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

ADR File Checklist

SR Number:71-584671977	BBB Case: CHV0830960
C ustomer: Make/Model/Year:	VIN:1G1ZU54895F In Service: 3/29/2005 Mileage: 32041
Received Date: 01/11/08 Day 15 D	S
•	Heated seat doesn't work, Power steering cuts
off.	
Case Scan / Acknowledgement (24 hrs	s) Completion Date/Time:
Initial Calls (72 hrs):	
	Completion Date/Time: 01/11 / 1pm
◯ Dealer Svc Mgr	Completion Date/Time: 01/11 / 1pm
	Completion Date/Time: 01/11 / 1pm Completion Date/Time: 01/11 / 1pm
Repair Orders Requested:	Received: Yes
∑ Sales Documents:	Received: No Selling dealership does
not exsist	
BARS / Finance Sheet	
Zase Assessment (by Day 14):	_
Lemon Law Eligible:	Yes No L
Presumption:	Yes No
∠ GM Position – Customer / BBB Due l	Date (7-10 days):
∑ Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date:	
☐ Closing Activities:	
Settlement	Completion Date/Time: 02/19 / 9am
Executive Summary	Completion Date/Time: 02/19 / 9am
Close Siebel	Completion Date/Time: 02/19 / 9am
AVM: Dennis Rickerd	Node/Box: 914055/8452
Service Dealer: Arroway Chevrolet	Svc Mgr: Bob Schappach Contact: N/A dealer closed.
Selling Dealer: Fisher Bro's	Contact: N/A dealer closed.

NOTES:

CASE ASSESSMENT BY: Lindsey Warzocha Siebel/CARS Request No: 71-584671977

Customer Name: Year of Vehicle: 2005 Make: Chevrolet Model: Malibu

Current Mileage: 31000

Vehicle ID No.: 1G1ZU54895F

In Service Date: 3/29/2005

Purchased: New

What is customer seeking: Customer is seeking to have a repurchase/repairs

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power steering cuts out Date: Mileage: Days Out: RO#: Description of Repair:

04/09/07	29743	2	167726	Check for codes. None found
21/09/07	30069	5	168333	Ordered shaft
03/10/07	31491	8	168705	Replaced intermediate steering shaft. Replaced
				generator assembly.
19/12/07	32041	2	171146	Checked for codes. None found.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Driverside heated seats doesn't work

Date:	Mileage:	Days	Out: RO	Description of Repair:
L				
02/22/07	24568	1	06161	Replaced heated or cooled seat front switch.
04/09/07	29743	*	167726	Order switch.
21/09/07	30069	*	168333	Replaced faulty heater switch.
19/12/07	32041	*	171146	Order Module

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Windshield Rattles.

Date:	Mileage:	Days	Out: RC	#: Description of Repair:
19/12/07	32041	*	171146	Unable to duplicate

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out: RO#:	Description of Repair:

08/10/05	4152	1	68817	Repaired exterior lighting connectors.
12/05/05	9625	1	70603	Replaced park and turn signal lamp.
12/15/05	9838	1	70777	Replaced interior rear compartment lamp
				assembly.
				Replaced panel on back of passenger seat.
02/19/07	24535	1	06116	Replaced battery,
				Replaced transmitter remote for rear door lock
				compartment.
04/09/07	29743	*	167726	Replaced gas cap/Broken. Checked brakes. Needs
				front and rear brake pads. Customer did not want
				done.
				C/S car over starting/Normal condition.
19/12/07	32041	*	171146	Visor mirror broken. Order mirror.
				HVAC makes hum noise. Checked found no noises.

Total Day	s Out of S	ervice:	18 (ev	rcluding dave	for customer	pay reasons suc	ch ac
rotai Day	3 Out of o	CI VICC		tenance and	ioi customer	Collision	
VEHICLE	MEETS PR	RESUMPTION	ON LEM	ION LAW?	YES:	NO: X	
Mhat tha	· ouetoma	r ie aliaib	lo for /	hasad unan	the PPP P	rogram Eligib	ility
						rogram Eligib eeting presum	
		ligible for					
				mase or rec	nacement c	maer me LL o	r GMP
			тораго	nase or rep	nacement c	inder the LL O	r GMP
			Ториго	nase or rep	nacement c	inder the LL o	r GMP
		_	Ториго	mase or rep	nacement c	inder the LL o	r GMP
			Ториго	niase or rep	nacement t	inder the LL o	r GMP
AVM and	or DEALE	R RECOMN	•		nacement c	inder the LL O	r GMP
AVM and	or DEALE	R RECOMN	•		nacement t	inder the LL o	r GMP
AVM and	or DEALE	R RECOMM	•		nacement c	inder the LL o	r GMP
AVM and	or DEALE	R RECOMN	•		nacement c	inder the LL o	r GMP
			//ENDA	ΓΙΟΝ(s):			
CRM REC	COMMEND	ATION & R	//ENDAT	· ΓΙΟΝ(s): ALE (EXPLAI	N): CRS will	be denying the	repuro
CRM REC	COMMEND ement due	ATION & R to guidelin	ATIONA	ΓΙΟΝ(s): ALE (EXPLAI wever CRS d	N): CRS will oes feel the	be denying the customer has lo	repuro egitima
CRM REC	COMMEND ement due	ATION & R to guidelin inly try to o	ATIONA	ΓΙΟΝ(s): ALE (EXPLAI wever CRS d	N): CRS will oes feel the	be denying the	repuro egitima
CRM REC	COMMEND ement due . Will certa	ATION & R to guidelin inly try to o	ATIONA	ΓΙΟΝ(s): ALE (EXPLAI wever CRS d	N): CRS will oes feel the	be denying the customer has lo	repuro egitima
CRM REC	COMMEND ement due . Will certa	ATION & R to guidelin inly try to o	ATIONA	ΓΙΟΝ(s): ALE (EXPLAI wever CRS d	N): CRS will oes feel the	be denying the customer has lo	repuro egitima
CRM REC	COMMEND ement due . Will certa	ATION & R to guidelin inly try to o	ATIONA	ΓΙΟΝ(s): ALE (EXPLAI wever CRS d	N): CRS will oes feel the	be denying the customer has lo	repuro egitima
CRM REC	COMMEND ement due . Will certa	ATION & R to guidelin inly try to o	ATIONA	ΓΙΟΝ(s): ALE (EXPLAI wever CRS d	N): CRS will oes feel the	be denying the customer has lo	repuro egitima
CRM REC or replace concerns vehicle is	COMMEND ement due . Will certa corrected	ATION & R to guidelin inly try to o	ATIONA es. Hov	FION(s): ALE (EXPLAINEVEY CRS description of the second s	N): CRS will oes feel the repairs. Poss	be denying the customer has le sibly look into (repurc egitima GMPP c
CRM REC or replace concerns vehicle is	COMMEND ement due . Will certa corrected	ATION & R to guidelin inly try to o	ATIONA es. Hov	ΓΙΟΝ(s): ALE (EXPLAI wever CRS d	N): CRS will oes feel the repairs. Poss	be denying the customer has lo	repure egitima GMPP (

CASE ASSESSMENT BY: Lindsey Warzocha Siebel/CARS Request No: 71-584671977

Customer Name: Year of Vehicle: 2005 Make: Chevrolet Model: Malibu

Current Mileage: 31000

Vehicle ID No.: 1G1ZU54895F In Service Date: 3/29/2005

Purchased: New

What is customer seeking: Customer is seeking to have a repurchase/repairs

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power steering cuts out

Date:	MITEAGE	Day	s out: K	Description of Repair:
04/09/07	29743	2	167726	Check for codes. None found
21/09/07	30069	5	168333	Ordered shaft
03/10/07	31491	8	168705	Replaced intermediate steering shaft. Replaced
				generator assembly.
19/12/07	32041	2	171146	Checked for codes. None found.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Driverside heated seats doesn't work

Date:	Mileage:	Days	Out: RO	#: Description of Repair:
02/22/07	24568	1	06161	Replaced heated or cooled seat front switch.
04/09/07	29743	*	167726	Order switch.
21/09/07	30069	*	168333	Replaced faulty heater switch.
19/12/07	32041	*	171146	Order Module

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Windshield Rattles.

	mileage.	Days	out. Ko	Description of Repair.
19/12/07	32041	*	171146	Unable to duplicate

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days	Out: RO#	: Description of Repair:
1				
08/10/05	4152	1	68817	Repaired exterior lighting connectors.
12/05/05	9625	1	70603	Replaced park and turn signal lamp.
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				assembly. Replaced panel on back of passenger seat.
02/19/07	24535	1	06116	Replaced battery, Replaced transmitter remote for rear door lock compartment.
04/09/07	29743	*	167726	Replaced gas cap/Broken. Checked brakes. Needs front and rear brake pads. Customer did not want done. C/S car over starting/Normal condition.
19/12/07	32041	*	171146	Visor mirror broken. Order mirror. HVAC makes hum noise. Checked found no noises.

Total Day	s Out of S	ervice:		ccluding days f tenance and	or customer p	oay reasons such Collision R	
VEHICLE	MEETS P	RESUMP	TION LEW	ION LAW?	YES:	NO:X	
Guidelin	es and th	e States	lemon la	aw requirem	ents for me	ogram Eligibili eting presump nder the LL or (tion)?
AVM and/or DEALER RECOMMENDATION(s): I cannot request a field rep because it's a no problem found. I guess we would be closing this file off dissatisfied. A field rep will not come out for this at all. The customer needs to demonstrate the issue first. Thank you							
or replace	ement due	to guide ainly try t	lines. Hov	vever CRS do	es feel the c	oe denying the re sustomer has leg ibly look into GN	<u>itimate</u>
Decisio	n reache	d by CF	RM: Ai	rbitrate cas	e: 🗌	Settle case:	x

ADR File Checklist

	Number:71-584671977 stomer:	BBB Case: CHV0830960 VIN:1G1ZU54895F
Ma Rec	ke/Model/Year: Chevrolet/Malibu/2005 ceived Date: 01/11/08 Day 15 Day	In Service: 3/29/2005 Mileage: 32041 ate: Goes Active:
	•	Ieated seat doesn't work, Power steering cuts
off.	•	
\boxtimes	Case Scan / Acknowledgement (24 hrs	s) Completion Date/Time:
	Initial Calls (72 hrs):	Completion Date/Time: 01/11 / 1pm Completion Date/Time: 01/11 / 1pm Completion Date/Time: 01/11 / 1pm Completion Date/Time: 01/11 / 1pm
\boxtimes	Repair Orders Requested:	Received: Yes
\boxtimes	Sales Documents:	Received:
\boxtimes	BARS / Finance Sheet	
	Case Assessment (by Day 14): Lemon Law Eligible: Presumption:	Yes ☐ No ☐ Yes ☐ No ☐
	GM Position – Customer / BBB Due 1	Date (7-10 days):
	Settlement / Goodwill Offered Date:	
\boxtimes	All Documents Attached (by Day 15)	
	Arbitration Date:	
	Closing Activities: Settlement Executive Summary Close Siebel	Completion Date/Time: / Completion Date/Time: / Completion Date/Time: /
Ser	M: Dennis Rickerd vice Dealer: Arroway Chevrolet ling Dealer: Fisher Bro's	Node/Box: 914055/8452 Svc Mgr: Bob Schappach Contact: N/A dealer closed.

NOTES:

CASE ASSESSMENT BY: Lindsey Warzocha Siebel/CARS Request No: 71-584671977 Customer Name:

Year of Vehicle: 2005 Make: Chevrolet Model: Malibu

Current Mileage: 31000

Vehicle ID No.: 1G1ZU54895F

In Service Date: 3/29/2005

Purchased: New

What is customer seeking: Customer is seeking to have a repurchase/repairs

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power steering cuts out

Date:	Mileage	Day:	s Out:	RO#:	Description of	Repair:
		,		T		

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Driverside heated seats doesn't wor

Date:	Mileage	Day:	s Out: I	RO#:	Description of Repair:

CUSTOMER'S PRIMARY SYMPT	FOM/CONCERN: Windshield Rattles.
--------------------------	----------------------------------

Date: Mileage: Days Out: RO#: Description of Repair:

	<u> </u>	

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	Mileage	Days	Out:	RO#:	Description of	of Repair:
						·

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	Mileage	e: Days	Out:	RO#:	Description	of	Repair:

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	RO#:	Description	of	Repair:	

OTHER Date:		MCONCERN E: Days	l: Out: R	:O#: Desci	ription of Re	epair:			
Total Da	ays Out of	f Service:		cluding days for a aintenance and	customer pay re	asons such as; Collision Repairs)			
VEHICL	VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:								
What th	What the customer is eligible for (based upon the BBB Program Eligibility								
Guideli	Guidelines and the States lemon law requirements for meeting presumption)?								

AVM and/or DEALER RECOMMEN	IDATION(s):							
CRM RECOMMENDATION & RATION	CRM RECOMMENDATION & RATIONALE (EXPLAIN):							
Decision reached by CRM:	Arbitrate case:	Settle case:						

3805 Crompond Road Cortlandt Manor, NY 10567 (914-734-8000 Telephone (914-734-8126 Fax

Taconic Chevrolet



то:	-INDSAY	, From:	VINC	É
Fax:		Pages	6	
Phone:		Date:	1/30/08	
Re: AL	BANESE	CC:		
□ Urgent	☐ For Review	☐ Please Comment	☐ Please Reply	☐ Please Recycle





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++ DUDDING +++

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3805 Crompond Road · P.O. Box 115. Yorktown Heights, NY 10598 (914) 734-8000 Facility #: 7100190

CUSTOMER COPY PAGE 1

					* *	* KELKT	NT	4 A A Waxii Airii aa a	***********	(antonionosco		SIOPER CO	*****************	2000 T
DATE	YEAR	M	VKE		MODEL		VII	(81	rk/cus		MILES IN A	HERS OF	TAC
01/18/07	05	CHEVE	OLET	MAI	LIBU	1G1ZU5	1895	F		4607		23964	23965	
ERVICE DATE	NO	TIFIED	sve.	ωV	PROMISED	DATE/TIM	Œ	LICENSE		RAT	E	PAYMENT	ENV.	DATE
	01/	/18/07	0:	3		00:00				93.	. 00	02	01/3	0/08
R.O. NUMBER			rax id		ном	E PHONE		BUSINESS	PH	ONE		• •		
5784	4											BLUE		3

LOF CAR MAINTENCE REPLACE OIL AND FILTER Bill Code - C 03 M A 13.00 LOF C Total Labor 13.00 12345615 -OIL 5W3 25010792 -FILTER 5 1 9.45 GM GM 5.67 Total Parts 15:12 Total Line CK SHIFT POINTS 490-8973 RD TESTED CK PCM ALL TRANS SETTINGS OK Bill Code - C ROTATE TIRES ROTATE ALL TIRES Bill Code - C 19.95 03 TIRE ROTATION A M E0 19.95 Total Labor 19.95 Total Line RT SIDE HEATER SEAT INOP STAYS ON ORDERED SWITCH Bill Code - C Declined - Y Payment Type - 02 CRED CARD 51.62

	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 (I) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	THE F. OF THE SALE OF EXPRES EITHER IMPLIED FITNESS NEITHE OTHER LIABILE ITS ITEM
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STATEMENT	OF	DISCL	AIMER

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 OF MERCHANTABILITY OF THESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS

CUSTOMER SIGNATURE

LABOR AMOUNT	32.95
PARTS AMOUNT	15.12
MISC. SALES	
MATERIALS	•
TOTAL CHARGE	48.07
DEDUCTIBLE	
SALES TAX	3.55
OTHER PAY	

51.62

CUSTOMER PAY

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





Taconic Chevrolet 3805 Crompond Road · P.O. Box 1157 Yorktown Heights, NY 10598 (914) 734-8000

Facility #: 7100190

* REPRINT *** CUSTOMER COPY PAGE 1

<u> </u>					1121212	20-0			
DATE	YEAR	MAK	E	MODEL	V	IN	STK/CUS	MILES IN A	HLES OUT TAG
02/07/07	05	CHEVROI	LET	MALIBU	1G1ZU5489	5F	4607	23965	23967
SERVICE DATE	NO	TIFIED	SVC A	DV PROMISED	DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	02,	/08/07	03		00:00		93.00	00	01/30/08
R.O. NUMBER		TA	X ID	HOM	E PHONE	BUSINESS	PHONE		
598	0							BLUE	2

VEHICLE NEEDS TO BE JUMP STARTED EVERY 4 TO 5 HRS

TESTED BATTERY GOOD TESTED CHARGING SYSTEM GOOD TESTED FOR DRAWVER NIGHT AVG 18MA 20M A ALLOWED DRAW

VVECHILE NOT GOING DEAD AT THIS TIME

Bill Code - W

N9995

Fail Code: 6D

05 M A

Total Labor Total Line

27.57 27.57

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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
DEDDECENTATIVE

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

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

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

>

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(914) 734-8000 Facility #: 7100190

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CUSTOMER COPY PAGE 1

DATE	YEAR	MAK	E		MODEL		VIN	STK/CUS	MILES IN	MILES OUT TAG
02/19/07	05	CHEVRO	LET	MAL	IBU	1G1ZU548	95F	4607	24532	24533
SERVICE DATE	NC	TIFIED	SVC /	ωDV	PROMISED	DATE/TIME	LICENSE	RATE	PAYMEN	I INV. DATE
	02,	/19/07	03	3		00:00		93.00	00	01/30/08
R.O. NUMBER		TA	ХЮ		HOM	E PHONE	BUSINESS	PHONE		
610:	3] :	BLUE	2

		===== REPAIR	LINE 001 ===:		=======================================
HAD TO JIGGLE	KEY TO START T	URN KEY HEARD	NOTHING THAN	STARTED	
TESTED BATTER	Y FAILED CODE 5	35RV-RL			
REPLACE BATTE	RY				
Bill Code - W					
N0110			05 M A		
Fail Code: 3X					
			Total	Labor	45.95
GM	19001627	BATTE	RY 7	1	
			Total	Parts	94.71
			Total	Line	140.66

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

P	₹



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Yorktown Heights, NY 10598 (914) 734-8000 Facility #: 7100190

					* REPRINT	****		USTOMER (OPY PAG	55 工_
DATE	YEAR	MAK	Ē.	MODEL	V	IN .	STK/CUS	MILES IN	MILES OUT	TAG
02/19/07	05	CHEVROI	ET	MALIBU	1G1ZU5489	5F	4607	24535	24536	
SERVICE DATE	NO	TIFIED	SVC A	ADV PROMISED	DATE/TIME	LICENSE	RATE	PAYMEN	r inv. d	ATE
	02/	/21/07	03	3	00:00		93.0	0 00	01/30	/08
R.O. NUMBER		TA	X ID	HOM	E PHONE	BUSINESS	PHONE			
6116	5							BLUE		2

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

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

CICNEDA	DEALER.	CENERAL	MANAGED OF	ATTUODIZED DEDCOM	(DATE)

CUSTOMER SIGNATURE

>

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(914) 734-8000 Facility #: 7100190

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CUSTOMER COPY PAGE 1

					1/17/1/1/1/1		<u> </u>	DICINET C	<u> </u>	
DATE	YEAR	MAK	E	MODEL	VII	N	STK/CUS	MHES IN	MILES OUT T	AG
02/22/07	05	CHEVRO	LET I	MALIBU	1G1ZU54895	F	4607	24532	24533	
SERVICE DATE	NO	TIFIED	SVC A	DV PROMISED	DATE/TIME	LICENSE	RATE	PAYMEN	! INV. DAT	Œ
	02,	/22/07	03		00:00		93.00	00	01/30/0)8
R.O. NUMBER		TA	X ID	HOM	E PHONE	BUSINESS I	HONE			
6161	L							BLUE		2

		====== REPAIR LINE	001 =====		
RT SIDE HE	ATED SEAT SWITCH S'	TAYS ON INSTALL SOP	SWITCH		
SWITCH FAIR	LED STAYS ON				
REPLACE RT	FRT HEATED SWITCH				
Bill Code	- W				
C7174	SWITCH		07 M A		
Fail Code:	3X				
			Total La	bor	55.14
GM	22718523	-SWITCH		1	
			Total Pa	rts	38.68
			Total Li	ne	93.82

	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 (I) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	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	LABOR AMOUNT PARTS AMOUNT MISC. SALES MATERIALS TOTAL CHARGE DEDUCTIBLE SALES TAX
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE >	OTHER PAY
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VIA FAX ONLY

January 21, 2008

TACONIC CHEVROLET PO BOX 1157 YORKTOWN HEIGHTS, NY 10598-8157

Re:

Siebel Request: 71-584671977 2005, Chevrolet Malibu VIN # 1G1ZU54895F

Dear: Vince .F. Service Manager

This is a letter of notification regarding a {Better Business Bureau case/State case} involving the above referenced customer.

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

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

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

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

Sincerely,

Lindsay Warzocha BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 11548 FAX# 866-893-7514









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YORKTOWN HEIGHTS, NY 10598-8157

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VIA FAX ONLY

January 16, 2008

Bob Schappach ARROWAYCHEVROLET,INC. 140BEDFORDRD KATONAH,NY 10536-2134 (914) 232-7733

Re:

Siebel Request: 71-584671977 2005 Chevrolet Malibu VIN # 1G1ZU54895F

Dear Mr. Bob Schappach:

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Lindsey Warzocha BRC Customer Relationship Specialist Ph# 800-231-1841 extension 11548 FAX# 866-893-7514 FAX

FAX

FAX

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ARROWAY CHEVROLET, INC 140 BEDFORD RD KATONAH, NY 10536 PHONE (914) 232-7733 FAX (914) 232-4187

TO: <u>Lindsey Warzocha</u>
FROM: BOB Schappach
DATE: 1/17/08
PAGES INCL. COVER: 124
comments Asper your request
COMMENTS AS per your request Please Find service File/Records
For Chase VIN# 1612454895F

8937514 8660













VIA FAX ONLY

January 16, 2008

Bob Schappach ARROWAYCHEVROLET,INC. 140BEDFORDRD KATONAH,NY 10536-2134 (914) 232-7733

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Lindsey Warzocha
BRC Customer Relationship Specialist
Ph# 800-231-1841 extension 11548

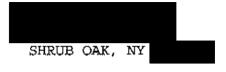
FAX# 866-893-7514

PAGE 1

ARROWAY

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140 BEDFORD RD.
KATOMAH, NEW YORK 10536
SALES (914) 232-7733 SEMVICE (914) 232-2860
PARTS (914) 232-7737 YOLL FREE (888)-ARROWAY



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PAGE 2

ARRÓWAY

CHEVROLET-HUMMER-SAAB

SALES - SERVICE - PARTS - BODY SHOP - RENTALS

140 BEDFORD 80

KATOMAH, NEW YORK 10536

SALES (914) 232-7733 SERVICE (914) 232-7860
PARTS (914) 232-7737 TOLL FREE (000)-AHMOWAY

SHRUB OAK, NY

SERVICE HOURS: 7:30 - 5-30 JOSEPH F NUCCIO SCRVICE ADVISOR REPAIR ORDES WHITTEN INVOICE NO P.O. NO. DATE READY. STOCK NO. VEHICLE IDENTIFICATION GUS KIND. TAG NO. 167726 04SEP0705SEP07 1G1ZU54895F 05SEP07 DATE DATE arideMHH CUST. PÁV LABOR BATE TIME IN TIME READY MAKE & MODEL TELEPHONE NO. YEAR 262 95.00 29MAR05 26206:28 14:32 05 CHEVROLET MALIBU MILEAGE IN MILEAGE OUT LICENSE NO. 100 29743 29743 TABLE PADS-CUSTOMER DID NOT WANT DONE 0.00 0.00 Q i 0 or the second of DESCRIPTION TOTALS 1699 5775 PRE-INVOICE ** DATE COMPLETED DAILE PICKED UP 46000 LABOR AMOUNT 0.00 PARTS AMOUNT 4446 750 0.00 46200 GAS,OIL, LUBE STATEMENT OF DISCLAIMER 0.00 48000 1329 949The factory warrancy consultates all of the warranties with respect to the sale of this itemitoms. The Sallor norchy expressly disclaims all warranties, either express or implied. SUBLET AMOUNT 0.00 22501 Ò ***** 26300 MISC, CHARGES 5775 ***** 0.00 for a particular purpose. Seller neither assumes no TOTAL CHARGES 0.00 authorizes any other person to assume for it any fiablity is connection with the sale of this item/items. 0.00 SALES TAX 0.000PLEASE PAY THIS AMOUNT CUSTOMER SIGNATURE 0.00 N.Y.S. REGISTERED REPAIR SHOP LICENSED NO. 260-1269

LIMITED EXPRESS WARRANTY GUARANTEED

FILE COPY

- PARTS - 90 DAYS OR 4000 MILES, BY MANUFACTURER · LABOR - 90 DAYS OR 4000 MILES , BY DEALER.

