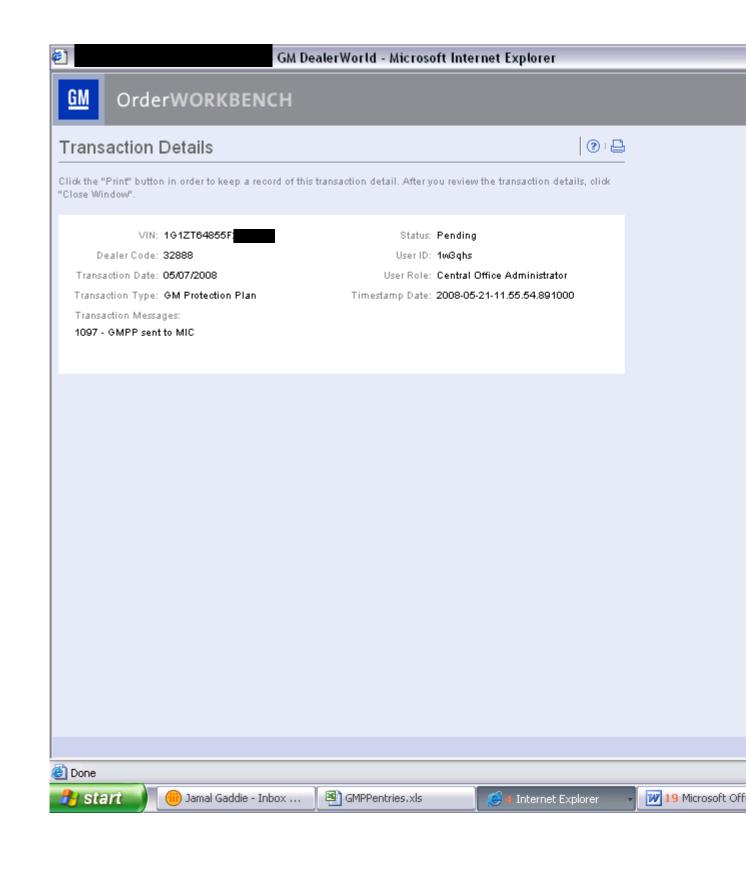
Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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





Melbourne, FL

11 APR 08 PM S L

John Ad 1765

APR 15 448

GENERAL MOTORS CORPORATION
P.O. BOX 33170
DETROIT, MI 48232-5170

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

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Customer Assistance Center

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

GENERAL MOTORS Detroit, PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT
Date Claim Submitted: April 10, 2008
Vehicle Identification Number (VIN): IGI2T54885F
Milcage at Time of Repair: LOSI4 Date of Repair: APRIL 2, 2008
Claimant Name (please print):
Street Address or PO Box Number:
City: MELBOURNE State: FL ZIP Code
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 1324.65
THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM
Original or clear copy of all receipts, invoices and/or repair orders that show:
The name and address of the person who paid for the repair.
• The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 What problem occurred, what repair was done, when it was done and who did it. The total cost of the repair expense that is being claimed.
Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

All recall reimbursement questions should be directed to the following number: 1-800-204-0261

MELBOURNE -Z CHEVROLET

SERVICE INVOICE

GM

Goodwrench

800 S. HARBOR CITY BLVD. (U.S. HWY. 1) MELBOURNE, FLORIDA 32901-1996 (321) 723-3611

www.metboumechevrolet.com

a Remer Company . Rosenta h



CUSTOMER NO 99048	STEVEN SERRA	ANO	2279 TAG NO.	2361	"04702/08	™CVC\$19100
	LABOR RATE	LICENSE NO.	MILEAGE	60,514	GREEN/	STOCK NO.
MELBOURNE, FL	OS/CHEVROLE	T/MALIBU/4	DOOR SE	DAN	DELIVERY DATE	DELIVERY MILES
	VINGED TOZ T S				BELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.		P. O NO.		⁵ 04751/08	
BUSINESS PHONE	COMMENTS					MO: 60515
LABOR- J# 1 45CVZ01 STEERING CONCERN COST CUSTOMER STATES POWER STEERING IN LOST STEERING ONCE ADVISESEE BI CODES C0550 & C0460	ESSAGE COMES ON RAD ULL	1856 10.0NLY		4499 .75	are well-trained and fully	pledge that our technicians qualified to do the repairs rmation on this repair order.
SCANNED SYSTEM FOUND STEERING CO PROBLEM TO STEERING MODULE & STE E CHECKED ALL WIRING OK REPLACED REPROGRAMMED & RECALIBRATED TEST COMPLETE PARTSQTYFP-NUMBER	ERING SENSOR SENSOR COLLINE & STEERING DROVE VEHICLE REPA	I IN COLUM Module Air		250.00	The seller MELBOUR expressly disclaims all w implied, including any chantability or fitness to MELBOURNE CHEVRO	OF WARRANTIES NE CHEVROLET hereby smartles, either express or implied warrantly of mer- re perticular purpose, and LET neither assumes nor
1 15920670 CULO 1 25805894 MOTO	MN 6.518 R 6.605	TOTAL -	359.00 364.39 PARTS	359.00 364.39 723.39	authorizes any other pe liability in connection with product. (P.L. 93-637).	rson to assume for it any h the sale of the vehicle or
JOB# 1 TOTALS	1 JOURNAL PREFIX (LABOR PARTS	TOTAL	499.75 723.39	Any warranties on the p hereby are made by the signed purchaser underst makes no warranties of a and disclaims all warranties.	of WARRANTIES parts and accessories sold in manufacturer. The under- guids and agrees that dealer uny kind, express or implied, ties, including warranties of for a particular purpose, with
JOB# 2 CHARGES	 阿温波/東温TECH(S)				regard to the parts and/or that in no event shall des consequential damages out of such purchase. I further agrees that the wa	accessories purchased; and yer be tiable for incidental or procommercial losses arising the undersigned purchaser pranties excluded by dealer.
PERFORM OIL AND FILTER CHANGE PE COMPLETED OIL AND FILTER CHANGE	K COUPON SPECIAL				parts and/or accessories or that they will enable	o to any warranties that such are of merchantable quality any vehicle or any of its
1 25010792 FILT	RIPTIONFILTER FILTER ER 1.836 B.800	·····unit	PRICE- 15.73 ****	15.73 ****	or comfort. The seller of work performed in accor-	reasonable safety, efficiency, lose not guarantee that the dance with this estimate will actified on the description of
		TOTAL -		15.73	WASTE DISI	S AND HAZARDOUS POSAL CHARGES
MISCCODEDESCRIPTION PAGC SPECIALS/COUPONS SAGC SPECIALS/COUPONS		-control no	•••••	-7.61 -7.61	vehicle repair facility for	costs and profits to the motor tems such as miscellaneous ste disposal. (559.904(4))
J08# 2 TOTALS		TOTAL -	MISC	-15.22	lected for each new tire and a \$1.50 fee to be	prires a \$1.00 fee to be col- sold in the state [s.403.718], collected for each new or pold in the state [s.403.7185].
		LABOR PARTS MISC		11.26 15.73 -15.22	ALL PARTS	NEW UNLESS INDICATED.
JOB# 3 CHARGES	2 JOURNAL PREFIX (CVCS JOB# 2	TOTAL	11.77		
LABOR- LABOR- LABOR- LABOR- CHECK LEFT KICK MOLDING LOOSE, AD CUSTOMER TO ADDRESS AT LATER DAT	VISE IF NEEDS NEW (: 1856 () (() () () () () () () () () () () () () ()	erienschet.	:INTERNAL		
PAGE 1 OF 2 CUSTOMER COP	Y 1	CONTINUED ON	NEXT PAGE: ()2:53pm		

800 S. HARBOR CITY BLVD. (U.S. HWY. 1) MELBOURNE, FLORIDA 32901-1996 (321) 723-3611 :

www.melboumechevrolet.com





сизтомея но. 99048	STEVEN	SERRANO	2279 TAG NO.	2361	84702/08	"CVC\$19100
	LABOR RATE	LICENSE NO.	MILEAGE		GREEN/	STOCK NO.
MET DOTTONE ET	16/5/24FEV	ROLET/MALIBU/	4 DOOR SE	DAN	DELIVERY DATE	DELIVERY MILES
MELBOURNE, FL		Z T 5 4 8 8 5			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E.NO.		P. O. NO.		¹ 04701/08	
e laus	INESS PHONE COMMENTS		1		04701700	MO: 60515
JODE 3 TOTALS			 =			
JOB# 4 CHARGES	JOB# 3 JOURNAL PRE		3 TOTAL	0.00	are well-trained and full	i pledge that our technicians y qualified to do the repairs ormation on this repair order.
LABOR	FREE INSPECTION. ION	CH(S):1856 (## ## ##		INTERNAL	x	
SEE ATTATCHED II SEE ADVISOR FOR					The seller MELBOUR	OF WARRANTIES RNE CHEVROLET hereby Warranties, either express or
JOB# 4 TOTALS·····					implied, including any chantability or fitness to	implied warranty of mer- or a particular purpose, and
MISCCODEDESCRI		FIX CVCS JOB#		0.00	authorizes any other p	OLET neither assumes nor i erson to assume for it any ith the sale of the vehicle or
JOB # A 669 SHOP SI	UPPLIES		- MISC	25.00 25.00	Any warranties on the	OF WARRANTIES parts and accessories sold
ESTIMATE		_			signed purchaser under	e manufacturer. The under- stands and agrees that dealer
CUSTOMER HEREBY ACKNOWLEDGES ORIGINAL ESTIMATE OF	RECEIVING F \$1400.00 (+TAX)			:	and disclaims all warra	any lond, express or implied, inties, including warranties of tor a particular purpose, with
APPROVED REVISED ESTIMATE (#	1) OF \$1265.29 (+TAX) ON 04/ MENTS STEERING COLUMN, HODULE, A	/01/08 AT 02:46pm			regard to the parts and/o that in no event shall de	r accessories purchased; and aler be liable for incidental or
TOTALS					out of such purchase.	or commercial losses arising. The undersigned purchaser
*** [] CASH [] CHECK #	**** OTHER ***	TOTAL LA TOTAL PA	BOR	511.01 739.12	include, but are not limit	varranties excluded by dealer, ed to any warranties that such a are of merchantable quality
	[] AMRE EXPRESS ***	TOTAL SU TOTAL G.	BLET	0.00	or that they will enable	e any vehicle or any of its reasonable safety, efficiency,
*** WE STRIVE TO PROVIDE YO	U WITH EXCELLENT SERVICE ***	TÓTAL HI	ISC CHG.	0.00 25.00	or comfort. The seller work performed in acco	does not guarantee that the rdance with this estimate will
	May send you a survey for ***	TOTAL MI TOTAL TA		-15.22 76.51	correct any problem sp the complaint.	ecified on the description of
*** WARRANTY WORK PERFORMED *** A COMPLETELY SATISFIED	.HE ASK THAT YOU GIVE US *** RATING.IF YOU ARE UNABLE ***	TOTAL IN	VOICE \$	1336.42	WASTE DIS	ES AND HAZARDOUS POSAL CHARGES
*** WAN MELBOURNECHEVROLET.	-4232. Thank you com ***		<u> · · · </u>		vehicle repair facility to	costs and profits to the motor items such as miscellaneous aste disposal. [559.904(4)]
FARTS DESIGNATED WITH AN AST	ERISK (*) INDICATES LIFETIME	ME3.BXI	ura, caevrolet Harbor City Blyo Urae, fl. 32901 21-723-3611		The State of Florida re lected for each new tire and a \$1.50 fee to b	quires a \$1.00 fee to be col- sold in the state [s.403.718], e collected for each new or
a and the second second	ER PAI REPAIRS.	Merchant ID: 801 Term ID: 8631948	2155686 008012155686000			sold in the state (s.403.7185). NEW UNLESS
CUSTOMER SIGNATURE			Sale			E INDICATED.
E COSIONEY STONY IONE						
E EMA		VISA	Entry Metho	od: Suiped		
Emperation of the control of the con		Total:	\$	1.336.42		
spiou		84/82/98		17:49:35		
COSTONER SIGNATURE COSTONER SIGNATURE Parents of the control of		Inv #: 886831 Apprvd: Online	APPIT Co	de: 563657		
PAGE 2 OF 2	CUSTOMER COPY	Cu	mitomer Copy			

THANK YOU!

MELBOURN, CHEVROLET 800 S HARBOR CITY BLVD MELBOURNE, FL. 32901 321-723-3611

Merchant ID: 8012155886 Term ID: 0031940008012155886000

Sale

VISA Entry Method: Swiped

1,336.42 Total:

17:40:35 04/02/08

Appr Code: 563657 Inv #: 000031

Apprvd: Online

Customer Copy

THANK YOU!

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 CHECK NO. DATE **AMOUNT** 04/22/08 XXXXXXXXXXXXX936 DOLLARS ******99 CENTS ***********936.99** North American Operations General Motors Corporation Disbursement Account PAY TO THE ORDER OF MELBOURNE FL The Chase Manhattan Bank, N.A. Syracuse, New York ALIDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. BB 000000020 PAYMENT DATE VENDOR NAME 04/22/08 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 04/21/08 | VM 1-A9IH7V .71-616885634.1-A9IH7V 00.0000 936.99 .00 936.99 1G1ZT54885F

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

TOTAL

936.99

H3

.00

936.99

March 17, 2011

Melbourne, FL

Service Request: 71-616885634

Customer Relationship Specialist: Karl McTaggert

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$936.99.

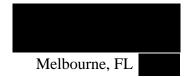
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer 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.

March 17, 2011



Service Request: 71-616885634

Customer Relationship Specialist: Daniel Smith

Dear

Enclosed is the GM Product Special Coverage Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement on the loss of power steering assist that you had repaired once we have received this completed form.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-204-0261 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this special coverage condition corrected before December 2007, you may be eligible to receive reimbursement.

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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

		Deaf, Hearing Impaired
Division	Number	or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GMICT	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

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

GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORM

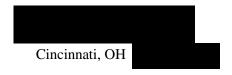
THIS SECTION TO BE COMPLETED BY CLAIMANT
Date Claim Submitted:
Vehicle Identification Number (VIN):
Mileage at Time of Repair:Date of Repair:
Claimant Name (please print):
Street Address or PO Box Number:
City: State: ZIP Code
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
THE FOLLOWING DOCUMENTATION $\underline{\text{MUST}}$ ACCOMPANY THIS CLAIM FORM
Original or clear copy of all receipts, invoices and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

March 17, 2011



Service Request: 71-617225547

Customer Relationship Specialist: Paula Miller

Dear

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

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

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



DATE 04/08/08

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

XXXXXXXXXXXXXIOO DOLLARS

XXXX00 CENTS

AMOUNT ***************100.00**

213

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER OF

CINCINNATI OH

AUDIT

VENDOR DUNS NO

BB 000000091

1

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

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT DATE

VENDOR NAME 04/08/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT **NET AMOUNT** 04/07/08 | VH 1-A7HAAH 71-617225547.1-A7HAAH 00.0000 100.00 .00 100.00 1G1ZU54845F

TOTAL

100.00

Н3

.00

100.00

CINCINNATI OH 452 01 APR 2008 PM 6 T Cincinnati 10H APR 03 2010 Reimbursement Department P.O. Box 33170 Detroit, M1 48232-5170 Ideall adaption of the Ideal Control of the Ideal of the 48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted:
17-Digit Vehicle Identification Number (VIN): 1617U54845F
Mileage at Time of Repair: 49,259 Date of Repair: 9/25/07
Claimant Name (please print):
Street Address or PO Box Number:
City: CINCINNATI State: DH ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code): _:
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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).





HIRLINGER CHEVROLET

North State Street • P.O. Box 215 HARRISON, OHIO 45030-0215 Phone (812) 637-3222 Toll Free 1-800-964-8336

AN AMERICAN REVOLUTION.

SERVICE HOURS

MON - FRI 8:00 AM - 5:00 PM

SAT 8:00 AM - 12:00 NOON

ALL PARTS ARE NEW UNLESS

SPECIFIED OTHERWISE

CUSTOMER NO. 15491	BRIAN DAUGH		TAG NO.	[™] 09/25/07	™CVC\$71105
	LABOR RATE	LICENSE NO.	MILEAGE 49,259	[∞] BLACK/NEUTR	STOCK NO.
CINCINNATI OU	YEO'S YCEHEVROLE	ET/MAILBU/4 D		⁰⁶ 10718/04	DELIVERY MILES 22
CINCINNATI, OH		5 4 8 4 5 F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E.NO.	[P.O.N		^{n.} 09715/07	
RE	СЕЙМЕЙЕЯ			03/13/07	
JOB# 1 CHARGES	E# CAS		******		
LABOR. J# 1 01CVZ000 LUBE OIL & FILTER HOU CHANGE OIL - FILTER - LUBE CHASS REPLACE OIL - REPLACE FILTER - L FLUIDS -TOP OFF AS NEEDED - CHEC	JRS: TECH(S) SIS LUBE CHASSIS - CHEC	:65	14.00	The Factory Warranty Warranties With Respec Item/Items. The Seller Her All Warranties, Either Including Any Implied Wa Or Fitness For A Partic	t To The Sale Of This reby Expressly Disclaims Express Or Implied, rranty Of Merchantability
	CRIPTION TER 1.836 KER STATE	1	5.95 15.95 **** ****	Seller Neither Assumes N Person To Assume F Connection With The Sale	or It Any Liability In
JOB# 1 TOTALS		LABOR PARTS	14.00 15.95		
JOB# 2 CHARGES JOB#	1 JOURNAL PREFIX	CVCS JOB# 1 TO	TAL 29.95	Master Card	OIIC VER
J# 2 01CVZ010 CHECK BRAKES HOW CHECK BRAKES RESURFACE FRONT AND REAR ROTORS			210.00		
	KIT 5.017	5 Total - Pa	1.80 51.80		
'		PARIS	210.00 51.80		
JOB# 3 CHARGES	2 JOURNAL PREFIX	CVCS JOB# 2 TO	TAL 261.80		}-
LABOR	LEFT):65 RNS	WARRANTY	OF	RIGINAL
PARTSQTYFP-NUMBERDES 1 15926870 COL	CRIPTION UMN 6.518	TOTAL - PA	WARRANTY		
MISC·····CODE·····DESCRIPTION······ CDED WARRANTY DEDUTIBLE WDED C WARRANTY DEDUCTIBLE		CONTROL NO 711 711 70TAL - MI	.05 (100.00 .05 WARRANTY	ſ	
PAGE 1 OF 2 CUSTOMER COP	ργ	[CONTINUED ON NEX	⟨₹ PAGE] 09:17am		



HIRLINGER CHEVROLET

North State Street • P.O. Box 215 HARRISON, OHIO 45030-0215 Phone (812) 637-3222 Toll Free 1-800-964-8336

AN AMERICAN REVOLUTION.

SERVICE HOURS
MON - FRI 8:00 AM - 5:00 PM
SAT 8:00 AM - 12:00 NOON
ALL PARTS ARE NEW UNLESS
SPECIFIED OTHERWISE

CUSTOMER NO. 15491	B	RIAN DAUGI	HERTY	TAG NO.		™86°5°72°5/07	CVCS71105
	LW	BOR RATE	LICENSE NO.	MILEAGE	49,259	COLOR BLACK/NEUTR	STOCK NO.
CINCINNATI, OH	YE	OS/CHEVROL	ET/MAILBU/4 [DR SDN		[™] 10718/04	DELIVERY MILES 22
CINCINIATI ON			5 4 8 4 5 F			SELLING DEALER NO.	PRODUCTION DATE
	F. T	. E. NO.	P.O.	NO.	-	⁸ 09715/07	
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IOB# 3 TOTALS			MISC		100.00	The Factory Warranty	Constitutes All Of T
	J0B# 3 J0	3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 10				Warranties With Respect To The Sale Of Tr terr/Items. The Seller Hereby Expressly Disclain All Warranties, Either Express Or Implie	
OMMENTS OTE. \$100.00 DEDUCTIBLE FOR JOB#3)-(400d).	vill Rey	·····································			Including Any Implied War Or Fitness For A Partic	rranty Of Merchantabi ular Purpose, And T
OTACS		J1. (1 1 ()				Seller Neither Assumes N Person To Assume Fo	or It Any Liability
[] Cash	Acct Rec		TOTAL LABOR.		67.75	Connection With The Sale	e Of this itemvitems.
'I Alsa [] Hastercard			TOTAL SUBLET TOTAL G.O.G. TOTAL MISC (0.00 0.00 100.00		
			TOTAL MISC C	DISC	0.00 4.07		
PARTS DESIGNATED WITH AN ASTERISK LIFETIME SERVICE GUARANTEE APPLIES	(*) INDICATE LI S FOR CUSTOMER P	MITED AY REPAIRS.	TOTAL INVOI		395.82		
				·		Moster Card	DIICOVE
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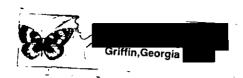
HIRLINGER CHEUROLET
158 HARRISON BROOKUILLE
WHARRISON IN 47060
812-637-3222

09/25/2007 10:20 Sale:

Transaction # 2
Card Type: UISA
Acc:
Exp. Date: 0708
Entry: Swiped
Sale: 395.82
Reference No.: 812001658
Auth.Code: 001112
Response:APPROVAL 001112
Sequence Number: 6043

I AGREE TO PAY ABOUE
TOTAL AMOUNT ACCORDING
TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF
CREDIT VOLCHER)

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APR 03 ZUUS

Reimbursement Daparment P, D Box 33170 Detroit, M 1 48232-5170

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

السسالات السطالة المنطقة المتحالة المتح

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant						
Date Claim Submitted: 3-30-08 Uust found receipt						
17-Digit Vehicle Identification Number (VIN): 1612 T 62875F						
Mileage at Time of Repair: 4100 Date of Repair: 121200						
Claimant Name (please print):						
Street Address or PO Box Number:						
City: GATA State: COYOL ZIP Code						
Daytime Telephone Number (include Area Code):						
Evening Telephone Number (include Area Code):						
Amount of Reimbursement Requested: \$ 500						
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).



CRONIC, INC. CRONIC BUICK-PONTIAC-GMC **CRONIC CHRYSLER-JEEP**











2515 NORTH EXPRESSWAY GRIFFIN, GEORGIA 30223 (770) 227-4271

	1-800	-592-4490			CELL:	
CUSTOMER NO. 5362	MARTY		345	329	NOCEDATE NZ/12/06	BUCS22805
	LABOR RATE	LICENSE NO.	MELEAGE	44,173	SIL/	510CK NO. U10038
COTCETN	YEAR/MAKE/MODEL 05/CHEVROLI	ET/MALIBU/	4 DOOR H		DELIVERY DATE	DELIVERY MILES 20,122
GRIFFIN, GA	VEHICLE LO NO. 1 G 1 Z T				SELLING DEALER NO	PRODUCTION DATE
	ET.E.NO.		P.O. NO		12/12/06	
BUSINESS PHONE	COMMENTS					MO: 44175
TOTALS					STATEMENT OF The factory warranty constitute	
**************************************	** *	TOTAL LAI		85.00 287.35	The labelity working constitute from the fee consecuty disclarms of working any implied warranty for a parameter purpose. See a parameter purpose.	unitions. The Boller hereby
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* [] VISA [] MASTERCARD [] DISCOVER	*	TOTAL MIS TOTAL MIS	SC CHG.	ומה מ	for form or damage to votering case of the, then or any other henceby authorize the report we	or articles lets in vettets in 1
* [] AMER XPRESS [] OTHER [] CHARGE	*	TOTAL TA	X.,,	20.11	processory material and here exerciseous destruction to cook	ethy grant you and/or your (
******************	**	TOTAL IN	VOICE \$	392.46	on streets, frether, a. or ele- trating end/or expection. An narreby admonipalged on the	CELL OL BUTCH PO CECTRON (L.O. I
THANK YOU FOR CHOOSING CRONIC FOR YOUR SERVICE OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED	, NEEDS! WITH YOUR			ŀ	emount of repairs thanks. A2 or 1000 miles, whichever come	arork guaranteed for 30 days (
SERVICE EXPERIENCE. IF WE FALL SHORT OF THAT M CALL_ME_0_770-227-4271_SO_THAT_WE CAN MAKE IT	ARK PLEASE RIGHT FOR YOU!-				EXCLUSION OF Any vicinantes on the par	į.
THANKS AGAIN. BARRY BRITTAIN - SERVICE MANAGER	t .				hereby are made by t undersigned purchaser of	the manufacturer. The moderations and agrees
				j	that dealer makes no warra or implied, and disclaims warranties of merchants	ell warrantes, including
CUSTOMER SIGNATURE		1			particular purpose, with re accessories purchased; or	agard to the parts end/or and that in no event shall
	A	UD			dealer be liable for inchi damages or commercial to purchase. The undersig	osses arising out of cuch
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PAGE 2 OF 2

CUSTOMER COPY

| END OF INVOICE | 02:17pm

CRONIC, INC. CRONIC BUICK-PONTIAC-GMC

CRONIC CHRYSLER-JEEP











2515 NORTH EXPRESSWAY GRIFFIN, GEORGIA 30223 (770) 227-4271 1-800-592-4490

CUSTOMER NO. 5362	MARTY	· · · · · · · · · · · · · · · · · · ·	345 329	12/12/06	BUCS22805
	LADOR RATE	LICENSE NO.	MILEAGE 44,17		U10038
GRIFFIN, GA	VEAR/MAKE/MODEL 05/CHEVROLE	T/MALIBU/4	DOOR HATCHBAC	ķ 08/10/04	DELIVERY MILES 20,122
SKITTING SK	1 G 1 Z T	62875	F	SELLING DEALER NO.	PRODUCTION DATE
	ET.E.NO	P.	O NO.	12/12/06]
BUSINESS PHONE	COMMENTS				MO: 44175
JUB# 1 CHARGES LABOR J# 1 51BUZ01 BODY ELECT CONCERN C/S SPEEDOMETER INOPERATIVE AND S OPEN TRACED AND LOCATED OPEN AT SPEED OPEN IN HARNESS	TECH(S) HOWS ERROR. ADVIS	:335 E		The bettery warranty conclude respect to the sale of this like copening distributes at warrant inchanging any limited warranty for it portiouser purpose. Si authorizes any other person is connection with the case of this tops or during to verbale cases of line, therit or any other hereby warrantee to the part warrantee to the post warrantee to the po	tes all of the warranties with environment. The Selfer hereby tice effect experted of implied, of mentionated or function before experted naturates as before neither naturates not a scarme for it any flability in a beautifacture. Not importable to a strates left in velicitie or crusture begind out control. If
J0B# 1 TOTALS		LABOR	85.0	necessary material and her employees permission to oper on streets, highways, or ele eming and/or inspection. An	ato the cer or truck described sewhere for the purpose of
JOB# 2 CHARGES	JOURNAL PREFIX	_		hereby advisor integration. An amount of repairs thereta. All or 1000 mCcs, whichever com	work magazaticad for 30 days
				EXCLUSION OF	WARRANTIES
LABOR. J# 2 45BUZ01 STEERING CONCERN C/S POWER STEERING INOPERATIVE. A SPECIAL GROERED AND PREPAID POWER	DAIZE):335	0.0	Any warrantee on the pa hereby are made by undersigned purchaser a that dealor makes no warn or implied, and disclaims	the manufacturer. The indensiands and agrees antics of any kind, exprets fall warrantles, including
PARTSQTYFP-NUMBER	6.508 RETURN	TOTAL -	387.35 387.3	warranties of morchant particular purpose, with or 5 accessories purchased; a 0 dealer be liable for inc 5 damages or commercial is purchase. The undersi- agrees that the warrant	egard to the parts and/or and that in no event shall idental or consequential cases arising out of such gned purchaser further
JOB# 2 TOTALS		PARTS		metarlo, but are not limite such parts and/or access quality or that they will on a its systems to perform	ed to any warranties that ories are of merchantable
JOB# 3 CHARGES JOB# 2	JOURNAL PREFIX	BUCS JOB# 2	TOTAL 287.3	efficiency, or comfort.	entin reasonable beliefy,
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JOB# 3 TOTALS				1	
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PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 02:17pm

Griffin, GA

Service Request: 71-617226609

Customer Relationship Specialist: MJ Mason

Dear

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

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

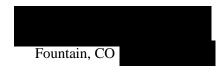
We have reviewed your request for reimbursement on the steering gear that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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

Sincerely,

Chevrolet Customer Assistance Center

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 50-937 CHECK NO DATE 04/10/08 XXXXXXX100 DOLLARS XXXX00 CENTS North American Operations General Motors Corporation Disbursement Account FOUNTAIN SIGNATURE The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000013 PAYMENT DATE VENDOR NAME 04/10/08 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 04/09/08 71-617750619.1-A7SJH2 7.000 7.000 X: 8 k ; .00 00.0000 100.00 100.00 1G2ZH548X54 100 mm 10 188 1 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 М3 TOTAL 100.00 .00 100.00 **XXXX**



Service Request: 71-617750619

Customer Relationship Specialist: Christine Murray

Dear :

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

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

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





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TAPR 0 4 2008

Cherrolet - Gmc Customer Assistance Center P. O Box 33170 Detriot, MI 48232-5170

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CUSTOMER REIMBURSEMENT CLAIM FORM

	This section to be completed by Claimant
	Date Claim Submitted: 21908
	17-Digit Vehicle Identification Number (VIN): 162ZH54,8X54
	Mileage at Time of Repair:37,837 Date of Repair: 6,25,07
	Claimant Name (please print
	Street Address or PO Box Number:
	City: tountain State: CO ZIP Code:
=	F Daytime Telephone N ŭmber (include Area Code):
	Evening Telephone Number (include Area Code):
	Amount of Reimbursement Requested: \$
	The following documentation must accompany this claim form.
	Original or clear copy of all receipts, invoices, and/or repair orders that show:
	 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
	My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
	Claimant's Signature:
	<i>n</i>

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

RECEIVED APR 0 1 2008-

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).



PNCS386220

16

ESTIMATE.... CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$133.00 (+TAX)

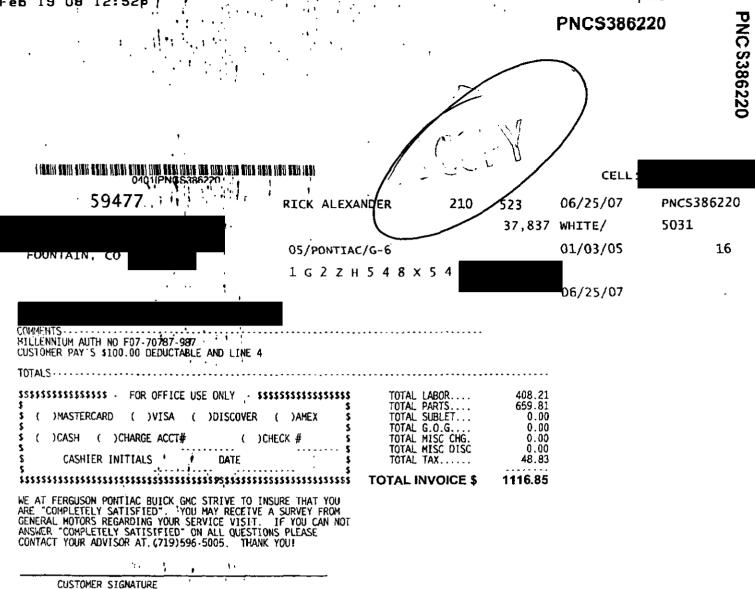
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[CONTINUED ON NEXT PAGE] 02:33pm

28.95

JOB # 4 TOTAL LABOR & PARTS

PAGE 1 OF 2



: DUPLICATE INVOICE



rans Date Eff Date	g - 10 VALUEPLUS CHECKING (continued) Transaction Description	<u>Amount</u>	<u>Balance</u>
06/22	Deposit ACH LOCKHEED MARTIN		857.73
06/22	Withdrawal ACH AMERICAN FUNDS		807.73
06/22	Withdrawal POS #008863	-3.75	803.98
	POS KING SOOPERS 2910 ACADEMY BLVD		
	COLORADO SPRG CO		
06/22	Withdrawal POS #031599	-5.37	798.61
	POS KING SOOPERS 2910 ACADEMY BLVD		
	COLORADO SPRG CO		
- <i></i> 06/23	Withdrawal POS #963015	-29.93	768.68
	POS SAFEWAY STORE 1975 6925 MESA RIDGE		
	PARKWAY FOUNTAIN CO		
06/24	Withdrawal POS #717500948779	-41.29	727.39
33.2	POS 7-ELEVEN 3004 W. COLORADO B COLORADO	7.1.22	
	SPRI CO		
06/25	Withdrawal POS #018002	-7.13	720.26
00/23	POS SAFEWAY STORE 1975 6925 MESA RIDGE	1,10	720.20
	PARKWAY FOUNTAIN CO		
06/25	Withdrawal at ATM #00000006640	-41.50	678.76
00/23	ATM DEPT. MOTOR VEHICL 5650 INDUSTRIAL PL	-41.50	070.70
	COLORADO SPRI CO		
00,00		00.00	E00.70
06/25	Check 5208	-90.00	588.76
06/26	Withdrawal Debit Card Visa Check	-10.68	578.08
	RIDGE LIQUORS FOUNTAIN CO		
	Date 06/25/07 24224437177459939400577 5921	40.00	507.00
06/26	Withdrawal POS #207520	-10.86	567.22
	POS WAL-MART #1273 6510 US HWY 85/87		
	FOUNTAIN CO		
(06/26	Withdrawal Debit Card Visa Check	-130.04	_437.18
	JOE FERGUSON P06540017 COLORADO SPGS CO-		
	Date 06/25/07 24164077177640446587768 5511		
06/27	Withdrawal Debit Card Visa Check	-24.00	413.18
	DRAGON KING LLC FOUNTAIN CO		
	Date 06/25/07 24707807177980002039570 5812		
06/27	Withdrawal Debit Card Visa Check	-124.50	288.68
	SCHRIEVER CDC SCHRIEVER AFB CO		
	Date 06/26/07 24692167178000395984434 7999		
06/27	Deposit Home Banking Transfer From Share 00	400.00	688.68
06/27	Withdrawal POS #324163	-64.05	624.63
	POS SAMSCLUB #8272 715 S ACADEMY BLVD		
	COLORADO SPR CO		
06/28	Withdrawal ACH AQUILA INC	-44.00	580.63
06/28	Withdrawal ACH NELNET LOAN SERV	-124.47	456.16
06/28	Withdrawal ACH NELNET LOAN SERV	-249.88	206.28
06/28	Withdrawal POS #230012	-45.00	161.28
55,25	POS SAFEWAY FUEL 1975 6941 MESA RIDGE PKWY		

Co. Springs: (719) 574-1100 • Pueblo: (719) 542-5276 • 800-525-9623

ValuePLU	S Checking	- 10 VALUEPLUS C	HECKING (cor	ntinued)				
Trans Date		Transaction Descript	ion			Amo	unt	<u>Balance</u>
	06/29	Withdrawal Debit C	ard Visa Check			75	.00	86.28
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		ATM ENT 200	OMALLEY BL	DG 200 COL	ORADO SPR	l		
		CO						
	06/29	Withdrawal at ATM	#002722	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		21	.75	754.53
		ATM BANK O	F AMERICA *S	TORE #0678	SECURITY			
		CO						
	06/30	Withdrawal Debit C	ard Visa Check			21	.36	733.17
-			RS-FOUNTAIN					
			7 2422443718		397 5921			•
	06/30	Deposit Audio Resi				400	.00	1,133.17
	06/30	Withdrawal POS #0					.95	1,068.22
	00,00		OPERS 2910					,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
		COLORADO S		1011041111				
	06/30	Deposit Dividend T				().17	1,068.39
	00/00	Annual Percer	ntane Vield Far:	ned 0 250%	for period: N	6/01/07 to 06/3		1,000.00
		Ending Balance						1,068.39
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	heck Summa	-			•		ъ.	
<u>Number</u>	<u>Date</u>	Amount	<u>Number</u>	<u>Date</u>	Amoun		<u>er Date</u>	Amount
2824	06/18	6.00	5206*	06/20	136.00			,
5203*	06/12	103.00	5208*	06/25	90.00)		
Line of Cr	edit - 50 V	ISA OVERDRAFT					-	
<u> </u>	rcentage Rate		y Periodic Rate			redit Limit		Credit Available
	000%		.035616%			\$500.00		\$500.00
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	00/03	From Share 10	many mandro	100.21	100.00	0.21	4.00	0.00
		New Principal Bal	ance	***********				0.00
		•						
		Finance Charges P	aid YTD: \$19.8	0				
VEAD TO	DATE DIVID	END SUMMARY						
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001/011

DISCLOGURE FORM OF TICHAL CREDIT INSURANCE

Castle life or craft ecolors and heath insurance is projection for both the buyer and seller.

Your are emitted to a copy of the policy or cartificate of insulance within thirty carse after credit is

YOU ARE NOT required to buy greate life insurance or capell excident and health immance from early particular company or agent. You may use existing positions it insurance is required as exciting positions if insurance is required as

If you buy credit lie because, the proceeds will be used to solube or pay of you uspeld heat or individual new pay of the second required to pay of the four will be paid to your beneficiary or estate.

FREAD your polity or conflicate CARLERULLY for what the policy BOES NOT mover, for excendence Some policies do not pay display benefits unknow you are checking for 14 or 30 days or if you have a precising condition. Some politics will not provide coverage if you are over ege to. See the policy for details on these.

You may not be slights for credit socident and health transmics tracks you now work at least than home per work.

The customer, debics, or leases, shall use this merclased discovers form and shall initial the appropriate boose below.

By balleting below, the excitator, distance lesses solutionistigus that he had accepted ordecines and their craft sociation and health instance.

ACCEPTS CREDIT LIFE INSURANCE

DECLINES CREDIT LIFE INSURANCE

D ACCEPTS CREDIT ACCIDENT AND HEALTH INSURANCE

DECL HES CREDIT ACCEPTANT AND HER THINSERANCE

IT IS THE NITERIT OF THIS FORM THAT THE DISCLOBURES ARE EASILY SEEN.

THESE SHALL BE NOTHING ELSE ON THIS PAGE.

Administration of Discharge

3/23/06

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DISCLOSURE FORM OVTENAL CREDIT INSURANCE

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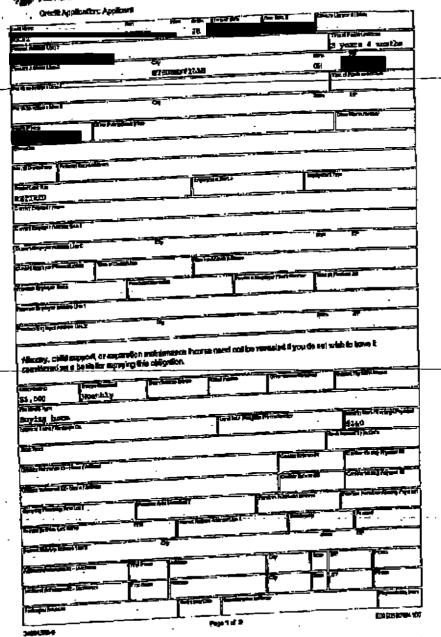
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BBB AUTO LINE Customer Claim Form

Case number: PGM0835980 Contact Date: 03/17/08

Start Date:

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

CTION 1: CUSTOMER IN	<u>-</u>		
iailing address:			
tity: Wintersville		State: OH ZI	p code:
Day phone:	Evening phone:	Ce	ell phone:
ax:	E-mail address:		
ECTION 2: VEHICLE INFO	DMATION	_	
lake: Pontlac/GMC	Model: G6	Year: 2008	Current mileage: 2450
lame(s) that appears on the v			
selling dealer/city/state: Tea		intersville, OH	
rimary Servicing dealer/city			
Acquired as new used		Is the vehicle in your pos	session? 🖾 yes 🔲 no
rurchase/lease date: 01/24/		Mileage at purchase/leas	 ·
Irst repair attempt date: 02/		First <u>repair attempt milea</u>	
low often is the vehicle used or business purposes (percent	Number	of vehicles owned d by the business:	Transmission type: X Automatic Manual
las the vehicle been in an acc		yes 🗓 no	Date of accident:
Description of damage:		<u>.</u>	<u> </u>
ECTION 3: DESIRED OUT The customer is seeking a	•	<u>rou want done to res</u>	olve your concern)
Please complete the miss	TION NUMBER 1 G 2	2657B78	4
	<i>r</i>		
Lienholder/Leasing Cor	mpany <u>(MAC</u>	Phon	e Number <u> l -800 -200-462</u>

SECTION 4: VEHICLE PROB	·· :LEMS (List primary p	roblem fir	case Number: PG	
		# of	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
	And one of the state of the sta			
Loud noise that hurts your	ļ	4		yes
FOOK CAR IN TO HAVE	UKOOL HOLOWBLICE		2/94/08 300 mc 63 9 Hours	463
TOOK COR IN TO HOUSE	FLEERT FUTOMENTIELE GROUP		3/8/08 606 MICES	462
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		<u>.l.</u>		<u> </u>

Total days out of service for all problems:	
Signature of Titled Owner(s) I am submitting this dispute for resolution in the BBB AUTO LINE	Date 3 20 0 8 E program, and I agree to arbitrate the dispute
under the BBB AUTO LINE Arbitration Rules.	

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

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



To rob.johnson@gm.com

CC

bcc

Subject Rest v GM - SR 71-618141898

Removal documents attached. No offers have been made.





Rest removal letter to CAM.doc Rest case assessment.doc

Thank you,

Kate Wood Legal CRS GM Legal Department

phone: 800-231-1841 ext. 21052

fax: 866-660-2725

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Mary Greer State: Ohio

Customer Name: Service Request: 71-618141898 GM Legal File No.: **654338**

Vehicle ID No.: 1G2ZG57B784 In Service Date: 1/24/08
Year, Make & Model: 2008 Pontiac G6
Lien holder: GMAC ○ Other □: {Name}

Was TAC contacted for this vehicle: NO

Vehicle is: NEW BAC Code: 201161
Vehicle Purchased Used on: N/A
VM requests Purchase Price of
involvement?: NO Vehicle: \$23755.00

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/4/08	238109	4	606	C/S Noise in front end of vehicle (whinning) – CUSTOMER CONCERN NOT DUPLICATED
				DAYS OUT VERIFIED WITH SVC MGR ROGER ROBERTS
3/18/08	240468	1	2504	C/S Hears noise in vehicle – Test drove with GM rep and tried to locate noise. Put vehicle on hoist and removed exhaust hangers by shifter/console area. Noise went away. Instructed to check frame bolts on left side to see if centered, then loosen all others. Retightend bolts on left to 74 ft. lb. then other bolts to 74 ft lb. Specifications document # 1245622. Test drove vehicle again, still has the noise at 2400 rpms, 64 mph, will also make the noise at slower speeds if rpms are right. INFORMATED CUSTOMER THAT ENGINEER WOULD LIKE TO WORK ON VEHICLE FRIDAY 4/4/08 POSSIBLY REPLACE 2 EXHAUST DAMPNERS. Call Mr. Rest to schedule appt, Mr. Rest informed me that if GM wanted to speak to anyone about this vehicle, to contact attorney Kahn & Associates. NO WORK DONE ON THIS VEHICLE
				TIME OUT VERIFIED WITH SVC MGR ROGER ROBERTS

Other

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/8/08	241723	N/A	3598	PERFORMED LOF AND MULTIPOINT INSPECTION

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 3

Time period 12 MONTHS / 18,000 MILES

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs 1
Safety-related time period 12 months / 18,000 miles

Number of repair attempts in the presumption period: 0

Total days out of service during the presumption period: 5

Total days out of service during customer's ownership: 5

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

No new information

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

No new information

6/10/08: Customer has not returned or called since latest repair attempt in March '08.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

SR 71-61203187: ADR case. Closed, customer chose not to pursue. Customer had an appointment with GM engineer to determine the source of the noise but customer did not keep appointment. SR closed, nothing offered.

SR 71-599805570: Sales complaint. Customer wanted to return vehicle a few days after purchase but was not allowed. Agent referred customer to point of sale. SR closed, nothing offered.

RECOMMENDATION

MSRP: \$21,420; 10%: \$2,142; 15%: \$3,213; 20%: \$4,284

Attorney's fees: \$1,750

In suit recommendation: Remove to local counsel

NISM Recommendation: Deny

RATIONALE

In suit rationale: No change to repair history.

(NISM rationale) Vehicle does not appear to meet OH presumption with not more than 3 repairs per nonconformity and
only 5 days out of service. Prior ADR case which customer chose not to pursue. Customer's concern could not be
duplicated and customer would not allow engineer to diagnose vehicle. No repairs have been made to date. Service
manager stated that driveability is not affected, primary complaint is a noise from the front end. Recommend denial
KW, 4/30/08

REASON FOR REMOVAL

Vehicle does not appear to meet OH presumption; no change to repair history since denial of NISM.

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.

TEAM BUICK PONTIAC GMC

TO:	Mary	Greer	GM.	Legal	(866) 393-8081
•	, ,	ROBERTS -	. •		
RE:					
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THIS FAX 5 PAGES INCLUDING COVER PAGE

ALBERT AUTOMOTIVE GROUP P5387 240468 FORD-LINCOLN-MERGURY BUICK PONTIAC GIAC TEAM TOYOTA 1069 Canton Rd. *ACCOUNTING* 905 Brady Avenue Wintersville, OH Steubenville, OH 43952 43953 (740) 283-4131 WINTERSVILLE, OH PAGE 1 www.yesteamauto.com HOME: BUS: SERVICE ADVISOR: E ROBERTS MILEAGE IN OUT 9118 18 ROGER LICENSE COLOR YEAR MAKE/MODEL TAG 08 PONTIAC G6 MAROON 1G2ZG57B784 DEL DATE PROMISED RATE PAYMENT INV DATE <u>24JAN08</u> NOS IS OPTIONS: ST CASH 02APR08 READY STK: AG82 DLR: GM ENG: 2.4 Liter MFi DOHC HO ECOTEC 13:16 18MAR08 10:23 02APR08 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL A CUSTOMER STATES HEARS NOISE IN VEHILCE M ATTACHED STORY VERSION 1 (EMP# 9118,02APR08 10:23): INFORMED CUSTOMER THAT ENGINEER WOULD LIKE TO WORK ON VEHICLE FRI. 4/4/08 POSSIBLE REPLACE 2 EXHAUST DAMPNERS. CALLED MR. REST TO SCHEDULE APPT., MR. REST INFORMED ME THAT IF G.M WANTED TO SPEAK TO ANYONE ABOUT THIS VEHICLE TO CONTACT ATTORNEY KAHN & ASSOC. NO WORK DONE TO THIS VEHICLE TRGT/ACCOUNT SALE COST CONTROL CONTROL TRGT/ACCOUNT SALE COST 3/G57000 1/10100 0 BORRELES DE LES RECEPCIONES DE LES DE BESTELLES DE LES DE Angelier of the angular profession of manifester of the effective and an adole related the related the second and an adole ad through ndedardilada dil did disconsissión de les correct de conservición de les conserves de les conservicións de les de diferencias de les conserves de les conservicios de la conservicion de property or **罗马斯·玻璃**等 불 음식을 걸 🐫 COST & COMP TOTALS THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EDPRESS OR IMPLIED, INCLIDING ANY IMPLIED INCLIDINGS FOR A PARTICULAR PURPOSE, AND NETHER ASSUMES NOR AUTHORIZES ANY OTHER PRISON TO ASSUME FOR IT ANY LYBRITY IN CONNECTION WITH THE SAIP OF ANY PARTS OR THIS SAIP OF ANY PARTS OR THIS SAIP OF ANY PARTS OR THIS SAIP OF ANY PARTS OR THIS SAIP OF ANY PARTS OR THIS DESCRIPTION TOTALS MONTHLY PAYMENT: LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 CASH GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 CHBCK NO. AMT. SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER MISC. CHARGES 0.00 TOTAL CHARGES 0.00 ANY MANUFACTURER SUPPLIERS WARRANTIES. CREDIT CARD LESS INSURANCE 0.00 SALES TAX 0.00 CUSTOMER SIGNATURE DATE PAID

PLEASE PAY THIS AMOUNT

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ALBERT AUTOMOTIVE GROUP

P5387 238109 MAST FORD-LINCOLN-MERCURY BUICK PONTIAC GMC TEAM TOYOTA 1069 Canton Rd. WARRANTY 905 Brady Avenue Wintersville, OH Steubenville, OH 43952 43953 (740) 283-4131 WINTERSVILLE, OH PAGE 1 www.yesteamauto.com HOME: BUS: SERVICE ADVISOR: 9118 ROGER \mathbf{E} E ROBERTS MILEAGE IN OUT COLOR YEAR MAKE/MODEL LICENSE TAG 08 PONTIAC G6 MAROON 1G2ZG57B7841 <u>606/609</u> DITE DATE PROMISED RATE PAYMENT INV. DATE NOB IS **24JAN08** 7:00 08FEB08 CASH 10 MARO 8 READY OPTIONS: STK: AG82 DLR: GM ENG: 2.4 Liter MFi DOHC HO ECOTEC 14:04 04FEB08 13:33 10MAR08 LINE OPCODE TECH TYPE HOURS TOTAL A CUSTOMER STATES NOISE IN FRONT END OF VEHICLE (WHINNING) CAUSE: F K9995 CUSTOMER CONCERN NOT DUPLICATED 5310 WG40 2.30 148.26 5310 WG4U 2.30 148.26 148.26 FC: 9Z PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: B Transfer of the second of the 4370 14826 TLABOR B** RENTAL CAUSE: F 27904 4 DAY RENTAL 9501 WG40 0.00 0.00 COUNTS OF FC: 98 PART#: COUNTS OF CO CLAIM TYPE: AUTH CODE THE REPORT OF THE PROPERTY OF 0 0 TLABOR Sublikental WG4 0 148.00 Talling the transfer of the state of the sta de del disentación del como destación de los destacións de los disentacións de los comos de como de los del como de del como de como de los del como de los del como de como de los del como de como de los del como de como de los del como del como de los del como de los del como de los del como de los del como de los del como de los del como de los del como de los del como de los del como de los del como de los del como de los del como de los del como del 差别法统 COST, SALE. COMP TOTALS 29626 1917 THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTIABLITY OR STINESS FOR A PARTICULAR FURFOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR T ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THE SALE OF ANY PARTS OR THE SALE OF ANY PARTS OR THE SALE OF ANY PARTS OR THE SALE OF ANY PARTS OR THE SALE OF ANY PARTS OR THE SALE OF ANY PARTS OR THE SALE OF ANY PARTS OR THE SALE OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES. 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 WEHICLE 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 ARB AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURIER'S REPRESENTATIVE DESCRIPTION TOTALS LABOR AMOUNT 148.26 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 148.00 MISC. CHARGES 0.00 TOTAL CHARGES <u> 296.26</u> LESS INSURANCE 0.00 SALRS TAX 0.00 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE (DATE PLEASE PAY
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ALBERT AUTOMOTIVE GROUP

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ACCOUNTING

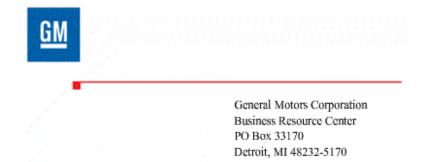
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ALBERT AUTOMOTIVE GROUP

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VIA FAX ONLY

June 12, 2008

Rob Johnson North Central-50 Rob.johnson@gm.com

Re:

v. General Motors Corporation

Service Request: 71-618141898

2008 Pontiac G6

Vehicle Identification Number: 1G2ZG57B784

Customer Relationship Specialist: Julia Wood

Dear Mr. Johnson:

The above GM customer has filed a lawsuit and the lawsuit is being removed from the Early Resolution Program and is being sent to GM's local counsel for handling. Our records indicate that Bob Kozlowski was contacted while the case was in the Early Resolution Program. The customer has been to the following dealers for servicing thus far:

Team Buick Pontiac GMC

BAC: 201161

GM's attorney now handling this case:

Tim Sullivan (513) 381-2838

Taft, Stettinius, & Hollister

GM Legal Assistant involved:

Lora Hauswirth (313) 665-1436

Customer's attorney now handling the case:

Brad Riffe (216) 621-6101

Kahn & Associates

Please have the AVM(s) notify the dealership(s) listed above and any other dealers in the vicinity of the customer's address that this customer has filed a lawsuit against GM. Please have them tell the dealer(s) to make sure that any necessary, future repair work is thoroughly documented. The AVM(s) / dealership(s) should direct any documentation, repair orders and any other information particular about this customer and his/her vehicle to GM's attorney.

Attached is a copy of the case assessment for your review. 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.

Thank you for your assistance.

Sincerely,

General Motors Corporation

cc: FILE LG0080 Rev. 7/09/2007







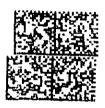








Taft Stettinius & Hollister LLP 425 Walnut Street, Suite 1800 Cincinnati, Ohio 45202-3957



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05/27/2008. Mailed From 45202 US POSTAGE.

MAY 3 0 1986,

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

48091%5013 CCG7

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CT CORPORATION

A WoltersKluwer Company

Service of Process Transmittal

05/21/2008

CT Log Number 513447658

TO:

Timothy Sullivan

Taft Stettinius Hollister Suite 1800, 425 Walnut Street

Cincinnati, OH 45202-3957

RE:

Process Served in Ohio

FOR:

General Motors Corporation (Domestic State: DE)

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

TITLE OF ACTION:

Pltf. vs. General Motors Corporation, Dft.

DOCUMENT(S) SERVED:

Summons, Complaint, Jury Trial

COURT/AGENCY:

Jefferson County Common Pleas Court, OH

Case # 08CV00297

NATURE OF ACTION:

Product Liability Litigation - Breach of Warranty - Failure to conform the 2008 Pontiac G6, VIN 1G2ZG57B784 to the written warranty and/or service contract by repairing one or more nonconformities within a reasonable number of attempts or a reasonable amount of time

ON WHOM PROCESS WAS SERVED:

C T Corporation System, Cleveland, OH

DATE AND HOUR OF SERVICE:

By Certified Mail on 05/21/2008 postmarked on 05/19/2008

APPEARANCE OR ANSWER DUE:

Within 28 days after service, exclusive of the day of service - File answer with Pltf.'s attorney or upon the Pltf. if he/she has no attorney of record // Within 3 days after the service of answer on Pltf.'s attorney - File answer with the court

ATTORNEY(S) / SENDER(S):

G. Brad Riffe

Kahn & Associates, L.L.C.

55 Public Square Suite 650 Cleveland, OH 44113

216-621-6101

ACTION ITEMS:

SOP Papers with Transmittal, via Fed Ex 2 Day, 798446539932

Image SOP - Page(s): 15

Fax Transmittal, Rosemarie Williams 313-665-7572

CC Recipient(s)

Rosemarie Williams, via Regular Mail

SIGNED: PER: ADDRESS:

C T Corporation System Debra Justice

1300 East 9th Street Suite 1010

TELEPHONE:

Cleveland, OH 44114 216-621-4270

Page 1 of 1/IS

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

IN THE COURT OF COMMON PLEAS JEFFERSON COUNTY, OHIO

	FILED IN COMMON PLEAS COU	RT Case No.:	0801297	
Winterville, OH Plaintiff,	# HERFERSON COUNTY, OH	Judge:	Joseph J Brugger	e.Jr.
VS.	JOHN A. CORRIGA CLERK	N.		
GENERAL MOTORS c/o CT Corporation Sy 1300 East 9 th Street, St Cleveland, OH 44114 Defendant.	stem)	COMPLA (Jury Dem	AINT mand Endorsed Hereon)	
Now comes Pla	aintiff, by an	d through unders	signed counsel and states as	
follows:			•	

BACKGROUND

- 1. Plaintiff, is an adult individual citizen and legal resident of the State of Ohio, residing at Winterville, OH
- Defendant, General Motors Corporation, is a business corporation qualified to do and regularly conducting business in the State of Ohio, with its principal place of business located in Michigan and can be served at its local residence c/o CT Corporation System, 1300 East 9th Street, Suite 1010, Cleveland, OH 44114.
- On or about January 24, 2008, Plaintiff purchased or leased a 2008 Pontiac G6, manufactured and warranted by Defendant, from Albert Buick Pontiac GMC, Inc. (1069 Canton Road, Wintersville, Ohio 43953) bearing the Vehicle Identification Number 1G2ZG57B784 (hereinafter the "vehicle").

- The vehicle was purchased or leased in the State of Ohio and is registered in Ohio.
- 5. The price of the vehicle and/or the total of payments is approximately \$18,689.58.
- 6. Plaintiff states that as a result of the ineffective repair attempts made by

 Defendant, through its authorized dealer(s), the vehicle cannot be utilized for the

 purposes intended by Plaintiff at the time of acquisition and hence, the vehicle is

 worthless and/or substantially impaired.
- 7. In consideration for the purchase of the above vehicle, Defendant issued to Plaintiff one or more written warranties on particular items.
- 8. Plaintiff notified the Defendant and/or its Authorized Dealer(s) on one or more occasions, and/or formally notified the Defendant by letter of Plaintiff's present intention to revoke acceptance of the vehicle and requested the return of all funds paid toward the vehicle.

COUNT I OHIO LEMON LAW

- 9. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.
- 10. Section 1345.71 through Section 1345.77 of the Ohio Consumer Sales Practices

 Act is commonly known as, and will hereinafter be referred to as, the "Ohio

 Lemon Law."
- 11. Plaintiff is a "Consumer" as defined by R.C. § 1345.71(A).
- 12. Defendant is a "Manufacturer" as defined by R.C. § 1345.71(B).

- Defendant provided an "Express Warranty" and a "Warranty" as defined by R.C.
 § 1345.71 (C).
- 14. Plaintiff purchased or leased the vehicle from and/or had it serviced at Defendant's "Authorized Dealer[(s)]," as that term is used throughout R.C. § 1345.71 et seq.
- Plaintiff reported one or more "nonconformities," as defined by R.C. § 1345.72

 (B) and 1345.71(E), to the manufacturer, through its authorized dealer, within one year and eighteen thousand (18,000) miles of the date of delivery.
- 16. Defendant, through its authorized dealer(s), has been unable, unwilling and/or has refused to conform the motor vehicle to the express warranty by repairing one or more nonconformities within a reasonable number of attempts or a reasonable amount of time.
- 17. Plaintiff may satisfy one or more of the presumptions in Section 1345.73.
- 18. If Defendant maintains a qualified Informal Dispute Resolution Mechanism,
 Plaintiff has resorted to it at least forty (40) days prior to filing this Complaint
 and/or has pursued that process to its completion, as required by R.C. § 1345.77
 (B) and rules promulgated thereunder.

WHEREFORE, Plaintiff respectfully demands:

- 1. The "full purchase price" of the vehicle, collateral charges, finance charges, incidental and consequential damages;
- 2. Costs, including expert witness fees and reasonable attorney's fees; and
- 3. For such other relief as this court deems just and proper.

COUNT II MAGNUSON-MOSS FEDERAL TRADE COMMISSION ACT

- 19. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.
- 20. Plaintiff is a "Consumer" as defined by 15 U.S.C. § 2301(3).
- 21. Defendant is a "Supplier" and a "Warrantor" as defined by 15 U.S.C. § 2301(4) & (5).
- 22. The vehicle is a "Consumer Product" as defined by 15 U.S.C. § 2301(1).
- One or more of the warranties given to Plaintiff by Defendant was a "Written Warranty" as defined by 15 U.S.C. § 2301(6) and/or a "Service Contract" as defined by 15 USC § 2301(8).
- 24. Defendant, through its authorized dealer(s), has been unable, unwilling and/or has refused to conform the motor vehicle to the written warranty and/or service contract by repairing one or more nonconformities within a reasonable number of attempts or a reasonable amount of time.
- 25. Plaintiff states that Defendant has been afforded a reasonable opportunity to cure the vehicle's nonconformities pursuant to 15 U.S.C. § 2310 (e).
- 26. Section 15 U.S.C. § 2310 (d) (1) provides:
 - Subject to subsections (a)(3) and (e) of this section, a consumer who is damaged by the failure of a supplier, warrantor, or service contractor to comply with any obligation under this chapter, or under a written warranty, implied warranty, or service contract, may bring suit for damages and other legal and equitable relief....
- 27. As a direct and proximate result of Defendant's failure to comply with

 Defendant's express written and implied warranties and service contract, Plaintiff
 has and continues to suffer damages.

- 28. If Defendant maintains a qualified Informal Dispute Resolution Mechanism,
 Plaintiff has resorted to it at least forty (40) days prior to filing this Complaint
 and/or has pursued that process to its completion, as required by 15 U.S.C. § 2310
 (a) and rules promulgated thereunder.
- 29. Pursuant to 15 U.S.C. § 2310 (d)(2), plaintiff seeks all Costs, including attorney's fees and expert witness fees.

- 1. The full purchase price of the vehicle, collateral charges, finance charges, incidental and consequential damages;
- 2. Costs, including expert witness fees and reasonable attorney's fees; and
- 3. For such other relief as this court deems just and proper.

