

May 3, 2011

[REDACTED]
[REDACTED]
Manasquan, NJ [REDACTED]

Service Request: 71-582865152

Customer Relationship Specialist: Emma Price

Dear [REDACTED]

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

If you have outstanding issues, please feel free to contact us at our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Pontiac Customer Assistance Center

May 3, 2011

[REDACTED]
[REDACTED]
Chicago, IL [REDACTED]

Service Request: 71-583822434
Customer Relationship Specialist: Randy Courage

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]

West Milton, OH [REDACTED]

Service Request: 71-583972808

Customer Relationship Specialist: Fernando Puga

Dear [REDACTED]:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center



CP-419-1C-R

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center
P.O. Box 100, Detroit, Michigan 48265-1000

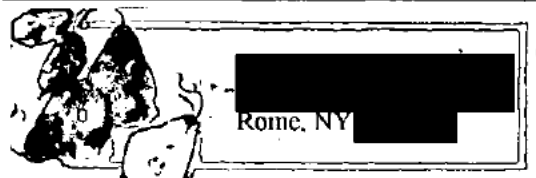


UNITED STATES POSTAGE
\$ 00.97⁰
114031789
MAILED FROM ZIP CODE 48143

First Class Mail

JAN 24 2008

GM Corp
PO Box 33170
Detroit, MI 48232-5170



UTICA NY 133

11 JAN 2008 PM 2 L



USA 41

JAN 24 2008

GM Center
(Chevy Malibu)
100 Renaissance Center
P.O. Box 100
Detroit

48265+0000

MI 48265-1000



[REDACTED]
Rome, NY [REDACTED]
January 11, 2008

re: Chevrolet Malibu
100 Renaissance Center
PO Box 100
Detroit, MI 48265-1000

Dear Sirs:

I called in to your 800 number and am referring to file #71-584174180.
I am enclosing the work order for fixing the "intermediate" shaft on my car this past month.
I also had the steering column fixed when I first bought the car, - fixed at the Chevy Dealer's in Camden, NY in October or November of 2006. I do not have the paper work from that, as that was still under warranty.
However, I would like to be reimbursed for the cost of the labor and part for fixing the intermediate drive shaft - which comes to \$195.
Thank you very much.
I really love my Malibu.

Sincerely,

[REDACTED] owner
[REDACTED]



GM

Rome, NY

Dear

*I called in
File # 71-584174180
December 2007*

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).

*GM
33170
Demo it M1
4832-5120*



100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

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10/10/1944

10/10/1944

THIS WAS
Sent TO
Cheng Marketing

DONNIE ZEE'S SALES, LLC24 HARDEN BLVD
CAMDEN, NY 13316
#7042507

HAPPY HOLIDAYS

Invoice Number: 2935
Invoice Date: Nov 29, 2007
Page: 1Voice: (315) 245-0051
Fax: (315) 245-0052

COPY

Bill To:

ROME, NY

Ship to:2005 CHEVY MALIBU MAXX
1G1ZT62835F102460
#DTA 6349
41841

Customer ID	Customer PO	Payment Terms	
		C.O.D.	
Sales Rep ID	Shipping Method	Ship Date	Due Date
	Airborne		11/29/07

Item	Description	Unit Price	Amount
4001	INTERMEDIATE SHAFT		139.00
5051	LABOR		40.00



PAID

2468

Check/Credit Memo No:

Subtotal	179.00
Sales Tax	16.11
Total Invoice Amount	195.11
Payment/Credit Applied	
TOTAL	195.11

May 3, 2011

[REDACTED]
[REDACTED]
Hiram, GA [REDACTED]

Service Request: 71-584201424

Customer Relationship Specialist: Janice Jine

Dear [REDACTED]:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
Kawkawlin, MI [REDACTED]

Service Request: 71-584277565

Customer Relationship Specialist: Emma Price

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
Ruston, [REDACTED]

Service Request: 71-584545815

Customer Relationship Specialist: Christian Freep

Dear [REDACTED]:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
[REDACTED]
Baltimore, MD [REDACTED]

Service Request: 71-584613880

Customer Relationship Specialist: Rowena Tyler

Dear [REDACTED]:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
Wall Lake, IA [REDACTED]

Service Request: 71-584756448
Customer Relationship Specialist: Timothy Haggith

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]

Camden, NJ [REDACTED]

Service Request: 71-585126059

Customer Relationship Specialist: Steve Finlay

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
Woonsocket, RI [REDACTED]

Service Request: 71-585329400

Customer Relationship Specialist: Jessica Dillon

Dear [REDACTED]:

We are sorry you have experienced concerns with your 2005 Pontiac G6. Customer satisfaction is a top priority for us at Pontiac.

Because you are a loyal Pontiac customer, we are providing you with one complimentary lube, oil, and filter service. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) equipped in your Pontiac vehicle from the factory. If your vehicle came equipped with conventional oil and you elect to have synthetic oil, then you will be responsible for the difference in price. Present this letter to any Pontiac dealership for redemption.

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

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

May 3, 2011

[REDACTED]
[REDACTED]
Miami, FL [REDACTED]

Service Request: 71-585442455

Customer Relationship Specialist: Sharon Harder

Dear [REDACTED]:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
[REDACTED]
Dayton, TX [REDACTED]

Service Request: 71-585595528
Customer Relationship Specialist: Venus Rodriguez

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
[REDACTED]
Fort Pierce, FL [REDACTED]

Service Request: 71-586465003

Customer Relationship Specialist: John Myrick

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
[REDACTED]
Chillicothe, OH [REDACTED]

Service Request: 71-588443628

Customer Relationship Specialist: Laura Tanton

Dear [REDACTED]

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

If you have outstanding issues, please feel free to contact us at our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Pontiac Customer Assistance Center

May 3, 2011

[REDACTED]

San Juan, PR [REDACTED]

Service Request: 71-588468935

Customer Relationship Specialist: Matthew Valentine

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

La Fayette, AL

MONTGOMERY AL 361

03 JAN 2003 PM 1 T

HO



JAN 10 2003

A08

Chevrolet

P.O. Box 100

Detroit, MI 48265-1000

4826530000



1-1-08

[REDACTED]
LaFayette, AL [REDACTED]

Chevrolet / GM

P.O. Box 100

Detroit, MI 48245-1000

Re: 2005 Chevrolet Malibu 07126 1G1ZT52855F [REDACTED]

I am writing in response to the letter I received regarding the power steering defect of 2005 Chevrolet Malibu. I am happy to say I own this vehicle. The car has many safety features. However, I have encountered several problems.

Since driving the car off of the lot I have replaced the front brakes for a total of four times. I was also informed by a technician that I need a pinion and rod. And as for the power steering, my light has been on right after the warranty wore off. It is almost impossible to driving if it comes on immediately after starting the car.

I have 92,000 miles on this car. I had checked with the Chevrolet technician before I reached the 70,000 mile mark but I could not afford to repair it. This should not be a take and repair if needed as long as you have 70,000 miles or less. This should be a recall. While doing so, you should survey the number of front brakes that have been purchased.

I look forward to hearing from you.

Sincerely,

Enclosed is a copy of the estimate I had to diagnose the car. The mileage was 87,142 at that time. However, the problem began before then, but paying eighty dollars each time for a car to be diagnosed is too expensive considering there is a car not and insurance.

35220

148142

CHEVROLET - CADILLAC, INC.
823 Opelika Rd. P.O. Box 3308
AUBURN, ALABAMA 36831-3308
(334) 821-9001 Fax (334) 821-9007
www.lyncrypto.com

COPY INVOICE*

PAGE 1



LAFAYETTE, AL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 20 CHRISTOPHER LEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	05	CHEVROLET MALIBU	1G1ZT52855F		87142/87142	T2464	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07JAN05 IS			WAIT 26JUL07			CASH	26JUL07
R.O. OPENED		READY	OPTIONS: DLR:08263				

09:11 26JUL07 10:34 26JUL07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A PWER STEERING LIGHT COMES ON

DIAG PERFORMED DIAG. NEEDS PWER STEERING MODULE

WITH MOTOR AND SENSOR. CUSTOMER DECLINED AT
THIS TIME.

31 CPCR	1.00			80.00	80.00
PARTS:	0.00	LABOR:	80.00	OTHER:	0.00
				TOTAL LINE A:	80.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 4.40

LOOK FOR YOUR SERVICE SATISFACTION SURVEY

PLEASE RETURN IT COMPLETELY SATISFIED!

THANK YOU FOR CHOOSING OUR SERVICE DEPARTMENT

Goodwrench
Service

PAID

JUL 26 2007

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

I hereby authorize the repair work to be done, along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the car or truck to secure the amount of repairs thereto.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	80.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.40
TOTAL CHARGES	84.40
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	84.40

CUSTOMER COPY

May 3, 2011

[REDACTED]
North Richland Hills, TX [REDACTED]

Service Request: 71-590486201

Customer Relationship Specialist: Marisa Rocha

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the Steering on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT628X5F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until November 11, 2009, or 100,010 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage

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

May 3, 2011

[REDACTED]
Tucson, AZ [REDACTED]

Service Request: 71-591080195

Customer Relationship Specialist: Gabriella Rangel

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the Steering on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZU64835P[REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until April 16, 2010, or 72,156 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage

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



ST. Croix U.S Virgin Islands



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







DEC 26 2007

4823235170 B050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

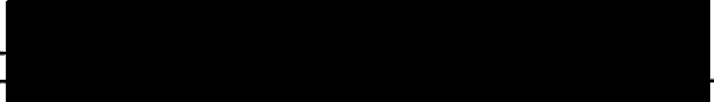
Date Claim Submitted: 12-17-07
 17-Digit Vehicle Identification Number (VIN): 1G12T64865F 
 Mileage at Time of Repair: 7,500 Date of Repair: TOTAL WAS NOT REPAIRED
 Claimant Name (please print): 
 Street Address or PO Box Number: 
 City: C'sted State: ST. COIX ZIP Code: 
 Daytime Telephone Number (include Area Code): 
 Evening Telephone Number (include Area Code): 
 Amount of Reimbursement Requested: \$ 8,500

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 1.800.496.9994.



A. C. V. (Blue Book) ^{\$} 18,145-

SALVAGE 3,500

Sub-total 14,645-

DEDUCTIBLE 1000

Sub-total 13,645-

DEDUCTED Prior
Damage PAID 5,219.05

TOTAL 8,425.95

~~Sub-total 13,645-~~

ID NO 37533

**CHEVROLET - PONTIAC
OLDSMOBILE - BUICK
CADILLAC - GMC TRUCK
ISUZU - KIA**

**SERVICE - PARTS
BODY SHOP**

STOCK #: 12415

DATE: 6/7/2005

NEW

☐ USED

☐ DEMO

AS FOLLOWS

MAKE CHEVROLET	MODEL MALIBU	COLOR WHITE	TYPE MAXX	YEAR 2005
SERIAL NO. AND/OR ENGINE NO. 1G1ZT64865F		TO BE DELIVERED ON OR ABOUT		

- \$26,350.00

TOTAL	\$26.350	00
-------	----------	----

DOC FEE	298.00
---------	--------

INSPECTION/REGISTRATION FEE

LICENSE	TRANSFER	TITLE	(1) TOTAL CASH DELIVERED PRICE	\$26 648 00
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CASH DEPOSIT SUBMITTED WITH ORDER \$	1,500.00	ADDITIONAL CASH DUE \$	2,000.00	TOTAL	\$3,500.00
--------------------------------------	----------	------------------------	----------	-------	------------

DOWN	ALLOWANCE FOR USED VEHICLE TRADED IN, AS APPRAISED	REBATE		
------	--	--------	--	--

PMT	LESS BALANCE OWING TO -	PAYOFF \$	GOOD 'TIL	
-----	-------------------------	-----------	-----------	--

YR.	MAKE	MODEL	VIN	(2) TOTAL DOWN PAYMENT	\$3,500.00
-----	------	-------	-----	------------------------	------------

TR	MAKE	MODEL	VIN	(1) TOTAL DOWN PAYMENT	\$5,500.00
AMOUNT DUE ON DELIVERY (1 LESS 2)					

				AMOUNT DUE ON DELIVERY (1 LESS 2)	
TRADE MAKE	TRADE MODEL	TRADE TYPE	TRADE YEAR	AMOUNT	

TRADE MAKE	TRADE MODEL	TRADE TYPE	TRADE YEAR	WARRANTY		

TRADE IDENT./SERIAL NO.	TRADE LICENSE NO.	TRADE MILEAGE		
-------------------------	-------------------	---------------	--	--

				\$23,148.00
--	--	--	--	-------------

IF TERMS ARE A PART OF THIS TRANSACTION, THEN ALL OF THE DETAILS ARE ATTACHED HERETO ON AN ADDITIONAL SALES INSTALLMENT CONTRACT AND BECOMES AN INTEGRAL PART OF THIS CONTRACT.

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE AND NO OTHER AGREEMENT OF UNDERSTANDING OF ANY NATURE CONCERNING SAME HAS BEEN MADE OR ENTERED INTO

I CERTIFY THAT I AM OF LAWFUL AGE, AND HEREBY ACKNOWLEDGE RECEIPT OF A COPY OF THIS ORDER.

This agreement shall not become binding upon the Dealer until approved by an officer of the company.

CONSULTANT 1 MURRAY, BOB - BM

NOTICE: YOUR DEPOSIT OF \$ _____ WILL HOLD

YOUR VEHICLE UNTIL _____

APPROVED

SIGNED

ADDRESS

CITY, STATE, ZIP ST CROIX VI,

HOME PHONE

CELL
WORK PHONE

①



MERVYN RAMDEEN AUTO REPAIRS

-Complete Body & Engine Repairs- Phone 340 772-9542 Fax 340 772-9542

Visual Damage Quotation

PARTS PRICES BASED ON STANDARD CATALOG PROCUREMENT. PARTS PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE. DATE INSPECTED DATE COMPLETED
IN ITEMS NOT AVAILABLE LOCALLY.

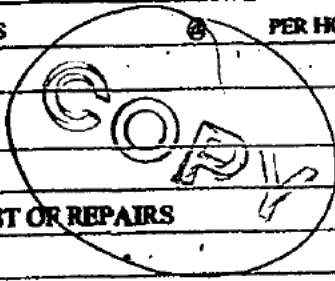
ADDRESS CITY/STATE ZIP BUSINESS PHONE

MAKE OF CAR YEAR MODEL L.S SERIAL NO. LICENSE NO. MILEAGE COLOR
Chevrolet 05 Malibu 1912764865F white

ENGINE 4.1 TRANS Auto RADIO WHLS/COVERS Rims AC 41 PW 11 FB 41 PSL 4 CRUISE A SEATS 4 R. DEF 11

R&R	REPAIR	DESCRIPTION OF WORK	REFINISH CLEAR COAT	BODY LABOR	PARTS \$	SUBLET NET
✓✓		front Bumper Cover	36	30	29342	
✓✓		" " Impact	-	-	18462	
✓✓		" " absorb impact	-	-	7259	
✓✓		" " Engine Spare Shell	-	-2	1788	
✓✓		" " grille lower	-	-	7664	
✓✓		" " " mld	-	-	12734	
✓✓		" " Hood Plate Brk	-	-	403	
✓✓		" " Bumper Deflector lower	-	-3	4908	
✓✓		" " Bumper Retainer	-	-	1000	
✓✓		" " grille upper	-	-2	12744	
✓✓		" " " mld	-	-3	12034	
✓✓		" " " Emblem	-	-3	2390	
✓✓		" " R. & F. Headlamp Assy	-	-2	21000	
✓✓		" " L. & F. " " " "	-	-2	21000	
✓✓		" " fog lamp Assy	-	-3	9407	
✓✓		" " R. & F. " " " "	-	-3	9402	
✓✓		Hood Panel	41	08	38411	
✓✓		" " Hing (L.H.)	-	-6	2934	
✓✓		" " Panel Insulation	-	-2	5291	
✓✓		" " Retainer	-	-	536	
TOTALS						

REFINISHING HOURS	@	PER HOUR	\$
LABOR HOURS	@	PER HOUR	\$
PARTS \$			\$
SUBLET/NET			\$
TOTAL COST OF REPAIRS			\$



MERVYN RAMDEEN AUTO REPAIRS

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Visual Damage Quotation

PARTS PRICES BASED ON STANDARD CATALOG PROCUREMENT. PARTS PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE. PROCUREMENT AND DELIVERY CHARGES MAY BE ADDED FOR SPECIAL SERVICES ON ITEMS NOT AVAILABLE LOCALLY.

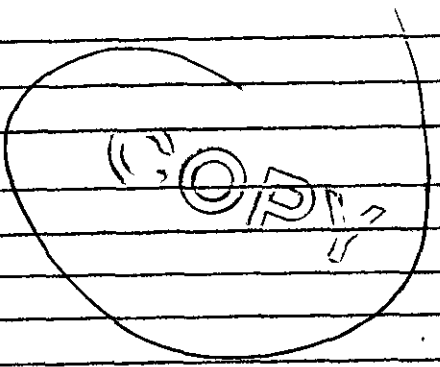
DATE INSPECTED DATE COMPLETED

INSURED ADDRESS CITY/STATE ZIP BUSINESS PHONE HOME PHONE

MAKE OF CAR YEAR MODEL SERIAL NO. LICENSE NO. MILEAGE COLOR

ENGINE	TRANS	RADIO	WHL/COVERS	AC []	P/B []	P/S []	P/SEATS []
R&R	REPAIR	DESCRIPTION OF WORK	REFINISH	P/W []	P/L []	CRUISE []	R. DEF []
			CLEAR COAT		BODY LABOR		SUBLET NET
✓✓		Rt f splash shield	-	-	10	831	
✓✓		" " Caliper Brake	-	-	5	16951	
✓✓		" " Brake Pad Assy	-	-	10	10887	
✓✓		" " Disc Brake Assy	-	-	5	25012	
✓✓		" " Load wheel	-	-	5	26546	
✓✓		" " fender	-	-	-	-	8500
✓✓		" " fender Panel	30	20	19180		
✓✓		" " fender liner	-	-	3	2839	
✓✓		" " Retainer	-	-	-	500	
✓✓		" " Insulator	-	-	-	6009	
✓✓		" " Hing (L R) Hood	-	-	3	1796	
✓✓		" " Door	30	50	56017		
✓✓		" " mbl	04	-	2	5829	
✓✓		" " Mirror Rear	07	-	3	10498	
✓✓		" " Door glass	-	-	15	27245	
✓✓		" " Rear fender Assy	75	300	64945		
✓✓		" " Tail lamp Assy	-	-	02	21235	
✓✓		" " Rear Bumper Cush	25	13	29341		
✓✓		Left Rear Door	30	40	56522		
✓✓		" " " glass	-	-	6	9898	
		TOTALS					

REFINISHING HOURS	@	PER HOUR	\$
LABOR HOURS	@	PER HOUR	\$
PARTS \$			\$
SUBLET/NET			\$
TOTAL COST OF REPAIRS			\$



3



MERVYN RAMDEEN AUTO REPAIRS

-Complete Body & Engine Repairs- Phone 340 772-9542 Fax 340 772-9542

Visual Damage Quotation

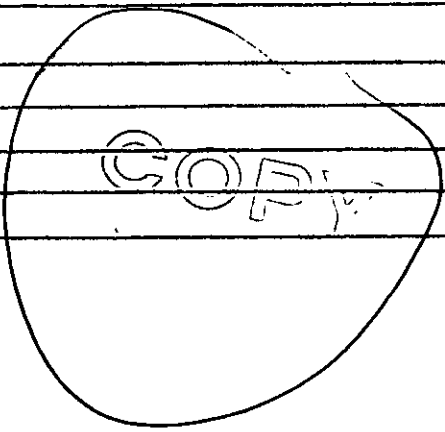
3

PARTS PRICES BASED ON STANDARD CATALOG PROCUREMENT. PARTS PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE. PROCUREMENT AND DELIVERY CHARGES LMAY BE ADDED FOR SPECIAL SERVICES ON ITEMS NOT AVAILABLE LOCALLY.

INSURED				DATE INSPECTED				DATE COMPLETED																			
ADDRESS				CITY/STATE				ZIP				HOME PHONE															
MAKE OF CAR				YEAR				MODEL				SERIAL NO.				LICENSE NO.				MILEAGE				COLOR			

ENGINE	TRANS	RADIO	WHLs/COVERS	AC []	P/B []	P/S []	P/SEATS []	R. DEF []
R&R	REPAIR	DESCRIPTION OF WORK	REFINISH CLEAR COAT	P/W []	P/L []	CRUISE []	PRICE	SUBLET NET
✓	✓	Head trim seal	-	-	-	-	1451	
✓	✓	" Hatch Assy	-	-	-	2	5422	
✓	✓	" Switch	-	-	-	-	1970	
✓	✓	" Cable	-	-	10	-	2240	
✓	✓	Rotor	-	-	17	-	25676	\$2500
✓	✓	" should	-	-	13	-	24974	
✓	✓	" shield cover fan	-	-	-	-	3596	
✓	✓	" Bracket support	-	-	-	-	2491	
✓	✓	A-C Condenser	-	-	12	-	28594	\$17500
✓	✓	Front Suspension Bar	30	-	60	-	11996	
✓	✓	" Rail after	-	-	20	-	17335	
✓	✓	" H-Ren Assy	10	-	80	-	9470	
✓	✓	" E-Gen Spark shield	-	-	-	2	1713	
✓	✓	Front Rail Assy	-	-	90	-	41526	
✓	✓	Sub frame Assy	-	-	80	-	75958	
✓	✓	Right front struts	-	-	15	-	13409	
✓	✓	" " Knuckle Assy	-	-	15	-	14609	
✓	✓	" " Lower control arm	-	-	-	8	17724	
✓	✓	" " Brake Rotor	-	-	-	6	13194	
✓	✓	" " Hub Assy	-	-	10	-	20582	
TOTALS								

REFINISHING HOURS	@	PER HOUR	\$
LABOR HOURS	@	PER HOUR	\$
PARTS \$			\$
SUBLET/NET			\$
TOTAL COST OF REPAIRS			\$



-Complete Body & Engine Repairs- Phone 340 772-9542 Fax 340 772-9542



Visual Damage Quotation

HOME PHONE**BUSINESS PHONE**

COLOR

TOTAL COST OF REPAIRS \$

COPI

(5)



MERVYN RAMDEEN AUTO REPAIRS

-Complete Body & Engine Repairs- Phone 340 772-9542 Fax 340 772-9542

Visual Damage Quotation

PARTS PRICES BASED ON STANDARD CATALOG PROCUREMENT. PARTS PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE. PROCUREMENT AND DELIVERY CHARGES LMAY BE ADDED FOR SPECIAL SERVICES ON ITEMS NOT AVAILABLE LOCALLY.

DATE INSPECTED DATE COMPLETED

INSURED

HOME PHONE

ADDRESS

CITY/STATE

ZIP

BUSINESS PHONE

MAKE OF CAR

YEAR

MODEL

SERIAL NO.

LICENSE NO.

MILEAGE

COLOR

ENGINE	TRANS	RADIO	WHL/COVERS	AC []	P/W []	P/B []	P/S []	P/SEATS []	R. DEF []
R&R	REPAIR	DESCRIPTION OF WORK			REFINISH CLEAR COAT	BODY LABOR	PRICE		SUBLET NET
✓	✓	Sander front fender			-	-	5	7001	
✓	✓	SDM unit			-	-	10	21639	
✓	✓	Acoustic Dampener Air Bag			-	-	4	69416	
✓	✓	" " Passenger " "			-	-	6	69796	
✓	✓	Left front struts			-	-	14	13409	
✓	✓	Rear Brake			-	-	6	13194	
✓	✓	Lower Control arm			-	-	8	17784	
✓	✓	Left front steering knuckle			-	-	13	14699	
✓	✓	" " Hub			-	-	9	20582	
✓	✓	Left front Axle shaft Assy			-	-	3	25012	
✓	✓	Left Rear Door			30	40		55440	
		Rear Left fender			-	-	-	-	
	✓	Cowl and fender			30	10		-	
		Body			-	-	-	-	

#28640.15

Possible more	REFINISHING HOURS 99.9 @ 40 PER HOUR	\$4208.00
unseen Damage	LABOR HOURS 171.1 @ 40 PER HOUR	\$6840.00
	PARTS \$	\$1121.50
	SUBLET/NET	\$370
	Paint Mat	\$500
	TOTAL COST OF REPAIRS	\$
	50% markup	\$610

COPY

ORIGINAL DOCUMENT IS PRINTED ON CHEMICAL REACTIVE PAPER WITH MICROPRINTED BORDER. SEE REVERSE SIDE FOR COMPLETE SECURITY FEATURES.

GUARDIAN INSURANCE COMPANY

P.O. BOX 9109
CHARLOTTE AMALIE
U.S. VIRGIN ISLANDS 00801

PAID ON BEHALF OF

BANK OF NOVA SCOTIA
CHARLOTTE AMALIE
ST. THOMAS, U.S. VIRGIN ISLANDS

101:805
216

CLAIM NUMBER

CHECK DATE

06/29/06

31674

PRODUCER NO.

76

PRODUCER NAME

CARLTON WILLIAMS & ASSOC.

POLICY NUMBER

POLICY EFFECTIVE DATE

06/07/05

POLICY EXPIRATION DATE

06/07/06

INSURED'S NAME

DATE OF LOSS

04/06/06

POLICY TYPE

PAY Eight thousand Four hundred Twenty Five and 95/100*****

\$***8,425.95

TO THE
ORDER
OF

PAYMENT
FOR

Full and final payment for all damages

TWO SIGNATURES REQUIRED OVER \$5000

131

KJ

ST.

DOCUMENT INCLUDES A HIDDEN WORD. DO NOT CASH IF THE WORD VOID IS VISIBLE. DOCUMENT ALSO CONTAINS HEAT-SENSITIVE INK. TOUCH HERE - RED IMAGE DISAPPEARS WITH HEAT.

COPY

May 3, 2011

[REDACTED]
Perris, CA [REDACTED]

Service Request: 71-597390561

Customer Relationship Specialist: Mandy Peddle

Dear [REDACTED]:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
Layton, UT [REDACTED]

Service Request: 71-597557819

Customer Relationship Specialist: Krista Layden

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

About Your Service Consultant/Advisor (continued)

- | | 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?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|---|--------------------------|-------------------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | | | |
| 12. Were ALL of your service concerns corrected on this service visit?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
| IF NO, why not? (check all that apply) | | | | | |
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available | | | | |
| <input type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair | | | | |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) _____ | | | | |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know | | | | |

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | | | |
| 14. Were you given a copy of the completed repair order/invoice? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
| | Yes | No | Don't Know/ Not Sure | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|--------------------------|-------------------------------------|---|-------------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Marshall Pontiac? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Definitely Would | Probably Would | Might/ Might Not | Probably Not | Definitely Not |
| 17. Would you recommend this dealership for service? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 18. Overall, how satisfied are you with your 2006 G6? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 19. Are you... <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female | | | | | |
| 20. Your age... <input type="checkbox"/> Under 25 <input type="checkbox"/> 25 - 34 <input type="checkbox"/> 35 - 44 <input checked="" type="checkbox"/> 45 - 54 <input type="checkbox"/> 55 - 64 <input type="checkbox"/> 65 or older | | | | | |
| 21. May we include your name when providing this survey information to your dealership? | | | | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 22. Do you have any other comments/recommendations about Marshall Pontiac? | | | | | |

This vehicle HAS experienced the same problem three times. I plan on suing GM under the Indiana Lemon Law.

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Pontiac Customer Assistance Center: 1-800-762-2737

Thank You!!

Your opinions will help us serve you better.

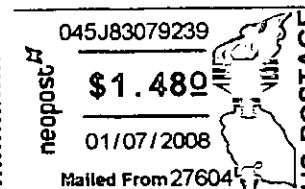
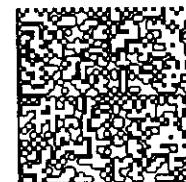
Please return this questionnaire in the self-addressed, postage-paid envelope to:

PONTIAC, P.O. BOX 10054, TOLEDO, OH 43682-4074





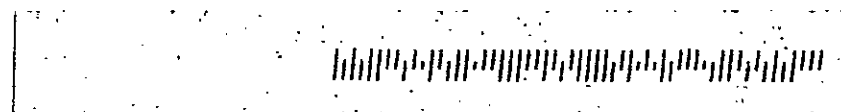
RALEIGH REGIONAL OFFICE
4800 Falls of Neuse Road, Suite 320
Raleigh, NC 27609-8140



FIRST CLASS MAIL

General Motors
Attn: Reimbursement Dept.
P.O. Box 33170
Detroit, MI 48232-5170

JAN 09 2008



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1/3/0817-Digit Vehicle Identification Number (VIN): 1G2EG5285354Mileage at Time of Repair: 56496 Date of Repair: 10/24/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

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

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

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

Amount of Reimbursement Requested: \$ 5,255.22

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: Judy Brown - Amica Insurance
on behalf of [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170Reimbursement questions should be directed to the following number:
1-800-204-0261



RALEIGH REGIONAL OFFICE
4800 Falls of Neuse Road, Suite 320
Raleigh, North Carolina 27609-8140

Toll-free: 1-800-89-Amica (1-800-892-6422)
Claims Fax: 1-866-381-3243
Sales/Service Fax: 1-919-790-5483



January 5, 2008

General Motors
Attn: Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

Our File Number: L09200703131D
Our Insured: [REDACTED]
Your Customer: [REDACTED]
Vehicle: 2005 Pontiac G6
VIN: 1G2ZG528354 [REDACTED]
Date of Loss: October 19, 2007
Amount of Loss: \$5255.22

To whom it may concern:

We are subrogated to the rights of our insured due to the payment of a collision loss.

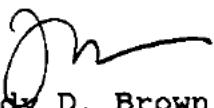
Our insured has presented us with paperwork indicating there is an existing problem with the steering in the 2005 Pontiac G6. In view of this, our insured reported that he was in the process of turning when the steering locked and he was unable to maneuver and he ran into a curb causing substantial damage to his vehicle.

The amount of damage to our insured's vehicle is shown above. This amount includes both our loss and our insured's deductible.

Enclosed are copies of our supporting papers.

Your prompt action regarding payment would be appreciated.

Very truly yours,


Judy D. Brown, AIC
Claims Department, Ext. 45336
Amica Mutual Insurance Company
jbrown3@amica.com

*JB

SUBROGATION PAYMENT OUTLINE

Repair Figure	\$	3508.85
Deductible	\$	500.00
Supplement #1	\$	511.07
Rental Expense	\$	735.30
TOTAL AMOUNT	\$	5255.22

CK# 2089275

11-14-07 JB



\$ 3508.55

EXHIBIT C

DIRECTION TO PAY

Date: 11-12-07 Claim Number: [REDACTED]

Customer Name: [REDACTED]

Address: [REDACTED]

City: Knightdale State NC Zip [REDACTED]

Home Phone: [REDACTED] Business Phone: [REDACTED]

Final Estimate Amt.: \$ 4519.92Deductible: (if applicable) \$ 500Net Amount to Shop: \$ 3929.24

Year	Make	Model	Vin Number
2005	Pontiac	GL	1G2ZG528354 [REDACTED]

I, [REDACTED], am completely satisfied with the
 (Print the Authorized Owners Name)
 Workmanship of all repairs and authorizes payment on my claim as listed above to:

Shop Name	Shop Address
Thuc 2 Form	2821 Capital Blvd., Raleigh

Authorized Owners Signature	Date
[REDACTED]	11-13-07
Witness Signature	Print Name
Kristal Pendleton	Kristal Pendleton

Amica Mutual Insurance Company and Repair Assistance Program authorized repair facility guarantees the workmanship of the repairs for as long as you own the vehicle. If for any reason, you are not fully satisfied with the workmanship of the authorized repairs and we determine that the repairs did not meet the I-CAR standards, we will assure the repairs are properly corrected. Simply contact the Amica Mutual Insurance Company claim office nearest you to report the problem.

This guarantee is exclusive of any wear, tear, deterioration, or mechanical breakdown. The guarantee extends only to repairs authorized by Amica Mutual Insurance Company and does not cover prior repairs or subsequent unrelated damage. This guarantee is not transferable.

Fax: 800-381-3243

Estimate #5832852 Print Toggle Pictures

True2Form Collision - Raleigh, NC

CK#2090155

11-15-07 OB \$511.07

ESTIMATE OF RECORD**Insured/Owner Information**

Insured
Owner
Address Line 1
Address Line 2
City
State Zip
Phone1
Phone2
Fax
Email

KNIGHTDALE

NC

Insurance Company Information

Company Type ID
Company Number
Company Name
Address Line 1
Address Line 2
City
State Zip
Phone
Fax
Company Email
Contact Name
Contact Title
Contact Phone
Contact Email

Amica - Raleigh Regional
4800 Falls of Neuse Road,
Suite 320

Raleigh
NC 27604-1547
(800) 892-6422
(866) 381-3243

Adjuster Information

Name
Company
Address Line 1
Address Line 2
City
State Zip
Work Phone
Fax
Email

Judy Brown
Amica - Raleigh Regional
3201 Beechleaf Court
Suite 300
Raleigh
NC 27604
800-892-6422 x45336
JBROWN3@AMICA.COM

Inspection Location Information

Inspection Location
Address Line 1
Address Line 2
City
State Zip
Phone1
Phone2
Fax
Contact Name
Contact Email

Other

100 Towne Village Rd

Carey
NC 27513

Appraiser Information

Written By
Company ID Code
Company Name
Address Line 1
Address Line 2
City
State Zip
Phone1
Phone2
Fax
Email
License No
File No

GEORGE PERRY

True2Form Collision -
Raleigh, NC

2821 Capital Blvd.

Raleigh
NC 27604
(919) 872-2213

(919) 872-9331
capitalblvd@true2form.com

Repair Facility Information

Facility ID Code
Facility
Address Line 1
Address Line 2
City
State Zip
Phone1
Phone2
Fax
Fed Tax ID
License No
Bar No
Contact Name
Contact Email

TRUE 2 FORM - CAPITAL
BLVD

CAPITAL LOCATION
2821 CAPITAL BLVD.