THE DEALER HEREBY DMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND HITNESS TO THE SAME PERIOD.

PAGE 1

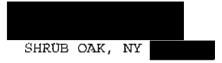
ARROWAY

CHEVROLET-HUMMER-SAAB

SALES - SERVICE - PARTS - BODY SHOP - RENTALS

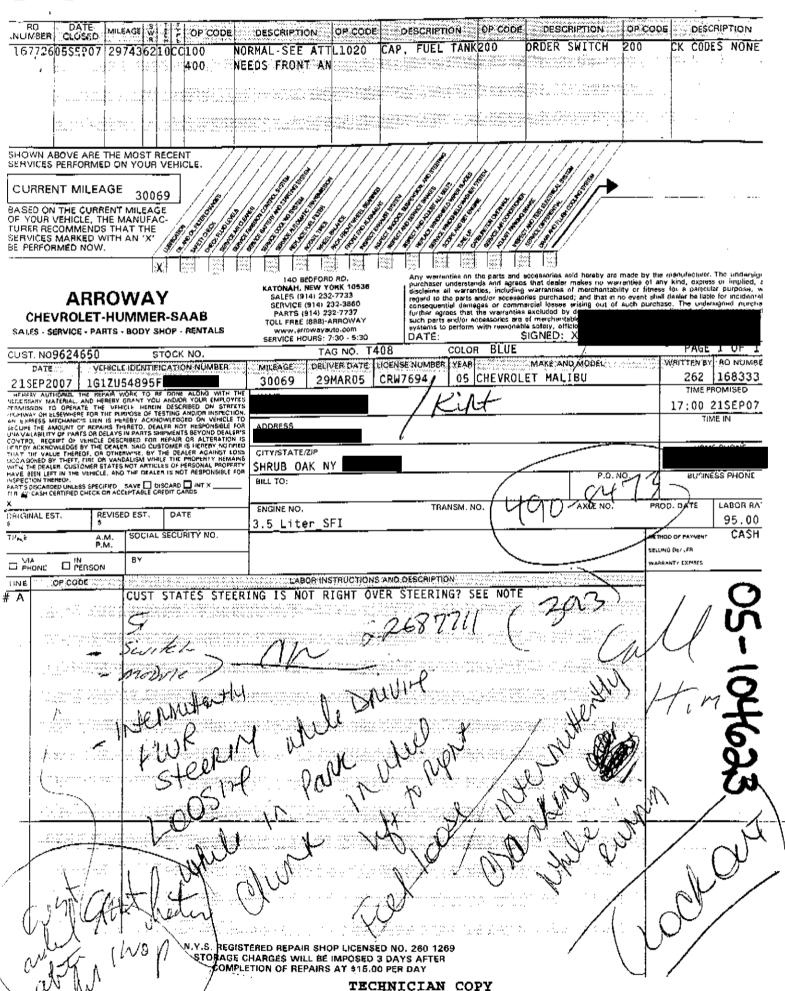
MERCHANTABILITY AND PITNESS TO THE SAME PERIOD.

140 BEDFORD 8D KATONAH, NEW YORK 10536 SALES (814) 232-7233 SERVICE (914) 232-3860 PANTS (914) 232-7237 TOLL ERES (898)-A400WAN



SERVICE ADVISOR JOSEPH F NUCCIO www.nrowayauto.com SERVICE HOURS: 7:30 | 5:30 DATE READY INVOICE NO. VEHICLE IDENTIFICATION P.O. NO. STOCK NO. CUST. NO. TAG NO. 167726 04SEP07 05SEP07 1G1ZU54895F 05SEP07 OREDARE YEAR MAKE & MODEL CUST FAY LABOR RATE TELEPHONE NO. BMF IN TIME READY DAIL 95.00 29MAR05 262 262 06:28 14:32 05 CHEVROLET MALIBU MILEAGE IN MILEAGE OUT DCBNSENG 29743 29743 C. Seveni C. TACH : 11 DIRECT OF BUILDING CUST STATES CAR OVER STARTING 100 NORMAL-SEE ATTATCHED 110 CC 0.00 0.00 0.00 0 0 B CUST STATES GAS CAP CAUSE: SPRING BROKEN L1020 CAP, FUEL TANK REPLACE (N/C)750 WC4 4446 110 1 10372246 CAP (N/C)949 1329 0 FC: 1D PART#: 10372246 COUNT: 1 CLAIM TYPE: AUTH CODE: ₩G 1329 949 TPARTS 750 4446 TLABOR CUST STATES L/F HEATED SEAT 200 ORDER SWITCH CC0.00 0 110 0.00 0.000 CUST STATES P/STEERING 200 CK CODES NONE 0.00 a en er er er er **er 110**0 er er**cc** 0.00 0.00 Ò 0 CUST STATES CK BRAKES 400 NEEDS FRONT AND REAR BRAKE DESCRIPTION TOTALS LABOR AMOUNT DATE COMPLETED DATE PICKED UP PARTS AMOUNT GAS, ÖİL, LÜBE STATEMENT OF DISCLAIMER SUBLET AMOUNT The factory warranty constitutes all of the warranties with respect to the sale of this item/tems. The Seller hereby expressly disclaims all warranties, gither express or implied, MISC. CHARGES including any implied warranty of merchantability or fitness. **TOTAL CHARGES** 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. SALES TAX CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT N.Y.S. REGISTERED REPAIR SHOP LICENSED NO. 260, 1269. LIMITED EXPRESS - PARTS - 90 DAYS OR 4000 MILES, BY MANUFACTURES WARRANTY - LABOR - 90 DAYS OR 4000 MILES , BY DEALER. GUARANTEED THE DEALER HERERY LIMITS ANY IMPLIED WARRANTIES OR

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- Found elfo Heater south not and found failty switch, Reglaced fruity seat Leater switch. C7173 Designed Onstar upgrade Replaced

SHRUB OAK, NY

PAGE 2

ARROWAY

CHEVROLET-HUMMER-SAAB

SALES - SERVICE - PARTS - BODY SHOP - RENTALS

140 BEDFORD RD.

KATONAH, NEW YORK 10536

SALES (914) 232-7733 SERVICE (914) 232-2860

PARTS 19141 232-7737 TOLL FREF (888)-ARROWAY

WWW.prowsysulo.com

SERVICE HOURS: 7:30 6:30

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LIMITED EXPRESS WARRANTY **GUARANTEED**

FILE COPY

N.Y.S. REGISTERED REPAIR SHOP LICENSED NO. 260 1269 - PARTS - 90 DAYS OR 4000 MILES, BY MANUFACTURER - LABOR - 90 DAYS OR 4000 MILES , BY DEALER.

THE OFALER HEREBY LIMITS ANY IMPLIED WARRANTILS OR MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.



PAGE 1

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CHEVROLET-HUMMER-SAAB SALES - SERVICE - PARTS - BODY SHOP - RENTALS

140 BEDFORD RD.

140 BEDFORD RD.

KATONAH, NEW YORK 10936

SALES (914) 232-7733 SERVICE (914) 232-2860

PARTS (914) 232-7737 TOUL FREC (880)-AHROWAY

WWW.8ITOWAYNIOLOUIN

SERVICE HOURS: 7:30 5:30

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SALES - SERVICE - PARTS - BODY SHOP - RENTALS
140 BEDFORD RD.

KATONAH, NEW YORK 10636
SALES (914) 292-7733 SERVICE (914) 232-3840
PARTS (914) 232-7737 TOLL REE (888)-ARROWAY

www.www.growsys.ub.com
SERVICE HOURG: 7/30 - 5/30

SHRUB OAK, NY

JOSEPH F NUCCIO SERVICE ADVISOR

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ARROWAY CHEVROLET, INC 140 BEDFORD RD KATONAH, NY 10536 PHONE (914) 232-7733 FAX (914) 232-4187

TO: <u>Lindsey Warzocha</u>
FROM: 180b Schappach
DATE: 1/17/08
PAGES INCL. COVER: 124
COMMENTS AS per your request Please Find service File/Records
Please Find service File/Records
For Chase VIN# 1612U54895F

8937514 8660













VIA FAX ONLY

January 16, 2008

Bob Schappach ARROWAYCHEVROLET,INC. 140BEDFORDRD KATONAH,NY 10536-2134 (914) 232-7733

Re:

Siebel Request: 71-584671977 2005 Chevrolet Malibu VIN # 1G1ZU54895F

Dear Mr. Bob Schappach:

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

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

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).
- Any and all TSB or TAC information (Case number, forms.etc)

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

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

Sincerely,

Lindsey Warzocha
BRC Customer Relationship Specialist
Ph# 800-231-1841 extension 11548

FAX# 866-893-7514

PAGE 1

ARROWAY

CHEVROLET-HUMMER-SAAB SALES - SERVICE - PARTS - BODY SHOP - RENTALS

140 BEDFORD RD.

KATOMAH, NEW YORK 10936

SALES (914) 232-7733 SERVICE (914) 232-2860

PARTS (914) 232-7732 TOLL FREE (888)-ARROWAY



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PAGE 2

ARROWAY

CHEVROLET-HUMMER-SAAB SALES - SERVICE - PARTS - BODY SHOP - RENTALS

140 BEDFORD 80
KATONAH, NEW YORK 10536
SALES (914) 232-7333 SERVICE (914) 232-7860
PARTS (914) 202-7737 TOLL FREE (900)-AMBOWAY

SHRUB OAK, NY

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PAGE 1

ARROWAY

CHEVROLET-HUMMER-SAAB

SALES - SERVICE - PARTS - BODY SHOP - BENTALS

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KATONAH, NEW YORK 10536
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PARTS (914) 232-7737 - TOLL FREE (939)-8400WAY

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SERVICE ADVISOR JOSEPH F NUCCIO www.nrowayauto.com SERVICE HOURS: 7:30 | 5:30 VEHICLE IDENTIFICATION DATE READY INVOICE NO. P.O. NO. STOCK NO. CUST. NO. TAG NO. 167726 04SEP07 05SEP07 1G1ZU54895F T697 05SEP07 OREDARE YEAR MAKE & MODEL LABOR RATE BMF IN TIME READY TELEPHONE NO. DAIL 95.00 29MAR05 262 262 06:28 14:32 05 CHEVROLET MALIBU MILEAGE IN MULEACE OUT DCBNSENGL 29743 29743 TRACH TYPE DAN THE REAL PROPERTY. CUST STATES CAR OVER STARTING 100 NORMAL-SEE ATTATCHED 110 CC 0.00 0.00 0.00 0 0 B CUST STATES GAS CAP CAUSE: SPRING BROKEN 11020 CAP, EUEL TANK REPLACE (N/C)750 WC4 4446 110 1 10372246 CAP (N/C)949 1329 0 FC: 1D PART#: 10372246 COUNT: 1 CLAIM TYPE: AUTH CODE: ₩G 1329 949 TPARTS 750 4446 TLABOR CUST STATES L/F HEATED SEAT 200 ORDER SWITCH CC0.00 0 110 0.00 0.000 CUST STATES P/STEERING 200 CK CODES NONE 0.00 0.00 0.00 Ò 0 CUST STATES CK BRAKES 400 NEEDS FRONT AND REAR BRAKE DESCRIPTION TOTALS DATE COMPLETED LABOR AMOUNT DATE PICKED UP PARTS AMOUNT GAS, ÖİL, LÜBE STATEMENT OF DISCLAIMER SUBLET AMOUNT The factory warranty constitutes all of the warranties with respect to the sale of this item/tems. The Seller hereby expressly disclaims all warranties, gither express or implied, MISC. CHARGES including any implied warranty of merchantability or fitness. **TOTAL CHARGES** 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. SALES TAX CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT N.Y.S. REGISTERED REPAIR SHOP LICENSED NO. 260, 1269. LIMITED EXPRESS - PARTS - 90 DAYS OR 4000 MILES, BY MANUFACTURES WARRANTY - LABOR - 90 DAYS OR 4000 MILES , BY DEALER. GUARANTEED

FILE COPY

TECHNICIAN COPY

FROM

- Found elfo Heater south not and found failty switch, Reglaced fruity seat Leater switch. C7173 Designed Onstar upgrade Replaced

PAGE 2

ARROWAY

CHEVROLET-HUMMER-SAAB SALES - SERVICE - PARTS - BODY SHOP - RENTALS

140 BEDFORD RD.
KATONAH, NEW YORK 10538
SALES (914) 232-7733 SERVICE (914) 232-2860
PARTS (914) 232-7737 TOILL FREF (888)-ARROWAY

SHRUB OAK, NY

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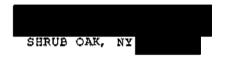
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PRE-I	IMPOR You may a customer satisfrom SAAB few weeke. If fe you cannot "COMPLETELY tomback Richies satisfaction is THANK ARHOWA	ITANT receive station survey in the next or any reason t grade us Y SATISFIED* or 900 immedia our No. 1 conce LYOU, LY SAAB	1777 7777	DESCRIPTION LABOR AMOUN PARTS AMOUN GAS,OIL, LUBE SUBLET AMOUN MISC CHARGE TOTAL CHARGE SALES TAX PLEASE PAY THIS AMOUN	NT IT	0.00 0.00 0.00 0.00 0.00 0.00 0.00	ST The factory was espect to the expressly discla ncluding any in for a particul nuthorizes any connection with CUSTOMER	TATEMENT Tranty const sale of thi sale warr sale warr spled warra ar purpose. Uther person the sale o	OF DISC itutes all sizem/ite anties, eit nry of me Seller to neeurs t this rea	CLAIMER of the warranties with ms. The Seller hapeb ther express or implies rechambility or fitnes neither assumes no neither assumes no ne for it any hability in Atomic.
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

March 21, 2011

Dallas, TX

Service request: 71-629270441

Vehicle Identification Number: 1G2ZH558964

Customer Relationship Specialist: Lu'Andrea Dudley

Dear

Thank you for allowing us the opportunity to review the claim submitted to the Better Business Bureau involving your 2006 Pontiac G6. Unfortunately, our attempts to reach you by phone on June 4, 2008, June 12, 2008, and June 13, 2008 were unsuccessful.

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

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

Sincerely,

General Motors Corporation

PA0005 V05112006

Privileged and Confidential Information

CASE ASSESSMENT

By: Lu'Andrea Dudley State: TX

Customer	Name:			Service 6292704	Request: 71- 441	BBB Case N PGM084090				
Vehicle ID	No.: {1	7 digit VIN)	Da	Service ate: nm/dd/yy}	Vehicle is: {New/Use	ed}	BAC Code: {Selling Dealer}			
•	Time of	el: 2006 Pon BBB Filing (C Other		ne}	Vehicle Purchased Us at odometer {odome Sale Type: Purchas {Type}	ter}	_			
DVM Nam Phone/Cel Svc Mgr N	I Number				CAM Name: Larry Shields Phone Number: 972-443-2901					
			VE	HICLE REPA	AIR HISTORY					
Throughous category.	ut the en	tire form, us	se an aste	erisk (*) if dag	y(s) out of service are	e already cou	unted in another			
				THE MAJOR (COMPONENT (CONCERN BASED ON I GROUP.	REPAIR ORD	ERS. USE "N/A"			
☐ {Symp	tom}									
Date:	<u>RO #:</u>	<u>Days</u> Out:	Mileag e:	<u>Description</u>	n of Complaint and	Repair Per	formed:			
☐ {Symp	tom}									
Date:	RO #:	<u>Days</u> Out:	Mileag e:	Description	n of Complaint and	Repair Per	formed:			
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Date:	RO #:	<u>Days</u> Out:	Mileaq e:	Description	n of Complaint and	Repair Pert	formed:			
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<u>Date:</u>	RO #:	<u>Days</u> <u>Out</u> :	Mileaq e:	Description	n of Complaint and	Repair Per	formed:			

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Date:	RO #:	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
☐ {Symp	tom}			
Date:	RO #:	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
			_	
☐ Recall/	Campaigr	n (Not Relat	ed to Othe	er Symptoms/Complaints)
Date:	RO #:	<u>Days</u> <u>Out</u> :	Mileag e:	<u>Description of Complaint and Repair Performed:</u>
		<u> </u>	<u></u>	
		mer if the ve attached?		ever been involved in an accident? Y N
Are there List:	<u>modificat</u>	ions to the	Vehicle? `	Y or N
Other				
Date:	RO #:	Days Out:	Mileaq e:	<u>Description of Complaint and Repair Performed:</u>
		<u> </u>	<u>u.</u>	
		•		upon the BBB Program Eligibility Guidelines and the States sumption? Explain with some Detail
GM Progra	ım Summ	nary Repurc	hase/Repl	acement: N/A
Lemon Lav	w Repurc	hase/Replac	cement: N	/A
GM Progra	ım Summ	nary Repairs	s/Reimburs	sement for past repairs: N/A

THE STATE LEMON LAW READS:

Days out of service: 30

If applicable, safety-related repairs 1 Safety-related time period 12 / 12 Number of repair attempts in the presumption period: Total days out of service during the presumption period: Total days out of service during the presumption period: Vehicle Meets Presumption of Lemon Law Vehicle Meets Presumption Vehicle Meets Presumption of Lemon Law Vehicle Meets Presumption Vehicle Meets Presump	Repairs 2 and 2 Time period 1 st 12 / 12k in the 2 nd 12/12k Does Lemon Law state nonconformity must continue to exist? Y	
Total days out of service during the presumption period: Total days out of service during customer's ownership: Wehicle Meets Presumption of Lemon Law YES or NO PERTINENT FACTS FROM PREVIOUS SRS WHICH RELATE TO YOUR EVALUATION Concern: {TEXT} Date & Offer/Result: {TEXT} Concern: {TEXT} Date & Offer/Result: {TEXT} Concern: {TEXT} Date & Offer/Result: {TEXT} RECOMMENDATION AND RATIONALE Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety. Cust sts: Unable to contact customer DVM sts: No GM Dir Involved SVM sts: No GM Dir Involved CRS Rationale: Ineligible due to age and mileage; no GM dir involved; unable to contact cust; UTC sent CRS's opinion regarding the 3 main Strengths of the case		
Total days out of service during the presumption period: { # of Days} Total days out of service during customer's ownership: { # of Days} Vehicle Meets Presumption of Lemon Law YES or NO PERTINENT FACTS FROM PREVIOUS SRS WHICH RELATE TO YOUR EVALUATION Concern: {TEXT} Date & Offer/Result: {TEXT} Concern: {TEXT} Date & Offer/Result: {TEXT} Concern: {TEXT} Date & Offer/Result: {TEXT} RECOMMENDATION AND RATIONALE Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety. Cust sts: Unable to contact customer DVM sts: No GM DIr Involved SVM sts: No GM DIr Involved CRS Rationale: Ineligible due to age and mileage; no GM dlr involved; unable to contact cust; UTC sent CRS's opinion regarding the 3 main Strengths of the case	Number of repair attempts in the presumption period:	
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Concern: {TEXT} Date & Offer/Result: {TEXT} Concern: {TEXT} Date & Offer/Result: {TEXT} Concern: {TEXT} Date & Offer/Result: {TEXT} Concern: {TEXT} Date & Offer/Result: {TEXT} RECOMMENDATION AND RATIONALE Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety. Cust sts: Unable to contact customer DVM sts: No GM DIr Involved SVM sts: No GM DIr Involved CRS Rationale: Ineligible due to age and mileage; no GM dIr involved; unable to contact cust; UTC sent CRS's opinion regarding the 3 main Strengths of the case	Vehicle Meets Presumption of Lemon Law	/ES or NO
Date & Offer/Result: {TEXT} Concern: {TEXT} Date & Offer/Result: {TEXT} Concern: {TEXT} Date & Offer/Result: {TEXT} RECOMMENDATION AND RATIONALE Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety. Cust sts: Unable to contact customer DVM sts: No GM DIr Involved SVM sts: No GM DIr Involved CRS Rationale: Ineligible due to age and mileage; no GM dIr involved; unable to contact cust; UTC sent CRS's opinion regarding the 3 main Strengths of the case	PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE	TO YOUR EVALUATION
Date & Offer/Result: {TEXT} Concern: {TEXT} Date & Offer/Result: {TEXT} RECOMMENDATION AND RATIONALE Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety. Cust sts: Unable to contact customer DVM sts: No GM DIr Involved SVM sts: No GM DIr Involved CRS Rationale: Ineligible due to age and mileage; no GM dIr involved; unable to contact cust; UTC sent CRS's opinion regarding the 3 main Strengths of the case		
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SVM sts: No GM Dlr Involved CRS Rationale: Ineligible due to age and mileage; no GM dlr involved; unable to contact cust; UTC sent CRS's opinion regarding the 3 main Strengths of the case	Cust sts: Unable to contact customer	
CRS Rationale: Ineligible due to age and mileage; no GM dlr involved; unable to contact cust; UTC sent CRS's opinion regarding the 3 main Strengths of the case	DVM sts: No GM DIr Involved	
CRS's opinion regarding the 3 main Strengths of the case	SVM sts: No GM DIr Involved	
	CRS Rationale: Ineligible due to age and mileage; no GM dlr involved;	unable to contact cust; UTC sent
CRS's opinion regarding the 3 mains weaknesses of the Case	CRS's opinion regarding the 3 main Strengths of the case	
CRS's opinion regarding the 3 mains weaknesses of the Case		
	CRS's opinion regarding the 3 mains weaknesses of the Case	

Settle case:

Decision reached by CRS: Arbitrate case:

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

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

BBB AUTO LINE



June 6, 2008
Re:CC2 PGM0840900: Johnson vs Pontiac/GMC Division
1G2ZH558964



I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle exceeds the mileage requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to help you.

Sincerely,

Tammy Scaife (Ext. 381) CC: Lu'Andrea Dudley

BBB AUTO LINE Customer Claim Form

Case number: PGM0840900 Contact Date: 05/20/08

Start Date:

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

SECTION 1: CUSTOMER INF	ORMATION	مرسهات والمستسبب المساوية	والمساعة المدمسين والمستعدة والمناسبة والمنافئ والمستعدد والمام		
Titled owner:					
Mailing address:	·	· · · · · · · · · · · · · · · · · · ·			
City: Dallas	Sta	te: TX Zip code:			
Day phone:	Evening phone:	Cell phon	e:		
Fax:	E-mail address:				
SECTION 2: VEHICLE INFOR	RMATION				
Make: Pontiac/GMC	Model: G6 GT Y	ear: 2006 Cur	rent mileage: 69500		
Name(s) that appears on the ver	nicle title:				
Selling dealer/city/state: , ,	ballas TX				
Primary Servicing dealer/city/s	tate: Drivers Select,				
Acquired as new used	demo leased Is the vehic	cle in your possession?	yes 🗌 no		
Purchase/lease date: 11/26/06	Mileage at p	ourchase/lease:			
First repair attempt date: 05/01	/08 First repair	attempt mileage: 0			
How often is the vehicle used for business purposes (percentage)	Number of vehicles	owned Trai	nsmission type: Automatic		
Has the vehicle been in an accide	ent/had body damage? yes		e of accident:		
Description of damage:					
SECTION 3: DESIRED OUTCO	OME (Describe what you want o	done to resolve vo	ur concern)		
	ook numerous times to see where		var concern)		
power steering would be cove	ered & I can't find it. I looked on t	the website			
www.carcomplaints.com & for	und 5 complaints for the year & n	nake of my			
time involving the power st	teering. Maybe this vehicle should	i de recalled.			
			•		
Please complete the missing information in the box below and on page 2.					
VEHICLE INDENTIFICATION	ON NUMBER 162715	58964			
Lienholder/Leasing Compa	any WELLS FOLGO	Phone Numb	er_		
Account Number					
			,		

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Power Steering appears to be faulty	WEATHER TO FROME TO PUSH TO LONGE TO CHANGE TO LONG WEEKING	NONE BECOUSE OF NOT HAVE CHECKER	ostoilos 69,500 NOT OUT of SErvice Have not had noblem Since then but	yes
	me what it would be covered under	พลเเอกป	steering hight come and	
		·		·
	·	·		
otal days out of service for all p かいと トタルシュー トルは かのし gnature of Titled Owner(s)	problems: <u>NONE</u>	courbn;	T DEFORE TO ICOVE VEH Something coused it Date 05/29/08	/ @ PI

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

under the BBB AUTO LINE Arbitration Rules.