COUNT III OHIO UNIFORM COMMERCIAL CODE

- 30. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.
- 31. The defects and nonconformities exhibited by the vehicle constitute a breach of contractual and statutory obligations of Defendant, including, but not limited to, the following:
 - a. Express Warranty
 - b. Implied Warranty of Merchantability; and
 - c. Implied Warranty of Fitness for a Particular Purpose.

- 32. At the time delivery of the vehicle to Plaintiff and at all times subsequent thereto,
 Plaintiff has justifiably relied on Defendant's express and implied warranties,
 obligations and representations with regard to the vehicle.
- 33. At the time of delivery of the vehicle and at all times subsequent thereto,

 Defendant was aware that Plaintiff was relying on Defendant's express and
 implied warranties, obligations and representations with regard to the vehicle.
- 34. Plaintiff has incurred damage as a direct and proximate result of the Defendant's breach and failure to honor its express and implied warranties, obligations and representations with regard to the vehicle.
- 35. Plaintiff has incurred damage as a direct and proximate result of the failure of essential purpose of Defendant's express and implied warranties, obligations and representations with regard to the vehicle.

- 1. The full purchase price of the vehicle, collateral charges, finance charges, incidental and consequential damages;
- 2. Costs, including expert witness fees and reasonable attorney's fees; and
- 3. For such other relief as this court deems just and proper.

COUNT IV IMPLIED WARRANTY IN TORT

- 36. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.
- 37. The defects and nonconformities exhibited by the vehicle constitute a breach of contractual, statutory and/or common law obligations of Defendant, including, but not limited to, the following:

- a. Implied Warranty of Merchantability sounding in Tort; and
- b. Implied Warranty of Fitness for a Particular Purpose sounding in Tort.
- 38. At the time delivery of the vehicle to Plaintiff and at all times subsequent thereto,
 Plaintiff has justifiably relied on Defendant's implied warranties, obligations and
 representations with regard to the vehicle.
- 39. At the time of delivery of the vehicle and at all times subsequent thereto,
 Defendant was aware that Plaintiff was relying on Defendant's implied
 warranties, obligations and representations with regard to the vehicle.
- 40. Plaintiff has incurred damage as a direct and proximate result of the Defendant's breach and failure to honor its implied warranties, obligations and representations with regard to the vehicle.

- 1. The full purchase price of the vehicle, collateral charges, finance charges, incidental and consequential damages;
- 2. Costs, including expert witness fees and reasonable attorney's fees; and
- 3. For such other relief as this court deems just and proper.

COUNT V OHIO CONSUMER SALES PRACTICES ACT

- 41. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.
- 42. Section 1345.01 et seq. is commonly known as, and will hereinafter be referred to as, the "Ohio Consumer Sales Practices Act" or "CSPA."
- 43. Plaintiff is a "Person," as defined by R.C. § 1345.01 (B).
- 44. Defendant is a "Supplier" and a "Person" as defined by R.C. § 1345.01 (C) & (B).

45. Plaintiff's purchase of the vehicle is a "Consumer Transaction" as defined by R.C. § 1345.01 (A).

UNFAIR, DECEPTIVE OR UNCONSCIONABLE ACTS GENERALLY

46. In connection with said transaction, Defendant committed unfair, deceptive and unconscionable acts and practices in violation of R.C. § 1345.02 and R.C. § 1345.03.

Said acts and practices include, but are not limited to, the following:

- 47. Defendant's representation that the vehicle contained a valid warranty, which would cause effective warranty repairs to be made within a reasonable time and within the warranty period, was untrue.
- 48. Defendant's representation that the vehicle contained, as a remedy, an effective warranty, which would cause effective warranty repairs to be made within a reasonable time and within the warranty period, was false.
- 49. Defendant's representation that the vehicle would have the natural benefits of being fit for its intended and ordinary purposes and merchantable, was untrue.
- 50. Defendant's representation that the vehicle was fit for ordinary purposes, was
- 51. Defendant's representation that the vehicle was merchantable was untrue.
- 52. Defendant's violation of the Ohio Lemon Law constitutes an unfair, deceptive and/or unconscionable sales practice.
- 53. Defendant knowingly committed all of the above referenced unfair, deceptive and unconscionable acts and practices.

ACTS DECLARED UNFAIR, DECEPTIVE OR UNCONSCIONABLE BY ATTORNEY GENERAL RULES

- In connection with said transaction, Defendant committed acts and practices that have been declared to be unfair, deceptive or unconscionable by rules adopted pursuant to R.C. § 1345.05 (B)(2).
- 55. Said acts and practices were committed after such rules were made available for public inspection pursuant to R.C. § 1345.05 (A)(3).

Said acts and practices include, but are not limited to, the following:

- Defendant never disclosed any defects in connection with the sale of the vehicle, as required by O.A.C. 109:4-3-16 (B)(14).
- 57. Defendant may have violated the Motor Vehicle Repairs and Services Rule by failing to comply with all the requirements of O.A.C. § 109:4-4-05, 109:4-3-13 and R.C. 1345.74.
- 58. Defendant knowingly committed all of the above referenced unfair, deceptive and unconscionable acts and practices.

ACTS DECLARED UNFAIR, DECEPTIVE OR UNCONSCIONABLE BY OHIO COURTS

- 59. In connection with said transaction, Defendant committed acts and practices that have been declared violations of R.C. § 1345.02 and/or R.C. § 1345.03 by Courts of the State of Ohio.
- 60. Said acts and practices were committed after such court decisions were made available for public inspection pursuant to R.C. § 1345.05 (A)(3).

Said acts and practices include, but are not limited to, the following:

- 61. Defendant, who had a legal obligation to Plaintiff under the written warranty, breached, avoided and/or attempted to avoid its obligations to the Plaintiff, which has been declared a violation of the CSPA in <u>Brown v. Spears</u>, No. 8897 (Muni, Franklin 1979); <u>Brown v. Lyons</u>, 322 N.E.2d 380 (CP, Hamilton 1974) and related cases.
- Defendant exhibited a pattern of inefficiency, stalling and/or incompetency with regard to its warranty repair work, which is behavior declared a violation in Brown v. Lyons, 332 N.E.2d 380 (CP Hamilton 1974); Pearson v. Tom Harrigan Oldsmobile-Nissan, Inc., No. 12411, 1991 WL (2d Dist. Ct. App., Montgomery, 1991); and Brown v. Spears, No. 8897 (Muni, Franklin 1979).
- 63. Defendant failed to honor its implied warranty of merchantability, which was declared a violation of the CSPA in <u>Brown v. Lyons</u>, 322 N.E.2d 380 (CP, Hamilton 1974).
- 64. Defendant refused to accept Plaintiff's revocation of acceptance of goods, which was declared to be a violation in <u>Holsinger v. Krystal Klear Sales & Service, Inc.</u>, No. 91-CV-55 (CP, Meigs 1991) and <u>Price v. Humphries Auto City, Inc.</u>, No. 7-89-CVE-243 (Muni, New Philadelphia 1990).
- 65. Defendant knowingly committed all of the above referenced unfair, deceptive and unconscionable acts and practices.

- Judgment against Defendant in an amount equal to three times Plaintiff's actual damages in excess of \$25,000.00 and/or the statutory minimum of \$200 for each additional unlawful act specified, over and above any treble damage award;
- 2. Costs, including expert witness fees and reasonable attorney's fees;
- 3. A declaratory judgment that Defendant's practices herein complained of are unfair, deceptive and/or unconscionable; and
- 4. For such other relief as this court deems just and proper.

Respectfully submitted,

KAHN & ASSOCIATES, L.L.C.

G. BRAD RIFFE'(0073843)

55 Public Square

Suite 650

Cleveland, Ohio 44113

Ph.: (216) 621-6101 Fax: (216) 621-6006 Attorney for Plaintiff

JURY TRIAL

A trial by jury in the within action is hereby demanded on all issues except the determination of reasonable attorney's fees and costs and the determination of which damages shall be trebled, which are reserved for determination by the Court in the event that Plaintiff prevails at a trial on the merits.

KAHN & ASSOCIATES, L.L.C.

G. BRAD RIFFE (0073843)

Attorney for Plaintiff

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You ARE NOT required to buy credit the locations or conditional most beautiful removed from any particular company or again. You may use existing politics it beautiful is (equired as additional accurity.

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IT IS THE INTENT OF THIS FORM THAT THE DISCLOSURES ARE EASILY SEEN.

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STATE OF OHIO - BUREAU OF MOTOR VEGICLES CERTIFICATE OF REGISTRATION

REG. DATE: 01/24/2008

EXP. DATÉ: 12/20/2008 ISSUE DATE: 01/31/2008

APP NO.:

4127

VALIDATION NO.:

ELECTRONIC POA

VEHICLE OWNERSHIP: LEASE

AGENCY: USER ID: CB

LESSEE NAME:

LESSOR: VEHICLE ASSET UNIVERSAL LEASING TRU

LESSEE ADDR:

CITY: WINTERSVILLE

LESSOR ADDR: ADD. CITY:

25000 COUNTRY CLUB BLVD

STATE TAX DISTRICT: WINTERSVILLE

ADD. STATE: ŌН

NORTH OLMSTED ADD. ZIP: 44070

COUNTY:

JEFFERSON

VEHICLE CLASS:

INSIDE CORP LIMIT: YES VEHICLE YEAR:

2008

ODOMETER READING:

PASSENGER

BODY TYPE:

4S

\$30.00

MAKE: PONT

STATE FEES:

CERTIFICATE TITLE NO.: 4100594866

VEH. SERIAL NO.:

1G2ZQ57B784

PLATE TYPE: REG TYPE: NEW

LOCAL TAX:

\$5.00

PURCHASE DATE:

01/24/2008

REFL./CO. PÉE:

\$0.75

SUSPENSION/REVOCATION: NO

DEPUTY FEE:

53.50

NEW

PRIOR OPERATION: YES

\$39.25

In Ohin, it is illegal to drive any motor vehicle without insurance or office financial responsibility (FR) coverage

It is also illegal for any motor vehicle owner to allow knyone else to drive the owner's vehicle without FR coverage.

PROOF OF COVERAGE IS REQUIRED: Whonever a police officer lesues a traffic ticket At all volice inspection stops Upon traffic court appearances Upon transform

FEES PAID: NO

- checks by the Registrar of Motor Vehicles.

 ANY DRIVER OR OWNER, WHO FAILS TO SHOW PROOF OF INSURANCE OF DETER COVERSOR WILL Lose his of her driver license for 90 days on first offense, one year on second offense. Lose his or her license for 90 days on first offense, one year on second offense. Lose his or her license for 90 days on first offense, one year on second offense. Lose his or her license for 90 days on first offense, one year on second offense. Lose his or her license for 90 days on first offense, so, one year on second offense. Lose his or her driver license, ficense plates of registration AND*Be required to maintain special PR coverage ("Righ-risk" insurance or equivalent) on file-with the Bureau of Motor Valledia for Type E YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT; Any driver or owner who violates this engine hand the violates this engine hand the property of the propert confiscated for at least 30 DAYS first offense and 60 DAYS subgrides, [50] third of supprend and confiscated for at least 30 DAYS first offense and 60 DAYS subgrides, [50] third of supprend and subgrides and subg
- not be permitted to register any motor vehicle in Ohio/for PIVE YEARS.

 IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OF OHER TR COVERABE III, addition to all the penalties listed above, you may have a SECURITY SUSPENSION for TWO YEARS or more side a full density of the penalties are in addition to any fines or penalties imposed by a court of LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING: AN INSURANCE FOLICY showing automobile liability insurance of at least \$12,500 bodily injury per person, \$23,000 injury two or more persons, and \$7,500 property damage. AN INSURANCE IDENTIFICATION CARD (same coverage) A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company. A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000. A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR; coverage and will not operate or permit the operation of this motor vehicle without FR coverage, all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

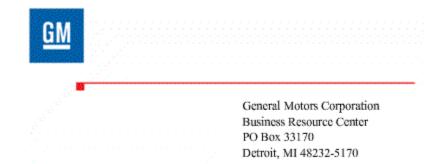
SIGNATURE ON FILE

SIGNATURE OF OWNER(A) WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13. APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD. THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

BMV5701 08/05

CUSTOMER COPY



VIA FAX ONLY

April 30, 2008

Brad Riffe, Esq. Kahn & Associattes LLC 55 Public Sq Ste 650 Cleveland, OH 44113-1909

RE:

Service Request: 71-618141898

2008 Pontiac G6

Vehicle Identification Number: 1G2ZG57B784

Customer Relationship Specialist: Julia Wood

Dear Mr. Riffe:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

• We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

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

LG0007 V07092007





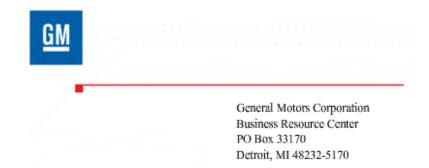












VIA FAX ONLY

June 12, 2008

Timothy Sullivan, Esq. Taft Stettinius & Hollister 425 Walnut Street, Suite 1800 Cincinnati, OH 45202-3957

RE:

v. General Motors Corporation

Service Request: 71-618141898 GM Legal Staff Case: 654338

2008 Pontiac G6

Vehicle Identification Number: 1G2ZG57B784

Customer Relationship Specialist: Julia Wood

Dear Mr. Sullivan:

Enclosed is a copy of our file regarding the above referenced case. It is being removed from the Early Resolution Program and turned over to you for further handling. Please see the "Reason for Removal" section of the "Case Assessment" form.

In case you need to contact the Area Service Manager, his name is, Bob Kozlowski, on PH: (800) 823-0055, Mailbox # 8052.

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

LG0037 V07092007





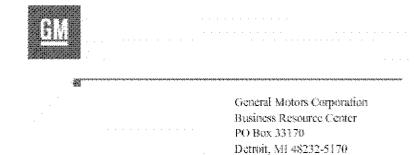












April 9, 2008 VIA FAX ONLY

G. Brad Riffe, Esq. Kahn & Associattes LLC 55 Public Sq Ste 650 Cleveland, OH 44113-1909

RE:

Service Request: 71-618141898

2008 Pontiac G6

Vehicle Identification Number: 1G2ZG57B784

Dear Mr. Riffe:

This is to advise that General Motors is in receipt of the above referenced case dated March 31, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

 ☐ Copy of owner's current title and/or registration

 ☐ Finance agreement

 ☐ Other: Signed Release of Lien Information form

 ☐ Buyer's agreement

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

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

Sincerely,

General Motors Corporation















RELEASE OF LIEN INFORMATION

I	,
(Client's Name)	(Client's Social Security Number)
hereby authorize	
(Lien holder Na	me)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	ling my loan account #(Account Number)
with	
loan payoff amount, and per diem inform	g but not limited to a complete payment history of my account, nation.
Date	
VE	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature

















Adalah Amidon Adadha miladh millidaid

APR 0 3 2008

General Motors Corporation c/o MSX International Attention: BRC Legal 1919 Concept Drive Warren, MI 48091 CALIFORNIA OFFICES NORTH – San Francisco CENTRAL – Los Angeles SOUTH – San Diego

CONNECTICUT OFFICE Hartford

FLORIDA OFFICES

NORTH – Jacksonville · Satellite Office

CENTRAL – Tampa

SOUTH – Miami · Satellite Office

INDIANA OFFICE Indianapolis

MARYLAND OFFICE Baltimore

MASSACHUSETTS OFFICE
Boston



1-888-LEMONS-1 (1-888-536-6671) Fax 1-888-868-6671 www.kahnandassociates.com

CORPORATE HEADQUARTERS

55 Public Square, Suite 650 Cleveland, OH 44113 P (216) 621-6101 F (216) 621-6006

PLEASE REMIT ALL CORRESPONDENCE TO CORPORATE HEADQUARTERS

MICHIGAN OFFICE Detroit

MISSOURI OFFICE St. Louis

NEW JERSEY OFFICE Kenneth C. Ho, Esq.* Newark *Licensed in New Jersey

NORTH CAROLINA OFFICE Raleigh

PENNSYLVANIA OFFICES EAST – Philadelphia WEST – Pittsburgh

TENNESSEE OFFICE Nashville

VIRGINIA OFFICE Richmond

March 31, 2008

VIA FIRST CLASS U.S. MAIL

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

Re:

Settlement Demand

Our Client:

Vehicle:

2008 Pontiac G6

Date of Purch/Lease:

January 24, 2008

VIN:

1G2ZG57B784

Current Mileage:

2,504

Our File No:

L. V. GM

Dear Case Manager:

Please be advised that this office has been retained by regarding the above-referenced vehicle which was obtained from Albert Buick Pontiac GMC, Inc. (1069 Canton Road, Wintersville, Ohio 43953). Since that time, our client's vehicle has undergone repeated repair attempts for a number of defects and nonconformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and nonconformities include, but are not limited to, the following:

- 1. Noises:
- 2. Any and all additional complaints actually made, whether contained on company invoices or otherwise.

These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the Ohio Lemon Law, the Magnuson-Moss Warranty Act and the Ohio Uniform Commercial Code. Because the "purchase of a new car is a major investment [which is] rationalized by the peace of mind that flows from its dependability and safety...," these defects have understandably caused our client to

lose all faith and confidence in the vehicle's integrity. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195 (N.J. Super. Ct. 1968).

Therefore, you are hereby notified that our client is revoking acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our client may return the vehicle and recoup these expenses. DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO THIS LAW OFFICE.¹

Please contact this office as soon as possible to discuss resolving this matter. Enclosed please find the purchase documents, all the repair orders in our client's possession and any other documents pertinent to this claim. Pursuant to the understanding reached in this matter between this office and your local counsel, both parties have agreed to waive informal arbitration in attempt to resolve this matter within forty (40) days from the date of this letter. If we are unsuccessful, we have been directed to commence formal legal proceedings against you.

Sincerely,

G. Brad Riffe

Brad Riffe 1 H

Attorney for

Encls.

¹Until this matter is resolved, our client reserves the right to make appointments to have current and future defects repaired by any authorized dealer of the consumer's choice, especially while the vehicle remains under warranty.

From: Kahn & Associates, L.L.C.

To: 18663938081

Page: 1/6

Date: 4/10/2008 12:43:06 PM

KAIIN & ASSOCIATES

CONNECTICUT Hartford

CALIFORNIA OFFICES

NORTH - San Francisco

CENTRAL - Los Angeles

SOUTH - San Diego

FLORIDA OFFICES
NORTH - Tallahassee - Satellite Office
CENTRAL - Tampa

SOUTH - Miami -Satellite Office

INDIANA OFFICE Indianapolis

MARYLAND OFFICE Baltimore

MASSACHUSETTS OFFICE

1-888-LEMONS-1 (1-888-536-6671) Fax 1-888-868-6671 www.kahnandassociates.com

CORPORATE HEADQUARTERS

55 Public Square, Suite 650 Cleveland, OH 44113 P (216) 621-6101 F (216) 621-6006

PLEASE REMIT ALL CORRESPONDENCE TO CORPORATE HEADOUARTERS

MICHIGAN OFFICE Detroit

MISSOURI OFFICE St. Louis

NEW JERSEY OFFICE Kenneth C. Ho, Esq* Newark *Licensed in New Jersey

NORTH CAROLINA OFFICE Raleigh

PENNSYLVANIA OFFICES EAST - Philadelphia WEST - Pittsburgh

TENNESSEE OFFICE Nashville

VIRGINIA OFFICE

FACSIMILE TRANSMITTAL COVER PAGE

If there is a problem with transmission or if all pages are not received, please call 1-888-536-6671 for retransmission.

Katie Andrysek

Kahn & Associates, L.L.C. Phone: 1-888-536-6671 Fax: 1-888-868-6671

www.kahnandassociates.com

Stuck Driving a Lemon? We can help! "The Complete Lemon Solution™" For more information visit us at www.kahnandassociates.com

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To: 18663938081

Page: 2/6

Date: 4/10/2008 12:43:06 PM

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North Olsted		
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LEASE ORDER

From: Kahn & Associates, L.L.C. To: To: 18663938081

905 Brady Ave. Steubenville, OH 49952

TOYOTA

PLUCE . POLITAC . CAC 1059 Canton Rd. Winterville, OH 43953

Page: 3/6

Date: 4/10/2008 12:43:07 PM

Nº 001542

LESSEE'S NAME		DATE	01/24/2008 STOCK N	o. <u> </u>
ADDRESS		PHONE		
WINTERSVILLE COUNTY	JEFFERSON STATE OH	ZIP	SALESPERSONMED	LEY, SCOTT
ursuant to the terms and conditions listed herein, the un		listed vehicle from		
NTER MY ORDER FOR ONE DNEW D	USED/□CAR □TRUCK/□DE	MONSTRATO	RENTAL VEHICLE FAC	CTORY OFFICIA
YEAR MAKE	MODEL BODY	TYPE	COLOR TRIM	
2008 PONTIAC	66	iD	13U/PERFORMONCE	RED METOLI
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☐ SEE SPOT DELIVERY AGREEMENT ATTACHED	Charge you will pay for each		mount listed:	9.20
☐ SEE USED VEHICLE LIMITED WARRANTY ATTACHED	3. Your approximate monthly pa	the state of the s		<u> </u>
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VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY DEALER, DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE LEASE OF THE VEHICLE AND THE SALE OF RELATED PRODUCTS AND SERVICES, IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE TERM OF THE WRITTEN WARRANTY/SERVICE CONTRACT.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT, INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA PARA COMPRADORES DE VEHÍCULOS USADOS. PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRACTO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

The front and back of this Document and any documents incorporated herein comprise the entire agreement affecting this Retail Lease Order and no other agreement or understanding of any nature concerning same as been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof and agree to them as a part of this Agreement the same as if it were printed above my signature, certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this Document. THIS ORDER IS NOT VALID LINESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRÉSENTATIVE.

APPROVED:

OADA 0401 (1/05) 2005 The Reynolds and Reynolds Company ACCEPTED

To: 18663938081

From: Kahn & Associates, L.L.C.

Page: 4/6

Date: 4/10/2008 12:43:07 PM

MT3GM 0107

From: 7402647982

Page: 1/2

Date: 4/10/2008 9:09:22 AM

FAX Transmission

Number of pages including cover sheet	
Attention: KATIE ANDRYSEK	Date: 4-10-08
Company: KAHN & ASSOCIATES LLC	From:
Phone:	Company:
Fax: 888-868-6671	Phone:
Comments:	



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300 SOUTH HOLLYWOOD BLVD. STEUBENVILLE, OHIO 43952

Phone: (740) 264-7884 FAX: (740) 264-7982

Email: impress0673@officemax.com

From: Kahn & Associates, L.L.C. To: 18663938081 Page: 6/6 Date: 4/10/2008 12:43:08 PM From: 7402647982 Page: 2/2 Date: 4/10/2008 9:09:22 AM

RELEASE OF LIEN INFORMATION

I
(Client's Name) (Client's Social Security Number)
hereby authorize
(Lien holder Name)
(Lien bolder Address) (Lien bolder Phone Number) 1-200-200-4622
(Lien holder Address) (Lien holder Phone Number) 1-200-200-4622
to release any and all information regarding my loan account #(Account Number)
with(Lien holder Name)
(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 4-9-08
VEHICLE INFORMATION
The current vehicle mileage is 3696 Date mileage read; 4-9-08.
Signature Signature
LG0006-T Rev 10/77/2004

General Motors Corporation Legal Staff

Facsimile 248/267-4570

Telephone 512/386-0750

May 22, 2008

Timothy Sullivan, Esq. Taft Stettinius & Hollister 1800 Star Bank Center 425 Walnut Street Cincinnati, OH 45202-3957

Dear Mr. Sullivan:

Re: GM Case No. 654338

v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of Robert Brown, GMC, BRC Legal. c/o MSX International, 1919 Concept Drive, Warren, MI 48091.

This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, include the GM Case Name and Case Number and address it to the attention of the undersigned, c/o MSX International. Feel free to contact me by phone at (512) 386-0750 or Fax (248) 267-4570.

Sincerely,

Robert A. Brown Jr. Legal Assistant

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

Service of Process **Transmittal**

05/21/2008

CT Log Number 513447658

TO:

Rosemarie Williams

General Motors Legal Staff

400 Renaissance Čenter, Mail Code 482-038-210

Detroit, MI 48265-4000

RE:

Process Served in Ohio

FOR:

General Motors Corporation (Domestic State: DE)

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

TITLE OF ACTION:

Pltf. vs. General Motors Corporation, Dft.

DOCUMENT(S) SERVED:

Summons, Complaint, Jury Trial

COURT/AGENCY:

Jefferson County Common Pleas Court, OH Case # 08CV00297

NATURE OF ACTION:

Product Liability Litigation - Breach of Warranty - Failure to conform the 2008 Pontiac G6, VIN 1G2ZG57B784 to the written warranty and/or service contract by repairing one or more nonconformities within a reasonable number of attempts or a reasonable amount of time

ON WHOM PROCESS WAS SERVED:

C T Corporation System, Cleveland, OH

DATE AND HOUR OF SERVICE:

By Certified Mail on 05/21/2008 postmarked on 05/19/2008

APPEARANCE OR ANSWER DUE:

Within 28 days after service, exclusive of the day of service - File answer with Pltf.'s attorney or upon the Pltf. if he/she has no attorney of record // Within 3 days after the

service of answer on Pltf.'s attorney - File answer with the court

ATTORNEY(\$) / SENDER(\$):

G. Brad Riffe

Kahn & Associates, L.L.C.

55 Public Square Suite 650 Cleveland, OH 44113

216-621-6101

ACTION ITEMS:

CT has retained the current log, Retain Date: 05/21/2008, Expected Purge Date:

05/26/2008

Image SOP - Page(s): 15 Fax Transmittal, Rosemarie Williams 313-665-7572

CC Recipient(s)

Rosemarie Williams, via Regular Mail

SIGNED: PFR: ADDRESS:

C T Corporation System

Debra Justice 1300 East 9th Street

Suite 1010

Cleveland, OH 44114 216-621-4270

TELEPHONE:

CTWeb 5/21/08 3:11pm

Page 1 of 1/IS

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Taff Stetlinius Timothy Sullivan





CDR File Information

Vehicle Identification Number	1G2ZH578X64				
Investigator	PATRICK GALLO				
Case Number	71-618312553				
Investigation Date	Friday, April 18 2008				
Crash Date	Wednesday, April 2 2008				
Filename	1G2ZH578X64 CDR				
Saved on	Friday, April 18 2008 at 11:34:26 AM				
Collected with CDR version	Crash Data Retrieval Tool 3.00				
Reported with CDR version	Crash Data Retrieval Tool 3.00				
EDR Device Type	airbag control module				
Event(s) recovered	None				

Data Limitations

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:

- -SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
- -Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.
- -Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
- -SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.
- -Brake Switch Circuit Status indicates the status of the brake switch circuit.
- -Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.
- -Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".
- -The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
- -If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- -The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
- -Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's





communication network.

-The Belt Switch Circuit is wired directly to the SDM.





Hexadecimal Data

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

\$01	00	03	00	00	00	00	00	
\$02	30	00	00	00	00	00	00	
; \$03	02	00	00	00	00	00	00	
\$04	02	00	00	00	00	00	00	
\$05	00	00	00	00	00	00	00	
\$06	00	0A	00	00	0A	53	53	
\$07	00	20	00	00	00	00	00	
\$08	00	FF	00	00	00	00	00	
\$09 \$0A	00	97 00	97 00	00	00	00	00	
\$0B	00	00	00	0F	00	00	00	
\$0C	80	00	80	00	00	00	00	
\$0D	02	10	40	00	00	00	00	
\$0E	00	00	00	00	00	00	00	
\$0F	BA	80	00	00	00	00	00	
\$10 \$11	47 58	32 36	5A 34	48 32	35 34	37 36	38 38	
\$11 \$12	33	30	00	00	00	00	00	
\$13	00	F8	B1	00	00	00	00	
\$14	08	В4	75	F3	00	00	00	
\$15	70	18	EC	FE	00	00	00	
\$16	8 0	04	12	0F	22	31	00	
\$17	03	03	02	03	02	02	00	
\$18 \$19	02	02 03	00	00	00	07 00	07 00	
\$1B	FF	30	00	67	00	7A	00	
\$1C	FF	30	00	66	00	1A	00	
\$1D	4 F	4F	00	00	00	00	00	
\$1E	4F	4F	00	4F	00	01	00	
\$1F \$20	33 40	C1	00	00	00	00	00	
\$21	FF	FF	00	00	50	00	00	
\$22	00	8D	00	00	00	00	00	
\$24	00	00	00	00	00	00	00	
\$25	00	00	00	00	00	00	00	
\$26 \$27	00 FF	00	00 FF	00	00	00	00	
\$2A	00	00	00	00	00	00	00	
\$2B	00	00	00	00	00	00	00	
\$2D	00	00	00	00	00	00	00	
\$2E	00	FF	F0	10	В5	00	00	
\$2F \$30	00	FE	10	B5	00	00	00	
\$30 \$31	9D FF	00 FF	00 FF	00 FF	00 FF	00	00	
\$32	F8	80	FF	80	00	00	00	
\$33	FF	FF	FF	FF	FF	80	00	
\$34	FF	FF	FF	FF	FF	80	00	
\$35	FF FF	FF FF	FF FF	FF FF	FF FF	80	00	
\$36 \$37	F8	80	F8	OF	OF	CA	FE	
\$38	FF	80	C0	80	FF	C0	FC	
\$39	FF	FF	FF	FF	FF	80	00	
\$3A	FF	FF	FF	FF	FF	80	00	
\$3B	7F	0F	1F	1F	3F	00	00	
\$3C \$3D	FF FF	FF FF	FF FF	FF FF	FF FF	FF FF	C0	
\$3E	FF	FF	FF	FF	00	00	00	
\$3F	00	00	F0	00	00	00	00	
\$40	ΕO	FF	00	00	00	00	00	
\$41	F8	F8	90	00	00	00	00	
\$42	80	FF	FF	FF	FF	00	00	

1G2ZH578X64





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$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF 00
$45 FF FF FF FF FF 00
$46 FF FF FF FF FF 00
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$4C
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$4E FF FF FF FF FF 00
$4F FF FF FF FF FF 00
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$51
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$53 FF FF FF 00 00 00 00
$54
   82 FF FF 00 00 00 00
$55 FF FF FF FF FF 00
$67
   A0 FF 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF 00
   FF FF FF FF FF 00
$6C
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$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF 00
   41 55 36 34 37 32 52 35 30 38 33 31 30 47 47 30
$01
$02 41 05 94 61
$03 41 54 36 34 37 32 52 35 30 38 33 31 30 47 38 56
   41 05 94 61
$04
$05
    $06 FF FF FF FF
$07
   $08
   FF FF FF FF
$0D
   41 48 36 34 37 33 52 35 33 31 34 32 38 44 4B 30
   01 5A 39 A4
$0E
   41 4A 36 34 37 33 52 35 33 31 39 31 38 50 47 54
$0F
$10 01 5A 39 A4
$13 42 52 39 38 32 30 44 32 36 30 34 30 34 42 33 34
$14  16  46  3D  35
    $17
$18
   FF FF FF FF
$21
    32 16 B8 0B 5E 11 91 9A
$22
   53 53
$23
    32 5A FA FA FA FA
$24
    32 5A FA FA FA FA FA
$25
    32 5A FA FA FA FA FA
   32 5A FA FA FA FA
$26
$40 00 00
$41 FF 30 00 66 00 1A
$42
   D0 E4
$43 00 00 8E 80
1G2ZH578X64
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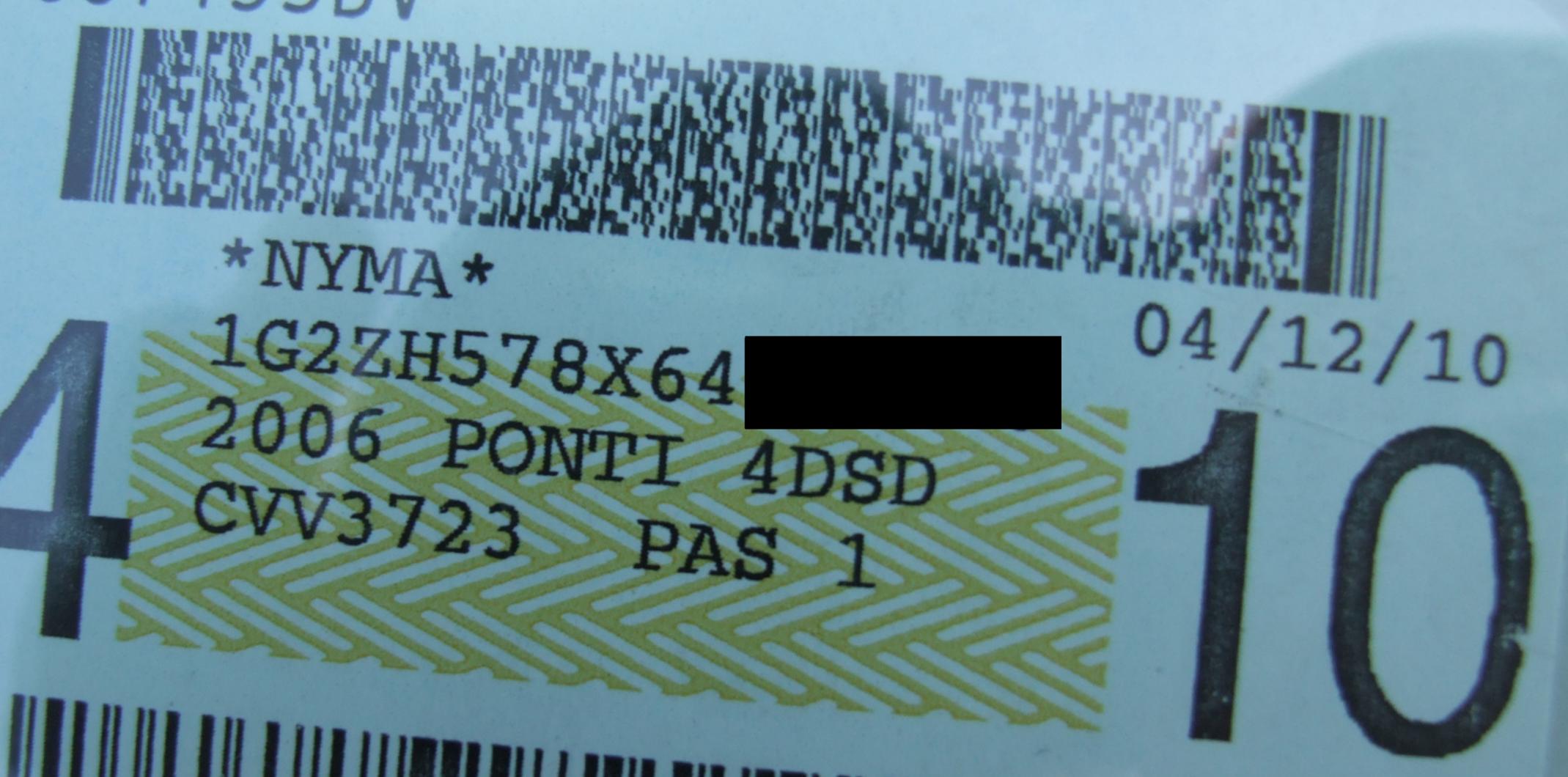