RALEIGH

NC 27604

(919) 872-2213

(919) 872-9331

341910878

Claim Information

Claim No
Claimant No
Policy No
Loss Type
Deductible

1

9804321091

Collision

\$500.00

Estimate Information

Estimating Platform
Est Sw Version
Est Sw Unique File ID
Est Sw Supplement No
Est Sw Transation Type
Est Sw Committed Status
PC Supplement No

CCC Pathways

4.40.02

CC02JRV3

S01

S

Committed

256

Calendar of Events

Loss Date
Assignment
Inspection
Est Sw Created
PC Created

10/19/2007

10/22/2007

10/19/2007

11/15/2007

11/15/2007 7:26:06 AM

Miscellaneous

Notes
Comments

Vehicle Information

Database Code
License Plate No
License Plate State
VIN
Condition
Production Date
Year
Make Code
Make Description

DR1FQ05

NC

1G2ZG52835

10/2004

2005

PONT

Model
Type
Body Style
Trim Code
Trim Color
Molding Code
Engine
Mileage
Color

G6

PC

4D SED

Trim Code

Trim Color

Molding Code

6-3.5L-FI

56496

Silver

Paint Tone
Paint Stage
Paint Code 1
Paint Code 2
Paint Code 3
Primary Point of Impact
Secondary Points of Impact

1

2

Paint Code 1

Paint Code 2

Paint Code 3

Left Front Corner

Equipment Options

Automatic Transmission, Overdrive, Bucket Seats, Cloth Seats, Reclining Seats, Power Steering, Tilt Wheel, Power Brakes, 4 Wheel Disc Brakes, Rear Defogger, Power Windows, Full Wheel Covers, AM Radio, FM Radio, Stereo, Search/Seek, CD Player, Power Locks, Power Trunk/Tailgate, Air Conditioning, Cruise Control, Driver Air Bag, Passenger Air Bag, Console/Storage, Digital Clock, Intermittent Wipers, Power Mirrors, Dual Mirrors, Body Side Moldings, Fog Lamps, Keyless Entry, Clear Coat Paint

Line Items													
Line #	Ver	Operation	Part Type	Description	OEM/Vendor Part Number	Qty	Price	Ext	Part Adj %	Part Adj Amt	Labor Units	Labor Type	System Notes
1				FRONT BUMPER									
2	E	Remove/Install		R&I bumper cover	19120467						1.6	Body	
3	E	Repair		Bumper cover	19120467						2.0	Body	
3	E	Repair		Bumper cover							2.8	Refinish	
4	E			Add for Clear Coat							1.1	Refinish	
5	S1	R&R	OEM	Emblem	25771372	1	33.38 T	33.38			0.2	Body	
6	E	Remove/Install		RT Lower grille	15243287						0.2	Body	
7	E	Remove/Install		LT Lower grille	15243286						0.2	Body	
8				GRILLE									
9	E	Remove/Install		RT Grille	22699328						0.2	Body	
10	E	Remove/Install		LT Grille	22699329								
11				FRONT LAMPS									
12	E	Remove/Install		RT Fog lamp assy	15162675						0.3	Body	
13	E	Remove/Install		LT Fog lamp assy	15162675						0.3	Body	
14	E	Remove/Install		LT Headlamp assy	15835750								
15				RADIATOR SUPPORT									
16	S1	R&R	OEM	LT Side shield 3.5 & 3.9 liter coupe & s	15809317	1	18.29 T	18.29			0.3	Body	
17				HOOD									
18	E	Blend		Hood	15801208						1.4	Refinish	
19	S1	Remove/Install		Insulator	15890356						0.3	Body	
20	S1	R&R	OEM	Insulator retainer	22718305	B	1.69 T	13.52					
21				WINDSHIELD									
22	S1	Sublet	None OEM Glass (Nags)	Windshield NAGS +10% DW01603		1	300.00	300.00	10.00 %	30.00			
23	S1	R&R	OEM	RT Wiper arm	15797483	1	38.63 T	38.63			0.2	Body	
24	S1	R&R	OEM	RT Wiper blade	15779415	1	29.00 T	29.00			0.1	Body	
25	S1	R&R	OEM	RT Nozzle	15247800	1	16.26 T	16.26			0.2	Body	
26	S1	R&R	OEM	LT Nozzle	15247800	1	16.26 T	16.26			0.2	Body	
27				FENDER									
28	E	R&R	OEM	LT Fender	15292019	1	169.30 T	169.30			2.0	Body	
28	E	R&R		LT Fender							1.8	Refinish	
29	E			Add for Clear Coat							0.7	Refinish	
30	E			Add for Edging							0.5	Refinish	
31	E			Deduct for Overlap							-0.3	Body	
32	E	R&R	OEM	LT Fender liner	15255732	1	34.73 T	34.73					
33	E	R&R	OEM	LT Fender liner retainer	10121502	6	0.33 T	1.98					
34	E	Repair		LT Rear panel	15780004						3.0	Body	
34	E	Repair		LT Rear panel							0.5	Refinish	
35				WHEELS									
36	E	R&R	Re-Chrome	RECOND LT/Front Wheel, alloy 16"	89060324	1	174.99 T	174.99			0.3	Body	
37	E	R&R	Re-Chrome	RECOND RT/Front Wheel, alloy 16"	89060324	1	174.99 T	174.99			0.3	Body	
38	E	R&R	Other	VALVE STEM		1	2.95 T	2.95					
39	E	R&R	Other	VALVE STEM		1	2.95 T	2.95					
40	E	Sublet	Sublet	MOUNT & BALANCE SUBLET		1	15.00	15.00					
41	E	Sublet	Sublet	MOUNT & BALANCE SUBLET		1	15.00	15.00					
42	E	Sublet	Sublet	4 WHEEL ALIGNMENT		1	69.95	69.95					

Estimate

[Judy D. Brown - Raleigh Claims]

43	S1	R&R	Other	L/F Tire Mastercraft all season P215/60R		1	84.95	T	84.95		
44	S1	R&R	Other	R/F Tire Mastercraft all season P215/60R		1	84.95	T	84.95		
45	S1	Sublet	Sublet	Scrap tire fee		1	4.00		4.00		
46	S1	Sublet	Sublet	Tire recycling fee		1	3.50		3.50		
47	S1	R&R	Aftermarket	A/M Wheel nut alloy wheel		2	3.25	T	6.50		
48				FRONT SUSPENSION							
49	E			O/H frt susp lt						3.0	Body
50	S1	R&R	OEM	LT Hub & bearing	15793213	1	281.93	T	281.93		
51	E	Repair		Deduct O/H frt susp						-3.0	Body
52	E	R&R	OEM	LT Brake hose	22729634	1	22.67	T	22.67		
53	E	Sublet		Bleed brake system							
54	S1	R&R	Other	Brake fluid		1	4.50	T	4.50		
55	S1	R&R	OEM	LT Knuckle	21995733	1	172.66	T	172.66		
56	S1	R&R	OEM	LT Lower cntrl arm	22730775	1	187.93	T	187.93		
57	E			Deduct for Overlap							
58	S1	R&R	OEM	LT Strut w/ride & handling suspension	88964544	1	120.22	T	120.22		
59	E			Deduct for Overlap							
60	S1	R&R	OEM	LT Stabilizer link	22670300	1	43.12	T	43.12		
61	E			Deduct for Overlap							
62	S1	R&R	OEM	LT Axle assy	10379129	1	248.10	T	248.10		
63	E			Deduct for Overlap						-0.5	Body
64	E	Repair		Add back labor deduction						0.5	Body
65	S1	Sublet	Sublet	Labor to install frt suspension componen		1	396.20		396.20		
66				PILLARS, ROCKER & FLOOR							
67	S1	R&R	OEM	LT Rocker molding	15209853	1	109.54	T	109.54	0.5	Body
68				FRONT DOOR							
69	E	Repair		LT Outer panel (front edge)	15146085					0.5	Body
69	E	Repair		LT Outer panel (front edge)						2.0	Refinish
70	E			Overlap Major Adj. Panel						-0.4	Refinish
71	E			Add for Clear Coat						0.3	Refinish
72	E	Remove/Install		LT Belt molding	15889536					0.2	Body
73	E	Blend		LT Body side mldg	89024127					0.2	Refinish
74	E	Remove/Install		LT Mirror assy	15278129					0.3	Body
75	E	Remove/Install		LT Handle, outside	22672194					0.4	Body
76	E	Remove/Install		LT R&I trim panel	15806821					0.4	Body
77	E	Sublet	Sublet	Towing		1	80.00		80.00		
78	E	Sublet	Sublet	Tow to Atlantic Avenue Tire for sublet r		1	45.00		45.00		
79	E	R&R	Other	CORROSION PROTECTION		1	10.00		10.00	0.5	Body
80	E	Refinish		TINT COLOR TO BLENDABLE MATCH						0.5	Refinish
81	E		Other	COVER CAR TO PAINT		1	5.00		5.00		
82	E		Other	HAZARDOUS WASTE REMOVAL		1	5.00		5.00		
83	S1			FINAL BILL PLEASE PAY SHOP DIRECTLY							

Summary

Type	Supp	Units / Amt	Rate	Other	Misc	Base	Markup	Discount	Gross	Tax Rate	Totals
Parts											

	OEM	-	-	-	-	1557.52	0.00	0.00	1557.52	6.7500%
	Aftermarket	-	-	-	-	6.50	0.00	0.00	6.50	6.7500%
	Re-Chrome	-	-	-	-	349.98	0.00	0.00	349.98	6.7500%
	Other	-	-	-	-	200.30	0.00	0.00	200.30	6.7500%
	None OEM									
	Glass (Nags)	-	-	-	-	300.00	30.00	0.00	330.00	
	Total Parts	-	-	-	-	2414.30	30.00	0.00	2444.30	- 2444.30
Labor										
	Body E01	13.40	40.00	-	-	536.00	0.00	0.00	536.00	
	Body S01	1.00	40.00	-	-	40.00	0.00	0.00	40.00	
	Refinish E01	11.40	40.00	-	-	456.00	0.00	0.00	456.00	
	Total Labor	-	-	-	-	1032.00	0.00	0.00	1032.00	- 1032.00
Material										
	Paint	11.40	24.00	262.20	999.00	273.60	-	-	273.60	
	Total Material	-	-	262.20	-	273.60	0.00	0.00	273.60	- 273.60
Sublet										
	Sublet	-	-	-	-	628.65	0.00	0.00	628.65	
	Total Sublet	-	-	-	-	628.65	0.00	0.00	628.65	- 628.65
Other Charges										
	Total Other Charges	-	-	-	-		0.00	0.00		- 0.00
Taxes										
	Sales Tax	2094.30	6.7500%	-	-	141.37	-	-	141.37	-
	Total Taxes	-	-	-	-	141.37	0.00	0.00	141.37	- 141.37
Estimate Totals										
	Estimate Total									4519.92
	Previous Total									4008.85
	Current Supplement									511.07
Customer Pay										
	Deductible							500.00	-	
	Related Prior Damage								-	
	Appearance Allowance								-	
	Betterment								-	
	Customer Total									500.00
Insurance Pay										
	Insurance Pay									4019.92

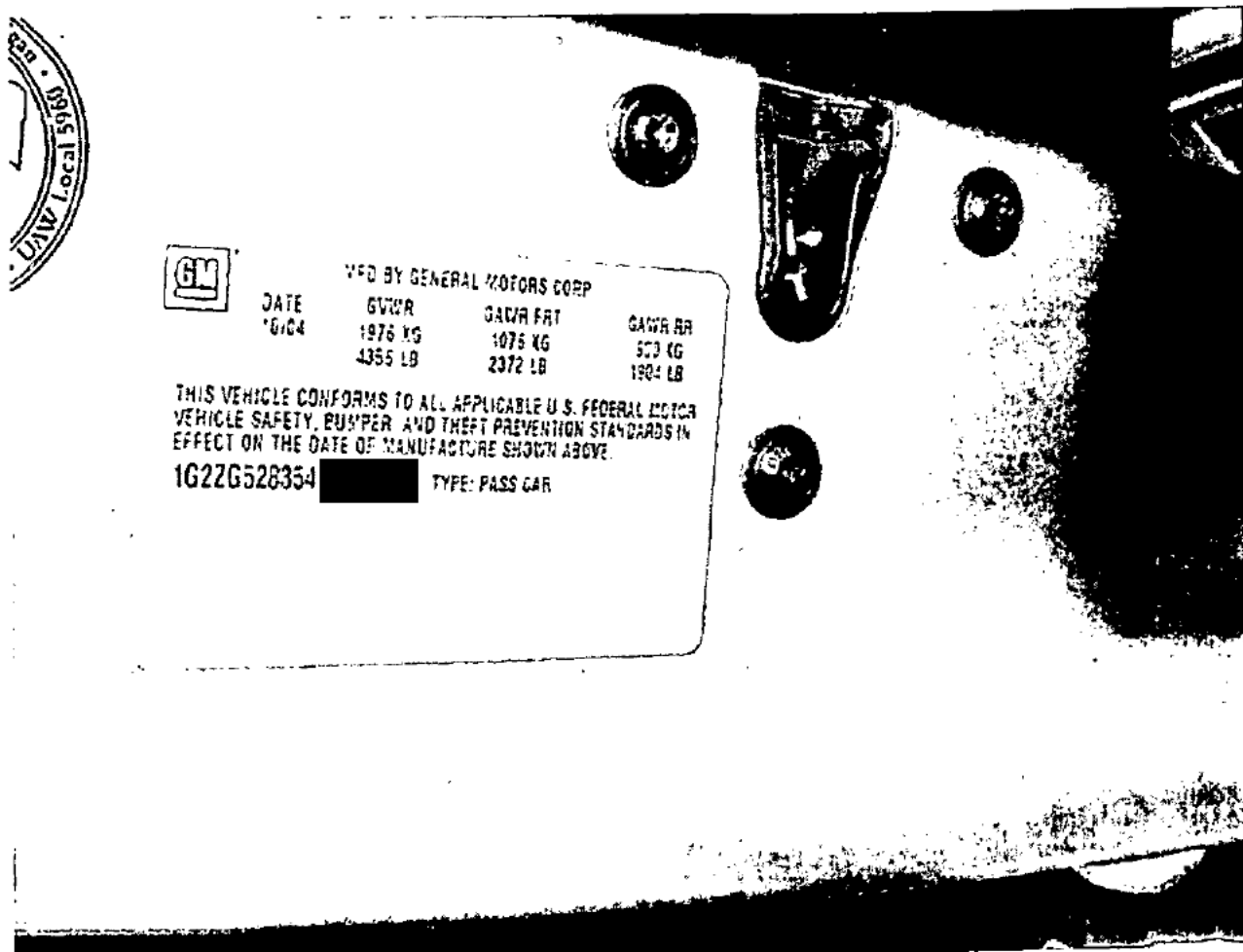
Charges At-A-Glance

Estimate has no charges.

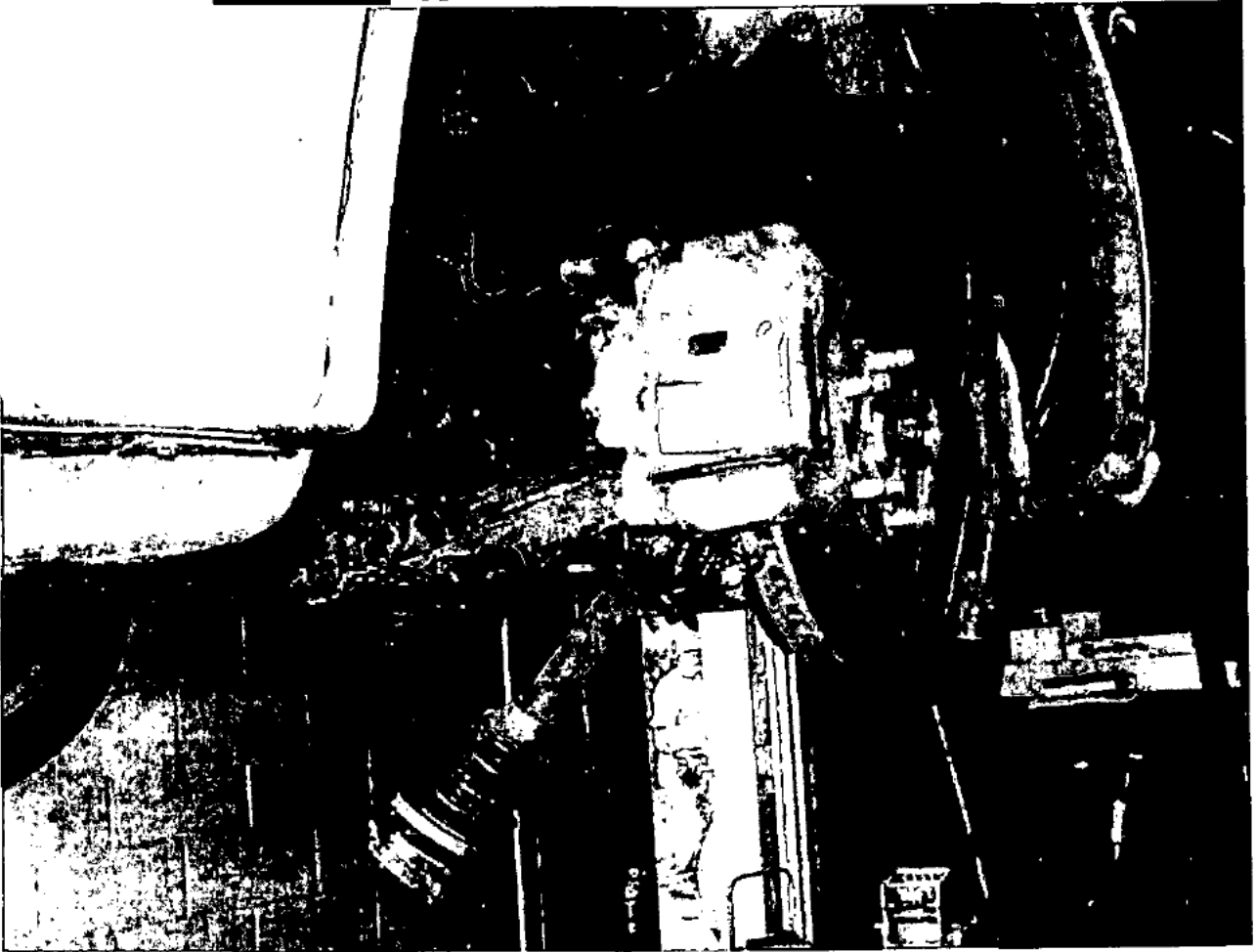
Vendor Info

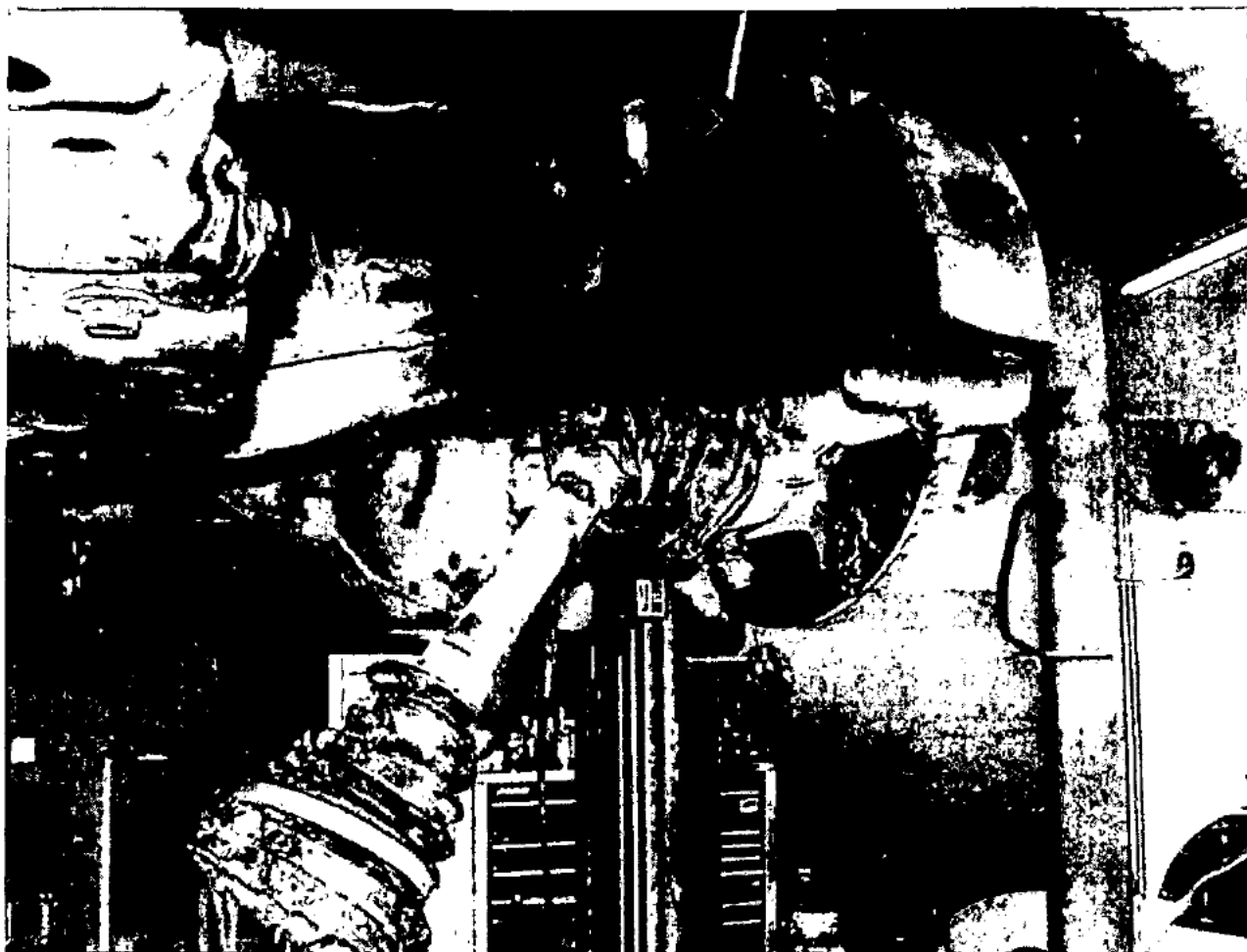
Estimate has no relevant vendor information.

This estimate has been prepared based on the use of automobile parts not made by the original manufacturer. Parts used in the repair of your vehicle by other than the original manufacturer are required to be at least equal in like kind and quality in terms of fit, quality, and performance to the original manufacturer parts they are replacing. In the repair of your covered auto under the physical damage coverage provisions of this policy, we may require or specify the use of automobile parts not made by the original manufacturer. These parts are required to be at least equal in terms of fit, quality, and performance to the original manufacturer parts they replace.



Photos Claim Number: [REDACTED] Print

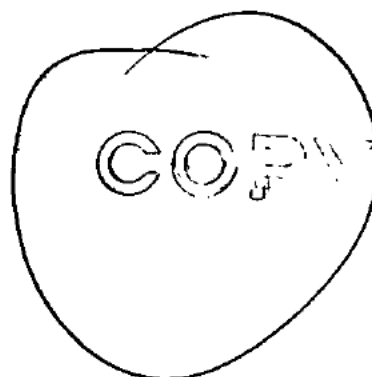




COPY



COPY

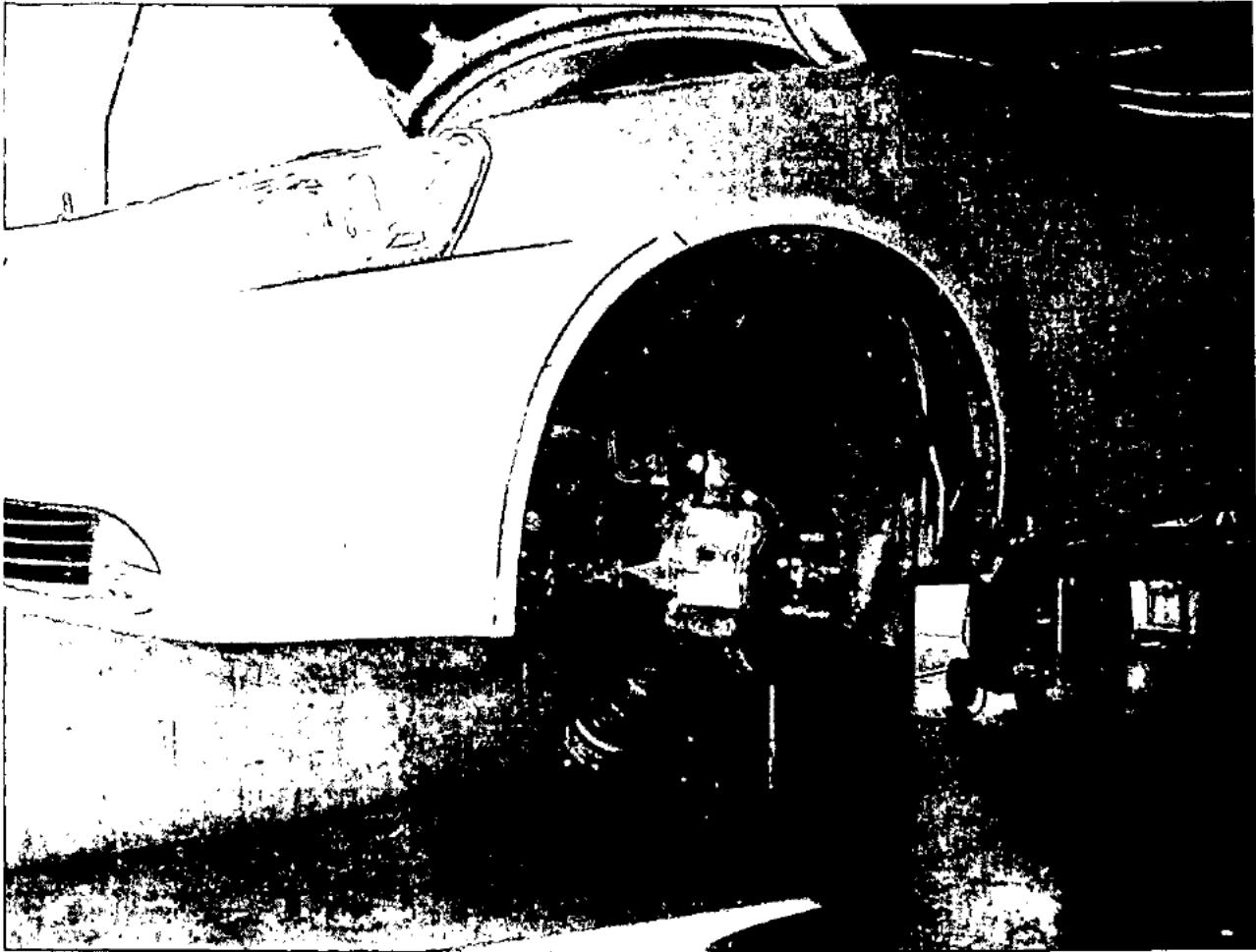




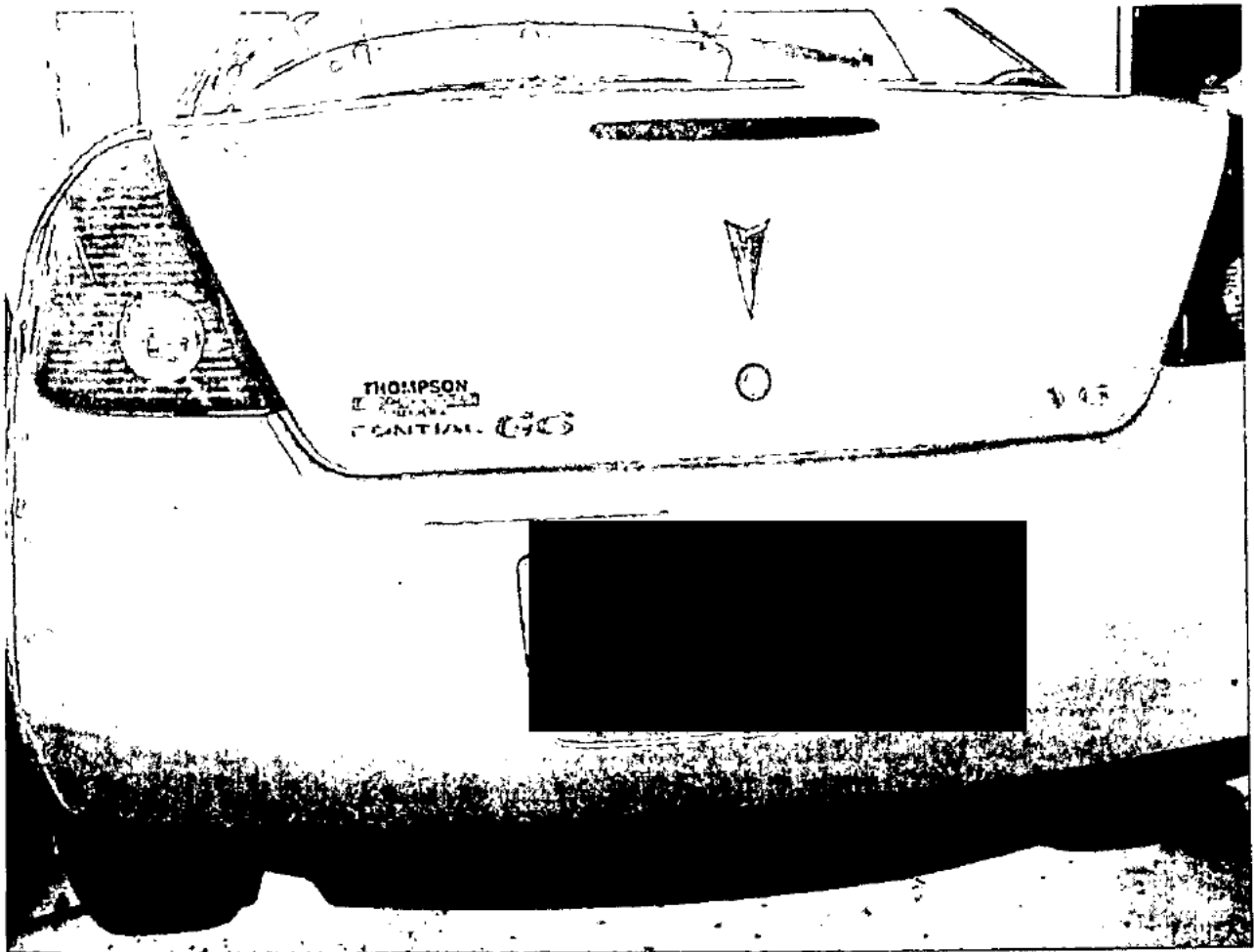
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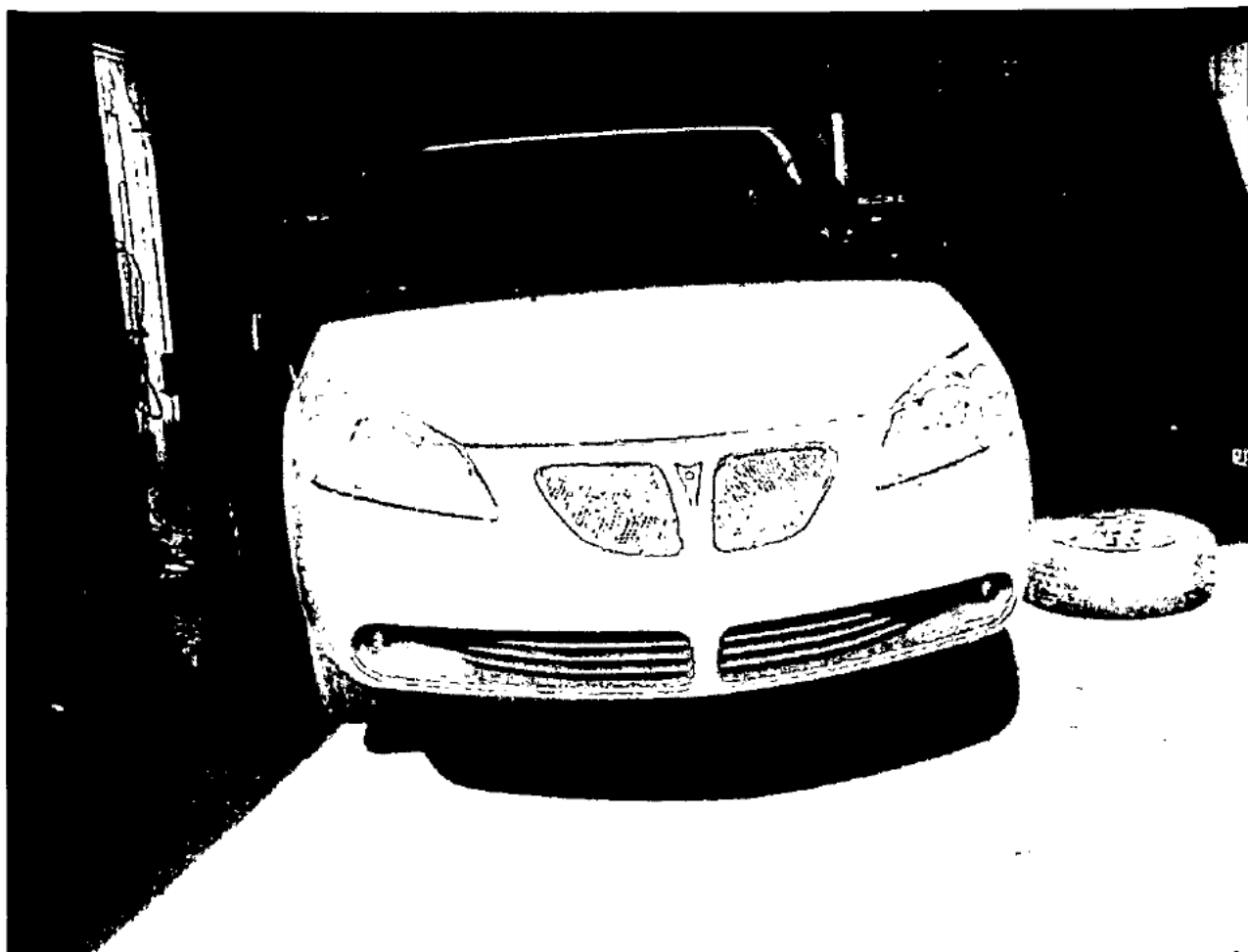
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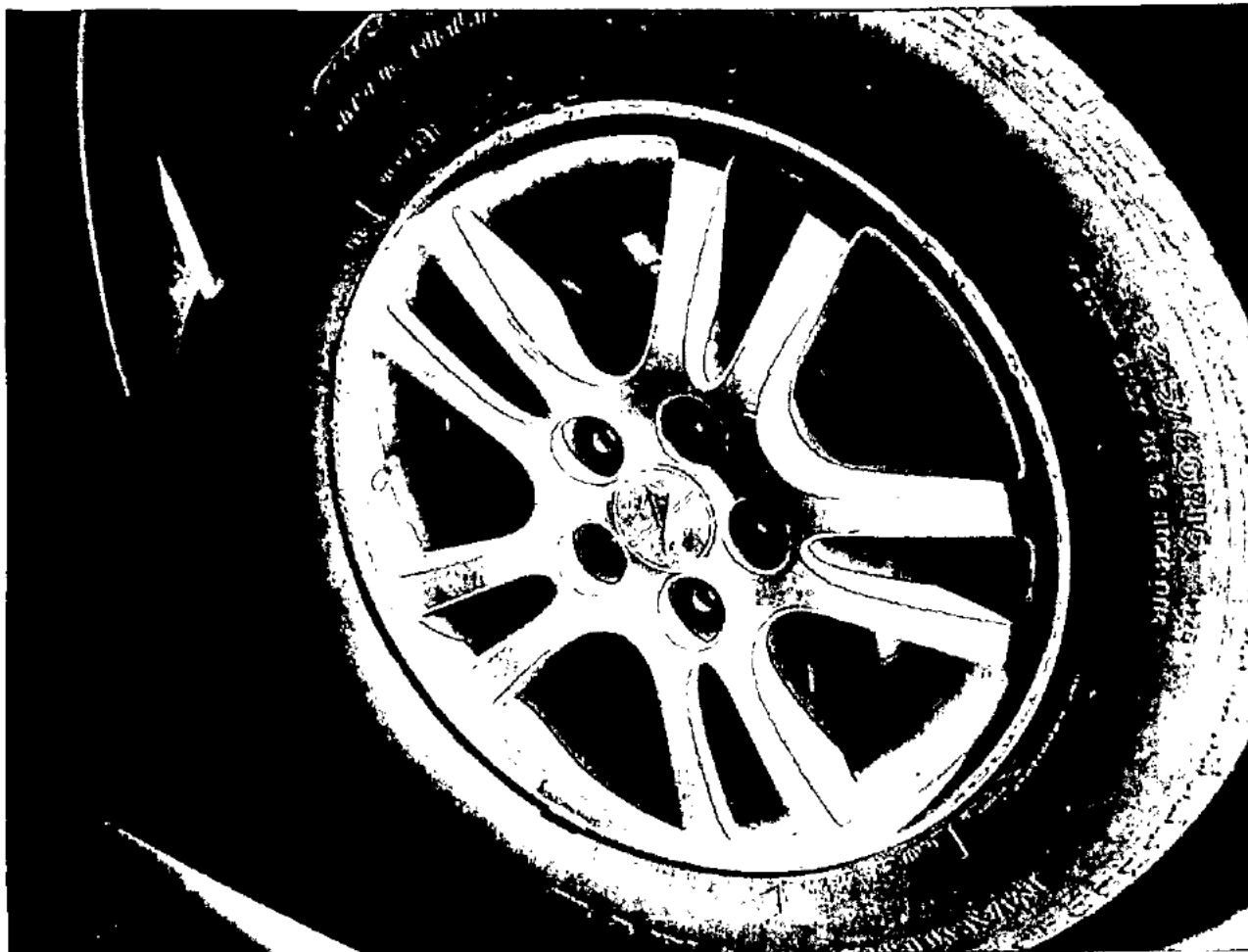
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COPY



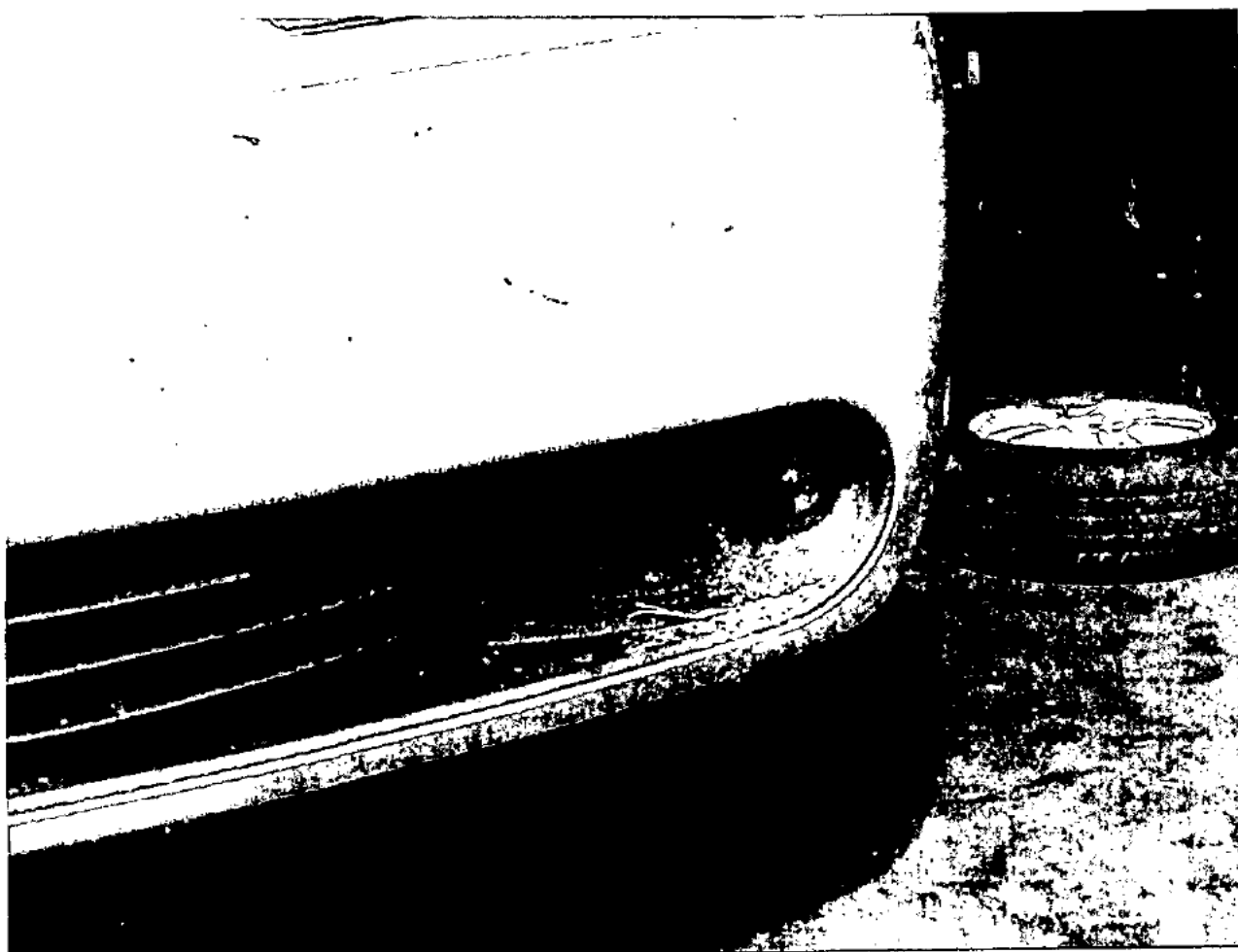
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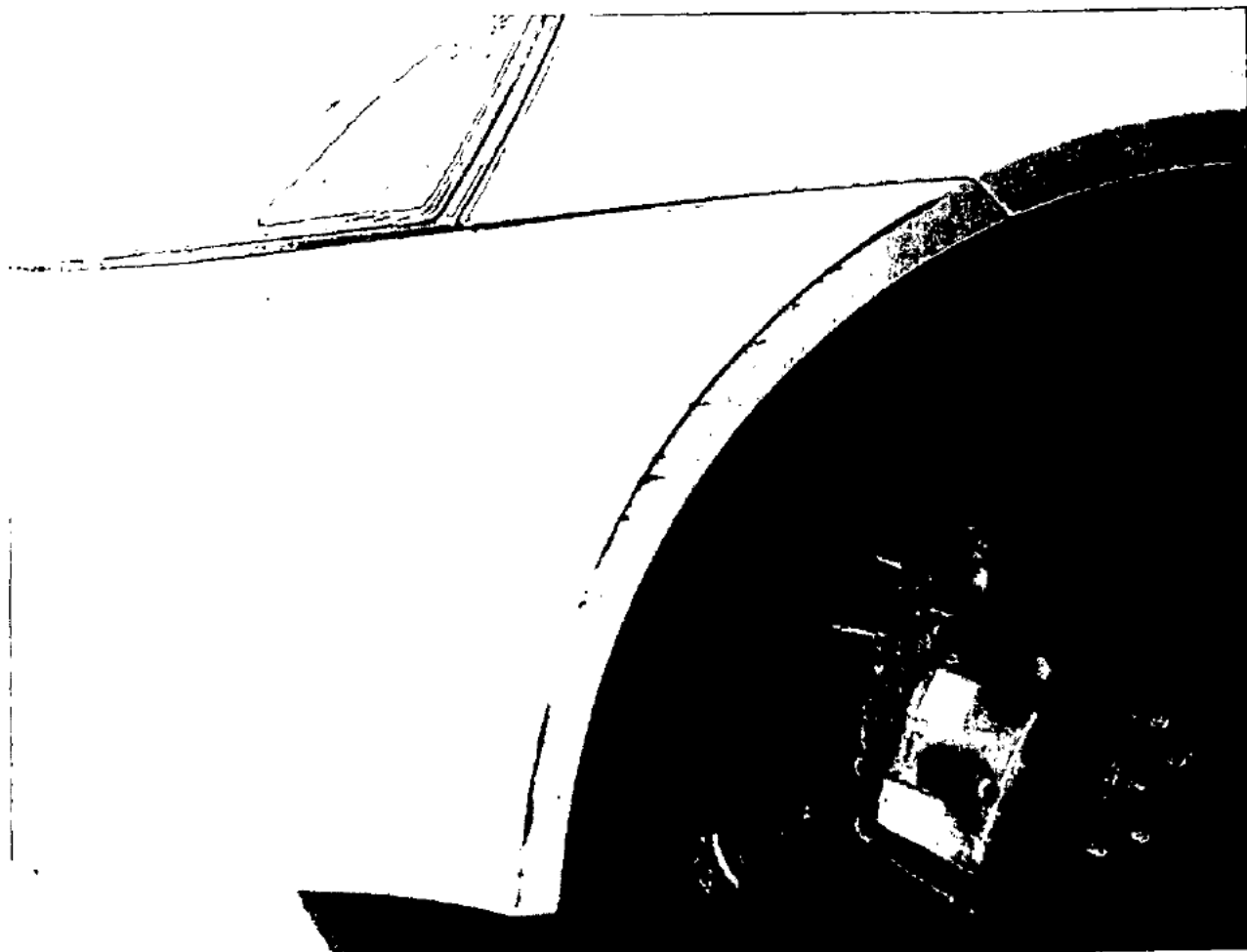
COPY