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

BBB AUTO LINE Customer Claim Form

Case number: PGM0840900 Contact Date: 05/20/08

Start Date:

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

Titled owner:			
Mailing address:			
City: Dallas		State: TX z	Zip code:
Day phone:	Evening phone:	(Cell phone:
Fax:	E-mail address:		
SECTION 2: VEHICLE INFO	RMATION		
Make: Pontiac/GMC	Model: G6 GT	Year: 2006	Current mileage: 69500
Name(s) that appears on the ve	chicle title:		
Selling dealer/city/state: , ,			
Primary Servicing dealer/city,	state: Drivers Select,		
Acquired as 🔲 new 🛛 used	☐ demo ☐ leased Is	s the vehicle in your po	ssession? 🛛 yes 🗌 no
Purchase/lease date: 11/26/0)6 M	lileage at purchase/leas	se:
First repair attempt date: 05/0		irst repair attempt mile	
How often is the vehicle used for business purposes (percentage)	_	of vehicles owned by the business:	Transmission type: ☐ Automatic ☐ Manual
Has the vehicle been in an accid	lent/had body damage? 🔲	yes 🛛 no	Date of accident:
Description of damage:			
SECTION 3: DESIRED OUT	COME (Describe what vo	ou want done to res	solve vour concern)
I've looked in my warranty			-
power steering would be co- www.carcomplaints.com & f			
vehicle involving the power			
Please complete the missi	ng information in the bo	ox below and on pa	nge 2.
VEHICLE INDENTIFICAT	ON NUMBER		
Lienholder/Leasing Com	nany	Phon	e Number
Elelinoidel / Leasing Com	Pariy		•

Case Number: PGM0840900 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day A/C won't cool properly 2 Any Dealer, Inc. yes Power Steering appears to be yes faulty

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

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

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



BBB AUTO LINE PROGRAM SUMMARY

General Motors

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

LEMON LAW CLAIMS

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

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

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

Please note:

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

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

CUSTOMER RESPONSIBILITIES

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

CLAIMS THAT WILL NOT BE ARBITRATED

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

OTHER IMPORTANT INFORMATION

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

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

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

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

Eligible Claims

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

Eligible Vehicles

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

The customer's vehicle must be:

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

Remedies for Warranty Claims

The arbitrator may award the following remedies:

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

Repairs/Reimbursement for Repairs

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

Repurchase or Replacement

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

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

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

Deductions/Exclusions from a Repurchase or Replacement Award

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

Use # miles attributable to the customer Vehicle purchase Deduction/ = $\frac{\text{at the time of the arbitration hearing}}{100,000}$ x price or gross capitalized cost

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

STANDARDS OF THE TEXAS LEMON LAW

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

VEHICLES COVERED

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

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

CONSUMERS COVERED

The lemon law covers the following consumers:

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

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED

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

"Serious safety hazard" is defined as a life-threatening malfunction or nonconformity that substantially impedes a person's ability to control or operate a motor vehicle for ordinary use or intended purposes or that creates a substantial risk of fire or explosion. "Impairment of market value" is defined as a substantial loss in market value caused by a defect specific to the motor vehicle.

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

MANUFACTURER'S DUTY TO REPAIR

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

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

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

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

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

REASONABLE NUMBER OF REPAIR ATTEMPTS

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

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

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

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

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

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

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

NOTICE AND OPPORTUNITY TO REPAIR

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

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

DISPUTE RESOLUTION

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

TIME PERIOD FOR FILING CLAIMS

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

REMEDIES UNDER THE TEXAS LEMON LAW

REPURCHASE OF OWNED VEHICLES

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

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

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

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

a)	# miles vehicle traveled from delivery to consumer until first report of defect or condition leading to repurchase	V	Purchase Price
	120,000	^	THEE
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REPURCHASE OF LEASED VEHICLES

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

To the lessee

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

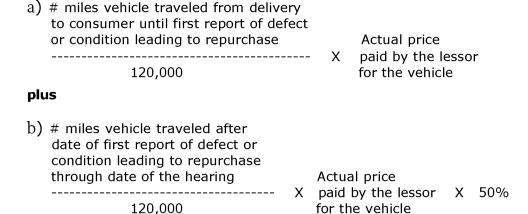
To the lessor

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

4. Less all payments made by the lessee.

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

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



REPLACEMENT

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

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

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

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

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

March 21, 2011

Stevensville, MD

Service Request: 71-629622853

Customer Relationship Specialist: Karl McTaggert

Dear

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

Stevensvi Me MD



Reimbursement Dept. 1.0. Boy 33170 Detroit, MI 48232-5170

MAY 21 2008

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Clai	imant
Date Claim Submitted: 5/15/08	<i></i>
17-Digit Vehicle Identification Number (VIN): 1G1ZU51 13-Time 41211 2 NoTine Mileage at Time of Repair: 65,491 Date of Repair: 15 T	4865 F
Mileage at Time of Repair: 65,441 Date of Repair: 18	ime 10/19/06
Claimant Name (please print):	
Street Address or PO Box Number:	
City: Stevensuille State: MD	ZIP Code:
Daytime Telephone Number (include Area Code):	
Evening Telephone Number (include Area Code):	
Amount of Reimbursement Requested: \$	
The following documentation must accompany this claim fo	rm.
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 The Vehicle Identification Number (VIN) of the vehicle What problem occurred, what repair was done, when i The total cost of the repair expense that is being claim Payment for the repair in question and the date of pay (copy of front and back of cancelled check, or copy of 	that was repaired. It was done, and who did it. led. ment.
My signature to this document attests that all attached do request reimbursement for the expense I incurred for the re	
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.

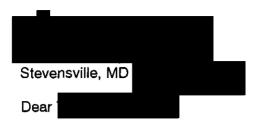
If your claim is:

- · 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).







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

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

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

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

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

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

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



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

Scott Lawson

General Director,

Customer and Relationship Services

Enclosure 07126 Stevensville, MD

May 15, 2008

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

RE: 2005 Chevrolet Malibu Vin # 1G1ZU54865F

Claim for Reimbursement

Dear Sir/Madam:

Please note attached is all the required documentation you requested for the claim submittal on when we have had our 2005 Chevrolet Malibu in for the steering problems and subsequent repairs.

We would like to make note that when we purchased our Malibu we also purchased the extended warranty to 90,000 miles and at that time we surely were not thinking we would have had to use it as many times as we have to date. Especially twice for the steering gear, which I might add is and was at the time a major problem, not only an inconvenience for me getting to work while the repairs were done, but also my piece of mind regarding my safety in the vehicle. This could have ultimately caused a serious accident and I would hope that Chevrolet makes certain that this problem has been corrected and does not happen again. We can only keep our fingers crossed, so to speak, especially since it has happened not only once to us, but twice approx. one year apart, 10-17-06 and 12-12-07.

In closing I would like to advise my husband retired from General Motors, BOC Lordstown, in '89 and we have always owned Chevrolets. In fact, when we purchased the 2005 Malibu we also owned a 2001 Impala and traded it in at the same time for a 2005 Impala. We believe in Chevrolet and have been very loyal customers for over 35 years. I also, would like to commend Tate Chevrolet, Annapolis MD for their wonderful service department. The people are very courteous and when I had the steering problem or any other problem with the Malibu, they went above and beyond.

Thank you for your consideration in the claim reimbursement.

Sincerely,



TATE CHEVROLET, INC.

25 Old Mill Bottom Road North (Rt. 50) Local (410) 757-6300 Balt. (410) 974-1100

Eastern Shore (410) 822-8288 Wash. (301) 261-2552

ANNAPOLIS, MARYLAND 21409



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PRODUCTION DATE

CVCS292768

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PAGE 1 OF 2

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 03:32pm

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STEVENSVILLE, MD

TATE CHEVROLET, INC.

25 Old Mill Bottom Road North (Rt. 50) Local (410) 757-6300 Balt. (410) 974-1100

Eastern Shore (410) 822-8288 Wash. (301) 261-2552

ANNAPOLIS, MARYLAND 21409

CVCS292768

CHEYROLET

CELL:

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INVOICE NO 10/17/06 CVC5292768 695 THOMAS L. WEST STOCK NO. I ICENSE NO. 92.00 41,211 BLACK/ DELIVERY MILES DELIVERY DATE YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN 12/11/04 SELLING DEALER NO. ACCUCTION DATE

1 G 1 Z U 5 4 8 6 5 F RO. NO. R.O. DATE 10/17/06

MO: 41235

OTALS-

MY WILL

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[] CHARGE [CASH [] C/CARD [] CHECK#:....

RECEIVED BY: DATE: AUTH#

OUR COMMITMENT TO YOU IS COMPLETE CUSTOMER SATISFACTION.
YOU WILL BE CONTACTED ON OUR BEHALF REGARDING THIS
SERVICE VISIT. YOUR RESPONSE IS VITALLY IMPORTANT TO US
IN MAINTAINING COMPLETE CUSTOMER SATISFACTION.

(*) DENOTES LIFETIME GUARANTEED PART WHEN APPLICABLE.
CONTACT YOUR SERVICE ADVISOR FOR DETAILS.

TOTAL INVOICE \$

TOTAL: LABOR....

TOTAL PARTS....

TOTAL SUBLET...

TOTAL MISC DISC

TOTAL G.O.G....

0.00 0.75 **367.15**

0.00

0.00

0.00

118.00

LIMITED WARRANTY
PARTS AND LABOR WARRANTY 12 MONTHS
OR 12,000 MILES WHICHEVER OCCURS FIRST.

THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OF CLAIMS.

"The Factory Warranty Constitutes All Of The Warrantles With Respect To The Sale Of This Iten/Items. The Seller Hereby Expressly Discialms All Warrantles, 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."

CUSTOMER SIGNATURE

ATE

VRDLET

SERVICE FILE COPY

[END OF INVOICE] 03:32pm



TATE CHEVROLET, INC.

25 Old Mill Bottom Road North (Rt. 50) Local (410) 757-6300 Balt. (410) 974-1100

Eastern Shore (410) 822-8288 Wash. (301) 261-2552

ANNAPOLIS, MARYLAND 21409



CELL: WOICE DATE INVOICE NO CUSTOMER NO. 59086 <u>6</u>998 12/12/07 CVCS322803 ALAN KORZUN LICENSE NO. LABOR RATE 95.00 BLACK/ DELIVERY DATE DELIVERY MILES YEAR / MAKE / MODEL 12/11/04 05/CHEVROLET/MALIBU/4 DOOR SEDAN STEVENSVILLE, MD SELLING DEALER NO. PRODUCTION DATE 1 G 1 Z U 5 4 8 6 5 F 12/12/07 COMMENTS MO: 65501 *STEERING DIAGNOSIS HOURS: TECH(S):353
THE CUSTOMER STATES THAT THERE IS A NOISE IN THE STEERING SAME AS BEFORE LIMITED WARRANTY WARRANTY J# 1 32CVZ PARTS AND LABOR WARRANTY 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. VERIFIED COMPLAINT, PERFORMED DIAGNOSTICS, FOUND THAT THE STEERING GEAR ASSEMBLY WAS NOISEY. REPLACED THE GEAR TESTED. FOUND THE INTERMEDIATE STEERING NOISEY. SEE JOB 3 THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. "The Factory Warranty Constitutes All Of The PARTS-----QTY---FP-NUMBER------DESCRIPTION-------UNIT PRICE-Warranties With Respect To The Sale Of This 25902150 22687711 GEAR 6.508 SHAFT KIT 6.526 WARRANTY Item/Items. The Seller Hereby Expressly Dis-WARRANTY claims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular CORE RETURN WARRANTY JOB # 1 TOTAL PARTS 0.00 Purpose, And The Seller Neither Assumes Nor 0.00 JOB # 1 TOTAL LABOR & PARTS Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale LIGHTS HOURS: TECH(S):353
THE CUSTOMER STATES THAT THE 1 HEADLIGHT IS FLICKERING
TESTED HEADLIGHT OPERATION.GOOD.UNABLE TO DUPLICATE CUSTOMER TECH(S):353 J# 2 63CVZ Of This Item/Items." CONCERN AT THIS TIME PARTS-----QTY---FP-NUMBER------DESCRIPTION------UNIT PRICE-JOB # 2 TOTAL PARTS 0.00 0.00 JOB # 2 TOTAL LABOR & PARTS J# 3+32CVZ:15434 STEERING & ALIGNMENT HOURS: TECH(S):353 **WARRANTY** DRY UPPER INTERMEDIATE STEERING SHAFT FOUND THE UPPER INTERMEDIATE STEERING SHAFT NOISEY REPLACED THE SHAFT PARTS --- QTY -- FP -NUMBER --- DESCRIPTION --- JOB # 3 TOTAL PARTS

JOB # 3 TOTAL LABOR & PARTS 0.00 MISC·····CODE·····DESCRIPTION······ONTROL NO·····JOB # 1 GM50 GM WARRANTY CO-PAYMENT 322803 322803 100.00 TOTAL - MISC 100.00 COURTESY TRANSPORTATION, 2 WAY SHUTTLE GMPP MAJOR GUARD.72/90000.\$100.00 DEDUCT.12/11/04-12/11/10 EXP 90.008 MILES.JOB 1 E9740 & JOB 3 E7700 COVERED

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 02:23pm



TATE CHEVROLET, INC.

25 Old Mill Bottom Road North (Rt. 50) Local (410) 757-6300 Balt. (410) 974-1100

Eastern Shore (410) 822-8288 Wash. (301) 261-2552

ANNAPOLIS, MARYLAND 21409

CHEVROLET

CELL: CUSTOMER NO. 59086 12/12/07 ALAN KORZUN 6998 CVC5322803 LICENSE NO. STOCK NO 95.00 65,496 BLACK/ DELIVERY MILES YEAR / MAKE / MODEL DELIVERY DATE 05/CHEVROLET/MALIBU/4 DOOR SEDAN 12/11/04 STEVENSVILLE, MD PRODUCTION DATE 1 G 1 Z U 5 4 8 6 5 F F. T. E. NO. 12/12/07 COMMENTS MO: 65501

OUR COMMITMENT TO YOU IS COMPLETE CUSTOMER SATISFACTION. YOU WILL BE CONTACTED ON OUR BEHALF REGARDING THIS SERVICE VISIT. YOUR RESPONSE IS VITALLY IMPORTANT TO US IN MAINTAINING COMPLETE CUSTOMER SATISFACTION.

(*) DENOTES LIFETIME GUARANTEED PART WHEN APPLICABLE. CONTACT YOUR SERVICE ADVISOR FOR DETAILS.

TACT YOUR SERVICE ADVISOR FOR DETAIL

TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG. 100.00
TOTAL MISC DISC 0.00
TOTAL TAX.... 0.00

TOTAL INVOICE \$ 100.00

LIMITED WARRANTY

PARTS AND LABOR WARRANTY 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

CUSTOMER SIGNATURE

HALLE VOICE LE

INTINVE CC211788 0 (0

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 02:23pm

TATE CHEVROLET GEO BMW INC 25 OLD MILL BOTTOM RD N ANNAPOLIS MD 21401 (410) 757-6300 HAVE A NICE DAY

5:03 PM 12/12/07

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ttit

SALE TERMH 0007

AMOUNT \$ 100.00

REF #001 AP 751414 BATCH #031 RO #322803

CUSTOMER COPY

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Crestrien, FL 7005 1820 0006 2192 8667 MAY 1 9 ZOUA Keinbursement Dept. P.O. Bex 33170 FIRST CLASS Detroit, MI 48232-5170 48232%5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

	This section to be completed by Claimant	
	Date Claim Submitted: 10 MAY 2008	
	17-Digit Vehicle Identification Number (VIN): 1 G 2 Z H 5 2 8 8 5 4	
	Mileage at Time of Repair: 78,836 Date of Repair: 3/23/07	
	Claimant Name (please print):	
(Street Address or PO Box Number:	
	City: CRESTVIEW State: FL ZIP Code:	
!	Daytime Telephone Number (include Area Code): _	
	Evening Telephone Number (include Area Code): _	
	Amount of Reimbursement Requested: \$ 420.29	
	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

0006595/GMR2V071129R18 Page 03 of 03

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





December 2007

Crestview, FL

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

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

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

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

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

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).

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

Scott Lawson

General Director,

Customer and Relationship Services

Enclosure 07126

LEE PONTIAC-BUICK-GMC TRUCK 4300 Ferdon Blvd. S. CRESTVIEW, FL 32536 850-682-2708



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LEE PONTIAC-BUICK-GMC TRUCK 4300 Ferdon Blvd. S. CRESTVIEW, FL 32536 850-682-2708

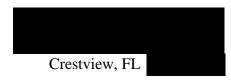
PAGE 2 OF 2

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TOMER NO. 5481	ADVISOR JIMMY	274	7AG NO. 957	03/23/07	PNCS11446
	LABOR RATE		78,836	COLOR	STOCK NO. 5057
	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
SAKER, FL	VEHICLE I.D. NO.	G6/4DR SEDAN 5 2 8 8 5 4	Marketonia, phonormal grants	10/30/04 SELLING DEALER NO.	PRODUCTION DATE
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[END OF INVOICE] 09:22am



Service Request: 71-629798563

Customer Relationship Specialist: Karl McTaggert

Dear

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

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

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

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

Sincerely,

Pontiac Customer Assistance Center

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

Issued by: Chevrolet

Certificate No. 1G1ZT51F56F

Issue Date: March 22, 2011

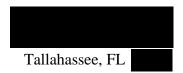
Issued exclusively for:

Tallahassee, FL

Valid through: July 1, 2009

Amount: One Thousand Dollars and Zero Cents

****\$1,000.00****



Service Request: 71-630311480

Customer Relationship Specialist: Yolanda Martin



Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2006 Chevrolet Malibu. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1ZT51F56F enclosed is the Owner Loyalty Certificate for the amount of \$1,000.00. This certificate is valid through July 1, 2009, towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 2006 Chevrolet Malibu and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call Chevrolet Marketing Support at 1-800-950-2438. You may also begin your shopping by logging on to the GM Vehicle Showroom at www.gm.com to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Chevrolet Customer Assistance Center

2006 MALIBU SEDAN 1LT CHEVROLET MOTOR DIVISION 41U BLACK /L4G GENERAL MOTORS CORPORATION 83C TITANIUM 100 RENAISSANCE CENTER ORDER NO. JHFC6N/FDR STOCK NO. DETROIT MI 48243-1114 VIN 1G1 ZT51 F5 6F VEHICLE INVOICE 1AD71037906 MODEL & FACTORY OPTIONS 1ZT69 MALIBU SEDAN 1LT MSRP INV AMT FLEET 19365.00 17331.68 INVOICE 08/18/05 Clu FLT-ENTERPRISE RENT A CAR ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 1.00 ### 0.00 SHIPPED 08/18/05 0.00 BANK: GMAC - 029 CHG-TO 24-183

> SHIP WT: 3072 HP: 18.4 MRM: 19990.00 CUST PO NUMBER: 55061208

00004 DAN: MEMO 968.25

TOTAL MODEL & OPTIONS 19365.00 16805.26 ACT 231 17430.26 DESTINATION CHARGE 625.00 625.00

TOTAL 19990.00 17430.26 PAY 310 17430.26 **************************

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 029 VIN 1G1ZT51F56F 1AD71037906 DUE 08/29/05 DEALER 24-183

AWARD CHEVROLET, INC.



FAX TRANSMITTAL SHEET

Date: 5.27.68
To: Polanda Martin
Fax Number: 1. 866. 4965. 4471
From:
Number of Pages:
Comments Have a cond Company

Thank You

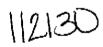
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1850 CAPITAL CIRCLE N.E.

TALLAHASSEE, FLORIDA 32308 (850) 402-9900

th or in







1850 CAPITAL CIRCLE N.E. TALLAHASSEE, FI. 32308 (850) 402-9900 REPAIR # MV 41473



	TALLAHASSEE CELL: TAG: 0402 MFG: 37C002 ODOMETER IN: DATES BEG!	FL WORK: WORK: ADV: 927 MCNEALY, INVOICE: PR INVOICED: C	RELIM WAR W MJ 4/05/2006 12:37:44 DIST: CHV	TALLAHASSEE CELL: (VIN 1G1ZT51F56F 06 CHEVROLET MA	ALIBU LŤ S <u>T</u> OCK# 0 E: 081905	FZ. MATION NSE NOMBER: F 4DR SDN R112130	L FL BLACK OLD: 032406
	CONCERN 51 CAUSE	CK LEFT VANITY MIRROR COVER WII CRACKED VISOR MIRRORS REPLACE PER BULLETIN 05-08-110-	L NOT STAY OPEN		OPERATION	TECH HOURS	TANQUNT :
	FACTORY	000 015803240 000 015803236 PARTS: COUNT 2 TECH: 351 - SIMMONS, DAVID	NOTE DESCRIPT MIRROR MIRROR FAIL CODE : 1K	ITOH	1 1	23.31 15.89	15.89
	TYPE: W				PARTS LAB-MECHANICAL TOTAL CHARGE FOR	CONCERN	39.20 20.99 60.19
8 e 1973	CONCERN 52 CAUSE CORRECTION FACTORY	CK RIGHT VANITY MIRROR COVER WI SEE LINE 51 NO CHARGE TECH: 351 - SIMMONS, DAVID	ILL NOT STAY OPEN		OPERATION	TECH HOUR	S AMOUN'I
ncs		COND CODE : NC	FAIL CODE : NC		SUI	STOTAL	
AVOICING DY	TYPE: W			٧	TOTAL CHARGE FOR	CONCERN	.00 PAGE 1
LINE SERVICE INVOICING BY		IRBLDIL IBIRIR LIBIL HON 15111 INCOR: 1111 OD315	M MESEN KENNIK MUNIKAT IKAN 16 M 16 M M	li	E 1881 HALL RAIN ALERIA LANDA MA	(III. 1311) Willia II El	

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



I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

FILE







INVOICE TO		DRIVER/OWNER INFORMA	
TAG: 0402 ADV: 927 MUNEALY, INVOICED: 04/05/2006 12:37		BLACK LICE	MATION NSE NUMBER: FJ. FT.
	RAND TOTALS		TON TOR INVOICE
SUMMARY OF CHARGES FOR INVOICE 39.20		PAYMENT LISTRIBUT TOTAL CHARGE	60.13
LAB-MECHANICAL 20.99 TOTAL CHARGE 60.19		WARRANTY	60.19
IF YOU HAVE ANY QUESTIONS - PLEASE SEE TERRICK T MCNEALY IT IS OUR GOAL TO MAKE SURE EACH CUSTOMER IS COMPLETLY SYOU HAVE A QUESTION OR CONCERN, FEEL FREE TO CONTACT OUR R PAUL CARLISLE AT 850-402-5582. PLEASE RETURN ALL SURVEYOTORS, THANK YOU FOR YOUR BUSINESS.	BATISFIED. IF SERVICE MANAGE		
MV#41473			PAGE 2 LAST PAGE
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I hereby authorize the repair work herein set forth to be done along with the agree that you are not responsible for loss or damage to vehicle or article fire, theft, or any other cause beyond your control or for any delays caused delays in parts shipments by the supplier or transporter. I hereby grant your permission to operate the vehicle herein described on streets, highways, or of testing and/or inspection. An express mechanic's lien is hereby acknowle	by unavailability of parts or ou and/or your employees elsewhere for the purpose	х	LEDGE RECEIPT OF A COPY HEREC

FILE



112130





 1850 CAPITAL CIRCLE N.E. TALLAHASSFF, FL 32308 (850) 402-9900 **REPAIR # MV 41473**

TAG: 2093 MFG: 370002 GEOMETER IN	FL WORK: WORK: FOR OFFICE USE	VIN 1G12T51F56F 06 CHEVROLET MALIBU LT	FL INFORMATION INVOICE: INFORMATION
CONCERN 51 CAUSE CORRECTION FACTORY	CUSTOMER STATES WHEN TURNNING LEFT CAR MAKES A LOUD LET FT OUTER TIE ROD LOOSE REPLACED LET FT OUTER TIE ROD END PART NUMBER FO# NOTE DESCRIPT 000 022687089 ROD KIT PARTS: COUNT 1 TECH: 689 - FLOOD, CHRISTOP COND CODE: ND FAIL CODE: 4X FP-022667089	E6061 PION CTY	
TYPE: W		PARTS LAB-MECHANI	38.0å
CONCERN 52 CAUSE CORRECTION	CUSTOMER STATES OVER HEAD VISORS MAKING A LOUD RATTI LFT SUNSHADE LOOSE REPLACED LFT SUNSHADE PART NUMBER FO# NOTE DESCRIPT 000 015855112 *SUNSHADE	CIJ2.	ATION TECH HOURS AMOUNT 1 689 .4 27.98 SELL 71.88 71.88
FACTORY	FARTS: COUNT 1 TECH: 689 - FLOOD, CHRISTOP COND CODE: ON FAIL CODE: 2W FP-015855112	PARTS LAB-MECHAN	SUBTOTAL
	**************************************	AT LIMBIAN AND BUILDS	[2] [[2] [2] [3] [3] [4] [4] [5] [5] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6] [6

datays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose permission to operate the vehicle herein described in streets, highways, or elsewhere for the purpose permission to operate the vehicle to of lesting and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.

! HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.