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$44 C6 00 00 FC 80 C0
$45 07 01 07 01 05 01
$46 00 OF OF 64 64
$47 OA 64 O2 O4 O4 O5 OA O6 O4 OA OO OO FA OO OO FF O4 64
$48 18 08 08
$B0 58
$B1
    FD FE 00
$B2 FF FF FF FF
$B4 41 53 35 33 35 33 32 31 30 42 39 42 20 20 20 20 $B7 50 AA 01 0F 02 $B8 53 42 68 05 19
$C1 30 46 30 32
$CA 30 46 30 32
$CB 00 F0 B6 79
$CC 00 F0 B6 79
$D1 00 00
$DB 00 00
$DC 00 00
```

EM 1 G2 ZH578X64



887133BV



VEHICLE REGISTRATION

01711488

NEW YORK STATE SAFETY/EMISSIONS DEC

FEB

INSPECTION CERTIFICATE



NOV

APR MAY JUN JUL

MFD BY GENERAL MOTORS CORP

DATE 02/06 2036 KG 4489 LB

GAWR FRT 1107 KG 2440 LB

GAWR RR 929 KG 2049 LB

IS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR HICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN FECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

32ZH578X64

TYPE: PASS CAR



TIRE AND LOADING INFORMATION

SEATING CAPACITY

TOTAL 5

FRONT 2

REAR 3

The combined weight of occupants and cargo should never exceed 404 kg or 891 lbs.

TIRE	ORIGINAL SIZE	COLD TIRE PRESSURE
FRONT	P225/50R17	210 kPa, 30 PSI
REAR	P225/50R17	210 kPa, 30 PSI
SPARE	T125/70D16	420 kPa, 60 PSI

SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION





































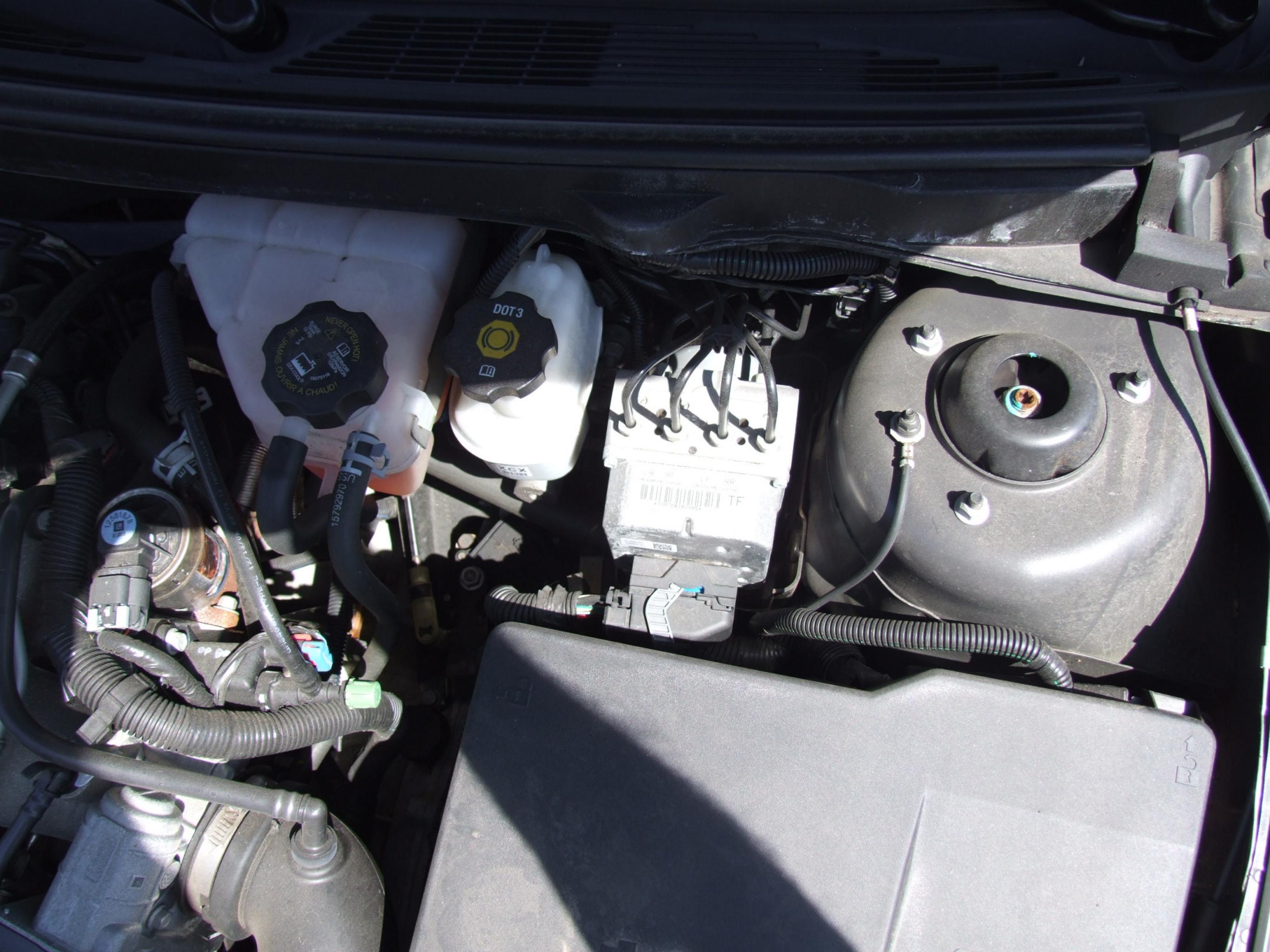


















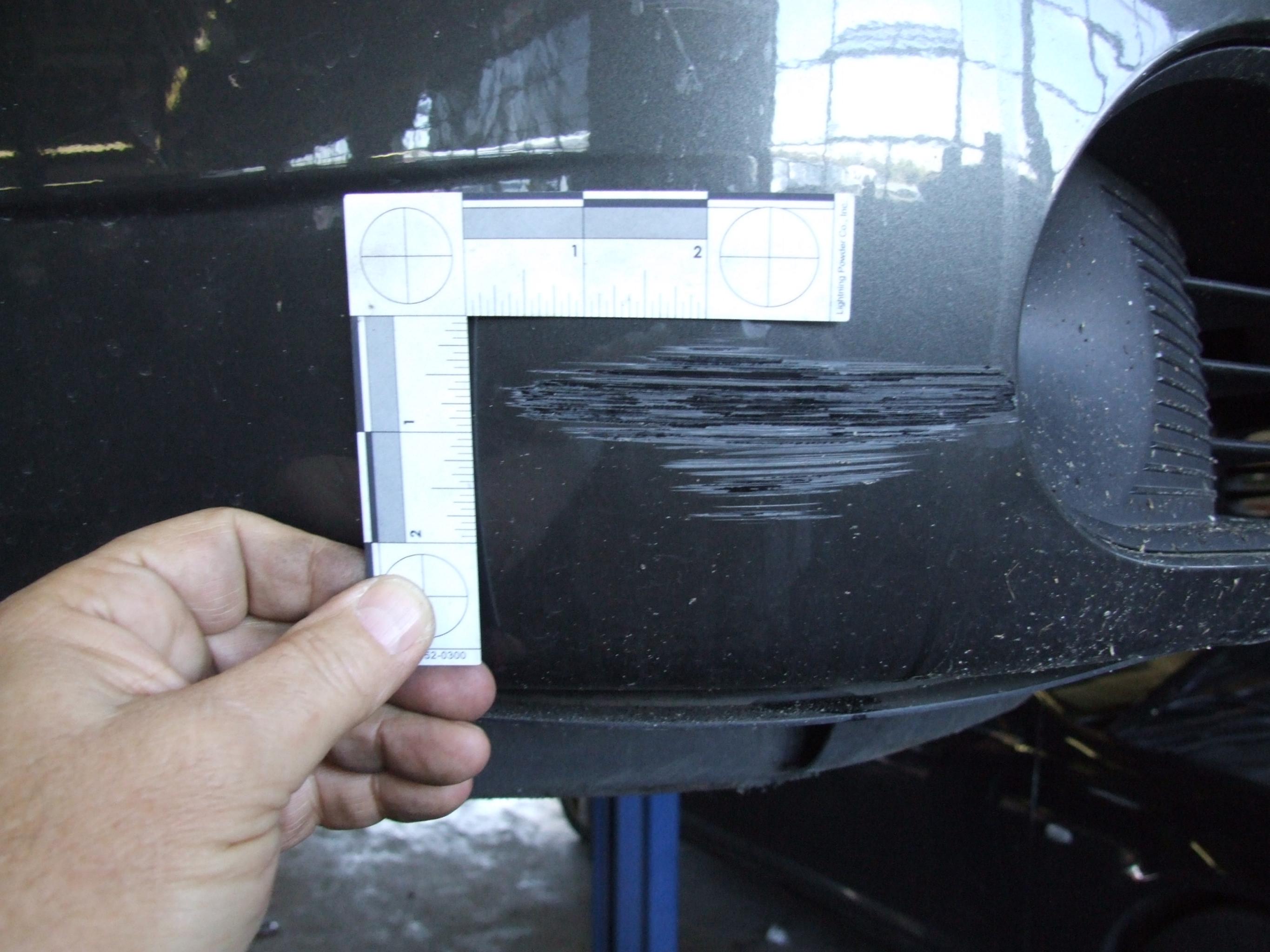
Inc. Co., _



































DTC Information

ECU Name

Status

HVAC Control Module Body Control Module Radio Digital Radio Receiver

Instrument Panel Cluster

No Comm.

Instrument Panel Cluster

DLC Pin: 1

Restart View All, DTCs

DTCs Sorted By Priority

Radio U2100 Controller Area Network (CAN) Bus Communication

Last Test:

This Ignition:

Since Clear:

Passed

Passed

Passed
History
1/2

Clear

DTCs Sorted By Priority

Body Control Module B3006 Hood Ajar Circuit Short to Battery

Last Test:

This Ignition:

Since Clear:

Passed

Passed

Passed
History
2/2

Clear

DTC Information

ECU Hame

Status

Power Steering Control No

Power Steering Control Module

DLC Pin: 14, 6

Restart Wiew All.
DTCs

DTC Information

ECU Mame Status

Harrich Kardulten 1 EBCH

1/3

Body Control Module

DLC Pin: 14, 6

Restart Wiew All.

DICs



STATEN ISLAND

ACCOUNT NO

Pontiac-Buick-GMC-Cadillac, Inc.

2582 Hylan Boulevard Staten Island, NY 10306 Phone: (718) 351-3300 Fax: (718) 667-4969







Great Deals And Service

6430009

NYS-MV-R/S REG. NO. NYC, C/A LIC, NO R-707 7083 524097

FILE COPY

\$110.70

FC:

CUSTOMER TOTAL \$.00

98

\$.00

\$376.00

Are What We're All About

** ACCOUNTING COPY **

DATE/TIME OUT: 6/11/2007 6:00 156131 DATE/TIME IN: 5/23/2007 9:49 SO# 3 PAGE: 1 DOC COUNT: SA: LORI MCNAB

1G2ZH578X64 0.3

G6 GT GRAY 2006 PONTIAC

ENGINE: 1.8L STK#: 5541

5990 / 5992 MILES IN/OUT

DEL DATE: 3/29/2006

RATE: 100.64 203 A/R#:

LOST OF POWER STEERING CK OUT 2ND TIME HAPPENING

LINE 1 OJ FC: COMPONENT - SHORTED CAUSE:

REPLACE POWER STEERING MODULE..SHORTED TECH COMM:

POWER STEERING CONTROLLER REPAIR 1

NY

SALE RATE: A COST RATE: A COST: 28.07 OPCODE: E7631

SALE TYPE: W HRS: 1.10

PRIMARY TECH: MARK IRLINGER

274.30 AMT: WARR PARTS: 1

COST ST DESC FP OTY PRICE PARTS

274.300 195.93 W \$274.30 Y 1 25805894 MOTOR GM

\$385.00 LINE TOTAL \$224.00

RENTAL VEHICLE 2 MJ LINE ROADSIDE RENTAL CAUSE:

CAME IN WED NITE NO STRG 1G6KD57Y07U TECH COMM:

ORDERED PART THURS PART CAME IN ON TUES AFTERNOON

MON HOLIDAY PICK UP THURSDAY 8 DAY ON RENTAL

DSM AUTH VM89

RENTAL 6 DAYS 1 REPAIR SALE RATE: A COST RATE: A COST: OPCODE: Z7906

SALE TYPE: W HRS:

SALE TYPE NET ITEM: C RENTAL

L#: 2 COST: 376.00 PO#: 37014 UNIT AMT: 376.00 UNIT QTY: 1

COST AMT

\$376.00 LINE TOTAL \$376.00

INVOICE PRINTED FROM CLOSED SO: 4/18/08

CNTL NO

28.07 110.70-462 156131 376.00-376.00 466

274.30-195.93 480

SALE AMT

VILLA MARIN 24 HOUR TOWING (718) 273-0765



Pontiac-Buick-GMC-Cadillac, Inc.

2582 Hylan Boulevard Staten Island, NY 10306 Phone: (718) 351-3300 Fax: (718) 667-4969





Are What We're All About





NYC. C/A LIC. NO. NYS.MV-R/S REG. NO. R-707 7083 524097

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6430009

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EDUARDO RIVADENEIRA

03 1G2ZH578X64

______ LINE 3 OA STEERING WHEEL WILL LOCK UP WHEN TURNING-

CHECK/REPORT

WORN CAUSE:

TECH COMM:

CHECKED AND REPLACED UPPER STEERING SHAFT LOCKING UP. RECHECKED OK AT THIS TIME.

REPAIR 1 SHAFT, STEERING INTERMEDIATE - REPLACE

OPCODE: E7700 SALE RATE: A COST RATE: A

COST:

8.51

.50 HRS: PRIMARY TECH: LUIGI ARNONE

WARR PARTS: 1 AMT: 131.64

FP QTY PRICE DESC PARTS 22687711 SHAFT KIT Y 1 131.640 94.03 W GM

COST ST

SALE TYPE: W

\$131.64

4 X

FC:

LINE TOTAL \$102.54

\$181.96

\$50.32

LINE 4 NV

BRAKES WILL MAKE NOISE WHEN APPLIED-CHECK/REPORT

CAUSE: TECH COMM: SCORED

FC: 00R00

CHECKED BRAKES. FOUND BRAKES ARE MAKING NOISE WHEN

BRAKING. FOUND ROTORS ARE GLAZED. MACHINED FRONT

ROTORS.ROAD TESTED AND RECHECKED OK AT THIS TIME

REPAIR 1 FRONT BRAKE ROTOR REFINISHING

OPCODE: H0122

SALE RATE: A COST RATE: A COST: 35.74 SALE TYPE: W

\$211.34

HRS: 2.10 PRIMARY TECH: LUIGI ARNONE

LINE TOTAL \$35.74

\$211.34

LINE 5 MJ

LOANER

AUTH: G

CAUSE:

FC: 98

TECH COMM:

1G6KD57Y18U

ROADSIDE RENTAL

LOANER

REPAIR 1 RENTAL 3 DAYS

OPCODE: Z7903 SALE RATE: A COST RATE: A COST:

SALE TYPE: W

\$.00

HRS:

NET ITEM: C RENTAL

SALE TYPE

\$141.00

35619 L#: 5

COST: 141.00

W

UNIT OTY: 1 UNIT AMT: 141.00

VILLA MARIN 24 HOUR TOWING (718) 273-0765

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: Inspection Date: 04/18/2008

 Vehicle Brand:
 Pontiac
 Model:
 { 2006-G6

 File #
 {71-618312553
 VIN: {1G2ZH578X64

Inspector Patrick Gallo Number Photos 55

Roll Number

Neg.# 0	<u>Description</u>
1.	VIN plate dash
2.	New York State registration sticker
3.	New York State inspection sticker
4.	MFD sticker
5.	Tire information sticker
6.	Vehicle front view
7.	Vehicle roof line view from front
8.	Vehicle rear view
9.	Vehicle right side view
10.	Vehicle left side view from rear
11.	Vehicle left side view from front
12.	Vehicle right front side low view
13.	Vehicle right front side low view noting damage wheel
14.	Vehicle right front wheel damage viewed
15.	Vehicle right rear wheel damage viewed
16.	Instrument cluster noting mileage (9979)
17.	Interior left front knee bolster viewed
18.	Interior left front seating area with seat belts viewed
19.	Interior left front dash and steering wheel side view
20.	Interior left rear seating area with seat belts viewed
21.	Interior right rear seating area with seat belts viewed
22.	Interior right front seating area with seat belts viewed
23.	Interior left front "D" ring view
24.	Interior right front dash area viewed
25.	Interior upper dash from left side
26.	Interior full view of dash from rear
27.	Interior front headliner and visors viewed
28.	Engine compartment full view
29.	Engine compartment left rear view of brake components master cylinder, abs
30.	Engine compartment right front strut tower with stick on VIN number
31.	Vehicle cargo area viewed (trunk)
32.	Tire and wheel damage close-up right front
33.	Wheel right front wheel damage close-up with ruler
34.	Wheel right front noting damage front view
35.	Wheel right rear noting damage to tire and wheel
36.	Wheel right rear view with ruler
37.	Tire right rear damage viewed with ruler
38.	Vehicle right front bumper cover damage close-up with ruler
39.	Underside right front air dam damage noted
40.	Chassis front underside viewed
41.	Chassis rear underside viewed
42.	Chassis front underside full view
43.	Wheel and tire damage right front viewed
44. 45	Wheel and tire damage right rear viewed
45.	Wheel inside view of right front
46.	Wheel inside view of right rear

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: { Inspection Date: 04/18/2008

 Vehicle Brand:
 File #
 File #
 Model:
 2006-G6

 VIN:
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- 47. Brake rotor and caliper right front no damage noted48. Brake rotor and caliper right rear no damage noted
- 49. Brake caliper right rear view50. Brake caliper right front view
- 51. Tech II view DTC'S
- 52. Tech II noting code U2100 history (radio)
- 53. Tech II noting code B3006 history (hood ajar)
- 54. Tech II noting No codes in steering system
- 55. Tech II noting BCM one history code

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: Inspection Date: 04/18/2008

 Vehicle Brand:
 Pontiac
 Model:
 { 2006-G6

PRODUCT ALLEGATION RESOLUTION

PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS
Customer's Name: Inspection Date: {04/18/2008
Vehicle Brand: {Pontiac Model: {2006/G6
File # {71-618312553 <u>VIN:</u> {1G2ZH578X64
Mileage at Inspection: {9970 Inspection Location: {Villa Marin Pontiac 2582 Hyland Blvd. {Staten Island, New York 10306
Inspector's phone number: {516-521-0427 Inspected By: {Patrick Gallo
Section 1 INSPECTION SUMMARY
BRIEFLY Describe the customer's ALLEGATION below:
{Driver stated the steering wheel locks up and will not turn at times, and for this reason she hit the curbing on the Parkway and damaged the right side wheels and tires.
Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)
{Observed Damaged right front and right rear wheels and tires. Noted impact damage to right front wheel outer
rim "V" type impacted dented and cracked 2"x3", tire side wall has 2" horizontal puncture. Right rear wheel and tire mirrors the front damage. Inspected the steering system found no operating concerns. Used Tech II and
scanned steering electronics found no DTC's. Recorded CDR data and attached to this report, no crash events
noted.
Section 2 INTERVIEW - INCIDENT DETAILS
Obtain all of the information for this section from the Driver/Claimant
Provide a complete description of the incident according to the DRIVER / CLAIMANT
Interview mode:
Was a police/fire department report obtained? ☐ Yes ⊠ No
Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)
{Driver stated she had just finished coming off the westbound entrance ramp and on to the Belt
Parkway at 68 Street Brooklyn, NY and was turning the steering wheel to the left when it appeared to lock up
and she hit the right side curbing of the Parkway, the right side tires went flat and the car stopped in the roadway. She stated she call On-Star who was calling the Police for her, but the Police never came, she call the
owner who had the vehicle towed by GM/Road Side towing.
Driver/other occupant's physical description (include name, gender, height, weight, & disabilities): {Driver formula (Driver Line 1) Property (Driver Line 2) Property (Driver Li
If there was a collision:
Describe extent of any injuries to the Driver:_{No injuries reported.
Describe where other occupants were seated & extent of any injuries: (No other occupants in vehicle.
What was the exact location of the incident. {Approximately 700 feet off the 68 th street entrance on the westbound Belt Parkway Brooklyn, NY
Driving conditions at the time of the incident:
Weather conditions & Visibility: {Dry and Dark Approximate Temp {50(°F): Road Surface:
Road Condition:
Shoulder Curb : Concrete Asphalt Gravel Crushed rock Dirt
Shoulder/Curb Condition: Dry
Any objects in the read? (solve area metal notation and house etc.) (None reported

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.)_{None reported Length of Drive Prior to incident:

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION

STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS Customer's Name: Inspection Date: {04/18/2008 Vehicle Brand: {Pontiac Model: {2006/G6 File # **{71-618312553** VIN: {1G2ZH578X64

Total Time (hrs. & mins.): **{20 Mins.** Distance (miles): {25 Miles Estimate of vehicle speed: {50 mph Source of est. {Driver Lori Miller Estimated vehicle speed at impact: {50 mph Source of est. {Driver Lori Miller

(Do Not report speed information from the Vetronix data here) If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it. Steering Describe {See drivers allegations above Normal Other 🖂 Suspension Normal X Other Describe {NA **Brakes** Normal X Other Describe {NA **Engine** Normal 🖂 Other Describe {NA Normal X Other \square Electrical Describe {NA Were any warning lights illuminated or driver information center messages displayed? \square Yes \bowtie No If "Yes", get the details and describe the event(s). Has the vehicle behavior noted during this incident ever been noted prior to this incident? X Yes \quad \text{No If "Yes", get the details and describe the event(s). Driver stated the steering conditions was reported to the Dealership on 12/06,5/07 and 10/07. Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. {Driver claims she feels the steering wheel get stiff and hard to turn at times, no lights came on. Other: {None Describe any evasive action: Turning Braking Accelerating Describe cargo (in the vehicle interior, trunk and/or trailer (if any): {None Estimated total weight of cargo:_{NA Estimated weight of the trailer, if any. {NA If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.NA Did the vehicle leave the roadway?: ☐ Yes ☐ No Describe: {NA Objects Impacted: {Roadside concrete curbing. How was the vehicle transported from the incident site to the present location?

Tow Truck

Flat Bed
Other Additional comments concerning the incident: [Driver Lori Miller stated the steering gets very hard to turn at time's it feels as if it's going to lock. Section 3 **INTERVIEW - VEHICLE HISTORY** Source of information (name, address, phone number, & relationship), if other than claimant: {Service Manager at Villa Marin Pontiac, Laurie McBan 718-351-3300 2582 Hyland Blvd. Staten Island, New York._ (Additional cmts may be placed in section 9) (Stated the vehicle owner works for the Dealership as a sale person (Eduardo Rivadeneira) and that they had done some work on the steering complaints in the past. Did the owner purchase the vehicle new?

✓ Yes

✓ No Date03/29/2006 Used?

✓ Yes

✓ No Date

VEHICLE MODIFICATIONS / ALTERATIONS

Customer's Name: {04/18/2008 Inspection Date:

Vehicle Brand:

{Pontiac Model: File # **{71-618312553** VIN: {2006/G6

{1G2ZH578X64

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe: {None found.

Prior electrical system service? No Yes If yes, describe:	{12/11/06 RO#151701 E7631-Motor&Controller
Electronic Power Steering. 05/23/07 RO#156131 E7631-Motor&Co	ontroller Electronic Power Steering.
Prior collision repair? ⊠ No ☐ Yes If yes, describe:	{NA
Repaired by whom? (name, address, phone) {NA	
<u> </u>	
Prior chassis system service, repair, or replacement? \(\subseteq \text{No} \subseteq \text{Yes} \)	If yes, describe what was done:
{10/03/07 RO#159886-Steering intermediated shaft replaced.	
Prior electrical system components serviced, repaired, or replaced by	whom? (name, address, phone number)
Pontiac 2582 Hyland Blvd. Staten Island, NY 718-351	-3300 Laurie McBan Ser/Mgr.
Any other pertinent vehicle history information (from interview, GM was	arranty or dealership history files)? ⊠ No ☐Yes
If yes, describe: {	

Section 4

VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.

PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

{Right front lower bumper cover 5"X3" scrapes, Lower air dam cracked and pulled of its mounting.

UNDERBODY / FRAME / CHASSIS AREA: Describe any damage to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

{Right front wheel has "V" type dent 2" X 3" and is cracked by impact on the outer edge. Right front tire has puncture 2" on the side wall running horizontal. Right rear wheel has "V" type dent 2"X3" and is cracked on the outer edge. Right rear tire has puncture 2" on the side wall. Lower front air dam has impact damage on the right off center and has been pulled off its mounting.

CORNER ASSEMBLIES

Struts/shocks Ball joints Tire/wheel assemblies

Steering knuckles Springs Control arms Axle assemblies

Comments: {Only damage was right side tires and wheels, no damage or concerns noted in front suspension components.

UNDERHOOD

Engine compartment Power steering lines, hoses, clamps and connections

Brake fluid level and condition Power steering fluid level and condition

{Electronic Power Steering system has no DTC'S when scanned with Tech II.

GENERAL OBSERVATIONS

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.

Customer's Name: Inspection Date: {04/18/2008

<u>Vehicle Brand:</u> {Pontiac <u>Model:</u> {2006/G6

<u>File #</u> {71-618312553 <u>VIN:</u> {1G2ZH578X64

Comments: {None found.

Section 5 VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel Odometer

Controls Steering wheel and column

Overall view of seat position Driver and passenger seat back angle (inclinometer measurement)

Photo of options label-glove box/trunk Sunvisors and headliner

Personal items/cargo

<u>INTERIOR INSPECTION</u> (Describe any damage and photograph) **{No interior damage noted.**

Section 6 STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

Customer's Name: [04/18/2008]

Vehicle Brand: {Pontiac Model: {2006/G6}

<u>File #</u> {71-618312553 <u>VIN:</u> {1G2ZH578X64

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all	{Steering system was tested with vehicle lifted due to flat tires, no concerns
components in place and	noted, no sticking or binding was found when tested lock to lock tested cold
connected in a normal manner?	and warm.
Can the steering wheel be	
rotated lock to lock with	
appropriate movement of the	
front wheels. Is there any	
binding, sticking or uneven feel?	
Steering linkage-Is the linkage	{No marks on steering linkage, no signs of impact.
free from cracks, bends,	(
fractures, etc. Are there any	
scrapes, abrasions, signs of	
contact with any of the linkage?	
Gear/rack and pinion-Any sign	{Noted electronics power steering systems, found no concerns in system.
of leakage, damage to boots on	3 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2,
the rack, contact by foreign	
objects?	
Steering column, ignition switch,	{Steering column and intermediate shaft, no concerns noted.
intermediate shaft. Does the	, , ,
column unlock with the ignition	
key "on"? Is the steering column	
properly fastened to the dash?	
Steering pump, drive, hoses,	{NA-Electronic steering system
connections, flow, pressure. If	
possible, start the engine and	
rotate the steering wheel lock to	
lock. Is power assist normal? If	
not, it may be necessary to	
check pressure and flow.	
PS fluid level and condition-	{NA-Electronic steering system
Color, contamination, odor	
Steering knuckle-All	{No concerns noted.
attachments secure and	
proper?	
Suspension components – LF	{No concerns noted.
Strut attachments, springs	
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	{No concerns noted.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RF	
Strut attachments, springs	{No concerns noted.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc Rear sway bars,	

Customer's Name: Vehicle Brand:

{Pontiac Model: Inspection Date:

{04/18/2008

File #

{71-618312553 VIN: {1G2ZH578X64

{2006/G6

	
trailing arms properly attached	
and undamaged. LR	
Strut attachments, springs	{No concerns noted.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RR	
Rear axle assembly-deformed,	{Found no damage in the rear axle area.
signs of impact, properly	•
located, etc.	
Deformation to the frame	{No signs of any frame damage.
Describe and photograph	{None found.
evidence of axle/ suspension/	
tire contact with frame, body or	
components	
Describe and photograph	{None found.
contact of the under- carriage	
with the road surface (road,	
shoulder, curb, or grass)	
Stability Enhancement	{No codes found
system/components-check for	
codes with Tech II	
Engine (normal, other)-Obtain	{No codes found
codes using a Tech II.	
Electrical (normal, other)	{Codes found in history U2100 Radio, B3006 Hood ajar. No other DTC'S in any
, , , , , , , , , , , , , , , , , , ,	systems.
Warning lights/messages	(History codes in the system U2100 Radio and B3006 hood ajar. on other
displayed? Describe and obtain	codes current or history.
codes using a Tech II	
Anything components missing?	{None noted when tested.
Other	{NA

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". {Unable to road test due to flat tires on right side of vehicle.

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

TIRE AND WHEEL INSPECTION

{04/18/2008

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Inspection Date:

<u>Vehicle Brand:</u> {Pontiac <u>Model:</u> {2006/G6

<u>File #</u> {71-618312553 <u>VIN:</u> {1G2ZH578X64

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	<u>(psi)</u>	32nds of inch	
LF	<u>Continental</u>	Conti-Touring	P225/50R17	<u>24 psi</u>	<u>7/32</u>	ACYABLM0406
RF	Continental	Cont-Touring	P225/50R17	<u>0 psi</u>	8/32	ACYABLM0406
LR	Continental	Cont-Touring	P225/50R17	27 psi	<u>10/32</u>	ACYABLM0406
RR	Continental	Cont-Touring	P225/50R17	<u>0 psi</u>	<u>8/32</u>	ACYABLM0406

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF. RR and LR).

LF: None

RF: Wheel has "V" style impact dent and cracked on the outer edge 3"X3". Tire has puncture 2" on the upper outside side wall and is flat.

LR: None

RR: Wheel has "V" style impact dent and cracked on the outer edge 3"X3". Tire has puncture 2" on the upper outside side wall and is flat. Note the right rear mirrors the right front in damages.

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

SIZE PRESSURE (psi) PRESSURE AT MAXIMUM LOAD(psi)

 TIRES
 P225/50R17
 30 psi
 None

 SPARE TIRE
 None
 NA
 None

Section 7 SITE INSPECTION

SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

Photograph the scene and property if involved.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION

STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS Customer's Name: {04/18/2008 Inspection Date: Vehicle Brand: {Pontiac Model: {2006/G6 **{71-618312553** File # VIN: {1G2ZH578X64

Comments:

Section 8 COMMENT OVERFLOW

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

{Section Two: No Police report filed by driver or owner, Owner has not notify Insurance Company as of the time of this report. Vetronix CDR recorded data attached to this report. Photos of Tech II scanner screens in the photo section indicate no current codes.

OTHER REPORT INFORMATION Section 9 Check here if there was evidence of a "Fire-Related" event. According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or

smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine. Attachments: (Check all that apply) **⊠** Photographs □ Data Downloads ○ Other Records

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: [Inspection Date: 04/18/2008]

 Vehicle Brand:
 File #
 Fontiac
 Model:
 4 2006-G6

 Vehicle Brand:
 File #
 571-618312553
 VIN:
 1G2ZH578X64

Inspector Patrick Gallo Number Photos 55

Roll Number

<u>Neg.#</u> 0	Description
1.	VIN plate dash
2.	New York State registration sticker
3.	New York State inspection sticker
4.	MFD sticker
5.	Tire information sticker
6.	Vehicle front view
7.	Vehicle roof line view from front
8.	Vehicle rear view
9.	Vehicle right side view
10.	Vehicle left side view from rear
11.	Vehicle left side view from front
12.	Vehicle right front side low view
13.	Vehicle right front side low view noting damage wheel
14.	Vehicle right front wheel damage viewed
15.	Vehicle right rear wheel damage viewed
16.	Instrument cluster noting mileage (9979)
17.	Interior left front knee bolster viewed
18.	Interior left front seating area with seat belts viewed
19.	Interior left front dash and steering wheel side view
20. 21.	Interior left rear seating area with seat belts viewed
21. 22.	Interior right front seating area with seat belts viewed
23.	Interior right front seating area with seat belts viewed Interior left front "D" ring view
23. 24.	Interior right front dash area viewed
2 4 . 25.	Interior right from left side
26.	Interior full view of dash from rear
27.	Interior front headliner and visors viewed
28.	Engine compartment full view
29.	Engine compartment left rear view of brake components master cylinder, abs
30.	Engine compartment right front strut tower with stick on VIN number
31.	Vehicle cargo area viewed (trunk)
32.	Tire and wheel damage close-up right front
33.	Wheel right front wheel damage close-up with ruler
34.	Wheel right front noting damage front view
35.	Wheel right rear noting damage to tire and wheel
36.	Wheel right rear view with ruler
37.	Tire right rear damage viewed with ruler
38.	Vehicle right front bumper cover damage close-up with ruler
39.	Underside right front air dam damage noted
40.	Chassis front underside viewed
41.	Chassis rear underside viewed
42.	Chassis front underside full view
43.	Wheel and tire damage right front viewed
44.	Wheel and tire damage right rear viewed
45.	Wheel inside view of right front
46.	Wheel inside view of right rear

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: Inspection Date: 04/18/2008

 Vehicle Brand:
 File #
 File #
 Model:
 4 2006-G6

 VIN:
 4 G2ZH578X64

- 47. Brake rotor and caliper right front no damage noted48. Brake rotor and caliper right rear no damage noted
- 49. Brake caliper right rear view50. Brake caliper right front view
- 51. Tech II view DTC'S
- 52. Tech II noting code U2100 history (radio)
- Tech II noting code B3006 history (hood ajar)Tech II noting No codes in steering system
- 55. Tech II noting BCM one history code

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: Inspection Date: 04/18/2008

Vehicle Brand:PontiacModel:{ 2006-G6

File # {71-618312553 <u>VIN:</u> {1G2ZH578X64

PRODUCT ALLEGATION RESOLUTION

PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS
Customer's Name: Inspection Date: {04/18/2008} Vehicle Brand: Pontiac Model: {2006/G6 File # {71-618312553} VIN: {1G2ZH578X64
Mileage at Inspection: {9970 Inspection Location: {Villa Marin Pontiac 2582 Hyland Blvd. {Staten Island, New York 10306} Inspector's phone number: {516-521-0427 Inspected By: {Patrick Gallo
Section 1 INSPECTION SUMMARY
BRIEFLY Describe the customer's ALLEGATION below: {Driver stated the steering wheel locks up and will not turn at times, and for this reason she hit the curbing on the Parkway and damaged the right side wheels and tires. Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9) {Observed Damaged right front and right rear wheels and tires. Noted impact damage to right front wheel outer rim "V" type impacted dented and cracked 2"x3", tire side wall has 2" horizontal puncture. Right rear wheel and tire mirrors the front damage. Inspected the steering system found no operating concerns. Used Tech II and scanned steering electronics found no DTC's. Recorded CDR data and attached to this report, no crash events noted.
O C O DISTRICTOR OF THE O
Section 2 INTERVIEW - INCIDENT DETAILS Obtain all of the information for this section from the Driver/Claimant
Provide a complete description of the incident according to the DRIVER / CLAIMANT
Interview mode:
Driver/other occupant's physical description (include name, gender, height, weight, & disabilities): {Driver r, female, 43 years old, 5'5", weight Ukn. No disabilities. If there was a collision: Describe extent of any injuries to the Driver: {No injuries reported.} Describe where other occupants were seated & extent of any injuries: {No other occupants in vehicle.}
What was the exact location of the incident. {Approximately 700 feet off the 68 th street entrance on the westbound Belt Parkway Brooklyn, NY Driving conditions at the time of the incident: Weather conditions & Visibility: {Dry and Dark Approximate Temp {50(°F): Road Surface: Concrete Asphalt Gravel Crushed rock Dirt Road Condition: Dry Wet Icy Other: { Shoulder Curb Condition: Dry Wet Icy Other: { Posted Speed Limit {50 MPH Any objects in the road? (rocks, scrap metal, pothole speed hump, etc.) {None reported.}

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.)_{None reported Length of Drive Prior to incident:

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS Customer's Name: {04/18/2008 Inspection Date: Vehicle Brand: {Pontiac Model: {2006/G6 File # **{71-618312553** VIN: {1G2ZH578X64 Total Time (hrs. & mins.): {20 Mins. Distance (miles): {25 Miles Estimate of vehicle speed: {50 mph Source of est. {Driver Estimated vehicle speed at impact: {50 mph Source of est. {Driver (Do Not report speed information from the Vetronix data here) If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it. Steering Describe {See drivers allegations above Normal Other 🖂 Suspension Normal X Other Describe {NA **Brakes** Normal X Other Describe {NA **Engine** Normal 🖂 Other Describe {NA Normal X Other Electrical Describe {NA Were any warning lights illuminated or driver information center messages displayed? \square Yes \bowtie No If "Yes", get the details and describe the event(s). Has the vehicle behavior noted during this incident ever been noted prior to this incident? X Yes \quad \text{No If "Yes", get the details and describe the event(s). Driver stated the steering conditions was reported to the Dealership on 12/06,5/07 and 10/07. Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. {Driver claims she feels the steering wheel get stiff and hard to turn at times, no lights came on. Other: {None Describe any evasive action: Turning Braking Accelerating Describe cargo (in the vehicle interior, trunk and/or trailer (if any): {None Estimated total weight of cargo:_{NA Estimated weight of the trailer, if any. {NA If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.NA Did the vehicle leave the roadway?: ☐ Yes ☐ No Describe: {NA Objects Impacted: {Roadside concrete curbing. How was the vehicle transported from the incident site to the present location?

Tow Truck

Flat Bed
Other Additional comments concerning the incident: [Driver Lori Miller stated the steering gets very hard to turn at time's it feels as if it's going to lock. Section 3 **INTERVIEW - VEHICLE HISTORY** Source of information (name, address, phone number, & relationship), if other than claimant: {Service Manager at Villa Marin Pontiac, Laurie McBan 718-351-3300 2582 Hyland Blvd. Staten Island, New York._ (Additional cmts may be placed in section 9) (Stated the vehicle owner works for the Dealership as a sale person (Eduardo Rivadeneira) and that they had done some work on the steering complaints in the past. Did the owner purchase the vehicle new?

✓ Yes

✓ No Date03/29/2006 Used?

✓ Yes

✓ No Date

VEHICLE MODIFICATIONS / ALTERATIONS

Customer's Name: Inspection Date: {04/18/2008

Vehicle Brand: {Pontiac Model: {2006/G6

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe: {None found. **VEHICLE REPAIR / SERVICE HISTORY** Prior electrical system service? ⊠ No ☐Yes If yes, describe: {12/11/06 RO#151701 E7631-Motor&Controller Electronic Power Steering. 05/23/07 RO#156131 E7631-Motor&Controller Electronic Power Steering. Prior collision repair? ⊠ No ☐ Yes If yes, describe: {NA Repaired by whom? (name, address, phone) Prior chassis system service, repair, or replacement? \(\subseteq \text{No} \subseteq \text{Yes} \) If yes, describe what was done: {10/03/07 RO#159886-Steering intermediated shaft replaced. Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number) (Villa Marin Pontiac 2582 Hyland Blvd. Staten Island, NY 718-351-3300 Laurie McBan Ser/Mgr. Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ⊠ No ☐ Yes

Section 4

If yes, describe: {

VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.

PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

{Right front lower bumper cover 5"X3" scrapes, Lower air dam cracked and pulled of its mounting.

<u>UNDERBODY / FRAME / CHASSIS AREA:</u> Describe <u>any damage</u> to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

{Right front wheel has "V" type dent 2" X 3" and is cracked by impact on the outer edge. Right front tire has puncture 2" on the side wall running horizontal. Right rear wheel has "V" type dent 2"X3" and is cracked on the outer edge. Right rear tire has puncture 2" on the side wall. Lower front air dam has impact damage on the right off center and has been pulled off its mounting.

CORNER ASSEMBLIES

Struts/shocks Ball joints Tire/wheel assemblies

Springs Steering knuckles
Control arms Axle assemblies

Comments: {Only damage was right side tires and wheels, no damage or concerns noted in front suspension components.

UNDERHOOD

Engine compartment Power steering lines, hoses, clamps and connections

Brake fluid level and condition Power steering fluid level and condition

Comments:

{Electronic Power Steering system has no DTC'S when scanned with Tech II.

GENERAL OBSERVATIONS

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.

Customer's Name: Inspection Date: {04/18/2008

<u>Vehicle Brand:</u> {Pontiac <u>Model:</u> {2006/G6

<u>File #</u> {71-618312553 <u>VIN:</u> {1G2ZH578X64

Comments: {None found.

Section 5 VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel Odometer

Controls Steering wheel and column

Overall view of seat position Driver and passenger seat back angle (inclinometer measurement)

Photo of options label-glove box/trunk Sunvisors and headliner

Personal items/cargo

<u>INTERIOR INSPECTION</u> (Describe any damage and photograph) **{No interior damage noted.**

Section 6 STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

Customer's Name: [04/18/2008]

Vehicle Brand: {Pontiac Model: {2006/G6}

<u>File #</u> {71-618312553 <u>VIN:</u> {1G2ZH578X64

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all	{Steering system was tested with vehicle lifted due to flat tires, no concerns
components in place and	noted, no sticking or binding was found when tested lock to lock tested cold
connected in a normal manner?	and warm.
Can the steering wheel be	
rotated lock to lock with	
appropriate movement of the	
front wheels. Is there any	
binding, sticking or uneven feel?	
Steering linkage-Is the linkage	{No marks on steering linkage, no signs of impact.
free from cracks, bends,	the manuscript and an angel and a surprise and a su
fractures, etc. Are there any	
scrapes, abrasions, signs of	
contact with any of the linkage?	
Gear/rack and pinion-Any sign	{Noted electronics power steering systems, found no concerns in system.
of leakage, damage to boots on	3 2 2 2 3 3 3 3 3 3 3 3 3 3
the rack, contact by foreign	
objects?	
Steering column, ignition switch,	{Steering column and intermediate shaft, no concerns noted.
intermediate shaft. Does the	
column unlock with the ignition	
key "on"? Is the steering column	
properly fastened to the dash?	
Steering pump, drive, hoses,	{NA-Electronic steering system
connections, flow, pressure. If	
possible, start the engine and	
rotate the steering wheel lock to	
lock. Is power assist normal? If	
not, it may be necessary to	
check pressure and flow.	
PS fluid level and condition-	{NA-Electronic steering system
Color, contamination, odor	
Steering knuckle-All	{No concerns noted.
attachments secure and	
proper?	
Suspension components – LF	{No concerns noted.
Strut attachments, springs	
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	{No concerns noted.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RF	
Strut attachments, springs	{No concerns noted.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc Rear sway bars,	

Customer's Name: [04/18/2008]

<u>Vehicle Brand:</u> {Pontiac <u>Model:</u> {2006/G6

<u>File #</u> {71-618312553 <u>VIN:</u> {1G2ZH578X64

trailing arms properly attached	
and undamaged. LR	
Strut attachments, springs	{No concerns noted.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RR	
Rear axle assembly-deformed,	{Found no damage in the rear axle area.
signs of impact, properly	
located, etc.	
Deformation to the frame	{No signs of any frame damage.
Describe and photograph	{None found.
evidence of axle/ suspension/	
tire contact with frame, body or	
components	
Describe and photograph	{None found.
contact of the under- carriage	
with the road surface (road,	
shoulder, curb, or grass)	
Stability Enhancement	{No codes found
system/components-check for	
codes with Tech II	
Engine (normal, other)-Obtain	{No codes found
codes using a Tech II.	COLICIA DE LA COLOR DE LA COLO
Electrical (normal, other)	(Codes found in history U2100 Radio, B3006 Hood ajar. No other DTC'S in any
Marsing lights/massages	Systems.
Warning lights/messages	(History codes in the system U2100 Radio and B3006 hood ajar. on other
displayed? Describe and obtain	codes current or history.
codes using a Tech II	(News metad when tested
Anything components missing?	{None noted when tested.
Other	{NA

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". **{Unable to road test due to flat tires on right side of vehicle.**

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

TIRE AND WHEEL INSPECTION

Customer's Name: Vehicle Brand:

File #

{Pontiac Model: **{71-618312553** VIN: Inspection Date:

{04/18/2008

{2006/G6

{1G2ZH578X64

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	<u>(psi)</u>	32nds of inch	
LF	<u>Continental</u>	Conti-Touring	P225/50R17	<u>24 psi</u>	<u>7/32</u>	ACYABLM0406
RF	Continental	Cont-Touring	P225/50R17	<u>0 psi</u>	<u>8/32</u>	ACYABLM0406
LR	Continental	Cont-Touring	P225/50R17	<u>27 psi</u>	<u>10/32</u>	ACYABLM0406
RR	Continental	Cont-Touring	P225/50R17	<u>0 psi</u>	<u>8/32</u>	ACYABLM0406

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF. RR and LR).

LF: None

RF: Wheel has "V" style impact dent and cracked on the outer edge 3"X3". Tire has puncture 2" on the upper outside side wall and is flat.

LR: None

RR: Wheel has "V" style impact dent and cracked on the outer edge 3"X3". Tire has puncture 2" on the upper outside side wall and is flat. Note the right rear mirrors the right front in damages.

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

PRESSURE (psi) PRESSURE AT MAXIMUM LOAD(psi) SIZE

TIRES P225/50R17 30 psi None **SPARE TIRE** None NA None

Section 7 SITE INSPECTION

SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

Photograph the scene and property if involved.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION

STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS Customer's Name: {04/18/2008 Inspection Date: Vehicle Brand: {Pontiac Model: {2006/G6 **{71-618312553** File # VIN: {1G2ZH578X64

Comments:

Section 8 COMMENT OVERFLOW

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

{Section Two: No Police report filed by driver or owner, Owner has not notify Insurance Company as of the time of this report. Vetronix CDR recorded data attached to this report. Photos of Tech II scanner screens in the photo section indicate no current codes.

OTHER REPORT INFORMATION Section 9 Check here if there was evidence of a "Fire-Related" event. According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or

smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply) **⊠** Photographs □ Data Downloads ○ Other Records

EAA Inspection Request - Austin

Date: 4/16/08						
TO: $\overline{\mathbf{EAA}}$	Vehicle Information					
EAA/SPX Field Coordinator	VIN#: <u>1G2ZH578X64</u>					
Phone: 586-582-5835	Year/Make: 2006 Pontiac					
Fax: 586-582-5840	Model: G6					
Email: eaafc@servicesolutions.spx.com	Contact's Name:					
	Contact's Number:					
From: Fabiola Garcia	Vehicle Location: VILLA MARIN PONTIAC 2582 HYLAN BLVD					
PAR Customer Relations Mgr	STATEN ISLAND, NY 10306					
Ç	If located at a Salvage/Auction Yard:					
Email: fabiola_garcia@gmexpert.com	Ins. Adj. Name: n.a					
Phone: 866-790-5600 ext.n/a	Phone #: n.a					
<u>or</u> 866-790-5700 ext.41006	Claim or Salvage ID #: n.a					
Fax: 866-775-9474	o .					
Mailing Address:	Claimant Information					
GM PAR Investigations	PAR File #: <u>71-61</u> 8312553					
7401 E. Ben White Austin, TX 78741	Claimant Name:					
Austin, 1A 70741	Claimant Home					
	Claimant Work					
	Claimant Cell #: 7					
	Address: 77 Scott Ave					
D . 144.	STATEN ISLAND, NY 10305					
	RM via voicemail/email of inspection date.					
☐ Repair Estimat	-					
	R File information CRM After Inspection					
Please Use Form(s):	ANI Arter inspection					
	estraint-SIR/Seatbelts Seats					
	de Impact Power Sliding Door					
	advertent Deployment OnStar					
Engine Exhaust/Odor Tr	ransmission/Transaxle OTHER:					
Engine Stalling	nermal Events					
Special Instructions:						
Interview Owner? Yes No	etronix Requested					
☐ Call Contact Prior To Insp						
Investigations can only be r	ushed if e-mailed by one of the following:					
RUSH (Name of Team Manager or Ops Mgr A	Approving the Rush):					
EAA	Internal Use Only					
	e E-Mailed to SA :					
From: <i>EAA Field Coordinator</i> Due	e Date:					
EAA SA Use Only						
Case Acceptance/Investigation: YES						
Case Acceptance/investigation.	□NO					
Please acknowledge acceptance of this case prompt	□NO					





CDR File Information

Vehicle Identification Number	1G2ZH578X64
Investigator	PATRICK GALLO
Case Number	71-618312553
Investigation Date	Friday, April 18 2008
Crash Date	Wednesday, April 2 2008
Filename	1G2ZH578X64
Saved on	Friday, April 18 2008 at 11:34:26 AM
Collected with CDR version	Crash Data Retrieval Tool 3.00
Reported with CDR version	Crash Data Retrieval Tool 3.00
EDR Device Type	airbag control module
Event(s) recovered	None

Data Limitations

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:

- -SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
- -Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.
- -Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
- -SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.
- -Brake Switch Circuit Status indicates the status of the brake switch circuit.
- -Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.
- -Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".
- -The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
- -If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- -The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
- -Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's





communication network.

-The Belt Switch Circuit is wired directly to the SDM.





Hexadecimal Data

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

\$01	00	03	00	00	00	00	00	
\$02	30	00	00	00	00	00	00	
; \$03	02	00	00	00	00	00	00	
\$04	02	00	00	00	00	00	00	
\$05	00	00	00	00	00	00	00	
\$06	00	0A	00	00	0A	53	53	
\$07	00	20	00	00	00	00	00	
\$08	00	FF	00	00	00	00	00	
\$09 \$0A	00	97 00	97 00	00	00	00	00	
\$0B	00	00	00	0F	00	00	00	
\$0C	80	00	80	00	00	00	00	
\$0D	02	10	40	00	00	00	00	
\$0E	00	00	00	00	00	00	00	
\$0F	BA	80	00	00	00	00	00	
\$10 \$11	47 58	32 36	5A 34	48 32	35 34	37 36	38 38	
\$11 \$12	33	30	00	00	00	00	00	
\$13	00	F8	B1	00	00	00	00	
\$14	08	В4	75	F3	00	00	00	
\$15	70	18	EC	FE	00	00	00	
\$16	8 0	04	12	0F	22	31	00	
\$17	03	03	02	03	02	02	00	
\$18 \$19	02 03	02 03	00	00	00	07 00	07 00	
\$1B	FF	30	00	67	00	7A	00	
\$1C	FF	30	00	66	00	1A	00	
\$1D	4F	4F	00	00	00	00	00	
\$1E	4F	4F	00	4F	00	01	00	
\$1F \$20	33 40	C1	00	00	00	00	00	
\$20 \$21	FF	FF	00	00	50	00	00	
\$22	00	8D	00	00	00	00	00	
\$24	00	00	00	00	00	00	00	
\$25	00	00	00	00	00	00	00	
\$26	00	00	00	00	00	00	00	
\$27 \$2A	FF 00	00	FF 00	00	00	00	00	
\$2B	00	00	00	00	00	00	00	
\$2D	00	00	00	00	00	00	00	
\$2E	00	FF	F0	10	В5	00	00	
\$2F	00	FE	10	B5	00	00	00	
\$30 \$31	9D FF	00 FF	00 FF	00 FF	00 FF	00	00	
\$32	F8	80	FF	80	00	00	00	
\$33	FF	FF	FF	FF	FF	80	00	
\$34	FF	FF	FF	FF	FF	80	00	
\$35	FF	FF	FF	FF	FF	80	00	
\$36 \$37	FF F8	FF 80	FF F8	FF OF	FF OF	80 CA	00 FE	
\$37 \$38	FF	80	C0	80	FF	CA C0	FC	
\$39	FF	FF	FF	FF	FF	80	00	
\$3A	FF	FF	FF	FF	FF	80	00	
\$3B	7F	0F	1F	1F	3F	00	0.0	
\$3C	FF	FF	FF	FF	FF	FF	C0	
\$3D \$3E	FF FF	FF FF	FF FF	FF FF	FF 00	FF 00	00	
\$3F	00	00	F0	00	00	00	00	
\$40	ΕO	FF	00	00	00	00	00	
\$41	F8	F8	90	00	00	00	00	
\$42	80	FF	FF	FF	FF	00	00	

1G2ZH578X64





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$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF 00
$45 FF FF FF FF FF 00
$46 FF FF FF FF FF 00
$47
    FF FF FF FF FF 00
$48 FF FF FF FF FF 00
$49
   FF FF FF FF FF 00
$4A FF FF FF FF FF 00
$4B FF FF FF FF FF 00
$4C
    FF FF FF FF FF 00
$4D FF FF FF FF FF 00
$4E FF FF FF FF FF 00
$4F FF FF FF FF FF 00
$50 FF FF FF FF FF 00
$51
    F0 00 00 F0 00 00 00
$52
   81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54
   82 FF FF 00 00 00 00
$55 FF FF FF FF FF 00
$67
   A0 FF 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF 00
   FF FF FF FF FF 00
$6C
$6D
   FF FF FF FF FF 00
$6E FF FF FF FF FF 00
$6F FF FF FF FF FF 00
$70 FF FF FF FF FF 00
$71
   FF FF FF FF FF 00
$72
   FF FF FF FF FF 00
$73 FF FF FF FF FF 00
$74 FF FF FF FF FF 00
$75 FF FF FF FF FF 00
$76 FF FF FF FF FF 00
$77
    FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF 00
   41 55 36 34 37 32 52 35 30 38 33 31 30 47 47 30
$01
$02 41 05 94 61
$03 41 54 36 34 37 32 52 35 30 38 33 31 30 47 38 56
   41 05 94 61
$04
$05
    $06 FF FF FF FF
$07
   $08
   FF FF FF FF
$0D
   41 48 36 34 37 33 52 35 33 31 34 32 38 44 4B 30
   01 5A 39 A4
$0E
   41 4A 36 34 37 33 52 35 33 31 39 31 38 50 47 54
$0F
$10 01 5A 39 A4
$13 42 52 39 38 32 30 44 32 36 30 34 30 34 42 33 34
$14  16  46  3D  35
    $17
$18
   FF FF FF FF
$21
    32 16 B8 0B 5E 11 91 9A
$22
   53 53
$23
    32 5A FA FA FA FA
$24
    32 5A FA FA FA FA FA
$25
    32 5A FA FA FA FA FA
   32 5A FA FA FA FA
$26
$40 00 00
$41 FF 30 00 66 00 1A
$42
   D0 E4
$43 00 00 8E 80
1G2ZH578X64
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

March 11, 2011



Service Request: 71-604036786

Customer Relationship Specialist: Gavin Sanders

Dear

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

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

We have reviewed your request for reimbursement on the intermediate steering shaft 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 \$121.96.

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.

ALLICIA CO.

Reimbursement Department

FEB 0 4 2008

46232+5170 BOSO A Whathalabhiladhidadhadhabhillamill

D.O. BOX 33/70

Detroit, MI

48232-5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 1.29.08
17-Digit Vehicle Identification Number (VIN): 1G1ZT 6→805 F
Mileage at Time of Repair: Date of Repair: 1.35.08
Claimant Name (please print):
Street Address or PO Box Number:
City: State: CO. ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ \(\lambda \colon \co
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:

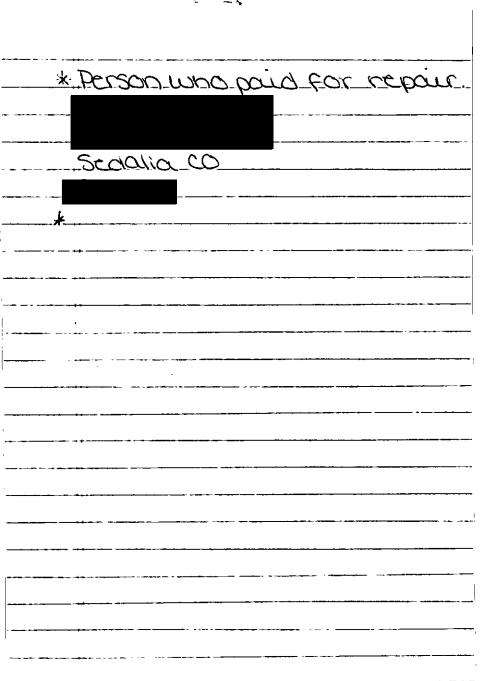
Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

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

71 B 66 5 B 54 | BB 58 BB 58 15 5 | IBT 7 | IBS B 1850 | BB 8581 B 55**7 B** 57

in the season of

0009169/GMR2V071129R10 Page 03 of 03



CUSTOMER #: 672902

650561

INVOICE

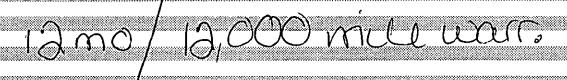
Chevrolet

ENGLEWOOD, CO. 80110 SERVICE: (303) 781-2382 FAX: (303) 789-6336

DUPLICATE 1 PAGE 2

AURORA, CO HOME: CONT:N/A SERVICE ADVISOR: 101 MERLAN RUST BUS: CELL: LICENSE COLOR MAKE/MODEL MILEAGE IN TAG CHEVROLET MALIBU 1G1ZT628Ø5F 60361/60361 T2441 VAR.RATE PAYMENT INV. DATE IN SERVICE PROD. DATE WARR, EXP. PROMISED PONO. COUPSC 0.00 12AUG04 DD 14:00 25JAN98 25JAN08 .5 Liper SFI R.O. OPENED COMPLETION DATE OPTIONS: 1) GMPP \$100 DEDUCTABLE ENG:3 07:56 25JAN08 15:39 25JAN08 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL 60361 0.50 CODE E7700 0.5. TEST DROVE NEC. TO REPLACE STEERING SHAFT DUE TO POOPING IN STEERING TURNING **************

> 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.



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, discussions, agreements prior or understandings.

DATE:

Any warranties on the parts and accessories sold hereby are made by **LABOR AMOUNT** 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.

SIGNED: X

EXCLUSION OF WARRANTIES

91.64 PARTS AMOUNT <u>164.2</u>0 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 A. MISC. CHARGES 1.33 **TOTAL CHARGES** 257.17 **LESS INSURANCE** 0.00 SALES TAX 12.89 **PLEASE PAY** THIS AMOUNT 270.06

CESCRIPTION

mustaner

TOTALS

4.68

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50561 CUSTOMER #: 672902 *INVOICE* ENGLEWOOD, CO. 80110 SERVICE: (303) 761-2382 DUFLICATE 1 PAGE 1 FAX: (303) 789-6336 AURORA, CO HOME: CONT:N/A SERVICE ADVISOR: 101 MERLAN RUST BUS: CELL: MILEAGE IN TAG **VIN** ∞ LICENSE MAKE/MODEL COLOR YEAR 60361/60361 T2441 1G1ZT62805F 05 CHEVROLET MALIBU GRAY PAYMENT INV. DATE VAR.RATE PROD. DATE WARR, EXP PROMISED PO NO. IN SERVICE 14:00 25JAN08 0.00 COUPSC 25JAN08 12AUG04 DD ENG: 3.5 Liter SFI 1) GMPP \$100 DEDUCTABLE COMPLETION DATE OPTIONS: R.O. OPENED 07:56 25JAN08 15:39 25JAN08 **IATOT** LINE OPCODE TECH TYPE HOURS LIST NET A SES LIGHT ON STEADY J6354 POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS 36.51 36.51 13CGMPC 0.00 LABOR: 36.51 OTHER: 0.00 TOTAL LINE 36.51 60361 UPDATED CALIBRATIONS, J6354 .. 7 PROGRAMMING CODE 10648 P0171 AND P0174 STORED. CHECK FUEL TRIM SPECS WITH SCAN TOOL. ALL AT NORMAL LEVELS, INSPECT UNDERHOOD COMPONETS, REPROGRAM PCM WITH UPDATED CALS FOR FALSE LEANS CODES. CLEAR CODES AND RECHECK SPECS. B MINI MINOR SERVICE WITH 27 POINT INSPECTION 3KC MINI MINOR SERVICE WITH 27 POINT INSPECTION 9.49 9.49 30 CQL1 5.25 5.25 1 PF47 OIL FILTER 5.68 9.95 2.20 1.99 5 5W30 5W30OIL TOTAL LINE 24.69 PARTS: 15.20 LABOR: 60361 0.30 3K SERVICE COMPLETED ************** C COMPLIMENTARY GOODWRENCH SERVICE PLUS INSPECTION REPORT GIR COMPLIMENTARY GOODWRENCH SERVICE PLUS INSPECTION REPORT 0.00 30 CC 0.00 0.00 PARTS: 0.00 LABOR: 60361 0.00 GIR COMPLETED ******************* D C/S POPING NOISE FROM STEERING RIGHT OR LEFT TURNS SEE HISTORY E7700 SHAFT, STEERING INTERMEDIATE REPLACE 45.64 2CGMPC 45.64 149.00 149.00 149.00 1 22687711 SHAFT KIT PARTS: 149.00 LABOR: 45.64 OTHER: 0.00 TOTAL LINE D: 194.64 TOTALS **EXCLUSION OF WARRANTIES** DESCRIPTION INTEGRATION OF TERMS: Any warranties on the parts and accessories sold hereby are made by LABOR AMOUNT 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 accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses grising out of This agreement and the write up sheet PARTS AMOUNT prepared in conjunction with the work GAS, OIL, LUBE performed on this vehicle constitute SUBLET AMOUNT the full and entire understanding and agreement between the parties with MISC. CHARGES 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 respect to the subject matter and **TOTAL CHARGES** supersedes any and all negotiations, LESS INSURANCE prior discussions, agreements SALES TAX perform with reasonable safety, efficiency, or comfort. understandings. PLEASE PAY THIS AMOUNT DATE: SIGNED: X

. BURT CHEUROLET BRÎFE AHURSEKIDE S288 S ORGANIAY EMSELAGO, LO MELIS . 5563-161 (556).

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MADEL OCHGREN ABELL

CHROMEMOUR HEARENFEDELS RETELLED OF LODGES WITH THE SHOWN OF THE TOTAL SHOWN HEATON AND AGREES TO PURIOR THE GALLMATTONS SET FORTH BY THE . CARPMENSER'S AGREEMENT WITH THE ESSUER

TOP COPY-MERCHANT BETTEN COPY-ELSTONES

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

DATE

02/25/08 50-937 CHECK NO. 213 DATE 02/25/08 XXXX96 CENTS North American Operations General Motors Corporation Disbursement Account AURORA CO The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. BB 000000409 PAYMENT DATE VENDOR NAME 02/25/08 INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 02/22/08 3 ... VH:1-9ZHLUL 71-604036786.1-9ZHLUL 0000.00 121.96 121.96 1G1ZT62805F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782 H3 121.96 121.96 TOTAL .00

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. DATE XXXX00 CENTS 08/05/08 ***********,500 DOLLARS ************,500.00 North American Operations General Motors Corporation Disbursement Account PAY 1 TO THE ORDER OF MINNEAPOLIS SIGNATURE The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. BB 000000066 PAYMENT -VENDOR NAME 08/05/08 REGISTER NO DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 08/04/08 VH-1-AQ24SW 00.0000 9,500.00 **...00** 9,500.00 1G2ZG558864 71-618876294 .1-AQ24SW ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 TOTAL 9,500.00 .00 9,500.00 July 25, 2008

Roshan Rajkumar, Esq. Bowman & Brooke 150 S 5th St Ste 3000 Minneapolis, MN 55402-4207

RE: v. General Motors Corporation

Service Request: 71-618876294

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558864

Customer Relationship Specialist: Donna Walker

Dear Mr. Rajkumar:

Enclosed please find a check in the amount of \$9,500.00 made payable to

Pa to settle the above-referenced case.

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

Sincerely,

General Motors Corporation

LG0062 V07092007



Service Satisfaction Survey

Dissatisfied Customer

Original Name:

Revised Name:

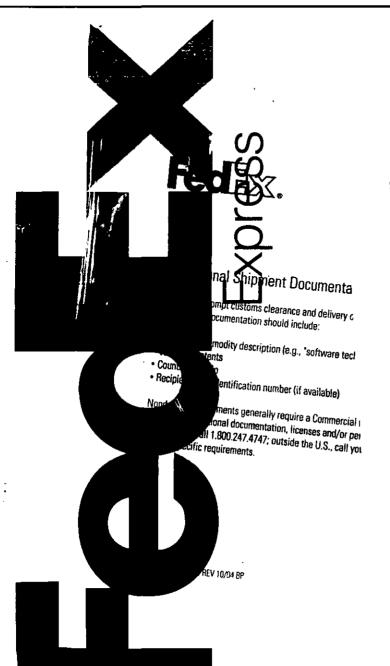


		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
1.	How satisfied were you with the convenience of the Service Department's hours?			M			
		Yes	No	Does Not Apply/Not Required	Don't Know		
2.	Were services available to you on both an appointment and non-appointment basis?				凶		
3.	When arriving for service, were you greeted promptly?		Ø				
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
4.	How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?		Ø				
***	About Your Service Consultant/Advisor			i i ilini i ihni i-i ineresanenesee		8688888888	
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
5.	How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?			赵			
		Yes	No	Does Not Apply/Not Required	Don't Know		
6.	Were you offered transportation options?	A					
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does No Apply/No Required
7.	How satisfied were you that you were kept informed about the status of your service request?				囟		
		Yes	No	No Time Promised			
8.	Was your vehicle ready by the original time promised?			Ø			
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
9.	How satisfied were you with the explanation you were given of all services performed?				国		
10.	Overall, how satisfied were you with your Service Consultant	 - 	[]	İsar	[^~]	[]	

		issisias auto oli oli oli oli oli oli oli oli oli ol			Abol	it Service De	elivery	
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you picke	d your vehicle u	ıp, how satisfied	d were you with:					
- The time it too	k to complete t	he transaction?	·		X			
- The ease of g	etting your vehi	cle?			Ø			
- The condition	in which it was	returned?		. 🗆	×			
				Yes	No			
12. Were ALL of you	ur service conce	erns corrected o	n this service vis		×			
IF NO, why no	t?(check all that	t apply)						
•	xplained - repair] Parts not ava	ailable			
🗵 Work perfor	med did not cor	rect the probler	n 🗆	I declined rep	oair			
☐ Service Dep	oartment could r	not duplicate pro	oblem [☐ Other				
☐ Service Dep	oartment was to	o busy		Don't Know				
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied an			-					
on this service	visit?			. 🗆				A
				Yes	No			
14. Were you given	a copy of the co	mpleted repair	order/invoice?	<u>দ্র</u>				
						Don't Know/		
15 More yell cente	atad abambu afta	un thia aamuiga vi	oit to	Yes	No	Not Sure		
15. Were you contact determine your states					闳			
	Summin	g Up Your Expen	ence		SECTORALINE OF A STATE OF THE SECTION OF THE SECTIO			
		3		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this	service visit, o	verall, how sat	tisfied are you					
with Saxon Mo			-			×		
				Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
17. Would you rec	ommend this o	dealership						
for service?					×			
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how sa	•							
with your 2006	i G6?							×
19.Are you	□ Male	🕱 Female						
20.Your age	□ Under 25	□ 25-34	ጃ 35-44	□ 45-54		55-64	□ 65 c	or older
21.May we include y	vour name wher	providina this i	nformation to vo	ur dealershin ?	,	Yes 🔄	No □	
			·	•		پ <i>ھے</i>	L	
22. Do you have an	y other commer	nts/recommenda	ations about Sax	on Motors, Inc.	.?			

I have had my G6 into Saxon on numerous occassions with the same "issue". One time I was told I needed "New" tires,I had appox15,000-18,000 mile on my car at the time? I was given a slight discount on 1 tire, the one with the "issue". Yet even after I put new tires on, the problem continued. I have had the car into be repaired several times since the new tires, with the same problem. The last time I was told that my steering is "controlled by magnents and they needed to be realigned" I was told that they did this and the "issue" was resolved. As before,the problem exist today(4/6/08). I cannot say anything "bad" about my service, except the the problem to date has not been resolved. I'm thinking that I have a "defective" G6 and it is not the fault of the service dept. I have always had excelent sales and service from Saxon. I am just frustrated with the fact that I have a new car with warrenty, that I have had to invest hundreds of dollars into repairs and the problem still exists!

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JUN 1 6 2008

Print Label

ORIGIN ID DITA (800) 625 2565 Ship Manager REN CEN mail processing certier 100 REN CEN DRIVE

DETROIT, MI 48243 UNITED STATES US

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

(512) 386 0750

Warren, MI 48091

BILL SENDER

STANDARD OVERNIGHT

TRK# 9625 9216 4207

MON DEMANDS

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General Motors Corporation Legal Staff

Facsimile 248/267-4570

Telephone 512/386-0750

June 13, 2008

Roshan Rajkumar, Esq. Bowman and Brooke Llp Fifth Street Tower, Suite 3000 150 South Fifth Street Minneapolis, MN 55402

Dear Mr. Rajkumar:

Re: GM Case No. 655412

v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of Robert Brown, GMC, BRC Legal. c/o MSX International, 1919 Concept Drive, Warren, MI 48091.

This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, include the GM Case Name and Case Number and address it to the attention of the undersigned, c/o MSX International. Feel free to contact me by phone at (512) 386-0750 or Fax (248) 267-4570.

Sincerely,

Robert A. Brown Jr. Legal Assistant

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

Service of Process Transmittal

06/10/2008

CT Log Number 513513820

TO:

Rosemarie Williams

General Motors Legal Staff 400 Renaissance Center, Mail Code 482-038-210

Detroit, MI 48265-4000

RE:

Process Served In Minnesota

FOR:

General Motors Corporation (Domestic State: DE)

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

TITLE OF ACTION:

Pltf. vs. General Motors Corporation, etc., Dft.

DOCUMENT(S) SERVED:

Summons, Complaint, Acknowledgment, Request for Production of Documents,

Interrogatories

COURT/AGENCY:

Tenth Judicial District Court, Sherburne County, MN

Case # None Specified

NATURE OF ACTION:

Product Liability Litigation - Breach of Warranty - Failure to Correct and/or Repair Defects of 2006 Pontiac G6 Vin# 1G2ZG558864

ON WHOM PROCESS WAS SERVED:

C T Corporation System Inc., Minneapolis, MN

DATE AND HOUR OF SERVICE:

By Process Server on 06/10/2008 at 15:15

APPEARANCE OR ANSWER DUE:

Within 20 days exclusive of the day of service

ATTORNEY(S) / SENDER(S):

Todd E. Gadtke

Hauer, Fargione, Love Landy & McEllistrem, P.A. 5901 South Cedar Lake Road

Minneapolis, MN 55416

952-544-5501

ACTION ITEMS:

SOP Papers with Transmittal, via Fed Ex 2 Day Image SOP - Page(s): 21 Fax Transmittal, Rosemarie Williams 313-665-7572

CC Recipient(s)

Rosemarie Williams, via Regular Mail

SIGNED: PER: ADDRESS: C T Corporation System Inc. Deborah Van Ness 100 South Fifth Street

Suite 1075

TELEPHONE:

Minneapolis, MN 55402

612-333-4315

ER-RAB Bowman and Brooke Roshan Raykumar et web 6/11/08

Page 1 of 1/DV

Information displayed on this transmittel is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the enswer date. or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.



17354 ZANE ST. HWY. 10 N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE: 763-441-1922

FAX NUMBER: PAGES (including this cover sheet): FROM: FAX NUMBER: (763) = 441 - 4287 MESSAGE:		- - - - 	100 m m m m m m m m m m m m m m m m m m
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26760 ELK RIVER, MN MICHAEL W 636 604 05/29/08 PNCS147727 110.00 RTK878 31,312 GRANITE/ 62033 06/PONTIAC/SEDAN/G6 SEDAN 03/18/06 56

1 G 2 Z G 5 5 8 8 6 4

05/28/08 MO: 31320

[REWARDS NUMBER] SA162879

LABOR & PARTS:

J# 1 05CTZ STEERING & SUSP. TECH(S):35 WARRANTY

CUST STATES CAR PULLS LEFT WHILE DRIVING. SEE HISTORY
WE HAVE DONE REPAIRS FOR A PULL CONCERN ON PREVIOUS VISITS
CUST ALSO HEARS AN INTERMITTENT CLUNK NOISE WHILE
TURNING
TEST DROVE UNABLE TO DUPLICATE CONCERNS, INSPECTED
VEHICLE, NOTHING VISIBLY DETECTED THAT WOULD
CONTRIBUTE TO CONCERNS..., NO REPAIRS PERFORMED

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 06CTZ BRAKES TECH(S):35 WARRANTY

ALSO, WHILE BRAKING. CUST STATES CAR VEERS OR PULLS

ALSO, WHILE BRAKING. CUST STATES CAR VEERS OR PULLS
CUST NOT SURE WHICH DIRECTION
UNABLE TO DUPLICATE CONCERNS. NO REPAIRS PERFORMED

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

We Thank You for the opportunity to serve you and we hope that you are COMPLETELY SATISFIED with your Service Experience.

During the next few weeks you may receive a Customer Satisfaction Survey from General Motors. This is our "Report Card" and is how we work with General Motors to insure that you are COMPLETELY SATISFIED with your Service Experience. We would like to ask you to please take the time to complete this survey and return it to General Motors

If for any reason you do not feel COMPLETELY SATISFIED, please contact our Service Manager; Dan Kane at 763-441-1922

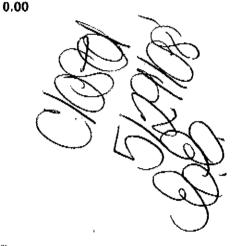
THANK YOUZ

CUSTOMER SIGNATURE

4

0.00

0.00



TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET...

TOTAL G.O.G... TOTAL MISC CHG. TOTAL MISC DISC

TOTAL TAX.....

TOTAL INVOICE \$



17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

0201/PNCS147377	ĴEŜŜË B	535	700	05/13/08	PNCS14737
	1110°.40	MILEAGE	30,522	GRANITE/	\$100033
	VEAR/MAKE/MODEL 06/PONTIAC/SEDAN/GO	S SEDAN	30,322	OS/18/06	OELIVERY MILES
ELK RIVER, MN	VEHICLE LONG Z G 5 5 8 8			U3/18/U6 SELLING DEALER NO.	PRODUCTION DATE
	ELENO.	6 4		B.O DATE	
	COMMENTS			¹ 05/113/08	
[REWARDS NUMBER] SA162879 V					
J# 1 09CTZFUELFILTER REPL FUEL FILTER INSTALL FUEL FILTER VEHICLE DOES NOT USE A FUEL	FITLER, NO WORK WAS PREFORMED.	,,,,,,,,,	0.00	ORIGINAL	RTS NEW EQUIPMENT OTHERWISE
PARTSQTYFP-NUMBER	-DESCRIPTIONUN JOB # 1 TOT	IT PRICE- AL PARTS	0.00		CIFIED
	JOB # 1 TOTAL LABOR	& PARTS	0.00		•
			22.50		
J# 2 06CTZ BRAKES INSPECT BRAKES PER 30000 SCI INSPECTED THE BRAKES AND FOL REMAINING. TEH REAR BRAKES I ARE NEEDED AT THIS TIME.	HEDULED SERVICE JND THE FRONT BRAKES AT 6MM HAVE 5MM REMAINING, NO REPAIRS				. :
PARTSQTYFP-NUMBER	DESCRIPTION JOB # 2 TOT	IT PRICE. AL PARTS	0.00		•
	JOB # 2 TOTAL LABOR	& PARTS	22.50		
J# 3 DICTZLOF LOF LUBE. OIL AND FILTER CHANGE GREASE.INSPECT AND TOP OFF F RESET OIL CHANGE LIGHT. MAINTENANCE	TECH(S):84 SERVICE SET TIRE PRESSURE		8.69		
SERVICE IS COMPLETED. THANK YOU.				,	
RARTSQTYFP-NUMBER JOB # 3 1 25010792	DESCRIPTIONUN FILTER 1.836 JOB # 3 TOTA	IT PRICE- 6.50 AL PARTS	6.50 6.50	•	
	JOB # 3 TOTAL LABOR	& PARTS	15.19		
G.O.G. & SUPPLIES	IVIAL	- 400	12.83 12.83	cold hereby are	on the products those made by rer. The seller
MISC CODE DESCRIPTION JOB # 1 COUP SERVICE COUPON	TOTAL	- MISC	-1.83 -1.83	nereby express warranties, eith implied, includi	ily disclaims al ner express o ng any implied
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)			warranty of me fitness for a pai	rticular purpose,
COMMENTS OK SERVICE, NO RATATE, BRAKE INSP, MIKE			;	and neither assunities any oth assume for it connection with said products. reverse for detaturer warranty.)	er person to any liability in h the sale of (Please see
PAGE 1 OF 2 ACCOUNTING	COPY (CONTINUED OF	N NEXT PAGE) O	9.28am	XSIGNA	rune

17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

		ĴESSE B	535 YAG N	700	05/13/08	PNCS14737
		TTO. Too	MILEAGE	30,522		5TOCK NO. 62033
ELK RIVER, MN		VEAR/MAKE/MODEL 06/PONTIAC/SEDA	N/G6 SEDAN	-	03/18/06	DELIVERY MILES 56
		TGZZG 5 5	8 8 6 4		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	P. O. NO.		⁵ 05/13/08	
	·	COMMENTS			······	
Thank You for the an					ALL PAF	RTS NEW
hat you are COMPLETELY xperience.	portunity to serve you a SATISFIED with your Ser	ind we hope TC	TAL LABOR	31.19 6.50	ORIGINAL I	EQUIPMENT
	ks vou may nocoivo a Cur	. TA	TAL SUBLET	0.00 12.83	UNLESS O	THERWISE
atisfaction Survey from	ks you may receive a Cus m General Motors. This i w we work with General M PLETELY SATISFIED with y	s our TC	TAL MISC CHG. TAL MISC DISC	0.00	SPEC	IFIED
nsure that you are COMM xperience. We would l:	PLETELY SATISFIED with y	our Service	TAL TAX	1.26		
	ike to ask you to please urvey and return it to G		AL INVOICE \$	49.95		
f for any reason you do lease contact our Serv	o not feel COMPLETELY SA ice Manager: Dan Kane at	TISFIED 763-441-1922		'·))
ANK YOUP		, ,			$A \wedge A \wedge$	4
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CUSTOMER SIGNATUR	RE		•		11/22	(7)
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17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

CUSTOMER NO. 2	6760			JESSE	В		535 ^{TA}	G NO.	56	03/21/08	INVOICE NO.
		****		175°0		CENTE NO	MILEA	GE		100100	PNWS14596
				YEAR / MAK	E / MODEL				7,57	7 GRANITE/	62033
ELK RIVER	, MN			06/P0	ONTIAC/S	EDAN/G6	SEDAN			03/18/06	DELIVERY MILES 56
				VEHICLE 1.0	. NO. 2 G 5	5886	5 4			SELLING DEALER NO.	PRODUCTION DATE
				F. T. E. NO.			P. O. NO.		*******	R. O. DATE	<u> </u>
				COMMENTS			<u> </u>			03/19/08	
				COMMENTS							
REWARDS NUMBE										ALL DA	RTS NEW
# 1 05CTZ	STEER STOMER STATE	RING & SUS	P. HOU	RS: 0.80	TECH(\$):3	5			60.02	1 J	
CU TH	STOMER STAT E VEHICLE I	ES VEHICLE S DRIVEN	E PULLS TO	LEFT. GET	S WORSE TH	E MORE			00.01	ORIGINAL	EQUIPMENT
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S I RE	CHECK ALIGN	L NO OTHER IMENT SPEC	R PROBLEMS	WERE FOUN	D.					SPEC	CIFIED
TE	ST DRIVE ÖK Z3L E7691 .	DONE	uit,						•		JLB
AIM #										ĺ	
	••••			J	OB # 1 TOT	TAL LABOR 8	PARTS	. '	60.02		
MMFNTS					·	• • •			•	1	
DANER NIGHT BE	FORE.									T.	
	•					R/O TAX	!		0.00		
						R/O TOT	AL\$	٠.	60.02		
ARRANTY CLAIM I	DETAIL TOTA	LS								1	
<u>.AIM#.</u>	LABOR	PARTS	SUB. LAB.	SUB. PART	GOG	MISC	TAY	TOT	AL		
_AIM#	60.02	0.00	0.00	0.00	0.00	0.00	0.00		60.02	•]	
AIM TOTALS	60.02	0.00	0.00		0.00		0.00		60.02	İ	
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APPROVED E	Y SIGNATURE									İ	
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				•						Any warranties	
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										hereby express	ly disclaims al
										warranties, eith implied, includir	ier express of
										warranty of me	

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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 said products. (Please see reverse for details of manufacturer warranty.)



17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

26760	JESSE B		535 TAG N	°2421	"11/29/07	PNCS14300
	LABOR RATE	L	MILEAGE		GRANITE/	**62033
ELK RIVER, MN	VEAR / MAKE / MODEL 06, PONTIAC	/SEDAN/G6 SE	DAM		03/18/06	ORLIVERY MILES
ECK RIVER, MIN	VEHIC TO NO.	5 5 8 3 6 -			SELLING DEALER NO.	PRODUCTION DATE
	ET.E. ()	PO			11/26/07	
OIDENIE ONONE	COMMENTS		····		11/20/07	
REWARDS NUMBER] SA162879	<u>. I</u>				ALL DA	DTC AIFIA
BOR & PARTS 1 05CTZ STEERING & SUSP. CUST. STATES THE VEHICLE PULLS TO TIRES PUT ON THE REAR OF THE VEHI PULLS TO THE LEFT AND HAS BENN GE REPLACING THE RACK AND PINION, REALIGNED THE VEHICEL WITH THE NE	THE LEFT CSUT. F CLE THE VEHICLE S TTING WORSE SINCE	AD NEW		0.00	ORIGINAL UNLESS C SPEC	RTS NEW EQUIPMENT OTHERWISE CIFIED
	JOB # 1	TOTAL LABOR & PA	RTS	0.00	hed	ロタラフ
2 07CTZCKCOOLANT CHECK COOLANT CUST. STATES THE LOW COOLANT MESS TOPPED OFF COOLANT NO LEAKS WERE VERY LITTLE FLUID WAS NEEDED TO TO	TECH(S) AGE CAME ON. FOUND AT THIS TIM OP OFF COOLANT.	:420 E.		0.00	10	12/27
	JOB # 2	TOTAL LABOR & PA	RTS	0.00	$\mathcal{L}_{\mathcal{L}}$	
3LET*PO#VEND INV#*INV.DATE-DESCR 3 # 1 95135 260954 11/27/07 CAR RI	IPTION			35.00 35.00		
SCCODEDESCRIPTION	Γ 	TOTAL - MI	sc	-2.28 -2.28	$\langle t \rangle$	
AFFREDIATE THE OFFORTUNITY TO SERVE TOU.		TOTAL PARTS.		0.00 0.00 35.00		
"**IMPORTANT***** YOU MAY RECEIVE A SATISFAC OM "GENERAL MOTORS" IN THE NEXT FEW WEEKS. T PORT CARD". IF FOR ANY REASON YOU CANNOT GF MPLETELY SATISFIED", PLEASE HELP US IMPROVE: R SERVICE MANAGER TULLY WOLLENBERG at 763-441	CTION SURVEY THIS IS OUR VADE US CONTACT	TOTAL G.O.G. TOTAL MISC CI TOTAL MISC DI TOTAL TAX	HĠ. ISC	0.00 0.00 -2.28 2.28		
CUSTOMER SIGNATURE		TOTAL INVOI	CE \$	ĺ	sold hereby are the manufactur hereby express	on the products those made by rer. The seller ly disclaims all
		THIEF	mew k	<i>e</i> 7	warranties, eith implied, includir	ner express or ng any implied
•		Pro	man, runt recte	3 m	warranty of me litness for a par	rchantability or ticular purpose,
		ų ···			assume for it connection with	er person to any liability in n the sale of (Please see

PAGE 1 OF 1

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17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

		IBII BANK NAMEN FINALINA 02011F	HI	RI BORI IBBO BIR IBBI					
	OUSTOMER NO.	26760		ERIC T		582 TAG	1069	09/17/07	PNCS141075
	j			LÄBOR HÄFE	L Marie Control	MILEAG	21,293	COLOH GRANITE/	62033
	ELV DIV	ED MN		YEAR / MAKE / MA	IAC/SEDAN/G6 S	EDAN		03/18/06	DELIVERY MILES 56
	ELK RIV	EK, MN		Vенісі.∈ па. мо. 1 G 2 Z				SELLING DEALER NO.	PRODUCTION DATE
				F.T. & NO.	**. ##_### A V. A. A. A. *************************	(P.O. NO.		09/14/07	
	A			COMMENTS		L			
	[REWARDS NI	UMBER] SA16						ALL PA	RTS NEW
	LABOR & PAR J# 1 04CTZ	MISC. CHECK AND ADV SINCE PREV	ISE CUSTOMER STA	TE ATES BAD PULL AT	CH(S):19 HWY SPEEDS	•.	0.00		EQUIPMENT
		INSPECTED ALIC DROVE PULL IS	GNMENT SET TO SI NOW GONE	PEC. ROTATED TIRE	S AND TEST				OTHERWISE CIFIED
				J0B :	# 1 TOTAL LABOR &	PARTS	0.00		
	COMMENTS DROP								÷.
`	TOTALS								
**	WE APPRECIAT	TE THE OPPORTUN	ITY TO SERVE YOU	J.	TOTAL LABO TOTAL PAR	TS	0.00 0.00	•	•
3	*****IMPORT/	ANT**** YOU M	Y RECEIVE A SAT	ISFACTION SURVEY	TOTAL SUBI	LET .G	0.00		
2	FROM "GENERA "REPORT CARD	AL MOTORS" IN TH	HE NEXT FEW WEEK REASON YOU CAN!	ISFACTION SURVEY S. THIS IS OUR OT GRADE US PROVE: CONTACT	TOTAL MISO	C CHG. C DISC	0.00		
	OUR SERVICE THANK YOU.	MANAGER TULLY	OLLENBERG at 76	3-441-1922.	TOTAL TAX		0.00		
811	TIPLEN TO C		-		1012514	V CICE W	0.00		
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SHEE C					•			and neither assi	sentes in or alutho-
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BALZRIK				•				connection with said products	
II.Ah E								reverse for deta	alls of manufac-
and three							ļ	turer warranty.)	
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17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

CUSTOMER NO. 20	6760			ERIC			582	1235	09/12/07	PNWS140848
				LABOR RAT		724 110 9077 3000 0000 00700 10	MILEA	21,123		62033
ELK RIVER,	MN			96/PC	ONTIAC/S	EDAN/G6	SEDAN		03/18/06	DELIVERY MILES
,					2 Z G 5	5886	5 4		SELLING DEALER NO.	PRODUCTION DATE
				F.T.E.NO.			P. O. NO.		09/06/07	
		m,		COMMENTS					<u> </u>	
REWARDS NUMBER] SA16	62879							ALL PA	RTS NEW
CHE LOW TRA	CK AND ADY SPEEDS.SE	VISE CUSTON HE FEELS I D STEERING ERING GEAR	MER STATES I IN STEFR	CLUNK IN I	TECH(S):1: STEERING	9		123.73	ORIGINAL UNLESS (EQUIPMENT OTHERWISE CIFIED
CLAIM # PARTS QTY JOB # 1 1 JOB # 1 1	158583	8 869 869	GEAR	RETURN	U/COS 259.4 100.0 COST TOTAL JOB	43 259.43	323.20	323.20 -100.00 223.20	,	
A A					DB # 1 TO1			346.93		
COMMENTS						TAL LABOR 6	* FAILES	340.53	·	
DROP		· ·				,				•
						R/O TAX R/O TOT	ALS ·	0.00 346.93	,	
WARRANTY CLAIM DE	TAIL TOTA	LS						******		
CLAIM#	LABOR 123.73	PARTS 223 .20	SUB.LAB.	SUB.PART 0.00	GOG. 0.00	0.00	TAX	TOTAL		
CLAIM TOTALS	123.73	223.20	0.00	0.00	0.00	0.00	0.00	346.93		
			9							·
APPROVED BY	SIGNATUR	E								"
ine.			:						Any warranties	on the products
									sold hereby are the manufactu hereby express	those made by rer. The seller ly disclaims all ler express or
									implied, includir warranty of me fitness for a par	ng any implied rchantability or ticular purpose, mes nor autho-

PAGE 1 OF 1

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rizes any other person to assume for it any liability in connection with the sale of said products. (Please see reverse for details of manufacturer warranty.)

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17354 ZANE ST. N.W. BOX.340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

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USTOMER NO.	26760	ERIC 7			582 TAG N	1235	09/07/07	PNCS14084
		LABOR RATE		142-01 Au/Ti	MILEAGE	21,123		**62033
ELV DIV	/ED MN	YEAR/MAKE 06/PO	NTIAC/SEC	AN/G6 SE	EDAN		03/18/06	DELIVERY MILES
EEK KIV	ÆR, MN	Sygnatic Co.	^{NO} Z G 5 5				SELLING DEALER NO.	PRODUCTION DATE
		F.Y. E. NO.			O. NO.		⁵ 09706/07	
		COMMENTS					09/00/07	
REWARDS N	UMBER] SA162879)							
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BECKEN STATE	CHECK AND ADVISE CUST LOW SPEEDS, SHE FEELS	OMER STATES CLUNK IN S	TEERING			MANAGAN I I	ORIGINAL	EQUIPMENT
	TRACED TO BAD STEERIN	G GEAR					UNLESS	THERWISE
	REPLACED STEERING GEA NE/2E E9740 1.7	R AND RESET TOEIN					SPE	CIFIED
ARTS(QTYFP-NUMBER	DESCRIPTION		UNIT P	RICE-	•		
0B # 1 0B # 1	1 15858369 -1 15858369	GEAR KIT 6.508 CORE RETURN				WARRANTY WARRANTY	•	
			JOB. #	1 TOTAL P	ARTS	0.00	•	
			B # 1 TOTAL			0.00		
2 OICTZLO	OF LOF		TECH(S):19	A		8.69		
	GREASE INSPECT AND TO	CHANGE SERVICE. SET TÌ P OFF FLUIDS. CHECK AI	RE PRESSURE. R FILTER AND	;			•	
/ -	RESET OIL CHANGE LIGH MAINTENANCE	Γ.						•
	SERVICE IS COMPLETED. THANK YOU.							
NRTS		DESCRIPTION		INIT DI	RICE.			
NB # 2	OTYFP-NUMBER 1 25010792	FILTER 1.836	200 #	2 TOTAL PA	6.50	5.50		
	1		TOTAL	LABOR A B	ADTO	6.50	•	
		J01	B# Z IOIAL	LABUR & PA	AKIS	15.19	•	
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(grade a grade)	ROTATE TIRES ROTATE TIRES AND SET	FIRE PRESSURE TO SPECI	FICATIONS.					
				UNIT PE	RICE-			
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4+05CTZAL	IGN FRONT END ALIC	INMENT	TECH(S):19	••••		49,95	nereby express	ly disclaims a
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•	PERFORM FRONT END WHEE AND SET TOE.	EL ALIGNMENT. ADJUST CA	ASTER CAMBER			1	warranty of me	rchantability o
RTS0	TYFP-NUMBER	····-DESCRIPTION		····UNIT PE	RICE-		itness for a par and neither assu	
	,		JOB #	4 TOTAL PA	A ŘŤŠ		izes any oth	
			3 # 4 TOTAL		ARTS		assume for it	
O.G. & SUP	PPLIES		(1461272		· · · · · ·	44 00 5	connection wit said products.	(Please se
D# 2	4.5 MOTOR OIL	⊌ 2.450	/UNIT	TOTAL - GO	OG.	11.03	everse for deta	ils of manufac
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17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

2676	50	ERIC T	582	TAG NO. 1235	09/07/07	PNCS140848
		CARCIN PATE	L MI	21,123	LCOLOR	570CK NO. 3
FLV DTVCD MAL		VEAR / MAKE / MODEL 06 / PONTIAC /	/SEDAN/G6 SEDAN		03/18/06	DELIVERY MILES
ELK RIVER, MN		VEHICLE I.D. NO.	5 5 8 8 6 4	·	SELLING DEALER NO.	PRODUCTION DATE
		F.Y. E. NO.	ř. O. NO.		09/06/07	
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DROP FOTALS					•	EQUIPMENT
	PORTUNITY TO SERVE YOU.		TOTAL LADOD	78.14		THERWISE
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*****IMPORTANT***** FROM "GENERAL MOTORS"	YOU MAY RECEIVE A SATISF, IN THE NEXT FEW WEEKS. OR ANY REASON YOU CANNOT O O", PLEASE HELP US IMPROVI ULLY WOLLENBERG at 763-4	ACTION SURVEY	TOTAL G.O.G TOTAL MISC CHG.	11.03 0.00	·	·
'REPORT CARD". IF FO	OR ANY REASON YOU CANNOT	GRADE US	TOTAL MISC DISC	0.00 1.14		•
DUR SERVICE MANAGER T	ULLY WOLLENBERG at 763-4	41 - 1922.	TOTAL INVOICE			•
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			(the manufactu hereby express	ly disclaims all
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7				;	said produc is. reverse for deta	(Please see
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17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

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26760	DOSH H	576 TAG NO. 557	06/15/07	PNIS138609
	LABOR RATE	MILEAGE 18,17		⁸¹⁰ 62033
ELK RIVER, MN	YEAR / MAKE / MODEL 06/PONTIAC/SEDAN/G6	SEDAN	DELIVERY DATE 03/18/06 SELLING DEALER NO.	DELIVERY MILES 56
	VEHICLE I.O. NO. 1 G 2 Z G 5 5 8 8	6 4 Te 0. NO.		PRODUCTION DATE
	COMMENTS	1.0.40	06/15/07	
[REWARDS NUMBER] SA162879	TOTAL PROPERTY OF THE PROPERTY	- ALCOHOL - CALLED -		
LABOR & PARTS LABOR & PARTS LUBE, OIL AND FILTER CHANGE SERVICE GREASE, INSPECT AND TOP OFF FLUIDS. RESET OIL CHANGE LIGHT. MAINTENANCE SERVICE IS COMPLETED. THANK YOU.	0.50 TECH(S):374 SET TIRE PRESSURE. CHECK AIR FILTER AND	8.69	ORIGINAL UNLESS	RTS NEW EQUIPMENT OTHERWISE CIFIED
PARTSQTYFP-NUMBERDESCRIP JOB # 1 25010792 FILTER	JOB # 1 TOT.	AL PARTS 6.50		
*	JOB # 1 TOTAL LABOR	& PARTS 15.19	'	: 1
G.O.G. & SUPPLIES	2.450 /UNIT TOTAL	- GOG 11.03		
COMMENTSWAITER LOF		• • • • • • • • •		
COMPLETED AS REQUESTED. THANK YOU KAY !		e e e e e e e e e e e e e e e e e e e		
TOTALSCONTROL# ACCOUNT NUMBER AMOUNT65D 26.22	TOTAL SI TOTAL G TOTAL M	ARTS 6.50 JBLET 0.00 0.G 11.03 ISC.CHG. 0.00 ISC.DISC 0.00		
	TOTAL IN	IVOICE \$ 26.22	Any warranties sold hereby are	on the products those made by
APPROVED BY SIGNATURE			the manufactule hereby expressional warranties, eith implied, include warranty of manufactures for a particle and neither assisted products.	irer. The seller sly disclaims all her express or ing any implied erchantability or inticular purpose, umes nor authoner person to any liability in the sale of (Please see alls of manufac-
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26760	JOSH H	576 TAG N	138	03/23/07	PNCS136162
	LABOR RATE	MILEAGE"	15,206	GRANITE/	62033
ELV. SEVER III	VEAR / MAKE / MODEL O6/PONTIAC/SEDA	N/G6 SEDAN		03/18/06	DELIVERY MILES 56
ELK RIVER, MN	VEHICLE I.O. NO. 1 G 2 Z G 5 5			BELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		03/23/07	
REMOTION OF THE PROPERTY OF TH	COMMENTS				
[REWARDS NUMBER] \$A162879				ALL PAF	RTS NEW
LABOR & PARTS J# 1 01CTZLOF LUBE. OIL AND FILTER CHANGE SERVICE GREASE, INSPECT AND TOP OFF FLUIDS. RESET OIL CHANGE LIGHT. MAINTENANCE SERVICE IS COMPLETED. THANK YOU.	CHECK AIR FILTER AND			UNLESS O	EQUIPMENT THERWISE SIFIED
PARTS OTYFP-NUMBER DESCRIP JOB # 1 1 25010792 FILTER	TION	UNIT PRICE 6.50 1 TOTAL PARTS	6.50 6.50	0	
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PARTSQTYFP-NUMBERDESCRIF	TION	2 TOTAL PARTS	0.00	MN7 2	5 5001
				J. W.M.	
G.O.G. & SUPPLIES	2.450 /UNIT	TOTAL - GOG	11.03 11.03		
MICC CODE DESCRIPTION.				W.	
MISC CODE DESCRIPTION JOB # A ERC ENVIRONMENTAL RECYCLING FOR JOB # A HW HAZARDOUS WASTE JOB # A SS SHOP SUPPLIES			2.00 1.48 1.48 4.96	Any warranties	on the products
COMMENTS		••••		sold hereby are	those made by irer. The seller
TOTALS		OTAL LABOR	20 60	hereby expres	sty disslaims all her express or
WE APPRECIATE THE OPPORTUNITY TO SERVE YOU. *****IMPORTANT***** YOU MAY RECEIVE A SATISFACTORY FROM "GENERAL MOTORS" IN THE NEXT FEW WEEKS. TO "REPORT CARD". IF FOR ANY REASON YOU CANNOT GRECOMPLETELY SATISFIED", PLEASE HELP US IMPROVE: OUR SERVICE MANAGER TULLY WOLLENBERG at 763-441 THANK YOU CUSTOMER SIGNATURE	TION SURVEY TO THE TION SURVEY TO THE TION SURVEY TO THE TION TO T	OTAL PARTS OTAL SUBLET OTAL G.O.G OTAL MISC CHG. OTAL MISC DISC OTAL MISC DISC OTAL TAX TAL INVOICE \$	6.50 0.00 11.03 4.96	implied, includ warranty of m threes for a parameter any of assume for it connection was aid products	ing any implied eremantability or inticular purpose, umbs rior authomer person to any liability in the sale of lease see alls of manufac-
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17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

26760	ADVISOR JOSH H		576	2962	12/21/07	PNCS143715
KAY MARIE HEARD	LABOR RATE	RTK878	MILEAGE		COLOR GRANITE/	**************************************
17829 TYLER DR	YEAR / MAKE / MODEL			24,112	OBLIVERY DATE 03/18/06	DELIVERY MILES
ELK RIVER, MN 55330	VEHICLE I.D. NO.	C/SEDAN/G6			03/18/06 SELLING DEALER NO.	56
·	IGZZ(G 5 5 8 8 6	4 2 2 0	717		- Moodonial Ball
RESIDENCE PHONE INCOMES PHONE	COMMENTS		. O. 140.		12/21/07	
763-300-3984 763-236-7144	COMMENTS					***************************************
[REWARDS NUMBER] SA162879				1-1111	ALL PA	RTS NEW
J# 1 OICTZEOF LOF LUBE. OIL AND FILTER CHANGE SERVICE	TECH(S):570 (1) (1000) ESSUBE		A/A 69 8,69		EQUIPMENT
LUBE, OIL AND FILTER CHANGE SERVICE GREASE, INSPECT AND TOP OFF FLUIDS. RESET OIL CHANGE LIGHT.	CHECK AIR FIL	TER AND				THERWISE
MAINTENANCE SERVICE IS COMPLETED.		,	· ·			CIFIED
THANK YOU.			,			
PARTSQTYFP-NUMBERDESCRIP	TION		PRICE-			1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -
PARTSQTYFP-NUMBERDESCRIP JOB # 1 25010792 FILTER	1.836	JOB # 1 TOTAL	6.50 PARTS	6.50 6.50		
				15.19		
G.O.G. & SUPPLIES					21 200	
JOB # 1 4.0 MOTOR OIL @	2.450 /U	NIT TOTAL -		9.80		<u>- 1</u>
MISCCODEDESCRIPTION				9.80	$/ \times \times$	
JOB # A HW HAZARDOUS WASTE				0.43	(/\\\\\	
JOB # A SS SHOP SUPPLIES		TOTAL -	♥. MISC	0.43 0.86		
COMMENTS	-			,	-	·
WAIT COMPLETED AS REQUESTED AND AUTHORIZED. THANK YOU	KAY!					
RECOMMENDATIONS		· · ·				
TOTALS						
E APPRECIATE THE OPPORTUNITY TO SERVE YOU.	,	TOTAL LABO	<u>)R</u>	8.69		
ALLE TIPOPTANTANTANTANTANTANTANTANTANTANTANTANTANT		TOTAL PART	ET	0.00	Any warranties	on the products
*****IMPORTANT***** YOU MAY RECEIVE A SATISFACTI ROM_"GENERAL MOTORS" IN THE NEXT FEW WEEKS. THI	S TS MID	TOTAL G.O. TOTAL MISC	G CHG.	9.80	sold hereby are the manufactu	⊥thoise made by l
"REPURT CARD". IF FOR ANY REASON YOU CANNOT GRAD	E US ONTACT	TOTAL MISO TOTAL TAX.	DISC			disclaims all
COMPLETELY SATISFIED", PLEASE HELP US IMPROVE: C DUR SERVICE MANAGER TULLY WOLLENBERG at 763-441-1 HANK YOU	922.				wan rateties, eN	ner express or
		TOTAL INV	OICE &	26.94	Mentality of the	ng any implied
CICTONETO CICNATURE				Ŋ	itness for a pa	dicular purpose,
CUSTOMER SIGNATURE					and neither assurizes any off	mes not autho-
					assume for it	7 % (1.5)
						h the sale of
					said products. everse for deta	illeasa see
				. 1	urer warranty.)	
				- 1		
				I	_	l l

	TION TO TITLE/REG. A VEHICLE	PLATE NUMBER	₹ ,		١	/EAR	FOR V	ALIDATION /	AND OFFICE USE O	NLY
445 Minnesot	Driver and Vehicle Services Division \$ St. Ste 160, St. Paul, MN 55101-5160 FOR CENTRAL OFFICE USE ONLY	YEAR VALIDATI	ON STICKER N	JMBER	Υ	'EAR				
)	WEIGHT STICKE	ER NUMBER/MO	TORCYCLE EN	SINE #			/·\/		i Miliothee Adelances
Λ	DATE OF PURCHASE NEW (XX	PREVIOUS PLATE NUI	MBER YEAR	EXPIRATION A	НТИО	YEAR	5			
PURCHASER(S)	MODEL YEAR MAKE	900	MODEL TYPE	COLOR		-4	/ 	TRUC	XS//RAG PRS	
OWNER(5) MUST	3006 PONTI	AC SE	DAN	CODE	ROOF		00	T#	EMPTY WEIGHT	# OF AXLES
COMPLETE		VEHICLE IDENTIFICA	TION NUMBER						Ional information for any val driver or motor vehicle	
Vehicle 🕨 Information	T 7 [" "	5 5 8	8 6 4	<u> </u>			surveys,	disclose my pera narketing, or sol		
PURCHASER(S) OWNER(S)	LAST FIRST AND MIDDLE NAME					RLIGENSE NO W16328). / DEALER NO. 1		DATE OF E	
Information	ADDITIONAL PURCHASER(S) OWNER(S) LAST, FIR	RSY, AND MIDDLE				RS LICENSE N			DAY 6 OF B	
	STREET ADDRESS			ITY		COLUMNIA		1 - 2 - 2 - 3	00 0	0
	STREET ADDRESS			"ELK RIV	ER	COUNTY	ERB	STATE MN	ZIP CODE	
*	HOME TELEPHONE NO.									
	IS THIS VEHICLE SUBJECT TO	SECURITY AGRE	EMENT(S)?	YES	XX N	0	IF YES, C	OMPLET	SECTION BEI	LOW.
В	FIRST SECURED PARTY (PRINT NAME) JPMORGAN CHASE BA	MIV NI /			OF LOAN	/2006			SECURED PAR	
PURCHASER(S)	STAREST ADDRESS	NN, N.H.	c	ITY .	0 3/18,	2000	STATE		TED FORM NO	. PS2017
OWNER(S) MUST COMPLETE	P.O. BOX 29214			PHOENI	X		AZ		85038-9	3214
COMPCETE	ODOMETER DISCLOSURE STATEMENT. I	(WE) CERTIFY THAT	THE ODOMETER	DAMAGE DISC	LOSURE ST	ATEMENT.	TO THE BEST	OF MY KNO	WLEDGE THIS VEH	
SELLER(\$) MUST COMPLETE AND SIGN	NOW READS	ODOMETER MILE OF ODOMETER NG ODOMETER DI	SCREPENCY	POLLUTION CO	STEM DISC INTROL SYS HAS N NOPE	CTUAL CASI ELOSURE ST STEM ON TH OT (CHECK RATIVE.	H VALUE 'ATEMENT, T IS VEHICLE IN ONE) BEEN RI	O THE BEST ICLUDING T∤ ≌MOVED, AL	E IN EXCESS OF OF MY KNOWLEDG HE RESTRICTED GA TERED, OR RENDE	RED .
. ""	ASSIGNMENT: I (WE) CERTIFY THA AND VEHICLE TO THE PERSON(S) N		FREE FROM AI	LL SEÇVRITY IN	IERESIŞ,	WARRAN	T TITLE, AND) ASSIGN 1	HE REGISTRATI	ON TAX
	SAXON MOTORS, INC.							<u> </u>	/18/2006	
	17354 70MC OT 180		RINTED NAME(5)	. # # # # = = = 0					DATE OF SALE	_
Ì	17354 ZANE ST. HW		S ADDRESS	MUSCCC NIM				D5	2-50 DEALER LICENSE	#
	X = 5.5	I SELLED	'5 SIGNATURE(S)					·		
	PURCHASER'S MOTOR VEHICLE SALES T		BASE VALUE OR			REGIS	TRATION	TAX + S	24	9 00
D	1. FULL PURCHASE PRICE \$ 6	22895 00	GROSS WEIGHT:	19152.	00	PLATE	FEE			4.25
PURCHASER(S) OWNER(S)	2. LESS TRADE IN ALLOWANCE COMPLETE ITEM NO.6	2809 00		B/2006		-	RS TAX	FF		
MUST		0086 00	CHANGE OF GROS	S VEHICLE WEIGHT						
COMPLETE AND SIGN	4 6.5% OF LINE 3	655 59_	CHANGE	; H	ours		SAFETY FER TAX	VEHICL	E FEE	8.50
	S. LESS TAX PAID TO ANDTHER STATE \$ NET SALES TAX DUE	N/∩	DATE OF CHANGE	1			FER TAX	RFEE	1	0.00
	6 TRADE-IN WAS MAKE MODEL YEAR 2003 PONT	OJ973	OATE CHANGE			мотог	R VEHICL	E SALES	TAX 55	5 59
DECLARE THIS TAX	MN DEALER LICENSE #		EXPIRES CHANGE OF WEIG	HT AND /OR CLASS		LATE T	RANSFER			
EXEMPTION CODE:	MN SALES TAX ACCOUNT # INTERNAL REVENUE CODE # (IRC)	,	FROM	то		STATE	DEPUTY	3-TOTAL FILING F	T 10	5-34—
JODE.	PRORATE ACCOUNT#		(IME) CERTIFY (IME) VEHICLE SUBJECT TO LI IS AND WILL CONTINUE	ARE OF LEGAL AGE, HAY ENS SHOWN AND NO OTH YO BE INSURED WHILE O	E BOUGHT THI	5	TOTAL			9.50 −
WITHOUT P	(Sales tax due when registered) ROPER OWNERSHIP/TRANSFER	DOCUMENTS	THE PUBLIC STREETS OPERATED IN COMPLIAN CLASS OF REGISTRAT APPLICATION AND ALL	AND HIGHWAYS. THE V MC6 WITH THE LAWS WHILE ION, HAVE RECEIVED A IF MY (OUR) DEC! AND YOU	COPY OF THE	\$ \$			94.	8.84
(e.g., OUT-O	F-STATE CERTIFICATE OF TITLE OTA TITLE WILL BE ISSUED.),	CORRECT. 1 (ME) MAY REQULATIONS APPLICATE MINNESOTA STATUTE	ENS SHOWN AND NO OTH IT OF THE MENUTED WHILE OF AND HISTMAYS. THE VICE WITH THE LANG WHILE OF HAVE A ECCIVED A FECTOR OF STATILLE TO COMMERCIA, VICHES, CHAPTER 23. CHAPTER 23. CHAPTER 23. OTHER USE AND COMPANY	AND FEDERA	X	,,,,			<u>03/18/</u> 2006
IAC INMANCO	OTA TITLE WILL BE 1080ED.			ARDOUS MATERIALS, CO					,	<u> </u>
[PS20				SIGNATURE	(8) ALL PURCHA	SERS/OWNERS	MUST SIGN	ONLE LONG

<u>GM</u>

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMED I





GMC HUMMER





(excludes Saturn)

	CUSTON ER NAME: VIN: 1, 6,2,2,6,595,8,8,6,4,
1,	Custom er) ncentive
	I assign the total amount of customer incentive(s) listed to the dealer named below and request that the avoilable somer incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a proceeding (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (a) to dealer named below:
	Incentive Program Reference Amount GM Incentive Code OG-5514-19 \$ 7500 CAC RECOTE OG-5514-14-2 \$ UGS-0 SXP ADTUSTMENT
	Total Incentive Amount Received \$
2,	Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, I vi supported f nancing/leasing, etc) a. I elect to receive it lieu of
	and/or
	a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or Jessee of the vehicle bearing the schiele i len ification number, which was sold/leased to me by the Dealer, named below. This vehicle was suit he retaileased for personal/business use and not resale and I took delivery on 2/15/12 I acknowledge receipt of its mirre(s) as described in Item and release GM Division from any future claim or obligation for incentive (conclusion).
	b. Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and I acknowledge the Terms and I acknowledge the
	I un ierstand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar action in many vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Street is because effect.
	Furc baser/Lessee Signature: Date: 3-18-06
inc ha:	e undersigned person, as Dealer representative, certifies that the information on this application is true and the centive(s) described in Item and the OnStar Terms and Conditions have been provided to the said purchase the c

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



17354 Zane St. N. W. Box 340

CUSTOMER SIGNATURE X No. 07744

17354 Zane St. N. W. Box 340 Elk River, MN 55330 Ph: 763-441-1922 Fax: 763-441-4287		RETAIL [
NAME EMAIL	MODE	G. 1	03 Prix	f	BODY _	67 D	#iac T, YDR Blue
					- A.F. *_	7	
VIN# 162WP52K83	F						
L M N P R S T V W X Y 90 91 92 93 94 95 96 97 98 99 00 GAS Z DIESEL ENGINE: 4 6 Z 8 10 12 Std. Trans Auto Trans P PW Z PL Cruise Tilt Sunroof Z CD/Cass Custom Whe	01 0 AWD [] els [] Int	erior Clott	⊳ Vinyl-L	eather	6 06	7 07	8 08
MONTHLY PAYMENT \$ 1200 400 TO WHOM BANK					دن و		-
MILEAGE 49 531 Actual Over 100,000			Owner			- 4	
DID YOU PURCHASE VEHICLE: New Used DOES VEHICLE							□ NO
DID YOU HAVE AN ENVIRONMENTAL PACKAGE?							□ NO
DO YOU HAVE A CLEAR TITLE OR TITLE WITH LIEN RELEASES?							□ NO
DO YOU HAVE SERVICE RECORDS?							□ NO
HAC VEHICLE EVED BEEN DAMAGED?							□NO
Amount \$	_			• • •			
					□ YE	S	□NO
HAS ODOMETER EVER BEEN REPLACED?							□NO
IS ODOMETER READING ACCURATE?			,		— □YE		□NO
HAS VEHICLE FRAME EVER BEEN DAMAGE	ED OR REF	AIRED?			— □ YE		□ NO
ARE REPAIRS REQUIRED TO ENGINE BLO ENGINE HEAD(S)/PISTONS OR TRANSMIS		<i>.</i>			□ YE	s	□NO
COMMENTS 1123 (600)							
		In t			10	2,2	300.0
					T . = . :	7	



17354 ZANE ST., HWY. 10 N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE: 763-441-1922

CONTRACT #	
DATE	19244
STOCK #	<u>93/18/06</u>
SALESMAN	62033
HOME PHONE	SHAWN M IMHOLTE
BUS PHONE	(763)3 00-3984 (763)236-7144
FIN, CO.	JPMORGON CHOSE BON

										J	PMORGAN CHASE B
Buyers Na	ame									D.Q.B.	10/04/68
Co-Buyers	≈ Name									D.O.B.	
Address											
City	ELK	RIVER	State	*	MN	· ·	Zip		55330	County	SHERB
Buyer's Dr	rivers Lic. #						Co-Buy	er's Driv	ers Lic. #		
Buyers So	cial Sec. #						Co-Buy	ers Soci	al Sec. #		
Ins. Co.	************	AMERI	CAN FAMIL	. У			Poli	⊂y#			
	SH	IRLEY	VANDERHE!	DEN						Phone	
Agent				XXEW		96 PO	NTIAC		_X, X	SEDAN 66 SEDAN	
			ER FOR A	USED -		MEAR AND M		L,	CAR TRUCK		(BODY TYPE)
MILEAG	iE		<u>56 </u>						25.4	LICENSE	٧٥
COLOR	BODY_		/TRIM	SI	ERIAL NO)	162Z	6558	364	EXP	STATE
			OF UNIT		\$			II		TOTAL LIST PRICE	22895.00
FREIGH		<u> </u>	OI OIII		1.			ll		ALLOWANCE	12809.00 10086.00
OPTION		· · · · · · · · · · · · · · · · · · ·			1				DLR RTNS	NET	655, 59
										SALES TAX	· · · }
	~~~			····	İ					LUXURY TAX	NONE
										NSE & TRANSFER FEE	288, 25
								<u> </u>	DE	ALER DOCUMENT FEE	50 00
		·					L	<b> </b>		PAYOFF	12600.00
										SUBTOTAL	23679.84 2118.00
							<u> </u>	<u> </u>		SERVICE AGREEMENT	1
								<u> </u>		TOTAL	25797.84
								<u> </u>		DEPOSIT	1000.00
					"					C.O.D.	NONE
					1		1			BALANCE TO FINANCE	24797.84
						· · · · · · · · · · · · · · · · · · ·		INC	LUDES AL	IERWISE NOTED L INCENTIVES AND AMOUNT.	
									POLLUT	ON CONTROL SYSTEM (TRADE-IN VEHICLE	
10011	1/ 10 (C) TA		TIONE		1			in orde	r to comply with N	Innesota Statutes, Section 325€,095 a written disclosure to the transfered	1, no person may transfer a moto
LOCALI	<u> Y INSTA</u>	FEED OF	TIONS		1			the most	ution control with	立」の16 . またはで11 ましても しょうしゅぎょう しょうめい はりりかんりけんご	(1) 日本の対象を対象を対象を対象を対象を対象を対象を対象を対象を対象を対象を対象を対象を対
<del> </del>					1		Service 1	ayetem	on this vehicle b	ally traded in including the restric	ted gasoline pipe, has not bea
						e de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición de la composición della composición della composición della composición della composición della composición della composición della composición della composición della composición della composición della composición della composición della composición della composición della composición della composición della composición della composición della composición della comp	W 30		d, altered, or rough	47	
	- :							Seller's	Signature (X)		15 J. 16 T. 16 T. 15 S. M. E. 15 S. S. S. S. S. S. S. S. S. S. S. S. S.
			TRADE-IN	DATA		r din di				LER'S DISCLAIMER OF	
YEAR		NT GR	ND PRIX		\$PXY.E	(a) jo v2696 (a) jo vejski		any wa	rranties offered an scknowledges rece	alms all warranties, either express or d explained in Paragraphs 10 throug Mag this information before the sale govielous bethe back of this calorso	ph 13 on the back of this contract and further acknowledges having
LIKNMOLOSAS NAME	ਚ ≥ BF		ELK RIVE	BALANCE	ON PAYOFF	1260	0.00	Buyer's	Signature⊗ DEÂLE	R'S POLLUTION CONTE	
ADDRESS UCENSE	····		(TCENSE TATE	EXP.		· · · · · · · · · · · · · · · · · · ·	10.00	Transfe	ror (Dealer) bereh	(VEHICLE BEING SOL v cerifies, to the best of his/her kno	
LICENSE PLATE # MILEAGE NOW			TATE PANSMISSION	IDATE		<del>'31/0</del> 6		system		ing sold, including the restricted gas	