COPY



COPY



COPY
H



Rental Company: ENTERPRISE RENT-A-CAR
Invoice: D206563-53J6

Bill To:
AMICA INS
ATTN: JUDY BROWN
3201 BEECHLEAF CT SUITE 300
RALEIGH, NC 27604

Billing Detail:

Rental Period: 10/19/07 to 11/13/07 (26 days)
Billed Period: 10/19/07 to 11/13/07 (26 days)

RENTER INFORMATION:

Renter: [REDACTED]

RENTAL INFORMATION:

Rental Branch Location:
ENTERPRISE RENT-A-CAR (53J6)
7519 US HIGHWAY 64 E
KNIGHTDALE, NC 275459274
(919) 217-9444

Description	Rate:	Amount:
26 DAYS @	\$23.99	\$623.74
26 VLF	\$0.39	\$10.14
1 SURCHARGE%	%8.00	\$50.71
1 HU TAX	%8.00	\$50.71
TOTAL CHARGES:		\$735.30
Less Amount Received:		\$0.00
AMOUNT DUE.....		\$735.30

ADDITIONAL CLAIM INFORMATION:

Claim Number: [REDACTED]
Claim Type: Insured
Vehicle Condition: Non-Driveable
Date Of Loss: 10/19/07
Insured Name: [REDACTED]
Owner's Vehicle: 2005 PONTIAC G6
Additional Driver:

Repair Facility:
TRUE2FORM-CAPITAL BLVD (#501)
RALEIGH, NC 27604
(919) 872-2213

VEHICLES RENTED

Effective Date and Time	Year	Make	Model	VIN	Mil.
10/19/07 2:50 PM	2008	DODG	AVEN	1B3LC46KX8N	366
10/19/07 2:50 PM	2008	DODG	AVEN	1B3LC46KX8N	366
10/19/07 2:50 PM	2008	DODG	AVEN	1B3LC46KX8N	366
10/19/07 2:50 PM	2008	DODG	AVEN	1B3LC46KX8N	366

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (53EE)
2860 SLATER RD
MORRISVILLE, NC 275608436
Federal ID: 43-1241935

Total Charges: \$735.30
Less Amount Received: \$0.00
Total Amount Due..... \$735.30

Please include on your check:
Invoice: D206563-53J6

NOTEBOOK:

U.*
30.*
26.*
780.*

COPY

OB
11/15

11/15/07 8:41 AM S - Invoice approved for payment by JUDY BROWN
 6:42 AM R - Invoice received for an amount due of \$735.30
 11/14/07 8:16 AM R - Ticket 206563 closed on 11/13/07 at 9:22 AM.
 11/13/07 9:23 AM R - DROPPED @ T2FORM
 R - Ticket has been close pended on 11/13/07.
 8:52 AM S - Last authorized day will be 11/13/07.
 S - Last day of rental set by BROWN, JUDY at 8:52 AM.
 S - Last Day Set -- Repairs complete -- If vehicle is
 S - ready-owner needs to pick up!
 11/12/07 3:44 PM R - BODY SHOP UPDATED
 3:12 PM R - Waiting For Authorization To Repair
 R - Waiting on Customer to Pick Up Vehicle
 R - vehicle ready today
 11/9/07 4:00 PM S - Message sent by BROWN, JUDY at 3:00 PM.
 S - Authorization changed by BROWN, JUDY at 4:00 PM.
 S - Rental extended by BROWN, JUDY at 4:00 PM for 3 day(s).
 S - Extended 3 days at \$30.00/day.
 S - CALL FROM GEORGE @ T2F. W/S HAD A CRACK AND HAS
 S - BEEN REPLACED; HOWEVER, ONE OF THE WIPER ARMS
 S - BROKE IN THE W/S INSTALLATION PROCESS. THERE ARE
 S - NO AVAILABLE PARTS AT LOCAL DEALER AND WAS
 S - EXPECTING THE PART OVERNITE, BUT IT DID NOT ARRIVE
 S - TODAY. SHOULD BE IN ON MONDAY. ADV GEORGE
 S - OKAY-RENTAL WILL BE AT 25 DAYS ON MONDAY.
 10:22 AM S - Authorization changed by BROWN, JUDY at 10:22 AM.
 S - Rental extended by BROWN, JUDY at 10:22 AM for 1 day(s).
 S - Extended 1 days at \$30.00/day.
 9:37 AM R - Rental extension requested for 1 day(s).
 R - Authorization requested through 11/9/07.
 R - Estimated Completion Date is 11/09/07
 R - Repairs in Progress
 R - Reassembly
 11/5/07 8:24 AM S - Authorization changed by GARRETT, SUE at 8:24 AM.
 S - Rental extended by GARRETT, SUE at 8:24 AM for 6 day(s).
 S - Extended 6 days at \$30.00/day.
 11/2/07 11:50 AM R - Rental extension requested for 6 day(s).
 R - Authorization requested through 11/8/07.
 R - PER BRAD@BS VEH STILL IN BODY WORK ECD
 R - 110607 PLS ADVISE ON FURTHER EXT OR LAST DAY
 10/30/07 1:34 PM S - Authorization changed by BROWN, JUDY at 2:34 PM.
 S - Rental extended by BROWN, JUDY at 2:34 PM for 4 day(s).
 S - Extended 4 days at \$30.00/day.
 1:31 PM R - Rental extension requested for 4 day(s).
 R - Authorization requested through 11/2/07.
 R - AMI5399**SHOP INFO UPDATE AGAIN VEH IN BODY
 R - @TRUE2FORM CAPITOL HAS TARGET 110207
 1:23 PM R - CUSTOMERS CAR IS AT THIS LOCATION. CONFIRMED
 R - WITH T2F EMPLOYEE ON 10/30/07.
 1:15 PM R - AMI5339**PER TRUE2FORM NEWBERN VEHICLE NOT
 R - REPAIRED THERE DO YOU KNOW SHOP INFO??
 8:41 AM S - Message sent by BROWN, JUDY at 8:41 AM.
 S - EXTENSION NOT GRANTED UNTIL THERE IS A STATUS
 S - UPDATE FROM THE BODY SHOP.
 8:10 AM S - PLEASE CHECK WITH THE SHOP FOR REPAIR STATUS.

10/29/07 2:44 PM S - Message sent by BROWN, JUDY at 8:10 AM.
S - PLEASE CHECK WITH THE SHOP FOR REPAIR STATUS.
S - Message sent by BROWN, JUDY at 2:44 PM.
2:32 PM R - Rental extension requested for 2 day(s).
R - Authorization requested through 10/31/07.
R - UPDATE SHP TO TRUE TO FORM NEWBERN PLS
R - ADVISE ON FURTHER EXT OR LAST DAY
10/26/07 12:19 PM S - Message sent by BROWN, JUDY at 12:19 PM.
S - Authorization changed by BROWN, JUDY at 1:19 PM.
S - Rental extended by BROWN, JUDY at 1:19 PM for 3 day(s).
S - Extended 3 days at \$30.00/day.
S - CAR IS SHOULD BE BACK AT TRU2FORM. IT WAS BEING
S - DIAGNOSED FOR MECHANICAL ISSUES AT A DIFFERENT
S - SHOP.
12:14 PM R - Rental extension requested for 3 day(s).
R - Authorization requested through 10/29/07.
R - AMI5399**PLEASE ADVISE OF SHP INFO IF
R - KNOWN 53WC**
10/24/07 1:22 PM S - Authorization changed by BROWN, JUDY at 2:22 PM.
S - Rental extended by BROWN, JUDY at 2:22 PM for 4 day(s).
S - Extended 4 days at \$30.00/day.
1:18 PM R - PLEASE ISSUE EXT.
1:03 PM R - Rental extension requested for 4 day(s).
R - Authorization requested through 10/26/07.
R - PER SHP VEH IS NOT THERE AT TRUE2FORM
R - NEWBERN PLS ADVISE
10/19/07 4:10 PM S - Authorization changed by BROWN, JUDY at 5:10 PM.
S - Rental transferred to BROWN, JUDY
S - Rental transferred from AAUNASSIGNED, RENTAL
S - Rental transferred by BROWN, JUDY at 4:10 PM.
1:58 PM R - Ticket 206563 opened on 10/19/07 at 2:50 PM.
12:16 PM S - Authorization sent at 1:16 PM for 4 days at \$30.00/day.
S - Authorization sent with \$30.00/day / \$900.00/max.
S - Authorized by ROWELL TAUNYA.
S - Assigned to AAUNASSIGNED RENTAL.
S - Direct Bill Authorization set at 100 %
R - Authorization confirmed by Enterprise at 12:16 PM.
R - Reservation number 044002.

S= Sent, R= Received, N= Note To Self

* Time is displayed based on your local time zone: GMT-05:00



AMICA MUTUAL INSURANCE COMPANY
CORPORATE OFFICE - LINCOLN, RHODE ISLAND

55-7520113
SOVEREIGN BANK

NOVEMBER 15, 2007

CLAIMS ACCOUNT

FOR A LOSS ON 10/19/2007 OR FOR SERVICES RENDERED UNDER POLICY NO. 910432-1091

CLAIM FILE NUMBER [REDACTED]

INSURED [REDACTED]

PAY *3,508*DOLLARS AND 85 CENTS

\$3,508.85

TO THE
ORDER
OF

TRUE2FORM
2821 CAPITAL BLVD
RALEIGH, NC 27604

Mary D. Williamson
TREASURER

17382

This is non-negotiable paper and contains Rhode Island's
Do not accept without noting watermark. Held to light to
verify watermark.
PAY TO THE ORDER OF
FIRST UNION NATIONAL BANK
FOR DEPOSIT ONLY
TRUE2FORM COLLISION REPAIR CENTERS
CAPITAL BLVD. 40901
Do Not Endorse Below This Line

COI



AMICA MUTUAL INSURANCE COMPANY
CORPORATE OFFICE - LINCOLN, RHODE ISLAND

33-7524/113
SOVEREIGN BANK

NOVEMBER 15, 2007

CLAIMS ACCOUNT

FOR A LOSS ON 10/19/2007 OR FOR SERVICES RENDERED UNDER POLICY NO. [REDACTED]

CLAIM FILE NUMBER [REDACTED] INSURED [REDACTED]

PAY *511*DOLLARS AND 07 CENTS

\$511.07

TO THE
ORDER
OF

TRUE2FORM
2821 CAPITAL BLVD
RALEIGH, NC 27604

Mary R. Williamson
TREASURER

17382

This is watermarked paper and contains inside fibers.
Do not accept without noting watermark.
Hold to light to
verify watermark.

FIRST UNION NATIONAL
• 05300219-
FOR DEPOSIT TO
TRUE2FORM COLLISION RL
CAPITAL BLVD 1
200454323
Do Not Endorse Below This Line

COPY

1740-2

May 3, 2011

[REDACTED]
Wilmington, DE [REDACTED]

Service request: 71-598109707

Vehicle Identification Number: 1G2ZG528154 [REDACTED]

Customer Relationship Specialist: Matthew Cisneros

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 2005 Pontiac G6. Unfortunately, our attempt to reach you by phone on 1/31/2008 at 3:06PM EST was unsuccessful.

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

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

Sincerely,

General Motors Corporation

PA0005
V05112006



BARTLETT TREE EXPERTS

SCIENTIFIC TREE CARE SINCE 1907

Y [redacted]
Williamsburg, VA

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™



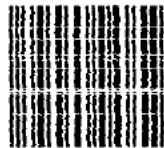
482225170 8050



JAN 21 2008



0000



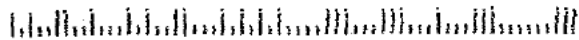
48232

U.S. POSTAGE
PAID
WILLIAMSBURG, VA
23185
JAN 16, 08
MAY 16, 08

\$0.00



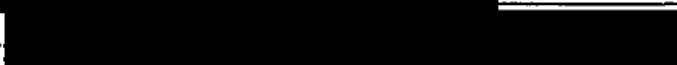


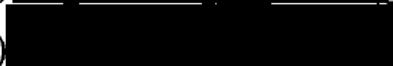
00023523-15

Reimbursement Department
P.O. Box 63170
Detroit, MI 48222-5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant


Date Claim Submitted: JANUARY 15, 2008
 17-Digit Vehicle Identification Number (VIN): 1G1ZT52855F 
 Mileage at Time of Repair: 132,327 Date of Repair: Dec 5, 2007
 Claimant Name (please print): 
 Street Address or PO Box Number: 
 City: Williamsburg State: VA ZIP Code: 
 Daytime Telephone Number (include Area Code): 
 Evening Telephone Number (include Area Code): 
 Amount of Reimbursement Requested: \$ 1,624.85

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: 

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



14013858

249549

Hall

AUTOMOTIVE
LOCATION #14
HALL CHEVROLET
3412 WESTERN BRANCH BLVD.
CHESAPEAKE, VA 23321
(757) 233-8120 MAIN
(757) 233-8156 SERVICE
www.hallauto.com

INVOICE

PAGE 1

SERVICE ADVISOR: 14298 STACY MORRIS

YORKTOWN, VA

HOME: [REDACTED] BUS: [REDACTED]

CELL: [REDACTED]

CO	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	05 CHEVROLET MALIBU	1G1ZT52855F		132327/132329	T7437
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT
20OCT04 DL			17:00 06DEC07		CASH
R.O. OPENED	READY	OPTIONS	DLR:14298 ENG:3.5_Liter_SFI		
08:51 05DEC07	17:41 07DEC07				

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

A CUST STATES POWER STEERING WHEN OUT

MISC REPLACED STEERING COLUMN ASSEMBLY

DAVIDLINTZ LIC#: [REDACTED]

CCR

359.99 359.99

132327 ROAD TESTED AND VERIFIED CUSTOMER COMPLAINT AND ALSO PERFORMED O.B.D. TEST AND FOUND CODE C0545 INPUT SENSOR OF PWR STEERING TORQUE SENSOR OUT OF SPEC'S. TESTED SENSOR AND FOUND SENSOR DEFECTIVE. REPLACED STEERING COLUMN ASY. TO CORRECT CUSTOMER COMPLAINT.

B MOUNT AND BALANCE 4 TIRES

MB479 MOUNT AND BALANCE 4 TIRES

DAVIDLINTZ LIC#: [REDACTED]

CCR

4 89016778 B2056515	98.60	98.60	394.40
4 413 VALVE STEM	1.00	1.00	4.00
4 TIRE TIRE DISPOSAL	4.50	3.50	14.00

132327 BALANCED AND CHANGED 4 TIRES

C 4 WHEEL ALIGNMENT

AV2A 4 WHEEL ALIGNMENT

DAVIDLINTZ LIC#: [REDACTED]

CCR

89.95 89.95

132329 PERFORMED

D CUST STATES VIBRATION IN FRONT END WHILE BRAKING

MISC SEE LINES B AND E

DAVIDLINTZ LIC#: [REDACTED]

CCR

0.00 0.00

132329 REPLACED STEERING SHAFT AND ALL TIRES

DISCLAIMER OF WARRANTIES: ALL PRODUCTS ARE SOLD "AS IS" AND HALL EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. HALL GUARANTEES THE LABOR PERFORMED FOR 6 MONTHS OR 6,000 MILES, WHICHEVER COMES FIRST.

Attorney's Fees: In the event Hall shall commence a proceeding to enforce the terms of this agreement or a breach of any provision of this invoice, I understand that Hall shall be entitled to recover interest, court costs, and attorney's fees of outside counsel and allocated costs of in-house counsel.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.

NOTE: Hall is not responsible for loss or damage to your vehicle, it's electronic equipment, or personal property left inside, arising from fire, theft, or any other cause beyond our control.

I hereby authorize the repair work above to be performed, and hereby grant you and/or your employees permission to operate the vehicle above for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I further authorize Hall to repair my vehicle per insurance company estimate, including any supplementary claims, and I hereby assume personal liability for payment in full for any and all work done on said vehicle. By signing below, I authorize Hall and/or its affiliates to contact me at the telephone numbers above for the purpose of providing information on its products and services.

X CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Thank You!

HOURS OF OPERATION
SERVICE: M-F 7:30am-6:00pm
(Wed. until 8:00pm) SAT 8:00am-5:00pm
24 Hour Service Drop Avail: 7 DAYS A WEEK
QUICK LUBE: M-F 8:00am-4:00pm (Wed.-7pm)

14013858

249549

Hall

AUTOMOTIVE
LOCATION #14
HALL CHEVROLET
3412 WESTERN BRANCH BLVD.
CHESAPEAKE, VA 23321
(757) 233-8120 MAIN
(757) 233-8156 SERVICE
www.hallauto.com

INVOICE

PAGE 2

YORKTOWN, VA

HOME: [REDACTED] BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 14298 STACY MORRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	05	CHEVROLET MALIBU	1G1ZT52855F [REDACTED]		132327/132329	T7437
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
20OCT04 DL			17:00 06DEC07		CASH	07DEC07
R.O. OPENED	READY	OPTIONS: DLR:14298 ENG:3.5_Liter_SFI				

08:51 05DEC07 17:41 07DEC07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

E** CUST STATES KLUNKING IN FRNT END WHILE TURNING/LOOSENESS FELT IN STEERING

MISC REPLACED INTERMEDIATE STEERING SHAFT

[REDACTED] DAVIDLINTZ LIC# [REDACTED]

CCR

1 15926870 COLUMN

360.00

115.99

115.99

1 22687711 SHAFT KIT

149.00

149.00

149.00

132329 REPLACED INTERMEDIATE SHAFT

CUSTOMER PAY MISCELLANEOUS SHOP SUPPLIES FOR REPAIR ORDER

29.95

ASK YOUR SERVICE ADVISOR ABOUT OUR SPECIAL
ON COMPLETE AUTOMOTIVE CUSTOM DETAILING

.....129.95

ALSO REMEMBER TO ASK ABOUT OUR * BILSTEIN *
FALL SERVICE SPECIALS

THANK YOU FOR CHOOSING HALL FOR ALL OF YOUR
AUTOMOTIVE NEEDS!!!!!!!!!!!!

Deposit

Received

Date

12-7-07

Amount

1624.85

MCV

Cashier

SR

COPY

DISCLAIMER OF WARRANTIES: ALL PRODUCTS ARE SOLD "AS IS" AND HALL EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. HALL GUARANTEES THE LABOR PERFORMED FOR 6 MONTHS OR 6,000 MILES, WHICHEVER COMES FIRST.

Attorney's Fees: In the event Hall shall commence a proceeding to enforce the terms of this agreement or a breach of any provision of this invoice, I understand that Hall shall be entitled to recover interest, court costs, and attorney's fees of outside counsel and allocated costs of in-house counsel.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.

NOTE: Hall is not responsible for loss or damage to your vehicle, it's electronic equipment, or personal property left inside, arising from fire, theft, or any other cause beyond our control.

I hereby authorize the repair work above to be performed, and hereby grant you and/or your employees permission to operate the vehicle above for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I further authorize Hall to repair my vehicle per insurance company estimate, including any supplementary claims, and I hereby assume personal liability for payment in full for any and all work done on said vehicle. By signing below, I authorize Hall and/or its affiliates to contact me at the telephone numbers above for the purpose of providing information on its products and services.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	625.93
PARTS AMOUNT	921.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	29.95
TOTAL CHARGES	1577.28
ADJUSTMENTS	0.00
SALES TAX	47.57
PLEASE PAY THIS AMOUNT	1624.85

Thank You!

HOURS OF OPERATION
SERVICE: M-F 7:30am-6:00pm
(Wed. until 8:00pm) SAT 8:00am-5:00pm
24 Hour Service Drop Avail: 7 DAYS A WEEK
QUICK LUBE: M-F 8:00am-4:00pm (Wed.-7pm)

HALL CHEVROLET
3412 WESTERN BRANCH BLV
CHEAPERKE VA 23321
757-233-0120

TERMINAL ID : 79435726

MERCHANT #: 0000000000000000

UTSA [REDACTED] CLK : 4400

SALE
BATCH: 000047
INVOICE: 249549
DEC 07, 07 17:51
RRN: 734127525307
AUTH NO: 007404
BUS: NO MATCH

PD NUMBER: 249549

AMT ID: 0 TAX AMOUNT: 68.00

TOTAL \$1624.85

THANK YOU

COPY



Service Satisfaction Survey

Original Name:

[REDACTED]

Oxford MS

[REDACTED]

Revised Name:

[REDACTED]

About Your Pontiac Dealership's Service Department

- | | 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?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Required | Don't Know | |
| 2. Were services available to you on both an appointment and non-appointment basis?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | 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?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|--|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?.... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Yes | No | Does Not Apply/Not Required | Don't Know | | |
| 6. Were you <u>offered</u> transportation options?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
| 7. How satisfied were you that you were kept informed about the status of your service request?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | No Time Promised | | | |
| 8. Was your vehicle ready by the original time promised?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | |
| | 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?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 10. Overall, how satisfied were you with your Service Consultant | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

About Service Delivery

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you picked your vehicle up, how satisfied were you with:					
- The time it took to complete the transaction?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The ease of getting your vehicle?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The condition in which it was returned?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No			
12. Were ALL of your service concerns corrected on this service visit?	<input type="checkbox"/>	<input checked="" type="checkbox"/>			

IF NO, why not?(check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available |
| <input type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair |
| <input type="checkbox"/> Service Department could not duplicate problem | <input checked="" type="checkbox"/> Other |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't Know |

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No			
14. Were you given a copy of the completed repair order/invoice?..	<input type="checkbox"/>	<input type="checkbox"/>			
	Yes	No	Don't Know/ Not Sure		
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership 's service?....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Cannon Rebel Motors, Llc?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2005 G6?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Are you... <input type="checkbox"/> Male <input type="checkbox"/> Female					
20. Your age... <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65 or older					
21. May we include your name when providing this information to your dealership ?			Yes <input type="checkbox"/>	No <input type="checkbox"/>	

22. Do you have any other comments/recommendations about Cannon Rebel Motors, Llc?

GM needs to find a fix for the G6 steering problem. My car locked up completely and the entire steering column had to be removed to fix the problem. The car had to be towed into the dealership in Mobile, AL. Now there is a noise in the steering column and there are no bulletins on how to fix the problem or a GM tech rep available to the dealer to fix this dangerous problem. We need some GM factory help!

0399

May 3, 2011

[REDACTED]
Unionville, TN [REDACTED]

Service Request: 71-602034788
Customer Relationship Specialist: Frederic Scott.

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
[REDACTED]
Apache Junction, AZ [REDACTED]

Service Request: 71-603827839

Customer Relationship Specialist: Natalie Heuston

Dear [REDACTED]:

We are sorry you have experienced concerns with your 2005 Chevrolet Malibu. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary maintenance service not to exceed \$200.00. This offer will cover the cost of any maintenance items for your Chevrolet vehicle. Should the performed maintenance on your vehicle exceed \$200.00, then you will be responsible for the difference in price. If the performed maintenance costs below \$200.00, that balance is not transferable to any future service visits. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary maintenance service not to exceed \$200.00

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

May 3, 2011

[REDACTED]
Uniontown, PA [REDACTED]

Service Request: 71-603979914
Customer Relationship Specialist: Amanda Pike

Dear [REDACTED]:

Pontiac is pleased to provide service coverage for the Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft on your 2006 Pontiac G6, Vehicle Identification Number 1G2ZG558764 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until July 5, 2011, or 100,000 miles, whichever occurs first. Pontiac will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

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

Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

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

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

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

►► Pull To Open

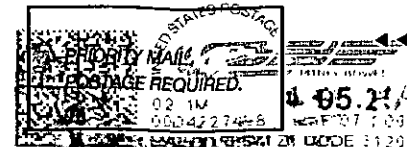
Schedule package pickup right from your home or office at usps.com/pickup

Print postage online - Go to usps.com/postageonline



PLEASE PRESS FIRMLY

PLEASE PRESS FIRMLY



UNITED STATES POSTAL SERVICE

Flat Rate
Mailing Envelope
For Domestic and International Use
Visit us at usps.com



INTERNATIONAL RESTRICTIONS:
LIMITATIONS ON CONTENT:

W United States Postal Service®
OI
PI **DELIVERY CONFIRMATION™**



1. Complete Address Area
Type or Print required return address
and addressee information in customer
block area or on label.



2. Payment Method
Affix postage or meter strip to area
indicated in upper right hand corner.



3. Acceptance
Bring your Flat Rate Priority Mail
envelope to a Post Office, or to schedule
pickup of your postage paid envelopes
visit us at usps.com/pickup.



From GEILS
4295 SCHULDEE EAST BLVD
MACON GA 31295-0002

MAR 11 2008

www.usps.com
413/ 5000

TO Reimbursement Department
PO Box 33170
Detroit, MI
48232-5170

Label 228C, February 2008



Cradle to Cradle Certification is awarded to products that pursue
an innovative vision of ecologically-intelligent design that eliminates



EP14F

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CUSTOMER REIMBURSEMENT CLAIM FORM

71-605307134

This section to be completed by Claimant

Date Claim Submitted: February 28, 200817-Digit Vehicle Identification Number (VIN): 1G1ZS64875FMileage at Time of Repair: 55,398 Date of Repair: 11/7/06Claimant Name (please print): [REDACTED]Street Address or PO Box Number: [REDACTED]City: Macon State: GA ZIP Code: [REDACTED]Daytime Telephone Number (include Area Code): [REDACTED]Evening Telephone Number (include Area Code): N/AAmount of Reimbursement Requested: \$ [REDACTED]

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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

2/22/08
Donna - 8 to 3
866-790-5700
X 21153
Service request #

Crystal -
866-790-5700
X 41032
9 to 5:30 PM





3450 ALCOA HIGHWAY

ALCOA, TN 37701

(865) 970-WEST

A Family Tradition Since 1927

71-60 5302134
(COPY)

CUSTOMER NO 28054	SALES KATHY MCCONKEY	SALES NO 103	SALES DATE 16	SALES DATE 11/07/06	SALES NO CVCS359353
PHH FLEET AMERICA P O BOX 13226 BALTIMORE, MD 21203-4226	73.00	55,398	WHITE	11/09/04	6
	05/CHEVROLET/MALIBU				
	16 1 2 5 6 4 8 7 5				
TELEPHONE 1-800-638-7900	BUSINESS PHONE 865-637-8500	COMMENTS 11/07/06			

LABOR & PARTS

J# 1 03CVZ STEERING HOURS: 1.10 TECH(S): 472 81.38
CHECK NOISE IN STEERING
REPLACE STEERING GEAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15858368	GEAR 6.508	387.19	
JOB # 1	-1	15858368	CORE RETURN	100.00	
JOB # 1 TOTAL PARTS				287.19	
JOB # 1 TOTAL LABOR & PARTS				368.57	

J# 2 02CVZ FRONT SUSPENSION HOURS: 1.00 TECH(S): 472 72.00
CHECK ALIGN FOR PULLING LEFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				72.00	

J# 3 31CVZ WIPERS/WASHERS HOURS: 0.00 TECH(S): 472 0.00
CHECK WASHER FLUID, LOW SEE IF LEAKING
ADD FLUID, NO LEAK AT THIS TIME

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

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	1	SHOP SUPPLIES		9.20
TOTAL - MISC				9.20

TOTALS

WE CHARGE AN AVERAGE OF \$72.75 PER FLAT RATE HOUR. A FLAT RATE HOUR IS A UNIT OF MEASURE, NOT A CLOCK HOUR. "FLATE RATE" IS DETERMINED BY INDUSTRY ACCEPTED REPAIR TIME AVERAGES FOR SPECIFIC REPAIRS. AUTOMAKERS COMPILE FLAT RATE AVERAGES AS DO REPUTABLE INDEPENDENT DATA ORGANIZATIONS. THIS DATA IS PUBLISHED IN FLAT-RATE MANUALS. THIS DEALERSHIP USES THES MANUALS IN COMPUTING ITS LABOR CHARGES. COPIES OR THE FLATE RATE TIME GUIDE ARE AVAILABLE FOR INSPECTION.

ANY PART WITH (*) ASTERICK BESIDE IT IS A LIMITED LIFE-TIME WARRANTY PART. EXCLUDES PARTS REPLACED UNDER FACTORY WARRANTY

WE WANT YOU TO BE "COMPLETELY SATISFIED"
IF YOU HAVE ANY PROBLEMS, PLEASE ASK TO
SEE OUR SERVICE MANAGER, DON BAILEY.

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

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

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

IF COLLECTION EFFORTS ARE NECESSARY I FURTHER AGREE TO PAY ALL COSTS, INCLUDING COURT COSTS AND ATTORNEY FEES OR COLLECTION AGENCY FEES, IN THE EVENT THIS ACCOUNT IS TURNED OVER FOR COLLECTION.

SEE REVERSE SIDE FOR IMPORTANT WARRANTY INFORMATION

IMPORTANT

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT REACH US "COMPLETELY SATISFIED" PLEASE CONTACT DON BAILEY IMMEDIATELY. THANK YOU, WEST CHEVROLET (865) 970-9378

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

Charles West

SERVICE DEPARTMENT HOURS:

7:30 AM TO 6:00 PM

MONDAY THROUGH FRIDAY

SATURDAY

8:00 AM TO 12:00 PM

71-605307134



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Vehicles / Review Vehicle Details: Vehicle Maintenance / Maintenance Order Details

[Supplier Details](#) | [Maintenance Order Details](#)

Maintenance Order Details

ABOUT THIS SCR

Client: 6526: GOVERNMENT EMPLOYEES INSURANCE COMPANY Breakdown: 18-Q-225

Vehicle Number: 09621

Driver Name: [REDACTED]

Vehicle: 2005 CHEV MALIBU

Authorization Number: CW64157

Breakdown: 18-Q-225

Repair

Initiated By: VENDOR CALL
 Status: COMPLETED
 Odometer Reading: 55398
 Repair Date: 07 Nov 2006
 Call Date: 07 Nov 2006
 Call Time: 10:36 AM

Supplier

Supplier Name: West Chevrolet
 Phone Number: (865) 970-9378
 Contact: kathy
 Reference Number: 359353
 Billing Supplier: US DLR/IND

Authorization

Last Authorized Date: 05 Dec 2006
 Total Parts Authorized: \$296.39
 Total Labor Authorized: \$153.38
 Card Number: [REDACTED]
 Charge Reference Number: 110006302302

Invoice

Audit Date: 21 Nov 2006
 Odometer Reading: 55398
 Total Parts: \$296.39
 Total Labor: \$153.38
 Total Tax: \$41.59
 Total Tire Tax: \$0.00
 Total Savings: \$0.00

Maintenance Order Line Items

▼ Date Recorded	▲ Source	▲ Component	▲ Problem	▲ Repair	▲ Unit Price	▲ Quantity	▲ Labor
17 Nov 2006 09:51 PM	INVOICE AUDIT	SHOP SUPPLIES	SHOP SUPPLIES	SHOP SUPPLIES	\$9.20	1	\$0.00
07 Nov 2006 10:44 AM	VENDOR CALL	STEERING	NOISY	DIAGNOSTIC TIME	\$0.00	1	\$0.00
07 Nov 2006 10:44 AM	VENDOR CALL	STEERING RACK & PINION	BROKEN	REPLACE NEW	\$287.19	1	\$81.38
07 Nov 2006 10:44 AM	VENDOR CALL	FRONT END ALIGNMENT	PREVENT MAINTENANCE	SERVICE	\$0.00	1	\$57.05
07 Nov 2006 10:44 AM	VENDOR CALL	ROTATE TIRES	ROTATE	ROTATE	\$0.00	4	\$14.95
07 Nov 2006 10:44 AM	INTERNAL CALL	TAX/SALES	TAX (ANY)	TAX (ANY)	\$41.59	1	\$0.00

Total

Note: all figures reflect the invoiced amounts for this transaction

Maintenance Order Comments

7027
5F [REDACTED]

142.50
81.38

1/24/2008

71-605307134

Item Type	Item Status	Source	Date Created	Last Changed	Changed By	Comment Text
1 N		VENDOR CALL	07 Nov 2006	07 Nov 2006 10:44 AM	FER	KATHY-----DNAS-----F9
1 N		INTERNAL CALL	07 Nov 2006	07 Nov 2006 10:44 AM	FER	\$ _479.13 IS.EXACT.TOTAL.AUTH - VERIFY FA F3 - ADV.DLR.NO.PAY.WITHOUT.FAX*
1 N		INTERNAL CALL	07 Nov 2006	07 Nov 2006 10:44 AM	FER	**FAX# [REDACTED] - FWRD C&R TO "FAX" ADD DLR NAME & STATE ONLY - PUT C&R IN C&R forwarded by FER to FAX at 10:44:53 am on 11/07/2006. (*Please do not edit this line*).
1 N		VENDOR CALL	07 Nov 2006	07 Nov 2006 10:45 AM	FER	INV REDC TTL \$491.36
1 N		INVOICE AUDIT	17 Nov 2006	17 Nov 2006 09:51 PM	PGC	RLSD
1 N		INVOICE AUDIT	17 Nov 2006	17 Nov 2006 09:51 PM	PGC	CLAIM DENIED EXCESSIVE MILEAGE FOR RE SUBMITTED
1		WARRANTY	05 Dec 2006	05 Dec 2006 01:41 PM	RWR	

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May 3, 2011

[REDACTED]
Plant City, FL [REDACTED]

Service Request: 71-607154927

Customer Relationship Specialist: Keith Dejaegher

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
Mount Vernon, TX [REDACTED]

Service Request: 71-607913498

Customer Relationship Specialist: Alma Hernandez

Dear [REDACTED]

Pontiac is pleased to provide service coverage for the Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft on your 2007 Pontiac G6, Vehicle Identification Number 1G2ZG58B974 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until August 24, 2011, or 60,000 miles, whichever occurs first. Pontiac will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

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

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

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

May 3, 2011

[REDACTED]
Fort Myers, FL [REDACTED]

Service Request: 71-609399185
Customer Relationship Specialist: Anna Roman

Dear [REDACTED]

Pontiac is pleased to provide service coverage for the Steering System on your 2005 Pontiac G6, Vehicle Identification Number 1G2ZG528354 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 26, 2009, or 50,000 miles, whichever occurs first. Pontiac will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

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

Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

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

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

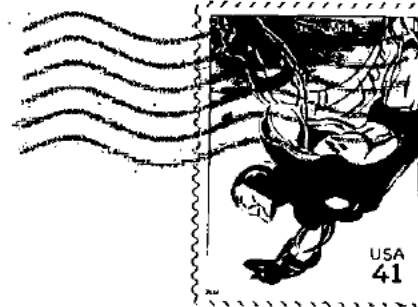
Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.



ALBUQUERQUE NM

ALBUQUERQUE NM 871

29 FEB 2008 PM 3 L



MAR 03 2008

REIMBURSEMENT DEPARTMENT
P.O. BOX 33170
DETROIT, MI

48232+5170

48232-5170

[REDACTED]
ALBUQUERQUE, N.M. [REDACTED]

OR

[REDACTED]
ALBUQUERQUE, N.M. [REDACTED]

CHEVROLET

P.O. BOX 909986

MILWAUKEE, WI 53209-9986

DATE: 29 FEB 2008

SUBJECT: YOUR LTR RECEIVED DEC 07, CONCERNING
SATISFACTION OF PRODUCT.

VIN: 1G1ZT54845F [REDACTED]

1. IN JULY / AUG 07, WE PURCHASED A CHEVROLET⁰⁵
MALIBU FROM A DEALERSHIP (RELIABLE CHEVY IN ALBUQUERQUE)
N.M.).
2. I HAVE ASKED THE DEALERSHIP FOR INFORMATION THAT^{RE}
HAVE NOT BEEN PROVIDED TO ME.