TAG: 2093 I	DV: 225 LOTT, KE INVOICED:	07/25/2	006 17:2	9:19 DS 06 MALIBU	BLACK LICE	NSE NUMBER: FI	ਨਾ.
TYPE: W					TOTAL CHARGE FOR	CONCERN	99.86
CONCERN 53 CAUSE	RENTAL RENTAL				OPERATION 27903	TECH HOURS	ТИ ЏОМА 00.
CORRECTION	1G1ZT63836FT PART NUMBER 000 0000HERTZ	PO# 026819	note	DESCRIPTION RR N66146776	QTY 15	SELL 111.00	111.00
FACTORY	TECH: 099 - SUBLET, TECH COND CODE : MA	FAI	IL CODE :	96			
					 \$UE PARTS	STOTAL	111.00
TYPE: W					TOTAL CHARGE FOR		111.00
CAUSE	CUSTOMER STATES WHEN YOU O			EIDE LIGHT INOP	OFERATION N4800	TECH HOURS	AMOUNT 69.96
CORRECTION	REFLACED BCM PART NUMBER 000 015804602 PARTS: COUNT 1 TECH: 689 - FLOOD, CERLST		NOTE	DESCRIPTION *MODULE	QTY 1	SELL 195,43	195.43
	COND CODE : OJ FP-015804602	£74.	IL ÇODE	: 61			
					PARTS	BTOTAL	195.43
TYPE: W					LAB-MECHANICAL TOTAL CHARGE FOR	CONCERN	69.96 2 65 .39
CAUSE	PRICE DIFFERENCE	_			OFERATION Z5000	TECH HOURS	MUOMA 00.
CORRECTION	PRICE DIFFERENCE PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
_	000 0000Z5000	- 41		PRICEDIFF	1E	55.84	55.84 PAGE 2
	18 B B L M B B B B B B B B B		L HAMILL MATERIA		WM M F M F M	ISTA REFERENCIA	

permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpo of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.







	INVOTOR TO			DRIVER/OWNER INFORMATION IN	OICE:
TAG: 2093	ADV: 225 LOTT, KE INVOICED:	07/26/2006 17:29:19 DS	06 MALIBU	BLACK LICENSE NUMBER	: FL FL
FACTORY	FARTS: COUNT 1 TECH: 099 - SUBLET, TECH COND CODE: MD	FAIL CODE : 97	PART AUTH: BC		
TYPE: W	••	en vo	0777 D	PARTS TOTAL CHARGE FOR CONCERN	55.84 55.91
PARTS	F CHARGES FOR INVOICE 472.		TALS	PAYMENT DISTRIBUTION FOR IN TOTAL CHARGE	VQICE 647.10
LAB-MECHAL TOTAL CHA				WARRANTY	647.10
MV #41473					PAGE LAST PAGE
,		II Barki Balib ildir Aqiba ibibi ad ibi a	111		11/1/1 (11 1)
t hereby au agree that fire, theft, o delays in p permission of testing a	uthorize the repair work herein set forth you are not responsible for loss or dam or any other cause beyond your control or sarts shipments by the supplier or trans to operate the vehicle herein described and/or inspection. An express mechanic amount of repairs thereto.	lage to venicle of articles lent in w r for any delays caused by unavail porter I hereby grant you and/or on streets biohways or elsewhen	ability of parts or your employees e for the purpose	X HEREBY ACKNOWLEDGE RECEIP	PY OF A COPY HER

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B∀dE UNIVERSITY CHEVROLET







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dy: TERRICK T MOI	NEALY		Tag: 4212	License:	FL	VYN: 1512T5	1 F 5 6 F	Pag	e: 1	Invoice:	
nvoice to		. 1.		A Charles	Driver/O	mer Informati	Lon	# 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	A KAN SIN	dr. dr. 18	30
Allahassee, fi oll:	Work:				TALLAHAS Cell:	SEE, FL	Work:	- 77 79, -	97 ° 20 - 10 - 10 - 10 - 10 - 10 - 10 - 10 -		
or Office Use		ant <u>ictià</u>				Information				4 Joseph 18. 5 July 19.	May March
dometer in: 2869	o Out:	Dist: CH	/ WAR W	Prelim	os CHEVE	OLET MALIBU L	T 4DR 50	: BLACK			
	MFG: 37C002				Stock#:	OR112130				<u> </u>	
(agin: 10/11/06	Don≘: 10/11/06	Invoice	i: 10/11/06	13:06 T3	inservio	e: D8/19/05					03/24/06
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	Tech 689 FLOOI			; SO	FAIL	ÇÇDE : \$0			Subt	otal _	
Typ¢: W	ry of Charges for	Tavoice		Ser de	- A. C.	Fayment Di	Labethut:	ion for Tr	urotec)(),	
TOTAL CHARGE	TY OF CHATGES NO.		<u> </u>	.00	WARRANT						.00
IT IS OUR GOAL T YOU HAVE A QUEST E PAUL CARLISLE	questions - plea. NO MAKE SURE EACH NON OR CONCERN, FI AT 850-402-5505. J FOR YOUR BUSINE:	CUSTOMER : CLL FREE : FLEASE RE	IS COMPLET TO CONTACT	OUR SERVIC	E MANAGE						Last Page
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agree that you are fire, theft, or any oth delays in parts ship	the repair work herein not responsible for to her cause bayond your ments by the supplie to the vehicle herein of spection. An express r	control or for or transpo	or any delays der. I hereby	caused by un grant you ar	availability of id/or your em where for the	pads or ployees purpose	X				

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I LINNESNA LINN WILLING ANGEL NOMES MORRIN 1994 LINNSSON DE TAND

Adv: TERRICK T MC	NEALY	Tag: 4281	Licensə:	PL VIN: 1G12T51F5	Page: 1	Involce:
Invoice to		W (14)		Driver/Owner Information		The State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of State of
TALLAHASSEE, FL	Work:			TALLAHASSET, FT. Call: Wor		
Fem Office Use				Vehicle Information		No. 1 to N. Prince Co.
Cwiometer in: 388		CHV WAR W	Prelim	05 CHEVROLET MALIEU LT 4D	R SIN BLACK	
	MPG: 370002			Opensid) OR112130		
Begin: 10/17/00	Done: 10/18/06 Invoi	ಧ ರ ಚ: 10/19/0¢	14:35 BC	Inservice: 08/19/05		sold: 02/24/06
Customer Concern		, ⁷⁸ (167), 138				Y A MAGANA
Concern 51	CK CLICKING NOISE WHEN	TURNING LEFT	OR RIGHT	SOF IN	Operation Total	
Consection Parts	REPLACED STEERING GEAR Part Number 000 015850358 Punks: Count 1 Tecn 689 FLOOD, CHRI	BO∦	: NF	Description GEAR FAIL CODE : 2W	Quantity	\$e11 217.34 017.3
	rp_ 015854360			FAIL CODE : 2W		
					Sub FARTS LAB-MECHANICAL TOTAL CHARGE FOR C	217.3 146.9 CONCERN 364.3
туре: М				Darmont District	bution for Invoice	The second second
Summ	ary of Charges for Invol	oe ,	217.34	TOTAL CHARGE		364.26
PARTS LAE-MECHANICAL TOTAL CHARGE			146.93 361.26		101	364.26
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1850 CAPITAL CIRCLE N.E. TALLAHASSEE, FL 32308 (850) 402-9900 REPAIR # MV 41473

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



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permission to operate the vehicle horolin described of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.

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

HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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TALLAMASSE, FL Cell: Work: For office Use: Vehicle Information Commeter in: 48502 Out: Dist: CHV WAR W Prelim 06 CHEVROLET MALIBU LT 4DR SDN BLACK Fig. 270002 Stocks: OR12130 Esgin: 10/25/07 Done: 10/26/07 Invoiced: 10/30/07 07:55 T3 Inservice: 08/19/05 Sold: 03/2 Customer Concern Concern 51 CUSTOMER STATES CLICKING IN LEFT FRONT WHEN TURNING STEERING GEAR LOOSE STEERING GEAR, SET TOE IN Parts Pos Note Description Parts One 689 FLOOD, CRRISTOP CLAIM TYPE: B COND CODE: NP CLAIM TYPE: B COND CODE: NP FAIL CODE: 2W AUTH: G FP- 015050368 Line Auth: BC 10/26/07 14:44 FARTS SUDUCLE1 TOTAL CHANGE SON CONCERN 3	1 W W 1 W 1 Y 1 W 1 W 1 W 1 W 1 W 1 W 1		18 68017 18019) 3101 (1 (((11	Li				IIII KAII		<u> </u>
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I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of	I hereby authori	ze the repair work herein s	et forth to be done alon	g Will) the no	oessary mater in vehicle in c	iai and iase of				

delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's tion is hereby acknowledged on below vehicle to secure the amount of repairs thereto.

HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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FILE

Privileged and Confidential Information

CASE ASSESSMENT

By: Yolanda Martin State: FL

Customer Name: Service Request: 71- BBB Case No.: CHV0841153

630311480

Vehicle ID No.: In Service Vehicle is: New BAC Code: 1G1ZT51F56F Date: 242510

8/19/2005

Year, Make & Model: 2006 Chevrolet Malibu Vehicle Purchased Used on: 3/24/2006 at

Mileage at Time of BBB Filing 55,665 unknown odometer

Lien holder: GMAC☐ Other☐: Sale Type: Purchase ☐ Lease☐ Other☐: CAM Name: Aubrey Washington

Phone/Cell Number: 404082 8054
Svc Mgr Name: Jody Tidwell

CAM Name: Aubrey Wasnington
Phone Number: 678-240-9832

VEHICLE REPAIR HISTORY

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

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

Steering

Date:	<u>RO #:</u>	<u>Days</u> Out:	Mileage:	Description of Complaint and Repair Performed:
10/25/07	10477	1	46,602	Customer states clicking in left front when turning steering. Cause: steering gear loose Correction: Replaced steering gear and set toe in
10/17/06	84437	1	28,849	Customer states clicking when turning left or right Cause: Excessive lash noise Correction: replaced steering gear, set toe mode
6/1/07	93972	4	38,047	Customer states: clicking in steering when turning. Cause: loose Correction: Replace steering gear and reset toe in
10/11/06	94161	1	28,690	Customer states clicking noise from front end when turning left or right customer can feel it in floor. Cause: Correction: Parts have been special ordered
7/21/06	80677	4	24,878	Customer states when turning left car makes a loud clicking noise Cause: left front outer tie rod loose Correction: Replaced left front outer tie rod end

Other/ Vanity Mirror

<u>Date:</u>	RO #:	<u>Days</u> Out:	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
4/5/06	75964	1	18,749	Customer states right vanity mirror cover will not stay open. Cause: cracked visor mirrors
10/30/07	10477	*		Correction: Replaced per bulletin 05-08-110-005D Customer states vanity mirror covers broken
11/20/07	11586	1	47,436	Correction Parts have been special ordered Customer states left vanity mirror cover broken Sop in broken Correction: Replaced supshade mirror left side
				Correction: Replaced sunshade mirror left side.

Other/ Inside Light

Date:	RO #:	<u>Days</u> Out:	Mileage:	Description of Complaint and Repair Performed:
7/25/06	80677	*		Customer states when you open doors inside light inoperable Cause: BCM open Correction: Replaced BCM

Other/ Head Visor

Date:	RO #:	<u>Days</u> Out:	Mileaq e:	Description of Complaint and Repair Performed:
7/21/06	80677	*	24,878	Customer states over head visors making a loud tattling noise Cause: left front sun shade loose. Replaced left sunshade

<u>Verified with customer if the vehicle has ever been involved in an accident?</u> N

<u>If yes, are the RO's attached? Y N</u>

Are there modifications to the Vehicle? N List: N/A

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement:

Lemon Law Repurchase/Replacement:

GM Program Summary Repairs/Reimbursement for past repairs:

THE STATE LEMON LAW READS:

Days out of service: 30 or more days
Repairs 3 times plus a final repair attempt
Time period 24 months from the original delivery plus 60 days/not specified
Does Lemon Law state nonconformity must continue to exist? Not specified

If applicable, safety-related repairs not specified Safety-related time period not specified

Number of repair attempts in the presumption period: 5
Total days out of service during the presumption period: 13
Total days out of service during customer's ownership: 13

Vehicle Meets Presumption of Lemon Law YES or NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT} N/A

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

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

Customer states: Customer states vehicle has been to dealership multiple times for steering. Customer seeking to have vehicle replaced

DVM states: still waiting for DVM to respond- DVM agreed to OLC offer

Service Manager: Service Manager states that they are no longer a Chevrolet dealership but he would be more then happy to release customers repair orders. Advised that customer was just in recently for a nail being in tire. Customer did not mention any concerns of steering at that time. To their knowledge customers vehicle was repair on 10/25/07. Repair Order 10477

CRS Rationale: Would like to get DVM buy in for OLC. In customers best interest since she would be charged a very high usage rate with 55,665 miles on vehicle. – Cust accepted OLC offer

CRS's opinion regarding the 3 main Strengths of the case

The last time customer has been to dealership regarding concern was 10/25/07

Customer has since been to dealership for nail in tire and did not mention any concerns at that time.

If we could offer customer a OLC we can keep her in the GM family and also put her into a new vehicle which she may be more satisfied with.

Offer customer a repair for customer satisfaction

CRS's opinion regarding the 3 mains weaknesses of the Case Customer vehicle has been in

10/25/2007	010477	В	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	46602 miles
06/01/2007	093972	В	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	38047 miles
10/17/2006	084437	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	

10/17/2006	084437	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE			
For the sa	For the same concern while under warranty.					
Customer	Customer may end of getting awarded a repair since she has had the concern previously before.					
Decision r	eached by	CRS:	Arbitrate case: Settle case: x			

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

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

FANNADALA CANANIA COLLA



7200 Victor-Pittsford Road / Victor, NY 14564 / (585) 924-9377

FAX NUMBER (585) 924-3679

FAX TRANSMITTAL COVER SHEET

DATE: 5-22	2-08	
• .		TIME: 2.40
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RE: Compone	nt letter	
PLEASU DELIVER	TRANSMISSION TO:	HVM-David Thomso
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SENT BY: Mic	relle Wight.	
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NAME OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY		1

Northeast Region Enhanced Dealership Empowerment Process

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

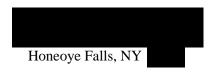
- 1. Please complete this template by either typing or legibly writing in all required information.
- 2. Please fax the completed template to 1-866-430-2718, or attach this document to an e-mail and e-mail it to AVM.TEAM@gmexpert.com
 - NOTE: It is NOT necessary to fax in all 12 pages of the template,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

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

AVM's Name & Phone	
	DAVID THOMSON 800-356-5004 X8111
Service Manager's Name & Phone	
Dealership Name & BAC	Michelle Wright 585-924-9377
	Randall Cherrolet 200492
Customer Name (Mr., Ms., Mrs., Last, First, MI)	
Customer Complete Mailing	
Address	Honeoye Falls NY
Daytime phone number	
Evening phone number	Same
FULL VIN	
Current Mileage	1612T52885F
	38742
Short explanation as to why the goodwill tool was offered to the customer (Specific information appreciated)	Goodwill being offered to customer due to history of concurrs with Steering Column, Intermediate Steering shaft, and Steering Gear.
If subsequent owner, indicate date & mileage at time of purchase	

Component Coverage Letter

Component Cor Definition:		
Delimition:	A letter that covers a specific component for a defined period of time and mileage.	
Purpose:	To restore a customer's confidence in a component as a result of an unsatisfactory service experience.	
When to use:	The customer has concerns regarding repeated failure(s) of a specific component	
	> The customer has concerns about potential out of warranty expenses on a specific component	
When NOT to use:	For the "complete vehicle"	
	➤ For a system ("electrical system")	
	The vehicle has a salvage or branded title	
	 Wear and maintenance items (tires, brake pads, wiper blades, etc.) 	
	➤ In conjunction with other goodwill tools	
Parameters of use:	Can be written up to and not to exceed 84 months/100,000 miles	
	from the original in-service date	
	 NOT transferable to subsequent owners (except cold start knock) 	
	For <u>Diesel Engines</u> , it can be written up to and not to exceed 84 months/150,000 miles from the original in-service date	
·	For Cold Start Knock, it should be written for 72/100,000. If it falls w/in the parameters noted in TSB #01-06-01-022 or 01-06-01-028A a transferable component letter will be issued (only	
	exception). Electrical components MUST be specific (e.g. alternator, radio),	
	NEVER the entire system	
	 Should be offered while the vehicle is still within warranty Match terms to the customer's ownership evale 	
	Match terms to the customer's ownership cycle	
Examples:	A catastrophic engine failure within the warranty period -	
	customer is offered a 84/100,000 component letter The second alternator failure within the warranty paried	
	The second alternator failure within the warranty period - customer is offered a 72/75,000 component letter	
Fime limit (months)	Della and the bar	
24 («minomin) mini çiii.	Milcage limit	
Specified Component(s)	(i.e. transmission)	
Heerina Colum	in . Intermedialesteeringshaft, power steering	
	THE FOLL BELLIA C STECKING STRAFT, DOWER STEERING	



Service Request: 71-630759321

Customer Relationship Specialist: Amanda Syvret

Dear :

Chevrolet is pleased to provide service coverage for the steering column, intermediate steering shaft and power steering gear on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT52885F This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until February 16, 2010, 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 -steering column, intermediate steering shaft and power steering gear.

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.

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

March 23, 2011

Macedonia, OH

Service Request: 71-640475780

Customer Relationship Specialist: Miguel Zaldivar

Dear

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

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

We have reviewed your request for reimbursement on the power steering that you had repaired. We regret that we are unable to reimburse you the amount you requested because the labor that was done to correct the concern is not covered under the special coverage.

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

Sincerely,

Chevrolet Customer Assistance Center

Macedonia, OH

CLEVE OH 441 24 JUN 2008 PM 8 T



JUN 2 6 2000

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

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 6/12/08
17-Digit Vehicle Identification Number (VIN): IGIZT54805F
Mileage at Time of Repair: 55897 Date of Repair: 5 31 07
Claimant Name (please print):
Street Address or PO Box Number:
City: macedonia State: OH ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ _aa7, 44
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.

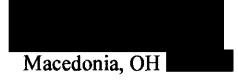
Your claim will be acted upon within 60 days of receipt.

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).





VIN#1G1ZT54805F

There was knocking and sticking in the steering column every time I made a turn. Nordonia Goodyear suggested and completed the work. They pulled the steering shaft out and put in lube kit and lube.

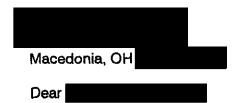
Nordonia Goodyear, 10235 Northfield Road, Northfield, OH 44067. Invoice and visa slip attached. \$227.44 5/31/2007.

6/12/08 This repair was called in to your office, x42861 Sam, questioning the GM letter sent December 2007 to us. We were told this was a valid warranty repair and since documentation received prior to December 2008, as stated in letter, there should be no problem still submitting it. Copy of GM letter attached.

Thank you for your prompt attention to this matter.







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 Fower 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).



Nordo<u>nià Goodye</u>ar Service Invoice: 6890 05/31/07 Year 2005 Company Created : 4 8:30 AM Make CHEVROLET Address Address 2 Time 05/31/07 Model MALIBU Invoiced: Advisor: 7/ John Lic.# Macedonia, OH Promised Fleet# Home Division AR Work PO# 1 Color V.I.N. # SILVER Fax Checked By Miles In 55,897 NGELA **Engine Dat** 3.5L GMPP Page# Miles Out 55,897 800-631-5590 1 of 1 Job Description Line Total 34.90 OIL CHANGE, LUBE AND FILTER SPECIAL PERFORMED BY ASE CERTIFIED TECHNICIANS Note: Some vehicles require special oil and or filters not included in 80-630-2438 the menu price. Additional charge for 5w 20 ,special non stock oil or over 5 ats. CHANGE THE ENGINE OIL. INSPECT DRAIN PLUG AND GASKET. LUBE THE CHASSIS. CHANGE THE ENGINE OIL FILTER. COMPLETE SAFETY INSPECTION OF ALL FLUID LEVELS. LIGHTS, WIPERS, UNDER HOOD COMPONENTS AND UNDER THE VEHICLE. Note: Check & Add Motor Oil, Coolant, & Other Fluids Regularly As Needed. Do Not Operate Vehicle With Low Oil Or Coolant Levels. Description Part Number 176 5W30 OIL **DRAIN PLUG** 5081 3143 OIL FILTER PRELIMINARY INSPECTION: INSPECT AND ADVISE INCLUDES: PRELIMINARY INSPECTION. MORE IN-DEPTH INSPECTION AND OR TESTING MAY BE NEEDED. DOES NOT INCLUDE REPAIR OR ADJUSTMENT. SYMPTOM: REPLACE SCREW ON OIL FILTER. CHECK STEERING COLUMN VERY LOOSE 189.00 **LUBE STEERING SHAFT** Line Total PULL STEERING SHAFT OUT AND PUT IN LUBE KIT AND LUBE. OTY Part Number Description 3534 STEERING SHAFT LUBE NEXT Service Due Date 07/17/2007 Lube Oil Filter 10/16/2008 WHEEL ALIGNMENT 04/17/2009 AUTOMATIC TRANSMISSION FL

10235 Northfield Road | Northfield, OH 44067
330-467-9041 | Fax 330-468-7942 | nordoniatire@alltel.net
Thanks for giving us the opportunity to service your vehicle. I give Nordonia Goodyear authorization to contact me regarding special offers via phone, fax, mail and e-mail.

x_____

Invoice Total
Supplies \$18.22
Discount (\$27.95)
Subtotal \$214.17
Tax \$13.27
Total \$227.44

DATE 05/31/2007 084003185 0410 TIME 16:46:26

NORDONIA TIRE & SERVICE 10235 NORTHFIELD RD NORTHFIELD OH 44067 330-467-9041

CREDIT SALE

TRAKS # AUTH # 005 03140A

JTH # 03146

VISA ACCOUNT # 4634

SALE AMOUNT

\$227.44

CUSTOMER COPY



Service Satisfaction Survey

Dissatisfied Customer

Original Name:

Schnecksville PA

Revised Name:

	Abdul Your Po	mac Dealers	unh a berai	se nebanni	ei i i.		
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
1.	How satisfied were you with the convenience of the						
	Service Department's hours?	M					
		Yes	No	Does Not Apply/Not Required	Don't Know		
2.	Were services available to you on both an appointment						
	and non-appointment basis?	闰					
3.	When arriving for service, were you greeted promptly?	囡					
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
4.	How satisfied were you that all dealership personnel treated						
	you in a courteous, fair, and professional manner?				Ø		
	About Your Service Consultant/Advisor		HEKEHEHÜKEH KUK MUKIK MIKIMINI				
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
5.	How satisfied were you that your Service Consultant took						
	enough time to thoroughly understand your service request?			×			
		Yes	No	Does Not Apply/Not Required	Don't Know		
6.	Were you offered transportation options?	A					
							Does No
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Apply/No Required
7.	How satisfied were you that you were kept informed about the						
	status of your service request?	Ø					
		Yes	No	No Time Promised			
8.	Was your vehicle ready by the original time promised?			囟			
		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?				X		
10.	Overall, how satisfied were you with your						
	Service Consultant			対			

		About Service Delivery				
	c	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you picked your vehicle up, how satisfied were you wit	ith:					
- The time it took to complete the transaction?			×			
- The ease of getting your vehicle?			×			
- The condition in which it was returned?						Ø
		Yes	No			
12. Were ALL of your service concerns corrected on this service	visit?	冱				
IF NO, why not?(check all that apply)						
☐ Condition explained - repair not necessary	☐ Pai	ts not ava	ailable			
\square Work performed did not correct the problem	□Ide	eclined rep	pair			
☐ Service Department could not duplicate problem	☐ Oth	ner				
☐ Service Department was too busy	☐ Do	n'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?						A
		Yes	No			
14. Were you given a copy of the completed repair order/invoice?	?		Ø			
		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?		×				
Summing Up Your Experience			ĘĸŢĸŖĸŢĸŢĸŢĸŢĸĸĸĸĸĸĸĸĸĸĸĸĸĸĸĸĸĸĸĸĸĸĸĸĸĸ			
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are yo with Ruhe Pontiac?	ou					Ø
		Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership						
for service?						Ø
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2006 G6?						A
19.Are you ☐ Male 🔀 Female						
20.Your age □ Under 25 □ 25-34 💆 35-44		□ 45-54		55-64	□ 65 c	r older
				Yes	No	
21. May we include your name when providing this information to	your de	alership?		囟		

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

I have had continuous problems wih this vehicle since 5 months after purchase. I have sent a previous letter about this. I received help from Rick Diaz (service manager). But am dissatisfied that my car was damaged while it was in the shop & it was't the first time this has happend with the dealership. Both times they never told me what they did. I have had a GM vehicle for 18 yrs and am thinking of selling this car and going elsewhere. I would NEVER go to or send anyone to Ruhe for any service needs. The issues I am having with my car are the same ones for years and I am being told it is a common problem with the car. Well if it is GM needs to do something about it. I can not keep taking off of work every few months to take it into the shop and now it is out of warranty I will be stuck paying for this and as a single parent I can not afford it. I also worry that the issues could be a safety issue. One of the issues is with the steering column. The other is the starting.