The front and back of this CONTRACT comprise the entire CONTRACT affecting this purchase. The DEALER will not recognize any verbal agreement, or any other agreement or extraording of any nature. You cartify that no credit has been extended by dealer for the purchase of this motor VEHICLE. You cartify that you are 18 years of age or older, and acknowledge value of this contract.

The firent and back of this contract care any other agreement, or any other agreement or any other agreement or any other agreement or any other agreement or any other agreement or this motor VEHICLE. You cartify that you are 18 years of age or older, and acknowledge is under a this CONTRACT were agreed upon and the CONTRACT algorithm the dealership that the contract is a transfer any other contract.

IMPORTANT: THIS MAY BE A BINDING CONTRACT AND YOU MAY LOSE ANY DEPOSITS IF YOU DO NOT A PERFORMACCORDING TO ITS TERMS.

		11.2	<u> </u>		
DCTAIL INGTALL BREWT CONTRACT	Seller		Buver		
RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT	SAXON MOTORS, INC				
No.	ELM RIVER MM 5533		ELK RIVE	is min	
Date MARCH 18th, 2005	"We" and "us" mean the			ır" mean each Buye	r above, and
	successors and a	assigns.	guarant	or, jointly and individ	dually.
<b>SALE:</b> You agree to purchase from us terms and conditions of this contract a accessories and attachments.	s, over time, the Motor Vehicle nd security agreement (Contra	(Vehicle) and service act). The Vehicle is se	es described belo old in its presen	ow. Your purchase is t condition, together	subject to the with the usu
Description of Year · 근육하는	VIIV	558664	Other:		
Motor Vehicle Make PONTIAC	Lic. No./Year				
Purchased Model SEDAN	🗌 Ňew 🔲 Used				
Description of		<u> </u>			
Trade-in 2003 PONT GRA	MO PRIX 102WP5ZK83F				
SECURITY: To secure your payment accessions, attachments, accessories, You also assign to us and give us a set this Contract.  PROMISE TO PAY AND PAYMEN charges accruing on the unpaid balance a day basis. Y	and equipment placed in or courty interest in proceeds and IT TERMS: You promise to promise	on the Vehicle, togeth premium refunds of a ay us the principal an 6 per year from today	ner called Prope Iny insurance an Property Mount of \$ I's date until paid	rty, and proceeds of d service contracts p 4797.84 in full. Finance char	f the Propert ourchased wit , plus financ ges accrue o
the TRUTH IN LENDING DISCLOSURE LOAN ADMINISTRATION FEE: cash.   paid pro rata over the contract	S. You also agree to pay any a You agree to pay an additiona	additional amounts acc al, nonrefundable loan	cording to the ten administration f	ms and conditions of ee of \$25.00 that wil	this Contract I be 🔲 paid i
principal sum).	term.   Withheld from the prod	eeas (ii this iee is with	ineia from the pro	ceeds, the amount is	iucinaéa iu tu
DOWN PAYMENT: You also agree to	pay, or apply to the Cash Price.	on or before todav's da	atë, anv cash, reb	ate and net trade-in v	alue describe
in the ITEMIZATION OF AMOUNT FIN your Payment Schedule.					
<u> </u>	TRUTH IN LENDI	NG DISCLOSURES	S		
PERCENTAGE RATE CI	NANCE HARGE ar amount the will cost you. 468.86	t of credit you or on half. The amo paid when all sched	DF PAYMENTS unt you will have n you have made duled payments. 1266.72	TOTAL SALE The total cost of your credit, including your do	r purchase on
Payment Schedule: Your payment					
Number of Payments Amount of Pa	ayments MONTHLY	ofginningWhen Pa	ayments Are Du	е	
Security: You are giving a security,ir	nterest in the Magor Vehicle pur e than days late	, you will be charged .		AMOUNT OR 06.2	<u> </u>
amount allowed by law under Minn. Stat.  Prepayment: If you pay off this Cont  If you pay off this Contract early, yo  Contract Provisions: You can see repayment before the scheduled date,	§ 47.59. ract early, you will not have to purely will not be entitled to a refund the terms of this Contract fo	pay a penalty. d of part of the loan acrease any additional informational  amount may incre		**************************************	
CREDIT INSURANCE: Credit life, o				OUNT FINANCE	
health), and any other insurance cove required to obtain credit and we will not	erage quoted below, are not			recrive ) \$	
and agree to pay the additional premiun	n. If you want such insurance,	Service Contract, P			2506 <b>9. 59</b>
we will obtain it for you (if you qualify for below ONLY the coverages you have ch	or coverage). We are quoting	Manufacturer's Reb		Caşly:Price \$ กภ. ตภ	
Tarian and Servingso you have of	Consequent to prof. Brown per compagning	Cash Down Payme		**************************************	
Credit Life: Insured	10 0 0 / A	Deferred Down Payı	ment \$		<b>9</b> 8
Single Doint Prem. \$		a. Total Cash	h/Rebate Down	89. v.\$	
Credit Disability: Insured	N/GTerm N/Q	D. TIEGE III AIIOWEI	100	77.00	
Single Joint Prem. \$		c. Less: Amount ov	Window ECK R		

Your signature below means you want (only) the insurance coverage(s)

e. Net Cash/Trade-In (a. plus d.) \$_ Down Payment (e.; disclose as \$0 if negative)

d. Net Trade-In (b. minus c.)

EVII OV

SON LEWS!

1209**.00** 

Paid to: _



17354 ZANE ST. HWY. 10 N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE: 763-441-1922

NAME:	Meçu	a tai	vard:	<u>S</u>	
FIRM: O/	1 109	al de	pt	<del>,</del>	
FAX NUMBER				<u> </u>	
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FROM:	<del>.</del>		<u> </u>	· · · · · · · · · · · · · · · · · · ·	
FAX NUMBER:	(763) – 441 -	4287	<u>*************************************</u>	The second section is the	
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			<u> </u>	<u>.                                    </u>	· ·



## 

26760 ELK RIVER, MN

MICHAEL W 636 05/29/08 PNCS147727 604 110.00 **RTK878** 31,312 GRANITE/ 62033 06/PONTIAC/SEDAN/G6 SEDAN 03/18/06 56

1 6 2 2 6 5 5 8 8 6 4

05/28/08

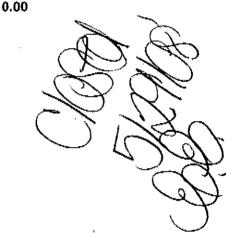
MO: 31320

REWARDS NUMBER ] SA162879 LABOR & PARTS----STEERING & SUSP. TECH(S):35
CUST STATES CAR PULLS LEFT WHILE DRIVING, SEE HISTORY
WE HAVE DONE REPAIRS FOR A PULL CONCERN ON PREVIOUS VISITS
CUST ALSO HEARS AN INTERMITTENT CLUNK NOISE WHILE TECH(S):35 WARRANTY TURNING TEST DROVE UNABLE TO DUPLICATE CONCERNS.INSPECTED VEHICLE. NOTHING VISIBLY DETECTED THAT WOULD CONTRIBUTE TO CONCERNS.,,.NO REPAIRS PERFORMED JOB # 1 TOTAL LABOR & PARTS 0.00 J# 2 06CTZ . BRAKES TECH(S):35 WARRANTY ALSO. WHILE BRAKING, CUST STATES CAR VEERS OR PULLS CUST NOT SURE WHICH DIRECTION UNABLE TO DUPLICATE CONCERNS. NO REPAIRS PERFORMED JOB # 2 TOTAL LABOR & PARTS 0.00 ESTIMATE .....CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) LOANER TOTAL LABOR.... We Thank You for the opportunity to serve you and we hope that you are COMPLETELY SATISFIED with your Service TOTAL SUBLET... Experience. 0.00 TOTAL G.O.G... TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX.... 0.00 During the next few weeks you may receive a Customer Satisfaction Survey from General Motors. This is our "Report Card" and is how we work with General Motors to insure that you are COMPLETELY SATISFIED with your Service Experience. We would like to ask you to please take the time to complete this survey and return it to General Motors 0.00

If for any reason you do not feel COMPLETELY SATISFIED, please contact our Service Manager: Dan Kane at 763-441-1922

THANK VOLUM

CUSTOMER SIGNATURE



**TOTAL INVOICE \$** 

0.00



17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

CUSTOMER NO. 26760	ĴĔŜŜE Β	535 TAG NO		05/13/08	PNCS147377
	1110.160	MILEAGE	30,522	GRANITE/	5700KN0 62033
	VEAR/MAKE/MODEL 06/PONTIAC/SEDAM	1/66 55BAN	30,322	OBLIVERY DATE 03/18/06	OCUVERY MILES
ELK RIVER, MN	VEHICLE IDNO. Z G 5 5 8			03/18/06 SELLING DEALER NO.	56
	FTENO.	8 8 6 4 <u> </u>		R.O.PAYE	
PE	COMMENTS			[†] 05713/08	
				,	
E REWARDS NUMBER ] SAId2879  LABOR & PARTS  J# 1 09CTZFUELFILTER REPL FUEL FILTER  INSTALL FUEL FILTER  VEHICLE DOES NOT USE A FUEL FITLER	TECH(S):84		0.00	ORIGINAL I	RTS NEW EQUIPMENT THERWISE
PARTS QTYFP-NUMBERDESCRI	PTIONJOB # 1	UNIT PRICE-	0.00		FIED
	JOB # 1 TOTAL L		0.00		· · · · ·
J# 2 06CTZ BRAKES	TECH(\$) ·84	NOW & PARTS	22.50		
INSPECT BRAKES PER 30000 SCHEDULED INSPECTED THE BRAKES AND FOUND THE REMAINING, TEH REAR BRAKES HAVE 5M ARE NEEDED AT THIS TIME.	SERVICE	;			:
	JOB # 2	TOTAL PARTS	0.00		
TH 3 010TH OF	JOB # 2 TOTAL L	ABOR & PARTS	22.50		•
LUBE. OIL AND FILTER CHANGE SERVICE GREASE, INSPECT AND TOP OFF FLUIDS. RESET OIL CHANGE LIGHT. MAINTENANCE	TECH(S):84 S. SET TIRE PRESSURE		8.69		
SERVICE IS COMPLETED. THANK YOU.	·				
PARTS QTYFP-NUMBERDESCRIF 308 # 3 1 25010792 FILTER			6.50 6.50	•	
	JOB # 3 TOTAL L	ABOR & PARTS	15.19		
3.0.G. & SUPPLIES JOB # 3 4.5 MOTOR OIL @	2.850 /UNIT TO	OTAL - GOG	12.83	Any warranties of sold hereby are the manufactur	those made by
ITSCCODEDESCRIPTION	. т	OTAL - MISC	-1.83 -1.83	nereby expressi warranties, eith implied, includir	y disclaims all er express or ig any implied
STIMATE USTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)		•	1	warranty of mei fitness for a par	ticular purpose,
OMMENTS OK SERVICENO RATATEBRAKE INSPMIKE			•	and neither assur	er person to
				assume for it a connection with said products, reverse for detai turer warranty.)	i the sale of (Please see
PAGE 1 OF 2 ACCOUNTING COPY	[CONTINU	€O ON NEXT PAGE] 09	1:28am	XSIGNAY	URE

SIGNATURE

### PNCS147377

17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

PAGE 2 OF 2

ACCOUNTING COPY

26760	ĴĔŜŜE B	5 3 5 TAG 1	700	05/13/08	PNC514737
	LTTO.To	MILEAGE	30,522	GRANITE/	62033
ELK RIVER, MN	VEAR/MAKE/MODEL 06/PONTIAC/SE	DAN/G6 SEDAN		03/18/06	DELIVERY MILES
	T G 2 Z G 5	5 8 8 6 4		SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.	P. O. NO.		105/13/08	
	COMMENTS				***************************************
de Thank You for the opportunity to serve hat you are COMPLETELY SATISFIED with y experience.  The serve weeks you may receive atisfaction Survey from General Motors. Report Card and is how we work with Gensure that you are COMPLETELY SATISFIED experience. We would like to ask you to ime to complete this survey and return	ve a Customer This is our oneral Motors to	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX  OTAL INVOICE \$	31,19 6.50 0,00 12.83 0,00 1.83 1.26	ORIGINAL I	RTS NEW EQUIPMENT THERWISE CIFIED
f for any reason you do not feel COMPLE ease contact our Service Manager; Dan i fANK YOU CUSTOMER SIGNATURE	Kane at 763-441-1922			190	d.
			t t	Any warranties of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufacture of the manufactur	those made by er the seller y distlaims all er express or
			v file a r a cos	mplied, including varranty of me including varranty of me including variation of me including variation viton viton viton variation varranty.)	rchantability) or ticular burphse, mes nor authored to person to any trability in the sale of (Please see

[ END OF INVOICE ] 09:28am



17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

CUSTOMER NO. 2	6760			JESSE	В		535	956	03/21/08	INVOICE NO. PNWS145961
				75.0	. [	ACNEE NO	MILEA	³⁶ 27,577	COLOR	62033
ELK RIVER,	MN			06/PC	ONTIAC/5	EDAN/G6	SEDAN		03/18/06	DELIVERY MILES
				VEHICLE LD	NO.	5 8 8 6			SELLING DEALER NO.	PRODUCTION DATE
				F.T. E. NO.			P. O. NO.		R.O. DATE 03/19/08	<del></del>
				COMMENTS					02/20/00	<u> </u>
CU: THI RE: STI RE: TE:	STEEI STOMER STA E VEHICLE LEARNED THI EERING WHEE CHECK ALIG ST DRIVE ON	RING & SUS TES VEHICL IS DRIVEN E STEERING EL NO OTHEI NMENT SPEC C DONE	P. HOUI E PULLS TO POSITION : R PROBLEMS OK.	しきせて たたて	C LINDOFF TU	E MODE		60.02	ORIGINAL UNLESS (	RTS NEW EQUIPMENT OTHERWISE CIFIED
CLAIM # 145961	/3L E7691 .	.5 A .3		J	OB # 1 TO	TAL LABOR &	PARTS	60.02		
COMMENTS LOANER NIGHT BEF	• • • • • • • • • • •		• • • • • • • • • • • • • • • • • • • •					•		
WARRANTY CLAIM D	•	M \$				R/0 TA) R/0 TO	ALS	0.00 60.02		
CLAIM#.	LABOR	PARTS		SUB PART		MISC 0.00	TAX	TOTAL		
SLAIM TOTALS	60.02	0.00	0.00	0.00	0.00	0.00	0.00	60.02		· ·
gradient de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la company de la c										
APPROVED B	Y SIGNATUR	E						Í		•
			•					.		
3									<u> </u>	
								1	sold hereby are the manufactu hereby express warranties, eit implied, includi warranty of me	on the products those made by trer. The seller sly disclaims all her express or ng any implied erchantability or rticular purpose,

2320

SIGNATURE

turer warranty.)

and neither assumes nor autho-

rizes any other person to assume for it any liability in connection with the sale of

said products. (Please see reverse for details of manufac-

### PNCS143007

17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

## 

^{сизтомея NO.} 26760		JESSE B	·	535 TAG N	[°] 2421	11/29/07	PNCS14300
		LABOR RATE		MILEAGE		GRANITE/	°62033
ELK RIVER, MN		VEAR/MAKE/MODEL  O6, PONTIAC/	SEDAN/G6 S	SEDAN		03/18/06	DELIVERY MILES 56
EEN NEVEN, AN		T ZZG	5 <b>5 8</b> 3 0	·		SELLING OBALER NO.	PRODUCTION DATE
		FT E. / J		P.O.NO		11/26/07	
ř		COMMENTS	<u>.</u>		<del></del>	<del></del>	<u> </u>
REWARDS NUMBER ] 5.	A162879		· · · · · · · · · · · · · · · · · · ·			ALL PAI	RTS NEW
J# 1 05CTZ STI CUST. STAT TIRES PUT ( PULLS TO TI REPLACING	EERING & SUSP. ES THE VEHICLE PULLS ON THE REAR OF THE VEH HE LEFT AND HAS BENN O THE RACK AND PINION. THE VEHICEL WITH THE N	BETTING WORSE SINCE WEW TIRES INSTALLED.	D NEW ILL		0.00	ORIGINAL UNLESS C SPEC	EQUIPMENT OTHERWISE CIFIED
	•	JOB # 1 T	OTAL LABOR &	PARTS	0.00	Jed	(3/31)
	ES THE LOW COOLANT MES COOLANT NO LEAKS WERE E FLUID WAS NEEDED TO	SAGE CAME ON. FOUND AT THIS TIME TOP OFF COOLANT.	•		0.00	1	12/27
SUBLET	TAID TAIL!! TAIL DATE DECC	JOB # 2 T	OTAL LABOR &	PARTS	0.00	$\mathcal{M}_{\mathbb{C}}$	
JOB # 1 95135 26	50954 11/27/07 CAR	RENTAL	TOTAL - S		20.00		
MISCDE	SCRIPTION				35.00	17	
JOB # 1 SPOL SE	ERVICE POLICY ADJUSTME	NT	TOTAL	MISC	-2.28 -2.28		
WE APPRECIATE THE OPPORT	the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the s	•	TOTAL LABO	Ŕ	i		
		6.00	TOTAL PART	S E.T	0.00 - 35.00		
*****IMPORTANT***** YOU ROM "GENERAL MOTORS" IN "REPORT CARD", IF FOR A "COMPLETELY SATISFIED" DUR SERVICE MANAGER TULL	I THE NEXT FEW WEEKS. NY REASON YOU CANNOT	THIS IS OUR GRADE US E: CONTACT 41-1922	TOTAL MISC TOTAL MISC TOTAL TAX	CHG. DISC	0.00 0.00 -2.28 2.28	A	
THANK YOU.		:	TOTAL INV	OICE \$	L'	Any warranties sold hereby are the manufactu	those made by rer. The seller
CUSTOMER SIGNATUR	E	<del></del>	Afr	er men h		hereby express warranties, eith	
			W	ermenn arrunt Otecte	9	implied, includir	ng any implied
			Q'a		24.	warranty of me fitness for a par	
		1	Ų v	~; &0; 0		and neither assurizes any oth	mes nor autho-
			•			assume for it connection with said products, reverse for deta	any liability in h the sale of Please see
						, ,	

04-12-'08 00:30 FROM-SAXON AUTO WORLD

7634414486 T-465 P07/18 U-453

### PNCS141075

17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922



CUSTÓMÉR NO. 26	760	•	ERIC T		582	1069	09/17/07	PNCS141075
			CABOR HATE	· · · · · · · · · · · · · · · · · · ·	MILEA	0e	COLOR	*TOGK NO 62033
			YEAR / MAKE / MODEL			21,293	GRANITE/	DELIVERY MILES
ELK RIVER,	MN		06/PONTIAC	/SEDAN/G	S SEDAN		03/18/06 SELLING DEALER NO.	56
		•	1 G 2 Z G	5 5 8 8	6 4			
<u></u>					F. O. NO.		09/14/07	
PECINENCE CUANE		SHOWERS SHOWE	COMMENTS				•	
REWARDS NUMBER							ALL PA	RTS NEW
J# 1 04CTZ CHEC SINC INSP	K AND ADV) E PREV	ISE CUSTOMER STATES SIMMENT SET TO SPEC, NOW GONE	BAD PULL AT HWY	SPEEDS	÷	y 10 <b>.00</b>	UNLESS (	EQUIPMENT OTHERWISE CIFIED
		· ·	JOB # 1	TOTAL LABOR	& PARTS	0.00		
COMMENTS DROP								:
TOTALS		• • • • • • • • • • • • • • • • • • • •		· · · · · · · · · · · · · · · · · · ·				
WE APPRECIATE THE  *****IMPORTANT*** FROM "GENERAL MOT "REPORT CARD". I "COMPLETELY SATIS	** YOU MA ORS" IN TH F FOR ANY FIED". PLE	NY RECEIVE A SATISF HE NEXT FEW WEEKS. REASON YOU CANNOT LASE HELP US IMPROV	ACTION SURVEY THIS IS OUR GRADE US E: CONTACT	TOTAL P TOTAL S TOTAL G TOTAL M	ABOR ARTS UBLET .O.G ISC CHG. ISC DISC AX	0.00 0.00 0.00 0.00 0.00 0.00	·	
OUR SERVICE MANAG THANK YOU	EK IULEY W	OLLENBERG at 763-4	41-1922.		NVOICE \$	0.00		
CUSTOMERS	IGNATURE					**************************************		·
		•			•	ý		
	,					,		
	•	•						
							sold hereby are the manufacture hereby express warranties, of involved, including warranty of including the sold neither assume for it connection will said products	and indivity in the sale of
PAGE 1 OF 1	,	ALE DOODNITING COPY	•	[ END (	OF INVOICE		XSIGNA	ATURE

PAGE 1 OF 1



ISTOMER COPY-W

17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

turer warranty.)

SIGNATURE

[ END OF INVOICE ] 10:34am

CUSTOMER NO. 26	5760	···		ERIC	Т	·	582 TAG	1235	09/12/07	PNWS140848
27 - 27 A 28 A 28 A 28 A 28 A 28 A 28 A 28 A			THE AND THE PERSON AND ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF THE ADDRESS OF TH	LABOR RAT		CENSE NO	MILEAG		TOOLOR	\$TOCK NO. 62033
ELK RIVER,	MNI			7EAR 7 MAK	ETMODEL T DNTIAC/S	EDAN/G6	SEDAN		03/18/06	DELIVERY MILES 56
ELK KIVEK,	MIN			VEHICLE LD					SELLING DEALER NO.	PRODUCTION DATE
· ·				E.T. C. NO.			P. O. NO.		R O DATE 09/06/07	
R				COMMENTS					1 037 007 07	
[ REWARDS NUMBER	] SA16	2879			***************************************		· ·		ΔΙΙ ΡΔΙ	RTS NEW
J# 11:05CTZ CHE: LOW TRA REP NE/:	STEER CK AND ADV SPEEDS, SH CED TO BAD LACED STEE 2E E9740 1	ING & SUS ISE CUSTO E FEELS I STEERING RING GEAR	P. HOUF MER STATES T IN STEER! GEAR AND RESET	RS: 1.70 CLUNK IN ING WHEEL. TOEIN	TECH(S):19 STEERING	9		123.73	ORIGINAL I	EQUIPMENT THERWISE FIED
CLAIM # 140848 PARTSQTY JOB # 1 1 JOB # 1 -1	158583	69	DESCF GEAR CORE	KIT 6.508 RETURN	259.4 100.0 COST TOTAL	43 259.43 00 -100.00	323.20 100.00	323.20 -100.00 223.20		. *
				Ú	DB # 1 TOT	TAL LABOR 8	& PARTS	346.93		
COMMENTS DROP					• • • • • • • • • • • •					
	·					R/0 TA) R/0 TO	K TALS :	0.00 346.93		
WARRANTY CLAIM DE CLAIM#				i						
	LABOR 123.73	223.20	SUB.LAB 0.00	0.00	0.00	MISC	TAX	TOTAL 346.93		
CLAIM TOTALS	123.73	223.20	0.00	0.00	0.00	0.00	0.00	346.93		
Marian Marian			1.						•	
APPROVED BY	SIGNATURE	=		·						
			•			·			Any warmation of	o the manual
					4				Any warranties of sold hereby are	those made by
1.0									the manufactur hereby expressi	
									warranties, eith	er express or
								i	implied, includin warranty of mer	chantability or
									fitness for a part and neither assur	icular purpose,
									rizes any othe assume for it a connection with	er person to any liability in the sale of
							<	,70	sald products. reverse for detail	(Please see   Is of manufac-



17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

### INFORMATION Redacted PURSUANT TO THE FREEDOM OF

26760	ERIC T		582 TAG N		09/07/07	PNCS14084
	LABOR RATE		MILEAGE		GRANITE/	*62033
ELV BIVED MIN	VEAR/MARE/MODEL  06/PONTIAC/	SEDAN/G6	SEDAN		03/18/06	DELIVERY MILES
ELK RIVER, MN	1 G 2 Z G	5 5 8 8 6	4		SECLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		09/06/07	·
7	COMMENTS		1			<b>\</b>
REWARDS NUMBER ] SA162879					ALL PA	RTS NEW
ABOR & PARTS  STEERING & SUSP.  CHECK AND ADVISE CUSTOMER STATE	TECH(S): S CLUNK IN STEERING	:19		WARRANTY		EQUIPMENT
LOW SPEEDS, SHE FEELS IT IN STEE TRACED TO BAD STEERING GEAR	RING WHEEL.				UNLESS	THERWISE
REPLACED STEERING GEAR AND RESE NE/2E E9740 1.7	T TOEIN				SPE	CIFIED
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	00	D. T I TOTAL	. ranis			
*	JOB # 1 T	UTAL LABOR &	PARIS	0.00		'
# 2 01CTZLOF LOF	VICE. SET TIRE PRESS	SURE.		8.69		
GREASE INSPECT AND TOP OFF FLUI RESET OIL CHANGE LIGHT. MAINTENANCE	DS. CHECK AIR FILIER	CAND				•
SERVICE IS COMPLETED. THANK YOU.	r	•				
ARTSDTYEP.NIMRERDES	PIPTION	INTT	PRICE -			,
ARTSQTYFP-NUMBERDES( OB # 2 1 25010792 FIL	TER 1.836	B# 2 TOTAL	6.50 PARTS	6.50 6.50		
	J08 # 2 T			15.19		
3 02CTZROTATE ROTATE TIRES  ROTATE TIRES, SET TIRE PRESSURE						
ROTATE TIRES						
ROTATE TIRES AND SET TIRE PRESSI			DDYAF	· [		
ARTSQTYFP-NUMBERDESC	JO	B # 3 TOTAL	PARTS	0.00	Any warranties sold hereby are	on the produc
	JOB # 3 T	OTAL LABOR &	PARTS	19.50	the manufactu	rer. The selle
#%4+05CTZALIGN FRONT END ALIGNMENT PERFORM REAR ALIGNMENT	TECH(S):	19		49.95	hereby express warranties, eitl	sly disclaims a
ALIGN FRONT END PERFORM FRONT END WHEEL ALIGNMEN	NT ADJUST CASTER CA	MRER		Į	implied, includi	ng any implie
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	JOB # 4 T	OTAL LABOR &		49.95	assume for it	any liability i
					connection wit	h the sale o
O.G. & SUPPLIES					said oroducts	(Please se
O.G. & SUPPLIES	2.450 /UNIT	TOTAL	GOG	11.03 11.03	said products. everse for deta turer warranty.)	. (Please se

17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

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26760	ERIC T	582	1235	09/07/07	PNCS14084
	LABOR GAYE	Mit.E/	21,123	GRANITE/	62033
ELK RIVER, MN	VEAR/MAKE/MODEL 06/PONTIA	C/SEDAN/G6 SEDAN		03/18/06	DELIVERY MILES
	1 G 2 Z G	5 5 8 8 6 4		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O, NO.		¹ 09756/07	
SIDEMAE SUCALS	COMMENTS			<u></u>	
MMENTSOP				ALL PA	RTS NEW
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APPRECIATE THE OPPORTUNITY TO SERVE	E YOU.	TOTAL LABOR	78.14		THERWISE
	V	TOTAL PARTS TOTAL SUBLET	6.50	SPE	CIFIED
***IMPORTANT***** YOU MAY RECEIVE A OM "GENERAL MOTORS" IN THE NEXT FEW	SATISFACTION SURVEY	TOTAL G.O.G TOTAL MISC CHG.	11.03		
EPORT CARD". IF FOR ANY REASON YOU OMPLETELY SATISFIED". PLEASE HELP US R SERVICE MANAGER TULLY WOLLENBERG #	CANNOT GRADE US IMPROVE: CONTACT	TOTAL MISC DISC	0.00 1.14		•
R SERVICE MANAGER TULLY WOLLENBERG &	t 763-441-1922.	TOTAL INVOICE \$	96.81		•
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CU\$7/OHER SIGNATURE				·	
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		/ ( ) A C.		Any warranties	on the products
	·		į:	sold her <b>phy a</b> re	those made by
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PAGE 2 OF 2

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rizes any other trenson to assume for it any liability in connection with the sale of said products (Please see reverse for details of manufacturer warranty.)