3. THE VEHICLE HAS BEEN IN THE SHOP FOR THE STEERING PROBLEM AT LEAST 3 TIMES AND NOT NO ONE ACKNOWLEDGED THE FACT ~~THAT~~ THAT THIS VEHICLE HAD OR COULD HAVE HAD A POWER STEERING MALFUNCTION. IN ADDITIONAL TO THE STEERING PROBLEM THERE ARE OTHER PROBLEMS WITH THIS VEHICLE THAT NEEDS ^{ATTENTION.} ~~TO~~

4. I HAVE ONCE AGAIN ASK FOR THIS INFORMATION AND HAVE NOT RECEIVED A REPLY.

5. I, AS A JOINT ~~OF~~ OWNER DID NOT SIGN SOME DOCUMENT(S) THAT THE OTHER CO-OWNER SIGNED IN THE CONTRACT PROCESSING PERIOD. I HAVE ASKED FOR A COPY OF THAT UN SIGNED DOCUMENT. I HAVE NOT RECEIVED A COPY NOR HAVE I BEEN PROVIDED AN EXPLANATION OF HOW THIS CONTRACT IS STILL VALID WITHOUT ~~PROPER~~ BOTH SIGNATURES.

6. AGAIN THERE ARE ISSUES WITH THE CAR STEERING; OTHER VEHICLE ISSUES; AND CONTRACT DOCUMENTS.

7. Hoping TO HEAR FROM YOU SOON -

PLEASE PROVIDE ME WITH A COPY OF THIS LETTER WITH YOUR REPLY.

GREAT VALLEY, NY

BUFFALO NY 142

05 MAR 2008 PM 5 1

LET US DARE TO HEAR
THINK, SPEAK, &
John Adams, 1776
powerofthe

41 USA

MAR 7 2008

Reimbursement Dept.
PO Box 33170
Detroit, MI 48232-5170

48232+3170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 3-3-08

17-Digit Vehicle Identification Number (VIN): 1G1ZT54895F [REDACTED]

Mileage at Time of Repair: 49202 Date of Repair: 8-7-08

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Great Valley State: NY ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 54.38

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



517379CO

586510

INVOICE

WESTHERR

CHEVROLET INC.

DRIVEN BY CUSTOMER SATISFACTION

5025 SOUTH WESTERN BLVD. · HAMBURG, NY 14075

(716) 649-7800 · FAX (716) 926-0360

 www.westherr.com
 REPAIR SHOP REG.# 7092548

GREAT VALLEY, NY

HOME: [REDACTED] BUS: [REDACTED]

CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 253 ANITA BENTLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	05	CHEVROLET MALIBU	1G1ZT54895F		49202/49202	T6146	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
25JUN05 DD			WAIT 08AUG07	1		CEZ	08AUG07

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:COM51053 DLR:WESTHERR

ENG:3.5 Liter SFI TRN:A

11:24 08AUG07 12:04 08AUG07

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

A COMPLETE QUALITY CARE MULTI-POINT INSPECTION REPORT

MAINT CUSTOMER WAS INFORMED ABOUT NEXT SERVICE

MAINTENANCE DUE.

2121IGOOD

(N/C)

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

49202

B C/S: STEERING SHAFT

SOP C/S: STEERING SHAFT

2121 CEZ

52.00 52.00

1 22687711 SHAFT KIT

164.97 164.97 164.97

PARTS: 164.97 LABOR: 52.00 OTHER: 0.00 TOTAL LINE B: 216.97

49202 INSTALL STEERING SHAFT

C C/S: CLUNKING ON TURNS--INSTALL SOP SHAFT--CEZ--TO BE CALLED IN

STE C/S: CLUNKING ON TURNS--INSTALL SOP

SHAFT--CEZ--TO BE CALLED IN

9999 ISP

(N/C)

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

49202 SHAFT WORN OUT REPLACE STEERING SHAFT

D BLEMISHES NOTED: 1 SCRATCH, 1 SCUFF

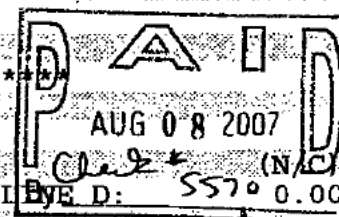
BLEM BLEMISHES NOTED: 1 SCRATCH, 1 SCUFF

9999 ISP

(N/C)

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

49202



*Thank You
for your business!*

STATEMENT OF DISCLAIMER

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

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

517379CO

586510



CHEVROLET INC.

DRIVEN BY CUSTOMER SATISFACTION

5025 SOUTH WESTERN BLVD. • HAMBURG, NY 14075

(716) 649-7800 • FAX (716) 928-0360

www.westherr.com

REPAIR SHOP REG.# 7092548

INVOICE

PAGE 2

SERVICE ADVISOR: 253 ANITA BENTLEY

VALLEY, NY

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLK	05	CHEVROLET MALIBU	1G1ZT54895F		49202/49202	T6146

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
25JUN05 DD			WAIT 08AUG07	1		CEZ	08AUG07

R.O. OPENED READY OPTIONS: STK:COM51053 DLR:WESTHERR
 ENG:3.5 Liter_SFI TRN:A

11:24 08AUG07 12:04 08AUG07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST:	0.00			08AUG07 11:24	SA: 253		

EASycARE AUTH#3110642-\$166.97
 CP \$50.00 DED

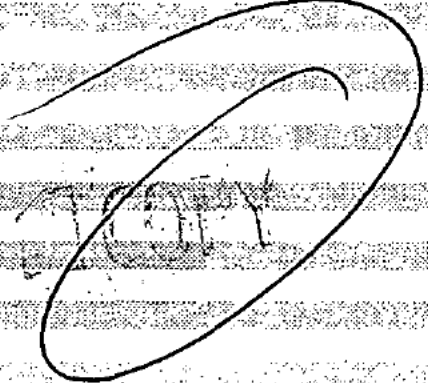
COMPLETELY SATISFIED IS OUR COMMITMENT TO YOU
 THANK YOU

*****MAKE YOUR NEXT SERVICE APPOINTMENT*****

*****ON-LINE*****

*****GO TO WWW.WESTHERR.COM*****

*****CLICK SERVICE APPOINTMENTS*****



*Thank You
 for your business!*

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	52.00
PARTS AMOUNT	164.97
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	216.97
DISCOUNT	166.97
SALES TAX	4.38
PLEASE PAY THIS AMOUNT	54.38

03555711
 5570
 5-9-07
 \$ 54.38
 Fifty-four and 3/100
 08/10/2007
 \$54.38

FOR
 DEPOSIT ONLY
 0/5 9655
 08/10/2007
 \$54.38

May 3, 2011

[REDACTED]
Carbon Dale, CO [REDACTED]

Service Request: 71-610935553

Customer Relationship Specialist: Chantelle Kennedy

Dear [REDACTED]:

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

If you have outstanding issues, please feel free to contact us at our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Pontiac Customer Assistance Center

May 3, 2011

[REDACTED]
Port Allegany, PA [REDACTED]

Service Request: 71-611034439

Customer Relationship Specialist: Shelia McGhee

Dear [REDACTED]

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

If you have outstanding issues, please feel free to contact us at our Business Resource Center at 800-231-1841 Monday through Friday between 8:00 a.m. and 6:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Business Resource Center, please disregard this letter.

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

Sincerely,

Business Resource Center

ST PAUL MN 551

22 MAR 2008 PM 2 T

LET US DARE TO
THINK, SPEAK AND
John Adams 1788



MAR 24 2008

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): 1G1ZT 52825F [REDACTED]

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Little Canada State: MN ZIP Code: [REDACTED]

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

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

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: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



LABOR DESCRIPTION

LABOR
INSTALL INTERMEDIATE STEERING SHAFT

TECH TOTAL

JS 109.40

BRAUSEN CERTIFIED REPAIR CENTERS

"Depend On Us For All Your Automotive Service Needs"

2164 N DALE ST - ROSEVILLE MN 55113

(651) 488-8800

Acct No: [REDACTED]

Page: 1 of 1

Little Canada MN

H: [REDACTED]

W: [REDACTED]

2005 Chevrolet Malibu LS

V6 3.5 FI 213

VIN: [REDACTED]

Plate: [REDACTED] (MN)

INVOICE

141176

CN: 000040608

IN / OUT

In: 03-01-2008

Time: 12:35 PM

Odom: 74

Out: 03-01-2008

Time: 12:35 PM

Odom: 67526

QTY PART DESCRIPTION

PART NUMBER

UNIT

TOTAL

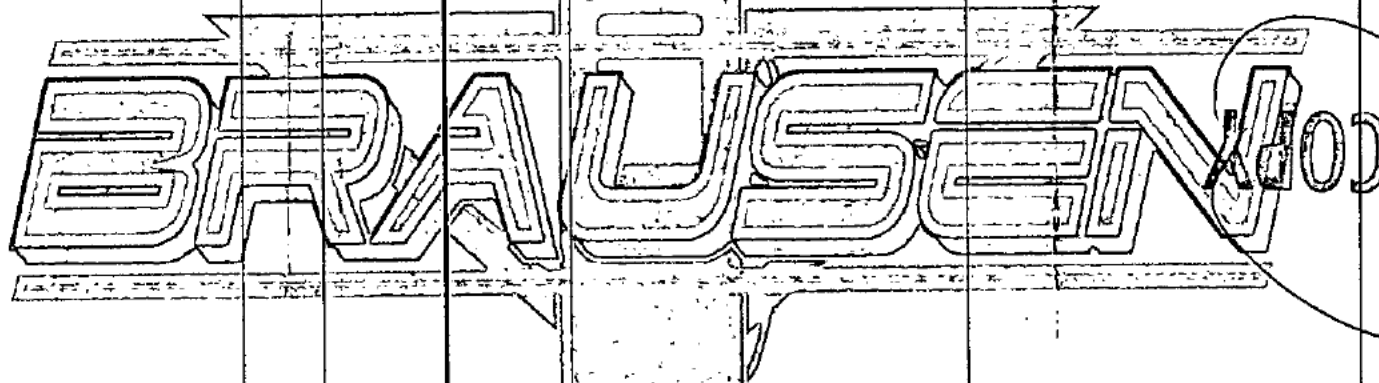
1.00

SHAFT

DE

198.99

198.99



BUSINESS HOURS MONDAY-FRIDAY: 7:00AM-8:00PM

SATURDAY: 8:00 AM-4:00PM SUNDAY: CLOSED

ALL PARTS ARE NEW
UNLESS OTHERWISE
SPECIFIED

U = Used R = Rebuild W = Warranty

I hereby authorize the work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my 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 / damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Terms: Strictly Cash Unless Arrangements Made. SIGNED: _____

1. I request an estimate in writing before you begin repairs. _____

2. Please proceed with repairs, but call me before continuing if the price will exceed \$ _____

3. I do not want an estimate _____

Do you want the replaced parts you are entitled to?

NO

Call when the vehicle is ready?

YES

I hereby authorize the above repair work to be done with necessary materials and hereby grant you and your employees permission to operate the vehicle for the purposes of testing and inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of the repairs thereto. I further acknowledge that you will not be held responsible for any loss or damage to the vehicle or articles left in it, due to causes beyond your control.

Signed: _____

Labor	109.40
L. Disc	-16.41
Parts	198.99
P. Disc	-29.85
Sublet	.00
Supplies	10.94
Disposal	2.50

Subtotal 275.57

Tax 10.99

TOTAL 286.56

Ref: JS

Note: Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) 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.



Opening/Closing Date:
Payment Due Date:
Minimum Payment Due:

02/04/08 - 03/03/08
03/28/08
\$10.00

CUSTOMER SERVICE

In U.S. 1-800-945-2000
Español 1-888-446-3308
TDD 1-800-955-8060
Pay by phone 1-800-436-7958
Outside U.S. call collect
1-302-594-8200

MasterCard CARD SUMMARY

Account Number: [REDACTED]

Previous Balance	\$385.75	Total Credit Line	\$20,600
Payment, Credits	-\$385.75	Available Credit	\$20,292
Purchases, Cash, Debits	+\$307.56	Cash Access Line	\$20,600
New Balance	\$307.56	Available for Cash	\$20,292

ACCOUNT INQUIRIES

P.O. Box 15298
Wilmington, DE 19850-5298

PAYMENT ADDRESS

P.O. Box 94014
Palatine, IL 60094-4014

VISIT US AT:

www.chase.com/creditcards

TRANSACTIONS

Trans	Date	Reference Number	Merchant Name or Transaction Description	Amount	Credit	Debit
02/11	05410198043799042370388	AMOCO OIL	06365969 LITTLE CANADA MN	\$21.00		
02/18	10490490300000407650437	Payment Thank You Electronic Chk		385.75		
03/01	55547518061250061010114	BRAUSEN'S OF ROSEVILLE	ROSEVILLE MN	286.56		

FINANCE CHARGES

Category	Daily Periodic Rate	Corresp.	Average Daily	Finance Charge	Transaction	Accumulated	FINANCE
	29 days in cycle	APR	Balance	Due To	Fee	Fin Charge	CHARGES
Purchases			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Cash advances			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total finance charges							\$0.00

Effective Annual Percentage Rate (APR): 0.00%

Please see Information About Your Account section for balance computation method, grace period, and other important information.

The Corresponding APR is the rate of interest you pay when you carry a balance on any transaction category.

The Effective APR represents your total finance charges - including transaction fees such as cash advance and balance transfer fees - expressed as a percentage.

IMPORTANT NEWS

Unlimited local & long distance calling for \$24.99/month!
Try Vonage for 1 month on us! Call 1-800-659-4182 or visit
www.vonage.com/savings37. Vonage 911 operates differently
See www.vonage.com/911. Additional fees & restrictions apply
By responding I confirm that I am a Chase customer.

Save on dining, activities, hotels & more with Great Fun.
Learn more at www.Greatfunsite.com/Chase,
and you'll be identified as a Chase cardmember
entitled to this great Trilegiant offer,
including \$20.00 Cash Back for dining!

Guard against identity theft and manage your credit
information with Chase ID Protection. Get unlimited access
to 3-in-1 credit reports and scores, daily monitoring of
your credit files, timely alerts and more. To purchase, call
1-888-717-7534 or visit www.chaseidprotection.com.

Pay your Taxes Today With No Delay.
Use your Chase Credit Card to pay your State,
Local and Federal taxes.
It is quick, convenient and secure.
Learn more at www.chasepayyourtaxes.com/tax.

May 3, 2011

[REDACTED]
Broadalbin, NY [REDACTED]

Service Request: 71-613262949

Customer Relationship Specialist: Joanne Williams

Dear [REDACTED]

We are sorry you have experienced concerns with your 2005 Pontiac G6. Customer satisfaction is a top priority for us at Pontiac.

Because you are a loyal Pontiac customer, we are providing you with one complimentary maintenance not to exceed \$200.00. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) equipped in your Pontiac vehicle from the factory. If your vehicle came equipped with conventional oil and you elect to have synthetic oil, then you will be responsible for the difference in price. Present this letter to any Pontiac dealership for redemption.

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

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary maintenance not to exceed \$200.00

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

May 3, 2011

[REDACTED]
Cleveland, TN [REDACTED]

Service Request: 71-613851100

Customer Relationship Specialist: Darius Glasper

Dear [REDACTED]:

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

If you have outstanding issues, please feel free to contact us at our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Pontiac Customer Assistance Center

May 3, 2011

[REDACTED]
[REDACTED]
Pennelton, SC [REDACTED]

Service Request: 71-614023381

Customer Relationship Specialist: Steven Chaves

Dear [REDACTED]

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

If you have outstanding issues, please feel free to contact us at our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Pontiac Customer Assistance Center

May 3, 2011

[REDACTED]
New Berlin, WI [REDACTED]

Service Request: 71-616379567

Customer Relationship Specialist: John Peddle

Dear [REDACTED]:

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

Hyron, MI

FLINT MI 485

27 MAR 2008 PM 1 L

"LET US DARE TO
THINK, SPEAK ET
John Adams, 1753
power of the elect



A08
Tickles

APR 01 2008

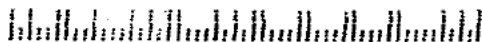
Y M.

100 Renaissance Center

P.O. Box 100

Detroit, Mich 48265-1000

48265+0000



March 18, 2008

GM
100 Renaissance Center
P.O. Box 100
Detroit, MI 48265-1000

RE: Recall w/ power steering

To Whom It May Concern:


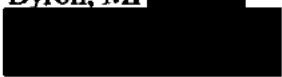
I am a GM Retiree with 30 years service. I along with my family have supported and purchased GM products for 30 plus years now. I currently own 2 GM vehicles. My most recent purchase was a 2005 Malibu, which is the reason you are receiving this letter.

I have received your correspondence regarding the issue with the loss of power steering assist. My 2005 Malibu frequently experiences this problem. I have contacted a local dealer regarding the repair and am told, however, that since my vehicle has 70,000+ miles, I am exempt from this no cost repair.

As you are aware of this problem with this particular model, why are those of us who use our vehicles more frequently than others not covered by this offer? As there is a known problem, why aren't all 2005 Malibu owners given the same offer?

I request that you expand your offer to all 2005 Malibu owners who are experiencing this potentially life-threatening problem before it results in a fatality.

Thank you for your consideration,


Byron, MI


May 3, 2011

[REDACTED]
Dawsonville, GA [REDACTED]

Service Request: 71-617886392
Customer Relationship Specialist: Mark Rama

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
[REDACTED]
Elkins, WV [REDACTED]

Service Request: 71-620028838

Customer Relationship Specialist: Wanda Shaw

Dear [REDACTED]:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
Zephyrhills, FL [REDACTED]

Service Request: 71-620348814

Customer Relationship Specialist: Lucas Marangoni

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZS52F45F[REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until May 9, 2010, or 100,016 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage

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

May 3, 2011

[REDACTED]
Pinckney, MI [REDACTED]

Service Request: 71-623295463
Customer Relationship Specialist: Katrina Blake

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the column kit that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$773.15.

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

Sincerely,

Chevrolet Customer Assistance Center

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

May 3, 2011

[REDACTED]
[REDACTED]
Jackson, AL [REDACTED]

Service Request: 71-623455671
Customer Relationship Specialist: Emily Perkins

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
[REDACTED]
Derby, KS [REDACTED]

Service Request: 71-628941007
Customer Relationship Specialist: Ron Tyler

Dear [REDACTED]:

Enclosed is the GM Product 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 assists 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:

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

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

**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:

- 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**

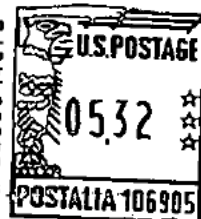
All recall reimbursement questions should be directed to the following number:
1-800-204-0261

Bronx, NY



A circular ink stamp from Garden City, Michigan. The outer ring contains the text "GARDEN CITY" at the top and "MI" at the bottom. The center of the stamp contains the date "MAY. 20. 08".

000014570



MAY 21 2000

General Motors Corporation
c/o MSX International
Attn: BRC Legal
1919 Concept Drive
Warren, MI 48126

37



U.S. POSTAGE
PAID
GARDEN CITY, MI
48135
MAY 20, 08
AMOUNT

\$0.00

00026896-02

4809136013-0037

11/11/2011 11:11:25 AM

May 20, 2008

General Motors Corporation
c/o MSX International
Attn: BRC Legal
1919 Concept Drive
Warren MI 48126

Curry Chevrolet S&S, Inc.
728 Central Park Ave
Scarsdale NY 10583

RE: 2006 Chevrolet Malibu Maxx
VIN: 1G1ZT618X6F [REDACTED]

To Whom It May Concern:

I am writing to inform you that General Motors Corporation and/or Curry Chevrolet S&S, Inc. has violated several consumer laws including and the New York Lemon Law. You have one more chance to fix this vehicle.

On or about June 5, 2006, you sold me a defective 2006 Chevrolet Malibu Maxx that has been in repair 5 times and/or has been in the dealership for repairs for at least 15 days. My vehicle has been in for repairs because of brake, drivability, suspension, and engine problems.

Because you have sold me a defective vehicle, I have suffered damages and I am demanding that General Motors Corporation and/or Curry Chevrolet S&S, Inc repurchase my vehicle and refund me all of my costs and expenses. I am providing you with the opportunity to make a written offer of settlement of this claim within 30 days. If you fail to make a good faith offer of settlement in response to this request, and I institute legal action, a court may award me double or triple damages, attorney's fees and costs.

I may be reached at [REDACTED] Bronx NY [REDACTED] I look forward to hearing from you.

Sincerely,

[REDACTED]

Brook Park, OH

Dear [REDACTED]

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

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.

Chevrolet Customer Assistance Center

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

About Your Service Consultant/Advisor (continued)

- | | 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?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. Were ALL of your service concerns corrected on this service visit?.....

Yes ☐ No ☒

IF NO, why not? (check all that apply)

- ☒ Condition explained - repair not necessary
☐ Work performed did not correct the problem
☐ Service Department could not duplicate problem
☐ Service Department was too busy

- ☐ Parts not available
☐ I declined repair
☐ Other (please specify) _____
☐ Don't know

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

14. Were you given a copy of the completed repair order/invoice?

Yes ☒ No ☐

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?

Yes ☐ No ☒ Don't Know/Not Sure ☐

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Griffin Pontiac? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

17. Would you recommend this dealership for service?

Definitely Would ☐ Probably Would ☒ Might/Might Not ☐ Probably Not ☐ Definitely Not ☐

18. Overall, how satisfied are you with your 2006 G6?

Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied ☐

19. Are you... ☒ Male ☐ Female

20. Your age... ☐ Under 25 ☐ 25 - 34 ☐ 35 - 44 ☒ 45 - 54 ☐ 55 - 64 ☐ 65 or older

21. May we include your name when providing this survey information to your dealership?

Yes ☒ No ☐

22. Do you have any other comments/recommendations about Griffin Pontiac?

VEHICLE HAS ELECTRIC POWER STEERING. AT TIMES THE POWER ASSIST
QUITS. I WAS TOLD THIS IS NORMAL OPERATION. MY EIGHTEEN YEAR OLD
DAUGHTER DRIVES THIS CAR AND I BELIEVE IT IS BECOMING UNSAFE TO DRIVE!

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Pontiac Customer Assistance Center: 1-800-762-2737

0199

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:

PONTIAC, P.O. BOX 10054, TOLEDO, OH 43682-4074



May 3, 2011

[REDACTED]
Las Vegas, NV [REDACTED]

Service Request: 71-633109053

2006 Saturn - GM ION 3

Vehicle Identification Number: 1G8AL58F56Z [REDACTED]

Customer Relationship Specialist: Alina Crisan

Dear [REDACTED]

We are sorry you have experienced concerns with your 2006 Saturn - GM ION 3. At Saturn - GM, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary lube, oil, and filter service to be used on your 2006 Saturn - GM ION 3. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) provided in your vehicle at the time delivery. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Saturn - GM dealership for redemption.

If you have any future questions, feel free to contact our Saturn - GM Customer Assistance Center at 1-800-553-6000, 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,

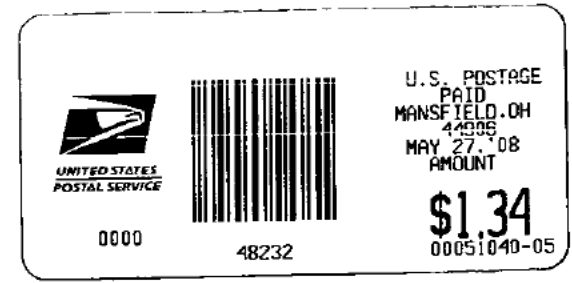
Saturn - GM Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

Shauck OH



JUN 4 2008

Cher. MTR. DIV.
Cher. Customer Asst. Center
P.O. Box 33170
DETROIT, MI
48232-5170

GM/Chevrolet

5-24-08

This is a complaint in regard to my '05 Malibu.

Attached are all the invoices on the "noise" "rattle", & "clunk" problems I have had with this "new" car. I've had problems since I got the car starting with the mirrors which were replaced 2 or 3 times. I was also at the Graham dealership one other time re the "noises" but did not get an invoice.

I got tired of taking my car to Graham so finally called Tom Burger, Ser. Mgr. at Sharpnack, where I purchased it. He said he could fix it, & he did as you can tell from the invoice but now the "clunk" is back. That was the longest period of time the car has been "noise" free.

I have always had GM cars, Chevy & Buick, & used cars but never one like this.

They tell me it is not a safety problem??

I have spent a lot of my time & gas running back & forth. I would have spent a lot less on

over →

my used car even though this
did not cost me as it is
under warranty for labor/parts, etc.

I feel I have been more than
patient in trying to get this resolved.
Apparently, this car has a defect
in the steering shaft. I am not
going to get it lubed & reinstalled
constantly, & GM/Chevy should be
able to compensate me as I am
certainly not satisfied ^{also} fix the defect.

Sincerely,

current mileage

34 187

Shack OH

also, Sharpnack found struts
were loose. Now, car requires
new tires as the outside edge
of the passenger side tires are
worn down. Graham would not
rotate for me as they said
I needed new tires.



SHARPNACK II
CHEVROLET - OLDSMOBILE, INC.
 1330 SOUTH CONWELL AVE., P.O. BOX 180
 WILLARD, OHIO 44890
 PHONE (419) 935-0194 ♦ 1-800-252-3343



CUSTOMER NO 15145	ADVISOR JASON TALLMAN	TAG NO 41	INVOICE DATE 12/05/05	INVOICE NO CVCS206986
[REDACTED] SHAUCK, OH	LABOR RATE	LICENSE NO	MILEAGE 1,497	COLOR /
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SEDAN			STOCK NO 051108
	VEHICLE ID NO 1 G 1 Z T 5 4 8 5 5 F			DELIVERY MILES 292
[REDACTED]			SELLING DEALER NO	PRODUCTION DATE
[REDACTED]			DATE 12/05/05	
BUSINESS PHONE		COMMENTS		

LABOR..... J# 1 77CVZ-1 INTERIOR TRIM WORK HOURS: TECH(S):38 C/S CHECK LEFT FRONT SUNVISOR PART HERE VANITY MIRROR LAMPS INOP. ON DRIVERS SUNVISOR REPLACED DRIVERS SUN VISOR. ALL OK				WARRANTY	Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.
TOTAL - LABOR 0.00					
PARTS.....QTY.....FP-NUMBER.....DESCRIPTION.....UNIT PRICE..... JOB # 1 1 10381583 SUNSHADE 10.203				WARRANTY	
TOTAL - PARTS 0.00					

TOTALS.....		
TOTAL LABOR....	0.00	
TOTAL PARTS....	0.00	
TOTAL SUBLET....	0.00	
TOTAL G.O.G....	0.00	
TOTAL MISC CHG.	0.00	
TOTAL MISC DISC	0.00	
TOTAL TAX.....	0.00	
TOTAL INVOICE \$	0.00	

CUSTOMER SIGNATURE



GRAHAM AUTOMALL
1515 WEST 4TH STREET
MANSFIELD, OHIO 44906
PHONE (919) 529-1800
www.grahamautomall.com

NO COPY

Call
Wed
revisor
recall

CUSTOMER NO. 91354	ADVISOR SHARON SUCH	4565	TAG NO. W062	INVOICE DATE 03/15/06	INVOICE NO. CVCS199695
MANSFIELD, OH	LABOR RATE	LICENSE NO.	MILEAGE 4,611	COLOR BLUE/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZT54855F			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 03/15/06		
COMMENTS					

MO: 4611

LABOR
#1100CVZ CHEVY QUICKLUBE TECH(S) 356 RD00 7.8.10

LUBE, OIL AND FILTER
RECOMENDED MAINTENANCE
PERFORMED LUBE, OIL AND FILTER

#1200CV15 ROTATE TIRES TECH(S) 356 RD00 10.95

ROTATED TIRES

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		PK47		****
JOB # 1	1		25010792	OIL FLTR 1.836	4.85
JOB # 1	5		5W30	OIL	1.80
TOTAL - PARTS					13.85

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	1SS	EPA CHARGES	
TOTAL - MISC			1.91

COMMENTS
WAITER

TOTALS

*****	TOTAL LABOR....	19.05
*	TOTAL PARTS....	13.85
*	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
*	TOTAL MISC CHG.	1.91
*	TOTAL MISC DISC	0.00
*	TOTAL TAX.....	2.35
*****	TOTAL INVOICE \$	37.16

THANK YOU FOR YOUR BUSINESS!!

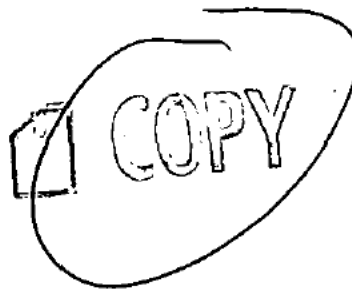
CUSTOMER SIGNATURE

THIS DEALERSHIP WARRANTS ALL FACTORY PARTS & LABOR PERFORMED IN CONJUNCTION WITH THIS REPAIR FOR TWELVE (12) MONTHS OR TWELVE THOUSAND (12,000) MILES, WHICHEVER COMES FIRST. IF ANY FACTORY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, THE DEALERSHIP WILL REPLACE THE DEFECTIVE PARTS OR REPAIR ANY DEFECT IN WORKMANSHIP. ANY WARRANTY ON PARTS OR ACCESSORIES WHICH ARE NOT NEW FACTORY PARTS ARE MADE SOLELY BY THE MANUFACTURER OR SUPPLIER OF SUCH PARTS. THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, & NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS & ACCESSORIES. THIS DEALERSHIP SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSS ARISING OUT OF PURCHASE.

9 Net
mon
27th
MAR 15 2006

GRAHAM AUTOMALL

PHONE (419) 529-1800
www.grahamautomall.com



CUSTOMER NO 91354	ADVISOR SHARON SUCH	TAG NO 4565	W062	INVOICE DATE 03/27/06	INVOICE NO CVCS200551
[REDACTED] SHAUCK, OH	LABOR RATE	LICENSE NO	MILEAGE 5,019	COLOR BLUE/	STOCK NO
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN				DELIVERY DATE
	VEHICLE ID NO 1G1ZT54855F				SELLING DEALER NO
	P.O. NO				DATE 03/27/06
RE [REDACTED]					COMMENTS
					MO: 5019

LABOR
J#1102CVZ23 RECALL TECH(S): 7137 WARRANTY
RECALL 05094 REPLACE BOTH SUN VISOR MIRROR ASSEMBLIES
RECALL
REPLACED BOTH VISOR MIRRORS AS PER RECALL INSTRUCTIONS. NOTE
DRIVERS MIRROR ILLUMINATION

TOTAL - LABOR 0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15803234	MIRROR 10.195	
JOB # 1	1	15803238	MIRROR 10.195	

TOTAL - PARTS 0.00

COMMENTS
SOP-WAITER

TECHNICIAN CERTIFICATION
7137 BENJAMIN J MCELVAIN MASTER TECH

TOTALS

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

TOTAL INVOICE \$ 0.00

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* [] CASH [] CHECK CK NO. [] *

* [] VISA [] MASTERCARD [] DISCOVER *

* [] AMER XPRESS [] OTHER [] CHARGE *

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

This Vehicle has been test driven to ensure all repairs have been performed properly.

X Sharon Such Service Advisor
419-529-1800 Ext. 250



GRAHAM AUTOMALL
1515 WEST 4TH STREET
MANSFIELD, OHIO 44906
PHONE (419) 529-1800
www.grahamautomall.com

*Call
Wed
mended - ?*

7/5 COPY

CUSTOMER NO 91354	ADVISOR THAD CETINICH	7163	TAG NO 7062	INVOICE DATE 06/29/06	INVOICE NO CVCS208289
SHAUCK, OH	LABOR RATE	LICENSE NO	MILEAGE 9,332	COLOR BLUE/	STOCK NO
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 1G1ZTS4855F			SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO			P.O. NO	R.O. DATE 06/29/06
COMMENTS					MO: 9332

LABOR
J# 1 02CVZ02 MISC CONCERNS TECH(S): 9996
CUST STATES THERE IS A RATTLE UNDER VEH AROUND EXHAUST AERA
WHEN RUNNING AND SITTING STILL
TRIED TO DUPLICATE THE CONCERN BUT WAS UNABLE TOO. CHECKED
THE EXHAUST AND FOUND NOTHING ABNORMAL. CHECKED FOR POSSIBLE
RELATED SERVICE BULLTINS AND FOUND S/B 060505002 WHICH CALLS
FOR THE RESONATOR TO BE REPLACED FOR EXHAUST SYS. NOISE.
HAD TO ORDER THE RELATED PARTS.

TOTAL - LABOR

COMMENTS
WAITING

TECHNICIAN CERTIFICATION
9996

FRANK E DAWSON

MASTER TECH

TOTALS

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

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

*HARVEY
740-337-4471
GPA
5/19-9/2-3*

*Fair no
Tues 3 all
Thurs
Wed 4*

*1-800-24 TASTY
33 TASTY*



GRAHAM AUTOMALL
 1515 WEST 4TH STREET
 MANSFIELD, OHIO 44906
 PHONE (419) 529-1800
 www.grahamautomall.com

COPY

CUSTOMER NO. 91354	NAME THAD CETINICH	7163 TAG NO 7062	DATE 07/14/06	INVOICE NO. CVCS209199
LABOR RATE	LICENSE NO.	SALES TAX 9,949	COLOR BLUE/	STOCK NO.
YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
VEHICLE ID NO. 1G1ZT54855F			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		P.O. NO.	DATE 07/11/06	
COMMENTS				MO: 9949

J# 1 02CVZ	MISC CONCERNS NOISE FROM EXHAUST WHEN AT IDLE SOP REPLACED RESONATOR MUFFLER LABOR OP L2720 PER S/B 060605002	TECH(S):615	WARRANTY
J# 2 03CVZ09	S.E.S. LIGHT RUNNING FINE SCAN TEST CODE P0404 EGR. FOUND DOCUMENT 1751684 EGR KIT TO BE INSTALLED AND REPROGRAMING OF THE PCM INSTALLED EGR KIT AND PROGRAMED PCM WARRANTY CLAIM CODE 10A96 PER BULLETIN LABOR OP J7903 LABOR HRS .08	TECH(S):615	WARRANTY
J# 3 01CVZ03	REPLACE BULB REPLACE BULB THE LEFT FRT BULB IS OUT LEFT FRONT TURN SIGNAL BULB WAS OUT NOT JUST A BULB REPLACED LEFT FRONT TURN SIGNAL BULB	TECH(S):615	WARRANTY
J# 4 70CVZ04	RENTAL ENTERPRISE CUSTOMER ON VACATION AND NEEDS TRANS. VIN 57	TECH(S):8587	WARRANTY

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TOTAL - LABOR 0.00

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		15857165	RESONATOR 3.701		WARRANTY
			ETA 8/28 CASE 02475969			
JOB # 1	1		22626929	GASKET 3.613		WARRANTY
JOB # 1	1		10114745	CLAMP ASM 3.708		WARRANTY
JOB # 2	1		89018175	VALVE 3.670		WARRANTY
JOB # 2	1		25000			WARRANTY
JOB # 3	1		12450108	BULB 2.679		WARRANTY
TOTAL - PARTS					0.00	

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 4	420792	D655970	07/14/06	RENTAL		0.00
TOTAL - SUBLET						

TECHNICIAN CERTIFICATION-----
 615 DARRELL W COFFMAN MASTER TECH

Reynolds and Reynolds PRINTING CO. 06/15/06 01:03



GRAHAM AUTOMALL
1515 WEST 4TH STREET
MANSFIELD, OHIO 44906
PHONE (419) 529-1800
www.grahamautomall.com

1 COPY

CUSTOMER NO	91354	ADVISOR	THAD CETINICH	7163	TAG NO	7062	INVOICE DATE	07/14/06	INVOICE NO	CVC5209199		
[REDACTED] SHAUCK, OH [REDACTED]		LABOR RATE	LICENSE NO.		MILEAGE		9,949	COLOR	BLUE/	STOCK NO		
		YEAR/MAKE/MODEL						DELIVERY DATE	DELIVERY MILES			
		VEHICLE ID NO						SELLING DEALER NO	PRODUCTION DATE			
		F.T.E. NO.						P.O. NO.	07/11/06			
RE	[REDACTED]		COMMENTS								MO: 9949	

TOTALS		TOTAL LABOR.... 0.00		THIS DEALERSHIP WARRANTS ALL FACTORY PARTS & LABOR PERFORMED IN CONNECTION WITH THIS REPAIR FOR TWELVE (12) MONTHS OR TWELVE THOUSAND (12,000) MILES, WHICHEVER COMES FIRST. IF ANY FACTORY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, THE DEALERSHIP WILL REPLACE THE DEFECTIVE PARTS OR REPAIR ANY DEFECT IN WORKMANSHIP. ANY WARRANTY ON PARTS OR ACCESSORIES WHICH ARE NOT NEW FACTORY PARTS ARE MADE SOLELY BY THE MANUFACTURER OR SUPPLIER OF SUCH PARTS. THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, & NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS & ACCESSORIES. THIS DEALERSHIP SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSS ARISING OUT OF PURCHASE.
*****		TOTAL PARTS.... 0.00		
* [] CASH [] CHECK CK NO. []		TOTAL SUBLET... 0.00		
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL G.O.G.... 0.00		
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL MISC CHG. 0.00		
*****		TOTAL MISC DISC 0.00		
		TOTAL TAX..... 0.00		
		TOTAL INVOICE \$ 0.00		
THANK YOU FOR YOUR BUSINESS!!				
PU. After Hours				
CUSTOMER SIGNATURE				

GRAHAM
AUTOMALL
YOUR HOMETOWN DEALER

7 COPY

GRAHAM AUTOMALL
1515 WEST 4TH STREET
MANSFIELD, OHIO 44906
PHONE (419) 529-1800
www.grahamautomall.com

CUSTOMER NO. 91354	ADDRESS ROGER WYRICK	144 TAG NO. W062	INVOICE DATE 09/20/06	INVOICE NO. CVCS214985
[REDACTED] SHAUCK, OH	LABOR RATE	LICENSE NO.	MILEAGE 13,190	COLOR BLUE/
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN			STOCK NO.
	VEHICLE ID. NO. 1G1ZT54855F			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
		P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			09/20/06	
COMMENTS				MO: 13190

J# 1 00CVZ CHEVY QUICKLUBE TECH(S) 712 10:50
LUBE, OIL AND FILTER
RECOMENDED MAINTENANCE
PERFORMED LUBE, OIL AND FILTER

J# 2 00CV1 ROTATE TIRES TECH(S) 712 10:95
ROTATED TIRES

				TOTAL - LABOR	19.45
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK47		****	****
JOB # 1	1	25010792	FILTER 1.836	4.85	4.85
JOB # 1	5	5W30	OIL	1.90	9.50
				TOTAL - PARTS	14.35

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	ISS	EPA CHARGES		1.95
				TOTAL - MISC
				1.95

TOTALS

*****				TOTAL LABOR....	19.45
* [] CASH [] CHECK CK NO. []				TOTAL PARTS....	14.35
* [] VISA [] MASTERCARD [] DISCOVER				TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE				TOTAL G.O.G....	0.00
*****				TOTAL MISC CHG.	1.95
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	2.42

TOTAL INVOICE \$ 38.17

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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SEP 20 2006
C/CARD

Graham Automall
1515 West Fourth St.
Mansfield, Ohio 44906
419-529-1800
www.grahamautomall.com

COPY

TO OUR EARLY MORNING OR LATE EVENING SERVICE CUSTOMERS

1. WRITE YOUR ORDER ON THIS FORM. KEEP TOP SHEET AS YOUR COPY.
2. PLACE YOUR KEYS IN THIS ENVELOPE.
3. LOCK YOUR VEHICLE AND LEAVE IT IN THE PARKING LOT.
4. BE SURE TO LEAVE A PHONE NUMBER WHERE YOU CAN BE REACHED.
5. DROP ENVELOPE IN DESIGNATED DROP BOX OR CHUTE.