0199



Service Request: 71-640738403

Customer Relationship Specialist: Michael Winters

Dear :

We would like to discuss the concern regarding your 2006 Pontiac G6, but we have been unsuccessful in obtaining your phone number from our system.

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



DO BOH 3310

MUN 2 7 2008

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Heneral motors corporation

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Octoit M1 48232-5170

General Motors,

I would like to bring to your attention a few issues that I am having concerning my 2006 Pontiac G6. The delivery date for my car was 7/28/05. I have been having an issue with the steering on my car. There is a noise when the steering wheel is turned. When I looked back into my records this has been a problem that I have had in the service department a few times already. The first time was 12/28/05, 5 months after my purchase of the car. May 23rd I brought the car in because the noise had started again that day. I talked to someone different than I usually have talked to. I went (along with a male friend of mine) on a test drive with a mechanic and he even lifted the car up to show us where the noise was coming from. I was told a part would be ordered and I would be called. I called June 19 in the morning to ask about the part since I heard no response. I was told they would check on it and get back to me that day. I called once again June 25 to inquire about this. The person I talked to stated that they were calling GM about it now but they were having a hard time getting through. I am currently waiting to hear back from them. The person I initially talked to on 5/23 stated that this is a known problem of the G6. No one had stated any of that to me in the past even though I had the vehicle in there numerous times. The only time that comment was stated to me was when I had the car in because when I would start the car it at times would seem to try to start and then would shut off. I also had the car in numerous for this problem too. So this actually makes two issues with my vehicle that GM can't seem to fix. My biggest issue is the steering issue because of safety reasons. I worry not just for me but my two children that are in the car with me. How do I know that something is not going to happen with the steering? How do I know that the steering won't go out on me and leave my kids and myself stranded or even cause an accident, which puts myself, my kids and anybody else on the road in jeopardy?

I have not been extremely happy with the service on my car. This would not be the first time that I had to make a second phone call because my first was not returned. Also, on a visit I had previously my car was damaged while replacing a head light assembly. I understand that it could have been an accident but for someone not to notice they did that damage and try to give me my car back that way was wrong. When I did call back about it the problem was then fixed but it should have been noticed immediately by the person putting the head light assembly in and should have been kept there to be fixed at that time.

I was very pleased with my salesman, Tom Morrissey. I am not stating that every time I have been in I had a problem with service issues on my vehicle. But I cannot see why I have these two issues with my car and nothing can be done. I am also letting GM know my issues with these two problems. If it is a known issue then they should also be doing something about it.

I would like a copy of the complete history of repairs done on my car. I would like to check it against my records. I did ask for a copy on 6/25/08 via your web site.

Thank you in advance with any help you can give to rectify this situation.

Schnecksville PA

cc: B. Ritter Service Dept T. Morrissey General Motors NHTSA INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

SECTION 1: CUSTOMED INCODMATION

BBB AUTO LINE Customer Claim Form

Case number: PGM0843703 Contact Date: 06/30/08 Start Date: 06/30/08

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

SECTION 1. COSTOPIER IN ORPIA	11014		
Titled owner:	ı .		
Mailing address:			
City: Port Charlotte		State: FL	Zip code:
Day phone:	Evening phone:		Cell phone:
Fax:	E-mail address:		
SECTION 2: VEHICLE INFORMATION	ON		
Make: Pontiac/GMC	lodel: G6	Year: 2005	Current mileage: 18696
Name(s) that appears on the vehicle title	à:		
Selling dealer/city/state: Sunset Chev	rolet, Sarasota, FL		
Primary Servicing dealer/city/state: M	1ARLOW-WERNER PON	I-BUI-GMC, IN	 C,
Acquired as ⊠ new ☐ used ☐ demo	o 🗌 leased — Is the	vehicle in your p	oossession? 🛛 yes 🔲 no
Purchase/lease date: 03/11/05	Mileag [,]	e at purchase/lea	ase:
First repair attempt date: 08/24/06	First re	epair attempt mil	leage: 13634
How often is the vehicle used for business purposes (percentage): 0	Number of veh % or leased by th		Transmission type: ☑ Automatic ☐ Manual
Has the vehicle been in an accident/had	body damage? 🔲 yes	🗵 no	Date of accident:
Description of damage:			
SECTION 3: DESIRED OUTCOME (I	Describe what vou w	ant done to r	esolve vour concern)
The customer would like to have the	•		csolve your conce,
		- ,	
Please complete the missing info	rmation in the box be	elow and on p	page 2.
VEHICLE INDENTIFICATION NU	MBER 1G2ZH548554		
Lienholder/Leasing Company		Pho	ne Number
Account Number			

Case Number: PGM0843703 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist service for each repair attempt Problem Servicing dealer(s) attempts now? **Example:** 4/23/06 3,500 miles 5 days A/C won't cool properly 2 6/10/07 12,700 miles 1 day Any Dealer, Inc. yes Clunking noise when making yes turns Pass. rear seat seam came yes apart Pass. side visor broke yes

Total days out of service for all problems:	<u> </u>
Signature of Titled Owner(s)	Date
I am submitting this dispute for resolution in the BBB Al under the BBB AUTO LINE Arbitration Rules.	UTO LINE program, and I agree to arbitrate the dispute

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

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

BBB AUTO LINE Customer Claim Form

Case number: PGM0843703 Contact Date: 06/30/08 Start Date: 06/30/08

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

Mileage at purchase/lease: First repair attempt mileage: 13634 Number of vehicles owned or leased by the business: Automatic Manual age? yes no Date of accident: what you want done to resolve your concern) repaired properly. In the box below and on page 2.
Mileage at purchase/lease: First repair attempt mileage: 13634 Number of vehicles owned Transmission type: Automatic Manual Inge? yes no Date of accident: What you want done to resolve your concern) Trepaired properly.
Mileage at purchase/lease: First repair attempt mileage: 13634 Number of vehicles owned Transmission type: or leased by the business: Automatic Manual nge? yes no Date of accident: what you want done to resolve your concern)
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Mileage at purchase/lease: First repair attempt mileage: 13634 Number of vehicles owned Transmission type: or leased by the business: Manual
Mileage at purchase/lease: First repair attempt mileage: 13634 Number of vehicles owned Transmission type:
Mileage at purchase/lease: First repair attempt mileage: 13634
ed Is the vehicle in your possession? 🛛 yes 🗌 no
WERNER PON-BUI-GMC, INC,
urasota, FL
real. 2003 Current filleage. 10030
year: 2005 Current mileage: 18696
addi ess.
address:
g phone: Cell phone:
State: FL Zip code:

Case Number: PGM0843703 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist service for each repair attempt Problem Servicing dealer(s) attempts now? **Example:** 4/23/06 3,500 miles 5 days A/C won't cool properly 2 6/10/07 12,700 miles 1 day Any Dealer, Inc. yes Clunking noise when making yes turns Pass. rear seat seam came yes apart Pass. side visor broke yes

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

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

BBB AUTO LINE



June 30, 2008

GARY JONES
PONTIAC/GMC
P O BOX 33172
DETROIT MI 48232

Re:m09 PGM0843703: vs Pontiac/GMC Division 1G2ZH548554

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form (CCF)*, and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

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

Sincerely,

Rhonda Eakins at Extension 240



BBB AUTO LINE PROGRAM SUMMARY

General Motors

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

LEMON LAW CLAIMS

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

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

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

Please note:

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

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

BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

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

CLAIMS THAT WILL NOT BE ARBITRATED

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

OTHER IMPORTANT INFORMATION

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

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

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

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

Eligible Claims

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

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

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

Repairs/Reimbursement for Repairs

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

Repurchase or Replacement

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- The alleged defect does not meet General Motors specifications for the particular make and model vehicle, provided that specifications pertaining to the defect were given to the arbitrator;
- The alleged defect continues to exist at the time of the hearing; and

• The alleged defect was subject to repair at least three times by an authorized General Motors dealer.

If a repurchase or replacement is awarded, the arbitrator may award up to the following remedies:

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

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

Deductions/Exclusions from a Repurchase or Replacement Award

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

Use # miles attributable to the customer Vehicle purchase Deduction/ = $\frac{\text{at the time of the arbitration hearing}}{100,000}$ x price or gross capitalized cost

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

STANDARDS OF THE FLORIDA LEMON LAW Motor Vehicle Warranty Enforcement Act

The following is a brief explanation of most relevant provisions of the Florida lemon law. The complete text of the lemon law can be found at Florida Stat. Ann. Section 681.10 *et seq.*

To obtain a "Consumer Guide to the Florida Lemon Law," or speak with someone about the Lemon Law, consumers in Florida may call the Florida Department of Agriculture & Consumer Services's Lemon Law Hotline at 1-800-321-5366, or 1-850-488-2221 for consumers outside Florida.

VEHICLES COVERED

The Florida lemon law covers cars and trucks that are sold in Florida to transport persons or property. This includes demonstrators, recreational vehicles (other than the living facilities), and also leased vehicles if the lessee is responsible for repairs. The Florida lemon law does not cover vehicles run only on tracks, off-road vehicles, trucks over 10,000 pounds G.V.W., motorcycles, mopeds, or the living facilities of recreational vehicles.

CONSUMERS COVERED

The lemon law covers any of the following:

- 1. The purchaser, other than for purposes of resale, or the lessee, of a vehicle primarily used for personal, family or household purposes;
- 2. Any person to whom such vehicle is transferred for the same purposes during the duration of the Lemon Law Rights Period; or
- 3. Any other person entitled by the terms of the warranty to enforce the obligations of the warranty.

Subsequent owners are covered if the vehicle is transferred from one consumer to another during the Lemon Law Rights Period (24 months from original delivery).

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED THE FLORIDA LEMON LAW

The lemon law covers vehicle nonconformities. A nonconformity is defined as a defect or condition that substantially impairs the use, value or safety of a vehicle.

This does not include a defect or condition that results from an accident, abuse, neglect, modification, or alteration of the vehicle by persons other than the manufacturer or its authorized service agent.

LEMON LAW RIGHTS PERIOD

The Lemon Law Rights Period established by the lemon law is the period ending 24 months after the date of original delivery of the vehicle to a consumer.

MANUFACTURER'S DUTY TO REPAIR

If a motor vehicle does not conform to the warranty and the consumer first reports the problem to the manufacturer or its authorized service agent during the Lemon Law Rights Period, the manufacturer or its authorized service agent shall repair the motor vehicle, even if the repairs are made after the Lemon Law Rights Period.

FINAL REPAIR ATTEMPT

The lemon law gives the manufacturer the right to a final repair attempt after there are 3 repair attempts for the same nonconformity or after the vehicle has been out of service for 15 days or more for the repair of one or more nonconformities.

After three repair attempts:

After three attempts have been made to repair the same nonconformity, the consumer must give written notice to the manufacturer, by registered or express mail, of the need to repair the nonconformity.

After the manufacturer receives the consumer's notice by registered or express mail, the manufacturer must respond within 10 days and give the consumer the opportunity to have the vehicle repaired at a reasonably accessible repair facility within a reasonable time after the consumer's receipt of the response.

After the vehicle is delivered to that facility, the manufacturer must correct the nonconformity within 10 days.*

*For recreational vehicles purchased or leased on or after October 1, 1997, the manufacturer has 45 days (not 10) to correct the nonconformity.

The requirement for the manufacturer to be given a final repair attempt does not apply if the manufacturer does not properly respond to the consumer within 10 days of receipt of the consumer's notice, or if it does not perform the repairs within the prescribed time periods.

After 15 days out of service:

If the motor vehicle is out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 15 or more days, exclusive of down time for routine maintenance prescribed by the owner's manual, the consumer must give written notice to the manufacturer by registered or express mail.

After receiving the registered or express mail notice from the consumer, the manufacturer or its agent has an opportunity to inspect or repair the vehicle.

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2006, Council of Better Business Bureaus, Inc.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or its authorized service agent cannot conform a vehicle to its warranty by repairing or correcting any nonconformity after a reasonable number of attempts, the manufacturer must either repurchase or replace the vehicle. The consumer has a right to choose repurchase rather than replacement.

REASONABLE NUMBER OF REPAIR ATTEMPTS

It is presumed that a reasonable number of repair attempts have been made if, during the Lemon Law Rights Period, either:

- 1. The same nonconformity has been subject to repair at least three times by the manufacturer or its authorized service agent, plus a final attempt by the manufacturer after receiving the registered or express mail notice from the consumer, and the nonconformity continues to exist; or
- 2. The vehicle has been out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 30* or more days, exclusive of down time for routine maintenance prescribed by the owner's manual. The manufacturer must have had the opportunity for a final repair attempt as described above. The 30 and 60 day periods may be extended if repair services are not available because of war, invasion, strike, fire, flood, or natural disaster.

*For recreational vehicles purchased or leased on or after October 1, 1997, the days out of service is 60 (not 30).

Regulations define "repair attempt" as the replacement of a component, or some adjustment made, to correct a substantial defect or condition covered by the manufacturer's warranty. An examination of a reported defect or condition, without a subsequent adjustment or component replacement, may be considered a repair attempt if it is later shown that repair work was justified. Examination or repair performed by anyone other than the manufacturer or its authorized service agent is not considered a repair attempt.

Regulations define "out-of-service day" as any day, including weekends and holidays, when the vehicle is left at an authorized service agent or manufacturer's designated repair facility for an examination or repair of one or more substantial defects or conditions covered by the manufacturer's warranty. The days for each visit start on the day the vehicle is brought in to the repair facility and end on the day the work is completed. If the vehicle is left at the repair facility for routine maintenance, repair of minor defects, or repairs to defects first reported after the lemon law rights period expired, the days will not be considered as out-of-service days.

DISPUTE RESOLUTION

The lemon law provisions requiring repurchase or replacement of a nonconforming motor vehicle do not apply to a consumer who has not first used a dispute settlement procedure if:

- 1. The procedure has been certified by the Division of Consumer Services as complying with 16 C.F.R. Part 703 and the lemon law and regulations; and
- 2. At the time of the vehicle's acquisition, the manufacturer informed the consumer in writing how and where to file a claim with the procedure.

TIME PERIOD FOR FILING CLAIMS

If a manufacturer participates in a certified dispute settlement procedure, the consumer must file a claim with the certified procedure no later than 60 days after the expiration of the Lemon Law Rights Period.

A consumer may file a claim with the Florida New Motor Vehicle Arbitration Board if:

- 1. The certified procedure does not render a decision within 40 days of filing;
- 2. The consumer is not satisfied with the certified procedure's decision or the manufacturer's compliance with the decision; or
- 3. The manufacturer does not participate in a certified procedure.

The claim must be filed with the Florida New Motor Vehicle Arbitration Board no later than 60 days after the expiration of the Lemon Law Rights Period or 30 days after the final action of a certified procedure, whichever date occurs later.

REMEDIES UNDER THE FLORIDA LEMON LAW

REPURCHASE OF OWNED VEHICLE

Basic Repurchase Amount

The Florida lemon law provides that the manufacturer must refund the following amounts when repurchasing a vehicle under the lemon law:

- 1. *Purchase price of the vehicle*. This is the cash price for the vehicle, inclusive of any allowance for a trade-in vehicle;
- 2. Collateral charges. These are reasonably-incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to:
 - a. sales taxes and title charges;
 - b. manufacturer-installed or agent-installed items or service charges;
 - c. earned finance charges; and
- 3. Reasonably incurred incidental charges. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

"Purchase price" excludes debt from a previous transaction. "Allowance for trade-in vehicle" means the net trade-in allowance as reflected in the purchase contract if acceptable to the consumer and the manufacturer. If that amount is not acceptable to both parties, then the trade-in allowance is an amount equal to the retail price of the trade-in vehicle as reflected in the NADA Official Used Car Guide (Southeastern Edition) or NADA Recreation Vehicle Appraisal Guide, whichever is applicable, in effect at the time of the trade-in. The manufacturer is responsible for providing the applicable NADA book.

The refund will be paid to the consumer and lienholder of record, if any, as their interests may appear.

Deductions From Amount Paid to Purchaser

The Florida lemon law provides that the following deduction must be made as a reasonable offset for the vehicle's use:

^{*}For recreational vehicles purchased on or after October 1, 1997, the denominator is 60,000 (not 120,000).

REPURCHASE OF LEASED VEHICLE

Basic Repurchase Amount

The Florida lemon law provides that the manufacturer must refund the following amounts when repurchasing a leased vehicle under the lemon law:

To the lessee:

- 1. Lessee Cost. This is the total deposit and rental payments previously paid to the lessor for the leased vehicle, excluding debt from a previous transaction;
- 2. Collateral charges. These are reasonably-incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to, sales taxes and title charges, manufacturer-installed or agent-installed items or service charges, and earned finance charges; and
- 3. Reasonably incurred incidental charges. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

To the lessor:

The Lease Price MINUS the Lessee Cost.

Lease Price means the capitalized cost and each of the following items to the extent not included in the capitalized cost:

- 1. The lessor's earned rent charges through the date of repurchase;
- 2. Collateral charges, if applicable;
- 3. Any fee paid to another to obtain the lease;
- 4. Any insurance or other costs expended by the lessor for the benefit of the lessee; and
- 5. An amount equal to state and local sales taxes, not otherwise included as collateral charges, paid by the lessor when the vehicle was initially purchased.

Deductions From Amount Paid to Lessee

The Florida lemon law provides that the following deduction must be made as a reasonable offset for the vehicle's use:

*For recreational vehicles leased on or after October 1, 1997, the denominator is 60,000 (not 120,000).

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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REPLACEMENT

When replacing a vehicle under the Florida lemon law, the manufacturer must provide a new vehicle that is identical or *reasonably equivalent* to the vehicle to be replaced, as that vehicle existed at the time of purchase.

"Reasonably equivalent" means that the manufacturer's suggested retail price ("M.S.R.P.") of the replacement vehicle does not exceed 105% of the M.S.R.P. of the vehicle to be replaced. In the case of a recreational vehicle, the retail price of the replacement vehicle will not exceed 105% of the purchase price of the recreational vehicle to be replaced.

The Florida lemon law also provides that the manufacturer must refund to the consumer the following amounts when replacing a vehicle under the lemon law:

- 1. Collateral charges. These are reasonably incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to:
 - a. sales taxes and title charges;
 - b. manufacturer-installed or agent-installed items or service charges;
 - c. earned finance charges; and
- 2. Reasonably incurred incidental charges. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

The consumer must pay a reasonable offset for the vehicle's use in accordance with the formula set out above.



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838 Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

MANUFACTURER RESPONSE FORM

Case Number: PGM0737866 Customer Name: VIN: 1G2ZH548554 This claim is IN Warranty Has the customer contacted your Is the VIN listed above correct? If you checked NO, please indicated Customer Contact Info:		□YES □	YES 🗆 NO	FL Clea	03/23/07 rwater — –
SETTLEMENT INFORMATIC What, if anything, are you willing dealership name for repairs, speci	to offer the customer		pute? Please	e inclu	de as much detail as possible (e.g.,
Has this offer been communicate If you checked YES, please indica The customer accepted the off The customer rejected the offer The customer has not indicate	te the customer's resp er on// er on//	oonse below:	ÆS 🗆 N	O	
If the customer accepts this offer frame:	when will the settlen	nent be performe	d ? Please in	dicate	a specific performance date or time
ARBITRATION INFORMATIO	N				
Please list customer requests that	you feel are ineligible	e for arbitration a	nd explain w	hy.	
Please write your position as to the	e cause of each proble	em listed on the (Sustomer Clain	n Form	<i>7</i> .
Please indicate the decision you r	equest the arbitrator t	to render:			
List the amount of any over allow I will participate □ By phone		\$ n writing			
Return this form as soon as possib	le				
To:		by:			
BBB AUTO LINE	Future cont	act:			
Fax: 703.247.9700	Phone:	Fax	:		_

FAX COMMUNICA	
NAME: MARION LIN	IDSEY
COMPANY: GM BRC	
FAX # : 866-278	-1779
FROI	М
TOM VIELE, SER MARLOW-WERNER PONTIAC F 1110 S. TAMI P.O. BOX PUNTA GORDA, FLOR	BUICK GMC TRUCK, INC. TAMI TRAIL 511034
TELEPHONE:	941-639-3175
FAX:	941-639-5298
E-MAIL ADDRESS:	tomv@marlowwerner.com
NUMBER OF PAGES (INCLUDING	71-640961721

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MARLOW WERNER PONTIAC - BUICK - GMC TRUCK, Inc.

P.O. Box 511034 1110 S. US. 41

Punta Gorda, FL 33951-1034

Phone: (941) 639-3175

Ft. Myers: 997-6868

Venice:

484-7244

Fax:

(941) 639-5298

www.marlowwerner.com

STATE OF FLORIDA REGISTRATION: MV-04944

RECOMMENDED SERVICES

OPERATION OPERATION DE	SCRIPTION MO/MI	TOTAL	V.	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZM1 MAINTENANC	E1 M	59.9	5	OOPNZAF	AIR FILTER	M	23,95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/26/08	120359	2638	3 1272	1260 1260	N.	51PNZ05 60PNZ12	HEADLIGHTS VISORS
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PAGE 1 OF 2

also be added. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [(s.559.904(4)]

... Compare Service, Too! We guarantee our GM parts and service work for 12 months, or 12,000 miles, whichever comes first.

NOTE Our NON-GM parts are covered under warranty for a period of 90 days or 4,000 miles flabor not included).

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

12346

-123461

MARLOW WERNER PONTIAC - BUICK - GMC TRUCK, Inc.

P.O. Box 511034 1110 S. US. 41

Phone: (941) 639-3175

Ft. Myers: 997-6868

Fax:

Venice:

484-7244 (941) 639-5298

	1	Punta Gorda, FL 33	3951-1034		ww	w.marlowwerne	er.com		
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... Compare Service, Too! We guarantee our GM parts and service work for 12 months, or 12,000 miles, whichever comes first.

NOTE Our NON-GM parts are covered under warranty for a period of 90 days or 4,000 miles (labor not included). ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

PH 866-790-5700 x21259

PAGE 2 OF 2

MARLOW-WERNER PONTIAC - BUICK - GMC TRUCK, Inc.

P.O. Box 511034 1110 S. US. 41 Punta Gorda, FL 33951-1034

(941) 639-3175 Phone: 997-6868 Ft. Myers: 484-7244 Venice: (941) 639-5298 Fax: www.marlowwerner.com info@marlowwerner.com

STATE OF FLORIDA REGISTRATION: MV-04944

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PAGE 1 OF 2 SERVICE FILE CO	PY	[COM HMOED	UN INC.	A PAOLI O HOOPIN	Reynolds and Ke	yautus Eliminatie Viviania A
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BBB AUTO LINE



July 1, 2008



Re:FLCC1 PGM0843703: vs Pontiac/GMC Division 1G2ZH548554

Dear :

We would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after a thorough review of the claim you submitted, it has been determined that your claim is ineligible for arbitration because your vehicle exceeds the age requirements set out in the manufacturer's *Program Summary*.

While we notified the manufacturer of your complaint, we cannot require the manufacturer to submit to arbitration unless the claim falls within the program limits explained in the *Program Summary*.

While I am sorry we were not able to help you with your automotive complaint, I want to thank you for your interest in the BBB AUTO LINE program. Please contact us at 1.800.955.5100 if you have any questions or if you believe we have made an error. For further information about the Florida lemon law, please contact the Florida Division of Consumer Services at 1.800.321.5366.