SIGNATURE



### PNIS138609

17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

26760	DOSH H	576 TAG	55 <i>7</i>	06/15/07	PNIS13860
	LABOR RATE	MILEAGE		GRANITE/	5700K NO.
	VEAR/MAKE/MODEL  06/PONTIAC/SEDA	N/G6 SEDAN		03/18/06	DÉLIVERY MILES
ELK RIVER, MN	VEHICLE LD NO. 1 G 2 Z G 5 5 6	8 8 6 4		SELLING DEALER NO.	PRODUCTION DATE
	FY.E. NO.	P. O. NO.		106/15/07	
·	COMMENTS				<u>-</u>
REWARDS NUMBER ] SA162879				Δ11 ΡΛ	RTS NEW
BOR & PARTS  1 DICTZLOF  LOF  LUBE, OIL AND FILTER CHANGE SERVICE  GREASE, INSPECT AND TOP OFF FLUIDS.  RESET OIL CHANGE LIGHT.  MAINTENANCE  SERVICE IS COMPLETED.  THANK YOU.	: 0.50 TECH(S):374 E. SET TIRE PRESSURE, CHECK AIR FILTER AND		8. <b>6</b> 9	ORIGINAL UNLESS (	EQUIPMENT OTHERWISE CIFIED
RTSQTYFP-NUMBERDESCRI B # 1 1 25010792 FILTER	JOB # I TOTAL		6.50 6.50 15.19		· · · · · · · · · · · · · · · · · · ·
O.G. & SUPPLIES	2.450 /UNIT	TOTAL - GOG	11.03 11.03		
TER LOF MPLETED AS REQUESTED. ANK YOU KAY ! TALS					
NTROL# ACCOUNT NUMBER AMOUNT 65D 26.22	TO TO TO TO TO	TAL LABOR  TAL PARTS  TAL SUBLET  TAL G.O.G  TAL MISC.CHG.  TAL MISC.DISC  TAL TAX	8.69 6.50 0.00 11.03 0.00 0.00	:	
	TOT	AL INVOICE \$		sold nereby are	on the product those made burner. The selle
APPROVED BY SIGNATURE				warranties, eit implied, includ warranty of m fitness for a pa and neither ass rizes any ot assume for it connection wisaid products	sly disclaims a her express of ing any implies erchantability of articular purpose umes nor author person to any liability in the sale of (Please seals of manufact)
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17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

26760	JOSH H	576 AG	138	03/23/07	PNCS 13616
	LABOR RATÉ L	MILEAGE	15,206	GRANITE/	5TOOK NO. 62033
_	VEAR/MAKE/MODEL  06/PONTIAC/SE	DAN/G6 SEDAN		03/18/06	DELIVERY MILES
ELK RIVER, MN	1 G 2 Z G 5			SELLING DEALER NO.	PRODUCTION DATE
	f. T. E. NO.	P.O.NO.		03/23/07	
	COMMENTS			03/23/07	<u> </u>
REWARDS NUMBER ] SA162879				ALL DAF	TO MEN
BOR & PARTS  1 DICTZLOF LUBE, DIL AND FILTER CHANGE SERV GREASE, INSPECT AND TOP OFF FLUID RESET DIL CHANGE LIGHT. MAINTENANCE SERVICE IS COMPLETED. THANK YOU.	ICE. SEI TIKE PRESSOR	t.	·· · · · 8.69	ORIGINAL I	RTS NEW EQUIPMENT THERWISE CIFIED
RTSQTYFP-NUMBERDESC B # 1	JOB :	# 1 TOTAL PARTS	6.50 6.50		
		AL LABOR & PARTS		. •	
2 02CTZROTATE ROTATE TIRES CUST WANTS TIRE ROTATION ROTATE TIRES ROTATE TIRES AND SET TIRE PRESSU			21\00	gard Tari	et i i i i i i i i i i i i i i i i i i i
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•	·		21.00	A A A A A A A A A A A A A A A A A A A	
O.G. & SUPPLIES	30D # . 2 10W				$X \rightarrow$
B # 1 4.5 MOTOR OIL @  SCCODEDESCRIPTION	2.450 /UNIT	TOTAL - GOG	11.03 11.03		
B # A ERC ENVIRONMENTAL RECYCLING B # A HW HAZARDOUS WASTE B # A SS SHOP SUPPLIES	+FF	TOTAL - MISC	2.00 1.48 1.48 4.96	Any warranties	on the produc
MMENTS. MPLETED AS REQUESTED, THANK YOU KAY !				sold hereby are the manufactual	those made l irer. The sell-
[ALS		TOTAL LABOR	20. 60	hereby express warranties, eit	sly d <b>iss</b> laims a
APPRECIATE THE OPPORTUNITY TO SERVE YOU.  ***IMPORTANT***** YOU MAY RECEIVE A SATISF. OM "GENERAL MOTORS" IN THE NEXT FEW WEEKS. EPORT CARD". IF FOR ANY REASON YOU CANNOT OMPLETELY SATISFIED". PLEASE HELP US IMPROVE R SERVICE MANAGER TULLY WOLLENBERG at 763-4 ANK YOU.  CUSTOMER SIGNATURE	THIS IS OUR GRADE US E: CONTACT 41-1922.	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX  OTAL INVOICE \$	6.50 0.00 11.03 4.96	mplied, includ warranty of me including and neither assisted assume for it connection where aid products reverse for det turer warranty.)	ing any impliers antability inticular purpos with purpos in author person apy liability the the sale and liability the the sale and liability the the sale and liability the the sale and liability the the sale and liability the the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability the sale and liability th
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17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

26760	JOSH H		576 TAG N	2 <b>96</b> 2	12/21/07	PNCS143715
	LABOR RATE		MILEAGE		GRANITE/	5TOCK NO. 62033
ELK RIVER, MN	YEAR/MAKE/MODE	C/SEDAN/G6 5	SEDAN		03/18/06	DELIVERY MILES
ELK KIVER, MIN	VEHICLE I.D. NO.	G 5 5 8 8 6			SELLING DEALER NO.	PAODUCTION DATE
	F. T. E. NO.		P. O. NO.		12/21/07	<u> </u>
FRE	COMMENTS	<u></u>			12/21/0/	<u></u>
[ REWARDS NUMBER ] SA162879	<u> </u>			·		
LABOR & PARTS  J# 1 OICTZEOF LOF  LUBE. OIL AND FILTER CHANGE SERVIOR  GREASE, INSPECT AND TOP OFF FLUIDS  RESET OIL CHANGE LIGHT.  MAINTENANCE  SERVICE IS COMPLETED.  THANK YOU.  PARTS	CE. SET TIRE PROCEED OF THE PROCESS OF THE PROCESS OF THE PROCESS OF THE PROCESS OF THE PROCESS OF THE PROCESS OF THE PROCESS OF THE PROCESS OF THE PROCESS OF THE PROCESS OF THE PROCESS OF THE PROCESS OF THE PROCESS OF T	RESSURE, TER AND  UNIT  JOB # 1 TOTAL  1 TOTAL LABOR &  INIT  TOTAL CONTROL NO	PRICE- 6.50 PARTS PARTS	6.50 6.50 15.19 9.80 9.80 0.43 0.43 0.86	ORIGINAL I UNLESS O	RTS NEW EQUIPMENT THERWISE RIFIED
COMMENTS	U KAY !	*******			`	
WE APPRECIATE THE OPPORTUNITY TO SERVE YOU.  *****IMPORTANT***** YOU MAY RECEIVE A SATISFAC FROM "GENERAL MOTORS" IN THE NEXT FEW WEEKS. TO REPORT CARD". IF FOR ANY REASON YOU CANNOT COMPLETELY SATISFIED". PLEASE HELP US IMPROVE: DUR SERVICE MANAGER TULLY WOLLENBERG at 763-441 THANK CUSTOMER SIGNATURE	HIS IS OUR ADE US CONTACT	TOTAL LABO TOTAL PART TOTAL SUBL TOTAL G.O., TOTAL MISC TOTAL MISC TOTAL TAX. TOTAL INVO	S ET G CHG. DISC	9.80 0.86 0.00 1.09 <b>26.94</b>	sold hersby are	to any implied repartability or ficular purpose, mes not authorer possion to any tability in the sale of (Pleasa see
PAGE 1 OF 1 COUNTING COPY		[ END OF	INVOICE ]0		SIGNAT	URE

MINNESOT	TION TO TITLE/REG.  A DEPARTMENT OF PU  Driver and Vshicle Set a St. Ste 160, St. Paul. M  FOR CENTRAL OFFIC	BLIC SAFETY rvices Division N 55101-5160	LATE NUMBE	R ION STICKER	NUMBER		YEAR	FOR	VALIDATION AND	) OFFIGE USE OI	NLY
	)	· w	ÆIGHT STICK	ER NUMBER/N	MOTORCYCLE E	ENĠINE #				1. / / . /	
Λ	DATE OF PURCHASE	INEAN CHXXI £	REVIOUS PLATE NU	JMBER YEAR	EXPIRATION DATE	MONTH	YEAR	Ь			
	03 18 200		-1 1 1 1 2C	<u>)</u>		$\bigcirc$	<u> </u>				
PURCHASER(S) OWNER(S)	MODEL YEAR	PONT I AC		DAN	COLOR				Ygucxs/i ot <b>#</b>	TRAILERS - EMPTY WEIGHT	# OF AXLES
MUST COMPLETE	1000			ATION NUMBER	£00Y	RO	OF L	☐ You ma			
Vehicle 🕨				THE TOTAL PROPERTY.				to reque	y diaclose my personal ste for my individual di	/IVer or mater vehicle	records.
Information	1 6 2	Z 6 5	5 8	8 6	4			aurveys	y disclose my porsonal marketing, or solicitati	ione.	
PURCHASER(S)	LAST, FIRST, AND MIDDLE NAM	ME					RIVER LICENSE N	IO, / DEALER NO.		DATE OF B	RTH
OWNER(S)	ADDITIONAL PURCHASER(S) C	OWNER(S) LAST, FIRST, A	ND MIQOLE			DF	RIVERS LICENSE	NO.		DATE OF BI	RYH
	·									99 99	, l
,	STREET ADORDES				CITY		COUNT	· .	STATE Z	P CODE	41
					ELK R	VER		HERB	MN		
<b>&gt;</b>	HONE WE SEE TO THE TOTAL							·	_		
	IS THIS VEHICLE SI	JBJECT TO SEC	URITY AGR	EEMENT(S)?	YES	хx	NO I	IF YES	COMPLETE S	ECTION BEL	OW
В	FIRST SECURED PARTY (PRIN					ATE OF LOAN			DITIONAL SE		
	JPMORGAN C		03/18/2006			6 ATTACH COMPLETED FORM NO					
PURCHASER(S) OWNER(S)	STREET ADDRESS	•			CITY			STATE	ŽIP C	OOE	
MUST COMPLETE	P.O. BOX 2	9214			PHOEN	IIX		AZ		85038-9	214
SELLER(S) MUST COMPLETE AND SIGN	THE BEST OF MY KNO  ACTUAL MILEAGE  EXCEEDS MECHAN NOT ACTUAL MILE  ASSIGNMENT: I (WE) AND VEHICLE TO THE	NICAL LIMITS OF C AGE – <b>WARNING</b> C CERTIFY THAT TH	DOOMETER DOOMETER D IIS VEHICLE IS	ISCREPENCY	POLLUTION PIPE HAS	CONTROL HA	SYSTEM ON T SYSTEM ON T S NOT (CHECK DERATIVE.	TATEMENT. HIS VEHICLE I	INED DAMAGE IN TO THE BEST OF NCLUDING THE F REMOVED, ALTER	MY KNOWLEDG RESTRICTED GA: RED, OR RENDER	SOLINE
	SAXON MOTO	RS, INC.							03/1	8/2006	
				PRINTED NAME(S	•					DAYE OF SALE	
	17354 ZANE	ST. HWY 1		K RIVER MN 55330							
į	X	9-	•	TO THE OTHER					0.	ENCER CIOENSO	•
			ALL SELLER	R'S SIGNATURE(	3)						
D	PURCHASER'S MOTOR VE	-		BASE VALUE OF				TRATION	TAX + \$	. 24	9_00_
	1. FULL PURCHASE PRICE	<u>s 228</u>	395,00	REGISTRATION	1313	2. <b>00</b>	PLATE				1.25
PURCHASER(S) OWNER(S)	2 LESS TRADE-IN ALLOWANGE COMPLETE ITEM NO.6				18/2006			ARS TAX ERSION F			
MUST	3. NET PURCHASE PRICE	· · · · · · · · · · · · · · · · · · ·	00 280 00 380	CHANGE OF GR	OSS VEHICLE WEIGH	er .	CONV	ENSION F			
COMPLETE AND	4 6.5% OF LINE 3		55 59	CHANGE	:	HOURS	PUBLI	C SAFET	Y VEHICLE F	EE	3-50 <u> </u>
SIGN	5 LESS TAX PAID TO ANOTHER		1/0	DATE OF CHANGE	,		TRAN	SFER TAX			) <del>. 00</del> —
	NET SALES TA.	X DUE	PLATE NUMBER	CHANGE				TRANSFE		-1	3 <del>. 00</del>
	MODEL PRAFT 200.	3 PONT LOJ	973	DATE CHANGE	ı				E SALES TA		5. 59
I DECLARE THIS TAX	MN DEALER LICENSE & MN SALES TAX ACCOL			CHANGE OF WE	IGHT AND /OR CLASS	 ì	LATE		R PENALTY		
EXEMPTION )	INTERNAL REVENUE C			FROM	το		STATE		B-TOTAL \$ FILING FEE		<del>34</del>
CODE:	PRORATE ACCOUNT #			I (ME) CERTIFY I (M	E) ARE OF LEGAL AGE	HAVE BOUGHT OTHER THIS VE	THIS.				<del>. 50</del>
	(Sales tax due when regi	istered)		THE PUBLIC STACE	UÉ TO SE INSURZO WIN TS AND HIGHWAYS. TH LIANCE WITH THE LAWS LATION, HAVE RECEIVE LOF MY (OUR) DECLARA	LE OPERATING E VEHICLE WIL WHICH APPLY T	L BE	TOTAL	DUE \$	942	84_
(e.g., OUT-O	ROPER OWNERSHIP/ F-STATE CERTIFICAT OTA TITLE WILL BE IS	re of title),	CUMENTS	CLASS OF REGISTA APPLICATION AND AL CORRECT. I (VIS) H REQULATIONS APPLI MINNESOTA STATU GOMMISSON RULES HEGHLATIONS TO	ATION HAVE RECEIVED, OF MY (CUR) DECLARA AVE KNOWLEDGE OF 2 CABLE TO COMMERCIAL ITES, CHAPTER 231. 1 THROUGH AS, AND 148, PARTS DM) THRO AZARDOUS MATGRIALS.	A GOPY OF HONS ARE TRUI STATE AND FED VEHICLE OPERA PUBLIC SEI CODE OF FED	THIS E AND DERAL ATION. X			6	3/18/2006
ſ				ACGULATIONS. TITLE	MAZARDOUS MATERIALS	CODE OF FED		E(5) ALL PURCHA	ASERS/ÖWÄÄÄS MUS	ST SIGN 0	3/18/2006
			PS20	100-29							4

# <u>GM</u>

## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGM OF A









	(excludes Saturn)
	CUSTOVER NAME: VIN: 1 G, 2, Z, G, 5 PS, 8, 8, 6, 4,
1.	Custom er ) acentive
	I assign the total amount of customer incentive(s) listed to the dealer named below and request that the avoidable somer incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as 1) to classion (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (1) class, be issued in m / name by Dealer named below:
	Incentive Program Reference Amount GM Incentive Code  \$
	OG-SSA-19 \$ 7500 CNC KEENTE  OG-SSAMPS, \$ 4680 DXP ADTUCTOR FOT  OG-SSMAP \$ 500.00 BM Augus Shaw Bornes CAST
2.	Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, it views supported financing/leasing, etc)  a. I elect to receive
	b. I elect to receive
	a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing the chicle i fer ification number, which was sold/leased to me by the Dealer, named below. This vehicle was number of leased for personal/business use and not resale and I took delivery on AND/AND I acknowledge receipt of the inteve(s) as described in Item And release GM Division from any future claim or obligation for incentive (c) or this unit.
	Is vehicle equipped with OnStar?  Yes  No  Terms and Conditions Acknowledgment. I acknowledge that I have received the Term. and a religious and a which the OnStar service in my vehicle is provided (copies are available in the vehicle gloverous first the cealer, at www.onstar.com, or by contacting OnStar as described below).
	I un ierstand that in order to cancel the OnStar service in my vehicle, I must press the blue On Star arron in vivy ehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Street has because elled.  Furc baser/Lessee Signature:
ince has i	under igned person, as Dealer representative, certifies that the information on this application is true and the entive(t) described in Item and the OnStar Terms and Conditions have been provided to the said purchas taken cellivery of the referenced unit through this dealership, and that properly completed accurate delivery described in Item.
	Authorized Dealer Signature:  Dealer thip Name:  Dealer Code: 75-111

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



17354 Zane St. N. W. Box 340 Elk River, MN 55330 Ph: 763-441-1922 Fax: 763-441-4287 No. 07744

RETAIL	
VHOLESALE	

USED VEHICLE	APPRAISAL		•		DATE 3	
NAME			_ YR	<u> </u>	MAKE !	MIAC.
ADDRESS			_ MODEL 🕟	frix	вору_ 😅	+, YOR
	EMAIL				COLOR	Blue
SALESPERSON Shawa			•		EXP. May	
vin# 162 2 v	N P 5 2 K	83	F			
L M N P 90 91 92 93 GAS ☑ DIESEL □		8 99 00	1 2 01 02	3 4 5 03 04 05	6 7 06 07	8 08
ENGINE: 4 ☐ 6 🗷 8 ☐ 10	☐ 12 ☐ Std. Trans ☐ A		AWD. ☐ 4x2			
PW 🔼 PL 🖟 Cruise 🖵 Til	☐ Sunroof ☐ CD/Cass [	Custom Wheel	s 🗀 Interior	Cloth Vinyl-Leath	er	
MONTHLY PAYMENT \$	<b>340 400</b> to whom	1 Bankon	EKR	PAYOFF	600	_
MILEAGE 49 531	Actual 🔲 🔘	ver 100,000 📋 U	Inknown 🔲	1-Owner 🔲		
DID YOU PURCHASE VEHICLE	New Used	DOES VEHICLE H	IAVE A SALVA	GETITLE?	☐ YES	□ NO
DID YOU HAVE AN ENVIRONM	ENTAL PACKAGE?				☐ YES	□NO
DID YOU PURCHASE AN EXTE						□ NO
DO YOU HAVE A CLEAR TITLE	OR TITLE WITH LIEN RELEAS	ES?			, TYES	□NO
DO YOU HAVE SERVICE RECO						□ NO
<u> </u>	HAS VEHICLE EVER BEEN (					□NO
aren Cra	Amount \$					
	HAS VEHICLE EVER BEEN F	LOODED?			. TYES	□NO
	HAS ODOMETER EVER BEE	N REPLACED?			. 🗆 YES	□NO
	IS ODOMETER READING AC	CURATE?			. 🗆 YES	□NO
	HAS VEHICLE FRAME EVER	BEEN DAMAGED	OR REPAIRE	D?	. 🗆 YES	□NQ
A THE	ARE REPAIRS REQUIRED T ENGINE HEAD(S)/PISTONS	O ENGINE BLOCI OR TRANSMISSI	K/ ON?		. TYES	□NO
	263 (600)	>				
COMMENTS			•			·
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		APPRA	AISER)		AÇV	
CUSTOMER SIGNATURE X	•	-	15_ K		100	<del>∂ \</del>
				Reyno	dds and Reynolds 200	405491 Q (9/03)



17354 ZANE ST., HWY. 10 N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE: 763-441-1922

	<b>X</b>
CONTRACT #	
DATE	19244
STOCK #	03/18/06 62033
SALESMAN	_
HOME PHONE	SHAWN M IMHOLTE
BUS PHONE	(763)3 <del>00-3984</del> (763)236-7144
FIN. CO.	JPMORGAN CHASE BANK
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Buyers Name					£,O.B.	10/04/68
Co-Buyers Name					D.O.B.	
Address	The last control of a tall and section ( a 1175)					
City ELK I	RIVER	MN		Zip	County	SHERB
Buyer's Drivers Lic. #			Co	Buyor's Drivers Lic. #		,
Buyers Social Sec. #			Co	Buyers Social Sec. #		
1143. 600.	MERICAN FAMILY		"	Policy #		
Agent SHII	RLEY VANDERHEIDEN	Address			Phone	
	X	EW	2006 PONTI	AC XX CAR	SEDAN G6 SEDAN	
PLEASE ENTER MY	56 — ^D	SED ——— EMO	(YEAR AND MAKE)	TRUCK		(BODY TYPE)
MILEAGE			163	276558864		NO
COLOR BODY	/TRIM	SERIAL	NO	2200000	EXP,	STATE 22895.00
CASH DELIVERED	PRICE OF UNIT	\$			TOTAL LIST PRICE	12809.00
FREIGHT OPTIONS				DLR RTI	NS REBATE ALLOWANCE NET	1 1 1
OF HONG			+ :-		SALES TAX	655, 59
·	<u> </u>				LUXURY TAX	NONE
				L	ICENSE & TRANSFER FEE	288, 25
					DEALER DOCUMENT FEE	50 00
				<u> </u>	PAYOFF	12690.00
					SUBTOTAL	23679.84
					SERVICE AGREEMENT	2118.00
				i	TOTAL	25797.84
					DEPOSIT	1000.00
					C.O.D.	NONE
					BALANCE TO FINANCE	24797.84
	,			INCLUDES	OTHERWISE NOTED ALL INCENTIVES AND DE AMOUNT.	
	W-1			In order to comply w	UTION CONTROL SYSTEM (TRADE-IN VEHICLE (th Minnesota Statutes, Section 325E.095	E) 1. no person may transfer a motor.
LOCALLY INSTALL	ED OPTIONS	<u> </u>		the pollution control		
	*		7, 1	system on this vehi	hereby centifies, to the best of his/her kn- cle being traded in moluding the restric	
the second		.	3 2 M 32 M 10	removed, altered, di		
	10.00			Seller's Signature (X		
	TRADE-IN DAT	A SS	1917 Profesional State		DEALER'S DISCLAIMER OF	
YEAR MAN	(E MODEL	899		(2) 1.77 (1) 00 (200) 1.20 (200) 200 (200) 200 (200) 200 (200)	disclaims all warranties, either express or id and explained in Paragraphs 10 throug	The latest the first term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the latest term of the
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avenedae	4	BALANCE ON PAYO	-	Buyer's Signature 🔇	\$20000°	
LIENHOLDERS NAME ADDRESS BANK	OF ELK RIVER		12600.0	<b>D</b> E	ALER'S POLLUTION CONTR (VEHICLE BEING SOL	
LICENSE PLATE * MILEAGE NOW	nse Nsmission	BATE @	5/31/06		nereby certies, to the best of his/her known being sold, including the restricted gas	owledge, that the pollution control

The front and pack of this CONTRACT comprise the entire CONTRACT affecting this purchase. The DEALER will not recognize any verbal agreement, or any other agreement or patient or patients, you cantly that no credit has been extended by dealer for the purchase of this motor VEHICLE. You cantly that you are 18 years of age or older, and acknowledge this acoust of this contract.

I's copy of this contract.

Terms of this CONTRACT were agreed upon and the CONTRACT eigned in the designable legter this legted at top of this form. It DEACER is arranging gredit for YOU, this CONTRACT is a great a gredit disciplination of the CONTRACT is a great disciplination. I and you have accorded

lauthorize the dealer to check my credit and employment history.

T-465 P18/18 U-453

RETAIL	INSTALLMENT CONTRACT	
AND	SECURITY AGREEMENT	

No. Date

MARCH (8th, 2006

Seller

SEXON MOTORS, INC. 17354 ZAME ST, HAY 10 NW MEK RIVER MM 55330

"We" and "us" mean the Seller above, its successors and assigns.

Buyer ELR RIVER MM

"You" and "your" mean each Buyer above, and guarantor, jointly and individually.

SALE: You agree to purchase from us, over time, the Motor Vehicle (Vehicle) and services described below. Your purchase is subject to the terms and conditions of this contract and security agreement (Contract). The Vehicle is sold in its present condition, together with the usual accessories and attachments.

Dit		- 2 <b>60</b> 5	18278	558884			
Description of	Year	PONTIAC	AliA			Other:	
Motor Vehicle	Make	SEDAM	Lic. No./Year				
Purchased	Model	THE THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON OF THE PERSON O	☐ Ñềw ☐ Used				
Description of Trade-In	2003	PONT BRAND PI	TIX 102WP52KB3F		7-2000 · · · · · · · · · · · · · · · · · ·		<u> </u>
accessions, attac You also assign t this Contract.  PROMISE TO I charges accruing a the TRUTH IN LE LOAN ADMI cash. paid pro principal sum).  DOWN PAYMEN	PAY ANI O us and On the ur ONDING D NISTRA Prata over	accessories, and e- give us a security in  D PAYMENT TEF  paid balance at the day basis. You agn ISCLOSURES. You TION FEE: You ag the contract term.	erformance under the topulipment placed in or otherest in proceeds and the enterest in proceeds are to pay this Contract also agree to pay any agree to pay an additional withheld from the proceeds withheld from the proceeds apply to the Cash Price, or agree to make	on the Vehic premium ref ay us the pr 6 per year fr according to additional am al, nonrefund seeds (if this to on or before	tile, together called unds of any insural incipal amount of \$ om today's date un the payment schellounts according to lable loan administrate is withheld from today's date, any cattern and today's date, any cattern insurance.	Property, and proper and service concerns and service content and in full. Final dule and late character and content fee of \$25.0 the proceeds, the assh, rebate and net	poceeds of the Property, ontracts purchased with, plus finance unce charges accrue on ge provisions shown in ditions of this Contract. O that will be paid in amount is included in the trade-in value described
your rayment oc	nedale.		TRUTH IN LENDI	NG DIECL	nelibre		
ANNUA	<u> </u>	EINIANG				NTO TOTA	L SALE PRICE
PERCENTAG The cost of your a yearly re	E RATE r credit as ate ***********************************	The dollar amo credit will cos 5468, 8	E The amoun provided to you.	t of credit you or on shalf.	TOTAL OF PAYME The amount you will paid when you have all scheduled paym 31266, 72	The total comade credit, includients.	nd SALE PHICE set of your purchase on ng your down payment of (6), 80
		our payment schedu					
Number of Paym	nents / A	Amount of Payment	S MONTER V	BEG INNIN	Whee Payments/	Are Due	
			n the Mှigtor Vehicle pur days late	, you will be	charged	MPD AMOUNT O	
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our signature belo	w means	you want (only) the	insurance coverage(s)	Pown Pay	let Cash/Trade-In (a	a.pius a.) \$	

Down Payment (e.; disclose as \$0 if negative) \$

VIN: 1G2ZG5588 64

RCMPR028 VEHICLE EVENT SELECTION

05/12/07 PROCESSING SOURCE: PONTIAC 16:02:19 PAGE:

SELLG SCE: 16 MDL YR: 06 ORD NO: JOWNGN

VIN TYPE: N SS/ DOCUMENT
SITE CD NUMBER Ι INC EVENT DESC SITE CD NUMBER S EVENT DT CD AMOUNT INCENTIVE MEMO 16 15717 00029917571 03/22/06 FFC 26.08 INCTV PAYMENT 16 15717 00029917571 03/22/06 FFC 26.08 INCTV APPLICATN 16 15717 00029917571 03/22/06 FFC 26.08 INCENTIVE MEMO 16 15717 00029917571 03/22/06 DXP 468.00 INCTV PAYMENT 16 15717 00029917571 03/22/06 DXP 468.00 INCTV PAYMENT 16 15717 00029917571 03/22/06 DXP 468.00 INCTV APPLICATN 16 15717 00029917571 03/22/06 DXP 468.00 INCTV PAYMENT 16 15717 00029917571 03/22/06 CNC 750.00 INCTV PAYMENT 16 15717 00029917571 03/22/06 CNC 750.00 INCTV APPLICATN 16 15717 00029917571 03/22/06 CNC 750.00 INCTV APPLICATN 16 15717 00029917571 03/22/06 BMP 500.00 INCTV PAYMENT 16 15717 00029917571 03/22/06 BMP 500.00 INCTV PAYMENT 16 15717 00029917571 03/22/06 BMP 500.00 INCTV APPLICATN 16 15717 00029917571 03/22/06 BMP 500.00 INCTV APPLICATN 16 15717 00029917571 03/22/06 BMP 500.00 DELIVERY D.O.E. 16 15717 00029917571 03/22/06 BMP 500.00 DELIVERY TO CUS 16 15717 20D19788858 12/19/05 21,473.85 CR EXPIRATION TRAN 16 15717 20D19788858 12/18/05 0.00 EVENT DESC S EVENT DT CD AMOUNT INCENTIVE FL.

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SETTLEMENT DATE 16 15717 20D19788858 12/19/05

EXPIRATION TRAN 16 15717 20D19788858 12/18/05

ORIGINAL INVOIC 16 15717 20D19788858 12/09/05

COV/NVIS DATE 16 15717 20D19788858 12/09/05

SHIPMENT DATE 16 15717 12/09/05

SHIPMENT DATE 16 15717 12/08/05

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TOTTON 10/27/05 0.00 21,473.85 0.00 0.00 0.00 0.00 0.00 0.00



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

### VIA FAX ONLY

June 17, 2008

Attention: Tara Hansen Saxon Motors, Inc. Po Box 340 Elk River, MN 55330-0340

RE:

Service Request: 71-618876294

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558864

Customer Relationship Specialist: Vaniecia Edwards

Dear Ms. Hansen:

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:

- Finance Agreements, the Incentives Acknowledgement form, Application for Title, Buyers Order and the Actual Cash Value statement of any trade.
- Service and body shop repair orders.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

**General Motors Corporation** 















RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

PROCESSING SOURCE: PONTIAC PAGE: 15:59:58

05/12/07

MN

VIN: 1G2ZG5588 64 SELLG SCE: 16 MDL YR: 06 ORD NO: JQWNGN

ODATE: 10/27/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 16 15717 DDATE: 03/18/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 03/21/06 ORDER BY:

CANC: CANC DOE:

ELK RIVER

TRADE: DLVY TO:
TRD DOE:
SRVC IN: ELK RIVE
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--INCENTIVES--

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PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00029917571 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

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POLICY PYMT CMNT: ACTV TYPE: 6

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PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLVY INC MEMO NO: 00029917571 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

2006 59U 19B	GG6 - 6CYL SEDAN GRANITE METALLIC EBONY	/V6G	PONTIAC/GNGENERAL MO	OTORS COR	PORATION
ORDE Vin	CR NO. JQWNGN/TRE STOCK NO. 1G2 ZG55 88 64		DETROIT VEHICLE IN	MI 48	8243-1114 D19788858
* * * *	*********	*****	****	*****	16*15717S
MODE	LL & FACTORY OPTIONS 59 G6 - 6CYL SEDAN	MSRP	INV AMT	RETAIL -	STOCK
2ZG6	59 G6 - 6CYL SEDAN	20030.00	18527.75	INVOICE :	12/09/05
AP3	REMOTE VEHICLE STARTER SYSTEM	190.00	157.70	SHIPPED :	12/09/05
FE9	50-STATE EMISSIONS AXLE RATIO 3.05 BRAKES, 4-WHEEL DISC	N/C	N/C	EXP I/T	12/18/05
F83	AXLE RATIO 3.05	N/C	N/C	INT COM	12/19/05
JL9	BRAKES, 4-WHEEL DISC	400.00	332.00	PRC EFF	12/08/05
	W/TRACTION CONTROL			KEYS G23	89 G2389
LX9	W/TRACTION CONTROL ENGINE, 3.5L V6 SFI AUTOMATIC TRANSMISSION PREMIUM VALUE PACKAGE INCLUDE:	N/C	N/C	WFP-S QT	R OPT-1
0XM	AUTOMATIC TRANSMISSION	0.00	0.00	BANK: FO	RD MOTOR
PCH	PREMIUM VALUE PACKAGE INCLUDE:	S 1675.00	1390.25	CHG-TO	15-717
	* (4) 17" PAINTED ALLOY WHEEL	S			
	*AM/FM STEREO 6 DISC CD PLAYE	R		SHIP WT:	3404
	(REPLACES STD/OPT/PKG RADIO)			HP:	32.9
	* SUNROOF, POWER TILT & SLIDE			GMS:	20435.35
	,				21351.57
PDD	CONVENIENCE PACKAGE INCLUDES:	250.00	207.50		
	* POWER ADJ BRAKES & ACCEL.		_0,,,	MEMO	
	PEDALS				
	* FLOOR MATS, CARPET				
D C T	* CARGO NET	0 00	16 50		
R6J	CUSTOMER DIALOG NETWORK	0.00	16.50		
1.43	SPOILER	225.00	186.75		
VK3	LICENSE PLATE BRACKET, FRONT PREMIUM PACKAGE DISCOUNT	N/C	N/C		
$\perp SZ$	PREMIUM PACKAGE DISCOUNT	500.00-	415.00-		

 TOTAL MODEL & OPTIONS
 22270.00
 20403.45
 ACT 231 20360.35

 DESTINATION CHARGE
 625.00
 625.00
 H/B 261
 668.10

 LAM DEALER CONTRIBUTION
 222.70
 ADV 261
 222.70

 LAM GROUP CONTRIBUTION
 222.70
 EXP 65A
 222.70

TOTAL 22895.00 21473.85 PAY 310 21473.85

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 20505.30

******************

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.

*************************



LOVE, LANDY & MEETITSTRE

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

#### VIA FAX ONLY

July 9, 2008

Todd Gadtke, Esq. Hauer, Fargione, Love, Landy & Mcellistrem, Pa 5901 Cedar Lake Rd S Minneapolis, MN 55416-1488

RE:

v. General Motors Corporation

Service Request: 71-618876294

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558864

Customer Relationship Specialist: Donna Walker

Dear Mr. Gadtke:

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

Brian I. Love*

After careful review of this case, Pontiac Division of General Motors would like to make the following harpe Landy voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early E McEllistrem. resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its Andrew J. Rorvig[†] customers. General Motors requests you make this offer available to your client(s) at the earliest Cynthia L. Blume possible opportunity. OF COUNSEL

A cash settlement of \$ 9500.

Todd E. Gadtke* Joseph T. Herbulock Mitchell R. Spector

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or any known backeta that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the SBA Board Certified current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show with the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show with the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show with the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show with the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show with the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show with the current registration (valid for at least 30 days beyond the date this letter is signed by your client). proof of ownership and signing of a release prepared by General Motors Corporation's counsel.

Your client(s) would retain the vehicle. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter and return it to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this mattert.800.544.9575

> 952.544.5501 952.591.0682 fax

> www.hfllaw.com













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

Sincerely,	2/ 53/
General Motors Corporation	I Alward Sheart bearing
cc: FILE	The Will interest.
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Client's Signature	Client's Signature
7/231.8	
Date	Date











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

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

By: Vaniecia Edwards State: MN

Customer Name: Service Request: 71-618876294 GM Legal File No.: 655412

Vehicle ID No.: 1G2ZG558864 In Service Date: 3/18/06 Vehicle is: New BAC Code: 111527

Year, Make & Model: 2006 Pontiac G6 Purchase Price \$22895.00

Lien holder: GMAC ☐ Other ☐: JP Morgan Chase Bank N.A.

## **VEHICLE REPAIR HISTORY**

#### ☐ Brakes

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
5/28/08	147727	*	31,312	C/S also while braking, car veers or pulls. Customer not sure which
				direction Unable to duplicate concerns. No repairs performed.

#### ☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/26/07	143007	*	23,302	C/S the low coolant message came on. / Topped off coolant. No leaks were found at this time. Very little fluid was need to top off coolant.

#### 

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/19/06	126311	1	1,629	C/S while turning it loses power steering and the wheel gets very loose. Then when turning back the steering gets very tough. / Found steering sensors out of calibration Recalibrated steering sensors.
5/8/06	126744	1	2,598	C/S that yesterday while backing out of driveway their power steering went away and the service light came on, stating power steering failure. It is working now, but steering feels loose. / Inspected code #c0545 symptom. Steering column replacement.
9/6/07	140848	1	21,123	C/S clunk in steering at low speeds. She feels it in steering wheel. / Traced to bad steering gear. – Replaced steering gear and reset toe in.
11/26/07	143007	2	23,302	C/S the vehicle pulls to the left. Customer had new tires put on the rear of the vehicle. The vehicle still pulls to the left and has been getting worse since replacing the rack and pinion. / Realigned the vehicle with new tires installed.
5/28/08	147727	2	31,312	C/S car pulls left while driving. See history. / We have done repairs for a pull concern on previous visits. Customer also hears an intermittent clunk noise while turning. Test drove. — <b>Unable to duplicate concerns.</b> Inspected vehicle. Nothing visibly detected that would contribute to concerns. No repairs performed.

#### ☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/24/06	131727	1	9,935	C/S the drivers' side mirror cover won't stay up. / Ordered drivers' side visor.

10/27/06	132034	1	10,088	C/S the drivers side mirror cover won't stay open. / SOP. Traced problem to failed hinge spring assembly. Loose. Won't stay shut. – Replace visor assembly. Retest. Ok. Done.

#### ☐ <u>Electrical</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/26/06	128378	1	4,366	C/S the CD player will not play, it says CD error. / Inspected. Found radio will not take CDs or play them. CD stuck in radio Remove and sent out radio. Reinstalled and reprogrammed.

#### ☐ <u>Suspension</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/14/07	141075	3	21,293	C/S bad pull at highway speeds since previous. / Inspected alignment. Set to specs. Rotated tires and test. Drove. Pull is now gone.
3/19/08	145961	2	27,577	C/S vehicle pulls to the left. Gets worse the more the vehicle is driven. / Relearned the steering position sensor and repositioned the steering wheel. No other problems were found. Recheck alignment. Spec ok. Test drive. Done.

#### THE STATE LEMON LAW READS:

Days out of service: 30 or more calendar days

Repairs 4 of more repair attempts

Time period: 24 months from purchase

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs N/A

Safety-related time period N/A

Number of repair attempts in the presumption period: 2
Total days out of service during the presumption period: 13
Total days out of service during customer's ownership: 15

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

Concern: Date & Offer/Result:	
Concern: Date & Offer/Result:	
Concern: Date & Offer/Result:	

#### RECOMMENDATION AND RATIONALE

Agent recommends cash \$9000-10500, inclusive.

The complaint sites the pulling issue with the steering. There have 7 dealer visits for steering and suspension 2 repairs performed because cust complained of vehicle pulling to the left.

Recalibrated steering sensors.

Steering column replacement

Replaced steering gear and reset toe in

Realigned the vehicle with new tires installed.

## **REASON FOR REMOVAL**

CRM FINAL OFFER:	DATE:	OFFER TO CUST: \$ ATTORNEY FEES: \$
		OR INCLUSIVE OFFER: \$
PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$
		ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
TEAM MANAGER APPROVING:		Date:

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

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



General Motors Corporation: Business Resource Center PO Box 33470 Detroit, MI 48232-5170

#### VIA FAX ONLY

June 17, 2008

Todd Gadtke, Esq. Hauer, Fargione, Love, Landy & Mcellistrem, Pa 5901 Cedar Lake Rd S Minneapolis, MN 55416-1488

RE:

Service Request: 71-618876294

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558864

Customer Relationship Specialist: Vaniecia Edwards

Dear Mr. Gadtke:

This is to advise that General Motors is in receipt of the above referenced case dated June 17, 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:

Finance agreement Buyer's agreement

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

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

Sincerely,

















General Motors Corporation cc: Roshan Rajkumar

















## RELEASE OF LIEN INFORMATION

I	,	
(Client's Name)	(Client's Social Security Number)	
hereby authorize		
(Lien holder Na	ame)	
(Lien holder Address)	(Lien holder Phone Number)	
, c	ding my loan account #(Account Number)	
with		
(Lien holder Name)		
to General Motors Corporation, including loan payoff amount, and per diem informations.	ng but not limited to a complete payment history of my account, mation.	, a
Date		
V	EHICLE INFORMATION	
The current vehicle mileage is	Date mileage read:	
Signature	Signature	
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GENERAL MOTORS CORPORATION
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ATTN: BRC LEGAL
C/O MSX INTERNATIONAL
WARREN MI 48091-6013

AND IS AND

JOLENE PETERSON-TAYLOR 612-656-4059 BOWMAN AND BROOKE LLP 150 S FIFTH ST MINNEAPOLIS MN 55402

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#### TRANSMITTAL FORM: GENERAL MOTORS CORPORATION

#### LAWSUIT COMPLAINTS

To:	b Brown
Transmittal o	ate: <u>Une 12, 2008</u>
Case:	V 6M
Enclosure:	
<u></u>	CT Notice of Service of Process  Summons  Complaint Exhibits
Plaintiff(s) Co	ounsel:
	Krohn & Moss, Ltd.  Jastroch & LaBarge, S.C.  Other (Specify):  Consumer Legal Services Todd Gadtke
Case status:	
	Early Resolution Non-Early Resolution
Number of p	ages transmitted:
	FOR BOWMAN AND BROOKE INTERNAL PURPOSES ONLY
<u> </u>	Early Resolution (lawsuit that came from plaintiff counsel that IS NOT Jastroch & LaBarge, S.C.) sent to Rob Brown via UPS to MSX address.  Non-Early Resolution (lawsuit that came from plaintiff counsel lastroch & LaBarge, S.C.) sent to Lero Hauswith via UPS
	Jastroch & LaBarge, S.C.) sent to Lora Hauswirth via UPS. SATURN Krohn & Moss case faxed to Rob Brown (866.834.3552) and mailed to Sean Young at Saturn via UPS. OTHER (NOT Krohn & Moss) SATURN case mailed via UPS to Lora Hauswirth at GM and Sean Young at Saturn.

#### CT CORPORATION A WolfersKluwer Company

Service of Process Transmittal

06/10/2008

CT Log Number 513513820

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TO:

Roshan Rajkumar

Bowman & Brooke, LLP

Fifth Street Tower, 150 South Fifth Street

Suite 3000

Minneapolis, MN 55402-4244

RE:

**Process Served in Minnesota** 

FOR:

General Motors Corporation (Domestic State: DE)

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

TITLE OF ACTION:

Pitf. vs. General Motors Corporation, etc., Dft.

DOCUMENT(S) SERVED:

Summons, Complaint, Acknowledgment, Request for Production of Documents,

Interrogatories

COURT/AGENCY:

Tenth Judicial District Court, Sherburne County, MN

Case # None Specified

NATURE OF ACTION:

Product Liability Litigation - Breach of Warranty - Failure to Correct and/or Repair Defects of 2006 Pontiac G6 Vin# 1G2ZG558864

ON WHOM PROCESS WAS SERVED:

C T Corporation System Inc., Minneapolis, MN

DATE AND HOUR OF SERVICE:

By Process Server on 06/10/2008 at 15:15

APPEARANCE OR ANSWER DUE:

Within 20 days exclusive of the day of service

ATTORNEY(S) / SENDER(S):

Todd E. Gadtke

Hauer, Fargione, Love Landy & McEllistrem, P.A.

5901 South Cedar Lake Road

Minneapolis, MN 55416 952-544-5501

**ACTION ITEMS:** 

SOP Papers with Transmittal, via Fed Ex 2 Day , 791084444290 Image SOP - Page(s): 21

Fax Transmittal, Rosemarie Williams 313-665-7572

CC Recipient(s)

Rosemarie Williams, via Regular Mail

SIGNED: PER: ADDRESS: C T Corporation System Inc.

Deborah Van Ness 100 South Fifth Street

Suite 1075

Minneapolis, MN 55402

TELEPHONE:

612-333-4315

CC:

Rosemarie Williams

General Motors Legal Staff

400 Renaissance Center, Mail Code 482-038-210

Detroit, MI 48265-4000

JUN 12 2008 BOWMAN AND BROOKE LLP Page 1 of 1/DV

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

#### STATE OF MINNESOTA

**DISTRICT COURT** 

**COUNTY OF SHERBURNE** 

TENTH JUDICIAL DISTRICT
Case Type - Contract

Plaintiff,

**SUMMONS** 

VS,

General Motors Corporation, a Delaware Corporation licensed to transact business in the State of Minnesota,

Defendant.

THE STATE OF MINNESOTA TO THE ABOVE-NAMED DEFENDANT:

YOU ARE HEREBY summoned and required to Answer this the Complaint of the Plaintiff in the above-entitled action, which Complaint is hereto annexed and herewith served upon you, and to serve a copy of your Answer to the said Complaint on attorneys for the Plaintiff at their offices, 5901 South Cedar Lake Road, Minneapolis, Minnesota 55416, County of Hennepin, within twenty (20) days after service of this Summons upon you, exclusive of the day of such service, and if you fail to do so within the time aforesaid, the Plaintiff in this action will apply to the Court for the relief demanded in the Complaint.

Dated: 6/9/28

HAUER, FARGIONE, LOVE LANDY & MCELLISTREM, P.A.

Todd E. Gadtke

5901 South Cedar Lake Road

Minneapolis, MN 55416

(952) 544-5501

Atty. Reg. No. 0276704

ATTORNEY FOR PLAINTIFF

#### STATE OF MINNESOTA

DISTRICT COURT

COUNTY OF SHERBURNE

TENTH JUDICIAL DISTRICT
Case Type - Contract

Plaintiff,

VS.

**COMPLAINT** 

General Motors Corporation, a Delaware Corporation licensed to transact business in the State of Minnesota,

Defendant.

Plaintiff, as and for her cause of action against Defendant allege as follows:

1.

At all times relevant to Plaintiff's claim in this case, Plaintiff has resided at Drive NW, City of Elk River, County of Sherburne, State of Minnesota.

2.

Defendant is a Delaware corporation transacting business in the State of Minnesota.

Defendant continually and systematically transacts business in the State of Minnesota by selling motor vehicles to its authorized dealers in the State of Minnesota, including the County of Sherburne. Defendant's authorized dealers ultimately sell said motor vehicles to Minnesota consumers.

3.

Plaintiff resides in Sherburne County. Therefore, pursuant to Minn. Stat. § 542.09, venue is proper in Sherburne County.

On or about March 18, 2006, Plaintiff purchased a 2006 Pontiac G6(the "subject vehicle") from Defendant's authorized dealer.

5.

Defendant manufactured the subject vehicle.

6.

The vehicle identification number of the subject vehicle is 1G2ZG558864

7.

Plaintiff took delivery of the subject vehicle on or about March 18, 2006.

8.

Included with the purchase of the subject vehicle was a manufacturer's express written new vehicle warranty.

9.

The problems, conditions and/or defects ("nonconformities") experienced by Plaintiff are evidenced by, but not necessarily limited to, vehicle pulling to left and noise in steering.

10.

Plaintiff made repeated attempts to have Defendant correct the warranted problems with the subject vehicle. As a result of said attempts, the subject vehicle was the subject an unreasonable number of repair attempts for the same substantially impairing nonconformity and/or has been out of service by reason of repair for more than 30 days within the first two years following delivery of the subject vehicle to Plaintiff.

On or about May 2008, Plaintiff provided Defendant, through its website, with written notice that, due to the above-referenced nonconformities, she intended to pursue her rights under the Minnesota Lemon Law, Minn. Stat. § 325F.665, or other applicable state or federal law.

#### COUNT 1 VIOLATION OF MINN. STAT. § 325F.665, SUBD. 2. ("MINNESOTA LEMON LAW")

12.

Plaintiff reallege Paragraphs 1 through 11 as though fully set forth herein.

13.

Plaintiff is a "consumer" as the Minnesota Lemon Law defines that term.

14.

Defendant is a "manufacturer" as the Minnesota Lemon Law defines that term.

15.

The new vehicle warranty purchased by Plaintiff is a "manufacturer's express warranty" and "warranty" as the Minnesota Lemon Law defines that term.

16.

Plaintiff reported the vehicle nonconformities outlined above to Defendant and/or its authorized dealers during the term of the applicable express warranty and during the two years following the date of original delivery of the new motor vehicle to Plaintiff.

17.

Defendant failed to make the repairs necessary to conform the subject vehicle to the applicable express warranty.

18.

Defendant has therefore violated Minn. Stat. § 325F.665, subd. 2.

Plaintiff, therefore, is entitled to repair of the subject vehicle, and/or to be compensated in an amount to be determined at trial, plus reasonable attorneys' fees and litigation costs incurred in this action as set forth under the Minnesota Lemon Law.

#### COUNT 2 VIOLATION OF MINN. STAT. § 325F.665, SUBD. 3. ("MINNESOTA LEMON LAW")

20.

Plaintiff reallege Paragraphs 1 through 19 as though fully set forth herein.

21.

The subject vehicle has been out of service by reason of repair for more than 30 cumulative days within two years of delivery of the subject vehicle to Plaintiff.

22.

Defendant attempted an unreasonable number of repairs of the subject vehicle for the same warranted defect or condition within the warranty period and/or two years of delivery of the subject vehicle to Plaintiff.

23.

The nonconformities in the subject vehicle substantially impair its use and/or market value to Plaintiff.

24.

Plaintiff gave Defendant the notice and an opportunity to repair the subject vehicle required by Minn. Stat. § 325F.665, subd. 3(e).

25.

Plaintiff is, therefore, entitled to the presumption provided by Minn. Stat. § 325F.665, subd. 3(b).

Defendant has therefore violated Minn. Stat. § 325F.665, subd. 3, thereby entitling Plaintiff to vehicle replacement or full refund of the purchase price of the subject vehicle, at Plaintiff's choice, including the cost of any options or other modifications arranged, installed, or made by the manufacturer, its agent, or its authorized dealer within 30 days after the date of original delivery, and all other charges, including, but not limited to, sales or excise tax, license fees and registration fees, reimbursement for towing and rental vehicle expenses incurred by Plaintiff as a result of the vehicle being out of service for warranty repair, plus attorneys' fees and litigation costs incurred bringing this action as set forth in the Minnesota Lemon Law.

#### COUNT 3 VIOLATION OF 15 U.S.C. SECTION 2301 ET SEQ. ("MAGNUSON-MOSS WARRANTY ACT")

27.

Plaintiff reallege Paragraphs 1 through 26 as though fully set forth herein.

28.

The subject vehicle is a "consumer product" as the Magnuson-Moss Warranty Act defines that term.

29.

The warranty purchased by Plaintiff is a "warranty" as the Magnuson-Moss Warranty Act defines that term.

30.

Plaintiff is a "consumer" as the Magnuson-Moss Warranty Act defines that term.

31.

Defendant is a "warrantor" as the Magnuson-Moss Warranty Act defines that term.

Defendant has failed to conform the subject vehicle to its written/express warranty after a reasonable number or repair attempts or number of days, notwithstanding Plaintiff having provided Defendant with a reasonable opportunity to do so. Defendant has, therefore, breached its warranty to Plaintiff pursuant to the Magnuson-Moss Warranty Act and/or, or in conjunction with, Minnesota law.

33.

Defendant has therefore violated the Magnuson-Moss Warranty Act, thereby entitling

Plaintiff to (i) revoke acceptance of the vehicle, (ii) receive a full refund of the purchase price of the

vehicle plus all out of pocket expenses related to the vehicle, (iii) recover loss of use damages

measured by the cost to rent a like vehicle for the periods during which the subject vehicle has not

conformed to the written or implied warranties, and (iv) compensation for her reasonable legal fees

and litigation costs incurred in prosecuting this matter.

## COUNT 4 BREACH OF EXPRESS WARRANTY UNDER MAGNUSON-MOSS WARRANTY ACT (VIOLATION OF MINN. STAT. § 336.2-607)

34.

Plaintiff reallege Paragraphs 1 through 33 as though fully set forth herein.

35.

Plaintiff notified Defendant of its failure to remedy defects in the subject vehicle within a reasonable time after discovering them, and gave Defendant a reasonable opportunity to cure said defects.

36.

Defendant's express warranty required it to remedy the defects in the subject vehicle, but

Defendant failed to do so, or to do so within a reasonable period of time. Defendant has, therefore,

breached its implied warranty to pursuant to the Magnuson-Moss Warranty Act and/or, or in conjunction with, Minnesota law.

37.

Defendant's breach of warranty has directly and proximately caused Plaintiff's damages.

38.

Defendant has thereby violated Minn. Stat. § 336.2-607. Plaintiff is therefore entitled to recover her actual damages, together with all incidental and consequential damages including, but not limited to, loss of use damages from Defendant, plus attorney's fees and litigations costs as provided under 15 U.S.C. § 2301 et seq.

# COUNT 5 BREACH OF IMPLIED WARRANTY OF MERCHANTABILITY UNDER MAGNUSONMOSS WARRANTY ACT (VIOLATION OF MINN. STAT. § 336.2-314)

39.

Plaintiff reallege Paragraphs 1 through 38 as though fully set forth herein

40.

Defendant is a merchant with respect to the subject vehicle purchased by Plaintiff.

41.

Included with Plaintiff's purchase of subject vehicle was an implied warranty of merchantability.

42.

The subject vehicle was of a character and quality that it would not pass without objection in the trade under the contract description.

43.

The subject vehicle was not fit for the ordinary purpose for which such good are used.

44.

The subject vehicle was not of fair average quality within the contract description.

45.

Defendant neither excluded nor modified said warranty of merchantability.

46.

Defendant has therefore violated Minn. Stat. § 336.2-314 by breaching its implied warranty of merchantability to Plaintiff.

47.

Plaintiff is therefore entitled to recover her actual damages, together with all incidental and consequential damages from Defendant, plus attorney's fees and litigations costs as provided under 15 U.S.C. § 2301 et seq.

WHEREFORE, Plaintiff respectfully pray for judgment against Defendant for damages including but not limited to in the amount of Fifty Thousand Dollars (\$50,000), plus incidental and consequential damages, loss of use damages, attorney fees and litigation costs in a reasonable amount to be specifically proven at the time of trial, together with pre-judgment and post-judgment interest and all other costs the Court deems just.

Dated: 6/9/08

HAUER, FARGIONE, LOVE LANDY & McELLISTREM, P.A.

Todd E. Gadtke

5901 South Cedar Lake Road

Minneapolis, MN 55416

952-544-5501

Atty. Reg. No. 0276704

ATTORNEYS FOR PLAINTIFF

#### **ACKNOWLEDGMENT**

Plaintiff asserts these claims in good faith and acknowledges that costs, disbursements, and reasonable attorney and witness fees may be awarded to the opposing party as provided by Minnesota Statutes Section 549.211, subd. 2 (1994).

Dated: 6/5/38

HAUER, FARGIONE, LOVE LANDY & McELLISTREM, P.A.

Todd E. Gadtke 5901 South Cedar Lake Road Minneapolis, MN 55416 952-544-5501

Atty. Reg. No. 0276704

ATTORNEY FOR PLAINTIFF



To <donna_walker@gmexpert.com>
cc
bcc
Subject v. GM

Donna, attached is the current registration on the vehicle.

vehicle. Please process this repurchase.

Dawna Stewart

Hauer, Fargione, Love, Landy & McEllistrem, P.A.
5901 South Cedar Lake Road

Minneapolis, MN 55416

Phone: (952) 544-5501 or (800) 544-9575

Extension 269 Facsimile: (952) 591-0682

Facsimile: (952) 591-0682 dstewart@hfllaw.com

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17354 ZANE ST. HWY. 10 N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE: 763-441-1922

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17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

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				LAE	OR RATE		L		N	TLEAGE	1,62	9 GRANITE		62033
ELK RIVER,	MNI				6/PO	NTIA	AC/SE	DAN/G6	SEDA	N		03/18/06		LIVERY MILES
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#### PNCS133662

17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

## A CONSERVATOR FINAL MAINT MININE PERSON FINAL MESSE INTERNAL DE FINAL MININA MAINT MAINT MAINT FRÈS 1956 (MES

	26760	DANA				12/21/06	PNC\$133662
		LABOR RATE		MILEAGE	12,444	GRANITE/	[≈] 762033
	ELK RIVER, MN	06/PONTIAC	/SEDAN/G6 SEDA	N		03/18/06	DELIVERY MILES 56
	ELK KIVEK, MIV	1 G 2 Z G	5 5 8 8 6 4			SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	F. Q. NO.			⁶ 12721/06	
	F	COMMENTS					
	[ REWARDS NUMBER ] SA162879 LABOR & PARTS  J# 1 01CTZLOF LOF LUBE, OIL AND FILTER CHANGE SERVIO GREASE, INSPECT AND TOP OFF FLUIDS. RESET OIL CHANGE LIGHT. MAINTENANCE SERVICE IS COMPLETED. THANK YOU.	E. SEI LIKE PKES	SOURE,	- <del></del>	8.69	ORIGINAL UNLESS C	RTS NEW EQUIPMENT THERWISE CIFIED
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	[	JOB # 1	TOTAL LABOR & PART	rs	15.19		
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×	MISCCODE		TOTAL - MISC	,	0.43 0.43 0.86	·	
3	TOTALS  WE APPRECIATE THE OPPORTUNITY TO SERVE YOU.  *****IMPORTANT****** YOU MAY RECEIVE A SATISFACE FROM "GENERAL MOTORS" IN THE NEXT FEW WEEKS. I "REPORT CARD". IF FOR ANY REASON YOU CANNOT GRECOMPLETELY SATISFIED", PLEASE HELP US IMPROVE: OUR SERVICE MANAGER TULLY WOLLENBERG at 763-441	•	TOTAL LABOR TOTAL PARTS	• •	8.69 6.50 0.00 11.03 0.86 0.00		
HINNE D2301652 0 40004	OUR SERVICE MANAGER TULLY WOLLENBERG at 763-441 THANK YOU.  COSTOMER SIGNATURE	DEC 2	TOTAL INVOICE	E \$		sold hereby are the manufactu- hereby expres warranties, eli- implied, includ- warranty of m fitness for a pa and neither ass rizes any ot assume for it	on the products those made by arer. The seller sly disclaims all her express or ing any implied erchantability or articular purpose, umes nor authoher person to any liability in the sale of
Heymoth and Heymatic ERG 2916VE D201962 0 40703	PAGE 1 OF 1 COUNTING COPY		END OF INV	OICE ]	12:56pm	said products reverse for det turer warranty.	s. (Please <b>see</b> ails of manufac-



17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

21	6760			TANYA	F		411	485	10727/06	PNWS13203
				LABOR RAT	·		MILÉÃ	10,088	GRÂNITE/	62033
ELK RIVER,	MN				NTIAC/SE		SEDAN		03/18/06	DELIVERY MILES
,	7.11.4			YEHICLE LO	Ž G 5	5 8 8 6	4		SELLING DEALER NO.	PRODUCTION DATE
				F. T. E. NO.			P. O. NO.		⁵ 10757/06	
				COMMENTS		<u> </u>			1	
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LOO	SE WON'T S LACE VISOR	TAY SHUT.	DETECT OF		,					OTHERWISE
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RTSQTY B # 1 1		12	DESCR SUNSH	RIPTION NADE 10.203	· · · · · · · · · · · · · · · · · · ·	'E/COST 4 53.14		74.40		
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						R/O TAX R/O TOT		0.00 95.45	•	
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RRANTY CLAIM D	FIAIL IUIA					MTCC ·	TAY	TOTAL		•
RRANTY CLAIM D		PARTS 74.40	SUB.LAB. 0.00	SUB.PART 0.00	0.00	0.00	0.00	95.45		· ·
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,	LABOR 21.05	74.40	0.00	0.00	0.00	0.00	0.00	95.45		
AIM#	LABOR 21.05	74.40	0.00	0.00	0.00	0.00	0.00	95.45		

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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. (Please see reverse for details of manufacturer warranty.)

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	SIGNATURE	

17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

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си <b>зтомен но.</b> 26760	TANYA F	1 1	411 TAG NO	3	10/24/06	PNC5131914
	LABOR RATE	L	MILEAGE	9,935	60.08	*62033
ELK RIVER, MN	VEAR / MAKE / MODEL  06/PONTIAC/S	EDAN/G6 S	EDAN		03/18/06	DELIVERY MILES
CENTRALITY, 1914	VEHICLE I.D. NO. 1 G 2 Z G 5	5 8 8 6	4		SELLING DEALER NO.	PRODUCTION DAYE
	F. T. E. NO.		P. O. NO.		10/24/06	
	COMMENTS					
REWARDS NUMBER   SA162879					ALL PA	RTS NEW
MISC. THE DRIVERS SIDE MIRROR COVER	TECH(S):	3 <b>83</b> 457778		2-7490.00		EQUIPMENT
ORDERED DRIVERS SIDE VISOR					UNLESS	THERWISE
3	JOB # 1 TO	TAL LABOR &	PARTS	0.00	SPE	CIFIED
TOTALS	·				Died	101-10
WE APPRECIATE THE OPPORTUNITY TO SERVE YOU	J.	TOTAL LABO	R	0.00	asa	1027
*****IMPORTANT**** YOU MAY RECEIVE A SAT	ISFACTION SURVEY	TOTAL SUBL TOTAL G.O.	ET	0.00		,
*****IMPORTANT***** YOU MAY RECEIVE A SAT FROM "GENERAL MOTORS" IN THE NEXT FEW WEEK "REPORT CARD". IF FOR ANY REASON YOU CANN	S. THIS IS OUR OT GRADE US	TOTAL MISC TOTAL MISC	CHG. DISC	0.00	•	
OUR SERVICE MANAGER TULLY WOLLENBERG at 76	PROVE: CONTACT 53-441-1922.	TOTAL TAX.		0.00	8	•
THANK YOU.		TOTAL INV	OICE \$	0.00	•	
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CUSTOMER SIGNATURE						
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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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. (Please see reverse for details of manufacturer warranty.)