NAME: [REDACTED] LICENSE PLATE: [REDACTED]
ADDRESS: [REDACTED] Mileage: 13,170
CITY: MFD Zip: [REDACTED] Make & Model: MALIBU
Phone number where you can be reached: [REDACTED] Year: 05 Color: D. Blue
Second Phone Number: Will CALL TO CHECK ON What time will you call for your vehicle? 4:00 a.m. (p.m.)

PLEASE COMPLETE THE FOLLOWING SERVICES:

Was at Graham last Wed., 9-20, to return Thurs. 9-28 to have rattle that has gotten worse checked. "Frank" heard noise last week when we went for a test ride. Hear it running & still a lot on bumps.

PARTS REPLACED UNDER WARRANTY OR TO BE REBUILT OR SOLD BY US WILL NOT BE RETURNED.

All other parts will be tendered to you unless specified otherwise. DISCARD REPLACED PARTS.

ESTIMATE

You have the right to an estimate of the cost of repairs or services which you are requesting. Your bill will not be higher than the estimate by more than ten percent unless you approve a larger amount before repairs are finished. You can choose the kind of estimate you want to receive by signing your name under one of the following choices and indicating a telephone where you can be reached if necessary.

If Written Estimate Is Desired
Customer Must Return
to Sign and Receive
Copy of Estimate

- (a) WRITTEN ESTIMATE _____ CUSTOMER SIGNATURE _____
(b) ORAL ESTIMATE _____ CUSTOMER SIGNATURE _____
(c) NO ESTIMATE _____ CUSTOMER SIGNATURE _____

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

PLEASE SIGN: X [REDACTED]
Form: EARLY-96-OH (1/05)

DATE: 9-27-06



GRAHAM AUTOMALL
1515 WEST 4TH STREET
MANSFIELD, OHIO 44906
PHONE (419) 529-1800
www.grahamautomall.com

CUSTOMER NO	91354	ADVISOR	THAD CETINICH	7163	TAG NO	7062	INVOICE DATE	09/29/06	INVOICE NO	CVCS215671	
SHAUCK, OH		LABOR RATE	LICENSE NO.		MILEAGE		13,470	COLOR	BLUE/	STOCK NO	
		YEAR / MAKE / MODEL						DELIVERY DATE	DELIVERY MILES		
		05/CHEVROLET/MALIBU/4 DOOR SEDAN									
		VEHICLE I.D. NO						SELLING DEALER NO.	PRODUCTION DATE		
1 G 1 Z T 5 4 8 5 5 F											
		F.T.E. NO.		P.O. NO.		R.O. DATE		09/28/06			
		COMMENTS								MO: 13470	

LABOR J# 1 02CVZ MISC CONCERNS TECH(S):9996 WARRANTY

RATTLE TYUPE SOUND FROM UNDER VEHICAL OVER BUMPS
HAD A FAULTY STEERING RACK AND A LOOSE JOINT ON THE ENGINE
TORQUE STRUT UNDER THE AIR CLEANER BOX.
VERIFIED THE NOISE PREVIOUSLY WITH THE CUSTOMER. USING THE
ELECTRONIC EARS I WAS ABLE TO ISOLATE SOME NOISE COMING FROM
THE STEERING RACK. FOUND RELATED SERVICE BULLETIN #060232007
THAT CALLS FOR AN UPDATED STEERING RACK TO BE INSTALLED.
REMOVED AND REPLACED THE RACK AND TEST DROVE AGAIN. STILL
HAD SOME NOISE COMING MORE FROM THE RIGHT FRT. AREA. USING
THE CHASSIS EARS AGAIN I TRIED SEVERAL DIFFERENT LOCATIONS
AND WAS UNABLE TO ISOLATE THE NOISE. REMOVED THE RIGHT FRT.
STRUT ASSEMBLY AND CHANGED IT WITH A DIFFERENT VEHICLE AND
STILL HAD THE NOISE. DISCONNECTED THE SWAY BAR LINKS AND
STILL HAD THE NOISE. FOUND I WAS ABLE TO DUPLICATE THE NOISE
BY GENTLY MOVING THE ENGINE BACK AND FORTH. LOCATED THE
CAUSE OF THE NOISE UNDER THE AIR CLEANER BOX COMING FROM A
ENGINE TORQUE DAMPNER. THE ONE PIVOT END HAD A LOOSE RUBBER
BUSHING. REPOSITIONED THE BUSHING AND WAS ABLE TO APPLY SOME
FORCE TO THE RIVOT TO TIGHTEN IT DOWN. REASSEMBLED AND TEST
DROVE AND THE NOISE IS NOLONGER PRESENT. REINSTALLED THE
ORIGINAL STRUT. ASSEMBLED THE VEHICLE AND MADE ADJUSTMENTS
TO THE TOE SINCE THE STEERING RACK WAS REPLACED.

THIS DEALERSHIP WARRANTS ALL FAC-
TORY PARTS & LABOR PERFORMED IN CON-
JUNCTION WITH THIS REPAIR FOR TWELVE
(12) MONTHS OR TWELVE THOUSAND
(12,000) MILES, WHICHEVER COMES FIRST.
IF ANY FACTORY PART OR LABOR FAILS IN
NORMAL SERVICE WITHIN THAT PERIOD,
THE DEALERSHIP WILL REPLACE THE
DEFECTIVE PARTS OR REPAIR ANY DEFECT
IN WORKMANSHIP. ANY WARRANTY ON
PARTS OR ACCESSORIES WHICH ARE NOT
NEW FACTORY PARTS ARE MADE SOLELY
BY THE MANUFACTURER OR SUPPLIER OF
SUCH PARTS. THIS DEALERSHIP DISCLAIMS
ALL WARRANTIES, EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTIES OF
MERCHANTABILITY OR FITNESS FOR A PAR-
TICULAR PURPOSE, & NEITHER ASSUMES
NOR AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN CONNEC-
TION WITH THE SALE OF SAID PARTS &
ACCESSORIES. THIS DEALERSHIP SHALL
NOT BE LIABLE FOR ANY INCIDENTAL OR
CONSEQUENTIAL DAMAGES OR COMMERCIAL
LOSS ARISING OUT OF PURCHASE.

J# 2+70CVZ04 RENTAL TECH(S):8587 WARRANTY

ENTERPRISE
VIN 6F

TOTAL - LABOR 0.00

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		15858368	GEAR 6.508	
JOB # 1	1		25000		

WARRANTY
WARRANTY
0.00

TOTAL - PARTS

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION
JOB # 2	421637	D657525	09/29/06	RENTAL	

TOTAL - SUBLET

WARRANTY
0.00

COMMENTS
FRANK HEARD NOISE

TECHNICIAN CERTIFICATION
9996 FRANK E DAWSON MASTER TECH

GRAHAM
AUTOMALL
YOUR HOMETOWN DEALER

GRAHAM AUTOMALL
1515 WEST 4TH STREET
MANSFIELD, OHIO 44906
PHONE (419) 529-1800
www.grahamautomall.com

COPY

CUSTOMER NO. 91354	ADVISOR THAD CETINICH	TAG NO. 7163	INVOICE DATE 09/29/06	INVOICE NO. CVCS215671
[REDACTED] SHAUCK, OH	LABOR RATE	LICENSE NO.	MILEAGE 13,470	COLOR BLUE/
	YEAR / MAKE / MODEL 05 / CHEVROLET / MALIBU / 4 DOOR SEDAN			STOCK NO.
	VEHICLE ID. NO. 1G1ZT54855F			DELIVERY DATE
	R.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	R.E. DATE 09/28/06			
	COMMENTS			MO: 13470

TOTALS

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

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

THIS DEALERSHIP WARRANTS ALL FACTORY PARTS & LABOR PERFORMED IN CONNECTION WITH THIS REPAIR FOR TWELVE (12) MONTHS OR TWELVE THOUSAND (12,000) MILES, WHICHEVER COMES FIRST. IF ANY FACTORY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, THE DEALERSHIP WILL REPLACE THE DEFECTIVE PARTS OR REPAIR ANY DEFECT IN WORKMANSHIP. ANY WARRANTY ON PARTS OR ACCESSORIES WHICH ARE NOT NEW FACTORY PARTS ARE MADE SOLELY BY THE MANUFACTURER OR SUPPLIER OF SUCH PARTS. THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, & NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS & ACCESSORIES. THIS DEALERSHIP SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSS ARISING OUT OF PURCHASE.

GRAHAM
AUTOMALL
YOUR HOMETOWN DEALER

COPY

GRAHAM AUTOMALL
1515 WEST 4TH STREET
MANSFIELD, OHIO 44906
PHONE (419) 529-1800
www.grahamautomall.com

CUSTOMER NO. 91354	NAME ROGER WYRICK	144 TAG NO. W062	INVOICE DATE 05/02/07	INVOICE NO. CVCS234379
[REDACTED] SHAUCK, OH	LABOR RATE	LICENSE NO.	MILEAGE 20,312	COLOR BLUE/
	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE
	VEHICLE I.D. NO. 1G1ZT54855F			DELIVERY MILES
	P.T.E. NO.			SELLING DEALER NO.
		P.O. NO.	05/02/07	PRODUCTION DATE
COMMENTS				MO: 20312

LABOR
#1 00CVZ CHEVY QUICKLUBE 31 TECH(S) 6303 8:50

LUBE, OIL AND FILTER
RECOMENDED MAINTENANCE
PERFORMED LUBE, OIL AND FILTER

#2 00CV1 ROTATE TIRES 31 TECH(S) 6303 12:95
ROTATED TIRES

TOTAL - LABOR 21.55

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	PK47		****
JOB # 1	1	25010792	FILTER 1.836	4.85
JOB # 1	5	5W30	OIL	1.90
TOTAL - PARTS				14.35

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A	1SS	EPA CHARGES	
TOTAL - MISC			2.16

COMMENTS
WAITER

TOTALS

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

TOTAL LABOR....	21.55
TOTAL PARTS....	14.35
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.16
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.57

TOTAL INVOICE \$ 40.63

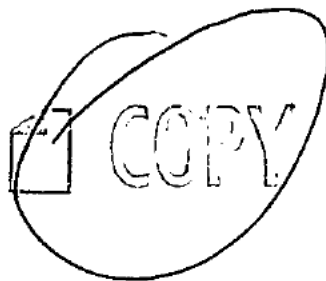
THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

FAT
MAY 02 2007

BY:

THIS DEALERSHIP WARRANTS ALL FACTORY PARTS & LABOR PERFORMED IN CONNECTION WITH THIS REPAIR FOR TWELVE (12) MONTHS OR TWELVE THOUSAND (12,000) MILES, WHICHEVER COMES FIRST. IF ANY FACTORY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, THE DEALERSHIP WILL REPLACE THE DEFECTIVE PARTS OR REPAIR ANY DEFECT IN WORKMANSHIP. ANY WARRANTY ON PARTS OR ACCESSORIES WHICH ARE NOT NEW FACTORY PARTS ARE MADE SOLELY BY THE MANUFACTURER OR SUPPLIER OF SUCH PARTS. THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, & NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS & ACCESSORIES. THIS DEALERSHIP SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSS ARISING OUT OF PURCHASE.



CUSTOMER NO. 91354	ADVISOR RICK KRICHBAUM	6756	TAG NO. 062	INVOICE DATE 07/27/07	INVOICE NO. CVCS242139
[REDACTED] SHAUCK, OH	LABOR RATE	LICENSE NO.	MILEAGE 23,960	COLOR BLUE/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE 11/12/05	DELIVERY MILES
	VEHICLE ID. NO. 1G1ZT54855F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 07/26/07	
COMMENTS					MO: 23960

LABOR
J# 1 08CVZ03 **STEERING CONCERN** TECH(S): 4329 **WARRANTY**
CUST STATES CLUNK TYPE NOISE WHEN TURNING STEERING WHEEL
BACK AND FORTH-EVEN WHEN SITTING STILL-DID VERIFY
LACK OF LUBRICATION
LUBED STEERING INTERMEDIATE SHAFT PER GM SERVICE BULLETIN
#06-02-32-007B. TEST DROVE AND LUBED SHAFT AGAIN THE NEXT
MORNING.

TOTAL - LABOR 0.00

TECHNICIAN CERTIFICATION-----
4329 TODD S RUDOLPH MASTER TECH

TOTALS-----

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

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

THIS DEALERSHIP WARRANTS ALL FACTORY PARTS & LABOR PERFORMED IN CONJUNCTION WITH THIS REPAIR FOR TWELVE (12) MONTHS OR TWELVE THOUSAND (12,000) MILES, WHICHEVER COMES FIRST. IF ANY FACTORY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, THE DEALERSHIP WILL REPLACE THE DEFECTIVE PARTS OR REPAIR ANY DEFECT IN WORKMANSHIP. ANY WARRANTY ON PARTS OR ACCESSORIES WHICH ARE NOT NEW FACTORY PARTS ARE MADE SOLELY BY THE MANUFACTURER OR SUPPLIER OF SUCH PARTS. THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, & NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS & ACCESSORIES. THIS DEALERSHIP SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSS ARISING OUT OF PURCHASE.



SHARPNACK II
CHEVROLET - OLDSMOBILE, INC.
1330 SOUTH CONWELL AVE., P.O. BOX 180
WILLARD, OHIO 44890
PHONE (419) 935-0194 ♦ 1-800-262-3343

COPY

CUSTOMER NO. 15145	ADVISOR THOMAS A BURGER	TAG NO. 3	INVOICE DATE 11/02/07	STOCK NO. CVCS242065
SHAUCK, OH	LABOR RATE	LICENSE NO.	MILEAGE 27,381	COLOR /
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE 11/10/05	DELIVERY MILES 292	PRODUCTION DATE
	VEHICLE ID. NO. 1 G 1 Z T 5 4 8 5 5 F	SELLING DEALER NO.		
	F. T. E. NO.	P. O. NO.	R. O. DATE 10/31/07	
	BUSINESS PHONE	COMMENTS		

LABOR	WARRANTY
# 1 15CVZ-1 STEERING/SUSPENSION HOURS: TECH(S):11 CHECK CLUNK IN STEERING STEERING SHAFT NOISEY AND CLUNKING REMOVED STEERING SHAFT AND LUBED AND REINSTALLED TIGHTNED AND VERIFIED REPAIRS TIGHTENED BOTH UPPER STRUT MOUNTS	
# 2 77CVZ-1 INTERIOR TRIM WORK HOURS: TECH(S):11 CHECK DRIVERS SIDE SUNVISOR BROKEN VISOR COVER IS BROKEN REPLACED DRIVER SUN VISOR COVER ASMBLY	
# 3 01CVZLOF LOF-19.95 HOURS: 0.30 TECH(S):11 CUSTOMER REQUEST LOF CHECK OVER LOF PERFORMED LOF	3.00
TOTAL - LABOR 3.00	
PARTS	WARRANTY
JOB # 2 1 15803238 SS-MIR-IL 10.195	5.78
JOB # 3 1 12490147 FILTER 1.836	5.78
TOTAL - PARTS 5.78	
G.O.G. & SUPPLIES	
JOB # 3 5.0 05W30 @ 2.160 /UNIT	10.80
TOTAL - GOG 10.80	
MISC	
JOB # A SS SHOP SUPPLIES	0.88
TOTAL - MISC 0.88	
COMMENTS	
DELETED OPERATION(S)	
01CVZLOF23.48 LOF 23.48	
TOTALS	

TOTAL LABOR.... 3.00
TOTAL PARTS.... 5.78
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 10.80
TOTAL MISC CHG. 0.88
TOTAL MISC DISC 0.00
TOTAL TAX..... 1.44

TOTAL INVOICE \$ 21.90

CUSTOMER SIGNATURE

PAID
11-2-07
Thank you

COPY

CUSTOMER NO.	91354	ADVISOR	TIMOTHY HOOVER	TAG NO.	8397 W062	INVOICE DATE	05/06/08	INVOICE NO.	CVCS267355
		LABOR RATE		LICENSE NO.		MILEAGE	33,488	COLOR	BLUE/
SHAUCK, OH		YEAR / MAKE / MODEL	05/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE	11/12/05	STOCK NO.	
		VEHICLE I.D. NO.	1 G 1 Z T 5 4 8 5 5 F			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		R.O. DATE	05/06/08		
COMMENTS								MO: 33488	

LABOR
J# 1 00CVZ1 CHEVY QUICKLUBE TECH(S):9609 8.85

LUBE, OIL AND FILTER
RECOMMENDED MAINTENANCE
PERFORMED LUBE, OIL AND FILTER

J# 2 00CV1 ROTATE TIRES TECH(S):9609 0.00
DID NOT ROTATED NEEDS TIRES

TOTAL - LABOR 8.85

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		PK47		****
JOB # 1	1		25010792	FILTER 1.836	4.85
JOB # 1	5		5W30	OIL	2.15
TOTAL - PARTS					15.60

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	1SS	EPA CHARGES	
TOTAL - MISC			0.89

COMMENTS
WAIT WASH

TOTALS

*****	TOTAL LABOR....	8.85
*	TOTAL PARTS....	15.60
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.89
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	1.72
*****	TOTAL INVOICE \$	27.06

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PAID
MAY 06 2008
BY: _____

May 3, 2011

Royal, AR

Service Request: 71-637898799

Customer Relationship Specialist: Amanda Ryan

Dear

Chevrolet is pleased to provide service coverage for the Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZS52F95H [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 4, 2011, or 100,017 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage

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



[Redacted]
Mitchell, IN [Redacted]

BLOOMINGTON IN 474

03 JUL 2008 PM 1 T



JUL 07 2008

General Motors Corporation

PO Box 33170

Detroit, MI 48232-5170

July 3, 2008

Phone: [REDACTED]

[REDACTED]
Mitchell, In [REDACTED]

Subject: GM

There is no place on your site that lets me email about a complaint. I am writing in regards to 71-639368554 that was not resolved. A rep called me today and told me that GM was not going to resolve my issue. I am not happy. I could have been killed in an accident from the steering going out. Not only that it cost me \$900 to get it fixed which took my house payment and my car payment to do so. I am a single mom and can't afford repairs like that. I bought my car in 2006 so that I would have a newer car and not have repairs like that. You say you won't resolve it because I took it to a Ford Dealer. I told you that on the first of the three phone calls and the calls after that. You never mentioned that you would not resolve it then. I told you that I did not take it to the Chevy dealer because of bad experiences. I had to have the car towed and the Ford dealer is right next to the Chevy. I would think that you would at least reimburse for the tow \$24 and the parts \$666.75 plus \$82 for sublet, even if you won't reimburse for the labor \$105.45 or the tax \$46.68. The reasons I did not take it to the Chevy are as follows: (1) Several years ago when I was looking for a car I told the Chevy dealer that I could not afford more than \$250. I was told "no problem" and was shown a car that I put a large sum of money down on. When I came back after work and sat down to sign the papers my car payments were over \$500 a month. I argued with them about that and they would not resolve it so I asked for my deposit back. I had to sit there for an hour to get my deposit back. (2) I bought my 2006 Chevy Malibu from another dealership. I took it to the local Chevy dealership and told them I wanted the auto start put on. Service tech checked vin # and told me I had to pay up front. It was several hundred dollars. They ordered the part. I was looking over paperwork next day and saw that the description did not match my car and neither did my vin number. I went back and found out that my car was not set up for the auto start. I went to get my money back and couldn't. I had to pay the bank to stop payment on the check. (3) While my car was under warranty I had all service work done at the local Chevy. I would wait hours while my oil was changed, etc. One day my car door would not shut. I also had the door ajar warning on my dash. I took it in to the dealer and he was able to shut my door (it had thawed by then) but the door ajar warning was still on dash. I left car there and service dept called me at work and told me it would be \$500 to fix it. I told them I could not do that at this time and would come to pick it up. I came to get my car and have not had the problem since. I would have lost \$500 for a repair that didn't need to be done. (4) I know of other people who complain about the same thing such as taking car in to the local Chevy dealer for oil change and a day or so later needing major repairs. That is why I took it to the Ford dealer. They are more reputable. I have never had any of these experiences there. I am sure they would have resolved the situation with my car too whereas GM has not.

"When one door closes another door opens; but we so often look so long and so regretfully upon the closed door, that we do not see the ones which open for us."

[REDACTED] 7/3/2008

May 3, 2011

[REDACTED]
[REDACTED]
Bessemer, AL [REDACTED]

Service Request: 71-639744449

Customer Relationship Specialist: Samantha Eves

Dear [REDACTED]:

We would like to discuss your request for assistance regarding your 2005 Saturn ION 2, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Saturn Customer Assistance Center at 1- 800-553-6000 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Saturn Customer Assistance Center

FAX TRANSMISSION FROM

GM OPERATOR SERVICES

RECEIVED

JUN 20 2008

T.A. CLARKE

To: Cheryl Lemieux For: Troy Clarke

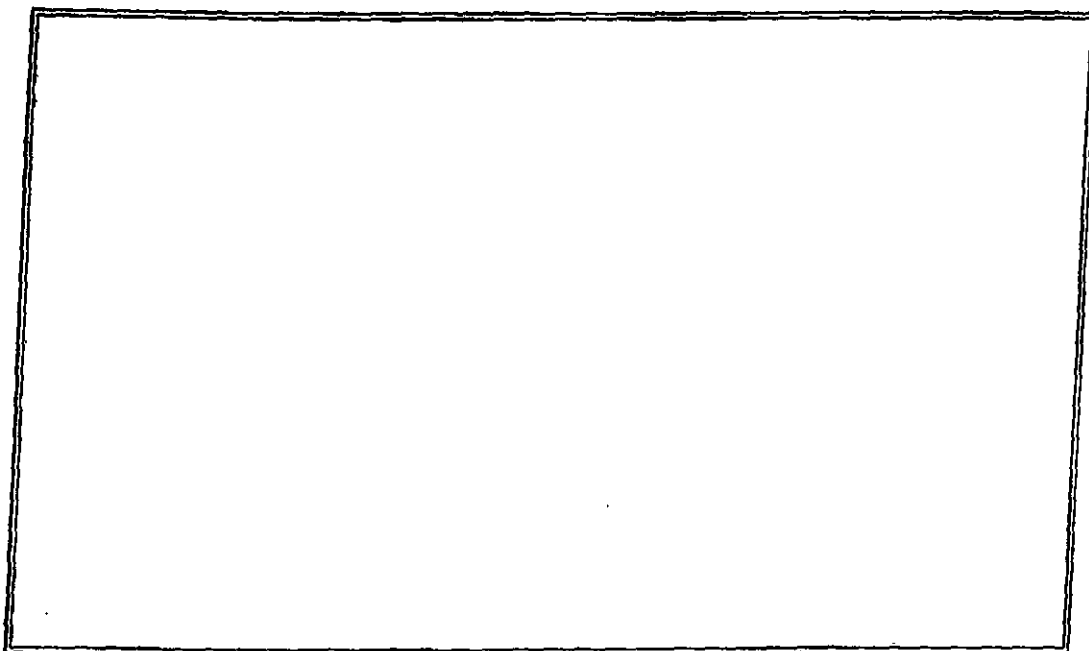
Fax: 313-667-3599 Total pgs. Incl. cover: 1

Date: 6/20/08

☐ Urgent

☐ Return to sender; no recipient name indicated

Additional comments:



[REDACTED]
[REDACTED]
Poland, Ohio
[REDACTED]

June 20, 2008

Mr. Troy A. Clarke, Group
Vice-President and President
General Motors North American Sales
300 Renaissance Center
M.C. - 482-C39-860
Detroit, MI 48265

Dear Mr. Clarke:

Sent via fax# - 815-282-6156

Yesterday, I took my car to a Chevrolet Dealer to have a brake peddle noise and a steering v/hell noise inspected. **I received a list of 8 items wrong with this car.** I have recently started buying American made cars after buying Japanese cars, which I have kept for years after paying them off -- with only maintenance bills. I had closed to 200,000 miles on the cars.

This is my second time being told in a year's time that there is a steering problem with the car. If you minus \$ 72.37 in inspections charges **the bill comes to \$ 2,381.39** **this almost 30% of the Kelley Blue Book price of the car (SEE ATTACHMENT).** **Therefore, I bought a piece of JUNK!!** I always drive more on the freeways than the streets and I take care of my cars. I am the only person driving this car. I get oil changes almost monthly and I just had a while alignment and break inspection.

I would like to know if I can exchange this car for a car of like value that is better made. I can be reached at 216-544-8475 or via e-mail. I look forward to your response.

Sincerely,
[REDACTED]

Greenwood

CHEVROLET, INC. • ~~GM~~ • GREENWOOD HUMMER
4695 MAHONING AVE. • YOUNGSTOWN, OHIO 44515
TELEPHONE: (330) 792-5252 • FAX: (330) 792-2902
www.greenwoodchevrolet.com



copy

ESTIMATE OF REPAIR COST

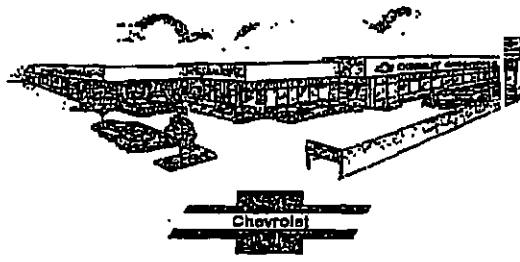
The below is an estimate, based on our inspection, and does not cover additional parts or labor which may be required after the work has been opened up. Occasionally, after work has started, worn, broken, or damaged parts are discovered which are not evident upon first inspection. Quotations on parts and labor are current and subject to change.

NAME		ADDRESS	
PHONE		VIN #	
MAKE		MODEL	
LICENSE NO.		MILEAGE	
OPERATIONS		PARTS	LABOR
BI .5			24 95
Grt Pads & Machine Robors 1.8			207 00
Rear Brakes C&T .5			43 00
Int. Steery Shif. 1.7			210 15
Dirg Noise .5			43 00
Steering Column 2.2			548 20
HER R.t STRUTS 2.5			690 00
R&R Rear STRUTS shocks 1.0			186 00
Sway bar R.t links HER. 1.5			220 00
Align R&R 1.5			74 95
		3/4	45 00
			229 30
		Tx	160 46
		975	2453 76
SUB-TOTAL			
SUBLET TOTAL			
TAX			
TOTAL ESTIMATE			
ESTIMATE BY:		R.O.#	DATE

me

me

2453.76
-72.37
2381.39



7 of Excellent Kelley Blue Book Value

$$\frac{2,382}{8,875} = 27\%$$



GENUINE CHEVROLET™

DENNIS TIMMS - ext. 1174
Service Consultant

GREENWOOD CHEVROLET
4695 Mahoning Ave., Youngstown, Ohio 44515
(330) 792-5252 • (800) 886-4877 • Fax (330) 792-2902

86369

COPY

33504

INVOICE



4695 Mahoning Avenue • Youngstown, OH 44515
Phone: (330) 792-5252 • Fax: (330) 792-0112
www.greenwoodchevy.com
www.greenwoodhummer.com

YOUNGSTOWN OH
HOME

BUS:

PAGE 1

SERVICE ADVISOR: 12 CHRISTI R CARKIDO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE N/CUT	TAG
BLUE	05	CHEVROLET MALIBU	1G1ZS52F85F		102044/102044	7492
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
29AUG05 DD	29AUG2008	19:00	19JUN08		0.00	CASH
R.O. OPENED	READY	OPTIONS:	DLR:0-DED ENG:2.2 LITER MFI DOHC TRN:A			

16:38 19JUN08 18:01 19JUN08

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A C/S THAT APPLYING THE BRAKES FEELS A JERKING ADVISE

06 RECOMMEND FRT BRAKES AND CLEAN AND ADJUST
REARS

82 CCC 0.50

24.95 24.95

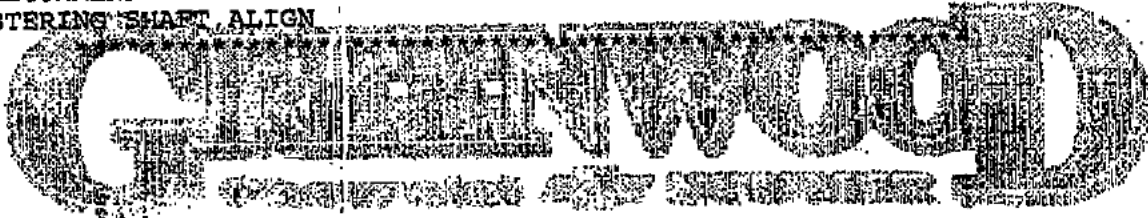
B TURNING IN EITHER DIRECTION SHARP TURNS HEARS CLICKING NOISE CHECK
AND ADVISE

03 STEERING

82 CCC 0.50

43.00 43.00

102044 RECOMMEND FRT STRUTSN REAR SHOCKS, SWAY LINKS, STEERING
COLUMN, STERLING SHAFT, ALIGN



PAID
CASH ☒ # 736
MC VISA DI
DATE 6-19-08 B.B.

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 auto. at 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 assumes for it any liability in connection with the sale of this item/s.

DESCRIPTION	TOTALS
LABOR AMOUNT	67.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	67.95
LESS INSURANCE	0.00
SALES TAX	4.42
PLEASE PAY THIS AMOUNT	72.37

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

CUSTOMER SIGNATURE

May 3, 2011

[REDACTED]
Charlotte, NC [REDACTED]

Service Request: 71-640697919

Customer Relationship Specialist: Mitel Patel

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2005 Saturn ION 2, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Saturn Customer Assistance Center at 1-800-553-6000 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Saturn Customer Assistance Center

May 3, 2011

[REDACTED]

Las Vegas, NM [REDACTED]

Service Request: 71-641288239

Customer Relationship Specialist: Jamie Arnold

Dear [REDACTED]:

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

If you have outstanding issues, please feel free to contact us at our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Pontiac Customer Assistance Center

May 3, 2011

[REDACTED]
[REDACTED]
Winter Haven, FL [REDACTED]

Service Request: 71-642012121
Customer Relationship Specialist: Anna Roman

Dear [REDACTED]

Pontiac is pleased to provide service coverage for the steering on your 2006 Pontiac G6, Vehicle Identification Number 1G2ZF55B164 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 19, 2010, or 80,056 miles, whichever occurs first. Pontiac will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

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

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

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

ROCHESTER NY 144

25 JUL 2006 PM 4 L



Arkport, NY

Mr. Ed Pepper

PO Box 33170

Detroit, Michigan 48232-5170

JUL 28 2006

48232+5170



July 24, 2008

Mr. Ed Pepper,

I am writing to you in regards to my 2005 Chevy Malibu Maxx. My husband and I leased this vehicle and have had some problems with it. We have had several problems with the steering box, the exhaust has been replaced, software was upgraded in the transmission due to the poor fuel mileage, and a strut was replaced. The steering box was not only recalled, but on 07/09/08 the fourth steering box was put in. I do understand and am well aware that vehicles are not perfect and will have some problems, but this vehicle is three years old and the same part keeps going bad. There is obviously a problem with this vehicle. There should not be a "clunk" in my vehicle when I drive it. I should not have to worry about my children's safety or mine when I'm driving this vehicle.

My husband called customer service and did not get any satisfaction whatsoever, so I decided to call customer service myself and talk to our caseworker. He was of no assistance to us. We are very disappointed with the customer service we received from GM. My husband and I feel we have received a "lemon" of a car and feel that GM should keep up good customer service and take the car back. My husband and I no longer want to lease this car. This vehicle sits in the repair shop more often than not.

Our case number is 71-643551065

Our vin number is 1G1ZT648X5F [REDACTED]

Sincerely,

[REDACTED]

WENTWORTH MOTORS, INC.

139 FRANKLIN STREET

DANSVILLE, NEW YORK 14437-0370

PHONE (585) 335-6086

New York State Registered Repair Shop No. R-5260189



INVOICE NUMBER		CVCS51666	
CUSTOMER NUMBER		9352	
[REDACTED]		[REDACTED]	
ARKPORT, NY		[REDACTED]	
RESIDENCE PHONE		BUSINESS PHONE	
[REDACTED]		[REDACTED]	
ADVISOR		[REDACTED]	
HOLLY		4624	
LABOR RATE	LICENSE NO.	MILEAGE	
69.00		25,976	
YEAR / MAKE / MODEL			
05 / CHEVROLET / MALIBU / 4 DOOR COUPE			
VEHICLE ID. NO.			
1G1ZT648X5F [REDACTED]			
F.T.E. NO.		P.O.	
[REDACTED]		[REDACTED]	
COLOR		STOCK NO.	
BLUE /			
COMMENTS		MO: 25976	
DELIVERY MILES		SELLING DEALER NO.	
R.O. DATE		INVOICE DATE	
09/07/07		09/19/07	
REPRINT NUMBER		DELIVERY DATE	
		PRODUCTION DATE	
DISCLAIMER OF WARRANTIES			
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.			

LABOR & PARTS		TECH(S):95		WARRANTY	
# 1 12CVZ0DB		DIAG SUSPENS CONCERN			
		CLUNK IN FRONT END AND STEERING			
		INTERNALLY LOOSE IN STEERING GEAR.			
		REPLACE STEERING GEAR AND ALIGN FRONT END.			
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15858368	GEAR 6.508		
JOB # 1	-1	15858368	CORE RETURN		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

COPY

WARRANTY: New parts and/or accessories installed are guaranteed for 4,000 miles or 90 days, whichever occurs first.
TERMS: Cash unless other arrangements made.

This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident or any cause beyond company's control.
Storage charges will start 40 hours after completion of repairs.



WENTWORTH MOTORS, INC.

139 FRANKLIN STREET

DANVILLE, NEW YORK 14437-0370

PHONE (585) 335-6086

New York State Registered Repair Shop No. R-5260189



INVOICE NUMBER CVCS54579	
CUSTOMER NUMBER 9352	
[REDACTED] ARKPORT, NY	
RESIDENCE PHONE	BUSINESS PHONE
ADVISOR HOLLY	TAG NO. 4624
LABOR RATE 69.00	MILEAGE 34,252
YEAR / MAKE / MODEL 05 / CHEVROLET / MALIBU / 4 DOOR COUPE	
VEHICLE ID. NO. 1G1ZT648X5F	
F. T. E. NO.	P.O.
COLOR BLUE/	STOCK NO.
COMMENTS	MO: 34252
DELIVERY MILES	SELLING DEALER NO.
R.O. DATE 04/03/08	INVOICE DATE 04/21/08
REPRINT NUMBER REPRINT# 1	DELIVERY DATE
PRODUCTION DATE	
DISCLAIMER OF WARRANTIES The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.	

LABOR & PARTS					TECH(S):95	WARRANTY
J# 1	12CVZ0DB	DIAG SUSPENS CONCERN				
CLUNK IN STEERING. COMING FROM STEERING GEAR. REPLACE GEAR-REPLACED ON RO 51666- DEFECTIVE PART.						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		WARRANTY
JOB # 1	1	11516078	NUT 8.917			
JOB # 1	1	11518690	BOLT 8.900			
JOB # 1	1	15858368	GEAR 6.508			
JOB # 1	-1	15858368	CORE RETURN			
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 08CVZ0DB					TECH(S):95	WARRANTY
DIAGNOSE EXHAUST EXHAUST LEAK LEAKING AT RESONATOR PIPE-PART OF COMPLETE EXHAUST. REPLACE EXHAUST.						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		WARRANTY
JOB # 2	1	22626929	GASKET 3.613			
JOB # 2	1	15828657	MUFFLER 3.701			
					JOB # 2 TOTAL PARTS	0.00
					JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 05CVZ					TECH(S):95	WARRANTY
FUEL/DRIVEABILITY POOR GAS MILEAGE DO NEW SOFTWARE UPGRADE TO PCM.						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		WARRANTY
					JOB # 3 TOTAL PARTS	0.00
					JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4+12CVZSH					TECH(S):95	WARRANTY
SHOCKS NOTICED LEAKING LEFT FRT STRUTT. REPLACE STRUTT.						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		WARRANTY
JOB # 4	1	22716370	ABSORBER 7.345			
					JOB # 4 TOTAL PARTS	0.00
					JOB # 4 TOTAL LABOR & PARTS	0.00

COPY

AS
CERTIFIED

WARRANTY: New parts and/or accessories installed are guaranteed for 4,000 miles or 90 days, whichever occurs first.

TERMS: Cash unless other arrangements made.

This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident or any cause beyond company's control.

Storage charges will start 40 hours after completion of repairs.

GM

WORTH MOTORS, INC.

139 FRANKLIN STREET

DANVILLE, NEW YORK 14437-0370

PHONE (585) 335-6086

New York State Registered Repair Shop No. R-5260189



INVOICE NUMBER CVCS55998	
CUSTOMER NUMBER 9352	
[REDACTED] ARKPORT, NY	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]
ADVISOR HOLLY	YAG NO. [REDACTED]
LABOR RATE 69.00	LICENSE NO. 4624
YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/4 DOOR COUPE	MILEAGE 39,500
VEHICLE ID. NO. 1G1ZT648X5E [REDACTED]	
F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]
COLOR BLUE/	STOCK NO. [REDACTED]
COMMENTS MO: 39500	
DELIVERY MILES [REDACTED]	SELLING DEALER NO. [REDACTED]
R.O. DATE 07/09/08	INVOICE DATE 07/15/08
REPRINT NUMBER REPRINT# 1	DELIVERY DATE [REDACTED]
PRODUCTION DATE [REDACTED]	
DISCLAIMER OF WARRANTIES The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.	