Sincerely,

Rhonda Eakins at Extension 240

CC: Marion Lindsey

2005 46U 192	GG - GT SEDAN STEALTH GRAY METALLIC	/V6G	GENERAL M	MC DIVISION COR	PORATION
_	EBONY R NO. HWQS9S/TRE STOCK	NO		SSANCE CE:	8243-1114
	1G2 ZH54 85 54	NO.		NVOICE 2A	
* * * *	********	*****	******	****	16*12029S
	L & FACTORY OPTIONS	MSRP		RETAIL -	
	9 G6 - GT SEDAN	23300.00	21319.50	INVOICE	02/23/05
	REMOTE VEHICLE STARTER SYSTE				
AY0	FRONT SIDE IMPACT AIR BAGS &	690.00	614.10	EXP I/T	03/07/05
	HEAD-CURTAIN SIDE AIR BAGS			INT COM	03/07/05
A51	LEATHER PACKAGE:	1365.00	1214.85	PRC EFF	02/19/05
	* LEATHER APPOINTED SEATING			KEYS G06	26 G0626
	* 6-WAY POWER DRIVER SEAT			WFP-S QT	R OPT-1
	* HEATED FRONT SEATS			BANK: GM	AC - 029
	* LEATHER WRAPPED STEERING W	$^{ m HL}$		CHG-TO	12-029
	* STEERING WHEEL RADIO CONTR	OLS			
	* LEATHER WRAPPED SHIFT KNOB			SHIP WT:	3405
	AND PARK BRAKE HANDLE			HP:	32.9
FE9	50-STATE EMISSIONS	N/C	N/C	GMS:	23233.30
FR9	AXLE RATIO 3.29	N/C	N/C	SUPPLR:	24275.42
LX9	ENGINE, 3.5L V6 SFI	0.00	0.00	MRM:	26130.00
0 XM	4-SPEED AUTOMATIC TRANSMISSI			DAN:	GT
R6J	CUSTOMER DIALOG NETWORK	0.00	16.50	MEMO	1200.25

TOTAL MODEL & OPTIONS	25505.00	23298.45	ACT 231	23158.30
DESTINATION CHARGE	625.00	625.00	H/B 261	765.15
LAM DEALER CONTRIBUTION		255.05	ADV 261	255.05
LAM GROUP CONTRIBUTION		255.05	EXP 65A	255.05

TOTAL 26130.00 24433.55 PAY 310 24433.55

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 23318.90

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 029 VIN 1G2ZH548554 \$ 24433.55 INV 2AD50527298 DUE 03/07/05 DEALER 12-029

SUNSET PONTIAC



GENERAL MOTORS BUSINESS RESOURCE CENTER

July 2, 2008

SVC MGR, David Dull Sunset Pontiac 1850 Bay Rd. Sarasota, FL 34239-6901

Re:

Siebel Request: 71-640961721 2005 Pontiac G6 VIN # 1G2ZH548554

Dear Mr. Dull,

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

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

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

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

Sincerely,

Marion Lindsey Customer Relationship Specialist Aditya Birla Minacs

For: General Motors Business Resource Center Alternative Dispute Resolution
Phone # 1-866-790-5700, Ext. #21259
Fax # 1-866-278-1779
e-mail- marion_lindsey@gmexpert.com











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GENERAL MOTORS BUSINESS RESOURCE CENTER

Privileged and Confidential Information

CASE ASSESSMENT

By: Marion Lindsey State: Florida

Customer Name:	Service F 6409617	Request: 71- 21		BBB Case No.: PGM0843703	
1G2ZH548554 Dat		Vehicle is: new		BAC Code: 159377, selling dealer, SUNSET PONTIAC, SARASOTA, FI	
Year, Make & Model: 2005 Pontiac G6 Mileage at Time of BBB Filing 38,000		Vehicle Purchase	d Used on: N/a		
Lien holder: GMAC ☐ Other ☐: unknown		Sale Type: Purc {Type}	hase 🛛 Lease	Other::	
DVM Name: Hayden Hawes		CAM Name: Aubr	ey Washington		
Phone/Cell Number: 813-907-9295, node an mailbox # 404082 8057.	nd voice	Phone Number: 6	578-240-9832		
Svc Mgr Name: Tom Viele,					
Marlow-Werner Pontiac-Buick-GMC Truck	, PUNTA				

VEHICLE REPAIR HISTORY

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

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

GORDA, FL (BAC # 116337)

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
9/08/06	106307	1 day	13,873	MARLOW-WERNER GMC TRUCK, Punta Gorda, FL. Dealer replaced power steering gear kit assembly.
12/20/06	108917	1 day	16,402	MARLOW-WERNER GMC TRUCK, Punta Gorda, FL. Dealer performed intermediate steering shaft work.
4-04-07	112105	1 day	18,887	MARLOW-WERNER GMC TRUCK, Punta Gorda, FL. DEALER REPLACED INTERMEDIATE SHAFT WITH NEW DESIGN AS PER Technical Service Bulletin # 06-02-32-007 RELEASED 2-20-07
7/01/08	123461	1 day	28,569	MARLOW-WERNER GMC TRUCK, Punta Gorda, FL. Customer stated that there is a clunking noise in steering when turning left or right into a parking space. Dealer inspected steering and suspension, performed test drive and found vehicle operating as designed and no abnormal noises heard. No repairs needed to steering system. Customer also complained about a thump noise in rear while driving. Dealer found all 4 tires worn to wear bar indicators and a screw was found in right rear close to inner sidewall causing the noise. (See related info on tires below.)

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	1117.3	١

Date:	RO #:	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
7/01/08	123461	****	28,569	MARLOW-WERNER GMC TRUCK, Punta Gorda, FL. Customer complained about a thump noise in rear while driving. Dealer found all 4 tires worn to wear bar indicators and a screw was found in right rear close to inner sidewall causing the noise. Dealer advised that front 2 tires are a non-GM OEM tire that is an after market performance tire brand. The 2 rear tires are OEM GM recommended tires. SVC MGR advised that customer drives a "little spirited" indicating that customer driving habits may have affected the tire wear. Dealer recommended that customer replace all 4 tires but customer declined at this time.

\boxtimes Interior trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/21/06	101902	1 day	10,011	MARLOW-WERNER GMC TRUCK, Punta Gorda, FL. Dealer replaced rear seat cushion pad.
4/10/06	102512	1 day	10,353	MARLOW-WERNER GMC TRUCK, Punta Gorda, FL. Dealer replaced rear seat cushion pad again.
9/08/06	106307	***	13,873	MARLOW-WERNER GMC TRUCK, Punta Gorda, FL. Dealer replaced illuminated mirror and cover on dash trim.
2/26/08	120359	****	26,383	MARLOW-WERNER GMC TRUCK, Punta Gorda, FL. Customer stated that both illuminated mirror covers had cracks in them. Dealer replaced both illuminated mirror covers PER BULLETIN #05-08-110-005E.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/16/06	103618	1 day	11,245	MARLOW-WERNER GMC TRUCK, Punta Gorda, FL. Dealer replaced left front door pushbutton switch.
1/21/08	119476	1 day	25,762	MARLOW-WERNER GMC TRUCK, Punta Gorda, FL. Dealer replaced rear door lock transmitter.
2/26/08	120359	1 day	26,383	MARLOW-WERNER GMC TRUCK, Punta Gorda, FL. Customer states: Remote keyless entry fob INTERMITTANTLY WILL NOT OPEN DOORS, Dealer found remote keyless FOB inoperative. Dealer FOUND INTERNAL DAMAGE to key fob and fob UNABLE TO TRANSMIT SIGNAL. Previously had replaced FOB. Technical Assistance Case # #119476 1-28-08

Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/26/08	120359	****	26,383	MARLOW-WERNER GMC TRUCK, Punta Gorda, FL. Dealer replaced both front headlamp assemblies.

\square {Symptom}

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

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

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/21/06	100137	1 day	8,060	MARLOW-WERNER GMC TRUCK, Punta Gorda, FL. Recall # 05548 -

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

Are there modifications to the Vehicle: Y

List: after market performance tires on both front wheels of the vehicle

☐ Other Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed: What is customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail GM Program Summary Repurchase/Replacement: no, vehicle is past 12 months, 12,000 miles from date of original delivery. Lemon Law Repurchase/Replacement: no, vehicle is past 26 months from date of original delivery. GM Program Summary Repairs/Reimbursement for past repairs: no, vehicle is past warranty expiration by time.

THE STATE LEMON LAW READS:

Days out of service: 30 days

Repairs 3 repairs plus certified FRA notice

Time period 26 months from original date of delivery

Does Lemon Law state nonconformity must continue to exist? y

If applicable, safety-related repairs N/A Safety-related time period N/A

Number of repair attempts in the presumption period: 3 attempts

Total days out of service during the presumption period: 7 days Total days out of service during customer's ownership: 9 days

> Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

miles or 3-11-2010. (Covers Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.)

CAC SR # 71-459119473, steering Opened on 12/20/2006 and closed on 4/17/07. 12/12 GMPP Smart Care provided as a goodwill.

CAC SR # 71-640461536, intermediate steering shaft, tire noise complaint. Opened on 6/27/2008 and closed same day.

RECOMMENDATION AND RATIONALE

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

Cust sks: vehicle to be repaired outside of warranty period for recurring complaints to clunk noise from steering.

DVM sts: On 7-01-08, DVM, Hayden Hawes left a voice mail and advised that he wanted to be provided feedback from Marlow-Werner Pontiac-Buick-GMC Truck, PUNTA GORDA, FL (BAC # 116337)SVC MGR, Tom Viele inspection of the vehicle.

On 7-01-08, CRS left a voice mail for DVM, Hayden Hawes. CRS requests to know if DVM would authorize ADR to send customer a 12/12 GMPP Smart Care to promote future dealer maintenance and to try and satisfy customer. CRS feels that tires expense should be customer's to bear. CRS requested DVM respond with feedback.

On -7-02-08, DVM, Hayden Hawes left a voice mail and advised he would not approve a GMPP Smart Care unless the SVC MGR buys into the Smart Care offer. DVM stated he does not want to force a customer on the dealer that may be dissatisfied with GM and provide a problem situation with dealer. DVM requested to have CRS verify SVC MGR, Tom Viele's buy in on the Smart Care before he would approve the goodwill offer. DVM requested to updated on CRS research with dealer.

SVM sts: On 6-30-08, CRS called Marlow-Werner Pontiac-Buick-GMC Truck, PUNTA GORDA, FL (BAC # 116337) at phone # (941) 639-3175.

CRS spoke with SVC MGR, Tom Viele.

Dlr sts: intermediate steering shaft replaced with revised part previously. Alignment checked previously under goodwill at 18,000. Dealer did not replace the tires. SVC MGR agreed to review the customer complaints and determine if any assistance was appropriate. Maint at dlr? yes

Misuse/Abuse/Lack of maint? not known

Cust. caused or prevented? will verify when inspection completed.

TAC contacted? yes Case#? 9568872, on 4-04-07 for steering issues with clunk noise

Dealer fax # 1-941-639-5298

On 7-01-08, SVC MGR, Tom Viele, (phone # (941) 639-3175) called in.

Dealer stated: they inspected the vehicle and found no unusual noises from steering at all. Dealer feels that the customer may be complaining about normal operation of the vehicle steering column lock noise when a very tight turn is made in the vehicle. Thump noise coming from rear was inspected for and dealer found that there was screw found in a tire. The front tires are worn out to

the wear bars indicators on tread. The front 2 tires are an after market performance tire and not GM OEM part tires.

Rear tires are OEM GM equipment and are just worn to wear bars also.

Alignment was last made by dealer approx. 10,000 miles and a year ago.

Cust. complained about a thump noise in rear while driving. Dealer found all 4 tires worn to wear bar indicators and a screw was found in right rear close to inner sidewall causing the noise Dealer and CRS agreed that no assistance should be made on the tire replacement cost as it is normal wear of the tread and this is a maintenance responsibility of the customer and customer driving habits may have affected wear.

CRS Rationale: BBB closed file ineligible due to age on 7-01-08. CRS will review with DVM after dealer inspects the vehicle complaints to see if any out of warranty goodwill would be appropriate or not.

CRS agrees with SVC MGR that no repair cost assistance should be offered to customer at this time because the tire wear issue is from normal wear and wear may have been affected by customer driving habits. Issue with tires is not from a manufacturer defect. 2 of the tires are non-GM part tires. CRS will research with DVM on possible 12/12 GMPP Smart Care to promote future dealer maintenance.

On 7-01-08, CRS left a voice mail for DVM, Hayden Hawes. CRS requests to know if DVM would authorize ADR to send customer a 12/12 GMPP Smart Care to promote future dealer maintenance and to try and satisfy customer. CRS feels that tires expense should be customer's to bear. CRS requested DVM respond with feedback. On -7-02-08, DVM, Hayden Hawes left a voice mail and advised he would not approve a GMPP Smart Care unless the SVC MGR buys into the Smart Care offer. DVM stated he does not want to force a customer on the dealer that may be dissatisfied with GM and provide a problem situation with dealer. DVM requested to have CRS verify SVC MGR, Tom Viele's buy in on the Smart Care before he would approve the goodwill offer. DVM requested to updated on CRS research with dealer. On 7-07-08, CRS spoke with SVC MGR, Tom Viele and he felt the offer would not promote dealer maintenance or dealer loyalty from customer. CRS advised DVM of this in a voice mail. CRS relayed denial of further assistance to customer. File was closed dissatisfied. CRS's opinion regarding the 3 main Strengths of the case 1. BBB closed file ineligible due to age on 7-01-08. 2. Only 3 repair attempts in presumption period. 3. Dealer determined that steering was operating as designed and tire wear was from wear and tear and not from a defect. CRS's opinion regarding the 3 mains weaknesses of the Case 1. steering repaired 3X under warranty and issue still exists.

Decision reached by CRS: Arbitrate case: Settle case: XXX

2. N/A 3. N/A

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

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



GENERAL MOTORS BUSINESS RESOURCE CENTER

July 1, 2008

SVC MGR, Tom Viele Marlow-Werner Pontiac-Buick-GMC Truck, Inc. P. O. Box 511034 Punta Gorda, FL 33951-1034

Re:

Siebel Request: 71-640961721 2005 Pontiac G6

VIN # 1G2ZH548554

Dear {Mr. /Mrs. Dealer contact name}:

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

• All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

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

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

Sincerely,

Marion Lindsey Customer Relationship Specialist Aditya Birla Minacs

For: General Motors Business Resource Center Alternative Dispute Resolution
Phone # 1-866-790-5700, Ext. #21259
Fax # 1-866-278-1779
e-mail- marion_lindsey@gmexpert.com











CSN/C

GENERAL MOTORS BUSINESS RESOURCE CENTER

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

04/08/06 PROCESSING SOURCE: PONTIAC 13:55:59

PAGE:

VIN: 1G2ZH5485 54 SELLG SCE: 16 MDL YR: 05 ORD NO: HWQS9S

ODATE: 01/20/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 16 12029 DDATE: 03/11/05 DLVY FAN: DTYPE: 016 SRVC TYPE: MILEAGE:

DLVY DOE: 03/11/05 ORDER BY:

CANC: CANC DOE:

PORT CHARLOTTE

TRADE: DLVY TO:
TRD DOE:
SRVC IN: PORT CHARLOTT
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
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 SHR
 STAT

 FFC
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 OA
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 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLVY INC MEMO NO: 00027775803 AUTH PUR CD: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
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 GPO
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PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00027775803 AUTH PUR CD:

MISC DATE: 03/11/05 MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

 GSU
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 00027804085
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 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00027804085 AUTH PUR CD: 524539159 MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT XMC 01 16 12029 167593 03/24/05 2,547.55 OP 0.00 9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 167593 AUTH PUR CD:
MISC DATE: 03/11/05 MISC: 0000015417MEA0

POLICY PYMT CMNT: ACTV TYPE: 6

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

October 8, 2008

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

RE: v. General Motors Corporation

Service Request: 71-641234912

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZS58F47F

Customer Relationship Specialist: Halima Shaw

Dear Mr. Silverman:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$4,000.00 made payable to Dale Keith Howard. The second is in the amount of \$1,900.00 made payable to Kimmel & Silverman, P.C.

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

Sincerely,

General Motors Corporation

LG0063 V07092007 North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK NO.

50-937 213

DATE 10/14/08

XXXXXXXXXXXI,900 DOLLARS

XXXX00 CENTS

AMOUNT ************1,900.00

North American Operations -General Motors Corporation Disbursement Account

PAY TO THE ORDER

AMBLER PA

SIGNATURE

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

BB 000000084

AUDIT

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 PAYMENT DATE VENDOR NAME KIMMEL & SILVERMAN, P.C. 10/14/08 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 10/13/08 | VM 1-B2YE94 .71-641234912.1-B2YE94 00.0000 1,900.00 .00 1,900.00 1G1ZS58F47F

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

TOTAL

1,900.00

W3

.00

1,900.00

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 50-937 CHECK NO. 213 120 0 2 mg 20 ° 2. 60 ° 2. DATE 10/14/08 AMOUNT . XXXXXXXXXXX4,000 DOLLARS **********4,000.00 ****OO CENTS North American Operations General Motors Corporation Disbursement Account SIGNATURE The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. BB 000000083 PAYMENT DATE VENDOR NAME 10/14/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 10/13/08 VM 1-82YE93 71-641234912.1-82YE93 00.0000 4,000.00 4,000.00 .00 1G12S58F47F 80 May ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 W3

TOTAL

4,000.00

.00

4,000.00

49350

21001

KIMMEL & SILVERMAN

ROBERT M. SILVERMAN** CRAIG THOR KIMMEL**

Member, PA Bar Member, NJ Bar Member, DE Bar Member, MA Bar Member, MD Bar Member, OH Bar Member, DC Ber Member, CO Ber Member, CO Ber Member, VT Bar

Member, Ml Bar Member, RI Bar

"Member, NH Bar

1-800-LEMON LAW

yyw.lemonlaw.com

CORPORATE HEADQUARTERS 30 E. Butler Pike Ambler, PA 19002 P (215) 540-2868 JACQUELINE C HEJRAITT"
ROBERT A RAPKIN
MELISSA K JALA*
IRA I SMADRS!
DAVID L LIEBERMAN**
ANGELA K. TROCCOLI*
FIED DAVIS*
CHRISTOPHER R. HOLLIDAY**
ANY L. UBINECOLIT*
CHRISTINA GILL ROSEMAN**
RICHARD A. SCHOLER*

F (215) \$40-8817
WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
NEW JERSEY OFFICE, Executive Quarters, 1930 E. Markon Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344
DELAWARE OFFICE, 501 Silverside Road, Suite 112, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114
PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

September 26, 2008

SENT VIA FAX (866) 592-1363

Halima Shaw BRC Legal Case Manager GM Business Resource Center

Re:

Dear Ms. Shaw:

This will confirm the above matter has been settled for payment of \$4,000.00 to Mr. Howard. In addition, our firm will receive payment of \$1,750.00 in counsel fees and costs.

Thank you for your cooperation in this matter.

Very truly yours,

JACQUELINE HERRITT

JCH\jk



FIRST CLASS MAIL

AUG 6 4 LUUB



30 East Butler Pike, Ambler, PA 19002

TO:

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









ROBERT M. SILVERMAN**
CRAIG THOR KIMMEL**

* Member, PA Bar * Member, NJ Bar * Member, NY Bar * Member, NY Bar * Member, MD Bar * Member, OH Bar * Member, DC Bar * Member, DC Bar * Member, CO Bar * Member, CO Bar

Member MI Bar

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1-800-LEMON LAW

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MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

July 29, 2008

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

RE:

v. General Motors Corporation

VIN :1G1ZS58F47F

Dear Sir/Madam:

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

Plaintiff hereby demands a statutory repurchase of the vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,750.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer. I look forward to discussing this case at your earliest convenience.

Very truly yours,

Jacqueline C. Herritt 172

JCH\tml
Enclosures

TAIL INSTALLMENT CUNTRACT WITH BALLOON PAYMENT OPTIONS 1. NATURE OF CONTRACT: If this box is checked, this is a simple interest contract WITH a "Balloon Payment" as the last scheduled payment. If this box is not checked, this is a simple interest contract WITHOUT a "Balloon Payment" as the last scheduled payment. Seller (Creditor) Buyer (and Co-Buyer) Name(s) and Address(es) Name and Business Address WILLIAM H. PORTER, INC. 414 EAST CLEVELAND AVE NEWARK, DE 19711 PERRYVILLE MD 2. WHO IS BOUND: You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable (jointly and severally if both a Buyer and Co-Buyer sign below) for any amount due. In this Contract, "we," "us," and "our" mean the Seller named above and, after assignment and acceptance, the Seller's assignee, JPMorgan Chase Bank, N.A., acting on its own or as agent for an affiliated entity (and any subsequent assignee). 3. DESCRIPTION OF VEHICLE: You agree to buy and we agree to sell the following vehicle: New, Used or Demo Primary Use for Which Purchased Weight Body Kev Year Make and Model Vehicle Identification No. (ibs.) Devisonal, family or household business agricultural NEW 2007 CHEVROLET MALIBU SD 1G1ZS58F47F G0068 If truck -- Describe body, gross vehicle weight and major items of equipment sold: 4. NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES: The information you see on the window form for this vehicle is part of this Contract, information on the window form overrides any contrary provisions in the contract of sale. 5. FEDERAL TRUTH-IN-LENDING DISCLOSURES ANNUAL FINANCE PERCENTAGE TOTAL SALE PRICE AMOUNT FINANCED TOTAL OF PAYMENTS CHARGE RATE The cost of your credit as a The dollar amount the credit The total cost of your The amount of credit The amount you will have yearly rate. purchase on credit, including will cost you. provided to you or on your paid after you have made all behalf. payments as scheduled. your downpayment of 500 00 22442-75 40857 . 12 <u>41357,12</u> YOUR PAYMENT SCHEDULE WILL BE: **Number Of Payments** When Payments Are Due **Amount Of Payments** Monthly, beginning 72 567.46 10 OCT 2007 N.A. N.A. PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty. SECURITY: You are giving us a security interest in the vehicle being purchased. LATE FEE: If a payment is more than 10 days late, you will pay us the lesser of \$15 or 5% of the full amount of the installment due. OTHER TERMS: Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled maturity date. 6. ITEMIZATION OF THE AMOUNT FINANCED 20142.75 Cash Price (including any accessories, Installation of accessories, and taxes): 2. Downpayment: N.A. A. Net Trade-in: Your Trade-in is a . Make Model 500.00 B. Cash Downpayment: 500.00 C. Total Downpayment (A + B): 19642.75 3. Unpaid Balance of Cash Price (1 - 2C): 4. Other Charges Including Amounts Paid to Others on Your Behalf: A. Cost of Optional Credit Insurance for the Term(s) Specified in Paragraph 10 of this Contract Paid to the Insurance Company Named in Paragraph 10: request Optional Disability, Gap coverage under the terms in Section 16 Accident N.A. * and for the amount shown in Section 4E. If no amount and Health \$

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is shown and you have not received a copy of a Gap

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B. Official Fees Paid to Government Agencies:

C. Government License and/or Registration Fees (Itemize):

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REGISTRATION CERTIFICATE

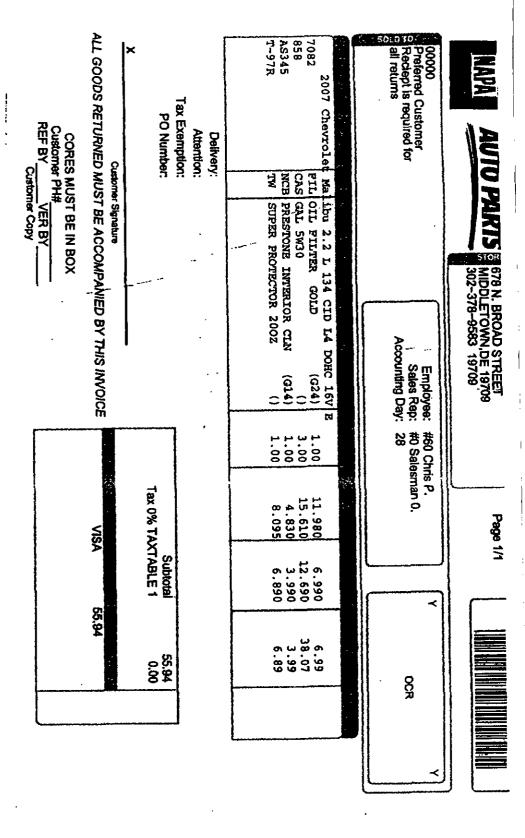
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CLASS	EXCEPT.	VEHICLE	IDENTIFICATION	DH KURS	EA	
A	N/A	161	ZS58!	F47	F	
H. WT.	GR. COMB. 1	NT. FEE		Ð	PIRATION DATE	
700	DON/	A li	28.00	3 1	10/31/09	
1'S DRIVER	LICENSE/SOU	IOEX NO.	CO-OWN	ER'S DAN	VER LICENSE/SOUNDEX H	0.
					•	
STAND AN	MESS OF REC	CTERED ALMI	E1/0)			
!YVI	LLE	MD				

IMPORTANT NOTICE:

and Law requires this vehicle be insured at all times.

gs must be returned PRIOR to any cancellation
of insurance on this vehicle.

Failure to comply will result in suspension of ion and penalty of up to \$2,500 per vehicle, per year.