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## PNCS131727

17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

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26760	DANA	50	7 279	"\T0\T8/06	"YPNC\$13172
	LABOR RATE		1	GRANITE/	ST62033
ELK RIVER, MN	YEAR/MAKE/MODEL 06/PONTIA	C/SEDAN/G6 SEDAN		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	PELIVERY MILES 56
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# 1 01CTZLOF LOF  LUBE. OIL AND FILTER CHANGE SE GREASE, INSPECT AND TOP OFF FLU RESET OIL CHANGE LIGHT. MAINTENANCE SERVICE IS COMPLETED. THANK YOU.	IDS. CHECK AIR FILT	SSURE. ER AND		ORIGINAL UNLESS C SPEC	RTS NEW EQUIPMENT OTHERWISE CIFIED
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	JOB # 1	TOTAL LABOR & PARTS	15.19	Closed	10 , 0
OB # 1 4.5 MOTOR OIL	@ 2.450 /UN	IT TOTAL - GOG	11.03 11.03		÷
SCCODEDESCRIPTION		TOTAL - MISC	0.43 0.43 0.86		
APPRECIATE THE OPPORTUNITY TO SERVE YOU.  ***IMPORTANT***** YOU MAY RECEIVE A SATIS OM "GENERAL MOTORS" IN THE NEXT FEW WEEKS EPORT CARD". IF FOR ANY REASON YOU CANNOT OMPLETELY SATISFIED", PLEASE HELP US IMPRO R SERVICE MANAGER TULLY WOLLENBERG at 763	FACTION SURVEY THIS IS OUR	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	6.50 0.00 11.03 0.86 0.00		
ANK YOU		TOTAL INVOICE	\$ 28.25	Any warranties	on the product
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17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

CUSTOMER NO: 2	6760		,	ADVISOR DANA			505	NO. 447	06/28/06	INVOICE NO. PNWS128378
			···	LABOR RATE	1		MILEA	4,366	GRANITE/	⁵62033
ELK RIVER	MN			YEAR / MAKE	NTIAC/S	EDAN/G6	SEDAN		03/18/06	DELIVERY MILES 56
LEK KIVEK	, 19114			T G 2	NO. Z G 5	5 8 8 6	4 :		SELLING DEALER NO.	PRODUCTION DATE
				F.T.E.NO.			F.O. NO.		[†] 06/⁄26/06	1
R				COMMENTS			1			
C REWARDS NUMBEL	<del>.</del>	2879						,	ALL PA	RTS NEW
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T CI	) ERROR. ISPECTED FOU	ND RADIO W							UNLESS	OTHERWISE
CI RE	STUCK IN R MOVED AND S 1/6C R0760 .	ADIO. ENTOUT RA	DIO AND RE	INSTALLED	AND REPRO	GRAMED.			SPE	CIFIED
CLAIM #	176C RU76U .	7 ADU .6.			١	TAL LABOR 8	2. DADTS	91.21		
SUBLETPO#	VEND	TNV#_TNV	DATE - DESCR				Y PARIS	91.21		
JOB # 1 5040	7 5551	41 06/2	7/06 R/R R	ADIO		TOTAL -	SUBLET	0.00		
	•					R/O TAX	(	0.00		
	DETAIL TOTAL					R/Q TO	TALS	91.21		
WARRANTY CLAIM CLAIM#	•					MYCC	TAV	TOTAL		
CLAIMF	91.21	0.00	0.00	0.00	0.00	0.00	0.00	TOTAL 91.21		
CLAIM TOTALS	91.21	0.00	0.00	0.00	0.00	0.00	0.00	91.21		
140	4	•		•						
APPROVED	BY SIGNATUR	E							,	
, '						•			,	•
							•		Any warranties	on the products
						•		·		e those made by urer. The seller
1					٠.		•		hereby expres	sly disclaims all
									warranties, en implied, includ	ther express or ling any implied
						•			warranty of m	erchantability or articular purpose,
									and neither ass	umes nor autho-
										her person to any liability in
ı										ith the sale of c. (Please see
								j	reverse for det	alls of manufac-
	•								turer warranty.)	<b>)</b>
PAGE 1 OF 1		OUSTON	ER COPY-W			( PNP A	E INVOICE	1401440	X	ATURE



## PNIS127363

17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

USTOMER NO. 26760	ADVISOR DANA	505	433	05/31/06	PNIS127363
	LABOR RATE	MILE	3,206	COLOR	5700KN0 62033
ELK DIVER AND	YEAR / MAKE / MODEL  O6 / PONTTAC / S	EDAN/G6 SEDAN		03/18/06	DELIVERY MILES 56
ELK RIVER, MN	VEHICLE IO NO. 1 G 2 Z G 5			SELLING DEALER NO.	PRODUCTION DATE
	. F.T.E. NO.	P. O. NO.		¹ 05/26/06	
	COMMENTS			03/20/00	
REWARDS NUMBER ] SA162879				ALL DA	race Nerve
GREASE, INSPECT AND TOP RESET OIL CHANGE LIGHT, MAINTENANCE SERVICE IS COMPLETED. THANK YOU		AND	8.69	ORIGINAL UNLESS (	RTS NEW EQUIPMENT OTHERWISE CIFIED
RT5QTYFP-NUMBER B # 1					
O.G. & SUPPLIES	JOB # 1 TO	TAL LABOR & PARTS	15.19		
3 # 1 4.5 MOTOR OIL	@ 2.100 /UNIT	TOTAL - GOG	9.45 9.45		
VTROL# ACCOUNT# AMOUNT 15A 24.64		TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC.CHG. TOTAL MISC.DISC TOTAL TAX	8.69 6.50 0.00 9.45 0.00 0.00		
		TOTAL INVOICE	24.64		
APPROVED BY SIGNATURE					
				sold hereby are the manufacture hereby express warranties, eith implied, including warranty of me fitness for a partices any other assume for it connection with said products	on the products those made by trer. The selle sly disclaims all her express our any implied erchantability our person to any liability in the sale of (Please see alls of manufac-
GE 1 OF 1 4000UND	ING COPY-1	[ END OF INVOICE		<b>Y</b>	ATURE

PAGE 1 OF 1

SIGNATURE



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17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

STOMER NO. 26	5760			<b>DANA</b>	1.51		505 TAG	^{√0} 624	™05 <b>5/10</b> /06	™¥KW\$12674
				LABOR RATE			MILEAGE		°GRANITE/	s76°20'33
				YEAR MAKE	MODELC/SE	DAN/GÉ	SEDAN		°03718706	DELIVERY MILES 56
ELK RIVER,	MN				¹⁰ Z G 5				SELLING DEALER NO.	PRODUCTION DATE
				ETENO.			P. O. NO.		[₽] Ø\$7708/06	
				COMMENTS				•	03/08/00	<u> </u>
REWARDS NUMBER	- 1 <u> </u>	2879								
ABOR & PARTS 1 05CTZ CUS WAY CAM NOW	STEER TOMER STAT THEIR POW E ON STATI	ING & SUSP ES THAT YE ERSTEERING NG POWER S ING FEELS	STERDAY WH WHEN AWAY TEERING FA LOOSE	ILE BACKIN . AND THE ILURE. IT	SVC. LIGHT IS WORKING	RIVE		140.32	ORIGINAL UNLESS (	RTS NEW EQUIPMENT OTHERWISE CIFIED
INS COL OJ/ AIM # 126744	PECTED COD UM. 3X E7680 1	E #C0545 S 5 ADD5	БҮМРТОМ 00, Б						37.0	oii.imn
RTSQTY B # 1	-FP-NUMBER 889671 889671	79	S/COL	. REM 6.518 RETURN	304.6 100.0 COST TOTAL	33 304.63 0 -100.00	386.48 100.00	386,48 100,00 286,48		
•		:		70	JUB B # 1 TOT	· 1		426,80		•
				,	5 # 1 101	R/O TAX R/O TOT		0.00 426.80		
ARRANTY CLAIM D	ETAIL TOTA	LS								
AIM#6744	LABOR 140.32	PARTS 286.48	SUB.LAB. 0.00	SUB.PART 0.00	GOG	MISC	TAX	TOTAL 426.80	, ,	
AIM TOTALS	140.32	286.48	0.00	0.00	0.00	0.00	0.00	426 .80		
APPROVED B	V STONATUD	·C								1
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[ END OF INVOICE ] 09:02am



## PNCS129448

17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

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PAGE 1 OF 1		ACCOUNTING COPY	A. 942.2	I FND	OF INVOICE 1	09:08am	X	ATT ADE



#### PNIS129760

17354 ZANE ST. N.W. BOX 340 ELK RIVER, MINNESOTA 55330 PHONE 763-441-1922

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CUSTOMER NO. 26760	JESSE B	535 TAG NO 190	[™] 085/16/06	PNIS129760
	LASOR RATE		9 GRANITE/	°62033
ELK RIVER, MN	VEAR/MAKE/MODEL 06/PONTIAC/SEDAN/G	6 SEDAN	03/18/06	DELIVERY MILES 56
	VEHICLE I.D. NO. 2 Z G 5 5 8 8	6 4	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	~08 [~] /14/06	
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L REWARDS NUMBER J SA162879 LABOR & PARTS  J# 1 01CTZLOF  LUBE. OIL AND FILTER CHANGE S GREASE, INSPECT AND TOP OFF FL RESET OIL CHANGE LIGHT. MAINTENANCE SERVICE IS COMPLETED, THANK YOU.	HOURS: 0.50 TECH(5):374 ERVICE, SET TIRE PRESSURE, UIDS, CHECK AIR FILTER AND		ORIGINAL UNLESS (	RTS NEW EQUIPMENT OTHERWISE CIFIED
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G.O.G. & SUPPLIES	@ 2.450 /UNIT			
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	TOTAL	NVOICE \$ 26.22		
APPROVED BY SIGNATURE				
				on the products those made by

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 said products. (Please see reverse for details of manufacturer warranty.)

SIGNATURE



To <donna_walker@gmexpert.com>
cc
bcc
Subject RE: V General Motors

Donna: We have a done deal subject to the release reading that no warranty rights are released/waived (this is the standard cash settlement release). I'll fax back the signed agreement on Monday. Todd.

Todd E. Gadtke, Attorney 5901 South Cedar Lake Road Minneapolis, MN 55416 (952) 544-5501 (800) 544-9575 www.lemonlawminnesota.com

**From:** donna_walker@gmexpert.com [mailto:donna_walker@gmexpert.com]

Sent: Wednesday, July 09, 2008 12:33 PM

To: Todd Gadtke

Subject: West v General Motors

Mr. Gadtke,

Please find attached the offer that we would like to extended to

Donna Walker, Legal CRS General Motors Business Resource Center Legal Department

7401 E. Ben White Blvd, Bldg 3 Austin, Texas 78741 1-800-231-1841 ext 31314 1-866-300-4627 (fax) donna_walker@gmexpert.com

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED.

Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.

Form (Rev. Deper Intern	Give form to the requester. Do not send to the IRS.		
: s on page 2.	Name Business rigina, if	Dinatent Irom above	
Print or type See Specific Instructions on page	Check appropriate Address (number, Lity, state, and 2) Minneap (	Requester's name and a	Exempt from backup withholding address (optional)
page	r your TIN in the ap	I alien, sole proprietor, or disregarded entity, see the Part I instructions on	unity number
Note to ea	s. If the account is it	n more than one name, see the chart on page 2 for guidalines on whose number Employer (	denulfication number
Unda 1. T 2. I	or penalties of pegium the number shown of am not subject to b		

- nodňad me that I am no longar subject to backup withholding, and
- 3. I am a U.S. person (including a U.S. resident allan).

Cartification 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, communities to an individual refrement 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 2.)

Signature of Hare U.S. person -Date >

#### Purpose of Form

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

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

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

If you are a foreign person, use the appropriate Form W-8, See Pub. 516, Withholding of Tax on Nonresident Allens and Foreign Entities.

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.

What is backup withholding? Persons making cartain payments to you must under centain conditions withhold and pay to the IRS 2019 of such payments after December 37, 2001 (20%) enter Dacember 31, 2003). This is called "backup withholding." Psyments that may be subject to backup withholding include interest, dividences. broker and barrer exchange transactions, racts, royalties, nonemployee pay, and certain payments from lishing bost operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup wighciding on payments you receive if you give the requester your correct TIN, make the proper certifications, and raport all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding (f:

- 1. You do not furnish your TIN to the
- 2. You do not carrify your TM when required (see the Pert II instructions on page 2 for
- 3. The IRS tells the requester that you Nimished on incorrect TIN, or
- 4. The IRS talk you that you are subject to backup withholding because you did not record all your interest and dividends on your lax return (for reportable interest and dividends only), or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened ofter 1983 only).

Certain nayees and payments are exempt from backup withholding. See the instructions on page 2 and the separate instructions for the Requester of Form W-9.

#### Penalties

Failure to furnish TIN. If you fall to furnish your corract TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is one to reasonable cause and not to

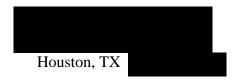
Civil penalty for (alse information with respect to withholding, if you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500. penalty.

Criminal penalty for falsifying information.
Willfully fatalying carolications or affirmations
may subject you to criminal penalties including fines and/or Imprisonment

Misuse of TiNe. If the requester discloses or uses TINs in violation of Federal law, the requester may be subject to divil and etimings ральмея.

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

March 18, 2011



Service Request: 71-618876414

Customer Relationship Specialist: MJ Mason

Dear :

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

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

We have reviewed your request for reimbursement on the 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.

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

**HOUSTON TX 772** 07 APR 2008 PM 5.T... Wouston Lexus. APR 09 2000 Reinbursement Department P. O. Box 33170 Detroit, MI 48232-5170

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

This section to be completed by Claimant								
Date Claim Submitted: 3/14/08								
17-Digit Vehicle Identification Number (VIN): 1 G1Z S 5 2 F 35 F								
Mileage at Time of Repair: 53001 Date of Repair: 1 / 03 / 07								
Claimant Name (please print):								
Street Address or PO Box Number:								
City: Houston State: Texas ZIP Code:								
Daytime Telephone Number (include Area Code):								
Evening Telephone Number (include Area Code):								
Amount of Reimbursement Requested: \$								
The following documentation must accompany this claim form.								
Original or clear copy of all receipts, invoices, and/or repair orders that show:								
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>								
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.								
Claimant's Signature:								

Please mail this claim form and the required documents to:

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

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

#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

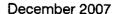
Your claim will be acted upon within 60 days of receipt.

#### If your claim is:

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

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







Houston, TX

Dear

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

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

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

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

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

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

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



We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson

General Director,

Customer and Relationship Services

Enclosure

07126

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



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07126 1G1ZS52F35F

13 0005307

HOUSTON, TX

Baytown Hyunda. 21910 5F115351 BAYTOWN, TEXAS *INVOICE* Onicika 4343 I-10 East · Baytown, TX 77521 Phone: (281) 839-1020 PAGE 1 HOUSTON. Fax: (281) 839-1021 BUS: HOME: SERVICE ADVISOR: 1243 JUSTIN DEAL COLOR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG T732 1G1ZS52F35F 53001/53001 CHEVROLET MALIBU 05 SILVER PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT NO. DATE DEL: DATE 17:00 02JAN07 0.00 CASH 03JAN07 04APR06 IS R.O. OPENED READY OPTIONS: STK:5F115351 ENG:2.2 Liter MFI DOHC 02JAN07 03JAN07 LINE OPCODE TECH TYPE HOURS LIST TOTAL A CHECK AND REPORT C/S THAT WHILE TURNING WHEEL STEERING FEELS AS IF ITS BINDING ON SOMETHING 000 REPLACED RACK & PINION 195.50 195.50 1278 1 RC-15858368 P/S RACK & PINION 272.35 272.35 272.35 2 800-201 P/S FLUID 12492 4.95 3.00 PARTS: 278.35 LABOR: 195.50 OTHER: 0.00 TOTAL LINE A: 473.85 EXT.WAR. AUTH#5918734-5ZK9V--\$396.82 PER FRED CUST HAS \$100.00 DED B CHECK AND REPORT C/S THAT INSIDE TRUNK OPEN SWITCH IS INOP 000 CUST DECLINED TRUNK SWITCH _____0.0.000 1278 C TOTAL LINE B: OTHER: 0.00 0.00 PARTS: 0.00 LABOR: 0.00 C A 34 POINT VISUAL INSPECTION: APPMPI ALL INSPECTION OK AT THIS TIME 0.00 1278 C 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 11-614 (S. 70) 100 100 100 1-100 12-200 100 IMPORTANT YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM HYUNDAI REGARDING THIS SERVICE IF, FOR ANY REASON YOU CANNOT GRADE US EXCELLENT PLEASE CONTACT OUR SERVICE MANAGER IMMEDIATELY. YOUR SATISFACTION MEANS EVERYTHING TO US THANK YOU. DESCRIPTION TOTALS ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE STATEMENT OF DISCLAIMER 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 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. LABOR AMOUNT 195.50 The factory warranty constitutes all The factory warranty constitutes all of the warranties with respect to the sale of this itemlitems. The Seller hereby expressly disciaims 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. PARTS AMOUNT 278.35 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 473.85

CUSTOMER SIGNATURE

LESS INSURANCE

SALES TAX

PLEASE PAY

THIS AMOUNT

0.00

22.96

496.81

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

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

March 18, 2011

Hoyt Lakes, MN

Service Request: 71-619198583

Customer Relationship Specialist: Alex Page

Dear

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

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

We have reviewed your request for reimbursement on the power steering control module that you had repaired. We regret that we are unable to reimburse you the amount you requested because the repair done is not the repair 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





APR 1 0 2008

4A232%5170 B050

Reimbursement Dept. D.O. Box 3317D Detvoit, MI

48232 -5170

IdealadadadadhadalaaMadhadadhaadh

### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted: 1-8-08
17-Digit Vehicle Identification Number (VIN): 1612T54835F
Mileage at Time of Repair: 62846 Date of Repair: 2-16-07
Claimant Name (please print):
Street Address or PO Box Number:
City: Heyt Lakes State: MN ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 92 72
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

## CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

#### If your claim is:

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

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



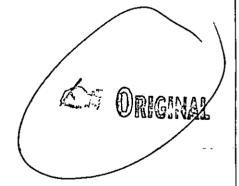


1301 17th Street South Virginia, MN 55792 Telephone: (218) 741-2355 SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:00 p.m. Monday - Friday

R/O Open Date	R/O Number				
2/16/07	6020687/1				
R/O Close Date	Status				
2/16/07	Reprint				
Mileage In	Mileage Out				
62848					
Service Advi	isor / Tag #				
FLOYD LUOMA	NEN/1817				

Vehicle Identification Number Work Phone 1G1ZT54835F Home Phone Delivery Date In-Service Date HOYT LAKES, MN 10/18/05 9/21/04 Make Body Color License Number Year 2005 CHEVROLET MALIBU LS SEDAN WHITE 5F158728 16217021 Jim Moran & Assoc Exp: 100000 or 10/17/10 Ded: 100

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - GLIGHT: GM LIGHT LINE CONCERN  CUSTOMER STATES THE P/S LIGHT CAME ON AND IT WAS H  ARD TO STEER. THIS HAS HAPPENED TWICE RECENTLY.  Work performed by Gary - (028)  Sub Total: Labor: 79.95 Parts: .00 Total: 79.95  CK OVER CODE C0545 IN HISTORY PASSED NOW CK FOR  BULLETINS O PERFORM POWER STEERING CONTROL MODULE  CALIBRATION CLEAR CODE AND R/T OK	79.95
#2 - MI: PERFORM WALK AROUND INSPECTION TIME FOR FLUSHES Sub Total: Labor: .00 Parts: .00 Total: .00	



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warrantles on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warrantles either express or implied, including any implied warrantly 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 sald products. Any limitation contained herein does not apply where prohibited by law.

LABOR	79.95
PARTS	. 00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	11.99
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	. 78
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.927.2
Visa 960357	(/92.72

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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(C) 2003 ARKONA, Inc. - Dealership Application Group (800)045-1026

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. DATE 05/22/08 **AMOUNT** ***********1,750 DOLLARS North American Operations's General Motors' Corporation Disbursement Account NORWELL ORDER SIGNATURE The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO 1 CHECK NO. BB 000000071 PAYMENT DATE VENDOR NAME AZ 85082-2530 Phoenix, P.C. 05/22/08 REGISTER NO. DESCRIPTION INVOICE AMOUNT INVOICE DATE DOC. REFERENCE NUMBER % DISC. DISC. AMOUNT **NET AMOUNT** .00 00.0000 1,750.00 1G1ZT548X5F 18 88 ⁸ ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782 H3 1,750.00 .00 1,750.00 TOTAL

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



CHECK NO.

50-937

DATE 05/22/08

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

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AMOUNT 🐡 *************1,200.00

North American Operations General Motors: Corporation Disbursement Account

LONGMEADOW MA 

AUDIT

North American Operations DETACH BEFORE DEPOSITING CHECK General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 VENDOR DUNS NO CHECK NO. BB 000000070 PAYMENT DATE VENDOR NAME 05/22/08 REGISTER NO. DESCRIPTION DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT INVOICE DATE .00 1,200.00 00.0000 1,200.00 1G1ZT548X5F 088 488 X ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 W3 **TOTAL** 1,200.00 .00 1,200.00 May 16, 2008

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

RE: v. General Motors Corporation

Service Request: 71-619340338

2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT548X5F

Customer Relationship Specialist: Halima Shaw

Dear Mr. Silverman:

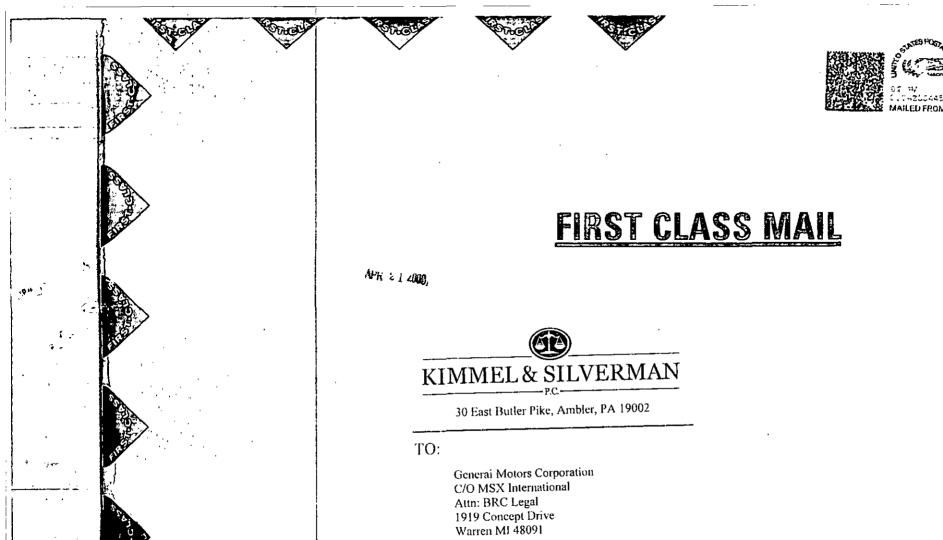
Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$1,200.00 made payable to The second is in the amount of \$1,750.00 made payable to Kimmel & Silverman, P.C.

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

LG0063 V07092007



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



1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS 30 E. Butler Pike Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817 JACQUELINE C. HERRITT"
ROBERT A. RAPKIN'
HY DAVID RUBENSTEIN®
BARRY R. WINDERMAN'
RAPLISSA K. FIALA'
IRAP, 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*

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:

v. General Motors Corporation

VIN: 1G1ZT548X5F

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 \$1,750.00. 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 traly yours,

Craig Thor Kimmel How

CTK\tml Enclosures

LESS INS./COUPONS

SALES TAX

PLEASE PAY THIS AMOUNT

0.00

0.00

STATEMENT OF DISCLAIMER

hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchanubility 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(s).

The factory warranty constitutes all of the warranties with respect to the sale of this item(s). The Seller

E LONGMEADOW, MA

#1

4522641

331393 BALISE

Sent A

*INVOICE*

BALISE CHEVROLET

440 West Columbus Ave., Springfield, MA 01105

DUPLICATE 2 PAGE 1 Service (413) 734-6498
Fax (413) 734-4421

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HOME:

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*INVOICE*

BALISE CHEVROLET 440 West Columbus Ave., Springfield, MA 01105

Service (413) 734-6498 Fax (413) 734-4421

DUPLICATE 2 PAGE 2

SERVICE ADVISOR: 8347 BETH HEFFERNAN

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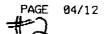
#### BALISE CHEVROLET

440 Wort Columbus Ave., Springfield, MA 01105 Service (413) 734-6498 Fez (413) 734-4421

#### STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item(s). 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(s).

THE RESERVENCE OF THE PERSON	COMPANY TRANSPORT
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIR. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS./COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	######################################



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335434 BALISE

*INVOICE*

BALISE CHEVROLET 440 West Columbus Ave., Springfield, MA 01105

Service (413) 734-6498 Fax (413) 734-4421

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E LONGMEADOW, MA

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## 3 3 5 4 3 4 BALLISE

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**BALISE CHEVROLET** 

440 West Columbus Ave., Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

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*INVOICE*

BALISE CHEVROLET

440 West Columbus Ave., Springfield, MA 01105 Service (413) 734-6498 Far (413) 734-4421

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

DESCRIPTION	TOTALS
LABOR AMOUNT	12.45
PARTS AMOUNT	20.73
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIR. CHARGES	1.00
TOTAL CHARGES	34.18
LESS INS./COUPONS	0.00
SALES TAX	1.09
PLEASE PAY THIS AMOUNT	(4 <b>4</b> -34)

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**BALISE CHEVROLET** 

440 West Columbus Ave., Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

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*TNVOICE*

**RALISE CHEVROLET** 

440 West Columbus Ave., Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

PAGE 2

E LONGMEADOW, MA BUS: HOME: SERVICE ADVISOR: 1371 FRANCIS CARUSO CELL TAG: 62<u>67</u>8/62<u>679</u> CHEVROLET MALIBU HATE ALL PAYMENTS INV DATE DEL DATE: WPROUD DATE FOWARD EXPERIENCE PROMISED X125 **ADVS** 18SEP07 14:00 18SEP07 01JAN05 IS READY: OPTIONS: STK:C14635L DLR:32027 ENG:3.5 Liter SFI O OPENED CONTRACTOR TRN:A AXL:RAY

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\$69.95 , SERVICE TRANSMI SSION FLUID \$149.95 AND NOTE TO CUSTOMER NEED TO REPLACE TRESTERS ORE AT THE WEAR BARS.

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ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI

-734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV

THE SURVEY AS IT HELPS US TO SERVE YOU BETTER
IN THE FULLED WE ARE ALSO EXPANDING OUR PART
S & SERVICE DEPT. TO BETTER SERVE YOU.

BALISE



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LABOR AMOUNT	12.45
PARTS AMOUNT	14.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIR. CHARGES	1.00
TOTAL CHARGES	27.90
LESS INS./COUPONS	28.67
SALES TAX	0.77
PLEASE PAY THIS AMOUNT	<b>0</b> .00

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*INVOICE*

**BALISE CHEVROLET** 

440 West Columbus Ave., Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

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BALISE CHEVROLET

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TOTAL CHARGES	0.00
LESS INS./COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	50.00

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*INVOICE*

**BALISE CHEVROLET** 

440 West Columbus Ave., Springfield, MA 01105

Service (413) 734-6498 Fax (413) 734-4421

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PLEASE PAY THIS AMOUNT

ROBERT M. SILVERMAN+* CRAIG THOR KIMMEL+

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KIMMEL & SILVERMAN

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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

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MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

March 18, 2011

VIA EMAIL ONLY gmerinfo@gmexpert.com

General Motors Corporation - MA, RI, VT c/o MSX International/ BRC Legal MC 336-105-000 Warren, MI 48091

v. General Motors Corporation

Vehicle: 2005 Chevrolet Malibu Date of Purchase: 10/13/2006

Place of Purchase: Balise Chevrolet

VIN: 1G1ZT548X5F

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the MA 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,

Craig Thor Kimmel

CTK\ TL

cc: Melinda Lajoie

JACQUELINE C. HERRITT ***
ROBERT A. RAPKIN*
HY DAVID RUBENSTEIN *** BARRY R. WINDERMAN MELISSA K. FIALA* IRA P. SMADES' DAVID L. LIEBERMAN *** DAVID L. LIEBERMAN**

ANGELA K. TROCCOLI^{CI}

FRED DAVIS*

RONALD ROWLAND^E

CHRISTOPHER R. HOLLIDAY**

AMY L. BENNECOFF**

CHRISTINA GILL ROSEMAN** RICHARD A. SCHOLER

> Of Counsel RONNA LUCAS

## · Kir

## **Ballse Chevrolet**



- Bailse Chevrolet
- 440 West Columbus Ave.
- Springfield, Ma 01105
  - Phone: 413-734-6471
     Fax: 413-734-4421

### FAX COVER SHEET

TO: Rachal Ross

FROM: Scott Taylon

#PAGES: £ 5

CONTACT PHONE 413-734-6498 RETURN FAX 413-734-4421

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# MASSACHUSETTS LIMITED USED VEHICLE WARRANTY

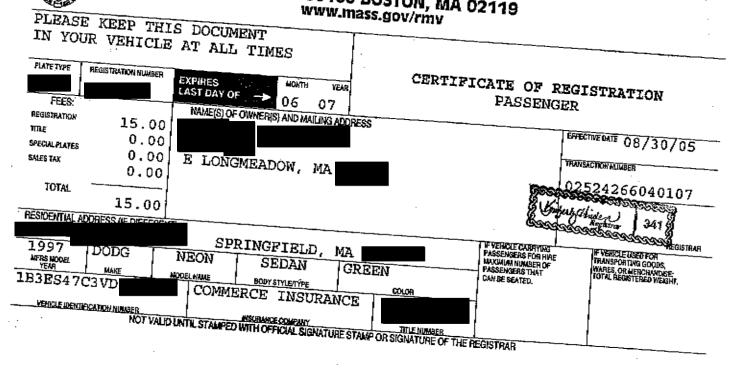
Dealer sells to purchaser the motor vehicle identified below subject to the terms and conditions of the limited Warranty as outlined.

	CUSTOMER		
	NAME		_
	ADDRESS .		
	E LONGMEADOW	MA	
	HOME PHONE	BUSINESS PHONE	
BALISE CHEVROLET OL	DSMOBILE		
(DEALER NAME)			WARRANTS THIS
CHEVROLET	05	MALIBU CLASSIC	
(MAKÉ)	(YEAR)		(MODEL)
1G1ZT548X5F (VEHICLE IDENTIFICATION NUMBER)		29610	lander for the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the s
•		DMETER READING AT TIME OF SALE	
ŎI.	n, or combination of defe	ects or malfunctions, that im	pairs its safety or use for a period
₩ 90 days or 3,750 miles	, whichever comes first	(for vehicles with fewer that	n 40,000 miles on the odometer
at the time of sale, or if	f the true mileage is not	known and the vehicle is th	ree vears old or less)
	, whichever comes first ( e true mileage is not kno	(for venicles with 40,000 to wn and the vehicle is more:	79,999 miles on the odorneter at than three but less than six years
oia)		the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the s	at the safe of the Arman Arman Arman and the Safe of the safe
☐ C 30 days or 1,250 miles	, whichever comes first	(for vehicles with 80,000 to	124,999 miles on the odometer
from the date of delivery	the true mileage is not of the vehicle to you. (D	known and the vehicle is si ealer to check A, B, or C at	x years old or more)
I he Dealer will provide th	ne full cost of parts and	labor necessary to repair a	Il odirorod dofooto Havenine the
negiei may charge you up to s	a total of \$ _LUUUU	(Design to fill in an amo	want from CO to C100) was cabiala
to the rebait of all covered de	Hects during the warrant	v period.	and the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second o
THE WANDING DEFICE IS EX	tended one day for ever	$oldsymbol{ abla}$ day the vehicle is in the $oldsymbol{c}$	hop for repairs, and one mile for for repair and its return to the
Consumer.			· ·
The warranty is extended	for 30 days from the co	mpletion of any repair atter	npt for every defect that was the
earlear of the leban arreithf.			
recurred within the warranty n	i retund it a detect that i	impairs the safety or use of	the vehicle continued to exist or exdefect or being out of service
errei nemä tetottien lot tebält.	of any defect or defects	for a cumulative total of ter	or more business days
Delects that are covered	ov the manutacturers w	larranty are not covered by .	this warranty if the Dealer alvee
you a copy of the manufacture	er's warranty, that warrar	nty has been assigned to y	ou, and the Dealer assures that
ulose delects are repaired.			
nformation about that law cont	act the Executive Office	of Consumer Affairs and Ru	ehicle warranty law. For further usiness Regulation at 727-5095.
riease sign and date this	warranty below. Keep	one copy for your records	and give the other copy to the
dealer.			0.5
tal Wil			ter strik by a moderninger a
(DEAUER'S SIGNAT	(URE)		10/13/06 (DATE)
	•		,,
C (CUSTOMER'S/SIGN	ATURE)	·	10/13/06
			(DATE)

The obligation of the dealer issuing this guarantee is expressly limited to replacement or repairs at his place of business and does not include bills contracted elsewhere, or towing charges.



# THE COMMONWEALTH OF MASSACHUSETTS REGISTRY OF MOTOR VEHICLES P.O. BOX 199100 BOSTON, MA 02119





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

#### VIA FAX ONLY

April 17, 2008

Tom Dwyer Comptroller Balise Chevrolet PO BOX 2320 Springfield, MA 01101-2320

RE:

Service Request: 71-619340338

2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT548X5F

Legal Research Specialist: Rachal Ross

Dear Mr. Dwyer:

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 required are:

All sales purchase (buyer's order)
Finance agreements with lien holder information
Incentives acknowledgement form
Actual Case Value statement of any trade
Application for title or MV-1

**This is a time sensitive legal matter.** Please fax them as soon as possible to my personal fax number: 866-255-3679.

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 directly at 866-790-5600 extension 11141, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Email address: rachal_ross@gmexpert.com

Sincerely,

Rachal Ross General Motors

















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

#### VIA FAX ONLY

April 15, 2008

Craig Kimmel, Esq. Kimmel & Silverman 500 Redland Ct Ste 105 Owings Mills, MD 21117-3265

RE:

Service Request: 71-619340338

2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT548X5F

Dear Mr. Kimmel:

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

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

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

Copy of owner's current title and/or registration

Finance agreement
Buyer's agreement

Other: Release of Lien

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















RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 11/17/07

PROCESSING SOURCE: CHEVROLET PAGE: 14:41:46

VIN: 1G1ZT548X 5F SELLG SCE: 13 MDL YR: 05 ORD NO: HMCSSG

ODATE: 07/19/04 ORDER FAN: 000820524 OTYPE: 050 DLVY SS/SITE CD: 13 06498

DDATE: 10/05/04 DLVY FAN: 000820524 DTYPE: 020 SRVC TYPE: MILEAGE:

DLVY DOE: 10/05/04 ORDER BY: ALAMO

CANC: CANC DOE:

FORT LAUDERDALE FL 33335

TRADE: DLVY TO: ALAMO RENT A CAR
TRD DOE: PO BOX 22776
SRVC IN: FORT LAUDERDALE
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

 CODE
 PAY
 SS/SITE
 INV/INC NO
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PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: FLT INC MEMO NO: 00027023172 AUTH PUR CD: MISC DATE: MISC: 00200

POLICY PYMT CMNT: ACTV TYPE: 6

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POLICY PYMT CMNT: ACTV TYPE: 6

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DATA SCE: AUC INC MEMO NO: 000029101268 AUTH PUR CD: MISC DATE: MISC: 0365=NBR DAYS IN SERVICE

POLICY PYMT CMNT: ACTV TYPE: 8

PAYEE NAME: ALAMO RENT A CAR INC.

STREET: 8430 W BRYN MAWR AVE, LBX#2439

CITY: CHICAGO ST/PROV: IL ZIP: 60631 RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY

11/17/07 14:41:46 PROCESSING SOURCE: CHEVROLET

PAGE:

VIN: 1G1ZT548X 5F SELLG SCE: 13 MDL YR: 05 ORD NO: HMCSSG

 CODE
 PAY
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PROCESS TYPE: 014 CHECK NO: SSN:

DATA SCE: HOU INC MEMO NO: 1AD50871911 AUTH PUR CD: MISC DATE: MISC: VN9

POLICY PYMT CMNT: ACTV TYPE: 6

# **Balise Chevrolet**



- Bailse Chevrolet
- 440 West Columbus Ave.
- Springfield, Ma 01105
  - Phone: 413-734-6471
     Fax: 413-734-4421

## FAX COVER SHEET

TO: Rachal Ross

FROM: Scott Taylon

#PAGES: Z

CONTACT PHONE 413-734-6498 RETURN FAX 413-734-4421



Balisemotors.com

NM

4522641

365606

#### BALISE CHEVROLET

ACCOUNTING

440 West Columbus Ave. Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

Service (413) 734-6498												
E LONGMEAD	OW,	MA				PAGE 1			Fa	x (413) 73	4-4421	
HOME:			BUS:			21102	'					
CELL:					SER	VICE AD	VISOR:	7023 L	ME	AR POOL	3	
COLOR	YEAR		MAKE/MOD	ĒL		VIN		LICENSE		MILEAGE IN/ OUT		TAG
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64573 ROADTESTED VEHICLE AND CAN HEAR CLUNKING IN STEERING ON TURNS.
CHECKED FOR CONCERN AND FOUND NOISE COMING FROM STEERING GEAR. REPLACED
STEERING GEAR AND SET FRONT TOE ALIGNMENT. ROADTESTED VEHICLE AND CAN
FEEL SOME STEERING SHAFT NOISE AT TIMES. WOLD REC. REPLACING SHAFT FOR
THIS, IT HAS BEEN LUBED A FEW TIMES ALREADY. ALSO NOTE: IF FEEL SOME
CLUNK FEELING IN STEERING WHEN TURNING FROM ONE WAY TO THE OTHER. THIS
IS NORMAL. IT IS THE LOADING AND UNLOADING GEAR VEHICLE HAS ELECTRONIC
POWER STEERING, PARTS WA RRENT RO 355357 9/18/07 62679 MILES
B SHUTTLE SERVICE REQUIRED

RIDE SHUTTLE SERVICE REQUIRED 99 MR SUBLET LIC#: N

CPC 0.00 0.00

O 0.00 0.00
ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI
CE WE PROVIDED? IF NOT, PLEASE CALL US AT 413
-734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV
ROLET. WE AT BALISE APPRECIATE YOU COMPLETING
THE SURVEY AS IT HELPS US TO SERVE YOU BETTER
IN THE FUTURE. WE ARE ALSO EXPANDING OUR PART
S & SERVICE DEPT. TO BETTER SERVE YOU.

· · · · · · · · · · · · · · · · · · ·	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC./ENVIR, CHARGES	
STATEMENT OF DISCLAIMER	TOTAL CHARGES	
The factory wattanty constitutes all of the warranties with respect to the sale of this item(a). The Saller	LESS INS./COUPONS	
hereby expressly disclaims all warranties either express or implied, including any mulicid warranty of	SALES TAX	"-""
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(s).	PLEASE PAY THIS AMOUNT	

365606

#### **BALISE CHEVROLET**

ACCOUNTING

440 West Columbus Ave. Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

E LONGMEADOW, MA HOME:

BUS:

PAGE 2

					ンド	(VICE AD)	/ISOR:	7023 Ба	AMEAR POOLI	ਜ;	
COLOR	YEAR		MAKE/MODEL			VIN			E MILEAGI	MILEAGE IN/ OUT	
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				TRN:A	AXL:RA	X.			<b>—</b>	_	
	EBO8	.1	12FEBO								
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DATE START FINISH DURATION TYPE TECH LINE(S) CHG 02-12-08 13:34 14:52 1.30 W 4060

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
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26/46000	0	0		26/26300	34651	***	
26/22500	Ò	****					

COST, SALE, & COMP TOTALS

19349 34651

0

· · · · · · · · · · · · · · · · · · ·	DESCRIPTION	TOTALS
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	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISCJENVIR, CHARGES	0.00
STATEMENT OF DISCLAIMER	TOTAL CHARGES	0.00
The factory warranty constitutes all of the warranties with respect to the sale of this item(s). The Settler	LESS INS./COUPONS	0.00
hereby expressly disclaims all warranties either express or implied, including any implied warranty of	SALES TAX	0.00
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(s).	PLEASE PAY THIS AMOUNT	0.00

4522641 BALISE CHEVROLET 360922 440 West Columbus Ave. ACCOUNTING Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421 E LONGMEADOW, MA PAGE 1 HOME: BUS: CELL SERVICE ADVISOR: 7023 LAMEAR POOLE COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN/ OUT TAG GOLD 05 CHEVROLET MALIBU 1G1ZT548X5F 59102/59102 T504 **DEL DATE** PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 01JAN05 IS 13:00 03DEC07 CASH 04DEC07 R.O. OPENED READY OPTIONS: STK:C14635L DLR:32027 ENG:3.5 Liter_SFI TRN:A AXL:RAY 03DEC07 04DEC07 LINE OPCODE TECH TYPE A/HRS S/HRS COST SAL A CUST STATES HAS PROBLEM WITH STEERING PLS ADV SALE COMP LIST NET TOTAL CAUSE: LOOSE E9448 LUBRICATE AND REPOSITION I-SHAFT TO CORRECT NOISE. (TSB 06-02-32-007B) 0.80 4060WARC4 1.26 1800 5897 58.97 58.97 FC: 93 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: AE NE0 O TPARTS 1800 5897 TLABOR 59102 ROADTESTED VEHICLE AND VERIFIED WHEN TURNING STEERING WHEEL CAN HEAR CLUNKING NOISE PRETTY LOUD COMING THROUGH STEERING WHEEL. REMOVED STEERING I-SHAFT AND CLEANED. LUBED AND EXCERSISED SHAFT. REINSTALLED TO VEHICLE PER SI PROCEDURES. ROADTESTED VEHICLE AND CLUNK GONE WHEN TURNING STEERING WHEEL. EXTRA LABOR TIME AND GOODWILL AUTHORIZED BY SER VICE MANAGER . ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI CE WE PROVIDED? IF NOT, PLEASE CALL US AT 413 -734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV ROLET. WE AT BALISE APPRECIATE YOU COMPLETING THE SURVEY AS IT HELPS US TO SERVE YOU BETTER IN THE FUTURE. WE ARE ALSO EXPANDING OUR PART S & SERVICE DEPT. TO BETTER SERVE YOU. DATE START FINISH DURATION TYPE TECHLINE(S) CHG 12-03-07 07:55 09:11 1.26 W 4060 Α TRGT/ACCOUNT SALE COST CONTROL TRGT/ACCOUNT SALE COST CONTROL 26/46200 5897 1800 26/26300 5897 COST, SALE, & COMP TOTALS 1800 5897 0

	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC./ENVIR. CHARGES	0.00
STATEMENT OF DISCLAIMER	TOTAL CHARGES	0.00
The factory warranty constitutes all of the warranties with respect to the sale of this item(s). The Saller	LESS INS./COUPONS	0.00
hereby expressly disclaims all warranties either express or implied, including any implied warranty of	SALES TAX	0.00
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(s).	PLEASE PAY THIS AMOUNT	0.00

E LONGMEADOW, MA

4522641

358479

#### BALISE CHEVROLET

*ACCOUNTING*

440 West Columbus Ave. Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

29.00

29.00

PAGE 1

HOME: BUS: CELL SEDVICE ADVISOR: 4074 ANDREA T DITTING

And the latest and the			<b>-</b>		o⊏r	(VICE ADVISOR	: 4976 AN	₹Cĭ1	EA J DUI	JUDE		
COLOR	YEAR		MAKE/MOD	EL		LICENS	LICENSE MIL		ILEAGE IN/ OUT			
GOLD	05		VROLET MA	LIBU	1G1ZT	•	_	56500/56500		TAG T\$5		
DEL DATE	PROD.	DATE	WARR. EXP.	PROMIS	ED	PO NO.	RATE	T	PAYMENT	INV. D	INV. DATE	
01JAN05 IS				WAIT 29				C	ash	290CT07		
R.O. OPENED READY		READY	OPTIONS	OPTIONS: STK:C14635L DLR:32027 ENG:3.5 Liter SFI								
TRN:A AXL:RAY												

290CT07 290CT07

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL A PERFORM STATE SAFETY/EMISSIONS TEST

STICKER PERFORM STATE SAFETY/EMISSIONS TEST 7565 CPC 0.00 0.50 2900 600

56500 STATE INSPECTION SAFETY PASS

EST: 29.00

29OCT07 16:26 \$A: 497

ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI CE WE PROVIDED? IF NOT, PLEASE CALL US AT 413 -734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV ROLET. WE AT BALISE APPRECIATE YOU COMPLETING THE SURVEY AS IT HELPS US TO SERVE YOU BETTER IN THE FUTURE. WE ARE ALSO EXPANDING OUR PART S & SERVICE DEPT. TO BETTER SERVE YOU.

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT SALE COST CONTROL TRGT/ACCOUNT SALE COST CONTROL 26/46000 2900 600 2900 26/22500

COST, SALE, & COMP TOTALS

600

2900

	DESCRIPTION	TOTALS
	LABOR AMOUNT	29.00
	PARTS AMOUNT	0.00
	GAS, OIL, LÜBE	0.00
	SUBLET AMOUNT	0.00
	MISC./ENVIR, CHARGES	0.00
STATEMENT OF DISCLAIMER	TOTAL CHARGES	29.00
The factory warranty constitutes all of the warranties with respect to the sale of this item(s). The Settler	LESS INS./COUPONS	0.00
hereby expressly disclaims all warranties either express or implied, including any implied warranty of	SALES TAX	0.00
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(s).	PLEASE PAY THIS AMOUNT	29.00

356796

#### BALISE CHEVROLET

ACCOUNTING

440 West Columbus Ave. Springfield, MA 01105

E LONGMEAD HOME;	ΟW,		BUS:			PAGE 1		Service (413) 73 Fax (413) 73	734-6498		
CELL:					SEF	RVICE ADVIS	OR: 1371 F	RANCIS CAR	USO		
COLOR	YEAR		MAKE/MOD	EL		VIN	LICENSI		E IN/ OUT	TAG	
GOLD	05		VROLET MA	LIBU	1G1Z1	2548X5F		0,	/54354	T578	
DEL DATE	PROD.	DATE	WARR. EXP.	PROMIS	SED	PO NO.	RATE	PAYMENT	INV. D		
01JAN05 IS				12:00 08				CASH	080CT07		
R.O. OPEN	ED		READY	ÖPTION	s: STK	:C14635L D	)LR:32027 E	NG:3.5 Lit	er SFI		
080C		<u> </u>	08OCT0	7	AXL:RA	ΥY		_	_		
LINE OPCOD A MELINDA	E TE	CH T)	OE A/HRS	S/HRS	COST	SALE CO	MP LÏST	NET	TOTA	Ī	
INFO 54354 ROAD CONCERN. () BRACKET LO B MAY NEED	TIGHT 400 TESTI AREA WER I TO I NOTE 400 NOTI	TEN 1 50167 ED VE OF W BOLT DRIVE TO C	HERE REP NOT TIGH AND MOV USTOMER STK 0.00	TNERS 0.60 D HEARD A AIRS WERE T. TIGHTE E WHEEL S ADDITIONA 0.00	1260 A SLIGH E MADE) ENED BO ELIGHT AL WORK	1800 T DROANING FOUIND RE LT OK LEFT OR SL IS REQUIR	AR TRANSMI IGHT RIGHT ED	SSION 0 00	0.00		
D WORK CELI	SHUT' S L CUS'	CLE S 9 MR CS COMER 9 MR	EQUIRED ERVICE RI E SUBLET I ETK 0.00  CONTACT E SUBLET I TK 0.00	LIC#: N 0.00 PHONE NU LIC#: N	O MBER O	0		0.00	0.00	_	
EST: 0.0	01		0800T0	07 07:34	SA:	137					

ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI CE WE PROVIDED? IF NOT, PLEASE CALL US AT 413 -734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV ROLET. WE AT BALISE APPRECIATE YOU COMPLETING THE SURVEY AS IT HELPS US TO SERVE YOU BETTER IN THE FUTURE. WE ARE ALSO EXPANDING OUR PART S & SERVICE DEPT. TO BETTER SERVE YOU.

DATE START FINISH DURATION TYPE TECH LINE(S) CHG 10-08-07 07:52 08:24 0.53 W 4060 Α

	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC./ENVIR. CHARGES	
STATEMENT OF DISCLAIMER	TOTAL CHARGES	
The factory warranty constitutes all of the warranties with respect to the sale of this item(s). The Seller	LESS INS./COUPONS	
nexcety expressly disclaims all warranties either express or implied, including any implied warranty of	SALES TAX	
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(s).	PLEASE PAY THIS AMOUNT	1111

356796

#### BALISE CHEVROLET

ACCOUNTING

440 West Columbus Ave. Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

E LONGMEADOW, MA O PAGE 2 HOME: BUS:

CELL SERVICE ADVISOR: 1371 FRANCIS CARUSO COLOR YEAR MAKE/MODEL MILEAGE IN/ OUT VIN LICENSE TAG GOLD 05 CHEVROLET MALIBU 1G1ZT548X5F1 0/54354 T578 DEL DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 01JAN05 IS 12:00 080CT07 CASH 080CT07 R.O. OPENED READY STK:C14635L DLR:32027 ENG:3.5 Liter_SF1 OPTIONS: TRN:A AXL:RAY 080CT07 080CT07 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

TRGT/ACCOUNT SALECOST CONTROL TRGT/ACCOUNT SALE COST CONTROL 26/46300 1800 1260 26/46100 Ò 0 26/6704 1800 ***** 26/22500 0

COST, SALE, & COMP TOTALS 1260 1800	0	
· · · · · · · · · · · · · · · · · · ·	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBILET AMOUNT	0.00
	MISC./ENVIR. CHARGES	0.00
STATEMENT OF DISCLAIMER	TOTAL CHARGES	0.00
The factory warranty constitutes all of the warranties with respect to the sale of this item(s). The Sallet	LESS INS./COUPONS	0.00
nereny expressly disclaims all warranties either express or implied, including any implied warranty of	SALES TAX	0.00
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(s).	PLEASE PAY THIS AMOUNT	0.00

4522641 BALISE CHEVROLET 355357 440 West Columbus Ave. ACCOUNTING Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421 E LONGMEADOW, MA PAGE 1 HOME: BUS: CELL: SERVICE ADVISOR: 1371 FRANCIS CARUSO COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG GOLD 05 CHEVROLET MALIBU 1G1ZT548X5F 62678/62679 T676 **DEL DATE** PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 01JAN05 IS 14:00 18SEP07 ADVS 18SEP07 R.O. OPENED READY OPTIONS: STK: C14635L DLR: 32027 ENG: 3.5 Liter SFI TRN:A AXL:RAY 18SEP07 1.8SEP07 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST TOTAL A MELINDA SAYS THAT DIRECTIONAL, DRIVERS FRONT ISNT WORKING, TRIED A NEW BULB ALREADY INFO REPLACE BULB AND ORDER NEW SOCKET 102016704 0.30 0.30 600 900 9.00 9.00 1 13502322 BULB 580 725 Ö 11.59 7.25 7.25 62678 .3 R/R LEFT HEAD LIGHT REPLACE BULB / NOTE NEEDS NEW SOCKET ON BACK ORDER / ORDER SOCKET SAYS THAT WHEN TURN STEERING WHEEL THERES A GRINDING NOISE, HAS HAD GEAR REPLACEC IN NOV AND DEC LAST YEAR CAUSE: LOOSE GEARING 89740 GEAR ASSEMBLY, POWER STEERING - REPLACE 1020WARC4 1.25 0.70 1400 5160 51.60 51.60 1 15858368 GEAR 15524 21734 272.35 217.34 217.34 FC: 2E PART#: 15858368 COUNT: 1 CLAIM TYPE: AUTH CODE: AB NP 15524 21734 TPARTS 1400 5160 TLABOR 62678 STEERING RACK MAKING GRINDING NOISE INSTALL NEW STEERING RACK REPLACED AS GOOD WILL SEE HISTORY RO 335434 DEC 2006 ATTACHED AND RO 331393 DATED NOC 7 2006 C SHUTTLE SERVICE REQUIRED RIDE SHUTTLE SERVICE REQUIRED 99 MR SUBLET LIC#: N CPC 0.00 0.00 0 0.00 0.00 AT PHONE CUSTOMER CONTACT PHONE NUMBER 99 MR SUBLET LIC#: N CPC 0.00 0.00 0.00 0.00 CHANGE OIL & FILTER, TOP OFF FLUIDS, LUBE HINGES MC1 CHANGE OIL & FILTER, TOP OFF FLUIDS, LUBE DESCRIPTION TOTALS LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUSE SUBLET AMOUNT MISC./ENVIR, CHARGES TOTAL CHARGES STATEMENT OF DISCLAIMER LESS INS./COUPONS The factory warranty constitutes all of the warranties with respect to the sale of this item(s). The Seffer hereby expressly disclaims all warranties either express or implied, including any implied warranty of SALES TAX merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person PLEASE PAY THIS AMOUNT to assume for it any liability in connection with the sale of this item(s).

4137367037

355357

#### BALISE CHEVROLET

ACCOUNTING

440 West Columbus Ave. Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

E LONGMEADOW, MA HOME: BUS: OPTT

PAGE 2

CBLL	SERVICE ADVISOR, 13/1 FRANCIS CARUSO										
COLOR	YEAR		MAKEMODEL			VIN		****	MILEAGE IN/ OUT		
GOLD	05	CHE	VROLET MA	LIBU 1G1ZT548X5F				62678	/62679	TAG T676	
DEL DATE	PROD.	DATE	WARR, EXP.	PROMIS	ED	PO NO.	RATE	PAYMENT	INV.		
01JANO5 IS				14:00 18				ADVS	18SEP07	7	
R.O. OPEN	IĘD		READY	OPTIONS	: STK	:Cl4635L DLR	:32027 E	NG:3.5 Li	er SFI		

TRN:A AXL:RAY

18SEP07 18SEP07

LINE OPCOL										
LINE OFCOL		A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL	_
	HINGES									-
	1020 CPC	0.00	0.30	600	1245			12.45	12.45	
	25010792 FI			352	600	O	6.00	6.00	6.00	
	OIL5 4.5 QT			565	845	Ó	8.45	8.45	8.45	
62679 TAR	CITCCECT AT	50 000	MITTEC	T.C. SEA TATELL	7377377	CIT DOM: D				

62678 LOF SUGGEST AT 60,000 MILES AS MAINTENANCE CLEAN R=THROTTLE BODY \$69.95 , SERVICE TRANSMI SSION FLUID \$149.95 AND NOTE TO CUSTOMER NEED

T O REPLACE TIRES THEY ARE AT THE WEAR BARS

EST: 0.01

18SEP07 08:15 **SA:** 137

CUSTOMER PAY SUPP/HAZ WST REM FOR

0 100 1.00 ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI CE WE PROVIDED? IF NOT, PLEASE CALL US AT 413 -734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV ROLET. WE AT BALISE APPRECIATE YOU COMPLETING THE SURVEY AS IT HELPS US TO SERVE YOU BETTER IN THE FUTURE. WE ARE ALSO EXPANDING OUR PART S & SERVICE DEPT. TO BETTER SERVE YOU.

DATE	START	FINISH	DURATION	$\mathtt{TXPE}$	TECH	LINE(S)	CHG
09-18-07	10:49	11:07	0.30	W	1020	A	
	11:07	12:01	0.90	W	1020	Ė	
	13:04	13:25	0.35	W	1020	В	
	13:25	13:25	0.00	W	1020	E	

TRGT/ACCOUNT 26/46300 26/46200 26/46000 26/49100 26/32400 26/26300 26/6506	SALE 900 5160 1245 845 113 26894 1432	COST 600 1400 600 565 0 ******	CONTROL	IRGT/ACCOUNT 26/48100 26/48000 26/46700 26/6104 26/6704 26/6504	SALE 725 21734 600 100 1661 1435	COST 580 15524 352 0 ******	CONTROL
COST,		OMP TOTAL	S 19621	31309	0		

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

DESCRIPTION	TOTALS
LABOR AMOUNT	12.45
PARTS AMOUNT	14.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIR, CHARGES	1.00
TOTAL CHARGES	27.90
LESS INS./COUPONS	28.67
SALES TAX	0.77
PLEASE PAY THIS AMOUNT	0.00

to assume for it any liability in connection with the sale of this item(s).

348179

#### BALISE CHEVROLET

*ACCOUNTING*

440 West Columbus Ave. Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

E LONGMEADOW, MA PAGE 1 HOME: BUS: SERVICE ADVISOR: 7154 L SCOTT TAYLOR COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN/ OUT TAG GOLD 05 CHEVROLET MALIBU 1G1ZT548X5F 45984/45985 T3798 **DEL DATE** PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 01JAN05 IS WAIT 14JUN07 CASH 14JUN07 R.O. OPENED READY OPTIONS: STK:C14635L DLR:32027 ENG:3.5_Liter SFI TRN:A AXL:RAY 14JUN07 14JUN07 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL A CHANGE OIL & FILTER, TOP OFF FLUIDS, LUBE HINGES MC1 CHANGE OIL & FILTER, TOP OFF FLUIDS, LUBE HINGES 7487 CPC 0.41 0.30 690 1245 12.45 12.45 1 25010792 FILTER 340 600 6.00 0 6.00 6.00 1 OIL5 4.5 OTS 565 845 Ō 8.45 8.45 8.45 45900 L.O.F. TOPPED ALL FUIDS LUBED HINGES SET TIRE PRESSURES B CHECK ALL FLUID LEVELS, CHECK BATTERY, INSPECT FOR VISIBLE LEAKS, INSPECT PHYSICAL CONDITION, CHECK WIPERS, MEASURE FRONT AND REAR BRAKE LININGS FOR A COMPLETE TECHNICAL INSPECTION TI CHECK ALL FLUID LEVELS, CHECK BATTERY, INSPECT FOR VISIBLE LEAKS, INSPECT PHYSICAL CONDITION, CHECK WIPERS, MEASURE FRONT AND REAR BRAKE LININGS FOR A COMPLETE TECHNICAL INSPECTION 7487 CPC 0.02 0.00 0.00 0.00 45900 TOPPED ALL FLUIDS FOUND LEFT AXLE SEAL LEAKING C ROTATE TIRES AND INSPECT BRAKES ROTATE ROTATE TIRES AND INSPECT BRAKES 7487 CPC 0.27 0.30 690 0.00 0.00 45900 TIRE ROTATION CHECKED BRAKES ALL OVER 50% LEFT D CUSTOMER STATES THAT THE OIL PLUG NEEDS TO BE CHANGED. PLEASE ADVISE INFO THIS LINE WAS ADDED FOR INFORMATION ONLY 7487 CPC 0.00 0.00 Ω 0.00 0.00 1 11562588 PLUG 273 628 0 6.28 6.28 6.28 45900 REPLACED DRAIN PLUG 15MM HEAD 10X1.50 THREAD E CUSTOMER STATES KNOCKING FROM STEERING WHEN TURNING CAUSE: REPOSTIONSTEERING BOLT E9448 LUBRICATE AND REPOSITION I-SHAFT TO CORRECT NOISE. (TSB 06-02-32-007B) 7487WARC4 0.05 0.30 690 2211 22.11 22.11 FC: 93 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: DESCRIPTION TOTALS LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC,/ENVIR, CHARGES TOTAL CHARGES STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item(s). 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 LESS INS,/COUPONS SALES TAX

PLEASE PAY THIS AMOUNT

348179

#### BALISE CHEVROLET

*ACCOUNTING*

440 West Columbus Ave. Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

E LONGMEADOW, MA BUS!