LABOR & PARTS-----										
J# 1 00CVZ	LUBE OIL FILTER				TECH(S):95					7.15
CUSTOMER REQUESTS A LUBE OIL AND FILTER CHANGE										
COMPLETED CUSTOMER REQUESTED SERVICE										
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----				UNIT PRICE-			
JOB # 1	1	25010792	FILTER 1.836				6.38		6.38	
							JOB # 1 TOTAL PARTS		6.38	
							JOB # 1 TOTAL LABOR & PARTS		13.53	
J# 2 24CVZ	ACCESSORIES				TECH(S):21					0.00
TRANSMITTER INOP										
CHECKED TRANSMITTERS; BATTERY OKAY										
NEEDS TRANSMITTER										
110.00 PLUS TAX										
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----				UNIT PRICE-			
							JOB # 2 TOTAL PARTS		0.00	
							JOB # 2 TOTAL LABOR & PARTS		0.00	
J# 3 12CVZSTRG	POWER STEERING				TECH(S):95					WARRANTY
CLUNK IN STEERING, CHECK AND ADVISE										
NOISE STEERING SHAFT.										
REPLACE INTERMEDIATE STEERING SHAFT.										
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----				UNIT PRICE-			
JOB # 3	1	22687711	SHAFT KIT 6.526				JOB # 3 TOTAL PARTS		0.00	
							JOB # 3 TOTAL LABOR & PARTS		0.00	
G.O.G. & SUPPLIES-----										
JOB # 1	4.5	QUART OIL	@	2.300	/UNIT	10.35				
JOB # 1	1.0	MISC.	@	2.050	/UNIT	2.05				
							TOTAL - GOG		12.40	
TECHNICIAN CERTIFICATION-----										
21				DAVID W MOODIE			2788			

COPY

WARRANTY: New parts and/or accessories installed are guaranteed for 4,000 miles or 90 days, whichever occurs first.

TERMS: Cash unless other arrangements made.

This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident or any cause beyond company's control.

Storage charges will start 40 hours after completion of repairs.



May 3, 2011

[REDACTED]
Hopewell Junction, NY [REDACTED]

Service Request: 71-645780152

Customer Relationship Specialist: Paul O'Brien

Dear [REDACTED]:

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

If you have outstanding issues, please feel free to contact us at our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Pontiac Customer Assistance Center

May 3, 2011

[REDACTED]
[REDACTED]
Yacolt, WA [REDACTED]

Service Request: 71-647643674

Customer Relationship Specialist: Daniel Smith

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
Bismarck, ND [REDACTED]

Service Request: 71-647731468
Customer Relationship Specialist: Marcus Jones

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft on your 2006 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT63806F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 9, 2010, or 70,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following steering items are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage- Steering

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

May 3, 2011

[REDACTED]
Falfurrias, TX [REDACTED]

Service Request: 71-648788891

2006 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT51896F [REDACTED]

Customer Relationship Specialist: Candie Fonseca

Dear [REDACTED]

We are sorry you have experienced concerns with your 2006 Chevrolet Malibu. At Chevrolet, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary maintenance, valued up to \$200.00, to be used on your 2006 Chevrolet Malibu. This offer can only be applied to the costs incurred from one service visit and can be redeemed for up to \$200. In the event the cost of your service visit exceeds the \$200 maximum value, you will be responsible for paying the difference. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary Maintenance

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.



Amesbury, MA



AUG 04 2008

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
DETROIT MI 48232-5170

4823235170 B050



July 29, 2008
Dear Sir/Madam

I bought a 2005 Malibu LS with 14,460 miles from Portsmouth Ford on July 30, 2006.
I also purchased an Easy Care Vehicle Service Contract with a \$100.00 deductible for 48 months or 100,000 miles.

On Feb 1, 2007 with 24,751 miles I kept hearing and feeling a clunking sound coming from the steering wheel area turning in either direction. This kept getting louder and felt more severe so I took it to Amesbury Chevy to have it looked at.

I was told the Steering Gear assembly needed to be replaced—this was done the same day along with a Toe in alignment that was required. The Inv # on this was 11873

The same clunking sound and feel returned about 4 months later—it wasn't as bad as before so I was hoping it would stop.

On 8/20/07 I went in to get an inspection sticker—they refused to give me one saying the right outer tie rod needed to be replaced. I had 36,271 miles at this point and needed to call Portsmouth Ford because I bought the warranty there and this repair needed to be done under the extended warranty.

I brought it in 8/21/07 and was told both tie rods needed to be replaced because they were worn out! I had to pay the \$100.00 deductible. The Inv # 191261 Tag # FH [REDACTED] Cust # [REDACTED]

On 12/5/07 I had to bring the car back in because the brake light kept coming on. I was told the ABS Electronic Brake Control Module had a short on the negative circuit and needed to be replaced—another \$100.00 deductible. Inv # 193951 Tag # [REDACTED] Cust # [REDACTED]

June 2008 the thumping and Clunking returned yet again and I had to make another appointment to bring it in to Portsmouth Ford. This time they needed to replace the Steering rack again, and do another front toe adjustment, along with replacing the Pittman arm! Another \$100.00 deductible. Inv # 201237 Tag # [REDACTED]

I week later the thumping and clunking returned—I called Portsmouth Ford to alert them and tell them I will bring it back in August when I need another oil change—this will be another \$100.00 to fix the same issue yet again!

I cannot understand what is wrong with this model Malibu—this cannot be normal, if this was a new car I believe it would qualify as a "lemon".

I bought this car in good faith and need to understand why no-one can seem to fix this clunking that keeps coming back from the steering wheel area.

I also need to know if my safety is at risk—no one can seem to answer that question either.

They can keep taking my \$100.00 deductible though to repair the same problem over and over again.

Does GM have a service bulletin on this issue for the 2005 Malibu LS and if so how can I get this repaired once and for all without spending any more of my money?

Can you direct me to anyone who can assist me with this matter?

Do I need to continue bringing this back to Portsmouth Ford because that is where I purchased the warranty?

The vehicle Identification number is VIN # 1G1ZT52835F [REDACTED]
Amesbury Chevy is located in Amesbury Ma. - Rte 110 - Amesbury MA 01913 978-388-0861
Portsmouth Ford is located in Portsmouth NH - Rte 1 LAFAETTE RD 603-431-2822
I can be reached at 978-388-4214 Home Phone

[REDACTED]
Amesbury Ma [REDACTED]
[REDACTED]

May 3, 2011

[REDACTED]
Miami, FL [REDACTED]

Service Request: 71-651769094

2006 Saturn ION 2

Vehicle Identification Number: 1G8AJ55F96Z [REDACTED]

Customer Relationship Specialist: Terry Whittington

Dear [REDACTED]:

We are sorry you have experienced concerns with your 2006 Saturn ION 2. At Saturn, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary Lube Oil Filter Service to be used on your 2006 Saturn ION 2. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) provided in your vehicle at the time delivery. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Saturn dealership for redemption.

If you have any future questions, feel free to contact our Saturn Customer Assistance Center at 1-800-553-6000 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,

Saturn Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary Lube Oil Filter Service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

May 3, 2011

[REDACTED]
Pueblo West, CO [REDACTED]

Service Request: 71-652488002

Customer Relationship Specialist: Glenissa Stewart

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the Steering – Gear housing and all internal parts; rack and pinion; steering column, steering shaft on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54835F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 24, 2010, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

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

May 3, 2011

[REDACTED]
Canon City, CO [REDACTED]

Service Request: 71-655210156

Customer Relationship Specialist: Glenissa Stewart

Dear [REDACTED]:

Chevrolet is pleased to provide service coverage for the Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT62815F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until November 13, 2009, or 80,010 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

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

May 3, 2011

[REDACTED]
Bud, WV [REDACTED]

Service Request Number: 71-656182839

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at www.Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
[REDACTED]
Harbor City, CA [REDACTED]

Service Request: 71-656660806

2006 Saturn - GM ION 3

Vehicle Identification Number: 1G8AW15F86Z [REDACTED]

Customer Relationship Specialist: Rebecca Blair

Dear [REDACTED]

We are sorry you have experienced concerns with your 2006 Saturn - GM ION 3. At Saturn - GM, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary lube, oil, and filter service to be used on your 2006 Saturn - GM ION 3. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) provided in your vehicle at the time delivery. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Saturn - GM dealership for redemption.

If you have any future questions, feel free to contact our Saturn - GM Customer Assistance Center at 800-553-6000 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,

Saturn - GM Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

May 3, 2011

[REDACTED]
[REDACTED]
[REDACTED]
Jacksonville, FL [REDACTED]

Service Request Number: 71-657843717

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at www.Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center

Waynesville, GA

JACKSONVILLE FL 322

25 AUG 2008 PM 3 T

AUG 28 2008

"LET US DARE TO
THINK, SPEAK AND
John Adams, 1768
powerofthefirst



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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 8/23/0817-Digit Vehicle Identification Number (VIN): 1G2ZH548454Mileage at Time of Repair: 58851 Date of Repair: 7/1/08

Claimant Name (please print):

Street Address or PO Box Number:

City: WaynesvilleState: GA

ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$ \$100.00

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



NALLEY

NALLEY BRUNSWICK AUTOMOBILES, INC.
 178 ALTAMA CONNECTOR
 BRUNSWICK, GA 31525
 PHONE (912) 267-7000
 TOLL FREE 1(800) 625-5394

PNCS421976

PNCS421976



01011PNCS421976

CELL: [REDACTED]

CUSTOMER NO. 6081	ADVISOR JARED DICKEY	TAG NO. 37407	INVOICE DATE 07/03/08	INVOICE NO. PNCS421976
WAYNESVILLE, GA	LABOR RATE	LICENSE NO.	MILEAGE 58,851	COLOR SPORT RED M
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN			DELIVERY DATE 06/23/05
	VEHICLE ID NO. 1 G 2 Z H 5 4 8 4 5 4			DELIVERY MILES 85
	F.T.E. NO.			PRODUCTION DATE
COMMENTS			R.O. DATE 07/01/08	MO: 58851

JOB# 1 CHARGES

LABOR
 J# 1 45PNZ STEERING/SUSPENSION TECH(S):51343 200.00
 C/S THAT POWER STEERING WILL CUT OUT AT TIMES
 FOUND THAT STEERING WHEEL TORQUE INPUT SENSOR
 REPLACED STEERING COLUMN

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

MISC	CODE	DESCRIPTION	CONTROL NO	
	115	10% VIP DISCOUNT QUICKLUBE		-31.20
	181	FIDELITYS PORTION OF PAY	421976	-484.13
				TOTAL - MISC

JOB# 1 TOTALS

LABOR	200.00
PARTS	359.00
MISC	-515.33

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 43.67

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	101	SHOP SUPPLY FEE		31.20
				TOTAL - MISC

COMMENTS
 DROP OFF

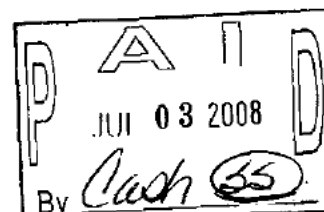
TOTALS

 * NEXT RECOMMENDED SERVICE:
 * 08/26/2008 / 61851 MI 00NBZLOF BASIC LOF

 * FOR YOUR CONVENIENCE WE HAVE AVAILABLE 24 *
 * HOUR SERVICE DROP WITH OUR NIGHT OWL AND *
 * EARLY BIRD ENVELOPES, 7 DAYS A WEEK!!!! *
 * WE ALSO HAVE A SHUTTLE SERVICE AVAILABLE!!!! *
 * SERVICE DIRECT PHONE 267-7006, PARTS 267-7008 *
 *
 * HOW WOULD YOU RATE YOUR EXPERIENCE HERE TODAY? *
 * BASED ON A SCALE OF 80 TO 100? SINCE MOST *
 * MANUFACTURERS SURVEYS ARE NOT NUMERICALLY *
 * BASED, BETWEEN 80 AND 100 IS EQUIVALENT TO *
 * "COMPLETELY SATISFIED" OR "EXCELLENCE". WE *
 * KNOW THERE IS ALWAYS ROOM FOR IMPROVEMENT. *
 * THE MANUFACTURERS KNOW THERE IS ALWAYS ROOM *
 * FOR IMPROVEMENT. THANK YOU FOR YOUR BUSINESS

TOTAL LABOR....	200.00
TOTAL PARTS....	359.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	31.20
TOTAL MISC DISC	-515.33
TOTAL TAX.....	25.13

TOTAL INVOICE \$ 100.00



VISIT US ONLINE AT WWW.NALLEYAUTO.COM

May 3, 2011

[REDACTED]
Kissimmee, FL [REDACTED]

Service Request: 71-660280209

Dear [REDACTED]

Thank you again for making us aware of the situation with your 2008 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
Cathedral City, CA [REDACTED]

Service Request Number: 71-662977892

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at www.Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center

May 3, 2011

[REDACTED]

Hanover, PA 17331-8751

Service Request: 71-667591929

2006 Saturn - GM ION 2

Vehicle Identification Number: 1G8AJ55F76Z [REDACTED]

Dear [REDACTED]

We are sorry you have experienced concerns with your 2006 Saturn - GM ION 2. At Saturn - GM, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary maintenance service, valued up to \$200.00, to be used on your 2006 Saturn - GM ION 2. This offer can only be applied to the costs incurred from one service visit and can be redeemed for up to \$200. In the event the cost of your service visit exceeds the \$200 maximum value, you will be responsible for paying the difference. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Saturn - GM dealership for redemption.

If you have any future questions, feel free to contact our Saturn - GM Customer Assistance Center at 1-800-553-6000 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,

Saturn - GM Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary Maintenance Letter Not to exceed the value of \$200.00

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

May 3, 2011

[REDACTED]
Woodhaven, MI [REDACTED]

Service Request Number: 71-668440376

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at www.Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

THEODORE, AL

MOBILE AL 366

22 OCT 2008 PM 1 L

"LET US HAVE TO READ,
THINK, AND FEEL WISE,
John Adams 1768
power.com

OCT 27 2008

Chevrolet Motor Division,
General Motors Corp.
Customer Assistance Center
Chev. Motor Division, GM Corp.
P.O. Box 33170
Detroit, MI

48232+5170

48232 5170

Dear Sir,

10-14-08

My name is [REDACTED] I bought a car from Terry Thompson Chevrolet in Daphne, AL at the end of April 2008. We bought a Malibu LS 2007.

Our salesperson's name was Bob Smith.

They never once offered us an extended warranty on our car. Then I started to experience problems with the Power Steering. It would ding 3x's and the power steering light would come on. So, we called Bob Smith and he was no help. He said all we had was 100,000 Powertrain warranty + our 3,000 mile/3mo. warranty had expired but it was only 1,200 miles over. And of course we had no extended warranty because it was not offered.

We took it to Bay Chevrolet Mobile, AL to get the power steering looked at. They charge \$90⁰⁰ for diagnostic. Then they came back with ~~to~~ everything to do with the power steering had to be replaced on a 1 yr. old car, Gm certified

It would be \$700⁰⁰ plus the diagnostic.
Total \$790⁰⁰. We felt it was a safety
issue and it should of been covered
under warranty. The whole reason why I
traded my Ford Explorer in was to get a
reliable car and try a Chevrolet since they
had a good reputation. I did call the
Chevrolet Customer Center and told them
that I could not afford \$790⁰⁰ so
they called ~~Bay~~ Bay Chevrolet and got it
down to \$350⁰⁰ + the \$90 diagnostic. I
told her no it apparently was a manufacter
problem. Bay Chevrolet finally voided the
\$90⁰⁰ diagnostic. We were ready to pay
\$350⁰⁰ but when we went to pick it up
it was \$221⁶³. We paid that.

We still feel it should of really been
covered under warranty since Terry Thompson
did not offer us an extended warranty &
we did not know better. A 1yr. old car with
power steering replaced there is something
wrong. We were really disappointed.

Thanks
Theodore, AL

May 3, 2011

[REDACTED]
Osage, IA [REDACTED]

Service Request: 71-669425855

2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61876F [REDACTED]

Customer Relationship Specialist: Nina Nemiroff

Dear [REDACTED]:

We are sorry you have experienced concerns with your 2006 Chevrolet Malibu MAXX. At Chevrolet, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary maintenance letter valued up to \$200.00, to be used on your 2006 Chevrolet Malibu MAXX. This offer can only be applied to the costs incurred from one service visit and can be redeemed for up to \$200. In the event the cost of your service visit exceeds the \$200 maximum value, you will be responsible for paying the difference. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary Maintenance Letter Valued at \$200.00

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

May 3, 2011

[REDACTED]
[REDACTED]
Plant City, FL [REDACTED]

Service Request Number: 71-672792709

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
Oakton, VA [REDACTED]

Service Request Number: 71-673112157

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Pontiac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center

May 3, 2011

[REDACTED]
[REDACTED]
New Orleans, LA [REDACTED]

Service Request Number: 71-673565444

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
Bonham, TX [REDACTED]

Service Request Number: 71-673669285

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at www.Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center

May 3, 2011

[REDACTED]

Windsor Locks, CT [REDACTED]

Service Request: 71-673825981

2006 Saturn - GM ION 3

Vehicle Identification Number: 1G8AL55F46Z [REDACTED]

Customer Relationship Specialist: Ashley Cooper

Dear [REDACTED]

We are sorry you have experienced concerns with your 2006 Saturn - GM ION 3. At Saturn - GM, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary maintenance letter, valued up to \$200.00, to be used on your 2006 Saturn - GM ION 3. This offer can only be applied to the costs incurred from one service visit and can be redeemed for up to \$200. In the event the cost of your service visit exceeds the \$200 maximum value, you will be responsible for paying the difference. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Saturn - GM dealership for redemption.

If you have any future questions, feel free to contact our Saturn - GM Customer Assistance Center at 1-800-553-6000 Monday through Saturday between 8:00 a.m. and 9:00 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,

Saturn - GM Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary maintenance letter, valued up to \$200.00

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

=== COVER PAGE ===

TO: _____

FROM: CHIP BANKS CHEVY

FAX: 6185423631

TEL: 6185422114

COMMENT: RESPOND TO FINANCE DEPT

1-6-09

From: [REDACTED] ^{home} EKVILLE IL [REDACTED]

RE: 07 Chevy Malibu

VIN: 1G1ZS58FX7F [REDACTED]

Case # 71-676464460

(miles ~~23~~ 23,600 As of
1/5/09)

I've had several problems with my 07
Chevy Malibu. Some have been resolved but
my steering problem after several
attempts still exists. I spoke with

Brittney at ext. 41197 thru GM customer service.
She said she would give me an ext

warranty thru GMPP major award for
48 month or ⁴⁸ ~~36~~ 000 miles at no charge. Today

she is not returning my calls. I need to get this
problem resolved. I took the car to Chip Banks Chevrolet
in DuQuoin IL on 1-5-09 - And they could not duplicate
my concern. Please FAX my warranty to 618-542-3631.
Sincerely
[REDACTED]

May 3, 2011

[REDACTED]
Huthekiss, CO [REDACTED]

Service Request Number: 71-678107730

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
Rogers, AR [REDACTED]

Service Request: 71-681748151

Dear [REDACTED]

We are sorry you have experienced concerns with your Pontiac G6. We take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary lube, oil, and filter service to be used on your 2006 Pontiac G6, Vehicle Identification Number 1G2ZH558264 [REDACTED]. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) provided in your vehicle at the time of delivery. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Pontiac dealership for redemption.

At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

May 3, 2011

[REDACTED]
Somerdale, NJ [REDACTED]

Service Request Number: 71-682649683

Dear [REDACTED],

We are sorry you have experienced concerns with your 2006 Pontiac G6. At Pontiac, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary Maintenance Letter, valued up to \$200.00, to be used on your 2006 Pontiac G6. This offer can only be applied to the costs incurred from one service visit and can be redeemed for up to \$200. In the event the cost of your service visit exceeds the \$200 maximum value, you will be responsible for paying the difference. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Pontiac dealership for redemption.

If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary Maintenance Letter

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

May 3, 2011

[REDACTED]
Pecatonica, IL [REDACTED]

Service Request: 71-684780983

Dear [REDACTED]

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 for the listed repair once we have received this completed form.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this special coverage 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 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 CUSTOMER REIMBURSEMENT CLAIM FORM**

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: _____

Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM

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

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

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

Claimant's Signature: _____

Please mail this claim form and the required documents to:

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

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

May 3, 2011

[REDACTED]
New Comberland, WV [REDACTED]

Service Request: 71-686085847

Dear [REDACTED]

We are sorry you have experienced concerns with your Pontiac G6. We take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary lube, oil, and filter service to be used on your 2006 Pontiac G6, Vehicle Identification Number 1G2ZH558564 [REDACTED]. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) provided in your vehicle at the time of delivery. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Pontiac dealership for redemption.

At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

May 3, 2011

[REDACTED]
Ridgefield, NJ [REDACTED]

Service Request Number: 71-690113470

Dear [REDACTED]

We are sorry you have experienced concerns with your 2006 Chevrolet Malibu. At Chevrolet, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one Complimentary Maintenance Letter not to exceed \$200, to be used on your 2006 Chevrolet Malibu. This offer can only be applied to the costs incurred from one service visit and can be redeemed for up to \$200. In the event the cost of your service visit exceeds the \$200 maximum value, you will be responsible for paying the difference. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Chevrolet dealership for redemption.

If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary Maintenance Letter not to exceed \$200

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

May 3, 2011

[REDACTED]
Cedarville, AR [REDACTED]

Service Request: 71-691190299

Dear [REDACTED],

We are sorry you have experienced concerns with your Chevrolet Malibu. We take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary Oil Change to be used on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54835F[REDACTED]. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) provided in your vehicle at the time of delivery. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary Lube Oil Filter Service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

CAROL STREAM IL 601

06 JAN 2009 PM 6 T



maywood, IL

01-08-09A09:14 RCVD

Chevrolet Customer Assistance

P.O. BOX 33170

Detroit MI 48232-5170

48232+5170

1/5/2009
G.M.A.C.

My name is [REDACTED]
I am writeing to you about my car it is A 2006 malibu

vin 1G12T51F06F [REDACTED]
I purchased this car form Gleason Chevrolet

[REDACTED] Forest Park IL.

Now it is under the name of curry Chevrolet

At the time the car were purchased the sale person that the car had A
10000

miles warrant but the power steering light came on I taken it to the dealer
the diagnosis was A bad steering column the car had 1400 thousand at of
purchased now it have 51000 thousand miles
So I would like to know should be under that warrant

thank you

[REDACTED]

May 3, 2011

[REDACTED]
Tinton Falls, NJ [REDACTED]

Service Request Number: 71-694736301

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-533-6000. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-533-6000.

Sincerely,

Saturn Customer Assistance Center

May 3, 2011

[REDACTED]
West Helena, AR [REDACTED]

Service Request Number: 71-700932887

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Pontiac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center

May 3, 2011

[REDACTED]
La Fayette, GA [REDACTED]

Dear [REDACTED]

We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Chevrolet customer, we are pleased to provide you with this Component Coverage Letter. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 1G1ZU53836F [REDACTED] and will begin on February 10, 2009 at 34,052 miles and will continue until February 10, 2012 or 79,052 miles, whichever occurs first.

The following Steering components will be covered: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets; steering column; ignition switch; ignition lock cylinder; and steering wheel..

Chevrolet will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership. If you have any future questions, please call us at 1-800-222-1020. Any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-701273970

ATTENTION: DEALERSHIP SERVICE MANAGER

Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.



General Motors Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 38170
Detroit, MI 48232-5170

April 7, 2009

BBB of Detroit & Eastern Michigan
30555 Southfield Road, Ste. 200
Southfield, MI. 48076
Attention: Rebecca Gohlke

Customer: [REDACTED]
Reference number: 7824360
Service request: 71-707560976
Customer Relationship Specialist: Kay Reeves

Dear Rebecca Gohlke:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry he is dissatisfied with his 2006 Pontiac G6. General Motors' continued success depends on the satisfaction our customers receive from their vehicles.

At your request, we again reviewed [REDACTED] file with our Central Office Staff. We are in agreement with the position previously stated to [REDACTED] by the Customer Relationship Specialist. This decision remains unchanged. The customer's vehicle is out of the Bumper to Bumper warranty and therefore cost assistance for the repairs will not be offered. We believe every consideration was given and all available information was carefully evaluated before this decision was reached.

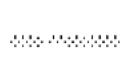
If you have further questions, please contact me at 866-790-5600 extension 31264 Monday through Friday between 9:00 a.m. and 5:30 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

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



Sincerely,

Pontiac Customer Assistance Center

LCC019
V627006



May 3, 2011


Stockton, CA 

Service Request Number: 71-708558791

Dear 

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
Cincinnati, OH [REDACTED]

Dear [REDACTED]

We are sorry you have experienced concerns with your 2006 Pontiac G6. At Pontiac, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary maintenance service, valued up to \$200, to be used on your 2006 Pontiac G6. This offer can only be applied to the costs incurred from one service visit and can be redeemed for up to \$200. In the event the cost of your service visit exceeds the \$200 maximum value, you will be responsible for paying the difference. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Pontiac dealership for redemption.

If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center
Service Request 71-710395718

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

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary maintenance service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

May 3, 2011

[REDACTED]
Defiance, OH [REDACTED]

Service Request: 71-711024158

Dear [REDACTED]

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

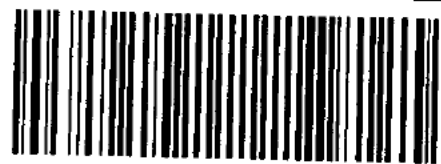
Chevrolet Customer Assistance Center



Amagansett, N.Y.



CERTIFIED MAIL



7007 3020 0000 0102 4804

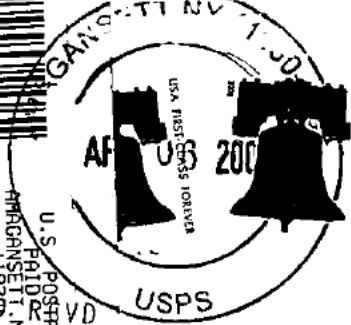
48232



0006911-04

\$4.65

U.S. POSTAGE
PAID
AMAGANSETT, NY
APR 06 1999
AMOUNT



RETURN RECEIPT
REQUESTED

Reimbursement Dept.
General Motors
P.O. Box 33170
Detroit, Michigan 48232-5170
Attn: Dave Murphy

482325170 8050



Case No. 71-713174719 - spoke to Dave 07126
Murphy at 866-790-5600, ext. 32139
twice during the week of 3/28/09 and
CUSTOMER REIMBURSEMENT CLAIM FORM described case

This section to be completed by Claimant

Date Claim Submitted: April 4, 2009

17-Digit Vehicle Identification Number (VIN): 1G1ZT54875F

Mileage at Time of Repair: 31,319 Date of Repair: 12/17/08

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Amagansett State: New York ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 699.55

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 incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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

* 2nd address & phone?

N.Y., N.Y.

0004639/GMR2V071129709



December 2007

Amagansett, NY

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.

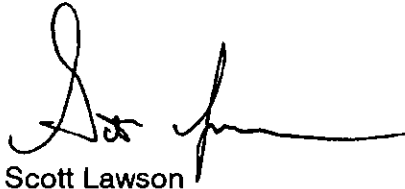
What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. 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.

A handwritten signature in black ink, appearing to read 'Scott Lawson', with a long horizontal flourish extending to the right.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126



[REDACTED]
Amagansett, N.Y. [REDACTED]

April 4, 2004

Dear Sirs,

On Dec. 12, 2008

I was driving to Quogue
(40 min.s from Amagansett)
when I had tremendous
difficulty steering the car.
I took it to the dealer
that we bought it from,
Buzz Chew in Southampton
(see enclosed invoice), and
they said it needed a
new steering column. I
asked if there had been
a recall of any kind, and
they said no. We were
leaving for Florida on Dec.
16 and they didn't get
the part in time so we
had to take our 2000
Alero (also from Buzz Chew).

On our return on Jan. 9, we picked ^{up} the car and paid \$699.55 for the repair. I didn't find the enclosed letter from you until much later when I was looking through some papers.

We would like to continue buying from GM but are quite upset that we were asked to pay for a new steering column on a car that only had 31,319 miles on it, when Buzz Chew should have known about your letter.

Dave Murphy, to whom I spoke at ~~Buzz~~ GM (see claim form) assured me that you would make good on this expense. Thank you for your help.

Sincerely yours,




BUZZ CHEW CHEVROLET-OLDS-CADILLAC, Inc.
 656 County Road 39 A
 Southampton, NY 11968
 Telephone: 631-287-1000
 Service Direct: 631-287-7272
 Fax: 631-287-2067
 www.buzzchewautogroup.com



ORIGINAL

CUSTOMER NO. 6699	ADVISOR BRUCE STONEMETZ	TAG NO. 18 6959	INVOICE DATE 12/17/08	INVOICE NO. CVCS68534
NEW YORK, NY	LABOR RATE	LICENSE NO.	MILEAGE 31,319	COLOR SILVER GRN
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE 10/18/04		DELIVERY MILES 173
	VEHICLE I.D. NO. 1G1ZT54875F	SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/12/08	
COMMENTS				MO: 31319

JOB# 1 CHARGES

LABOR-----
 J# 1 45CVZ01 STEERING CONCERN TECH(S):13 285.00
 CUSTOMER STATES THEY LOST POWER STEERING INTERMITTANTLY
 TECH VERIFIED AND REPLACED ELECTRIC STEERING COLUMN ASSY
 PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 1 15926870 COLUMN 6.518 359.00 359.00
 TOTAL - PARTS 359.00

JOB# 1 TOTALS-----
 LABOR 285.00
 PARTS 359.00
 JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 644.00

TOTALS-----

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

 TOTAL LABOR.... 285.00
 TOTAL PARTS.... 359.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 55.55
TOTAL INVOICE \$ 699.55

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

JAN 09 2009

BY:-----

ANY WARRANTIES ON THE PRODUCT 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.

LIMITED EXPRESS WARRANTY
 LABOR AND PARTS ARE WARRANTED FOR 1 YEAR OR 12,000 MILES, WHICHEVER COMES FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.

TERMS:
 CASH, CERTIFIED CHECK, MASTERCARD, VISA OR AMERICAN EXPRESS

**CUSTOMER SATISFACTION
 IS OUR
 NUMBER 1 CONCERN**

*Thank you
 for this opportunity to serve you.*

NYS-MV R/S REG. NO. R 700-1100



what's in your wallet?

www.capitalone.com

Previous Balance	Payments & Credits	FINANCE CHARGE	Transactions	New Balance	Minimum Payment	Due Date
\$2,363.17	\$2,366.01	\$0.00	\$6,353.16	\$6,350.32	\$63.00	Feb. 09, 2009

Dec. 16, 2008 — Jan. 15, 2009

Page 2 of 2

Visa Signature Account
4147-0970-5616-4660

Your Account Information



TOTAL REVOLVING CREDIT LINE	\$30,000.00
TOTAL AVAILABLE REVOLVING CREDIT	\$23,649.68
CREDIT LINE FOR CASH	\$15,000.00
AVAILABLE CREDIT FOR CASH	\$15,000.00

PLEASE PAY AT LEAST THIS AMOUNT

Transactions (continued)

19	20 DEC	WHOLEFDS SAR 10189 SARASOTA FL	\$74.71
20	21 DEC	PUBLIX #218 LONGBOAT KEY FL	\$35.35
21	21 DEC		
22	23 DEC		
23	23 DEC		
24	23 DEC		
25	24 DEC		
26	24 DEC		
27	24 DEC		
28	25 DEC		
29	26 DEC		
30	26 DEC		
31	27 DEC		
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33	27 DEC		
34	28 DEC		
35	28 DEC		
36	28 DEC		
37	29 DEC		
38	30 DEC		
39	30 DEC		
40	30 DEC		
41	30 DEC		
42	30 DEC		
43	30 DEC		
44	30 DEC		
45	31 DEC		
46	01 JAN		
47	02 JAN		
48	02 JAN		
49	02 JAN		
50	03 JAN		
51	04 JAN		
52	05 JAN		
53	05 JAN		
54	06 JAN		
55	07 JAN		
56	08 JAN		
57	08 JAN		
58	09 JAN		
59	09 JAN		
60	09 JAN		
61	09 JAN	FELICES RESTAURANT AND AS AMAGANSETT NY	\$23.65
62	09 JAN	BUZZ CHEW CHEV/CADILAC SOUTHAMPTON NY	\$699.55
63	10 JAN	HESS 32480 WAINSCOTT NY	\$18.50
64	10 JAN	THE DRIVERS SEAT SOUTHAMPTON NY	\$50.34
65	11 JAN	GONE LOCAL AMAGANSETT NY	\$26.07
66	11 JAN	CITARELLA EAST HAMPTON NY	\$25.03
67	12 JAN	MEETING HOUSE AMAGANSETT NY	\$65.48
68	12 JAN	CVS PHARMACY #5063 Q03 EAST HAMPTON NY	\$23.79
69	12 JAN	FAIRWAY MKT DWNTWN NEW YORK NY	\$27.23
70	13 JAN	PIONEER #51 NEW YORK NY	\$25.77
71	13 JAN	MARYS MARVELOUS EAST HAMPTON NY	\$20.50

Family Security Plan®
34 Prindle Hill Rd
P.O. Box 1500
Orange, CT 06477
Customer Service 1-800-243-2292
Fax (203) 799-7913

facsimile transmittal

To: Shameel
From: [REDACTED]
Re: 71-716-120446
Fax: 866-790-5700
Date: 4/27/09
Pages: 4 inc. cover
CC:

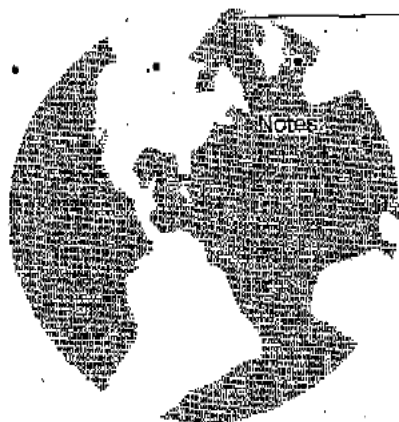
☒ Urgent

☒ For Review

☐ Please Comment

☐ Please Reply

☐ Please Recycle



Invoice requested for my case.
I can be reached @ 203-218-5205

CONFIDENTIAL



G & J Inc.
251 Commerce Drive
Fairfield, CT 06825
(203) 384-9300

CASE #
71-746-120446

SERVICE INVOICE

SO# 744325 DATE/TIME IN: 3/24/2009 11:30 DATE/TIME OUT: 4/03/2009 17:03
SA# 157 DOC COUNT: 2 PAGE: 1

03 1G2ZG528054
2005 PONTIAC G6 GREY
ENGINE: 1.8L
STK#: 5154
MILES IN/OUT 69293 / 69294
SVC DATE: 4/12/2005
RATE: 92.00

-----email:-----

LINE 1 CUST STATES --LOST ALL STEERING WHILE DRIVING

FC: OJ

TECH COMM: REPLACED STEERING COLUMN UNDER SPECIAL POLICYG
7 YEARS AND 70,000 MILES ROAD TESTED CAR
ALL GOOD COMPUTER--C0545 AND C0176

REPAIR 1 WARRANTY

OPCODE: W

SALE TYPE: WARRANTY -

WTY

HRS: 1.70

PRIMARY TECH: 005

WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
GM	25933396 COLUMN	Y	1		WARRANTY - GM	

LINE 2* REPAIR TIRE --NAIL IN TIRE

TECH COMM: REPAIRED LEFT REAR TIRE---HAD A NAIL IN IT

REPAIR 1 CUSTOMER PAY

OPCODE: CP

SALE TYPE: CASH - GM

\$.00

PRIMARY TECH: 183

NET ITEM: M DESANTIE TIRE # 186577

SALE TYPE

CASH - GM

\$13.00

LINE TOTAL

\$13.00

LINE 3* CUST STATES --CRUISE CONTROL WORKS BY ITSELF

TECH COMM: ROAD TESTED CAR --NO TROUBLE FOUND

DID NOT HAPPEN WITH US --PER CUSTOMER HAPPENED
ONCE

REPAIR 1 NO CHARGE

OPCODE: N/C

SALE TYPE: CASH - GM

\$.00

PRIMARY TECH: 005

LINE 4* CHANGE THE ENGINE OIL AND THE FILTER. LUBRICATE CH

TECH COMM: COMPLETED LUBE OIL AND FILTER CHANGE

ALL FLUIDS TOPPED OFF

Disclaimer of Warranties

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

SEE Tony 4101



G & J Inc.
251 Commerce Drive
Fairfield, CT 06825
(203) 384-9300

SERVICE INVOICE

SO# 744325 DATE/TIME IN: 3/24/2009 11:30
SA# 157

DATE/TIME OUT: 4/03/2009 17:03
DOC COUNT: 2 PAGE: 2

03 1G2ZG528054

REPAIR 1 LUBE, OIL & FILTER COMPLETED
OPCODE: LOF
HRS: .40
PRIMARY TECH: 005

SALE TYPE: CASH - GM \$17.95

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	12490147 FILTER	N	1	6.000	CASH - GM	\$6.00
GM	OIL OIL	N	5	1.200	CASH - GM	\$6.00
LINE TOTAL						\$29.95

LINE 5* KLUNK NOISE WHEN TURNING
TECH COMM: LUBRICATED INTERMEDIATE SHAFT

REPAIR 1 CUSTOMER PAY
OPCODE: CP
HRS: .30
PRIMARY TECH: 005

SALE TYPE: CASH - GM \$27.60

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	26098237 LUBE KIT	N	1	13.900	CASH - GM	\$13.90
LINE TOTAL						\$41.50

LINE 6* CAR PULLING TO RIGHT
TECH COMM: CHECKED FOR WORN PARTS ---NONE FOUND
3 TIRES ARE WORN --TIRE PRESSURE
WAS LOW TO 10 LBS AIR

REPAIR 1 NO CHARGE
OPCODE: N/C
PRIMARY TECH: 005

SALE TYPE: CASH - GM \$.00

LINE 7* REPLACE POWERSTEERING MODULE
TECH COMM: REPLACED POWERSTEERING MODULE

REPAIR 1 CUSTOMER PAY
OPCODE: CP
HRS: 1.00
PRIMARY TECH: 005

SALE TYPE: CASH - GM \$92.00

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	25805894 MOTOR	N	1	422.630	CASH - GM	\$422.63

Disclaimer of Warranties

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



G & J Inc.
251 Commerce Drive
Fairfield, CT 06825
(203) 384-8300

SERVICE INVOICE

SO# 744325 DATE/TIME IN: 3/24/2009 11:30 DATE/TIME OUT: 4/03/2009 17:03
SA# 157 DOC COUNT: 2 PAGE: 3

03 1G2ZG528054

LINE TOTAL


\$514.63

*** Following the line number denotes added operation.

MAY SOMEONE FROM OUR FACILITY CALL YOU? YES NO

LABOR	\$137.55
PARTS	\$448.53
NET ITEMS	\$13.00
MISC MATERIALS	\$.64
HAZD MATERIALS	\$.65
TAX (CONNECTICUT STA)	\$36.02
CUSTOMER TOTAL	\$636.39
PAYMENT (CASH/CREDIT)	\$636.39

CUSTOMER SIGNATURE _____

paid \$636.39 by check # 2582 4/3/09

 Brian Augustyn for G&J

Disclaimer of Warranties

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TO: ANA

FROM: SANDRA BANDS

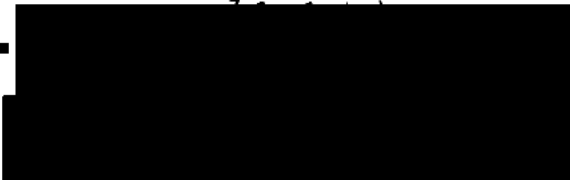
DATE: 4-20-09 FAX NO.: _____

PAGE TOTAL: 3

COMMENTS: case # 71-716785803

Por favor llamar para
verificar los recibos al fax

CONTACT
IN CASE OF
PROBLEMS:





8447 N.W. 12th Street
Miami, FL 33128
305-593-1000

CUSTOMER
COPY

Reg. # MVR-941012 / MV-30348

CASE #71-716-785803

Co. # 0

Sold To: HIALEAH FL 15040W Business Phone: Home Phone:	Service Order Number		Service Advisor		VIN	
	154429		BOSCO MOSCOSO		1G8AJ55F16Z	
	Color	Year	Make	Model	License	Engine
	SILVER NICKEL	2006	SATURN	ION 2 SDN		L61 2.2LL4
	Stk. #	B145624				
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
13179 / 13180	074	11/05/2005		1		
Tax Exempt		Date/Time In		Date/Time Out		
		7/07/2008 10:04		7/07/2008 12:06		

RATE: 86.00

LINE 1 CUST STATES VEH DRIVER SIDE WINDOW INOP
 CAUSE: ELECTRICAL - SHORTED
 TECH COMM: VEH DRIVER SIDE WINDOW IS INOP. INSPECTED AND FOUND
 L/F WINDOW REG TO BE SHORTED OUT. NEC TO REPLACE L
 /F WINDOW REG TO CORRECT CONDITION.