7 CHEVROLET

	KI		K
414 CLEV	/ELAND A	VENUE	_

NEWARK, DELAWARE 19711

(302) 453-6800

NO.	C07418	

PURCHASER'S NAME		DATE	09/07/2007
ADDRESS		ZIP CODE	
	PHONE	SALES PERSON	MORET JR, ENOEL
USEN CI			
PLEASE ENTER MY ORDER FOR ONE NEW CXX 2007 C	EAR AND MAKE		
BODY TYPE SD COLOR DARK GRAY TRIM	to	PSER.NO. 1G1Z\$58F4/F	
TRADE-IN DESCRIPTION AND ALLOWANCE		PRICE OF UNIT	18935.00
YEAR N/A TAG MAKE N/A MODEL		ADDITIONAL EQUIPMENT (OPTIONS)	
SERIAL NO. N/A MILEAGE.	N/A		
TO DE AT VALUE	<u> </u>	DOB	
LESS BALANCE OWED N/A	<u> </u>	LIC.# N/A	
NET TRADE-IN ALLOWANCE N/A	<u> </u>	TAG#	
BALANCE OWED TO N/A		STATE NOA	
ADDRESS		INS. CO.	
PAYOFF GOOD UNTIL	_	AGENT N/A	
QUOTED BY:		POLICY#N/A	
CREDIT SALE			10005 00
IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A		SUB TOTAL	18935.00
DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER FO THE ONLY WARRANTIES APPLYING TO THIS VEHICLE ARE THOSE OFFERED B		DI ACCESSORIES	
FACTURER. THE SELLING DEALER SELLS THIS VEHICLE "AS IS" AND HEREB ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED	BY DISCLAIMS		
OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ANY LIAE	BILITY OF THE		
SELLING DEALER WITH RESPECT TO DEFECTS OR MALFUNCTIONS OF I INCLUDING, WITHOUT LIMITATION, THOSE WHICH PERTAIN TO PERFORMANCE	E OR SAFETY,	GAP INSURANCE	795.00
WHETHER BY WAY OF "STRICT LIABILITY," BASED UPON THE SELLING DEA GENCE, OR OTHERWISE, IS EXPRESSLY EXCLUDED AND PURCHASER HERE	EBY ASSUMES	TOTAL	19730.00
ANY SUCH RISKS. THE MANUFACTURER'S WARRANTY IS NOT AFFECTED BY THIS OF WARRANTIES BY THE SELLING DEALER.	SDISCLAIMER	LESS TRADE-IN ALLOWANCE	N/A
(INITIAL APPROPRIATE BOX)		TOTAL TAXABLE AMOUNT	19730.00
USED CARS	Initials	EXTENDED SERVICE PLAN	N/A 45.00
Sold "AS IS" with NO WARRANTY		M.V. MESSENGER SERVICE	
	Initials	CLERICAL EXPENSE	45.00
Other:		DOCUMENT FEE AND/OR STATE & LOCAL TAXES	946.75
CUSTOMER AGREES TO DELIVER A FREE AND CLEAR TITLE TO	THETRADE	REG FEE	128.00
ABOVE AT TIME OF DELIVERY.		TITLE FEE	23.00
LIQUIDATED DAMAGES: IN THE EVENT OF CANCELLATION OR BREACH OF THIS AGREEMENT BY THE BUYER, THE DEALER SHALL		LEIN FEE	20.00
BE ENTITLED TO RETAIN AS LIQUIDATED DAMAGES THE SUM OF TRANS	SPER TAG	TEMP TAG FEE	10.00
\$ BUYER HEREBY ACKNOWLEDGES THE ABOVE PROVISION.]	PAYOFF ON TRADE-IN	N/A
	ļ	TOTAL	20947.75
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Buyer's Signature		LESS DEPOSIT	N/A
Delivery Fee. This charge represents costs and profits to the sellaterns such as inspecting, cleaning and adjusting new and used years.		BALANCE IN CASH OR CERTIFIED CHECK DUE ON DELIVERY	20447-75
preparing documents to the sale. 2. Title and Documentary Fee. This fee represents a charge by the stor such items as preparation, processing and handling of the docume in registration, titling and licensing of vehicles. 3. If the above described purchased vehicle is new, purchaser certiprice and E.P.A. label was affixed to said vehicle on delivery.	seller/dealer ents required	CONTRACTUAL DISCLOSURE STATEMENT FOR I The information you see on the (Federal Trade Cor for this vehicle is part of this contract. Information overrides any contrary provisions in the contract sale.	mmission) window form

Purchaser agrees that this Order on the face and reverse side hereof and any attachments hereto includes all of the terms and conditions, that this Order cancels and supersedes any prior agreement and as the date hereof complises the complete and extusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order. I also certify that I am eighteen years of age or over. I certify I have not signed any blank forms:

in addition, purchaser authorizes seller to secure all information from any source to determine credit worthiness of purchase.

CEPTED BY MANAGEMENT

ALER OR HIS ABOVER REPRESENTATIVE

09/07/2007

PUACHASER'S SIGNATURE

UNIT# C07418

149445

4 1 8,6 0 3

INVOICE



PERRYVILLE, MD

PAGE 1

414 E. Cleveland Avenue NEWARK, DELAWARE 19711 Phone (302) 453-6800

HOME BUS:				Phone (302) 45	33-0000		
-	SERVICE ADVISOR: 974 RICHARD P KERR				RR		
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DARK GRAY 07 CHEVROLET MALIBU PROD. DATE WARR EXP. PROMISE	1G1ZS58F4	/P	NAMES OF	PAYMENT	NV. (ATE	
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STATEMENT OF DISCLAIMER	CESCRIPTION	TOTALS
The seller hereby expressly disclaims all werrantes, either expressed or impled, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to asume for k any liability in connection with the sale of said products. Dealer guarantees the labor performed in this repair shop itsis been completely performed, and that any defect which occurs will be corrected without charge by this repair shop for a pariod of 90 days or 4000 miles from the date of the repair, whichever occurs first.	LACOR AMOUNT	89.95
	D. D. C. LA 4011617	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	I IO (AL CHANGES	89.95
	LESS INSURANCE	0.00
	SALES TAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	89.95

PORTER MULTI-POINT INSPECTION

Automotive Group

RED LIGHT WARNING = REQUIRES IMMEDIATE ATTENTION AMBER LIGHT WARNING = NEEDS FUTURE ATTENTION GREEN LIGHT WARNING = CHECKED OUT OKAY MODEL: MAIL **CUSTOMER NAME:** ADVISOR: Ruch AMBER LIGHT WARNING AMBER LIGHT WARNING GREEN LIGHT WARNING GREEN-LIGHT WARNING INTERIOR/EXTERIOR **UNDER VEHICLE** SUSPENSION SYSTEM LAMPS AND BULBS STEERING SYSTEM WASHERS AND WIPERS EXHAUST SYSTEM GLASS CONDITION TRANSMISSION FABRICS AND CARPET DIFFERENTIAL HORN AXLES AND DRIVESHAFTS FUEL CAP FLUID LEAKS IN-CABIN MICROFILTER CLUTCH **UNDER HOOD** TIRES AND BRAKES FLUID LEVELS RF TIRE ___ **RF BRAKES** Q AIR FILTER LE FIRE ___ LF BRAKES DRIVE BELTS RR TIRE **RR BRAKES** COOLING SYSTEM LR TIRE LR BRAKES BATTERY AND TERMINALS **EMERGENCY BRAKE** 製FLUID LEAKS * Minimum brake and tire depth no less than 2. TECHNICIAN RECOMMENDS THE FOLLOWING MAINTENANCE ITEMS: Mile Service O Brake Fluid Flush O 4 wheel alignment O Coolant Flush O Battery Service O Fuel Injection Service O Rotate & Bajance O Transmission Flush O Throttle Body Service **COMMENTS / ESTIMATES:**



"Tracey Lewis" <tiewis@lemonlaw.com> 08/18/2008 03:02 PM

To <yolanda_endres@gmexpert.com>

 $^{\circ}$

bec

Subject	RF.	71-641234912
Subject	RE.	/ I-04 IZ349 IZ

History:

This message has been replied to.

I have not received the figures back from the client. As soon as I receive them, I will forward them to you.

Tracey Lewis, Legal Assistant to Robert M. Silverman and Graig Thor Kimmel Kimmel & Silverman, PC The Lemon Law Attorneys 30 East Butler Pike Ambler, PA 19002

Toll Free: 1-800-LEMON-LAW Voice: 1-215-540-8888 ext. 118

Fax: 1-215-540-8817

http://www.lemonlaw.com

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Thank you.

For more information about Kimmel & Silverman, please visit us at http://www.lemonlaw.com/

From: yolanda endres@gmexpert.com [mailto:yolanda endres@gmexpert.com]

Sent: Monday, August 18, 2008 1:39 PM

To: Tracey Lewis

Subject: 71-641234912

Good afternoon Tracey,

I am in need of lien information for an analysis and his 2007 Chevrolet Malibu. VIN 1G1ZS58F47F

Thanks in advance.

Yolanda E. Endres, Legal CRS General Motors Business Resource Center Legal Department

7401 E. Ben White Blvd, Bldg 3 Austin, Texas 78741 1-800-231-1841 ext 41205 1-866-300-1252 (fax) yolanda_endres@gmexpert.com

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













General Motors Business Resource Center

FAX

Scott Kennedy To:

Company: Porter Chevrolet Fax:

302-453-6830

Phone:

302-453-6800

Valentin Rocky Farias

Fax:

8663638691

Phone:

From:

8667905600 ext 11287

E-mail:

CC:

NOTES:

Attn: Scott Kennedy

Please contact me at 866-790-5600 extension 11287 if you have any questions or concerns.

Thank you, V. Rocky Farias

General Motors BRC Legal



KACIMATIKA MENJANGAN KITUNTIN MENGANSA Brown values that was a second or PO How 334 Th Deixon, MI 48232-5476

VIA FAX ONLY

July 8, 2008

Scott Kennedy Porter Cheyrolet 414 E. Cleveland Ave Newark, DE 19711-3799

RE:

Service Request: 71-641234912

3024536830

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZS58F47F Customer Relationship Specialist: Valentin Rocky Parias

Dear Mr. Kennedy:

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

All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.

This is a time sensitive legal matter. Please fax them to 866-363-8691. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 extension 11287 or fax 866-363-8691 Monday through Friday between 6:00 a.m. and 4:30 p.m., Eastern Time.

Sincerely, Valentin Rocky Farias General Motors Corpora



















GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT















	(excludes Sati	urn)
CUSTOMER NAME: DALE KEITH HOW	ARD	
VIN: 9 1, 7 9 5 8 F,	# 7, F,	70
1. Customer Incentive		
I assign the total amount of customer incentive	(e) listed to the do-1	er named below and request that the available customer
incentive(s) be applied: (a) to the down pa	Synsted to the dear Sment of this vehicle	er named below and request that the available customer e, (b) where permissible by law, as a price reduction
(Bill of Sale indicates pre-incentive price, amou	ent of incentive, and	final price with incentive applied), or (c) a check be
issued in my name by Dealer named below;	The state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the s	a check be
Incentive Program Reference	A-m.o4	
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	\$	
	\$	
Total Incentive	Amount Received	\$ 500
		tomer incentive programs; for example, Division
a. I elect to receive		
in lieu of		
- CUSTOMER AND DEALER ACKNOW	VLEDGMENT FO	OR INCENTIVES AND ONSTAR SERVICE –
a. Vehicle Incentive Acknowledgment, Lan	n the ultimate retail	nurchnon or losses of the collision bearing at the same
identification number, which was sold/leas	sed to me by the De	aler named helow. This vehicle was purchased/leased
as described in Item and release GM	id I took delivery of Division from any	future claim or obligation for incentive(s) future claim or obligation for incentive(s) on this unit.
is vehicle equipped	with OnStar?	Yes No
b. Terms and Conditions Acknow	<u>ledgment.</u> I ackno	wledge that I have received the Terms and Conditions
dealer, at <u>www.onstar.com</u> , or by contacting	ioro is provided (col	hes are available in the vehicle 810/600X, Holli the
•	_	
		my vehicle, I must press the blue OnStar button in 1.877.248.2080 and request that my Services be
cancelled.	400.7827) 01 111 .	1.377.243.2000 and request that my Services be
		Date SEP 0,7 2,007
Purchaser/Lessee Signature:		Date?
	untifies that the infer	mation on this application is two and correct and the
		mation on this application is true and correct, and the as have been provided to the said purchaser/lessee who
		at properly completed accurate delivery data has been
forwarded to General Motors or Saab Cars USA.		·
Authorized Dealer Signature		SEP07 2007
Authorized Dealer Signature: WILLIAM H. Dealership Name:	PORTER, INC.	Dealer Code:

AGREEMENT

The words "you," "your" and "yours" mean each person submitting this application. The words "we," "us," "our" and "ours" as used below refer to us, the dealer, and to the financial institution(s) selected to receive your application.

You authorize us to submit this application and any other application submitted in connection with the proposed transaction to the financial institutions disclosed to you by us the dealers. This application will be reviewed by such financial institutions on behalf of themselves and applications to other financial institutions.

You agree that we may obtain a consumer credit report periodically from one or more consumer reporting agencies (credit bureaus) in connection with the proposed transaction and any update, renewal, refinancing, modification or extension of that transaction. You also agree that we or any affiliate of ours may obtain one or more consumer credit reports on you at any time whatsoever. If you ask, you will be told whether a credit report was requested, and if so, the name and address of any credit bureau from which we or our affiliate obtained your credit report.

You agree that we may verify your employment, pay, assets and debts, and that anyone receiving a copy of this is authorized to provide us with such information. You further authorize us to gather whatever credit and employment history we consider necessary and appropriate in evaluating this application and any other applications submitted in connection with the proposed transaction.

We may keep this application and any other application submitted to us and information about you whether or not the application is approved. You certify that the information on the application and in any other application submitted to us, is true and complete. You understand that false statements may subject you to criminal penalties.

IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. What this means for you: When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

STATE NOTICES

California Residents: An applicant, if married, may apply for a separate account.

Ohio Residents: Ohio laws against discrimination require that all creditors make credit equally available to all creditworthy customers and that credit reporting agencies maintain separate credit histories on each individual upon request. The Ohio Civil Rights Commission administers

New Hampshire Residents: If this is an application for balloon financing, you are entitled to receive, upon request, a written estimate of the monthly payment amount that would be required to refinance the balloon payment at the time such payment is due based on the creditor's current refinancing programs.

New York Residents: In connection with your application for credit, we may request a consumer report which contains information on your credit worthiness, credit standing, personal characteristics and general reputation. If we grant you credit, we or our loan servicer may order additional consumer reports in connection with any update, renewal or extension of the credit. If you ask us, we will tell you whether we obtained a consumer report and if we did, we will tell you the name and address of the consumer reporting agency that gave us the report.

Vermont Residents: By signing below you authorize us and our employees or agents to obtain and verify information about you (including one or more credit reports, information about your employment and banking and credit relationships) that we may deem necessary or appropriate in evaluating your loan application. If your application is approved and the loan is made, you also authorize us, and our employees and agents, to obtain additional credit reports and other information about you in connection with reviewing the account, increasing the available credit on the account (if applicable), taking collection on the account, or for any other legitimate purpose.

Married Wisconsin Residents: Wisconsin law provides that no provision of any marital property agreement, or unilateral statement, or court order applied to marital property will adversely affect a creditor's interests unless, prior to the time that the credit is granted, the creditor is furnished with a copy of the agreement, statement or decree, or has actual knowledge of the adverse provision. If you are making this application individually, and not jointly with your spouse, the full name and current address of your spouse must be properly disclosed in the co-applicant section of this application.

This application may be submitted to the following financial institutions [[Name(s) and Address(es)]	10.10	
BY SIGNING BELOW, YOU CERTIFY THAT YOU H	AVE READ AND AGREE TO THE T	ERMS AND DISCLOSURES ON THE THREE PAGES	OF THIS APPLICATION.
* Deh Bacel	9-7-07 x		
APPLICANTS SIGNATURE	DATE	CO- APPLICANT'S SIGNATURE	DATE

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TRADE FINAN	NCED BY			HANDE N	WOUNDET PTI	v. 1					

DEALER NAME

PORTER	CHEVROLET	HYUNDA

DEALER TELEPHONE NUMBER

DEALER FAX NUMBER

		<u> 302 - 453 - 6800</u>	302 - 453 - 6830
AP	PLICANT'S CREDIT	STATEMENT	· · · · · · · · · · · · · · · · · · ·
∑ Individual Credit Check	u are applying for individual credit in your na se basis for repayment of the credit requests	ame and relying on your own income or asse	als and not the income or assets of another pe
~ · · · · · · · · · · · · · · · · · · ·		erson, complete sections A and B,	
Community Property State	ntend to apply for joint credit		
Business Application # you must	are married and live in a community prope sign this application. Your spouse must slo	rty state, please complete Section A about)	Go-Applicent ourself and Section B about your spouse, You Co-Applicant.
A. Applicant's Personal Credit Information	lon	and application only if whe wishes to be a	Co-Applicant.
· ·			
OCIAL SECURITY NUMBER or (TAX ID)	RST NAME OR BUSINESS NAME	MI LAST NAME	
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K NAME	CHECKING/SAVINGS ACC	DUNT (BANK ACCOUNT #)	•
	- -		
ONTACT NAME AT BANK (IF BUSINESS APPLICATION)	CONTACT PHONE #	OCCUPATION	
AREST RELATIVE OR FRIEND NOT LIVING WITH YOU			•
*			PHONE
ME .	ADDRESS		FRORE

2007 MALIBU SEDAN LS GENERAL MOTORS CORPORATION 75U DARK GRAY METALLIC /L46 & SUBSIDIARIES 83B TITANIUM RENAISSANCE CENTER ORDER NO. KXVSX7/TRE STOCK NO. DETROIT MI 48243-1114 VIN 161 ZS58 F4 7F 100HOO! VEHICLE INVOICE 10090960575 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 12569 MALIBU SEDAN LS 17215.00 16268.18 INVOICE 06/18/07 B37 FLOOR MATS 80.00 66.40 SHIPPED 06/18/07 FE9 50-STATE EMISSIONS N/C N/C EXP I/T 06/29/07 L61 2.2L 4 CYL ENGINE N/C N/C INT COM 05/29/07 MN5 4-SPEED AUTO TRANSMISSION 0.00 0.00 PRC EFF 06/18/07 VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 KEYS 60068 60058 WFP-S DTR OPT-1 BANK: WILMINGTON

> SHIP WT: 3047 HP: 18.4 GMS: 16615.73 SUPPLR: 17356.69 MRM: 17945.00 DAN: LS MEMO 714.75

15-500

CHG-TO

26101 + <u>~~2.85</u> 90509 — <u>90</u>.8

TOTAL MODEL & OPTIONS 17295.00 16334.58 ACT 231 16465.73 450.00 DESTINATION CHARGE 650.00 H/B 261 518.85 LAM DEALER CONTRIBUTION 172.95 ADV 261 172.95 AM GROUP CONTRIBUTION 172.95 EXP 65A 172.95

COTAL

17945.00 17330.48 PAY 310 17330.48

MEMO: TOTAL LESS HOLDBACK AND

AFPROX WHOLESALE FINANCE CREDIT

16553.40

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REDATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY AFFLY TO VEHICLE.



VR-005 (07-07)

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s this vehicle to	be operated for	short term rental?	Yes No	if transfe	erring plat	tes, complete be	low:			
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Signature of Ap										
					Pri	nted Name of C	o-Applicant			
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Soundex			Date of Birth	·						

PAGE 09

414 CLEVELAND AVENUE NEWARK, DELAWARE 19711 (302) 453-6800			STOCK	
PURCHASER'S NAME			NO.	<u>(074</u> 18
ADDRESS				
RESIDENCE PHONE BUSINES		ZIP C		
	38 PHONE _		»N	MORET JR , ENORL
PLEASE ENTER MY ORDER FOR ONENEW DIX 2007	<u>CHEVROLE</u>	T MALTE	1)	AGE 24
	Т	OP_ SER NO 1617959E	475	
TRADE-IN DESCRIPTION AND ALLOWANCE		PRICE OF UNIT	<u>-, , , , , , , , , , , , , , , , , , , </u>	
YEAR N/A TAG # MAKE N/A MODEL SERIAL NO N/A		ADDITIONAL EQUIPMENT		18935.00
MILEAGE	. <u>N/</u> A	ADDITIONAL EQUIPMENT (OPTIONS)		
		DOB		
LESS BALANCE OWED		LIC.# N/A		<u></u>
NET TRADE-IN ALLOWANCE N/A				
BALANCE OWED TON/A		STATE NOA		
ADDRESS		INS. CO.		<u> </u>
PAYOFF GOOD UNTIL	· /v	AGENT N/A		· · · · · · · · · · · · · · · · · · ·
QUOTED BY:		POLICY#N/A		
	·			
IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A	A SEPARATE	SUB TOTAL		18935.00
DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER F THE ONLY WARRANTIES APPLYING TO THIS VEHICLE ARE THOSE OFFERED B	ORM	DI ACCESSORIES		* 40000.00
ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ANY LIAI SELUING DEALER WITH RESPECT TO DEFECTS OR MAI FUNCTIONS OF	BY DISCLAIMS WARRANTIES BILITY OF THE			
WHETHER BY WAY OF "STRICT (IARII TY " BASED LIBON THE SELLING DEA	E OR SAFETY,	GAP INSURANCE		<u> 795.00</u>
GENCE, OR OTHERWISE, IS EXPRESSLY EXCLUDED AND PURCHASER HERE ANY SUCH RISKS. THE MANUFACTURER'S WARRANTY IS NOT AFFECTED BY THIS	EDV ADDUMED	TOTAL	\longrightarrow	19730.00
OF WARRANTIES BY THE SELLING DEALER.	OUSCLAIMER	LESS TRADE-IN ALLOWANCE	\longrightarrow	N/A
(INITIAL APPROPRIATE BOX)	,	TOTAL TAXABLE AMOUNT		19730.00
USED CARS	Initials	EXTENDED SERVICE PLAN		N/A 45.00
Sold "AS IS" with NO WARRANTY		M.V. MESSENGER SERVICE	\longrightarrow	
	Initials	CLERICAL EXPENSE		45.00
Other:		DOCUMENT FEE AND/OR STATE & LOCAL T	AXES	946.75
CUSTOMER AGREES TO DELIVER A FREE AND CLEAR TITLE TO	THETRADE	REG FEE		128.00
ABOVE AT TIME OF DELIVERY.		TITLE FEE	+	23.00
LIQUIDATED DAMAGES: IN THE EVENT OF CANCELLATION OF BREACH OF THIS AGREEMENT BY THE BUYER, THE DEALER SHALL		LEIN FEE	\longrightarrow	20.00 · · · · · · · · · · · · · · · · · ·
BE ENTITLED TO RETAIN AS LIQUIDATED DAMAGES THE SUM OF TRANS	SFER TAG	TEMP TAG FEE PAYOFF ON TRADE-IN		
ABOVE PROVISION.		TOTAL		N/A 20947.75
		MANUFACTURER'S REBATE		500.00
Buyer's Signature		LESS DEPOSIT		N/A
Delivery Fee. This charge represents costs and profits to the sell- items such as inspecting, cleaning and adjusting new and used v	er/dealer for	BALANCE IN CASH OR CERTIFIED CHECK DUE ON DELIVERY		20447.75
preparing documents to the sale. 2. Title and Documentary Fee. This fee represents a charge by the for such items as preparation, processing and handling of the docume in registration, titling and licensing of vehicles. 3. If the above described purchased vehicle is new, purchaser cert price and E.P.A. label was affixed to said vehicle on delivery.	seller/dealer ents required ifles that the	CONTRACTUAL DISCLOSURE STATEME "The information you see on the (Federal T for this vehicle is part of this contract. If overrides any contrary provisions in the conf	Trade Cor nformation tract sale.	mmission) window form n on the window form
Purchaser agrees that this Order on the face and reverse side hereof supersedes any prior agreement and as the date hereof comprises to covered hereby, and that THIS ORDER SHALL NOT BECOME BIND his execution of this Order acknowledges that he has read its terms and or over. I certify I have not signed any blank forms: In addition, purchaser authorizes seller to secure all information fro	he complete a DING UNTIL A ad conditions a	nd exiusive statement of the terms of the agreer CCEPTED BY DEALER OR HIS AUTHORIZED and has received a true copy of this Order. I also co	ment relati REPRES	ing to the subject matters ENTATIVE, Purchaser by

_09/07/2007 DATE DEALER OR HIS AUTHORIZED REPRESENTATIVE

ACCEPTED BY MANAGEMENT:





To: 100 / 10161	145 From: Porter Chevrolet Hyundai
Frix: (302) 453-6825	Pages:
Phone: (302) 453-6800	Dato: 7/1/08
Re:	CC:

Comments:

Porter Chevrolet Flyundal 414 East Cleveland Avenue Newark, DE 19711

02



Conservation of the expension of the exp

VIA FAX ONLY

July 1, 2008

Rich Gambone Porter Chevrolet 414 E. Cleveland Ave Newark, DE 10711-3799

RE:

Service Request: 71-641234912 2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZS58F47F Customer Relationship Specialist: Valentin Rocky Farjas

Dear Mr. Gambone:

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

- Service and body shop repair orders of all internal services which include: Service File Copies,
 Customer Copy, Accounting invoices. Warranty Repair Orders, Tech Copy and Notes (to
 include front and back also, please include any receipts for aftermarket or dealer add-ons.
- All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.

This is a time sensitive legal matter. Please fax them to 866-363-8691. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 extension 11287 or fax 866-363-8691 Monday through Friday between 6:00 a.m. and 4:30 p.m., Eastern Time.