PAGE 2

SERVICE ADVISOR: 7154 L SCOTT TAYLOR

					OCITATION ADVISOR. 7154 IL SCOLL TAYLOR							
COLOR	YEAR		MAKE/MOD	EL	VIN		LICENSE	MILEAGE	MILEAGE IN/ OUT			
GOLD	05		CHEVROLET MALIBU			1G1ZT548X5F			45984/	45984/45985		
DEL DATE	PROD.	DATE	WARR. EXP.	PROMIS	}ED	PO N	).	RATE	PAYMENT		T3798 DATE	
01JAN05 IS	1			WAIT 14					CASH	14JUN0	7	
R.O. OPEN	ED		READY	OPTION	3: STK	:C14635	L DLR:	32027 E	NG:3.5 Lit	er SFI		
				TRN:A	AXL:RA	.Y			_			
14ວັບ			14JUN0									
LINE OPCOD	E TE	СНТ	YPE A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOT	AT,	
M	H											

0 0 TPARTS 690 2211 TLABOR

45900 CHECKED FOR KNOCKING NOISE FROM STEERING ADJUST ED STEERING PINCH BOLT PER BULLETIN #06-02-32-0 07B

EST: 279.90

14JUN07 17:28 SA: 715

EST: 29.95

14JUN07 17:28 SA: 715

CONTACT: LAJOY

CUSTOMER PAY SUPP/HAZ WST REM FOR

ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI CE WE PROVIDED? IF NOT, PLEASE CALL US AT 413 -734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV ROLET. WE AT BALISE APPRECIATE YOU COMPLETING THE SURVEY AS IT HELPS US TO SERVE YOU BETTER IN THE FUTURE. WE ARE ALSO EXPANDING OUR PART S & SERVICE DEPT. TO BETTER SERVE YOU.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-14-07	17:31	17:56	0.41	W	7487	A	
	17:56	18:12	0.27	W	7487	C	
	18:12	18:13	0.02	W	7487	В	
	18:13	18:16	0.05	W	7487	E	
	18:16	18:16	0.00	W	7487	D	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
26/46000	1245	1380		26/46700	1228		
26/49100	845	565		26/46200	221		
26/6104	1.00	0	SCN	26/32400	109		
26/22500	3527	*****		26/26300	2213	1 ******	
COST,	SALE, & C	OMP TOTAL	S 3248	5629	O		

STATEMENT OF DISCLAIMER

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T DECORIOTION	TOTALO
DESCRIPTION	TOTALS
LABOR AMOUNT	12.45
PARTS AMOUNT	20.73
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIR. CHARGES	1.00
TOTAL CHARGES	34.18
LESS INS./COUPONS	0.00
SALES TAX	1.09
PLEASÉ PAY THIS AMOUNT	35.27

4522641 BALISE CHEVROLET 338298 440 West Columbus Ave. *ACCOUNTING* Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421 E LONGMEADOW, MA PAGE 1 HOME: BUS: SERVICE ADVISOR: 4336 ROBERT KACZMARCZYK COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN/ OUT TAG GOLD CHEVROLET MALIBU 1G1ZT548X5F 35914/35914 T176 DEL DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 01JAN05 IS 12:00 OFFEB07 CASH 06FEB07 R.O. OPENED READY OPTIONS: STK:C14635L DLR:32027 ENG:3.5 Liter SFI TRN:A AXL:RAY 06FEB07 06FEB07 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL A PLEASE CHECK WIPER FLUID NOT SQUIRTING-USING 30 BELOW STUFF / INFO REMOVED WASHER TANK & REMOVED OLD WEAK SOLVENT REFILLED WITH GM OPTICLEAN 3212 I15B 1.05 1.00 1200 6000 60.00 60.00 8 10121502 RETAINER-136 168 ø 0.33 0.21 1.68 2 1051515 OPTIKLEEN 646 808 0 5.67 4.04 8.08 35914 VERIFIED CUSTOMERS CONCERN. FOUND WASHER FLUID WAS FROZEN IN MOTOR AND BOTTOM OF RESERVOIR. REMOVED ALL ICE AND REFILLED WASHER RESERVOIR W B INDIAN ORCHARD RIDE SHUTTLE SERVICE REQUIRED 99 MR SUBLET LIC#: N CSTK 0.00 0.00 0 0 0.00 0.00 C 259 121 PHONE CUSTOMER CONTACT PHONE NUMBER 99 MR SUBLET LIC#: N CSTK 0.00 0.00 Ð 0.00 0.00 ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI CE WE PROVIDED? IF NOT, PLEASE CALL US AT 413 -734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV ROLET. WE AT BALISE APPRECIATE YOU COMPLETING THE SURVEY AS IT HELPS US TO SERVE YOU BETTER IN THE FUTURE. WE ARE ALSO EXPANDING OUR PART \$ & SERVICE DEPT. TO BETTER SERVE YOU. DATE DURATION START FINISH TYPE TECH LINE(S) CHG 02-06-07 07:54 08:57 1.05 W 3212 A TRGT/ACCOUNT SALE COST CONTROL TRGT/ACCOUNT SALE COST CONTROL 26/46300 6000 1200 26/48100 976 782 26/46100 0 n 26/1502 6976 ***** 26/22500 0 COST, SALE, & COMP TOTALS 1982 6976 DESCRIPTION TOTALS LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 0.00 GAS, OIL, LURE SUBLET AMOUNT 0.00 MISC./ENVIR. CHARGES 0.00 TOTAL CHARGES 0.00 STATEMENT OF DISCLAIMER LESS INS./COUPONS 0.00 The factory warranty constitutes all of the warranties with respect to the sale of this item(s). The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of SALES TAX 0.00 merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person PLEASE PAY THIS AMOUNT to assume for it any liability in connection with the sale of this item(s). 0.00

4522641 BALISE CHEVROLET 335434 440 West Columbus Ave. ACCOUNTING Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421 E LONGMEADOW, MA PAGE 1 HOME: BUS: SERVICE ADVISOR: 1371 FRAN CARUSO COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN/ OUT TAG GOLD CHEVROLET MALIBU 1G1ZT548X5F 34638/34640 T46 **DEL DATE** PROD. DATE WARR. EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 01JAN05 IS 15:00 28DEC06 28DEC06 ÇASH R.O. OPENED READY OPTIONS: STK:C14635L DLR:32027 ENG:3.5_Liter_SFI TRN:A AXL:RAY 28DEC06 28DEC06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL A MELINDA HEARS A NOISE IN THE STEERING , WE HAVE REPLACED STEERING GEAR BEFORE AND ORDERED A NEW GEAR (NEW PART NO) TO IMPROVE THIS CAUSE: LOOSENESS IN STEERING E9740 GEAR ASSEMBLY, POWER STEERING - REPLACE 7383WARC4 1.52 1.60 2240 11370 113.70 113.70 1 15858368 GEAR 15524 21734 272.35 217.34 217.34 FC: 2E PART#: 15858368 COUNT: 1 CLAIM TYPE: AUTH CODE: NQ 15524 21734 TPARTS 2240 11370 TLABOR 34638 REPLACED STEERING GEAR, TRANSFERRED TIE ROD ENDS. SET TOE. TEST DROVE. ALL OK AT THIS TIME B PLEASE CORRECT MILEAGE M PLEASE CORRECT MILEAGE 7383 CPC 0.00 0.00 ø 0.00 0.00 34638 C PLEASE PERFORM G.M GOODWRENCH MULTI-POINT INSPECTION AND ATTACH CHECK SHEET MPI PLEASE PERFORM G.M GOODWRENCH MULTI-POINT INSPECTION AND ATTACH CHECK SHEET CPC 0.02 0.00 7383 0.00 0.00 34638 MPI COMPLETED. FOUND ALL FOUR TIRES SET TO 40 PSI. CUSTOMER MAY HAVE SET THE PRESSURE INTENTIONALLY. WILL ADJUST IF NECESSARY. D CALL OR CELL PHONE CUSTOMER CONTACT PHONE NUMBER CPC 7383 0.00 0.00 0 0.00 0.00 34638 E** CUSTOMER REQUESTS EXTRA SET OF KEYS KEY CUSTOMER REQUESTS EXTRA SET OF KEYS DESCRIPTION TOTALS LABOR AMOUNT PARTS AMOUNT GAS, OIL, LURE SUBLET AMOUNT MISC./ENVIR, CHARGES TOTAL CHARGES STATEMENT OF DISCLAIMER LESS INS./COUPONS The factory warranty constitutes all of the warranties with respect to the sale of this item(s). 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 SALES TAX PLEASE PAY
THIS AMOUNT to assume for it any liability in connection with the sale of this item(s).

335434

#### BALISE CHEVROLET

ACCOUNTING

440 West Columbus Ave. Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

E LONGMEADOW, MA 01028

HOME: BUS: PAGE 2

NACE ADMICOD: 1351 BOAR GROVE

					SEF	(VICE ADVISO	<b>)K</b> : 1371 B	'RAN CARUS	0	
COLOR	YEAR		MAKE/MODEL			VIN		LICENSE MILEAG		TAG
GOLD	05		VROLET MA	LIBU	1G1Z1	'548X5F'		3463	34638/34640 T4	
DEL DATE	PROD.	DATE	WARR, EXP.	PROMIS	ED	PO NO.	RATE	PAYMENT	INV. E	ATE
01JAN05 IS				15:00 28				CASH	28DEC06	5
R.O. OPE	IED		READY	OPTIONS	STK	:C14635L D	LR:32027	ENG:3.5 L	iter SFI	
TITION - 7 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T 75 A W.T.										

JTRN:A AXL:RAY

28DEC06 28DEC06

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE ÇÇMP LIST NET TOTAL 7383 I15B 0.00 0.00 Ο 0,00 0.00 1 88957992 KEY 2080 2600 0 36.49 26.00 26.00

34638 HAD NEW KEY MADE. PROGRAMMED KEY ALL OK AT THIS TIME

EST: 0.01

28DEC06 07:35 SA: 137

> ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI CE WE PROVIDED? IF NOT, PLEASE CALL US AT 413 -734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV ROLET. WE AT BALISE APPRECIATE YOU COMPLETING THE SURVEY AS IT HELPS US TO SERVE YOU BETTER IN THE FUTURE. WE ARE ALSO EXPANDING OUR PART S & SERVICE DEPT. TO BETTER SERVE YOU.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-28-06	11:42	11:42	0.00	W	7383	В	
	11:43	11:43	0.00	W	7383	D	
	11:50	13:21	1.52	W	7383	A	
	13:21	13:22	0.02	W	7383	С	
	13:22	13:22	0.00	W	7383	E	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
26/46200	11370	2240		26/48000	21734	15524	
26/46000	0	0		26/46300	0	0	
26/48100	2600	2080		26/26300	33104	*****	
26/22500	0	*****		26/1502	2600	*****	

COST, SALE, & COMP TOTALS 19844 35704 0

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

4522641						331393		BALISE CHEVROLET					
					Ā	ACCOUNTING	₹	٤	440 West Columbus Ave. Springfield, MA 01105 Service (413) 734-6498				
E LONGMEADOW, MA HOME: BUS:					PAGE 1			Fax (413) 73	4-4421				
***OFTE			,50.5 i		SEF	RVICE ADVI	SOR.	9347 00	CH HEFFERI	T 7. N.Y			
COLOR	YEAR		MAKE/MOD	EL.		VIN	<u> </u>	LICENSE		IN/ OUT	ŤĀG		
GOLD	05		VROLET MA			548X5F			30842/		T726		
DEL DATE	PROD	. DATE	WARR. EXP.	PROMIS	SED	PO NO.		RATE	PAYMENT	INV. D	ATE		
01 <b>JA</b> N05 IS	4	,		17:00 07	NOV06				CASH	07NOV06			
R.O. OPEN	IED		READY	OPTIONS	S. STR	:C14635L	DLR:	32027 E	G:3.5 Lit	er SFI			
3100	ግባሪ ፍ	1	07NOV0		AXL:RA	ΥX			_	_			
TIME OFCOL		CH T	YPE A/HRS	S/HRS	COST	SALE C	OMP	LIST	NET	TOTA	T		
A CUSTOMER	STA	TES	THAT WHEN	TURNING/	PARKIN	G LOT MAN	IIVER	उपन्या १	TS A	TOTA	<u></u>		
30842 VERI RACK. B SHUTTLE RIDE	73 FIED SERV SHUT	83 CON ICE TLE . 99 M	CPC 0.32 CERN FOUN REQUIRED SERVICE R R SUBLET CPC 0.00	D RACK CL EQUIRED LIC#: N 0.00	0 UNKING	0	URNI	NG. ORDE	0.00 RED 0.00	0.0			
C** PLEASE CAUSE: NOI			SOP STER	RING GEAR									
E9740 1 F P. C	GEA 64' 1585: C: 2! ART# OUNT LAIM UTH (	R AS: 78WA: 8368 L : 15: : 1 TYP:	RC4 2.25 GEAR 358368 E:			REPLACE 9948 21734	O	272.35	99.48 217.34	99.41 217.34	-		
30842 INST	ÄLLEI	STI	EERING GEZ	AR. SET TO	5524 2520 OE, RE	21734 TP 9948 TL CALIBRATE	ABOR	EERING W	HEEL POS				

EST: 0.00 310CT06 08:01 SA: 179

LEVEL

DESCRIPTION TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC/ENVIR, CHARGES

TOTAL CHARGES

TOTAL CHARGES

TOTAL CHARGES

TOTAL CHARGES

LESS INS/COUPONS

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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 suthorizes any other person
to sasume for it any liability in connection with the sale of this item(s).

TRGT/ACCOUNT

26/46000

26/48000

26/26300

SALE

21734

31682

0

COST

15524

Ō

CONTROL

BALISE CHEVROLET 4522641 331393 440 West Columbus Ave. ACCOUNTING Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421 E LONGMEADOW, MA PAGE 2 HOME: BUS: SERVICE ADVISOR: 8347 BETH HEFFERNAN COLOR YEAR MAKE/MODEL  $\overline{\text{VIN}}$ LICENSE MILEAGE IN/ OUT TAG GOLD 05 CHEVROLET MALIBU 1G1ZT548X5F 30842/30842 T726 **DEL DATE** PROD. DATE WARR, EXP. PROMISED PO NO, RATE PAYMENT INV. DATE **01JAN05 IS** 17:00 07NOV06 CASH 07NOV06 R.O. OPENED READY OPTIONS: STK:C14635L DLR:32027 ENG:3.5_Liter SFI TRN:A AXL:RAY 310CT06 07NOV06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI CE WE PROVIDED? IF NOT, PLEASE CALL US AT 413 -734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV ROLET. WE AT BALISE APPRECIATE YOU COMPLETING THE SURVEY AS IT HELPS US TO SERVE YOU BETTER IN THE FUTURE. WE ARE ALSO EXPANDING OUR PART S & SERVICE DEPT, TO BETTER SERVE YOU. DATE START FINISH DURATION TYPE TEÇH LINE(S) CHG 10-31-06 13:06 13:25 0.32 W 7383 А 11-07-06 09:17 11:32 2.25 6478 W ¢

TRGT/ACCOUNT

26/46200

26/22500

SALE

9948

0

COST

****

2520

CONTROL

0.00

COST, SALE, & COMP TOTALS 18044 31682 0		
	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC./ENVIR. CHARGES	0.00
STATEMENT OF DISCLAIMER	TOTAL CHARGES	0.00
The factory warranty constitutes all of the warranties with respect to the sale of this standay. The College	LESS INS./COUPONS	0.00
nercoy expressly disclaims all warranties either express or implied, including any implied warrants of	SALES TAX	0.00
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(s).	PLEASE PAY THIS AMOUNT	0.00

330578

BALISE



INTERNAL

BALISE CHEVROLET

440 West Columbus Ave., Springfield, MA 01105 Service (413) 734-6498

29.00

29.00

Fax (413) 734-4421

E LONGMEADOW, MA

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 8347 BETH HEFFERNAN

	11-11					VAICE VIDA	SUK.	034 \ PE	TH HEFFER	N,A,N	
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAG	MILEAGE IN/ OUT			
GOLD	05				1G1ZT548X5F			29611/		/29611	TAG T123
DEL DATE	PROD.	DATE	WARR, EXP.	PROMIS	ED	PO NO.		RATE	PAYMENT	INV. D	
01JAN05 IS				WAIT 19	OCT06				CASH	04APR0	7
R.O. OPEN	ΙΈD		READY	OPTIONS	STR	:C14635L	DLR:	32027 F		ter SET	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A CUSTOMER REQUESTS EXTRA SET OF KEYS KEY CUSTOMER REQUESTS EXTRA SET OF KEYS 6520 I15B 0.00 0.00 0.00 1 88957992 KEY 36.49 26,00 26.00 29611 PROGRAMMED NEW KEY AND KEY FOB B PERFORM STATE SAFETY/EMISSIONS TEST STICKER PERFORM STATE SAFETY/EMISSIONS TEST

6520 ISTK 0.50 29611 PERFORMED STATE INSPECTION .5

EST: 0.00

190CT06 17:25 SA: 834

ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI CE WE PROVIDED? IF NOT, PLEASE CALL US AT 413 -734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV ROLET. WE AT BALISE APPRECIATE YOU COMPLETING THE SURVEY AS IT HELPS US TO SERVE YOU BETTER IN THE FUTURE. WE ARE ALSO EXPANDING OUR PART S & SERVICE DEPT. TO BETTER SERVE YOU.

COST, SALE, & COMP TOTALS

2780

5500

0



CHEVROLET

# BALISE CHEVROLET

440 West Columbus Ave., Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

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DESCRIPTION	TOTALS
LABOR AMOUNT	29.00
PARTS AMOUNT	26.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIR. CHARGES	0.00
TOTAL CHARGES	55.00
LESS INS./COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	55.00

MAKE/MODEL

CHEVROLET MALIBU

WARR. EXP.

4522641

330128

BALISE

CHANGLET

INTERNAL

BALISE CHEVROLET

440 West Columbus Ave., Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

E LONGMEADOW, MA 01028 HOME: BUS:

YEAR

05

PROD. DATE

COLOR

DEL DATE

01JAN05 IS

GOLD

PAGE 1

SERVICE ADVISOR: 2522 MARK WALKER VIN LICENSE MILEAGE IN/ OUT TAG " 1G1ZT548X5F 29582/29582 4635L PROMISED PO NO. RATE PAYMENT INV. DATE 17:00 130CT06 CASH 04APR07

R.O. OPENED READY OPTIONS: STK:C14635L DLR:32027 ENG:3.5 Liter SFI
TRN:A AXL:RAY

13OCT06 13OCT06 LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CLEAN FOR DELIVERY USED VEHICLE-WASH, VACUMNAND TIRES
PLANB CLEAN FOR DELIVERY USED

VEHICLE-WASH, VACUMNAND TIRES

7010 IPCU 0.30

O.00 0.00
ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI
CE WE PROVIDED? IF NOT, PLEASE CALL US AT 413
-734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV
ROLET. WE AT BALISE APPRECIATE YOU COMPLETING
THE SURVEY AS IT HELPS US TO SERVE YOU BETTER
IN THE FUTURE. WE ARE ALSO EXPANDING OUR PART
S & SERVICE DEPT. TO BETTER SERVE YOU.

COST, SALE, & COMP TOTALS

435

¢.

0

BALTSE

CHEVROLET

#### BALISE CHEVROLET

440 West Columbus Ave., Springfield. MA 01105 Service (413) 734-6498 Fax (413) 734-4421

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



INTERNAL

#### BALISE CHEVROLET

440 West Columbus Avc., Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 1030 GEORGE HAPCOOK

COLOR	YEAR		*****	_:			<u> </u>		CKGE HAPCO	JUK	
COLOR	TEAR		MAKEMIQU	MAKE/MODEL VIN				LICENSE	MILEAGE	IN/OUT	TAG
GOLD	05		VROLET MA	Libu	1G1Z7	7548X5F			29581,	/29581	
DEL DATE	PROD	DATE	WARR, EXP.	PROMIS	ED	PO NO.		RATE	PAYMENT	INV. D.	ATE
01JAN05 IS				17:00 30	SEP06				CASH	04APR07	
R.O, OPEN	IED		READY	OPTIONS	S: STE	C:C14635L	DLR:3	2027 E	NG:3.5 Lit		
30\$E	P06		30SEP0	TRN:A	AXL:RA	ΔY			_	_	
LINE OPCOD	E TE	СН Т	YPE HOURS					LIST	NET	TOTA	L
A FULL REC	ONDI	TION	ING USED	VECICLE-W	ASH, VA	CUMN, SHAM	IPO CA	RPET, W	Ax, DRESS		
			CLEAN ENG								
			CONDITION								
	ARCI	C.L.B	WASH, VACU	MN, SHAMPO	CARPE	T, WAX, DRE	ss				
			D CLEAN E		'						
D DEDATE #	70.		IUC_3.00						125.00	125.0	0
B REPAIR F											
KFT K			AT WITH P								
20E01 DEDA	68:		IUC 0.20						15.60	15.6	Ф.
29581 REPA	IK F.	LAT.	MARTOG KE	PAIRED FL	VA. MIT.	H PLUG FO	N CINU	AIL IN	LEFT FT		
C REPAIR R	IGHT	FROI	NT REAR O	F SEAT BA	CK FAI.	TING OFF					
INFO	THIS	LIN	E WAS ADD	ED FOR IN	FORMAT	TON ONLY					
	683		TUC 0.30		LORIMAL	TOTA OXAMI			18.00	18.0	'n
2			RETAINER					3.58		5.10	
			RETAINER			•		3.58	2.55	2.5	
29581 RIGH				LLING OFF	REPAI	RED SEAT	BACKT	NG BY	RPI. 3	A. 5	9

ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI CE WE PROVIDED? IF NOT, PLEASE CALL US AT 413 -734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV ROLET. WE AT BALISE APPRECIATE YOU COMPLETING THE SURVEY AS IT HELPS US TO SERVE YOU BETTER IN THE FUTURE. WE ARE ALSO EXPANDING OUR PART S & SERVICE DEPT. TO BETTER SERVE YOU.

COST, SALE, & COMP TOTALS

5662

16625

0



OF 4 REATINING CLIPS

#### BALISE CHEVROLET

440 West Columbus Ave., Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTALS
LABOR AMOUNT	158.60
PARTS AMOUNT	7.65
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIR, CHARGES	0.00
TOTAL CHARGES	1.66.25
LESS INS./COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	166.25

BALISE



INTERNAL

#### BALISE CHEVROLET 440 West, Columbus Ave., Springfield, MA 01105

DUPLICATE 1 PAGE 1 Service (413) 734-6498 Fax (413) 734-4421

HOME:

BUS:

SERVICE ADVISOR: 6456 JAMES ORMAN COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN/ OUT TAG GOLD 05 CHEVROLET MALIBU 1G1ZT548X5F 29581/29581 DEL DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 01JANO5 IS 17:00 04APR06 CASH 02APR07 R.O. OPENED READY OPTIONS: STK:C14635L DLR:32027 ENG:3.5 Liter SFI TRN:A AXL:RAY 04APR06 04APR06 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A USED CAR SAFETY CHECK UCS USED CAR SAFETY CHECK 4060 IBAL 1.00 60.00 60.00 29581 COMPLETED UCD SAFETY CHECK. NEEDS FRONT AND REAR BRAKES, RF MIRROR ASSEMBLY, LOF, AIR FILTER, WIPER BLADES, C-STATE, CLEAN SEAPAGE ROTATE AND BALANCE TIRES. MINOR SCRATCHES THROUGHOUT VEHICLE. 1 SMALL CRACK AT LF LOWER FACIA. Y B** REPLACE FRONT BRAKES, TURN FRONT BRAKE ROTORS BRKF REPLACE FRONT BRAKES, TURN FRONT BRAKE ROTORS 4060 IBAL 2.00 109.95 109.95 1 15243254 PAD KIT 95.00 57.00 57.00 29581 REPL. FRONT PADS AND MACHINED ROTORS C** REPLACE REAR BRAKE PADS/SHOES AND REFACE REAR DRUMS/ROTORS BRKR REPLACE REAR BRAKE PADS/SHOES AND REFACE REAR DRUMS/ROTORS 4060 IBAL 2.00 109.95 109.95 1 19137357 PAD KIT 69.00 43.13 43.13 29581 REPL. REAR PADS AND MACHINED ROTORS D** REPLACE RIGHT OUTSIDE MIRROR INFO THIS LINE WAS ADDED FOR INFORMATION ONLY 4060 IBAL 1.00 60.00 60.00 1 22730254 MIRROR 111,26 90.28 90.28 29581 REPL. RF OUTSIDE MIRROR E** REPLACE AIR CLEANER (EXCEPT G-VANS, QUAD 4'S, CORVETTES ^GEO'S) M4 REPLACE AIR CLEANER (EXCEPT G-VANS, QUAD 4'S, CORVETTES ^GEO'S) 4060 IBAL 0.10 3.00 3.00 1 25099149 FILTER AS 14.95 7.19 7.19 29581 REPL. AIR FILTER F** INSTALL WIPER BLADES/INSERTS WIPER INSTALL WIPER BLADES/INSERTS 4060 IBAL 0.10 3.00 3.00 31-20 BLADES 13.15 7.69 7.69

# BALISE



#### BALISE CHEVROLET

440 West Columbus Ave., Springfield, MA 01105 Service (413) 734-6498 Far (413) 734-4421

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item(s). The Seiler 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(s).

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





INTERNAL

#### BALISE CHEVROLET 440 West Columbus Ave., Springfield, MA 01105

DUPLICATE 1 PAGE 2

Service (413) 734-6498 Fax (413) 734-4421

HOME:

BUS:

SERVICE ADVISOR: 6456 JAMES ORMAN

COLOR							. OG OC OM				
	1		MAKEMOD	EL		VIN	LICENSE	MILEAG	E IN/ OUT	TAG	
GOLD	05		VROLET MA			7548X5F		29581/29581			
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# BALISE



# **BALISE CHEVROLET**

440 West Columbus Ave., Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

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

INTERNAL

#### BALISE CHEVROLET

DUPLICATE 1 PAGE 3

440 West Columbus Ave., Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

HOME:

BUS:

SERVICE ADVISOR: 6456 TAMES ORMAN

COLOR	1 Ter 4 # 1	-			<u> </u>	CVICE ADVISOR:	6456 JZ	MES ORMAN	
COLOR	YEAR		MAKE/MOD	EL	L	VIN	LICENS	MILEAG	EIN/OUT TAG
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GOLD	0.5	CHE	VROLET MA	TIBU	1G1ZT	548X5F		29597	/29581
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LIST NET TOTAL ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI CE WE PROVIDED? IF NOT, PLEASE CALL US AT 413 -734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV ROLET. WE AT BALISE APPRECIATE YOU COMPLETING THE SURVEY AS IT HELPS US TO SERVE YOU BETTER IN THE FUTURE. WE ARE ALSO EXPANDING OUR PART S & SERVICE DEPT. TO BETTER SERVE YOU.

COST, SALE, & COMP TOTALS

35027

69049

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### BALISE CHEVROLET

440 West Columbus Avc., Springfield, MA 01105 Service (413) 734-6498 Fex (413) 734-4421

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	DESCRIPTION	TOTALS
	LABOR AMOUNT	454.35
	PARTS AMOUNT	236.14
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC./ENVIR. CHARGES	0.00
	TOTAL CHARGES	690.49
Į	LESS INS./COUPONS	0.00
- [	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	690.49



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

#### VIA FAX ONLY

April 15, 2008

Scott Taylor Service Manager Balise Chevrolet PO BOX 2320 Springfield, MA 01101-2320

RE:

Service Request: 71-619340338

2005 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT548X5F

Legal Research Specialist: Rachal Ross

Dear Mr. Taylor:

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 (buyer's order) and finance agreements with lien holder, the incentives acknowledgement form, the Actual Cash Value statement of any trade, and the application for title or MV-1.
- Service and body shop repair orders (accounting copies) of all internal, customer pay, and warranty repair orders, as well as technician notes. Also, include any receipts for aftermarket or dealer add-ons.

This is a time sensitive legal matter. Please fax these documents as soon as possible to my personal fax number: 866-255-3679. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more groups 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 directly at 866-790-5600 extension 11141, Monday through Friday between 9:00 a.m. and 4:45 p.m., Eastern Time. Email address: rachal_ross@gmexpert.com

Sincerely, Rachal Ross **General Motors** 

































2005 MALIBU LS SEDAN

33U LIGHT DRIFTWOOD METALLIC /V6G GENERAL MOTORS CORPORATION
52E NEUTRAL CUSTOM CLOTH 100 RENAISSANCE CENTER
ORDER NO. HMCSSG/FDR STOCK NO. DETROIT MI 48243-1114
VEHICLE INVOICE 1AD50871913 DETROIT MI 48243-1114 VIN 1G1 ZT54 8X 5F VEHICLE INVOICE 1AD50871911 MODEL & FACTORY OPTIONS

1ZT69 MALIBU LS SEDAN

FE9 50-STATE EMISSIONS

KCV ALAMO RENT A CAR

LX9 3.5L V6 ENGINE

MSRP

INV AMT FLEET

21060.00

18638.10

INVOICE 10/01/04

N/C

N/C

SHIPPED 10/01/04

0.00

0.00

INT COM 10/15/04 FE9 50-STATE EMISSIONS

N/C

KCV ALAMO RENT A CAR

LX9 3.5L V6 ENGINE

MX0 4-SPEED AUTO TRANSMISSION

T43 REAR SPOILER

VN9 DAILY RENTAL REPURCHASE PROGRAM

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VN * FRONT SIDE IMPACT AIR BAGS & CHG-TO 06-498 HEAD-CURTAIN SIDE AIR BAGS

* DRIVER SEAT 6-WAY POWER

* FLOOR MATS

* REMOTE VEHICLE STARTER SYSTEM SHIP-TO 45-684 ALAMO RENT A CAR NASHVILLE TN SHIP WT: 3180 HP: 32.9 MRM: 22955.00 CUST PO NUMBER: 426061 DAN: CA873 MEMO 1116.50

TOTAL MODEL & OPTIONS 22330.00 19721.71 ACT 231 20346.71 DESTINATION CHARGE 625.00 625.00

TOTAL 22955.00 20346.71 PAY 310 20346.71

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. 085 VIN 1G1ZT548X5F \$\frac{1}{2}\$\$\\$ 20346.71 INV 1AD50871911 DUE 10/15/04 DEALER 06-498

Request for Taxpayer    Rev. October 2007)   Department of the Treasury Internal Revenue Service   Identification Number and Certification	Give form to the requester. Do not send to the IRS.
Name (as shown on yoursincome tax return)  Business name, if different from above  Check appropriate house.	
Check appropriate box:st. (ndividual/Sole propriator Corporation Partnership  Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership)  Address (number street and number street	Exempt payee
Check appropriate box:ric Individual/Sole propriator Corporation Partnership  Limited liability company. Enter the tax classification (Dedisregarded entity, Cecorporation, Pepartnership)  Address (number, street, and apt. or suite no.)  Requester's name and address, state, and apt. or suite no.)  City, state, and ZIP code  AMBLER, PA  List account number(s) bare (optional)	esa (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 antities, 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.  Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose mumber to enter.  Part II Certification:	or
Under penalties of particular Columnia	E01 IUE/

ier 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).

X-1-

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 >	<u>40.</u> 2(4)			1_		
Cana	! !			Date 🗠	10	190) ·	

#### 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 mustifuse the requester's form if it is substantially similar to this Form W-9.

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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 allen.
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United
- 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

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,

RCMPR028 VEHICLE EVENT SELECTION

11/17/07 PROCESSING SOURCE: CHEVROLET 14:51:36

PAGE: 1

VIN: 1G1ZT548X 5F SELLG SCE: 13 MDL YR: 05 ORD NO: HMCSSG

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VIN IIPE. N								
	SS	/	DOCUMENT	I		INC		
EVENT DESC	SI	re cd	NUMBER	S	EVENT DT	CD	AMOUNT	
INCTV AUC SOLD					11/18/05		6,431.24	
INCTV CHK REQST	13	49998	000029101268		10/29/05		16,045.82	
INCENTIVE MEMO		49998	000029101268		10/29/05		16,045.82	
INCTV PAYMENT	13	49998	000029101268		10/29/05		16,045.82	
INCTV APPLICATN	13	49998	000029101268		10/26/05		16,045.82	
INCENTIVE MEMO		49998	00027023172		11/06/04		0.00	
INCTV PAYMENT	13	49998	00027023172		11/06/04		0.00	
INCTV APPLICATN	13	49998	00027023172		11/06/04	MXA	0.00	
SETTLEMENT DATE	13	06498	1AD50871911		10/16/04		20,346.71	CR
EXPIRATION TRAN	13	06498	1AD50871911		10/15/04		0.00	
INCENTIVE MEMO	13		1AD50871911		10/05/04		0.00	
INCTV PAYMENT		06498	1AD50871911		10/05/04		0.00	
INCTV APPLICATN	13	06498	1AD50871911		10/05/04		0.00	
INCENTIVE MEMO	13		1AD50871911		10/05/04		0.00	
INCTV PAYMENT		06498	1AD50871911		10/05/04		0.00	
INCTV APPLICATN	13	06498	1AD50871911		10/05/04	PRP	0.00	
DELIVERY D.O.E.	13	06498			10/05/04		0.00	
	13	06498			10/05/04		0.00	
	13	06498	1AD50871911		10/01/04		20,346.71	
COV/NVIS DATE	13	06498	1AD50871911		10/01/04		0.00	
SHIPMENT DATE		45684			10/01/04		0.00	
PRODUCTION (BUI	13	06498			10/01/04		0.00	
PREFERENCE TO P	13	06498			07/22/04		0.00	
011 0112 211 110 021 1	13	06498			07/19/04		0.00	
GM ORDER ACCEPT					07/19/04		0.00	

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

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

By: Rachal Ross State: MA

Customer Name: Service Request: 71-619340338 GM Legal File No.: NA

Vehicle ID No.: 1G1ZT548X5F In Service Date: 10/5/2004 Vehicle is: USED BAC Code: 114920

Year, Make & Model: 2005 Chevrolet Malibu Vehicle Purchased Used on: 10/13/06

at odometer 29,610 miles

Lien holder: GMAC Other : No Lien DVM requests Purchase Price of involvement?: No Vehicle: \$ 12415.00

response

#### **VEHICLE REPAIR HISTORY**

☐ Body/Trim

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/06/07	338298	1	35,914	Please check wiper fluid not squirting; using 30 below stuff / Removed washer tank & removed old weak solvent Refilled with GM opti-clean Verified customer's concern Found washer fluid was frozen in motor and bottom of reservoir Removed all ice and refilled washer reservoir
				- shuttle service required

#### ☐ <u>Transmission</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/08/07	356796	1	54,354	C/S that since we replaced steering gear, there's a constant hum or buzz from steering; please advise / Tighten loose fasteners Road tested vehicle and heard a slight groaning noise Checked for concern (area of where repairs were made) Found rear transmission bracket lower bolt not tight – tightened bolt – ok Note: may need to drive and move wheel slight left or slight right Note to customer: additional work is required
				- shuttle service required

#### 

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
10/31/06	331393	2	30,842	C/S that when turning/parking lot maneuvers there is a clunk in steering / Order new rack and pinion assembly Verified concern – found rack clunking during turning

#### shuttle service required

Note: Per Svc Mgr, Scott Taylor, dealer kept the repair order opened; and the customer came back a 2nd time for dealer to install the steering gear Installed steering gear, set toe, recalibrated steering wheel positioned sensor, road tested for straight line driving and steering wheel level 12/28/06 335434 1 34,638 Melinda hears a noise in the steering, we have replaced steering gear before and ordered a new gear (new part no.) to improve this / Looseness in steering – gear assembly, power steering – replace Replaced steering gear - transferred tie rod ends - set toe Test drove - all ok at this time 6/14/07 348179 1 45.984 C/S knocking from steering when turning / Reposition steering bolt Lubricate and reposition I-shaft to correct noise Checked for knocking noise from steering Adjusted steering pinch bolt per Bulletin # 06-02-32-007B 12/03/07 360922 1 59,102 C/S has problem with steering; please advise / Loose – lubricate and reposition I-shaft to correct noise Road tested vehicle and verified when turning steering wheel can hear clunking noise - pretty loud coming through steering wheel Removed steering I-shaft and cleaned – lubed and exercised shaft Reinstalled to vehicle per SI procedures – road tested vehicle and clunk gone when turning steering wheel Extra labor time and goodwill authorized by Service Manager C/S that when turn steering wheel, there's a grinding noise; has had gear 9/18/07 355357 * 62,678 replaced in Nov and Dec last year / Loose gearing Gear assembly, power steering – replace Steering rack making grinding noise – install new steering rack Replaced as Goodwill - see history RO 335434 Dec 2006 attached - and RO 331393 dated Nov 7, 2006 2/12/08 365606 64,571 C/S when turning steering wheel can hear clunking noise; pretty loud coming through steering wheel again; please advise / Bad steering rack – gear assembly, power steering – replace Road tested vehicle and can hear clunking in steering on turns Checked for concern and found noise coming from steering gear Replaced steering gear and set front toe alignment Road tested vehicle and can feel some steering shaft noise at times

- shuttle service required

Vehicle has electronic power steering

Replacing shaft for this – it has been lubed a few times already

Also note: if feel some clunk feeling in steering when turning from on e way to the other, this is normal – it is the loading and unloading gear

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Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/18/07	355357	1	62,678	C/S that directional, driver's front isn't working; tried a new bulb already / Replace bulb and order new socket R/R left head light – replace bulb Note: needs new socket on back order – order socket
				- shuttle service required

#### THE STATE LEMON LAW READS:

Days out of service: 15 business days

Repairs: 3 or more

Time period: 12 months / 15,000 miles

Does Lemon Law state nonconformity must continue to exist? Yes

Allowance: Refund only: miles before vehicle return to GM divided by 100,000 and Multiplied by the vehicle contract price, or for leases, the sum of lease payments.

If applicable, safety-related repairs:

Safety-related time period:

Number of repair attempts in the presumption period:

Total days out of service during the presumption period:

Total days out of service during customer's ownership:

9

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

Svc Mgr, Scott Taylor (Balise Chevrolet) states that the clunking noise from the steering is a known problem; states that the customer has never paid for any repairs performed at the dealership.

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

Concern: Steering

Date & Offer/Result: 11/17/07 – dealer didn't feel it was a safety issue. Did verify repairs to steering and admitted one occasion because a bolt wasn't tight enough. He said there will always be some noise with steering.

#### RECOMMENDATION

Offer 12/12 GMPP Value Guard with \$50 deductible (\$1140 value) plus fees. Customer has over 64,000 miles. The vehicle is used and repairs are out of presumption but the repairs started within warranty. There have been six steering repairs. Settled \$1200 plus fees

#### **RATIONALE**

#### REASON FOR REMOVAL

CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$	
		ATTORNEY FEES: \$	
		OR INCLUSIVE OFFER: \$	
PLAINTIFF'S FINAL	DATE:	AMOUNT TO CUST: \$	
DEMAND:			
		ATTORNEY FEES: \$	
		OR INCLUSIVE OFFER: \$	
TEAM MANAGER APPROVING:		Date:	
ILAW WANAGEN AFROVING.		Date.	

4135928832

SALES CHAIN

PAGE 01/03

#### RELEASE OF CLAIM

(hereinafter referred to as "Releasor"), on behalf of myself and my assigns, heirs and executors, in consideration of: \$2,950.00 paid by General Motors Corporation, hereby releases and discharges 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 2005 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZT548X5F ("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 entitles 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 has initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor 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 \$1,200.00, made payable to Melinda S. Lajoie; the second in the amount of \$1,750.00, made payable to

The subject vehicle's mileage is _______on the date of the signing of this release.

Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and General Motors Corporation, and Releasor is 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 agree to the terms of this Release of All Claims

DATE SIGNED: 5/15/08	
Claimant's Signaturo	Claimant's Signature
Address	Address
E. LONGMEADOW, MA	
City, State, Zip Code	City, State, Zip Coo

H

05/16/2006 07:17 4135928832

LG0029 V6302006

SALES CHAIN

PAGE 02/03

STATE OF MASSACHO COUNTY OF HAMPDEN	<u> </u>
Sworn to (or affirmed) 20_0 f, by	and subscribed before me this _15 day of _May,
	Dana M M Caum
	Signature of Notary Public  DONNA M MC CAPRO
	Print, type or stamp Commissioned Name of Notary Public
	Personally Known OR Produced identification MPL
	Type of identification MOL Reg.
	My commission expires: 2/37//5
CC: File	

05/16/2000 07:17

4135928832

SALES CHAIN

PAGE 03/03

Form Request for Taxpaver Give form to the (Rev. October 2007) Identification Number and Certification requester. Do not nt of the Transpury send to the IRS. αí 808 Business name, if different from above 5 Print or type Check appropriete box at Individual/Sole proprietor ☐ Corporation Partnership Limited flability company. Enter the tax classification (b-disregarded entity, G-corporation, P-partnership) ..... Exampt m Other (see instructions) Requester's name and address (ostions) Spacific City, state, and ZIP code ONGMEADOW List account number(s) here (optional) Part ( Taxpayer Identification Number (TIN) Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to evoid 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 (EIM). If you do not have a number, see *How to get a TIN* on page 3. or Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose Employer identification number number to enter

Part II Certification

Under panalties 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
- 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
  flevenue Service (IRS) that I am subject to backup withholding so a nearly of a failure to report all interest or dividends, or (c) the IRS has
  notified me that I am no longer subject to bookup withholding, and
- I em a U.S. citizen or other U.S. person (defined below).

Cartification instructions. You must cross out item 2 above if you have been notified by the IRS that you are oursetly subject to backup withholding because you have falled 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 >

#### General Instructions

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

#### Purpose of Form

A berson who is required to file an information return with the IRS must obtain your correct texpayer 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 leaved).
  - 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 ellocable 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 tex purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. repident aften,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section) 301.7701-71.

Special rules for partnerships, Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tex on any foreign pertners' 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 tex. a parmer is a toreign person, and pay the whiteleasing text.
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 exhabiteh your U.S. status and avoid withholding on your share of partnership

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

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

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

Issued by: Chevrolet

Certificate No. 1G1ZT54845F

Issue Date: March 18, 2011

**Issued exclusively for:** 

Lyndhurst, NJ

Valid through: April 16, 2009

Amount: Two Thousand Dollars and Zero Cents

****\$2,000.00****

Lyndhurst, NJ

Service Request: 71-620448106

Customer Relationship Specialist: Bradley Primeau

Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2005 Chevrolet Malibu. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1ZT54845F enclosed is the Owner Loyalty Certificate for the amount of \$2,000.00. This certificate is valid through April 16, 2009, towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 2005 Chevrolet Malibu and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call Chevrolet Marketing Support at 1-800-950-2438. You may also begin your shopping by logging on to the GM Vehicle Showroom at <a href="https://www.gm.com">www.gm.com</a> to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Chevrolet Customer Assistance Center

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) CHICAGO IL 606. DZ APR ZOUZ PM ET APR 16 2000 Chicago III Reimbursement Department P.O. Boy 33170 DE+101+, MI .48232-5170

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

This section to be completed by Claimant
Date Claim Submitted: December 13, 2007
17-Digit Vehicle Identification Number (VIN): 16125524 454
Mileage at Time of Repair: Date of Repair: 10 0 0
Claimant Name (please print):
Street Address or PO Box Number:
City: Elminord DIL State: I ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

#### **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).



**INVOICE #** 

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## CARMAX

101 NORTH WOLF RD, SUITE 8 HILLSIDE, IL 60162 Phone: (708)449-5200 Fax: (708)236-4736

Location: 7146

Repair Order Open Date: 8:10 am 10/01/07

Repair Order Invoice Date: 4:31 pm 10/01/07

Service Employee: EDWIN SANCHEZ

Page 1 of 2

Name: Address

<u>Technician</u>

ELMWOOD PARK, IL

Phone: (contact) Year: 2005

Make: CHEVROLET

VIN No: 1G1ZS52FX5F

License Plate: Mileage in: 36557 Model: MALIBU Color: SILVER

ESP Number: M7290000430110

Sale Date: 12/06/05

Out: 36562

LABOR

Labor Description

Time Cost

Quantity

PARTS* Part No. Description

Condition

Charge

CONCERN: CUSTOMER STATES POWER STEERING IS HARD TO TURN(STEERING LIGHT COMES ON )///120605//MAXCARE

CAUSE: NOISE WITH CHASSIS EARS WHILE DRIVING AND FOUND NOISE IS COMING FROM ELECTRONIC STEERING RACK PINION AREA. CHECKED FOR PROPER GROUND AND POWER TO RACK ASSEMBLY AND FOUND OK. FOUND INTERNAL

**ELECTRONIC AND MECHANICAL FAULT IN RACK** 

Brewer, D E DIAGNOSE - RIDE / HANDLING - OPERATION

\$22.80 0.3

Brewer, D E R&R - STEERING GEAR (SHORT RACK) - OPERATION - I

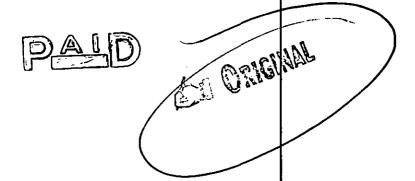
\$129.20

E 15858368 ELECTRONIC RACK AND PINION

\$271.35

ASSEMBLY

CORRECTION: FOUND TSB #06-02-32-002B PERTAINING TO ELECTRONIC RACK MOTOR FAILURE AND TSB# 06-02-32-007B PERTAINING CLUNKING NOISE FROM RACK AND PINION. REPLACE STEERING RACK ASSEMBLY AND REALIGN VEHICLE



NVOICE #.

## **CARMAX**

101 NORTH WOLF RD, SUITE 8 HILLSIDE, IL 60162 Phone: (708)449-5200 Fax: (708)236-4736

Location: 7146

Repair Order Open Date: 8:10 am 10/01/07

Repair Order Invoice Date: 4:31 pm 10/01/07

Service Employee: EDWIN SANCHEZ

Page 2 of 2

Name: Address: ELMWOOD PARK, IL Phone: contact)

Make: CHEVROLET Year: 2005 VIN No: 1G1ZS52FX5F

License Plate:

Mileage in: 36557

Out: 36562

Model: MALIBU Color: SILVER

ESP Number: M7290000430110

Sale Date: 12/06/05

	LABOR		·	PARTS*		
Technician	Labor Description	Time Cost	Quantity	Part No. Description	Condition	Charge
CONCERN	: ALIGNMENT PACKAGE					\

CAUSE: ALIGNMENT REQUIRED TO RECENTER STEERING WHEEL

Brewer, D R ALIGNMENT

**LABOR TOTAL** 

1.3 \$95.00

**CORRECTION: REALIGN VEHICLE** 

3.3	\$247.00	PARTS TOTAL *All parts are new unless otherwise noted.	\$271.35
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	, in parts are their strategic transfer to the transfer to	
CarMax provides a Limited Warranty for all parts purchased at CarMax and all	ITEM	TOTAL
automotive service work performed by CarMax for a period of 6 months or	LABOR	\$247.00
6,000 miles, whichever comes first. The full text of this Limited Warranty is	PARTS	\$271.35
set forth on the last page of this repair invoice.	SUBLET Labor: \$.00 Parts: \$.00	\$0.00
	OTHER	
	TOTAL CHARGES	<b>\$</b> 518.35
If your original estimated repair charge was revised, please sign the following:	EXTENDED SERVICE PROTECTION (LESS)	\$373.35
	EXTENDED SERVICE PROTECTION DEDUCTIBLE: \$50.00	
I acknowledge notice and oral approval of an increase in the original	MANUFACTURER WARRANTY	\$0.00
estimated price.	CUSTOMER NO CHARGE	\$0.00
·	SALES TAX	
	LABOR	\$0.00
	_ PARTS	\$0.00
	SUBLET	\$0.00
	OTHER	\$0.00
(Customer Signature or Initials)	USE TAX: \$23.74	
	TOTAL TAX	\$0.00
I acknowledge receiving a copy of this invoice.		
Customer Signature Date		•••
Oustomer Signature Date	TOTAL FEES	\$0.00
	PLEASE PAY THIS AMOUNT	\$145.00

#### LIMITED WARRANTY

#### **ALL PARTS AND SERVICES**

CarMax warrants that all services and repairs conducted at its store locations will be free from defects in materials and workmanship for a period of 6 months or 6,000 miles, whichever comes first, from the date of the repair purchase. Any mechanical problem covered by this warranty shall be repaired by adjustment, replacement or repair of the part(s) and the labor required to make the repair. The warranty repairs shall be performed by a CarMax facility or a third party selected by CarMax to make such repairs, as determined by CarMax in its sole discretion. This warranty extends to the original customer only, and the repair invoice must be presented by the original customer at the time a warranty repair is requested. Some parts, such as shocks, tires, mufflers and batteries, may have additional coverage under the manufacturer's warranty.

#### WARRANTY LIMITATIONS

This warranty is not transferable and does not apply as follows:

- a. To any vehicle used for commercial purposes;
- b. To problems resulting from work performed by repair facilities other than CarMax;
- c. When customer fails to have services or repairs performed which are recommended for satisfactory performance of the covered parts or services:
- d. When the repair is required due to neglect or abuse in the operation of the vehicle; or
- e. When the repair is required due to accident, fire, theft or vandalism.

THIS IS THE ONLY EXPRESS WARRANTY MADE BY CARMAX. NO OTHER WARRANTY OF ANY KIND IS MADE UNLESS EXPRESSLY PROVIDED HEREIN. ANY AND ALL IMPLIED WARRANTIES APPLICABLE TO THE PRODUCTS AND SERVICES WARRANTED HEREUNDER, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY. To the extent permitted by applicable law, CarMax shall not be liable for any damages relating to the loss of use of the products, loss of time, inconvenience or commercial loss, or any other incidental or consequential damages.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR EXCLUSIONS OR LIMITATIONS ON RELIEF SUCH AS INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Prior written or oral statements, negotiations, communications or representations regarding warranties have been merged into or superseded by this writing, and if not included in this writing, they shall not be binding. This is the total agreement about any and all warranties relating to the products and services warranted hereunder.

#### **WARRANTY REPAIR PROCEDURE**

If you experience a problem covered by this limited warranty, contact the local CarMax Service Center that performed the repairs. If this is not possible, contact the CarMax Service Center nearest you. To obtain information on this limited warranty or the locations of CarMax Service Centers, please contact CarMax at (708) 449-5200. Please have the invoice number available. It is 426381. CarMax will schedule your warranty repairs as soon as possible. You will then need to take your vehicle in for the warranty repair work to be performed.

X67 S407 Honda Civie YDR. - 1 HG ED364 KM Lowell

908-89SY



# Get ^{\$}10 Off Your Next Car Service

When You Give Us Your Feedback*

Thank you for bringing your vehicle to CarMax for service. CarMax is committed to providing the best possible service to our customers. Please take a moment to complete a short survey about your visit. Your responses will impact CarMax service policies and personnel.

#### Here's what to do:

- 1. Call 1-800-530-1785 within 2 days
- 2. Enter Access Code: 7146
- 3. Enter Service Code: 101-3138
- 4. Take the short, automated survey
- 5. Write down your Redemption Code here:
- 6. Bring this back when you have your next car service at CarMax!

*Follow the directions above to convert this invitation into a \$10 coupon good towards the total cost after tax on any car service performed at any CarMax location, except Scion service at CarMax Kenosha Scion and CarMax Laurel Scion. Coupon is valid for 180 days from the date of activation and must be presented after completion of service. Coupon has no cash value and may not be redeemed for cash. Coupon cannot be combined with any other discounts. Limit one coupon per service visit.

March 18, 2011

Elmwood Park, IL

Service Request: 71-620645460

Customer Relationship Specialist: Christine Murray

Dear :

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

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

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



MASHVILE TH SVE.

#### APR 1 7 2003

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

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

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

This section to be completed by Claimant				
Date Claim Submitted: 4/14/2008				
17-Digit Vehicle Identification Number (VIN): <u>1G1ZS52F45F</u>				
Mileage at Time of Repair: 93,635 Date of Repair: September 25,07				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: Nashville State: TN ZIP Code				
Daytime Telephone Number (include Area Code):				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$ <u>657.68</u>				
The following documentation must accompany this claim form.				
Original or clear copy of all receipts, invoices, and/or repair orders that show:				
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>				
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.				
Claimant's Signature:				

Please mail this claim form and the required documents to:

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

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

#### CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

#### If your claim is:

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

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



Reimbursement Department,

I have subtracted the cost (# tax) of the key I had made, from the final balance. The net balance of the amount of reimbursement requested is strictly for repair charges relating to the power steering.

Thanks,

14588

BUS:

102749

# arl Black

INVOICE

600 MURFREESBORO RD. * NASHVILLE, TN 37210 * 615-748-8500 www.CarlBlack.com

DUPLICATE 1

PAGE 1

		SERVICE ADVISOR:				M-1000 - 1000
COLOR YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	EIN/OUT	TAG
SILVER 05	CHEVROLET MALIBU	1G1ZS52F45F		93635/	93635	T361
DEL DATE PROD, D	DATE WARR EXP. PROMISI	ED PO NO.	RATE	PAYMENT	INV. DA	₹E
05NOV05 IS	17:30 25	SEP07		'ASH	25SEP07	
R.O. OPENED READY OPTIONS: STK:T3080 DLR:17098						
ENG:2.2 Liter MFI DOHC						

16:52 25SEP07 08:14 25SEP07

TN

NASHVILLE,

HOME:

LINE OPCODE TECH TYPE HOURS TOTAL LIST NET

A CUSTOMER STATES THAT POWER STEERING SHOWS UP ON IFORMATION WINDOW

S12 GENERAL REPAIR

277 CC

1 15926870 COLUMN 88957992 KEY

225.00 225.00 359.00 359.00 359.00 37.95 37.95 37.95

93635 POWER STEERING FAILURE 2.5 FOUND CODES STORED FOR FAILING STEERING COLUMN POSITION SENSOR. REPLACED COLUMN AND SET UP TO CAR. SWAP OLD POWER STEERING CONTROL MODULE FROM OLD COLUMN

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

18.00



ARL, BLACK CHEU-SER MUFREESBORU RD NASHUILLE IN 37210 09/25/2007 1

669 Transaction Card Type Invoice Entry: otal

822506888 Response:APPROUAL Sequence Number: Reference No.: Auth.Code:

Payment terms cash urless arrangements made; additional terms below.

I (Customer) hereby authorize Carl Black Chevrolet Nashville (Dealer) to cause the repair work herein act forth to be done and grant Dealer's employees permission to operate the herein described vehicle on public and private thoroughfares for purposes of testing, inspection, and delivery and solely attributable to the terms which follow. Dealer is not responsible for loss or damage to vehicle or contents caused by fire, theft, or other cause medianchic's lien on the described vehicle shall secure all monies and obligations owed Dealer by Customer as well as Dealer's charges or the repair herein authorized.

THE ONLY WARRANTIES, IF ANY, APPLYING TO PARTS FURNISHED ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. DEALE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, ETHER EXPRESS OR IMPLIED, INCLUDING ANY FITNESS FOR A PARTICULAR PURPOSE AND NETHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LABILITY IN CONNECTION WITH THE SALE O PARTS AND/OR SERVICE. CUSTOMER SHALL NOT SE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES FOR DAMAG TO PROPERTY, LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. REPAIR WORK DON IN THIS ORDER WILL BE BASED IN PART UPON A FLAT RATE MANUAL COMPUTATION. CUSTOMER UNDERSTANDS AND ACCEPTS TH WARRANTY COVERING GENUINE GENERAL MOTORS SERVICE PARTS WHICH IS LIMITED TO 12 MONTHS OR 12,000 MILES, WHICHEVE OCCURS FIRST, AND THAT IT IS A LIMITED WARRANTY SUBJECT TO TERMS STATED THEREIN.

All General Motors warranty work is subject to acceptance by General Motors, and Customer shall pay all charges which General Motors does not pay, customer spreas to pay, at Dealer's customery rates, Dealer for all labor and metrics reasonable required for the work herein authorized, plus simple interest at the rate of 16% per annum on all sums not paid upon delivery of the described vehicle. This dealership utilizes the hour before one pay, customer by pay to Dealer's customer inspect

tees. TERMS ACCEPTED: Refer to Back of Customer Copy for Parts Disclaimer

CUSTOMER

COURTESY/SHUTTLE SERVICE

INITIALS

CUSTOMER

r's	DESCRIPTION	TOTALS
rγ, not	LABOR AMOUNT	225.00
r's	PARTS AMOUNT	396.95
	GAS, OIL, LUBE	0.00
ER SE, OF SENER	SUBLET AMOUNT	0.00
GE NE	MISC. CHARGES	18.00
ΉE	TOTAL CHARGES	639.95
not	LESS INSURANCE	0.00
lus urs	SALES TAX	59.18
for ca. y's	PLEASE PAY THIS AMOUNT	699,13



Service Request: 71-621011927

Customer Relationship Specialist: Roxy King

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. We regret that we are unable to reimburse you the amount you requested because the vehicle has exceeded mileage parameters of 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

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

March 18, 2011



Service Request: 71-621099449

Customer Relationship Specialist: Erin Rivers-Bowens

Dear :

Enclosed is the GM Product Special Coverage Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement on the lost of power steering assist that you had repaired once we have received this completed form.

If you have any future questions, please feel free to contact our Pontiac Customer Assistance Center at 1-800-204-0261 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

## GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this special coverage condition corrected before December 2007, you may be eligible to receive reimbursement.

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

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

#### If your claim is:

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

Please follow the instructions on the claim form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GMICT	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

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

## GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT				
Date Claim Submitted:				
Vehicle Identification Number (VIN):				
Mileage at Time of Repair:Date of Repair:				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: State: ZIP Code				
Daytime Telephone Number (include Area Code):				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$				
THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM				
Original or clear copy of all receipts, invoices and/or repair orders that show:				
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>				
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.				
Claimant's Signature:				

Please mail this claim form and the required documents to:

General Motors Corporation P.O. Box 33170 Detroit, MI 48232-5170 June 25, 2008



Service Request: 71-621099449

Customer Relationship Specialist: Jim Goldberg

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the recall. We have enclosed a check in the amount of \$714.14.

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.

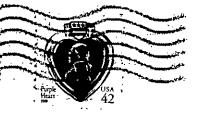
Sincerely,

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.

breenwood SC.

GREENVILLE SC 296 20 JUN 2008 PM 3 L



JUN 2 3 2008

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

Mathalandah Hantalahan Marithalan Maria M



**Customer Assistance Center** 

Pontiac PO Box 33172 Detroit, MI 48232-5172

## GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT					
Date Claim Submitted: 6-14-08					
Vehicle Identification Number (VIN): 1622H528754					
Mileage at Time of Repair: 43544 Date of Repair: 4-15-0					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: Green wood State: S.C. ZIP Code					
Daytime Telephone Number (include Area Code):_					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$7/7.19					
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.					
<ul> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done and who did it.</li> </ul>					
The total cost of the repair expense that is being claimed.					
<ul> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>					
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.					
Claimant's Signature: # 71-621099449					

Please mail this claim form and the required documents to:

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

All recall reimbursement questions should be directed to the following number: 1-800-204-0261



GREENWOOD, SC

## C. Thompson Automotive, Inc.

1706 Montague Ave. Ext. Greenwood, SC 29649 864-223-0586

### SERVICE ADVISOR BILL YANDELL

SERVICE ADVI	<del></del>		<b>.</b>		- T		15 7 2 2277	. √ [./:. db	AOICE : 3 - 1	s Samuelland
REPAIR ORDER : WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CÚST.	NO:	TAG NO.	P O NC	) <u> </u>	VOICE	INVOICE NO.
L1APR08	15APR08		1G2ZH528754		. 1.				APR08	97527
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE'	NO.	CUST. P	AY	DATE	PREPARED BY	SAA WA
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- MILEAGE IN	MILEAGE OUT	LICENSE NO.		Alexander State of the second		and Carrie			40 X X X X	
43546	43546									
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	•		, PARTS A	MOUNT	36	1 85	along with th	e necessary	material and	agree that you are no ehicle or articles left in
			GAS,OIL	, LUBE		വവ	vehicle in cas	se of fire, the	eft, or any o	other cause beyond you
			SUBLET	AMOUNT						unavailability of parts o applier or transporter.
			MISC. CH	HARGES		- A1				es permission to operate, highways or elsewher
			·	HARGES		3 00	for the purp	ose of test	ng and/or	inspection. An expres jed on above vehicle to
			· · · · · · · · · · · · · · · · · · ·	SURANCE			secure the an	ount of repai	rs thereto.	100 011 00010 1011010 (
			SALEST				HEREBY AC	KNOWLEDGE	RECEIPT O	F A COPY HEREOF.
			PLEASE THIS AM				x			
i			<del></del>	0						

ON BEHALF OF SERVICING DEALER, I HERBY 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 CHAIM ARE AVAILALE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING OFFICE OR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

CTHOMPSON PARTS 1706 MONTAGUE AVE EXT GREENWOOD, SC 29649 (864) 223-0586

#### Sale

MID:542929802622464 TID: 485402 04-15-08 Batch #: 07 A

17:41:32

AVS Code: A

#### VISA

Appr Code: 067138 Inv#: 000006

Ticket#: 97527

Total:

\$ 717.19

I agree to pay above total amount according to card issuer agreement (Merchant agreement if credit voucher)

APPROVED 067138

Customer Copy THANK YOU!

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. DATE AMOUNT 07/01/08 ******714 DOLLARS North American Operations General Motors Corporation Disbursement Account GREENWOOD 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 1 CHECK NO. BB 000000097 PAYMENT DATE **VENDOR NAME** 07/01/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 06/30/08 VM 1-AKQLX0 71-621099449.1-AKQLX0 00.0000 714.14 714.14 1G2ZH528754 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782 H3 **TOTAL** 714.14 .00 714.14 Greenwood, SC

Service Request: 71-621099449

Customer Relationship Specialist: Erin Bowens

Dear :

Enclosed is the GM Product Recall Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement on the engine compartment Fire that you had repaired once we have received this completed form.

If you have any future questions, please feel free to contact our Pontiac Customer Assistance Center at 1-800-204-0261 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

## GENERAL MOTORS PRODUCT RECALL CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this recall condition corrected before April 2008, you may be eligible to receive reimbursement.

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

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

#### If your claim is:

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

Please follow the instructions on the claim form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

		Deaf, Hearing Impaired
Division	Number	or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GMICT	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

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

## GENERAL MOTORS PRODUCT RECALL CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT
Date Claim Submitted:
Vehicle Identification Number (VIN):
Mileage at Time of Repair:Date of Repair:
Claimant Name (please print):
Street Address or PO Box Number:
City: State: ZIP Code
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM
Original or clear copy of all receipts, invoices and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.
Claimant's Signature:

Please mail this claim form and the required documents to:

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



ALBUQUERQUE NM 871

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

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

This section to be completed by Claimant
Date Claim Submitted: 4/18/2008
17-Digit Vehicle Identification Number (VIN): 16/2552F95F
Mileage at Time of Repair: 56467 Date of Repair: 08/08/07
Claimant Name (please print):
Street Address or PO Box Number:
City: Hermander State: NM ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ _216.37
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

#### If your claim is:

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

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



CHEVROLET . PONTIAC . BUICK . GMC

613 Paseo De Onate, Espanola, NM 87532

Tel: (505) 753-2356 Fax: (505) 747-9109 Tollfree: 1-800-430-2356

Santa Fe Tel: (505) 983-5750

You Can Count On Us!

/ Opposition

				_	\		
USTOMER NO.	<del></del>	ADVISOR	<u></u>	TAG		INVENCE DATE	INVOICE NO.
14213		LUCAS BOR	REGO LICENSE NO.	-50151	4503	<b>Q8/16/07</b>	<b>€</b> ₩€\$95877
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						08/08/07	REPRINT# 3
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## **Check Image**

00-844977-01 Direct Checking #3305

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Hernandez, NM

Service Request: 71-621691091

Customer Relationship Specialist: Mark Smith

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. We regret that we are unable to reimburse you the amount you requested because the conditions exhibited by the vehicle did not reflect the symptoms specified in the special coverage letter.