REPAIR 1 REGULATOR, FRONT DOOR WINDOW - R&R OR REPLACE LEFT
 OPCODE: C0183 SALE TYPE: WARRANTY SA WTY
 HRS: .90
 PRIMARY TECH: CARLOS ZAYAS
 WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	15906995 REGULATOR Y		1		WARRANTY SATURN	WTY

LINE 2 CUST STATES VEH L/R WINDOW INOP
 CAUSE: ELECTRICAL - SHORTED
 TECH COMM: VEH L/R WINDOW IS INOP. INSPECTED AND FOUND L/R WIN
 DOW REG TO BE SHORTED. NEC TO REPLACE L/R WINDOW RE
 G TO CORRECT CONDITION.

REPAIR 1 REAR SIDE DOOR WINDOW REGULATOR REPLACEMENT LEFT S
 OPCODE: C0383 SALE TYPE: WARRANTY SA WTY
 HRS: .80
 PRIMARY TECH: CARLOS ZAYAS
 WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	15899049 REGULATOR Y		1		WARRANTY SATURN	WTY

LINE 3 CUST STATES VEH WHEN TURNING STEERING WHEEL MAKES
 LIKE RATTLING NOISE
 TECH COMM: NO PROBLEM FOUND AT THIS TIME.

REPAIR 1 INFORMATION LINE
 OPCODE: N5300 SALE TYPE: SERV POLICY INT

PRIMARY TECH: CARLOS ZAYAS

A standard charge for supplies (rags, nuts, bolts, cleaners, etc.) and disposal of hazardous waste (oil, coolant, oil filters, etc.) will appear on each repair order when used in the repair. The amount of each charge will be 15% of the total labor with a \$30.00 maximum. This charge represents costs and profits to the motor vehicle repair facility.

Disclaimer of Warranties

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

300 S. University Drive
Pembroke Pines, FL 33025
(954) 436-3036

**CUSTOMER
COPY**

VERA CADILLAC HUMMER
300 S. UNIVERSITY DR
PEMBROKE PINES FL 33025
954-436-3036

Reg. # MV-42715 Reg. # MVR-AR3066

CASE # 71-716-785803 Co.# 0

TERMINAL ID : 770-6601
MERCHANT #: 000000100010000

SALE
BATCH: 000496
INVOICE: 105078
APR 13, 09 16:18
RRN: 910321627785
AUTH NO: 001895

Service Order Number				Service Advisor		VIN	
105078				Ray Rivera		1G8AJ55F16Z	
Color	Year	Make	Model	License	Engine	Stk.#	
SILVER NICKEL	2006	SATURN	ION 2 SDN		L61 2.2LL4	B145624	
Mileage In/Out	Tag	Delivery Date	Rate	Qty. Count	Plan		
16167 / 16168	9420	11/05/2005		2			
Tax Exempt			Date/Time In		Date/Time Out		
			4/13/2009 12:57		4/13/2009 16:56		

TOTAL \$520.70

SANDRA V BANDS
THANK YOU

RATE:

LINE 1 C/S MESSAGE ON DASH STATING POWER STEERING FAILURE
CHECK AND ADVISE (WILL WARRANTY PART-CUST WILL PAY
FOR LABOR AS PER DARRELL FREIDMAN)

REPAIR 1 REPL STEERING COLUMN
OPCODE: M5300
PRIMARY TECH: 788

SALE TYPE: CUSTOMER PA \$495.00

LINE TOTAL

\$495.00

LINE 2 FREE MULTI-POINT INSPECTION

REPAIR 1 VISUAL VEHICLE INSPECTION
OPCODE: M5307
PRIMARY TECH: 788

SALE TYPE: NEW CAR POL INT

LINE 3* WARR PART FROM LINE 1, CUST PAYS LABOR

AUTH: A

CAUSE: MODL/COMPNT - DAMAGE/CRACK
TECH COMM: NEC TO REPLACE STEERING COLUMN GOODWILL PART
PER DF, CUST PAYS LABOR

REPAIR 1 STEERING COLUMN REPLACEMENT
OPCODE: M7680

SALE TYPE: WARR GOODWILL WTY

PRIMARY TECH: 788
WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	19200757 COLUMN KI	Y	1		WARR GOODWILL	WTY

COMMENTS: WAITING
"*" Following the line number denotes added operation.

THANK YOU FOR YOUR BUSINESS FROM YOUR SERVICE AND PARTS TEAM

A standard charge for supplies (rags, nuts, bolts, cleaners, etc.) and disposal of hazardous waste (oil, coolant, oil filters, etc.) will appear on each repair order when used in the repair. The amount of each charge will be 15% of the total labor with a \$30.00 maximum. This charge represents costs and profits to the motor vehicle repair facility.

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300 S. University Drive
Pembroke Pines, FL 33025
(954) 436-3036

**CUSTOMER
COPY**

The Williamson Team

Reg. # MV-42715 Reg. # MVR-AR3086

Co.# 0

Sold To: 	Service Order Number		Service Advisor		VIN
	105078		Ray Rivera		1G8AJ55F16Z 
	Tag	Doc. Count	Date/Time In	Date/Time Out	
	9420	2	4/13/2009 12:57	4/13/2009 16:56	

CUSTOMER SIGNATURE _____

LABOR	\$495.00
TAX (FLORIDA STATE T)	\$29.70
CUSTOMER TOTAL	\$524.70
PAYMENT (CASH)	\$524.70

Thank you for your business from the Service and Parts Team

A standard charge for supplies (rags, nuts, bolts, cleaners, etc.) and disposal of hazardous waste (oil, coolant, oil filters, etc.) will appear on each repair order when used in the repair. The amount of each charge will be 15% of the total labor with a \$30.00 maximum. This charge represents costs and profits to the motor vehicle repair facility.

Disclaimer of Warranties
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Waukesha WI

MILWAUKEE WI 531

23 APR 2008 PM 1 T



04-28-09 10:51 PM PVD

Saturn Customer Assistance Center
P.O. Box 33173
Detroit MI 48232-5173

48232+5173



Dear GM/Saturn Customer Support,
Case number: 71-716950077

I am writing this letter as a thank you for my recent car repair. On Monday April 13th 2009 I was driving along and my car started beeping at me. I looked down to see the display reading PWR STR. My car became hard to steer. I took the vehicle into a Saturn dealer on Wednesday of that week where I was informed that the power steering motor was failing in the vehicle. Unfortunately my vehicle was 1 month past the warranty expiration date so I was quoted a repair cost of \$1025 to get it all repaired. When I heard that I was like this is just my luck for that to fail just outside of warranty. I agreed to get it repaired because it was something that was needed to be done. After thinking about it I decided to take a chance and place a call over to your Saturn customer support to see if maybe there was anything that could be done. I figured I had nothing to lose by placing the call. So I placed the call where my information was taken down about my vehicle. The person who originally answered my call was very courteous to me unfortunately I do not remember her name. I do hope that her name is in the case of mine so that she may receive my thanks as well. After taking my information she informed me that I would be receiving a call from a specialist with in 24hrs. The very next day I get a call from Kevin at Saturn support where we went over some things with the vehicle and the service history on it. After the conversation I figured my chance of any help being provided was slim to none because I had no previous issue relating to the power steering. Kevin said that he would give me a call the next day after he looked into this more. Sure enough the next day I received a call from him saying that Saturn was willing to go in half with me!!! Needless to say I was shocked and ecstatic to hear this. Kevin said that the dealer, the district service manager, and he himself and worked on this and came to this decision. I can not begin to express my thanks and my gratitude for your kind hearted gesture in this situation! I now have a car that is in prime working condition and that I won't have to worry about any time soon. I am truly thankful for your kind hearted decision on this, and I know full well that you as a company were under no obligation to agree to anything on my vehicle. You have made me feel like a truly important person and have reassured me that purchasing this Saturn vehicle was one of the smartest decisions in my life. Once this vehicle has exhausted its life and is unusable I hope to be walking into another Saturn dealership and pick out another fine quality vehicle and know in my heart that I am purchasing a vehicle from a company that truly cares about their customers! Once again I want to say thank you from the bottom of my heart to Kevin, the district service manager, Saturn of Waukesha, and anyone else who had been involved with my case. Please feel free to contact me any time. I plan on telling everyone who are looking into a vehicle to look into a Saturn because of their care for the customer. THANK YOU, THANK YOU, THANK YOU!!!!

Sincerely,

A very proud Saturn owner,



NORTH ADAMS, MA

HARTFORD CT 061

25 APR 2009 PM 3 T



04-28-09A08:42 RCVD

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

48232+3170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 4/22/09

17-Digit Vehicle Identification Number (VIN): 1G1ZT528X5F

Mileage at Time of Repair: 29,454 Date of Repair: 3/17/09

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: North Adams State: MA ZIP Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ 520.05

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: _____

Please mail this claim form and the required documents to:

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

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

Service Request # 71-718855468





187610

2400

CK. NO. 22 4343
DATE 3-12-09

McAndrews-King
Pontiac Buick GMC Truck
 224 Columbia St.Box 450, Adams MA 01220
 (413) 743-0584 mcandrewsking.com





Thank You for choosing McAndrews-King "Excellence in Motion"

Customer Conv

Labor Mech	143.10
Labor Body	
Parts	359.00
Sublet	
Tires	
Motor Oil / ATF	
Paint & Material	
Supplies / Hazmat	
Shipping	
Deductible	
5% Sales Tax	17.95
Please Pay	520.00

May 3, 2011

[REDACTED]
Aberdeen, MS [REDACTED]

Service Request Number: 71-718911889

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

May 3, 2011

[REDACTED]
Lindale, TX [REDACTED]

Dear [REDACTED],

We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Pontiac customer, we are pleased to provide you with this Component Coverage Letter. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 1G2ZH558864 [REDACTED] and will begin on May 1, 2009 at 60,923 miles and will continue until May 1, 2011 or 90,923 miles, whichever occurs first.

The following Steering components will be covered: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets; steering column; ignition switch; ignition lock cylinder; and steering wheel..

Pontiac will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership. If you have any future questions, please call us at 1-800-762-2737. Any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center
Service Request 71-719466341

ATTENTION: DEALERSHIP SERVICE MANAGER

Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.

May 3, 2011

[REDACTED]
Bayonne, NJ [REDACTED]

Service Request Number: 71-720212647

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-533-6000. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-533-6000.

Sincerely,

Saturn Customer Assistance Center

annapolis mo

CAPE GIRARDEAU MO 637

27 APR 2009 PM 2 L



04-29-09 10:52 AM RCVD
General MOTOR
Reimbursement Dept.
P.O. Box 33170
Detroit, Mi. 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 4-27-09
 17-Digit Vehicle Identification Number (VIN): 1G1ZT54855F [REDACTED]
 Mileage at Time of Repair: 58423 Date of Repair: 4-2-09
 Claimant Name (please print): [REDACTED]
 Street Address or PO Box Number: [REDACTED]
 City: annapolis State: MD ZIP Code: [REDACTED]
 Daytime Telephone Number (include Area Code): [REDACTED]
 Evening Telephone Number (include Area Code): [REDACTED]
 Amount of Reimbursement Requested: \$ 655.77

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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

*PO 33170
 Ref
 48323
 5170*



CUSTOMER #: 5983373

COPY

190891

TURNER CHEVROLET- CADILLAC CO., INC.

INVOICE



1005 E. Main * P.O. Box 605
Park Hills, MO 63601
FAX (573) 431-5340
(573) 431-2414



ANNAPOLIS, MO

PAGE 1

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5 PAUL EARHART

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GOLD	05	CHEVROLET MALIBU	1G1ZT54855F [REDACTED]		58423/58423		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD			17:30 02APR09		74.00	CASH	02APR09
R.O. OPENED		READY	OPTIONS: STK:9406 DLR:03812				
02APR09		02APR09					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
POWER STEERING MESSAGE ON DASH COMES ON , PART HEE							
SSB REPLACED STEERING COLUMN							
		10	C	2.20		162.80	162.80
		1	25933396	COLUMN	359.00	359.00	359.00
PARTS:		359.00	LABOR:	162.80	OTHER:	0.00	TOTAL LINE A: 521.80

CUSTOMER PAY ENVIRONMENTAL FOR REPAIR ORDER 3.26

VISIT US AT WWW.TURNERCHEVROLET-CADILLAC.COM

Warranty - 12 mos / 12,000 miles
Per Paul Earhart Service Mgr -

Paid \$555.77
OK # 1160
4-2-09 [Signature]

Thank You! for allowing us to
service your vehicle

GM Goodwrench Service
We want your business.

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	162.80
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.26
TOTAL CHARGES	525.06
LESS	0.00
SALES TAX	30.71
PLEASE PAY THIS AMOUNT	555.77

CUSTOMER COPY

1160

ANNAPOLIS, MD

COPY

DATE 4-2-09

PAY TO /
THE ORDER OF

Turner

\$555.77

Five hundred fifty five dollars & $\frac{73}{100}$

DocId: 34567890  



**First State
Community Bank**

MEMBER
FDIC



MEMO

Belgrade State Bank

Abstract

FOR DEPOSIT ONLY
IN BELGRADE STATE BANK
Turner Chevrolet-Cadillac, Inc.

COPIES

May 3, 2011

[REDACTED]
Clearwater, FL [REDACTED]

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2006 Pontiac G6, Vehicle Identification Number 1G2ZH558464 [REDACTED]. The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Pontiac Dealership. Your complete satisfaction is very important to us at Pontiac. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center
Service Request: 71-723531958

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

May 3, 2011

[REDACTED]
Las Vegas, NV [REDACTED]

Dear [REDACTED]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2005 Chevrolet Malibu.

This offer is valid towards one service visit on VIN 1G1ZT54835F [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-723704057

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

Attn: Field 71-7238 23729

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 5-11-0917-Digit Vehicle Identification Number (VIN): 1G1ZT5480 5FMileage at Time of Repair: 40071 Date of Repair: 2-19-09Claimant Name (please print): [REDACTED]Street Address or PO Box Number: [REDACTED]City: St. James State: Mn ZIP Code: [REDACTED]Daytime Telephone Number (include Area Code): [REDACTED]Evening Telephone Number (include Area Code): [REDACTED]Amount of Reimbursement Requested: \$ 409.26 + Labor + tax

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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





KEMNA AUTO CENTER

Thank You for visiting us.
We appreciate your business

visit our website at www.kemna.com • we solicit your comments!

617 Hwy. 18 West • P.O. Box 581

Algona, IA, 50511

(fax) 515-295-7957

(phone) 515-295-2406 • 800-626-5886

(email) sales@kemna.com

Page
1

Saint James, MN

Phone (H):

Phone (W): (507)

Phone (C):

Phone Oth: (507)

Year/Make/Model: 2005 Chevrolet Malibu

VIN: 1G1ZT5480 5F

License Number:

Stock Number:

Mileage In: 40076

Tag Number:

Mileage Out: 40076

A/R Number:

Customer Number: 3812500

PO Number:

Auth Number:

Service Writer: 220

Estimate Amount: \$

Terms & Conditions:

Type of Sale:

**Customer
Signature**

Invoice Number

128286

Printed: 02/19/2009 4:00 PM

Copy # 1

Date Opened: 02/17/09

Date Notified: 02/19/09

Date Delivered:

Description	Qty	List	Ext Total	Grand Total
-------------	-----	------	-----------	-------------

1. Customer statement of problem

CUSTOMER HAS CONCERNS ON VEHICLE AND REQUESTS DIAGNOSIS

steering seems to stick at times, and then breaks loose, and steers very easy,
intermittent problem

1 -- Cause/Action to Take

01BUZDIAG - DIAGNOSIS, CODE C0545 STEERING INPUT SENSOR
FAULTY, NEED TO REPLC SENSOR COLUMN ASSM.

1 -- Correction/Action Taken

AFTER CHECKING AND REVIEWING ALL SYSTEMS,

Miscellaneous Charges and Deductions

89.00

SubTotal Job # 1

89.00

2. Customer statement of problem

PERFORM VEHICLE INSPECTION, **INCLUDES COURTESY CAR WASH**

1 -- Cause/Action to Take

00BUZINSPECT - PREVENTIVE MAINTENANCE- SEE FORM FOR
NOTES

1 -- Correction/Action Taken

PERFORM COURTESY VEHICLE INSPECTION AND WASHED
VEHICLE

Miscellaneous Charges and Deductions

0.00

3. Customer statement of problem

per diagnosis, need to replace steering column

1 -- Correction/Action Taken

REPLC STEERING COLUMN

142.92

Part Number

Failed

Description

25933396

COLUMN

1

409.26 409.26

Sub Total Parts

409.26

Miscellaneous Charges and Deductions



KEMNA AUTO CENTER

Thank You for visiting us.
We appreciate your business

as it is on line at www.kemna.com • are welcome your comments!

617 Hwy. 18 West - P.O. Box 384
Algona, IA 50511
(fax) 515/295-7957
(phone) 515/295-2400 • 800-676-5886
(email) sales@kemna.com

Page
2

Saint James, MN

Phone (H): Phone (W): (507)
Phone (C): Phone Oth: (507)

Year/Make/Model: 2005 Chevrolet Malibu

VIN: 1G1ZT5480 5F

License Number:

Stock Number:

Tag Number:

Mileage In: 40076

Mileage Out: 40076

A/R Number:

Customer Number: 3812500

PO Number:

Auth Number:

Service Writer: 220

Estimate Amount: \$

Terms & Conditions:

Type of Sale:

**Customer
Signature**

Invoice Number

128286

Printed: 02/19/2009 4:00 PM

Copy # 1

Date Opened: 02/17/09

Date Notified: 02/19/09

Date Delivered:

Description	Qty	List	Ext Total	Grand Total
SubTotal Job # 3				552.18

4. Customer statement of problem

noted on inspection, that the right front output seal is leaking

1 -- Cause/Action to Take

RF AXLE SEAL OUT

1 -- Correction/Action Taken

REPLC RF AXLE SEAL

78.00

Part Number	Failed	Description
24203910		SEAL KIT

1 36.10 36.10

Sub Total Parts

36.10

Miscellaneous Charges and Deductions

SubTotal Job # 4

114.10

5. Customer statement of problem

CUSTOMER REQUEST TIRE MOUNT AND BALANCE

1 -- Cause/Action to Take

01BUZMTBAL - PREVENTATIVE MAINTENANCE

1 -- Correction/Action Taken

MOUNT AND BALANCE TIRES WITH NEW STEMS

64.00

Part Number	Failed	Description
19164928		U2056515
MISC5		TIRE DISPOSOL

4 75.02 300.08
4 2.00 8.00

Sub Total Parts

308.08

Miscellaneous Charges and Deductions

SubTotal Job # 5

372.08

6. Customer statement of problem

CUST REQUEST 4 WHEEL ALIGNMENT

1 -- Cause/Action to Take

01BUZ4ALN - PREVENTATIVE MAINTENANCE

1 -- Correction/Action Taken

CHECK AND ADJUST FRONT WHEEL ALIGNMENT ANGLES AS PER
FACTORY SPECIFICATIONS, SET FRONT AND REAR TOE, TEST
DRIVE

109.00



KEMNA AUTO CENTER

Thank You for visiting us.
We appreciate your business

(see us online at www.kemna.com) • we welcome your comments!

617 Hwy 18 West • P.O. Box 554
Algona, IA 50511
(fax) 515/295-7957
(phone) 515/295-2406 • 800/676-3886
(email) sales@kemna.com

Page
3

Saint James, MN

Phone (H): Phone (W): (507)
Phone (C): Phone Oth: (507)

Year/Make/Model: 2005 Chevrolet Malibu

VIN: 1G1ZT5480 5F

License Number:

Stock Number:

Tag Number:

Mileage In: 40076

Mileage Out: 40076

A/R Number:

Customer Number: 3812500

PO Number:

Auth Number:

Service Writer: 220

Estimate Amount: \$

Terms & Conditions:

Type of Sale:

**Customer
Signature**

Invoice Number

128286

Printed: 02/19/2009 4:00 PM

Copy # 1

Date Opened: 02/17/09

Date Notified: 02/19/09

Date Delivered:

Description

Qty List Ext Total Grand Total

Miscellaneous Charges and Deductions

SubTotal Job # 6

109.00

Miscellaneous Charges and Deductions For All Jobs

Shop supplies

40.00

Phone
617 Hwy 18 West
Algona, IA 50511
(515) 295-2406
Merchant ID: 000051026534 Ref ID: 0006

Phone Order

Entry Method: Manual

\$ 1,362.91

15:35:32

Appr Code: 332443

Batch#: 000032

Total:

02/19/09

Inv #: 128286

Approved: OnLine

AMS Code: ZIP MATCH 2

CRM Code: MATCH M

Customer Copy

THANK YOU!

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR A PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

**KEMNA AUTO CENTER
APPRECIATES YOUR BUSINESS!!!**

Total Labor	482.92
Total Parts	753.44
Total Sublet	0.00
Misc. Chrgs	40.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	86.55

AMOUNT DUE 1,362.91

May 3, 2011

[REDACTED]
Fayetteville, NC [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-724782922

May 3, 2011

[REDACTED]
El Cajon, CA [REDACTED]

Dear [REDACTED]

At Saturn, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2005 Saturn ION 1.

This offer is valid towards one service visit on VIN 1G8AG54F15Z [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request 71-724790222

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7410, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

Beaumont, TX

BEAUMONT TX 777

21 MAY 2009 PM 11



Saturn Customer Assistance Center
P. O. Box 33173
Detroit, Michigan 48232-5173

05-27-09A08:19 RCVD

48232+5173



May 20, 2009

Saturn Customer Assistance Center
P. O. Box 33173
Detroit, Michigan 48232-5173
Attn: Virginia Sundahl

Re: Service Request # 71-725455411

Dear Ms. Virginia Sundahl,

My daughter [REDACTED] was having problems with her power steering on the 2006 Saturn Ion she bought about 15 months ago. We quickly found out it was going to be an expensive repair and did not know how she was going to pay for it. We found according to the internet, this was an ongoing problem with the Ion since its inception. The warranty was out by such a short amount of time but it was out, so we did not know what to expect.

After contacting you, we did follow through with the local dealership, Saturn of Southeast Texas in Beaumont. Mr. Mike Hall was our contact there and he was most helpful. In one day, we had the vehicle repaired free and back on the road.

We cannot express our gratitude enough in what you and Mr. Hall did for us. Not being able to control your vehicle on the road is not a pleasant experience. This is the second Saturn my daughter owns. The other is a 1995 and is still running. She loves the Saturn vehicles and hopes to continue having the opportunity to buy that product.

I wanted to make sure you were thanked because most times we are quick to point out faults but forget to give a deserved thank you. Again, thank you for your help and kindness shown concerning this issue.

Sincerely,
[REDACTED]

cc: Mike Hall
Saturn of Southeast Texas



Purchase and Delivery Satisfaction Survey

Dissatisfied Customer

Belvidere NJ

|||||

Please make any corrections to your name, address, or telephone number here:

Home telephone:

Change to: ()

Please provide us with your preferred email address:

Dear

Thank you for choosing Pontiac! We greatly appreciate your business. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's facilities and personnel. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal User ID: and Password: If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts of Pontiac and Rossi Pontiac toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for buying a Pontiac.

Sincerely,

Scott Lawson, Director
Customer and Relationship Services

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

- ☐ Please check this box if you no longer own/lease this 2009 G6, and return the questionnaire.

About Your Pontiac Dealership's Facilities

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. Thinking about your dealership, how satisfied were you with...					
- The convenience of the dealership's showroom hours?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The cleanliness and attractiveness of the facilities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The variety of vehicles and options available for your inspection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About Your Sales Consultant

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
2. How satisfied are you that you were treated in a professional and courteous manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. How satisfied were you with the Sales Consultant's...						
- Willingness to take the time necessary to thoroughly understand your vehicle needs?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of Pontiac vehicles?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of other vehicles in the market?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Assistance in selecting an appropriate vehicle?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were you <u>offered</u> a demonstration ride/drive in the model of your choice?	Yes	No	Does Not Apply/Not Required			
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
5. When you picked up your 2009 G6, were you greeted with friendliness and enthusiasm?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6. Were you <u>offered</u> ...						
- An orientation tour of the dealership, including the Service Department?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
- An orientation drive at the time of delivery to become familiar with <u>your</u> new vehicle before taking it home?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

About Your Sales Consultant (continued)

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you with the explanation of...						
- Your vehicle's features and operations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- OnStar® features and benefits, including Hands-Free Calling?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The warranty, owner's manual, and maintenance schedule?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Pontiac's 24-hour Roadside Assistance Program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. At the time of delivery, how satisfied were you with...						
- The appearance of your new Pontiac?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The operation of your new Pontiac?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9. Since taking delivery of your new vehicle, has your Sales Consultant or another dealership representative contacted you to thank you for your purchase and resolve any concerns?	Yes	No	Don't Know/Not Sure			
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

About the Financial Process

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
11. How satisfied were you that...						
- The vehicle price and/or payments were discussed in a thorough and straightforward manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- You were given a thorough explanation of the financing options available?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. How satisfied were you with the review and explanation of all the paperwork?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Overall, how satisfied were you with how the financial process was handled by your dealership?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Summing Up Your Experience

14. Based on your overall purchase/lease and delivery experience, how satisfied are you with Rossi Pontiac?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15. Based on your overall purchase/lease and delivery experience, would you recommend this dealership?	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16. Based on your experience to date, how satisfied are you with your 2009 G6?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
17. Are you...	<input type="checkbox"/> Male	<input type="checkbox"/> Female				
18. Your age...	<input type="checkbox"/> Under 25	<input type="checkbox"/> 25 - 34	<input type="checkbox"/> 35 - 44	<input type="checkbox"/> 45 - 54	<input type="checkbox"/> 55 - 64	<input checked="" type="checkbox"/> 65 or older
19. May we include your name when providing this survey information to your dealership?	Yes	No				
	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
20. Do you have any other comments/recommendations about Rossi Pontiac?						

Sales & Service were very helpful to deal with.

Power steering failed twice within 400 MILES.

The second time was a new "miss" head on collision!

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the

Pontiac Customer Assistance Center: 1-800-762-2737

Pontiac assistance said to drive car & wait for 3 failures.

Thank You!!

THANKS?

0199

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:

PONTIAC, P.O. BOX 10054, TOLEDO, OH 43682-4074



May 3, 2011

[REDACTED]
Steubenville, OH [REDACTED]

Dear [REDACTED]

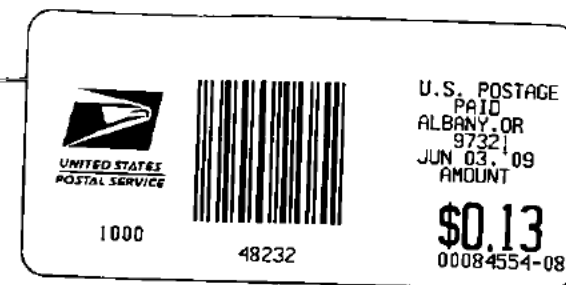
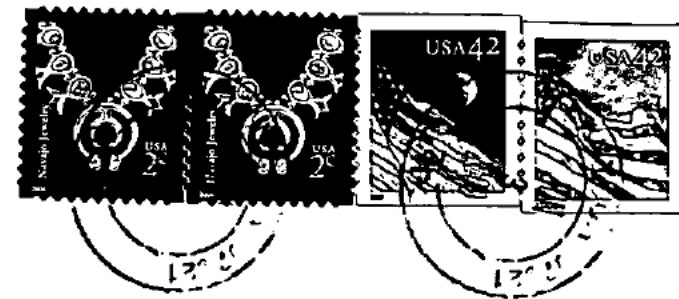
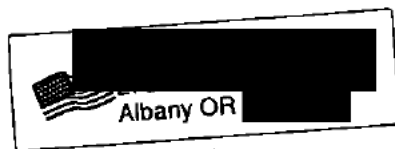
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-726391826



00-00-000 010 000

|||||
General Motors Corporation
Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

June 3, 2009

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

Sirs,

We had a total electric power steering failure on our 2005 Malibu Maxx, 1G12064845F [REDACTED] on May 19, 2009. The car was towed to Randy Jones Chevrolet in Corvallis, OR, where the car was purchased. After they checked the car computer for the failure code, for a charge of \$45.00, we were told it would cost around \$550.00-600.00 to replace the entire steering column. They called GM to find out if it would be covered under the extended warranty for this problem but were told that the VIN was outside the warranty numbers. We then appealed to you at GM (a copy of invoices & notes attached) to no avail.

I called in a favor with Larry Lassen Chevrolet in Albany, OR, to see what could be done. We were told that Lassen could have done this under the warranty. However, since we had already contacted GM and received a denial from them, Lassen could not do it under warranty. They did give us a break on the costs and labor and did a great job in 2 days, after we had wasted a week trying to get GM to cover the costs. We are still out \$428.00 to cover an item that should have been covered under warranty because this problem existed prior to our failure.

In light of this information, I would request that this problem be covered under the extended warranty and our out of pocket expenses be reimbursed.

Thank you for your consideration,

[REDACTED]
[REDACTED]
[REDACTED]
Albany, OR
[REDACTED]

Other vehicles we have owned include: 1996 Buick Regal, 2004 Chevrolet SSR, 2005 Chevrolet Malibu Maxx, 1957 Chevrolet Bel Air, 1950 Buick Sedanette, 1973 Chevrolet Pick-up, a Chevrolet powered 1932 3-window coupe, and a Chevrolet Blazer.

9418

197194

LARRY LASSEN

INVOICE

CHEVROLET



TOYOTA

541-926-4236

GEO

Toll Free
1-800-634-5713

1205 Price Rd. S.E. · ALBANY, OREGON 97321

PAGE 1

ALBANY, OR
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 388 RENE M PARDOEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHEVROLET MALIBU MAX	1G1ZU64845F [REDACTED]	[REDACTED]	35274/35275	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
05JUL05 IS						CASH
R.O. OPENED	READY	OPTIONS: DLR:19278 TRN:AT AXL:FWD				
29MAY09	29MAY09					

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

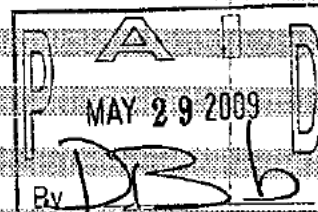
A CUSTOMER STATES POWER STEERING FAILURE INDICATOR DISPLAYS ON RADIO AT TIMES, STATES WHEN OCCURS POWER STEERING BECOMES VERY HARD AND VEHICLE IS DIFFICULT TO TURN, SEE MARK.

408 VERIFIED INTERNAL FAILURE, REPLACED

ELECTRONIC STEERING COLUMN AND RECALIBRATED,
RETESTED FOR CONCERN, OK

233 CGMC		117.00	117.00
1 25933396 F-COLUMN	359.00	266.50	266.50

YOUR COMPLETE SATISFACTION IS VERY IMPORTANT TO OUR ENTIRE STAFF AT LASSEN CHEVROLET AND TOYOTA. IF YOU FEEL THAT THERE IS ANY REASON WHY YOU COULD NOT DEFINITELY RECOMMEND OUR SERVICE DEPARTMENT, PLEASE LET US KNOW SO THAT WE CAN IMPROVE BEFORE YOUR NEXT VISIT. THANK YOU! LARRY AND RENE (541)926-4236



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

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	117.00
PARTS AMOUNT	266.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	383.50
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	383.50

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

CUSTOMER SIGNATURE

CUSTOMER COPY

COPY

CUSTOMER #: 89053
UNIT# E5184

161503



INVOICE

1755 N. W. 9 ST. * P.O. BOX 1008
CORVALLIS, OREGON 97330
PHONE: (541) 753-8641 * FAX: (541) 753-9252
www.randyjones.com * (800) 285-6016

ALBANY, OR

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 674 FLOYD N WILSON JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
DK BLUE	05	CHEVROLET MALIBU	1G1ZU64845F	[REDACTED]	35272/35272	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	HATE	PAYMENT
05JUL05	DD04APR05	05JUL2008	17:00	19MAY09		CASH
R.O. OPENED	READY	OPTIONS: STK:E5184 DLR:CM				
15:54	19MAY09	16:46	19MAY09			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TOWED	AAA	CUSTOMER REPORTS LOSS OF POWER STEERING ASSIST				
			SCAN Interfaced vehicle computer, scanned trouble				
			code C0545 (Steering wheel torque input				
			sensor failure detected) stored in data				
			686	CMC		41.45	41.45
			15REC	Per GM Doc.ID 2037471 - Recommend replace			
				steering column assembly - estimate \$550			
			686	CMC		0.00	0.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER							3.32

Brandon Shadark

11:00 + 7:45

THANKS FOR COMING IN, AND PLEASE COME AGAIN
FROM THE GANG AT RANDY JONES CHEV OLDS & GEO

07126

LASSON 926-4236

(MANILA)

1-800-630-2438

(4368)

383.00

CASH/CHECK

2664

71-726

449

March 2009

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO THE
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE THAT ANY REPAIRS WERE REQUIRED OR
UNDER THIS CLAIM BEEN COMPLETED 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 SERVING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	41.45
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.32
TOTAL CHARGES	44.77
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	44.77

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

CUSTOMER SIGNATURE

CUSTOMER COPY

powertrain control module will set a code (without turning on the check engine light). The code in the P.C.M. will be an information code stating that the transmission control module set a code. I believe this is done because some scanners (mainly generic OBDII scanners) can not communicate with or obtain transmission, body, H.V.A.C., A.B.S and other module codes. So when a generic scanner is used it will inform the person that there is a trans code set in the T.C.M.

As I stated earlier a generic scanner may not be able to read the code on your vehicle if it is not stored in the P.C.M so a legitimate shop with a better multi use scanner may need to be used to check for a code.

In fact the 3 ding and Power steering message sounds like a "check steering" light. Consider it a check engine light for the steering.

to forum · permalink · 27 · 2008-06-26 23:21:58 · [reply](#)

reply to Eddy Strong

Check the last 8 digits of your VIN, you may qualify for:

#07126: Special Coverage Adjustment - Loss of Power Steering Assist - (Dec 3, 2007)

Subject: 07126 -- SPECIAL COVERAGE ADJUSTMENT - LOSS OF POWER STEERING ASSIST

Condition

Some customers of 2005 model year Chevrolet Malibu, Malibu Maxx, and Pontiac G6 vehicles may experience a loss of power steering assist 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.

Special Policy Adjustment

This special coverage covers the condition described above for a period of 7 years or 70,000 miles (110,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the steering column assembly. This repair will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after December 3, 2007, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to December 3, 2007, must be submitted to the Service Contract provider.

Vehicles Involved

Involved are certain 2005 model year Chevrolet Malibu, Malibu Maxx, and Pontiac G6 vehicles built within the following VIN breakpoints:

Year
Division
Model
From
Through

2005
Chevrolet
Malbu

COPY



5F100002
5F250217

2005
Chevrolet
Malibu Maxx
5F100001
5F250216

2005
Pontiac
G6
54106669
54165719

Parts Information

Parts required to complete this special coverage are to be obtained from General Motors Service and Parts Operations (GMSPO).

Part Number
Description
Qty

15926870
Column Kit, Strg
1

Customer Notification

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

Service Procedure

Remove and replace the steering column. Refer to Steering Column Replacement in SI.