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

Sincerely,

Chevrolet Customer Assistance Center

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

March 18, 2011



Service Request: 71-622158660

Customer Relationship Specialist: Paul Gambino

Dear

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

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

We have reviewed your request for reimbursement on power steering that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$684.58.

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 50-937 снеск No. DATE 05/07/08 EXXXXXXXXXXX684 DOLLARS ****58 CENTS North American Operations General Motors Corporation Disbursement Account PITTSBORO NC The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO 1 CHECK NO. BB 000000005 PAYMENT DATE **VENDOR NAME** 05/07/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 05/06/08 .71-622158660:1-AA0ZZB 00.0000 684.58 684.58 1G1ZT52885F 601 601 90 90 80 80 80 80 80

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

TOTAL

684.58

W3

.00

\$ 5 KC XX

684.58

APR 22 2000

Reimburgement Department PO BOX 33170 Dehoit, MI

48232 -5170

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

This	section to be completed	by Claimant
Date Claim Submitted: 1	7 April 20	008
17-Digit Vehicle Identification	n Number (VIN): 161	ZT5a 885 F
Mileage at Time of Repair:		
Claimant Name (please prin	it):	
Street Address or PO Box N	lumber:	
City: Pittsboro	State: NC	ZIP Code:
Daytime Telephone Numbe	r_(include Area Code):	
Evening Telephone Numbe	r (include Area Code):	
Amount of Reimbursement	Requested: \$	697.08
The following documentation	n must accompany this o	claim form.
Original or clear copy of all	receipts, invoices, and/or	r repair orders that show:
<ul> <li>The Vehicle Identificat</li> <li>What problem occurre</li> <li>The total cost of the re</li> <li>Payment for the repair</li> </ul>	d, what repair was done, pair expense that is bein in question and the date	vehicle that was repaired. when it was done, and who did it. g claimed.
1		ched documents are genuine and to 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

0003752/GMR2V071129R07 Page 03 of 03

#### **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).



63950 Give to
Ms Reckless 603843 *INVOICE*

DURHAM, NC



P.O. BOX 2287 · 1810 NORTH FORDHAM BLVD.

PHONES: CHAPEL HILL 942-3191 DURHAM 493-2431 RALEIGH 833-0786

PAGE 1

HOME:			BUS:		SI	RVICE AD	VISOR: 7			EL HILL, N.C. LYNCH	27515-2287	•
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BUS:

DURHAM, NC

HOME:

603843

#### **PERFORMANCE**

CHEVROLET BMW SUBARU ACURA PORSCHE

P.O. BOX 2287 · 1810 NORTH FORDHAM BLVD.

PHONES: CHAPEL HILL 942-3191 DURHAM 493-2431 RALEIGH 833-0786 CHAPEL HILL, N.C. 27515-2287

*ACCOUNTING*

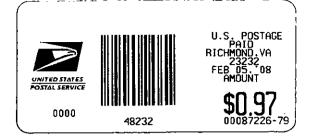
PAGE 2

SERVICE ADVISOR: 706 MARK LYNCH
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GOLD 05 CHEVROLET MALIBU 1G1ZT52885F 50743/50745 T224
DEL DATE PRODUDATE WARR EXP. PROMISED PO NO RATE PAYMENT INV. DATE
01SEP04 IS01JUN04 30SEP2007 16:30 06AUG07 CASH 06AUG07
READY OPTIONS: DLR:11831 ENG:3.5 Liter SPI
06:44 06AUG07 12:02 06AUG07
LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST \ NET TOTAL
2 13502322 BULB 1160 1624 0 11.59 8.12 16.24
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555 2164 TLABOR VERSION 1 (EMP# 525,06AUG07 11:04): 50743 TURN SIGANL SOCKETS LEFT AND
RIGHT DISCOLORED REPLACED LEFT AND RIGHT SOCKETS AND BULBS AND TESTED
#06-08-42-004B
VERSION 2 (EMP# 551,06AUG07 12:02): 50743 TURN SIGANL SOCKETS LEFT AND
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#06-08-42-004B 1 TIME GOODWILL AS PER SHANE LANDEN 8/6/2007-GO ODWILL AS PER CUSTOMER LOYALTY
CUSTOMER PAY SHOP SUPP/EPA FOR RE 0 1250 12.50
SERVICE DEPT HOURS
MON-THUR 7:00 AM - 7:00 PM
FRIDAY 7:00 AM - 6:00 PM SAT 8:00AM - 5:00PM WE AT PERFORMANCE APPRECIATE YOUR BUSINESS:
IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE
CONTACT STEVE KRAMER SERVICE DIRECTOR.
DATE START FINISH DURATION TYPE TECH LINE(S) CHG
08-06-07 08:28 09:04 0.60 W 525 A
09:04 10:52 1.80 W 525 B
10:52 10:52 0:00 W 525 C 10:52 11:04 0.20 W 525 D
ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL
1552A 7.934 2035 1572A 21194 20282 1550A 26985 5550 1570A 38772 20463
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1223A 29128 ******* 1222A 69708 ****** CASH
COST, SALE, & COMP TOTALS 48330 96135 0

	0 30133 0					
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION TOTALS				
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE	The factory warranty constitutes all	LABOR AMOUNT	269.85			
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	of the warranties with respect to the sale of this item\items. The	PARTS AMOUNT	387.72			
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00			
ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00			
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	fitness for a particular purpose. Seller neither assumes nor	MISC. CHARGES	12.50			
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	670.07			
	connection with the sale of this	LESS INSURANCE	0.00			
	item/items.	SALES TAX	27.01			
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	697.09			

63950 603843 *INVOICE* P.O. BOX 2287 · 1810 NORTH FORDHAM BLVD. PHONES: **CHAPEL HILL 942-3191 DURHAM 493-2431** DURHAM, NC PAGE 2 **RALEIGH 833-0786** HOME: BUS: CHAPEL HILL, N.C. 27515-2287 SERVICE ADVISOR: 706 MARK LYNCH LICENSE COLOR YEAR MAKE/MODEL MILEAGE IN A OUT TAG GOLD 05 CHEVROLET MALIBU 1G1ZT52885F 5074 3/50745 T2249 DEL DATE PRODEDATE WARREEXP PROMISED PO NO BATE PAYMENT INV DATE 01SEP04 IS01JUN04 |30SEP2007 16:30 06AUG07 CASH 06AUG07 R.Ö. OPENED READY OPTIONS: DLR:11831 ENG Liter SFT 06:44 06AUG07 l12:02 06AUG07 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL 2 13502322 BULB (N/C) 50743 TURN SIGANL SOCKETS LEFT AND RIGHT DISCOLORED REPLACED LEFT AND RIGHT SOCKETS AND BULBS AND TESTED #06-08-42-004B 1 TIME GOODWILL AS PER SHANE LANDEN 8/6/2007-GO ODWILL AS PER CUSTOMER LOYALTY **************** CUSTOMER PAY SHOP SUPP/EPA FOR REPAIR ORDER 12.50 SERVICE DEPT HOURS MON-THUR 7:00 AM -7:00 PM FRIDAY 7:00 AM - 6:00 PM SAT 8:00AM - 5:00PM WE AT PERFORMANCE APPRECIATE YOUR BUSINESS. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE CONTACT STEVE KRAMER SERVICE DIRECTOR. DESCRIPTION TOTALS 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 OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this itemitrems. 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 LABOR AMOUNT 269.85 PARTS AMOUNT 387.72 0.00 GAS, OIL, LUBE 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. SUBLET AMOUNT 0.00 12.50 MISC. CHARGES 670.07 TOTAL CHARGES 0.00 LESS INSURANCE connection with the sale of this SALES TAX  $\overline{27.01}$ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 697:08

Rich VA



0 7 2003

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

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

This section to be completed by Claimant
Date Claim Submitted: Feb 2, 2008
17-Digit Vehicle Identification Number (VIN): <u>I &amp; IZT54 805 F</u>
Mileage at Time of Repair: 77, 163 Date of Repair: 8/24/07
Claimant Name (please print):
Street Address or PO Box Number:
City: Richmond State: VA ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ \frac{4259.00}{259.00}  \text{9HACKEL}
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature: 2/2/08

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

* Please note	1/079 miles.	
The noise:	STARTED prior to 66,879 miles. Checked out on 12/15/06 and	Ì
I had it	5/29/07 - Please see attached.	

#### **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).



#### GREENSBORO, NORTH CAROLINA 27417-7758

TELEPHONE (336) 335-1200 www.greensborochevy.com



GM Handrick AUTOMOTIVE GROUP

					J
T15119	MIKE SWAFFO		TAG NO.	12/15/06	INVOICE (IO. CVQS443847
	LABOR RATE	MiL	66,879	SILVER GRN	\$100 No. \$8670
GREENSBORO, NC	VEHICLE I.D. NO.	T/MALIBU/4DR SC	N LS	DELIVERY DATE 12/15/04 SELLING DEALER NO.	DELIVERY MILES  31 PRODUCTION DATE
	1 G 1 Z T	5 4 8 0 5 F		R.O. DATE 12/15/06	
	COMMENTS			12/13/00	MO: 66879
ALL MAINTENANCE AND SERVICE REPAIR BY CERTIFIED GM TECHNICIANS WHO WO ON GM VEHICLES. AT TERRY LABONTE C KNOW YOUR GM VEHICLE BEST. ALL GM REPLACEMENT PARTS USED IN C MAINTENANCE OR REPAIRS ARE WARRANT OF 12 MONTHS OR 12 THOUSAND MILES, TERRY LABONTE CHEVROLET APPRECIATE QUICK LUBE AND PARTS OPEN TIL 8:00  [ ] CASH [ ] CREDIT CARD [ ] CHE  TYPE	RK EXCLUSIVELY HEVROLET WE ONJUNCTION WITH ED FOR A PERIOD PARTS AND LABOR S YOUR BUSINESS PM  CK [] CHARGE	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX  TOTAL INVOICE	72.00 103.16 0.00 0.00 4.50 0.00 7.27	A GUARANTEE OF A FIXED PRICE WORK ACTUALLY PERFORMED SHOULD REPAIR COSTS SUBST. MATE. WE WILL ATTEMPT TO KEE IF YOU RECOLEST US TO OO SO. If hereby sutherities the regal won. If necessary material and agree that yo vehicle in case of fire, theft or a say detay caused by unavailability the suppler or transporter. I hereby solon to operate the vehicle describe purpose of lessing and/or inspect actroswiedged on above vehicle to a DOSCLAMMER. The only warrandes. If any, applying manufacture. TERRY LABONTE CHOITERS of the supress or implementations of the state of the period to such the state of the period to such that such control to such that such or the period to the such that the such of the period to the such that the such of the period to the such that the such of the period to the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such that the such t	RICE ESTIMATE IS AN ESTIMATE - NOT  . FINAL PRICES ARE DETERMINED BY  AND PARTS ACTUALLY REPLACED.  NOTIFICATION OF THE PRINTENS!  PYOU INFORMED (TIME PERMITTING)  UNLESS ARRANGEMENTS MADE  entain set forth to be done slong with the  outer not responsible for loss or dranage  by other cause beyond your control or for  of parts or delays in parts shipments by  grant you and/or your employees permis- d on streets. Highways or disewhere for  on An appress mechanic's fire is herebly
				Sales Service Body Shop Parts Quick Lube	ct Lines (336) 335-1234 (336) 335-1250 (336) 335-1280 (336) 335-1270 (336) 335-1259

PAGE 2 OF 2

**ACCOUNTING COPY2** 

[ END OF INVOICE ] 11:08am

**IMPORTANT** 

You may receive a questionnaire from Chevrolet Motor Division regarding your service experience. If for any reason you cannot grade us "Completely Satisfied," please contact Kevin Johnson, Service Director. Thank You,

Terry Labonte Chevrolet

338-335-1205 800-277-6971

#### **GREENSBORO, NORTH CAROLINA 27417-7758**

TELEPHONE (336) 335-1200 www.greensborochevy.com



			ر مقد رو مستقطع		iginal /	
	IJKE SWAFFORD		557 R	FE	12/15/06/	CVCS443847
L	ABOR RATE LICENS	E NO.	MILEAGE	6,879	SILVER GRN	F8670
	/EAR/MAKE/MODEL 05/CHEVROLET/MA	LIBU/4D	R SDN LS		DELIVERY DAVE 12/15/04	DELIVERY MILES 31
GREENSBORO, NC	7EHICLE I.D. NO.				SELLING DEALER NO.	PRODUCTION DATE
	T. E. NO.		O. NO.		R.O. DATE 12/15/06	
	COMMENTS				12/ 13/ 00	MO: 66879
J# 1 05CVZ STEERING & SUSP UNITS: THERE IS A NOISE COMING FROM RIGHT R ///SQUEEKS OVER BUMPS CHECK OUT. CHECK SUSPENSION. CHECK B			••••	32.00	PRICE ESTIMATE YOUR INITIAL PRIX A GUARANTEE OF A FIXED PRICE. I WORK ACTUALLY PERFORMED A SHOULD REPAIR COSTS SUBSTAN MATE. WE WILL ATTEMPT TO KEEP IF YOU REQUEST US TO DO SO.	CE ESTIMATE IS AN ESTIMATE - NOT FINAL PRICES ARE DETERMINED BY ND PARTS ACTUALLY REPLACED. TTALLY EXCEED OUR INITIAL ESTI-
PARTSQTYFP-NUMBERDESCRIPT	JOB #	1 TOTAL P	PARTS ,	0.00	TERMS: STRCTLY CASH IM I hereby authorize the repair work her ecossally metertal and agree that you to vehicle in case of line, their or any young delays caused by unaveilability of the supplier or transporter. I hereby gr aion to operate the vehicle described the purpose of sesting and/or inspection	are not responsible for loss or damage other cause beyond your control or for perts or delays in perts ehipments by any ou and/or your employees persi- on streets, highways or elsewhere for
J# 2 03CVCOMPLIMENT COMPLIMENTARY INSP UNITS: COMPLIMENTARY SERVICE INSPECTION CUSTOMER GOODWILL SERVICE PERFORMED COMPLIMENTARY INSPECTION	TECH(S):QL00			0.00	acknowledged on above vehicle to secu	re the amount of repairs thereto.  IF WARRANTIES  If these ports are those offered by the  PROLET hereby expressly disclaims at  Including any implied wernintiesof.
PARTS QTY FP - NUMBER DESCRIPT	TION	2 TOTAL F	PARTS		authorizes any other person to assum the sale of the parts. Buyer singli no	e for it any fizibility in connection with it be entitled to recover from YERRY sential damages to properly, damages ofts, or income, or any other incidental
J# 3 10CVZ *ELECTRICAL UNITS: ADD 1 REMOTE ADD 1 REMOTE AND PROGRAM		LABOR OF F		40.00	DATE	
PARTSQTYFP-NUMBERDESCRIPT JOB # 3 1 22733524 TRANSMIT	TT 10.485	····UNIT F	103.16	103.16 103.16	Sales Service Body Shop	t Lines (336) 335-1234 (336) 335-1250 (336) 335-1280
				143.16	Parts	(336) 335-1270
MISC·····CODE·····DESCRIPTION·····JOB # A 2 ENVIRONMENTAL SURCHARGE		TOTAL - N	MISC	4.50 4.50	Quick Lube	(336) 335-1259
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)					from Chevrole regarding your s If for any reason us "Completely Sati Kevin Johnson, Thar Terry	RTANT  a a questionnaire t Motor Division ervice experience. you cannot grade sfied," please contact Service Director. hk You, Labonts virolet

Thank You, Terry Labonte Chevrolet 336-335-1205

800-277-6971

PAGE 1 OF 2

**ACCOUNTING COPY2** 

[CONTINUED ON NEXT PAGE] 11:08am



#### **GREENSBORO, NORTH CAROLINA 27417-7758**

TELEPHONE (336) 335-1200 www.greensborochevy.com





						/
CUSTOMER NO.	115119	JEANNE COX	769 TA	3 NO.	"05712797	"CVE\$459747
		LABOR RATE	MILEA	ge 72,975	STEVER GRN	STOCK NO.
CREENS	BORO, NC	OS/CHEVROLE	T/MALIBU/4DR SDN	LS	12713704	DELIVERY MILES 31
GREENSI	BORO, NC		5 4 8 0 5 F		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	P. O. NO.		'05%12/07	
R		COMMENTS		<del> </del>	<u>                                       </u>	MO: 72975
J# 1_01CVZ	GM QUICK LUBE PLUS CHANGE ENGINE OIL AND FILTER, LU TIRE PRESSURE. CHECK ALL FLUID L HOSES AND BELTS MAINTENANCE OPERATION CHANGED OIL, FILTER AND LUBRICATE LEVELS, BELTS, HOSES, AIR FILTER AN  UPPLIES-  1.0 OIL FILTER 6.5.0 QUICK LUBE 1QT	BRICATE CHASSIS. C EVELS. VISUALLY IN D CHASSIS.CHECKED D TIRE PRESSURE JOB # 1	HECK SPECT  ALL FLUID  TOTAL LABOR & PARTS  T  T  TOTAL GOG	12.00 12.00 4.95 10.00 14.95	A GUARANTEE OF A FIXED PRICE WORK ACTUALLY PERFORMED SHOULD REPAIR COSTS SUBSTAMATE, WE WALL ATTEMPT TO KEE IF YOU REQUEST US TO DO SO.  TERRES: STRICTLY CASH I hereby authorities the regot work in necessary material and agree that you vehicle in case of fire. There is no expensive the vehicle in case of fire. There is no expensive the vehicle describe the purpose of leating endor inspect acknowledged on above vehicle to a post acknowledged on above vehicle to a part authorities any come person to issue activations are greatly supported to assure authorities any come person to issue sale of the ports. Buyer shall LABONTE CHEVPROLET any consistency.	RICE ESTIMATE IS AN ESTIMATE - NO. FINAL PRICES ARE DETERMINED E AND PARTS ACTUALLY REPLACE UNITIALLY EXCEED OUR INITIAL EST P YOU INFORMED (TIME PERMITTIN UNITIAL EST P YOU INFORMED (TIME P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU INFORMED P YOU I
TOTALS					SIGNED X	
	ALL MAINTENANCE AND SERVICE REPAIR BY CERTIFIED GM TECHNICIANS WHO WO ON GM VEHICLES. AT TERRY LABONTE ( KNOW YOUR GM VEHICLE BEST. ALL GM REPLACEMENT PARTS USED IN ( MAINTENANCE OR REPAIRS ARE WARRANT OF 12 MONTHS OR 12 THOUSAND MILES.	RK EXCLUSIVELY CHEVROLET WE CONJUNCTION WITH TED FOR A PERIOD	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	12.00 0.00 0.00 14.95 0.00 0.00	Sales Service	ct Lines (336) 335-1234 (336) 335-1250
	TERRY LABONTE CHEVROLET APPRECIATE QUICK LUBE AND PARTS OPEN TIL 8:00		TOTAL INVOICE \$	27.96	Body Shop Parts	(336) 335-1280 (336) 335-1270
	[] CASH [] CREDIT CARD [] CHI	CK [ ] CHARGE			Quick Lube	(336) 335-1259
	TYPE CK# TYPE CK#	••••				
	<u> </u>			-		
Joh and Reprodue Environment Consocration University	STOMER SIGNATURE				from Chevrol regarding your lif for any reaso us "Completely Sa Kevin Johnson Thi	ve a questionnaire let Motor Division service experience. In you cannot grade disfied," please contact in, Service Director. ank You, y Labonte servicet 335-1205
PAGE 1 OF	1 CUSTOMER COP	<b>"Y</b>	[ END OF INVOICE	1 03:46pm	1 1 .	277-6971



PO BOX 77758

#### **GREENSBORO, NORTH CAROLINA 27417-7758**

TELEPHONE (336) 335-1200 www.greensborochevy.com





É TRAINAL

CUSTOMER NO. 115119	HILARY SM	J.T.H.,	729	2809 -	<b>105729707</b> /	"CVC\$461351
	LABOR RATE	L	MILEAGE	73,853	STLVER GRN	STOCK NO.
GREENSBORO, NC	OS/CHEVRO	LET/MALIBU/4	DR SDN L	s	12715704	DELIVERY MILES 31
,	THICK INCZ T	г 5 4 8 0 5	F		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		'05/28/07	
n	COMMENTS		1		<u> </u>	мо: 73856
CUST STATE WHEN BRAKING HEARS A H EST\$ CK AND ADVISE FRONT AT 50% REMAINING AND REAR A AND RESURFACED REAR ROTORS TEST DROVE  PARTS	IT 1MM - REPL RE	INDISE  AR PADS  UNIT  JOB # 1 TOTAL  1 TOTAL LABOR 8  CONTROL NO  TOTAL	PARTS  PARTS  MISC	97.00 97.00 97.00 217.00 6.00 6.00	I hereby authorize the report work in recommy mistried and agree that by a vehicle in case of line, their or any any detays caused by unarefaiblity: the supplier or haraporter. I hereby a too to operate the vehicle describe the purpose of teating entire inspect actionatedgad on below whitele to se obtainedgad on show whitele to se obtainedgad on show whitele to se obtainedgad on these some states of the parties of linguistic transitions. After express or linguistic mentionability or times for a partie authorizes any other person to state the size of the partie. Buyer shall uABONTE CHEVROLET and conse	FINAL PRICES ARE DETERMINED IN MAD PARTS ACTUALLY REPLACE WITHALLY EXCEED OUR INITIAL ESTATUS IN THE PERMITTING THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING PERMITTING PERMITTING PERMITTING PERMITTING WITH IN THE PERMITTING PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTING WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE PERMITTEN WITH IN THE
ALL MAINTENANCE AND SERVICE REPAIRS BY CERTIFIED GM TECHNICIANS WHO WOR ON GM VEHICLES. AT TERY LABONTE CHECKNOW YOUR GM VEHICLE BEST. ALL GM REPLACEMENT PARTS USED IN COMMAINTENANCE OR REPAIRS ARE WARRANTE OF 12 MONTHS OR 12 THOUSAND MILES. FOR THE TERRY LABONTE CHEVROLET APPRECIATES QUICK LUBE AND PARTS OPEN TIL 8:00  [ ] CASH [ CREDIT CARD [ ] CHECKNOWN CK#  TYPE	RK EXCLUSIVELY HEVROLET WE  DISJUNCTION WITH ED FOR A PERIOD PARTS AND LABOR S YOUR BUSINESS PM  CK [] CHARGE	TOTAL PAP TOTAL SUE TOTAL G.C TOTAL MIS TOTAL MIS	RTS BLET D.G SC CHG. SC DISC	120.00 97.00 0.00 6.00 0.00 6.95	DATE	et Lines (336) 335-1234 (336) 335-1250 (336) 335-1280 (336) 335-1270 (336) 335-1259
	11					My.

IMPURIANT

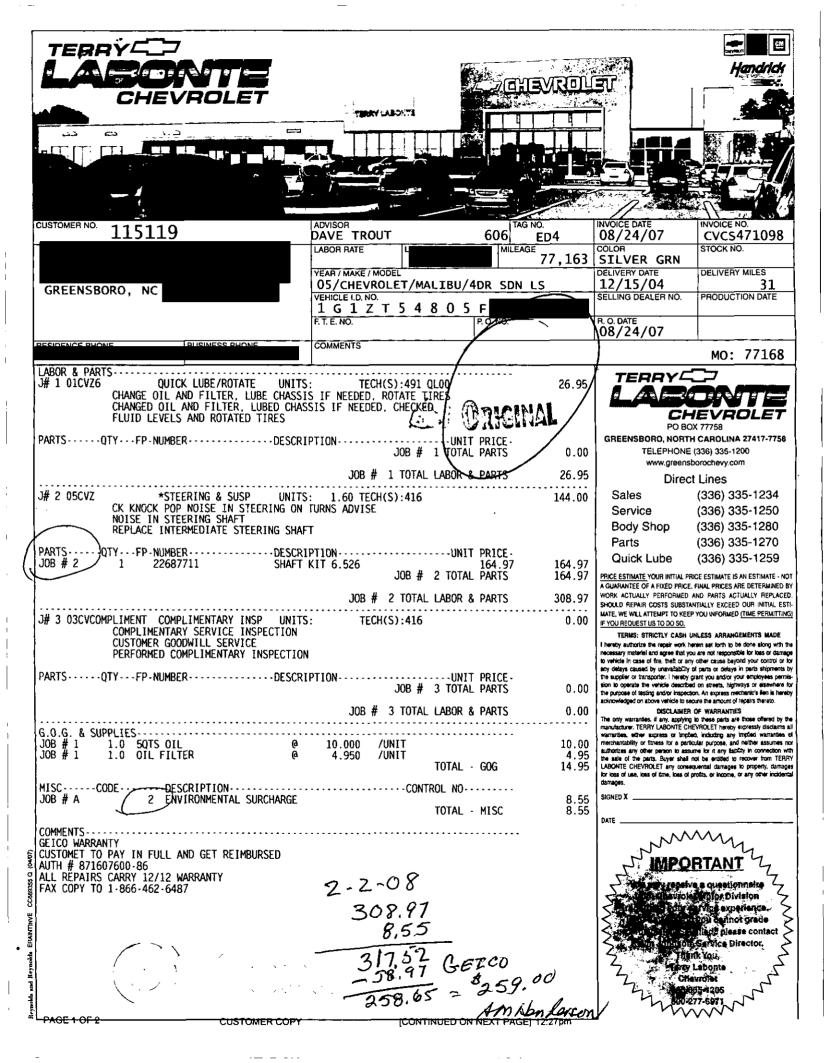
You may receive a questionnaire from Chevrolet Motor Division regarding your service experience. If for any reason you cannot grade us "Completely Satisfied," please contact Kevin Johnson, Service Director.

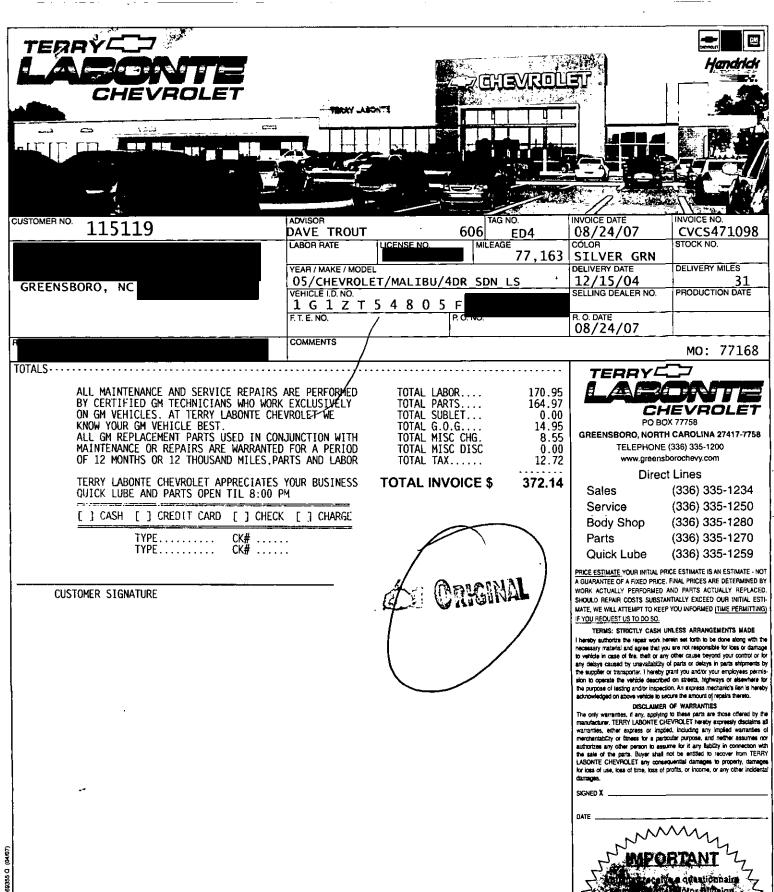
Thank You,
Terry Labonte
Chevrolet
338-335-1205
800-277-6971

PAGE 1 OF 1

CUSTOMER COPY

[ END OF INVOICE ] 10:12am





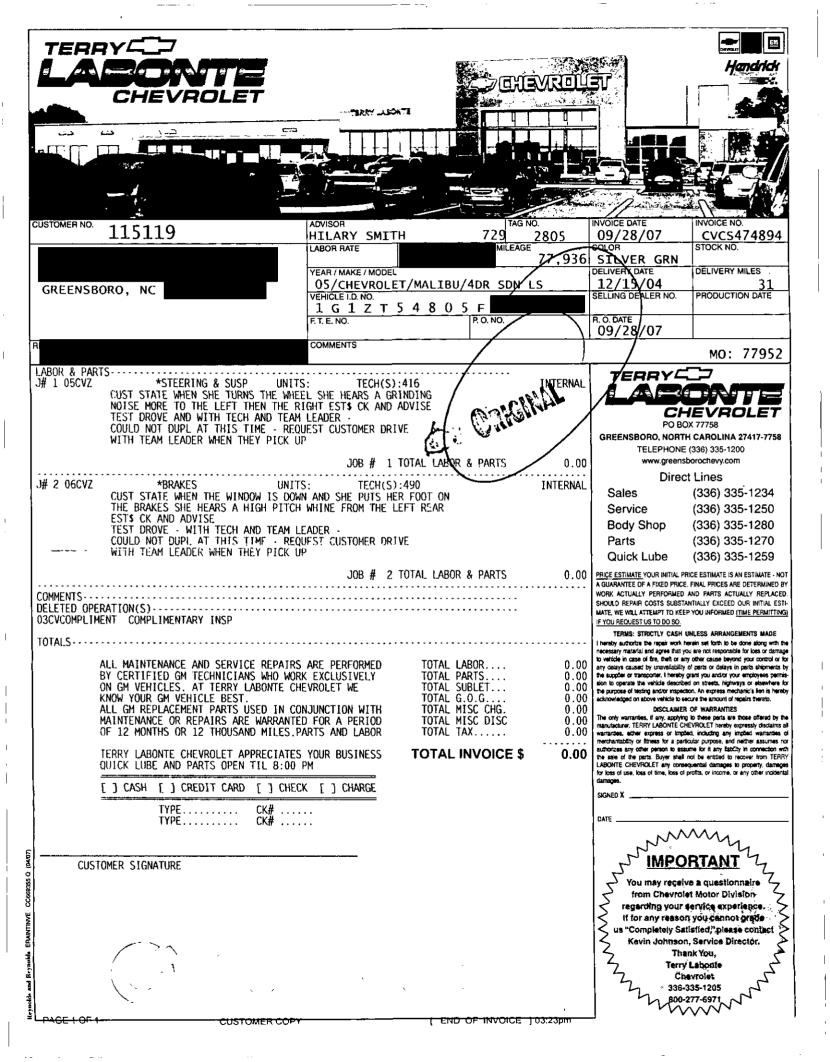
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AGE 2 OF 2

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| END OF INVOICE | 12:27pm

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TERRY LABONTE CHEVROLET 1401 BRIDFORD PKHY GREENSBORD NC 27407 (336)_335-1200

Term ID: 72345503 Ref #: 0011

Sale

Entry Method: Swiped DEBIT

186.93 Total:

11:22:44 12/15/06

Inv #: 443847 Appr Code: 211543

Retrieval Ref.M: 634915012662 Trace Audit M: 012662 Net ID: 470 Settle Date: 1216

Customer Copy

THANK YOU!

TERRY LABONTE CHEVROLET 1401 BRIDFORD PKHY GREENSBORD NC 27407 (336) 335-1288

Term ID: 72345503 Ref #: 0023

Sale

VISA Entry Method: Swiped

Total: 372.14

08/24/07 12:29:59

Inv #: 471098 Appr Code: 82438A

Batch#: 000208

Customer Copy THANK YOU!

TERRY LABONIE-CHEVROLET 1401 BRIDFORD PKHY GREENSBORO NC 27487 (336) 335-1200

Term ID: 72345503 Ref #: 0016

Sale

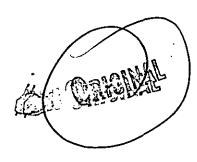
VISA Entry Method: Swiped

229.95 Total:

05/29/07 10:47:46 Inv #: 461351 Appr Code: 82949A

Batch#: 000133

Customer Copy THANK YOU!



March 11, 2011

Richmond, VA

Service Request: 71-604041580

Customer Relationship Specialist: MJ Mason

Dear

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

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

March 18, 2011

Hernandez, NM

Service Request: 71-622761259

Customer Relationship Specialist: Michael Brent

Dear

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

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

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



21 APR 2008 PM 4-T



APR 2 4 ZUUB

Reimbursement Department
PO Box 33170
Detroit MI 48232-5170

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

This section to be completed by Claimant
Date Claim Submitted:
17-Digit Vehicle Identification Number (VIN): 1G1ZS52F95F
Mileage at Time of Repair: 73512 *\times Date of Repair: 4/03/08  *\times See note below Claimant Name (please print):
Street Address or PO Box Number:
City: Hernandez State: NM ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 180.30
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

* Note: This problem began with the Steering Column Assembly repair required on \$ 108/2007 at mileage 56,467. Therefore, the 70,000 mile limitation will not apply to this reimbursement request. Respectfully

0005333/GMR2V071129708

## MHENRY VALENCIA

613 Paseo De Onate, Espanola, NM 87532

Tel: (505) 753-2356 Fax: (505) 747-9109 Tolffree: 1-800-430-2356 Santa Fe Tel: (505) 983-5750

You Can Count On Us!

TOMER NO.		ADVISOR		TAG NO		INVOICE DATE	INVOICE NO.
14213	<del></del>	LUCAS BORRE	CENSE NO.	5015 LEAGE	89	Q4/03/08	@xcs10005
		YEAR / MAKE / MODEL			73,512	WHITE GRAY	(63/241)(ES
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IERNANDEZ, NM		l l			DE DEDA	<b>t</b> .	PRODUCTION DAILS O
		1 G 1 7 S	<del>3                                    </del>	1 6 0' V		R.O. DATE	
	BUSINESS PHONE	COMMENTS		<u> </u>		L04/03/08	_ <del></del>
	<u> </u>						<u>мо: 7352</u>
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RTSQTYFP-NUMBER 1 226877			TOTAL	- Parts	149.00 149.00	ages to property, da loss of time, loss of any incidental dan warrantied for defer materials for 12 mo	f profits, or Incom nages. GM parts ets in workmanshi
	NDED CONTRACT		TOTAL	100053 - MISC	-80.61 -80.61	whichever comes fi	
B# 1 TOTALS	• • • • • • • • • • • • • • • • • • • •		LABOR		0E 10		
			PARTS MISC		85.18 149.00 -80.61		
	JOB#	1 JOURNAL PREFIX	CVCS JOB#	1 TOTAL	153.57		
SCDESC	CRIPTION	• • • • • • • • • • • • • • • • • • • •	CONTROL NO				
DB#A EP EPA	WASTE DISPUSAL		TOTAL	MISC	8.52 8.52		
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ECHNICIAN CERTIFICATION-	• • • • • • • • • • • • • • • • • • • •		*********		Æ	🕮 Orig	INAL /
5662	JOSE	PH M BETANCOURT	ASE	CERTIFIED	/		

## MHENRY VALENCIA

613 Paseo De Onate, Espanola, NM 87532

Tel: (505) 753-2356 Fax: (505) 747-9109 Totlfree: 1-800-430-2356 Santo Fe Tel: (505) 983-5750

PAGE 2 OF 2

CUSTOMER COPY

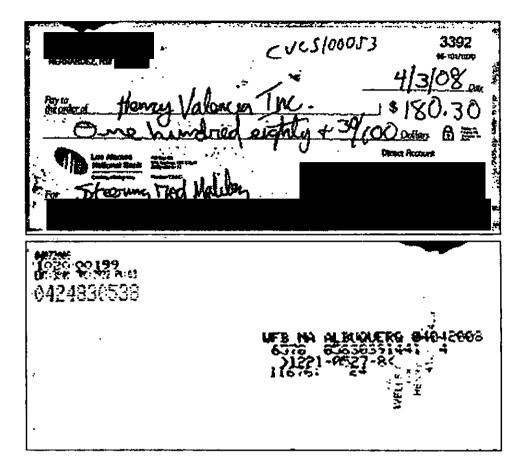
You Can Count On Us!

14213	ADVISOR  LUCAS BORRE	GO 5015	TAG NO.	QA/03/08	INVOICE NO.
	TABOH HATE  YEAR / MAKE / MODEL	LICENSE NO.	'	WHITE/GRAY	63241nes
ERNANDEZ, NM		T/MALIBU/MALIE	<del>SU-BASE SEDA</del>	<del>Q7./26/Q</del> 55	PRODUCTION DATES
· ——	1 G 1 Z S	5_2_F_9_5_F		PCO. DATE	
BUSINESS PH	NE COMMENTS			04/03/08	
IF WE HAVE NOT MET YOUR SERVI PLEASE CONTACT ME PHILLIP SALAZ	SFACTION SURVEY FROM * YOUR SURVEY WITH A * RNED SURVEY IS IMPORTANT * VICED YOUR VEHICLE. * ***********************************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG TOTAL MISC DISC TOTAL TAX  TOTAL INVOICE	. 149.00 . 0.00 . 0.00 . 8.52 C -80.61 . 18.21	AS IS: The only warm part(s) are those whithe manufacturer. hereby expressly diseither express or assumes nor author to assume for it any with the sale of this. Buyer shall not be eithe selling dealer an ages to property, da loss of time, loss of any incidental darm warrantied for defermaterials for 12 mo whichever comes fire	ch may be offered to The selling deal- iclaims all warrantie implied, and neith- izes any other perso- liability in connectic part(s) and/or service tritled to recover from the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service of the service o
			<i>9</i> °		

[ END OF INVOICE ] 05:46pm

### **Check Image**

00-844977-01 Direct Checking #3392



North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 50-937 CHECK NO. 213 DATE **AMOUNT** 05/01/08 XXXXXXXXXXXXX562 DOLLARS *******45 CENTS ***************562.45 North American Operations General Motors Corporation Disbursement Account HIGHLAND The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000014 PAYMENT DATE VENDOR NAME 05/01/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT NET AMOUNT DISC. AMOUNT 04/30/08 VM 1-AAUQV1 1-622862401.1-AAUQV1 00.0000 562.45 .00 562.45 1G1ZT62895F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIHBURSEMENT\OR QUESTIONS CALL 800-462-8782 Н3 TOTAL 562.45 .00 562.45 AP 5 3CK

CINCINNATI OH 452 Highland, Ohio 21 APR 2008 PM 7 1 **USA 41** 

APR 23 2000

Reimbursement Department P.O. Box 33170

Detroit, MI 48132-5170

Idadialadadaddan Madhadamillaanill

4823245170

### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted: April 20 2008
17-Digit Vehicle Identification Number (VIN): 1612T62895F
Mileage at Time of Repair: 43,420 Date of Repair: 4-28-07
Claimant Name (please print):
Street Address or PO Box Number:
City: Highland State: Ohio ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 562.45
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Clāimānt'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).







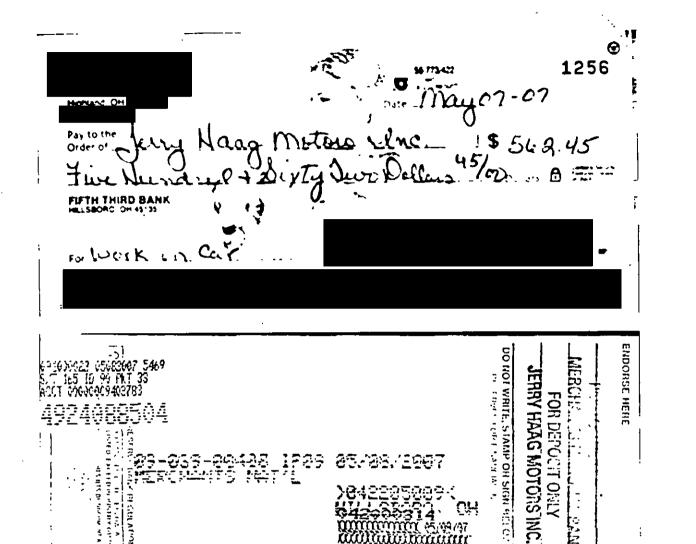
### JERRY HAAG MOTORS Inc.

1475 N. High St. Telephone (937) 393-1981 HILLSBORO, OHIO 45133





CUSTOMER NO	ADMISOR	TAG NO	INVOICE DATE	Litarouse wo
31222	RICHARD CRAWFORD	32	05/07/07	CVCS121044
	LABOR RATE LICENSE NO.	MILEAGE	COLOR	CVCS121944
	55.00	43,420	DELIVERY DATE	
	VEARTMAKET MODEL	000 0000	DELIVERY DATE	DELIVERY MILES
HIGHLAND, OH	05/CHEVROLET/MALIBU/4 D	OURCOUPE	CELLING DEALER NO.	PRODUCTION DATE
	1 G 1 7 T 6 2 8 9 5 F			
	F.T.E.NO.		O. DATE	
BUSINESS PHONE	COMMENTS	<del></del>	04/28/07	<u> </u>
				م معالمات
ABOR & PARIS			DISCLAIMER	OF WARRANTY
# 1 45CVZ STEERING/SUSPENSION HOURS	:_ 3.00 TECH(S):102	165.00	1110 0011011 0011111	HAAG MOTORS Inc.,
POWER STEERING WILL GO OUT PART TI SCAN CODE C0176,C0545 CALLED TAC C	ME ASE OGRANIO			iscialms all warrentico, r implied, including any
INTERNAL PROBLEM WITH STEERING COL	UMNM			merchantability or fit-
REPLACED STEERING COLUMN	CC THE DELIZER			er purpose, and JERRY
ALSO HAS STEERING SHAFT MAKING NOI	SE INI AFHICTE			c. neither assumes nor or person to assume for
ARTS OTY FP-NUMBER DESCRI	PTIONUNIT PR		It any liability in co	onnection with the sale
108 # 1 1 15926870 COLUMN	6.518 35: 308 # 1 TOTAL PA	9.00 359.00 RTS 359.00		nection with the repair
ISCCODEDESCRIPTION	OUD IT I FUINT CADON & FA	524.00		
OB # A SS SHOP SUPPLIES	CONTROL NO	1.65		
	TOTAL - MI	SC 1.65		
ORMENTS				
ROP				
OTALS		••••		
**************************************	* TOTAL LABOR. * TOTAL PARTS.			
[] CASH [1 CHECK CK NO. [1256]	* TOTAL SUBLET	0.00		
'	<ul> <li>TOTAL G.O.G.</li> </ul>	0.00	[	
[] VISA [] MASTERCARD [] DISCOVER	* TOTAL MISC CI * TOTAL MISC D	HG. 1.65 ISC 0.00		
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE	* TOTAL TAX	36.80		•
; ************************************	* TOTAL INVOK	CE \$ 562.45	-	
HANK YOU FOR YOUR BUSINESS!!		<u></u>		
CUSTOMER SIGNATURE	<del></del>			*
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PAGE 1 OF 1 CUSTOMER COPY				SIGOTORS INC
PAGE 1 OF 1 CUSTOMER COPY	THANK YOUF IN	VOICE   02:32pm	•	



HISTINE

Posting Date 2007 May 09

DB/CR Indicator Debit

Amount \$562.45

Posting Check Number 1256

Posting Account Number

Posting Seq Number

Tran Code 1256

ABA/RT Number



Service Request: 71-622862401

Customer Relationship Specialist: Pinkie Smith

Dear on:

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 \$562.45.

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

Sincerely,

Chevrolet Customer Assistance Center

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

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO 213 DATE 05/01/08 **AMOUNT** North American Operations General Motors Corporation Disbursement Account CROSS CITYFL SIGNATURE The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000076 PAYMENT DATE VENDOR NAME 05/01/08 REGISTER NO. DESCRIPTION % DISC. INVOICE AMOUNT INVOICE DATE DOC. REFERENCE NUMBER DISC. AMOUNT NET AMOUNT 04/30/08 VM 1-AB6DGF 71-623069212.1-AB6DGF 00.0000 579.92 579.92 1G2ZG528754 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 **TOTAL** 579.92 ,00 579.92



Service Request: 71-623069212

Customer Relationship Specialist: Michael Brent

Dear

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

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$579.92.

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.

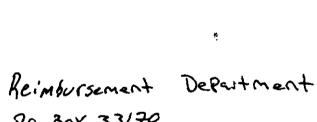
Sincerely,

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.

Cross city Fu





APR 25 1008

PO BOX 33170

Detroit, MI 48232-5170

Madaladalahalladdalladladladladladla

### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted:
17-Digit Vehicle Identification Number (VIN): 16276.528754
17-Digit Vehicle Identification Number (VIN): 16276.5287547  Mileage at Time of Repair: 19,089  Date of Repair: 10-16-07
Claimant Name (please print):
Street Address or PO Box Number:
City: City: Code: State: Planda ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 87/ 92
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

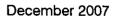
Your claim will be acted upon within 60 days of receipt.

### If your claim is:

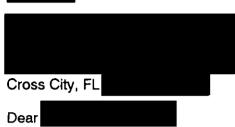
- · Approved, you will receive a check,
- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
  the claim and offered the opportunity to resubmit the claim when the missing documentation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

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









As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

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

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at no charge. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

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

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

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).



We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson

General Director,

Customer and Relationship Services

Enclosure 07126



07126 1G27G528754	16 0002615
CROSS CITY, FL	_
hdimbbilanblabla	

BUS:

PONTIAC G6

PROD DATE WARR EXP.

MAKE/MODEL

18402

### DIXIE CHEVROLET INC.

*INVOICE*

PAGE 1

An American Revolution

16454 SE HWY 19 PO BOX 400

CROSS CITY, FL 32628 -PHONE (352) 498-3379 FAX (352) 498-3813 STATE REG. #: MV52221

05NOV07

TOTAL

SERVICE ADVISOR: 317 JOHN C BARBER

VIN LICENSE MILEAGE IN / OUT TAG

1G2ZG528754 49088 49088

PROMISED PO NO. RATE PAYMENT INV. DATE

09:10 260CT07 13:03 05NOV07

YEAR

CROSS CITY

COLOR

DEL. DATE

HOME: 3

CELL:

BLACK

LINE OPCODE TECH TYPE HOURS

A C/STATES POWERSTEERING LOCKS UP

CAUSE: REPLACE STEERING COLUMN AND MOTOR

E7.680 COLUMN ASSEMBLY, STEERING - REPLACE

155 CP 4.80 1 25805894 MOTOR 1 15926870 COLUMN 283 20 283.20 353.78 282.31 282.31 359.00 48 286.48

CASH

PAID NOV 14 2007 PCAS. h.

Aw

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 itemitems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or itness 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 20 283. PARTS AMOUNT 568.79 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 **TOTAL CHARGES** 851 99 LESS INSURANCE 0.00 SALES TAX 19.93 PLEASE PAY THIS AMOUNT 871. 92

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

CUSTOMER COPY

CUSTOMER SIGNATURE

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

March 21, 2011

Ann Arbor, MI

Service Request: 71-623632447

Customer Relationship Specialist: Jim Goldberg

Dear

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

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

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

Sincerely,

Pontiac Customer Assistance Center

APR 2 8 2000 25 APR 20 Reinburgenent D PO BOX 33170 Detroit 1148232-5770 Mallaladadhalladalalaannadhadhaallaadh

### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted:
17-Digit Vehicle Identification Number (VIN): 16231554  Mileage at Time of Repair: 404-Date of Repair: 123354
17-Digit Vehicle Identification Number (VIN):
Claimant Name (please print):
Street Address or PO Box Number:
City: ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 662   DIAUCHIA = 400
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>That problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Ctaimant'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



If you figure paid to have this condition corrected prior to this notification, you may be eligible to

Requests prereimbursement may include earrs, labor rees and taxes. Reimbursement may be limited to the

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If you

Approved you will come 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).





### **Dusty's Collision, Inc**

RO #015845

2418 S. Industrial Hwy Ann Arbor, MI 48104

(734) 996-2325 Fax: (734) 996-2335

Final Bill Page 1 of 3

Date: 4/24/2008 Time: 3:59:39PM

ANN ARBOR MI

ANDREW THOMPSON

Arrival: 11/19/2007

2005 Pontiac Make: AAA Model: G6 GT

Style: 4D SED License: BKA3131

Color: black

VIN: 1G2ZH528354

Miles In: 59,714 Miles Out:

Hat No.: Unit No.:

Ins. Co. Phone (866) 401-0222 x Claim #:

Date of Loss: 11/15/2007

Source:

Adjuster:

Est.:

Scheduled:

Home: Work:

### Thank you for coming to our shop for your repairs.

Line	Line Items		Price	Labor	Paint	Other
	Repl RT Lower grille [FRONT BUMPER]		51.71 D			
2	Repl LT Lower grille [FRONT BUMPER]		51.71 D			
3	Repl Energy absorber [FRONT BUMPER]	S2	134.70 D		ł	
4	Repl Impact bar [FRONT BUMPER]	S2	123.22 D	1.5 B	0.6 R	
5	Repl Emblem [FRONT BUMPER]	S2	33.38 D			
6	Repl Qual Repl Parts Bumper cover [FRONT BUMPER]	SI	313.89 A	2.2 B	2.8 R	
7	Add for Clear Coat [FRONT BUMPER]	S1			1.1 R	
8	Repl RT Side bracket [FRONT BUMPER]	S1	14.55 D			
0	Repl LT Grille		32.87 D			
10	Repl LT Trim ring [GRILLE]		36.21 D	ļ		
11	Repl RT Fleadlamp assy [FRONT LAMPS]	S2	226.81 D			
12	Repl Qual Repl Parts LT Headlamp assy [FRONT LAMPS]	S2	200.00 A			
13	Aim headlamps [FRONT LAMPS]			0.5 B		
14	Repl Qual Repl Parts Radiator [COOLING]	S2	210.00 A	2.0 B	1/2	
15	Repl Fan assy [COOLING]		289.24 D			
16	Repl LT Side bafile [COOLING]	S1	3.34 D		X / J	~
17	Repl RT Side baffle [COOLING]	<b>S</b> 1	3.34 D		/ /	<b>→</b>
18	Repl Qual Repl Parts Condenser [AIR CONDITIONER & HEATER]	S2	181.25 A	1.5 B		()))) _r
19	Evacuate & recharge [AIR CONDITIONER & HEATER]	-	-	1.4 M		
20	Deduct for Overlap [AIR CONDITIONER & HEATER]			-1.2 B		
21	Repr Set up & measure & pull/sway front frame [AIR CONDITION			6.0 F		
22	Repr Upper tie bar [RADIATOR SUPPORT]	SI		3.0 B	1.0 R	
23	Overlap Minor Panel [RADIATOR SUPPORT]	S1			-0.2 R	
24	Repl Spiash shield [RADIATOR SUPPORT]	SI	78.21 D	0.3 B		
25	Repl RT Side shield 3.5 & 3.9 liter coupe & s [RADIATOR SUPP]	S1	19.17 D	0.3 B		j 
26	Repl LT Side shield 3.5 & 3.9 liter coupe & s TRADIATOR SUPP	\$1	18.29 D	0.3 B		
27	Repl LT Fender liner	SI	34.73 D	0.4 B	+	
28	Blend RT Fender	S2	1		0.9 R	
29	Blend LT Fender	S2			0.9 R	
30	Repl Hood	S1	384.12 D	1.0 B	2.8 R	
31	Add for Clear Coat [HOOD]	S1	}		1.1 R	

### **Dusty's Collision, Inc**

RO #015845

2418 S. Industrial Hwy Ann Arbor, MI 48104

Date: 4/24/2008

Time: 3:59:39PM

(734) 996-2325 Fax: (734) 996-2335

Final Bill Page 2 of 3

Line	Line Items		Price	Labor	Paint	Other
32	Add for Underside(Complete) [HOOD]	S1			1.4 R	
33	Repl LT Rocker molding [PILLARS, ROCKER &	SI	109.54 D	0.5 B		
	FLOOR]					
34	Repr LT Uniside assy [PILLARS, ROCKER &	S2		6.0 B		
	FLOOR]		ľ			
35	Repr LT Outer panel [REAR DOOR]	SI		4.0 B	2.0 R	
36	Overlap Major Non-Adj. Panel [REAR DOOR]	S2			-0.2 R	
37	Add for Clear Coat [REAR DOOR]	S2			0.4 R	
38	R&LLT Upper w'strip [REAR DOOR]	S1	ļ	0.3 B		
39	R&LLT Belt molding [REAR DOOR]	SI		0.2 B		
4()	R< Run channel primary [REAR DOOR]	S1		0.4 B	Ì	
41	R&I LT Handle, outside [REAR DOOR]	SI		0.4 B	}	
42	R&LLT R&I trim panel [REAR DOOR]	S1	1	0.4 B		
43	Repl LT Body side mldg [REAR DOOR]	S2	75.21 D	0.3 B	0.3 R	
44	Repr LT Outer panel [FRONT DOOR]	S1	ŀ	1.0 B	2.0 R	
45	Overlap Major Adj. Panel [FRONT DOOR]	SI			-0.4 R	
46	Add for Clear Coat [FRONT DOOR]	Si		1	0.3 R	
47	R< Upper wstrip [FRONT DOOR]	SI	Ì	0.3 B		
48	R&LLT Belt molding [FRONT DOOR]	S1		0.2 B		
49	R&LLT Mirror assy [FRONT DOOR]	\$1		0.3 B		
50	R&I LT Run channel primary [FRONT DOOR]	S1		0.2 B		
51	R&LLT Handle, outside [FRONT DOOR]	SI		0.4 B		
52	R&LLT R&I trim panel [FRONT DOOR]	SI		0.4 B		
53	Repl LT Body side mldg [FRONT DOOR]	S2	90.94 D	0.3 B	0.4 R	
54	Repr LT Quarter panel	S2		4.0 B	2.0 R	
55	Overlap Major Adj. Panel [QUARTER PANEL]	S2		ļ	-0.4 R	
56	Add for Clear Coat [QUARTER PANEL]	S2		ļ	0.3 R	
57	Add for Lock Pillar [QUARTER PANEL]	S2			0.5 R	
58	O/H rear bumper	SI		1.8 B		
1 50	Repl RECOND Bumper cover [REAR BUMPER]	S1	235.38 O		2.8 R	
60	Add for Clear Coat [REAR BUMPER]	S1	04.20 5		1.1 R	
61	Repl Lower cover [REAR BUMPER]	S1	86.20 D	ł		
62	Repl Absorber [REAR BUMPER]	S2	180.57 D	0.2.5		
63	Repl RT Nozzle [WINDSHIELD]	S2	16.26 D	0.2 B	-	-
64	Repl LT Nozzle [WINDSHIELD]  Repl LT'Rear Center cap PFF & PF9 [WHEELS]	S2	16.26 D 34.64 D	0.2 B	i	
65	Repl RECOND LT/Rear Wheel, alloy 17" PFE	S2 S2	283.00 O	0.3 B		
66	[WHEELS]	32	283.000	0.5 B		
67	Repl RECOND RT/Front Wheel, alloy 17" PFE	S2	283.00 O	0.3 B		
"	[WHEELS]	32	203.000	0.5 D		
68	Sublet Mount & Balance [WHEELS]	S2		]		20.00 L
69	Repl Gear assy [STEERING GEAR & LINKAGE]	S2 S2	310.26 D	-		20.00 D
70	Sublet Gear assy installation [STEERING GEAR &	S2 S2	310.20 D			250.00 L
'`'	LINKAGE)	52				250.00 1
71	Repl GDYR 225/50R17 EAGLE RS-A 93V B40%	B \$95.40 S2		//_	\	225.00 X
72	Repl Shield (TIRES)	S2	63.92 D		/	, 223.007
73	Sublet Four wheel alignment [TIRES]	S2 S2	55.72 7			80.00 L
74	Paint Materials	S2	Ţ,	<u> </u>	429n [	470.00 P
75	Hazardous Waste Disposal Materials	52			4-11/2	2.00 Z
C 76	R&R Customer pay tire	S2	180.00 D			2.00 2
- '''	Surv. mer kuž me	92	.00.00 D		-	
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### **Dusty's Collision, Inc**

RO #015845

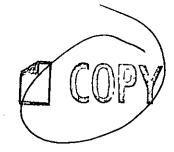
Date: 4/24/2008 Fime: 3:59:39PM 2418 S. Industrial Hwy Ann Arbor, MI 48104 (734) 996-2325 Fax: (734) 996-2335

Final Bill Page 3 of 3

	Totals	Original \$	Suppl. \$	Final \$
Parts, Aftermarket (A)		992.14	-87.00	905.14
Parts, Domestic (D)	D10.00% (\$269.94)	707.46	1,722.00	2,429.46
Parts, Other (O)	D10.007#(#207.74)	0.00	801.38	801.38
Parts Total		1,699.60	2,436.38	4,135.98
Labor, Body (B)	34.2 @ <b>\$</b> 36.00	450.00	781.20	1,231.20
Labor, Frame (F)	6.0 @ \$45.00	270.00	0.00	270.00
Labor, Mechanical (M)	1.4 @ \$55.00	77.00	0.00	77.00
Labor, Refinish (R)	23.5 @ \$36.00	273.60	572.40	846.00
Labor Total		1,070.60	1,353.60	2,424.20
Hazardous Waste (Z)		2.00	0.00	2.00
Materials, Paint (P)		152.00	318.00	470.00
Misc.(Taxed) (X)		0.00	225.00	225.00
Sublet Labor (L)		0.00	350.00	350.00
Other Total		154.00	893.00	1,047.00
Subtotal		2,924.20	4,682.98	7,607.18
SALES TAX	(Rate =6.000%)	111.10	178.76	289.86
Total		3,035.30	4,861.74	7,897.04
Betterment		0.00	95.40	95.40
Deductible		400.00	0.00	400.00
Insurance Total Customer Due	·	2,635.30 400.00	4,594.62 267:12	7,229.92 - 667.12

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my own risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

SIGNED X______ DATE _____



578188881438 861 DISTYS COLLISION 2418 t INDUSTRIAL ANN 65008, MI 49104 734-796-2325

NERCHAPT 8224 576164081438 881 DATE : 12/87/87 84:15 PM

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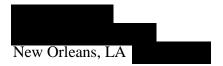
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T HOME TO PAY THE ANOME TOTAL AMOUNT. ACCOMOTING TO THE LABOL ISSUER AGREEMENT - (MERCHANT AGREEMENT CREDIT VOICHER)

TOP COPY-MERCHANT MOTTER COPY-CUSTOMER

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

March 21, 2011



Service Request: 71-623665408

Customer Relationship Specialist: Paul Gambino

Dear

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

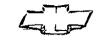
At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

We have reviewed your request for reimbursement on the steering motor that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced and repair performed is not included in the special coverage. This special coverage includes the steering column and not the steering motor.

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

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MAY 1 2 2008

May 2, 2008

General Motors Corporation Customer and Relationship Services PO Box 33170 Detroit, MI 48232-5170

New Orleans, LA

CUSTOMER DID NOT RECEIVE THIS LETTER FROM GMC

Service Request: 71-623665408

Customer Relationship Specialist: Paul Gambino

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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

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RETURN TO SENDER NOT DELIVERABLE AS ADDRESSED UNABLE TO FORWARD

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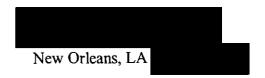


**Customer Assistance Center** 

Chevrolet Division
General Motors Corporation
P.O. Box 33170

Detroit, MI 48232-5170

June 3, 2008



### CUSTOMER DID NOT RECEIVE THIS LETTER FROM GMC

Service Request: 71-623665408

Customer Relationship Specialist: Paul Grant

-Dear-

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

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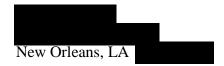
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Sincerely,

Chevrolet Customer Assistance Center

#### March 21, 2011



Service Request: 71-623665408

Customer Relationship Specialist: Paul Grant

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Sincerely,

Chevrolet Customer Assistance Center

New ORIENS, LA

APR 25 2000

22 APR 2008 PM 3 L

NEW ORLEANS LA 701



Reimbursiement Department PO BOX 33176 Detroit, MI 48232-5170

4823245170

### **CUSTOMER REIMBURSEMENT CLAIM FORM**

	This section to be completed by Claimant
	Date Claim Submitted: ADRI 18, 2008
	17-Digit Vehicle Identification Number (VIN): 1612552F15F
	Mileage at Time of Repair: 68203 Date of Repair: MARCh 75, 2008
	Claimant Name (please print):
ļ	Street Address or PO Box Number:
	City: 1/20 Ollews State: LA ZIP Code:
_	-Daytime-Telephone-Number (include Area Code):
	Evening Telephone Number (include Area Code): (504)
	Amount of Reimbursement Requested: \$ 522.49
	The following documentation must accompany this claim form.
	Original or clear copy of all receipts, invoices, and/or repair orders that show:
	<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
	My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
	Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

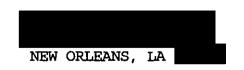
Your claim will be acted upon within 60 days of receipt.

### If your claim is:

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

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





## BANNERGISCHEVROLET

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

www. bannerchevy.com

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