Customer Reimbursement - GM, Saturn Canada and Saab Canada Only

For vehicles repaired under the terms of this special coverage, submit a claim with the information indicated below:

Repair Performed
Part Count
Part No.
Parts Allow
CC-FC
Labor Op
Labor Hours
Net Item

Replace the Steering Column Asm

1

--

*

MK-95
T5681

N/A

Chevrolet
1.1

Pontiac
1.5

Add: Adjustable Foot Pedals
0.2

Customer Reimbursement (Canadian & Export Dealers/US CAC)
N/A
N/A
N/A
MK-95
T5682
0.2
**

* The "Parts Allowance" should be the sum total of the current GMSPD Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the steering column kit needed to complete the repair.

** The amount identified in the "Net Item" column should represent the customer reimbursement amount.

Customer Reimbursement - For US
All customer requests for reimbursement for previous repairs for the special coverage condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

Important: Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

Customer Reimbursement - For Canada and Export
Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by December 31, 2008. Repairs must have occurred within the 7 years of the date the vehicle was originally placed in service, or 110,000 km, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair,
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

Courtesy Transportation - For US and Canada
The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranty. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

December 2007

Dear General Motors Customer:

As the owner of a 2005 model year Chevrolet Malibu, Malibu Maxx, or Pontiac G6 vehicle, 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, Malibu Maxx, and 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 GM 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 model year Chevrolet Malibu, Malibu Maxx, or Pontiac G6 vehicle within 7 years of the date your vehicle was originally placed in service or 70,000 miles (110,00 km), 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.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

Division
Number
Text Telephones (TTY)

Chevrolet
1-800-630-2438
1-800-833-2438

Pontiac
1-800-620-7668
1-800-833-76689

Guam
1-671-648-8650

Puerto Rico - English
1-800-496-9992

Puerto Rico - Español
1-800-496-9993

Virgin Islands
1-800-496-9994

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.

General Motors Corporation

Enclosure

07126

Your actual mileage may vary. Operators are standing by.

to forum · permalink · 2008-06-28 01:12:36 · [reply](#)

reply to Eddy Strong

Thank you so, so much for the help. Gonna find out if my car qualifies for this warranty so it can be done ASAP!
Thanks again...!

to forum · permalink · 2008-06-29 02:49:15 · [reply](#)

reply to THUD300

Good deal, I checked the last 8 digits on my VIN # and it falls between the numbers that qualify for the Special Coverage Adjustment program... Thank you so very much for posting that information **THUD300**

Now I have to find a dealer to take the car to ASAP!

to forum · permalink · 2008-07-02 01:37:23 · [reply](#)

reply to Eddy Strong

UPDATE:

Got the car fixed today under warranty...!

I went to the dealer yesterday and explained the problem with the electric power steering and the extended coverage program and at that point I was told that they have never heard of such a thing. So I showed them a printout of the letter that THUD300 posted stating the Model years and Vins covered and after a brief talk to the manager they took the car to hook it up to their computer and was told that the car qualifies and everything would be covered under warranty.

They asked if they could keep the letter I showed them for reference, I said fine, hopefully a lot more people will benefit from it!

Thank you all again for helping out, saved me a lot of cash as I was already shopping around for the parts to fix it my self...

to forum · permalink · 2008-07-08 13:29:55 · [reply](#)

said by Eddy Strong [2](#) :

I went to the dealer yesterday and explained the problem with the electric power steering and the extended coverage program and at that point I was told that they have never heard of such a thing.

An unfortunate case of the dealership personnel not taking the time to read the Dealer Bulletin Mail which would have provided them with the



Eddy Strong

join:2001-08-29
Naples, FL



Eddy Strong

join:2001-08-29
Naples, FL



Eddy Strong

join:2001-08-29
Naples, FL

1 edit



mattmag

Premium,ExMod 2000-03

join:2000-04-09

NW Illinois

clubs: [C](#)

[Mediacom](#)

Archbald, PA

SCRANTON PA 185

PA 185 MAY 21 1994 PM 4 1



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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 5-19-09

17-Digit Vehicle Identification Number (VIN): 1B1ZT54855F

Mileage at Time of Repair: 60095 Date of Repair: April 14 2009

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: Archbald State: PA ZIP Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ 516.75

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

Problem For Repair:
"Car Loses Steering While Driving"



1001 N. WASHINGTON AVENUE
SCRANTON, PA 18509
TELEPHONE (570) 343-1221
(800) 435-9586
www.tomhesser.com

*** INVOICE ***

PAGE 1



ARCHIBALD, PA

HOME: [REDACTED] BUS

CELL: [REDACTED] SERVICE CONSULTANT

1040 CHRIS BLASI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	05	CHEVROLET MALIBU	1G1ZT54855F		60095/60097	T109	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
25NOV04 IS							
25NOV04 DD			16:30 14APR09		87.00	CASH	14APR09
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_SFI					
14APR09	14APR09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES "CAR LOOSE STEERING WHILE DRIVING"							
D DIA AND REPLACED STEERING COLUMN							
	1085	CC	2.50			187.50	187.50
	1	15926870	F-COLUMN		359.00	300.00	300.00

**** NEW DEALERSHIP HOURS OF OPERATION ****	
SHOWROOM Monday - Thursday	9:00 AM TO 8:00 PM
Friday	9:00 AM TO 5:30 PM
Saturday	9:00 AM TO 5:00 PM
SERVICE, PARTS & B/S M-F	8:00 AM TO 5:00 PM
EVENING SERVICE HOURS BY APPOINTMENT	
Tuesday & Wednesday	5:00 PM TO 8:00 PM

ORIGINAL

11-11-64
CALLED @ 2:00

PAID

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
<p>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.</p>	LABOR AMOUNT	187.50
	PARTS AMOUNT	300.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	487.50
	LESS INSURANCE	0.00
	SALES TAX	29.25
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	516.75

CUSTOMER COPY

TOM HESSER CHEVROLET
1001 N WASHINGTON AV
SCRANTON, PA 18509

BATCH: 410
S-A-L-E-S D-R-A-F-T
72922006
000007759202

REF: 0002
CD TYPE: VISA
TR TYPE: PURCHASE
DATE: APR 14, 09 16:35:36

 ORIGINAL

TOTAL

\$516.75

ACCT: 9023
AP: 06107A
NAME: 

EXP: **/**

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

THANKS FOR USING VISA

CUSTOMER COPY

May 3, 2011

[REDACTED]
Saint Charles, MO [REDACTED]

Dear [REDACTED],

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2005 Chevrolet Malibu.

This offer is valid towards one service visit on VIN 1G1ZU54875F [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-728530868

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

May 3, 2011

[REDACTED]
Saint Peters, MO [REDACTED]

Dear [REDACTED]

At Pontiac, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2005 Pontiac G6.

This offer is valid towards one service visit on VIN 1G2ZH528754 [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Pontiac dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center
Service Request 71-728750874

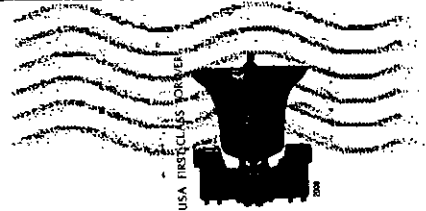
For more information regarding the maintenance and care of your vehicle, please visit www.gmownercenter.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

NORTH METRO GA 300

29 MAY 2009 PM 9 T



03-01-09A11:12 RCVD

Chevrolet

P.O. Box 33170

Detroit, MI 48232-5170

48232+5170



May 26, 2009

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

To Whom It May Concern:

I'm writing you regarding my 2006 Chevrolet Malibu; I'm sending a letter because your website is not working.

We purchased our vehicle in 2005, hoping that this would be a good car and would serve us well. We also took out a warranty just in case something major would happen; well wouldn't you know that just when the warranty expired something that appears to be major has happen. The thing that makes me the most upset is the computer reads that the power steering fluid is low. We took the car to the dealer to add fluid to the car, and are told that there is no place to add the fluid because the car is electrical, and that there maybe a sensor out. The cost to put the car on a diagnostic machine is \$89.00. I have a big problem with this, in the first place the car manual is very misleading it has a picture of were the fluid can be place but you can't find it on the car, how smart is that? I can truly understand why almost all of the Chevrolet dealers have went out of business in our area because the cars are made to break down after the warranty expires which causes the consumers even more money.

I would appreciate someone calling me and given me some insight on my situation and how you can go about helping me.

I would still like to believe that there are some honest people left in the corporate world.

Look forward to hearing from you soon,

Phn#
Email:

May 3, 2011

[REDACTED]
Jermyn, PA [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-729325722

May 3, 2011

[REDACTED]
Chandler, AZ [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-731005882

May 3, 2011

[REDACTED]
Mount Olive, NC [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Pontiac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center
Service Request Number: 71-732498970



Willingboro, NJ

SOUTH JERSEY NJ 080

19 JUN 2009 PM 4 L



Miss Jill D. Lajdziak
Savun Corp.
100 Gm Ren. Center
Lehi, NH 048265-1000

SP09:15 RCV

(C18)

RECEIVED

JUN 22 2009

JILL LAJZIAK

Don't even bother to send me
updates I have a 3yr old Saturn
ION that needs a new electric
power steering assembly at \$800.

Also needs a window repair
for another \$200.

Kari
Gallagher



Saturn Corporation
100 GM Renaissance Center
P.O. Box 100
Detroit, Michigan 48265-1000
Jill A. Lajdzia

Dear [REDACTED]

There are many ways to measure the success of a brand, but none are more accurate than the level of passion felt by the owners. You placed your trust in us when you purchased a Saturn, and we heard you when you asked us to keep this brand alive. It was the overwhelming groundswell of support we received from many of you that inspired us to find a way for Saturn to prevail.

So, it is with much gratitude that I am able to report we have reached a preliminary agreement with the Penske Automotive Group to purchase the Saturn brand. While we still have work to do to finalize the sale, we feel confident that we have a potential buyer that truly understands the value of the brand and is committed to its future success.

That means that as GM proceeds through its restructuring, Saturn will look to forge a new path that takes us back to our roots as an independent brand. A brand centered on the customer that strives to make the car buying and ownership experience pleasurable and fun. We will preserve our outstanding network of Saturn retailers and continue the outstanding customer service that has been a hallmark for the brand. And we will continue offering vehicles that Americans demand. Vehicles that are attractive, fuel efficient and affordable.

Saturn has always been a brand you can trust and I want you to be assured your vehicle's Saturn warranty is absolutely safe and sound. There is no change in the new vehicle warranty for any Saturn. In addition, you can be confident that service and parts will continue to be available at Saturn retailers. We are here for you today and dedicated to serve you as we always have.

Saturn, from the beginning, has always been a brand to challenge convention. A belief that good enough isn't good enough. And no matter how great the challenge, a knowledge that there is always a way to persevere. So, at a time when the automotive industry is challenged to find a better way, Saturn stands poised to accept that challenge. It is that enduring spirit that will guide us as we open this new chapter in the Saturn story.

As always, I value your loyalty to this brand. I will continue to update you as events progress.

Sincerely,
[REDACTED]

(Cone)

May 3, 2011

[REDACTED]
New Port Richey, FL [REDACTED]

Dear [REDACTED]

At Saturn, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2006 Saturn ION 3.

This offer is valid towards one service visit on VIN 1G8AL55B86Z [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request 71-734676300

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

May 3, 2011

[REDACTED]
Kenner, LA [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-734989912

Durham, NC

RESEARCH TRIANGLE REGION

NC 276 4 T

15 JUN 2009 PM



Saturn Customer Assistance Center
100 Saturn Parkway
Spring Hill, TN 37174

06-25-09A11:43 RCVD

37174+2433



[REDACTED]
Durham, NC
[REDACTED]

June 13, 2009

Saturn Customer Assistance Center
100 Saturn Parkway
Spring Hill, TN 37174

To Whom It May Concern:

My name is [REDACTED] and my 2006 Saturn Ion lost power steering last week. As a first year teacher I do not make very much money. I bought a used Saturn less than a year ago because I had heard about their fabulous reliability. The day I moved into my first house the power steering began to go out and that is anything but reliable.

I decided to do some research online regarding this problem. I found that there were many people with the same issue. For a company who "shares the same priorities as I do" I would think being able to turn without straining ligaments in your shoulder would be on that list. This is not an easy fix either. The dealership has informed me that it will be at least \$900 as the whole steering column needs to be replaced when really there should just be a recall on the power steering motor.

For a car that is only a few years old to have such a major problem and for so many other owners to be in the same boat, I hardly find that coincidental. Saturn needs to "Rethink" their products that they produce and stand behind them once they have left the showroom floor, even if the cars have exceeded their 36,000 mile warranty. No owner would buy a car knowing that after a short time it is almost guaranteed a big ticket item would fail. How many people does it take having the same issue for Saturn to realize that something is not right and it needs to be fixed?

I feel that it is only right that Saturn would take responsibility for this faulty part and fix my car.

Sincerely,
[REDACTED]

May 3, 2011

[REDACTED]
Ruston, LA [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.


If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-739173162

May 3, 2011


Osceola, AR 

Dear 

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-741870245

May 3, 2011

[REDACTED]
Bison, OK [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-742282262

May 3, 2011

[REDACTED]
New Orleans, LA [REDACTED]

Dear [REDACTED]

At Saturn, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2006 Saturn ION 2.

This offer is valid towards one service visit on VIN 1G8AJ55F16Z [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request 71-743633108

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

Feedback Directive Form ²⁰⁰⁹

Executive CRS	Jennifer Gerace
Executive Requestor(s) Name	Ketan Joshi
Detroit Requestor:	Sheri Tickles
Special Instructions from Detroit:	None

Closed Status:	Satisfied *Dissatisfied requires prior Detroit approval
Dissatisfied Approved By:	Select Approver's Name Willing to Buy GM Again?: Yes

Customer's Name	<div style="background-color: black; width: 100px; height: 1.2em;"></div>
------------------------	---

Service Request #	71-745064069	Case Highlights
Pre-existing File?		Vehicle Concern: Steering Column and Window regulator concerns Dealer/ DVM/ FSE/ CAM opinion(s): DVM agreed to provide assistance on parts-customer pays labor Final decision: Parts/Labor Split
Date Assigned	8/5/09	
Email subject line	Fw: POWER STEERING PROBLEMS	
Date of Contact	8/5/09	
Date Closed by agent	8/11/09	
Year	2005	
Make	Saturn	
Model		

May 3, 2011

[REDACTED]
Cincinnati, OH [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-746298151

May 3, 2011

[REDACTED]
Roslindale, MA [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-746613300

May 3, 2011

[REDACTED]
[REDACTED]
Jacksonville, FL [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-747401942

May 3, 2011

[REDACTED]
Matthews, NC [REDACTED]

Dear [REDACTED]

At Saturn, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2007 Saturn ION 2.

This offer is valid towards one service visit on VIN 1G8AJ58F37Z [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request 71-748058242

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

May 3, 2011

[REDACTED]
Jamestown, OH [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-748212825

May 3, 2011

[REDACTED]
Dayton, OH [REDACTED]

Dear [REDACTED]

At Saturn, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2005 Saturn ION 2.

This offer is valid towards one service visit on VIN 1G8AN12F55Z [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request 71-748521866

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

May 3, 2011

[REDACTED]
Thatcher, AZ [REDACTED]

Dear [REDACTED]

Thank you for your support of Saturn. The necessary paperwork has been completed and forwarded to GM Motor Club for processing. GM Motor Club will send you a membership package with your identification card along with a membership benefit guide which contains the program details.

At Saturn, our commitment to customer satisfaction is a top priority. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Saturn customer.

If you have future questions or if we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Saturn Customer Assistance Center
Service Request 71-750261151

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

May 3, 2011

[REDACTED]
Wayne, NJ [REDACTED]

Dear [REDACTED]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2005 Chevrolet Malibu MAXX.

This offer is valid towards one service visit on VIN 1G1ZT64875F [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-750389507

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.



Service Satisfaction Survey

Please make any corrections to your name, address, or telephone number here:

Home telephone:

Change to: () _____

Please provide us with your preferred email address:

Dear

Our records indicate that you had your **2009 G6** serviced at **Andy Mohr Pontiac** on **July 7, 2009**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal User ID: [redacted] and Password: [redacted]. If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Andy Mohr Pontiac.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

☐ Please check this box if you no longer own/lease this 2009 G6, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JULY 7, 2009, COMPLETE THIS SURVEY.****

About Your Pontiac Dealership's Service Department

- | | 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? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Required | Don't Know | |
| 2. Were services available to you on both an appointment and non-appointment basis? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | 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? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|--|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Yes | No | Does Not Apply/Not Required | Don't Know | | |
| 6. Were you <u>offered</u> transportation options? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | No Time Promised | | | |
| 8. Was your vehicle ready by the original time promised? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |

About Your Service Consultant/Advisor (continued)

- | | 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?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | | | |
| 12. Were ALL of your service concerns corrected on this service visit? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |

IF NO, why not? (check all that apply)

- | | |
|--|---|
| <input checked="" type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available |
| <input type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) <u>Recall</u> |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know |

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | | | |
| 14. Were you given a copy of the completed repair order/invoice? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
| | Yes | No | Don't Know/ Not Sure | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Andy Mohr Pontiac? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Definitely Would | Probably Would | Might/ Might Not | Probably Not | Definitely Not |
| 17. Would you recommend this dealership for service? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 18. Overall, how satisfied are you with your 2009 G6? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Are you... <input type="checkbox"/> Male <input checked="" type="checkbox"/> Female | | | | | |
| 20. Your age... <input type="checkbox"/> Under 25 <input type="checkbox"/> 25 - 34 <input type="checkbox"/> 35 - 44 <input type="checkbox"/> 45 - 54 <input type="checkbox"/> 55 - 64 <input checked="" type="checkbox"/> 65 or older | | | | | |
| | | | Yes | | No |
| 21. May we include your name when providing this survey information to your dealership? | | | <input checked="" type="checkbox"/> | | <input type="checkbox"/> |
| 22. Do you have any other comments/recommendations about Andy Mohr Pontiac? | | | | | |

Improvement on power steering, does not turn easily for me - View in windshield not open enough
View blocked on blind spots

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Pontiac Customer Assistance Center: 1-800-762-2737

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:

PONTIAC, P.O. BOX 10054, TOLEDO, OH 43682-4074



May 3, 2011

[REDACTED]
Hanford, CA [REDACTED]

Dear [REDACTED]

At Saturn, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2007 Saturn ION 2.

This offer is valid towards one service visit on VIN 1G8AJ55F67Z [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request 71-752922637

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

May 3, 2011

[REDACTED]
Washington, DC [REDACTED]

Service request: 71-753001013

Vehicle Identification Number: 1G8AZ52F25Z [REDACTED]

Customer Relationship Specialist: Jose Garcia

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 2005 Saturn ION 2. Unfortunately, our attempts to reach you by phone on 8/31/09, 9/1/09 (AM) and 9/1/09 (PM) were unsuccessful.

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

Please contact our Business Resource Center at 1-800-231-1841 x11291 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above when calling.

Sincerely,

General Motors Corporation

May 3, 2011

[REDACTED]
Bedford Park, IL [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-753010630

McDonough GA



06-31-CEP08:18 RCVD

Saturn
PO Box 33173
Detroit MI
48232-5173

482325173 8080



I purchased a 2007 Saturn ION brand new and I have a 100,000 mile 5 year warranty. My power steering went out. I took it to the Saturn of Southlake in Morrow GA. They informed me that it's not covered under my warranty and said it's going to cost 700 dollars to fix it because the power steer pump is electric. I don't have 700 dollars! To me this is unacceptable!

I had a 1994 Saturn for 7 years and my power steering never went out. I have sworn by Saturns for years. I tell all my friends they need to get Saturn's. But ever since I've got this 2007 ion it has been nothing but trouble and I will NEVER recommend one to anyone. I already had to have a hub barring replaced as well.


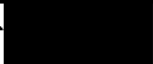
I have looked on-line and apparently on the 2007 ions the power steering is a part that goes out a lot. Matter of fact when I took mine in there was a women there having the same problem with her 2007 Saturn. I've only had the car for almost 3 years does this mean every 3 years I'm going to have to pay 700 dollars to get it fixed. This power steering module is obviously a faulty part and needs to be recalled.

When I called to explain my problem the women who works in the service department immediately knew what was wrong with it when I explained what was going on with power steering. This tells me this is a common problem with the 2007's ions and needs to be addressed. The mechanic there as well told me he has to replace them all the time. Sounds to me Saturn made them electric so they can make the money for getting to replace them every three years and that disgusts me.

I am very angry and upset with Saturn. All I want is my power steering to be fixed. Covered by warranty or not any car's power steering should not go out after having it for almost 3 years.

I also heard Saturn knows about the problem and doesn't want to recall them because it's not a part that's dangerous. Well I've almost been slammed into several times because the power steering comes and goes and I never know when it's going to happen. It likes to go out when I'm trying to turn. What are you going to do when one day I'm not lucky and get into a wreck and seriously get injured.

I have already contacted Clark Howard who gave me some great advice. I have reported Saturn to safercars.org. If I do not get a response from Saturn from this email with in the next day I will be forced to contact the Better Business Bureau. I will go on every web site and write bad comments. I will do everything in my power to get everyone to hate Saturn. Like I said I just want my power steering fixed for now until Saturn can make another power steering module that works correctly and then recall them all


McDonough GA 

May 3, 2011

[REDACTED]
Coal Township, PA [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-754298062

May 3, 2011

[REDACTED]
Hot Springs, AR [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-754425616

May 3, 2011

[REDACTED]
Belleville, NJ [REDACTED]

Dear [REDACTED]

We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Chevrolet customer, we are pleased to provide you with this Component Coverage Letter. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 1G1ZG57B384 [REDACTED] and will begin on September 29, 2009 at 7,200 miles and will continue until September 29, 2013 or 67,200 miles, whichever occurs first.

The following Steering components will be covered: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets; steering column; ignition switch; ignition lock cylinder; and steering wheel..

Chevrolet will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership. If you have any future questions, please call us at 1-800-222-1020. Any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-754478741

ATTENTION: DEALERSHIP SERVICE MANAGER

Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.

COLUMBIA SC 292
19 AUG 2009 PM 2 L



Summerton, S.C.

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

03-24-09 15:46 RCVD

48232+5170



GENERAL MOTORS PRODUCT RECALL CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: 5-1-09
Vehicle Identification Number (VIN): 1 G2 Z 6 5 2 8 4 5 4 [REDACTED]
Mileage at Time of Repair: 58,848 Date of Repair: 05/04/09
Claimant Name (please print) [REDACTED]
Street Address or PO Box Number: [REDACTED]
City: Summerton State: S.C. ZIP Code: [REDACTED]
Daytime Telephone Number (include Area Code): [REDACTED]
Evening Telephone Number (include Area Code): [REDACTED]
Amount of Reimbursement Requested: \$ 522.00

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM

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

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

(copy of front and back of cancelled check, or copy of credit card receipt)

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

General Motors Corporation

P.O. Box 33170

Detroit, MI 48232-5170

All recall reimbursement questions should be directed to the following number:

1-800-204-0261



JONES

PONTIAC · GMC



Goodwrench

GMC
COPY

GM SERVICE CENTER

1268 BROAD ST. • SUMTER, SC 29150

803-469-3429 • 1-800-768-9331

www.jonespontiacgmc.net

CUSTOMER NO. 38305	ADVISOR BRIAN	TAG NO. 274	INVOICE DATE 05/04/09	INVOICE NO. PNCS160352
[REDACTED] SUMMERTON, SC	LABOR RATE	LICENSE NO.	MILEAGE 58,848	COLOR /
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 4 5 4			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
BUSINESS PHONE	P.O. NO.			PRODUCTION DATE
COMMENTS			R.O. DATE 05/01/09	

LABOR & PARTS
J# 1 03PNZZ STEERING UNITS: 2.10 TECH(S):238 163.80
NOISE IN STEERING AND SOMETIMES TURNS VERY HARD
STEERING MOTOR MODULE AND COLUMN CHECK BAD
REPLACED COLUMN AND MOTOR MODULE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	1		25933396	COLUMN 6.518		359.00
JOB # 1	1		25805894	MOTOR 6.605		422.63
JOB # 1 TOTAL PARTS						781.63
JOB # 1 TOTAL LABOR & PARTS						945.43

MISC. CODE DESCRIPTION CONTROL NO.

JOB # A	61D	SHOP SUPPLIES		5.73
JOB # A	ESC	ENVIRONMENTAL SERVICE CHARGE		5.32
JOB # 1	PD	SPECIAL ORDER PARTS DEPOSIT		-800.00
TOTAL - MISC				-788.95

TOTALS

TOTAL LABOR....	163.80
TOTAL PARTS....	781.63
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	11.05
TOTAL MISC DISC	-800.00
TOTAL TAX.....	62.53
TOTAL INVOICE \$	219.01

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged to secure the amount of repairs thereto. 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. PLEASE READ BEFORE SIGNING: DISCLAIMER OF WARRANTIES - All warranties on this product or products, are those of the manufacturer. The seller, JONES PONTIAC - GMC TRUCK INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and JONES PONTIAC - GMC TRUCK INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of parts or accessories. This disclaimer in no way affects the provisions of the manufacturer's warranties.

NOTICE OF ARBITRATION: THIS CONTRACT IS SUBJECT TO ARBITRATION UNDER THE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE FOLLOWING AGREEMENT TO ARBITRATE SETS FORTH THE EXCLUSIVE METHOD UNDER WHICH DISPUTES OR CONTROVERSIES DESCRIBED THEREIN SHALL BE DECIDED. ANY DISPUTE OR CONTROVERSY BETWEEN JONES PONTIAC - GMC TRUCK INC. AND YOU OR WHOM YOU REPRESENT OR ANY OF YOUR OFFICERS, DIRECTORS, AGENTS, OR EMPLOYEES ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE FORMATION, PERFORMANCE, OR BREACH OF THIS CONTRACT, OR ANY OTHER CONTRACT OR AGREEMENT BETWEEN JONES PONTIAC - GMC TRUCK INC. AND YOU, WHETHER ENTERED INTO PRIOR TO, ON, OR SUBSEQUENT TO THE DATE HEREOF SHALL BE SETTLED BY ARBITRATION IN ACCORDANCE WITH THE APPLICABLE RULES AND GUIDELINES OF THE AMERICAN ARBITRATION ASSOCIATION. THE AWARD OF THE ARBITRATOR OR ARBITRATORS SHALL BE FINAL, AND JUDGMENT UPON THE AWARD RENDERED MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE AGREEMENT TO ARBITRATION MADE BY AND BETWEEN THE PARTIES SHALL BE USED FOR ANY AND ALL CONTROVERSIES INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF ALLEGED FRAUD, FRAUDULENT INDUCEMENT, FRAUD IN THE FORMATION, BREACH OF CONTRACT, BREACH OF EXPRESSED AND/OR IMPLIED WARRANTIES, DISPUTES INVOLVING SERVICE CONTRACTS, WARRANTY OF MECHANICAL PARTS, DISPUTES INVOLVING REPRESENTATIONS BY AGENTS, SERVANTS, AND/OR EMPLOYEES TO THE CUSTOMER, ALLEGED VIOLATIONS OF THE MAGNUSON-MOSS ACT, AND ALLEGED VIOLATIONS OF ANY STATE AND/OR FEDERAL LAW AND/OR STATUTE. I HAVE READ THE ABOVE AND AGREE TO THE TERMS AND CONDITIONS THEREOF.

May 3, 2011

[REDACTED]
Guymon, OK [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-754795800

WOOD PONTIAC CTRY INC
270 MAIN STREET
PLUMVILLE PA 16246
724-397-5522

Term ID: 73816752 Ref #: 0001

Phone Order

VISA Entry Method: Manual
Total: \$ 184.44
08/25/09 13:16:55
Inv #: 000001 Appr Code: 025550
Batch#: 000216
AVS Code: ZIP MATCH Z
CVV2 Code: MATCH N
Zip Code:
Order #: 03127

Customer Copy
THANK YOU!

DELANEY CHEVROLET
626 WATER ST
INDIANA PA 15701
724-349-3800

Merchant ID: 000003312959
Term ID: 00352107 Ref #: 0000

Phone Order

VISA Entry Method: Manual
Total: \$ 762.62
09/04/09 16:00:33
Inv #: 171375 Appr Code: 004370
Apprvd: Online Batch#: 000522

Customer Copy

CASE # 71-754906021

Sep 25 09 07:17p

P.2

EXPIRY: AUG 31, 2010

VALID: 07/16/09

PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 1G1ZT51806H
YR/MAKE: 2006 CHEVROLET
TYPE: SDN
WID: 09197 3902 491082-001

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

MARION CENTER PA

CASE # 71-754906021



WOOD PONTIAC - CHEVROLET, Inc.

270 Main Street, P.O. Box 685
PLUMVILLE, PA 16246
Telephone: (724) 397-5522
www.WoodPontiac.com



VIN		03127 1 G 1 Z T 5 1 8 0 6 F		DATE IN		08/25/09	
YEAR	MAKE	MODEL	COLOR	TIME IN		07:42	
2006	CHEVROLET	MALIBU LT	RED	CLOSED		08/25/09	
MILES IN	MILES OUT	FINST USE	INC.	WINTER		2789	
61035	61037	01/25/06		RICK			
SEE ALSO				H () -			

- (1) LOST POWER STEERING-LOOSE TO LEFT TIGHT TO RIGHT
CHECKED FOR CODES-EVERY MODULE HAS LOW VOLTAGE CODES-CHECKED BATTERY-BAD
REPLACED BATTERY AND CLEARED CODES-OK
DID STEERING CALABRATIONS
(Tech:44) A
- | | | |
|-------------------------|--------------------|--------|
| Labor | T44 | 72.00 |
| 19001628 | (75-5YR BATTERY) 1 | 80.00 |
| Total Labor | | 72.00 |
| Total Parts | | 80.00 |
| Total Repair (Customer) | | 152.00 |
- (2) SCAN TOOL USED FOR SERVICE
- | | | | |
|-------------------------|----|-----|-------|
| Labor | ST | T44 | 20.00 |
| Total Labor | | | 20.00 |
| Total Repair (Customer) | | | 20.00 |
- (Tech:44) A

LO DNC KUM

Ad CISA

W/C	INT.	CUSTOMER
Next Service DEC '09 Lube-Oil-Filter		
	.00 Labor	92.00
	.00 Parts	80.00
	.00 Sublet	.00
	.00 Shop Supplie	2.00
	.00 Oil/Grease	.00
	.00 Sub Total	174.00
	.00 Tax	10.44
	.00 Total (Cash)	184.44

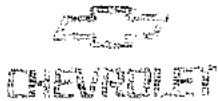
DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are the sole responsibility of the manufacturer. The seller hereby disclaims any and all warranties, expressed or implied, including any and all warranty of fitness for a particular purpose, and neither a seller nor a purchaser is responsible for any liability in connection with the sale of said products. Any liability contained here is hereby not only prohibited but is also

X CUSTOMER SIGNATURE

Page 1 of 1 Job 03127
03127 Customer Copy

CASE # 71-754906021

DELANEY CHEVROLET-BUICK



HONDA-SUBARU

626 Water Street
INDIANA, PA. 15701

1-724-349-2000

1-800-447-4200



CUSTOMER NO. 22902	ADVISOR WILLIAM GAYDOSH	314	TAG NO. 892	INVOICE DATE 09/04/09	INVOICE NO. CVCS171375
LABOR RATE			MILEAGE 61,632	COLOR MAROON/	STOCK NO.
YEAR, MAKE, MODEL 06/CHEVROLET/MALIBU/4DR SDN LT				DELIVERY DATE	DELIVERY MILES
VEHICLE ID NO. 1G1ZT51806F				SELLING DEALER NO.	PRODUCTION DATE
P.T.E. NO.		P.O. NO.		R.O. DATE 09/04/09	
EXHIBIT NO.					

JOB# 1 CHARGES

LABOR-----
J# 1 03CVZ STEERING SYSTEM TECH(S):347 265.00
CUSTOMER SAYS - POWER STEERING STOPS WORKING AT TIMES ?
PERFORM DIAGNOSTIC CHECK ON SYSTEM OPERATION
CODE C0545: TORQUE SENSOR FAILURE- INSIDE STEERING COLUMN
REPLACE STEERING COLUMN ASSEMBLY AND PREPROGRAM AS NEEDED

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-----	UNIT PRICE-----	PRICE-----
	1	25933396	COLUMN 6.518	419.49	419.49	419.49
					TOTAL - PARTS	419.49

JOB# 1 TOTALS-----
LABOR 265.00
PARTS 419.49

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 684.49

JOB# 2 CHARGES

LABOR-----
J# 2 00CVZ27P 27 POINT INSPECTION TECH(S):347 INTERNAL
PERFORM 27 POINT INSPECTION (NO CHARGE)

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

MISC-----
JOB # A CODE----- DESCRIPTION----- CONTROL NO-----
06C RECYCLING/HAZARD WASTE DISPOSAL 1.00
TOTAL - MISC 1.00

TOTALS-----

*****				TOTAL LABOR....	265.00
*****				TOTAL PARTS....	419.49
*****				TOTAL SUBLET....	0.00
*****				TOTAL G.O.G....	0.00
*****				TOTAL MISC CHG....	1.00
*****				TOTAL MISC DISC....	0.00
*****				TOTAL TAX.....	41.13

* Parts designated with an asterisk (*) indicates lifetime guarantee on customer pay repairs

TOTAL INVOICE \$ 726.62

***** You may be receiving a Service Satisfaction Survey from the Manufacturer asking you to grade "our" performance. It's our goal to provide you with an "OUTSTANDING" service experience. Please let us know if for some reason you cannot give us the "highest grade". ---THANK YOU---

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.



Goodwrench



PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFE TIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

CASE# 71-754906021



Mount Airy, MD

FREDERICK MD 217

03 SEP 09 PM 21



Mr Scott Lawson
P.O. Box 33170
Detroit, MI 48232-5170

48232+5170



SERVICE SATISFACTION SURVEY

September 1, 2009

Dear Mr. Lawson:

I've been having a bit of trouble with my e-mail program. This letter is written in lieu of a direct reply to your e-mail query to me on August 28, '09.

During the first week of August I noticed a "clunk" in the front under-carriage of my '07 Malibu when, at low speed, I moved the steering to either the right or to the left by about 1/8 revolution of the steering wheel.

I called Damascus Chevrolet late on the afternoon of the 4th. Mr. Eccard asked if I could bring the car in the following day. The appointment was made for 8:00AM the following day with advice that it might take a while to repair whatever the problem. My wife followed me in with our '98 S-10. We left the car with Butch Eccard shortly before 8:00AM. About 9:30 AM I received a call from Butch that my car was repaired.

It seems that the intermediate steering shaft had failed from insufficient lubrication. Damascus had inspected the entire front assemblage and replaced the failing part under warranty. Total cost to me, \$0.00 .

A bit on the Malibu's history: I bought it new at Len Stoler in Westminster, Maryland, where I'd been a regular customer since 1979. I bought five other General Motors vehicles there over that period of time (3 new Oldsmobiles, a new '97 S-10 and a used '98 S-10). Though I have had a number of years of my life as an Army motor sergeant, maintaining fleets of up to 50 GMC 6x6's, Due to my advancing age and physical handicap, I have had to have all these vehicles maintained by the selling agent, Westminster Motors. When I bought (all car-sales were cash sales) the Malibu, I intended to continue to use that facility, now operated by Len Stoler, as my service center. They did the initial oil change and 3,000 mile inspection. It was on the next visit, I was told that they couldn't do the oil change and check at that garage. They wanted me to take it to their Owings Mills facility, some 35 or 40 miles from my home.

It was then that I went to Damascus Motors, but a few miles from my home. From that moment on, Damascus Motors has done all of the maintenance on

both my GM vehicles. Their service is excellent, their work is thorough and timely. I always find the vehicle in perfect condition, freshly washed and cleaned upon their returning it to me. I am completely satisfied with, and intend to continue using Damascus Motors as long as I own a car.

This rather long letter of explanation is to make you aware that if that intermediate steering shaft failed because of lack of lubricant, then that lack of lubrication was either [1] a manufacturer's oversight or [2] a selling facility's improper pre-delivery preparation. It is highly unlikely that the last 16,000 miles of use (since Damascus Motors has been the maintenance agent) would have caused the failure.

yours truly

Mt. Airy, MD.

[Print](#)

Subject: **About your recent Chevrolet service visit**
From: **GM Customer Satisfaction <GM_CustomerSatisfaction@emails.gm.com>**
Sent: **Aug 28, 2009 05:07:57 PM**
To: [REDACTED]
Reply-To: **GM_CustomerSatisfaction@emails.gm.com**

**Service Satisfaction Survey**

Dear [REDACTED]

Our records indicate that you had your **2007 Malibu** serviced at **Damascus Chevrolet on August 05, 2009**. Our goal is for you to be completely satisfied. Please take a few minutes to complete this questionnaire about our Dealer's personnel and services by visiting [www.gmdealershipsurvey.com?](http://www.gmdealershipsurvey.com?userid=[REDACTED]&password=[REDACTED])

userid=[REDACTED]&password=[REDACTED] and entering your personal
User ID: [REDACTED] and **Password:** [REDACTED]

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Damascus Chevrolet.

If you no longer own the vehicle, please do not indicate so by replying to this email. Instead, log in to the survey website using the above link and you will have the opportunity to submit that information without completing the survey.

Sincerely,

Scott Lawson
Director - Customer and Relationship Services

The content of this email is private and meant for use only by the recipient. Please do not forward this email to others, or disclose the

8/30/2009

May 3, 2011

[REDACTED]
Bristol, TN [REDACTED]

Dear [REDACTED]

At Saturn, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2006 Saturn ION 2.

This offer is valid towards one service visit on VIN 1G8AJ55FX6Z [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request 71-756664672

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

May 3, 2011

[REDACTED]
Franklinton, LA [REDACTED]

Dear [REDACTED]

At Saab, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2006 Saturn ION 2.

This offer is valid towards one service visit on VIN 1G8AJ55F46Z [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saabusa.com or call us at 1-800-553-6000.

Sincerely,

Saab Customer Assistance Center
Service Request 71-757701194

ATTENTION: DEALERSHIP SERVICE MANAGER

Submit the claim for the reasonable/customary price using Object Code 13110, Reason Code 00, Location Code 0, Repair Type Code 08, and insert the dollar amount. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.