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2 3

Sincerely, Valentin Rocky Farias General Motors Corpora

. . . Makey . :









GMC

PAGE 03

General Motors Business Resource Center

FAX

To: Rich Gambone

Company: Porter Chevrolet

Fax: 302-453-6825 Phone: 302-453-6800

Valentin Rocky Farias From:

Fax: 8663638691

Phone: 8667905600 ext 11287

E-mail:

CC:

NOTES:

Attn: Rich Gambone

I spoke to John Kudzmas concerning this fax.

Please contact me at 866-790-5600 extension 11287 (fill need to contact someone else concerning request for sales documents.

Thank you. V. Rocky Farias Business Resource Center - Legal General Motors

VIN:

Service Contract:

1G1ZS58F47F

GM Vehicle Inquiry System - Summary

Page 1 of 2

Paid

GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VEHICLE INFORMATION								
Merchandising Model :	1ZS69 -2007 MALIBU SEDAN LS	09/07/2007						
BARS Order Type :	70 - RETAIL - STOCK							
Delivering Dealer :	PORTER CHEVROLET	Selling Source :	13 - CHEVROLET					
	414 E CLEVELAND AVE NEWARK, DE 19711-3799	Site Code :	15500					
	(302) 453-6800	Business Associate Code :	113833					

REQUIRED FIELD ACTIONS

No

Warranty Block:

PDI Status:

No

Vehicle Has No Current Record Of Outstanding Campaigns

No

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

Branded Title:

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	09/07/2007	24 miles	09/07/2010	36024 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	09/07/2007	24 miles	09/07/2013	100024 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/07/2007	24 miles	09/07/2015	80024 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	09/07/2007	24 miles	09/07/2012	100024 miles
36/36000 FEDERAL EMISSION	09/07/2007	24 miles	09/07/2010	36024 miles

CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
05/22/2008	V4 8 435	#	Z2080 - ROADSIDE SERVICE (TOWING)	70 miles

07/01/2008 15:20 3024536825 PORTER SERVI

GM Vehicle Inquiry System - Summary

PORTER SERVICE DEPT

PAGE 05

Page 2 of 2

 10/12/2007
 404857
 #
 B7010 - EMBLEM AND/OR NAMEPLATE - ONE - REPLACE
 2563 miles

 06/18/2007
 A13012
 J
 Z7000 - PRE-DELIVERY INSPECTION - BASE TIME
 0 miles

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7/1/2000

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Page 1

Dealer: 113833 GM Vehicle Ouerv Status Summarv

414 B CLEVELAND AVE NEWARK DE 19711-3799

VIN: 1G1ZS58F47F Query Status: Complete Query Date: 05/29/2008 Query Time: 02:20PM -----BARS------ Warranty Service Warranty Branded PDI Status Order Type Description Year Make Model Start Dt Contract Block Title Code 70 RETAIL - STOCK 2007 CHEVROLET 1ZS69-MALIBU SKDAN LS 2007-09-07 No No No Paid *** REQUIRED FIELD ACTIONS *** Recall Type / Number Description Status Owner Notification Date *** SERVICE INFORMATION ITEMS *** Tasne Disposition Bulletin Type / Number Bulletin Description Date Code *** WARRANTY COVERAGE *** ---Warranty Start--- -----Warranty End-----Odometer Date Odometer 36/36000 BUMPER TO BUMPER LIMITED WARRANTY 2007-09-07 24 M 2010-09-07 36024 M 72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY 2007-09-07 24 M 2013-09-07 100024 M 2007-09-07 24 M 2015-09-07 80024 M 2007-09-07 24 M 2012-09-07 100024 M 2007-09-07 24 M 2010-09-07 36024 M 96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM 60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY 36/36000 FEDERAL EMISSION *** ONSTAR / XM RADIO COVERAGE *** OnStar Equipped / Status XM Radio Equipped / Status / ID *** CLAIM HISTORY *** Labor RO Number Claim Type Closed Date Odometer Op Code Operation Description 404857 2007-10-12 2563 M B7010 EMBLEM AND/OR NAMEPLATE - ONE - REPLACE A13012 I 2007-06-18 0 M Z7000 PRE-DELIVERY INSPECTION - BASE TIME *** DELIVERY DEALER *** --Selling Source--Site Business PORTER CHEVROLET (302) 453-6800 13 Chevrolet

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D-4- 6/17/00	Party S. Commence
Date: <u>6/17/08</u>	Vehicle Information
TO: EAA EAA/SPX Field Coordinator	VIN#: 1G1ZS58F47F.
Figure: 380-382-3835	Good ear/Make: 2007 Chev
Fax: 586-582-5840	Model: Malubu
Email: eaafc@servicesolutions.spx.com	Contact's Name: Service Manager
/ 9NC N N	Contact's Number: (302) 453-6800
From: Edwin Love	Vehicle Location: William H. Porter Inc
PAR Customer Relations Mgr	414 E. Cleveland Ave
7	If located at a Salvage/Auction Yard:
Email: edwin_love@gmexpert.com Phone: 866-790-5600 ext.31249	Ins. Adj. Name:
	Phone #:
Fax: 866-357-5543	Claim or Salvage ID #:
or 866-790-5700 ext. Fax: 866-357-5543	
GM PAR Investigations	Claimant Information
7401 F Ron White	PAR File #: <u>71-629799332</u>
Building 3	Claimant Name:
Austin, TX 78741	Claimant Home #: 6-20-08
New 2	PAR File #: 71-629799332 Claimant Name: Claimant Home #: Claimant Work #:
"V"-6/V"	Address:
Building 3 Austin, TX 78741 VIII 215	Perryville, MD
Required Actions: Advise PAR CRM	I via voicemail/email of inspection date.
Repair Estimate	
🔀 Review All PAR 🛚	File information
☐ Contact PAR CR	M After Inspection
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From: <i>EAA Field Coordinator</i> Due D	ate: <u>06/27/08</u>
	S. 1997 C.10
Case Acceptance/Investigation: XYES	□NO
Please acknowledge acceptance of this case promptly l	y phone, fax or email.
Date Report Uploaded to EAA FTP SITE:	- m/

Page 1 of 1

GM Vehicle Inquiry System Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN:			1G	1Z\$58F47F		**************************************	100	-	
		, , , ,		CLAI	M HISTORY		***		
Repair Or			7 Repair Order Number :	404857	Odometer Rea	ding:	2563 miles		
Serviced By:	PORTER CHEVROLET				Selling So	ource :	13 - CHEV	/ROLET	
by .	414 E CLEVELAND AVE NEWARK, DE 19711-3799				Site Code	+	15500	<u>,,, '</u>	
	(302) 4	23-080	V		Business .	Business Associate Code:		···	
Cycle Data	Cycle PIL:	Case	Type	Labor Or	peration Part		Comments		
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Repair Ord	ler Date	: 06	/18/2001	Repair Order Number :	A13012	Odometer Read	ling :	0 miles	
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	(302) 45	3-6800)		Business A	Associate Code :	113833		
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5/20/08 @ 9:15. A.M. SARE TO NFano ME THAT HE WAS Driving Down RT. 40 9 STamille LITE OANT ON IN INSH WHON HE WONT to Pell over Lost all Stooring & SIDE SWIED A COUNT MAIL AND DAMAGED, VERNILE I INFORMS HIM THAT HE WILL HAVE TO #D CONTACT KOADSADG ASSIST. to there votice toward in. #D low tact Costoral ASSISTANCE TO File A CONPLAINT 18 CONTACT IT NSUNNEE COMPANY TO ED WHEN YOU HAVE AN ABRIDENT CONPAINING OF PRODUCT FACILITE. LOCALLY NOT Allowed TO Ropan Vonicle. 120/2 miles 16,360 CLAIM CHECK 866-790-5600 WADA SHAW

450 71-629799332

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HOAD SERVICE

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We cannot be responsible for damages caused by faulty fires, pumper brackets, etc. This company assumes no responsibility for basion damage by that, line or any other cause beyond our control, to any vehicle placed with them for storage or repair.

THANK YOU!

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DTC C0460 (Symptom 4B) Circuit Description

After replacing the power steering control module (PSCM), the steering wheel position sensors center position must be calibrated.

DTC Descriptor

This diagnostic procedure supports the following DTC:

DTC C0460 Steering Position Sensor

This vehicle has DTCs which include DTC symptoms. For more information on DTC symptoms, refer to DTC Symptom Description

DTC Symptom Descriptor
Calibration not Learned

Conditions for Running the DTC

The ignition is ON.

Conditions for Setting the DTC

The PSCM has not undergone the steering position sensor calibration procedure.

Action Taken When the DTC Sets

- DTC C0460 4B is stored in memory.
- The driver information center (DIC) displays the POWER STEERING warning message.
- Steering assist is reduced.
- Poor return to center

Conditions for Clearing the DTC

- A current DTC will clear after the sensor calibration procedure has been performed.
- A history DTC will clear after 100 consecutive ignition cycles from when the sensor calibration procedure has been performed.

Diagnostic Aids

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Page 2 of 2

Document ID: 1459802

DTC C0460 4B will set on the first ignition ON cycle after PSCM replacement.

Step	Action	Yes	No
1	Did you perform the Diagnostic System Check - Vehicle?		Go to Dia <u>gnos</u> tic <u>Sy</u> stem Check - <u>Vehicle</u>
2	Turn ON the ignition, with the engine OFF. With a scan tool, monitor the DTC Information for DTC C0460 4B in the PSCM.		
	Does the scan tool indicate that DTC C0460 4B is current?	Go to <u>Step</u> 3	Go to Step 4
3	Calibrate the steering position sensor. Refer to Control Module References .		
	Did you complete the repair?	Go to Step 4	
4	Clear the DTC with the scan tool. Operate the vehicle within normal operating conditions.		
	Does the DTC reset?	Go to <u>Step 2</u>	System OK

2007 Chevrolet Malibu | Malibu (VIN Z) Service Manual | Document ID: 1241508

DTC C0545 (Symptom 00) Circuit Description

The steering column shaft torque sensor is a 5-volt dual analog inverse signal device which is used to sense steering direction and the amount of torque being applied to the steering column shaft when the steering wheel is turned. The valid signal voltage range of the sensor is 0.25-4.75 volts. When applying torque to the steering column shaft during a right turn, the sensor's signal 1 voltage increases, while the signal 2 voltage decreases within the valid signal voltage range. When applying torque to the steering column shaft during a left turn, the sensor's signal 1 voltage decreases, while the signal 2 voltage increases within the valid signal voltage range.

DTC Descriptor

This diagnostic procedure supports the following DTC:

DTC C0545 Steering Wheel Torque Input Sensor

This vehicle has DTCs which include DTC symptoms. For more information on DTC symptoms, refer to DTC Symptom Description.

DTC Symptom	DTC Symptom Descriptor
	No Additional DTC Information

Condition for Running the DTC

- The ignition is ON, with the engine ON.
- · Steering column shaft torque input is present.

Condition for Setting the DTC

- The torque sensor's signal 1/signal 2 voltages are less than 0.25 volt, or greater than 4.75 volts.
- A short to ground, short to voltage, or an open in the torque sensor, or the circuits to the sensor

Action Taken When the DTC Sets

- DTC C0545 00 is stored in memory.
- The DIC displays the POWER STEERING warning message.
- No steering assist is provided.

Conditions for Clearing the DTC © 2008 General Motors Corporation. All rights reserved.

- A current DTC will clear on the next malfunction-free ignition cycle.
- A history DTC will clear after 100 consecutive malfunction-free ignition cycles.
- Using a scan tool

Test Description

The numbers below refer to the step numbers on the diagnostic table.

- 2. Tests if the sensor is within the valid signal voltage range.
- 3. The use of <u>EL-47564</u> power steering control module (PSCM) test harness in steps 3-5 tests if the malfunction is internal to the PSCM.
- 5. Tests if the low reference circuit is opened or shorted internal to the PSCM. Since the torque sensor's signal 1 and signal 2 data parameters both drop to 0.0 V when the torque/position sensor connector is disconnected, the position sensor's signal 1 data parameter is used to verify low reference circuit operation.
- 7. Tests if the torque/position sensor harness is damaged. Since both ends of the harness cannot be accessed, only visual circuit inspection can be performed.

		7		1
Step	Action	Value (s)	Yes	No
Sche.	matic Reference: Power Steering Schematics			· ·
Conn	ector End View Reference: Power Steering C	onnecto	r End Views	1977
1	Did you perform the Diagnostic System Check - Vehicle?			Go to Diagnostic System Check
			Go to <u>Step 2</u>	<u>- Vehicle</u>
2	 Install a scan tool. Turn ON the ignition, with the engine OFF. With a scan tool, observe the Torque Sensor Signal 1 and the Torque Sensor Signal 2 Data parameters in Data Display. 	0.25- 4.75 V		
	Does the scan tool indicate the Torque Sensor Signal 1 and Signal 2 Data parameters are within the specified range?		Go to <u>Testing</u> for Inter <u>mittent</u> Conditions and Poor Connections	Go to <u>Step 3</u>
	 Turn OFF the ignition. Disconnect the torque/position sensor harness connector from the power steering control module (PSCM). Connect the EL-47564 PSCM test harness. Connect a 3-amp fused jumper wire between the 5-volt reference circuit 			

PAGE 17 Page 4 of 4

Document ID: 1241508

l Ω	Motor Replacement . Did you complete the replacement?		Go to <u>Step 10</u>	- 4
9	Replace the torque sensor. Refer to Steering Column Replacement . Did you complete the replacement?	<i></i> –	Go to <u>Step 10</u>	
10	Use the scan tool in order to clear the DTC. Operate the vehicle within the conditions for running the DTC. Does the DTC reset?		Go to <u>Step 2</u>	System OK

Document ID: 1241508

			11	ıl.
3	and the steering shaft torque signal 1 circuit of the PSCM test harness connector end. 5. Turn ON the ignition, with the engine OFF. 6. With the scan tool, observe the Torque Sensor Signal 1 data parameter. Does the scan tool indicate the Torque Sensor Signal 1 data parameter is less than the specified value?	4.9- 5 V	Go to <u>Step 8</u>	Go to Step 4
4	 Connect a 3-amp fused jumper wire between the 5-volt reference circuit and the steering shaft torque signal 2 circuit of the PSCM test harness connector end. With the scan tool, observe the Torque Sensor Signal 2 data parameter. 	4.9- 5 V		
	Sensor Signal 2 data parameter is less than the specified value?		Go to Step 8	Go to Step 5
5	1. Connect a 3-amp fused jumper wire between the low reference circuit and the steering position sensor signal 1 circuit of the PSCM test harness connector end. 2. With the scan tool, observe the Steering Position Sensor Signal 1 data parameter.	0.0 V		
	Does the scan tool indicate the Steering Position Sensor Signal 1 data parameter is greater than the specified value?		Go to <u>Step 8</u>	Go to <u>Step 6</u>
6	Turn OFF the ignition. Inspect for poor connections at the torque/position sensor harness connector. Refer to Testing for Intermittent Conditions and Poor Connections and Connector Repairs.			
	Did you find and correct the condition?		Go to Step 10	Go to Step 7
7	Visually inspect the torque/position sensor harness for any damaged wires. Refer to Wiring Repairs and Repairing Damaged Wire Insulation.			
	Did you find and correct the condition?		Go to <u>Step 10</u>	Go to <u>Step 9</u>
	Replace the power steering motor/module assembly. Refer to Power Steering Assist			

Document ID- 2004501

2007 Chevrolet Malibu (1g1zs58f47f Malibu (VIN Z) Service Manual | Document ID: 2004501

#PIC4127D: Loss Of Power Steering Assist At High Engine RPM - keywords 3.5L B1325 blanking C0900 column ECM EPS engine erratic exceed loss LX9 shudder voltage WOT - (Aug 21, 2007)

Subject:

Loss of Power Steering Assist at High Engine RPM

Models:

2004-2007 Chevrolet Malibu/Maxx



The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Customer complaint of loss of power steering assist at high engine RPM such as WOT. The customer may also notice some displays (radio/instrument panel) are erratic. There is usually a code C0900 set and possibly a code B1325 set if the displays were erratic / blanking.

Recommendation/Instructions:

This condition happens when the system voltage exceeds 16 volts for 1 second for code C0900 and the system shuts down to protect it from over voltage operation. If the voltage exceeds 18 volts for 5 seconds (B1325) then other electronic systems protect themselves and shut down.

- 1. Verify that the system voltage at high RPM does exceed 16 volts: use the ECM voltage parameter to monitor system voltage.
- 2. If the voltage parameter does exceed 16 volts, check the voltage drop on circuit #2 from the generator to the starter. It should be less than 1 volt. If it's greater than 1 volt check for resistance or poor connections at the generator or starter terminals. If the circuit does have excessive resistance and it has to be rewired the proper size fusible link must also be
- 3. If the voltage drop on circuit #2 is less than 1 volt and the system voltage parameter is above 16 volts then replace the voltage regulator.

Important: You must reuse the old regulator cover and you must take caution in removing the old cover as it is fragile.

- Follow directions in bulletin 05-06-02-0030 to change out the regulator.
- Install regulator part number 25854910.
- Install pigtail connector 89046837 for this regulator. Install like wire colors of the pigtail © 2008 General Motors Corporation. All rights reserved.

Document ID: 2004501

to the harness. Seal splice to avoid water intrusion.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "doxit-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a toh properly and safety. If a condition is described. DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



2007 Chevrolet Malibu [1g1zs58f47f Malibu (VIN Z) Service Manual | Document ID: 1410260

Power Steering Control Module Programming and Setup Power Steering Control Module (PSCM) Setup

After replacing the power steering motor and module assembly the following 3 procedures must be performed. After replacing the steering column assembly only the steering position sensor and the torque sensor calibration procedures must be performed. The steering position sensor and torque sensor calibration procedures should also be performed after a suspension alignment. Certain steering symptoms can be corrected by performing the steering position sensor and torque sensor calibration procedures such as:

- Poor, or uneven return to center
- Poor or uneven on center feel

Steering Position Sensor Calibration

- 1. Install the scan tool.
- 2. Turn ON the ignition, with the engine OFF.
- 3. Center the steering wheel.
- With the scan tool select Special Functions.
- 5. Select Steering Position Sensor Calibration and press the Enter key. The scan tool screen will flash Calibration in Progress then display Calibration Complete.
- 6. Press the exit key.
- 7. Use the scan tool in order to clear any EPS DTCs.

Important: After turning OFF the ignition, allow 25 seconds of wait time before performing any procedures that require the vehicles battery to be disconnected, or module memory loss may became

8. Turn OFF the ignition.

Torque Sensor Calibration

- Install the scan tool.
- 2. Turn ON the ignition, with the engine OFF.

Important: After centering the steering wheel, remove hands and other objects from the steering wheel and ensure the suspension is relaxed and no bias, or uneven force is being applied to the steering system.

- Center the steering wheel.
- 4. With the scan tool select Special Functions.
- 5. Select Torque Sensor Calibration and press the Enter key. The scan tool screen will flash Calibration in Progress, then display Calibration Complete.
- 6. Press the exit key
- 7. Use the scan tool in order to clear any EPS DTCs

Important: After turning OFF the ignition, allow 25 seconds of wait time before performing any procedures that require the vehicles battery to be disconnected, or module memory loss may occur. © 2008 General Motors Corporation. All rights reserved.

Document ID: 1410260

S. Turn OFF the ignition.

Steering Tuning Selection

- 1. Install a scan tool.
- 2. Turn ON the ignition, with the engine OFF.
- 3. With the scan tool select Special Functions
- 4. Select Steering Tuning Selection and press the enter key. The scan tool screen will flash Selection in Progress, then display Selection Complete.
- 5. Press the exit key.
- 6. Use the scan tool in order to clear any EPS DTCs.

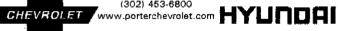
Important: After turning OFF the ignition, allow 25 seconds of wait time before performing any procedures that require the vehicles battery to be disconnected, or module memory loss may occur.

7. Turn OFF the ignition.



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AMOUNT 89.95

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414 E. Cleveland Avenue NEWARK, DELAWARE 19711 PERRYVILLE, MD PAGE 1 Phone (302) 453-6800 HOME: BUS: SERVICE ADVISOR: 974 RICHARD P KERR COLOR MAKE/MODEL YEAR VIN LICENSE MILEAGE IN/ OUT TAG DARK GRAY 07 1G1ZS58F47F1 CHEVROLET MALIBU DEL DATE PROD. DATE WARR EXP. PROMISED RATE PAYMENT PO:NO INV. DATE 07SEP07 IS 17:30 25APR08 0.00 CASH 25APR08 B.O. OPENED OPTIONS: STK:C07418 DLR:15500 ENG:L61/ECOTEC 2.2L DOHC 16V 4-CYLINDER MFI 07:33 25APR08 TRN:MN5/ELECTRONIC 4-SPEED AUTOMATIC W/OD 16:04 25APR08 LINE OPCODE TECH TYPE HOURS TOTAL A CUSTOMER STATES: THE STEERING READING COMES ON MISC PERFORM A COMPUTER SOFTWARE UPDATE 388 W94 **************** B COMPLIMENTARY MULTIPOINT (25) VEHICLE INSPECTION 25P COMPLIMENTARY MULTIPOINT (25) VEHICLE Inspection 388 CC 0.00 0.00 TIRESM TIRE TREAD DEPTH READING 5/32 OR GREATER gggggggggggaleiddireiddireiddireiddireiddireiddireiddireiddireiddireiddireiddireiddireiddireiddireiddireiddirei Cololog gant Cololog (Cololog Cololog 388 CC 0.00 0.00 BRAKESMR REAR BRAKE LININGS 5MM OR BETTER 388 CC 0.00 0.00 BRAKESMR REAR BRAKE LININGS 5MM OR BETTER 388 CC 0.00 0.00 ********************* CUSTOMER STATES: THE HEAD LAMPS FOG UP WHEN WASHING THE CAR MISC NORMAL OPEATION WILL GET FOGED UP FROM WATER PRESSURE FROM A HOSE OR CAR WASH 388 CC 0.00 0.00 ********************** D CUSTOMER STATES: THE CAR DRIFTS TO THE LEFT ALIGN4 4 WHEEL COMPUTERIZED ALIGNMENT...INCLUDES TOE-IN/TOE-OUT ADJUSTMENT AND SET FRONT CASTER AND CAMBER WHERE APPLICABLE 388 CC

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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	LABOR AMOUNT	89.95
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purpose, and neither assumes not jauthorizes any other person to asume for it any liability in connection with the	GAS, OIL, LUBE	0.00
sale of eald products. Dealer guarantees the labor performed in this repair shop	SUBLET AMOUNT	0.00
has been completely performed, and that any defect which occurs will be	MISC. CHARGES	0.00
corrected without charge by this repair	TOTAL CHARGES	89.95
miles from the date of the repair, whichever occurs first.	LESS INSURANCE	0.00
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COSTOMER SIGNATORE	PLEASE PAY	

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PORTER MULTI-POINT INSPECTION

Automotive Group

RED LIGHT WARNING = REQUIRES IMMEDIATE ATTENTION
AMBER LIGHT WARNING = NEEDS FUTURE ATTENTION
GREEN LIGHT WARNING = CHECKED OUT OKAY

			GREEN LIGHT	WARINING - (CHECKED OUT ON	7.1
CUSTOMER NAME:			YR:○	MODEL: V	nalib	-
MILEAGE: 14015	· VIN:				RO#: 4186	<u>. 5</u>
ADVISOR: RICH	TECH:	388				

	AMBER LIGHT WARNING
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0	LAMPS AND BULBS
0	WASHERS AND WIPERS
0	GLASS CONDITION
	FABRICS AND CARPET
0	HORN
0	FUEL CAP
0	IN-CABIN MICROFILTER
	UNDER HOOD
0	FLUID LEVELS
0	AIR FILTER
0	DRIVE BELTS
	COOLING SYSTEM
0	BATTERY AND TERMINALS
0	FLUID LEAKS

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	SEED OF SHARE HAVE SEED OF THE
	AMBER LIGHT WARNING
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	SUSPENSION SYSTEM
	STEERING SYSTEM
	EXHAUST SYSTEM
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	AXLES AND DRIVESHAFTS
	FLUID LEAK\$
	CLUTCH
	TIRES AND BRAKES
	RF TIRE RF BRAKES -
	LETIRE LF BRAKES
	RR TIRE RR BRAKES
	LR TIRE LR BRAKES
0	EMERGENCY BRAKE

^{*} Minimum brake and tire depth no less than 2.

TE	CHNICIAN RECOMMEND	S	THE FOLLOWING MA	INT	ENANCE ITEMS:
000	4 wheel alignment Fuel Injection Service Throttle Body Service	000	Brake Fluid Flush Battery Service Rotate & Balance	0 0 0	Mile Service Coolant Flush Transmission Flush
CC	OMMENTS / ESTIMATES:				
		1			

Porter Auto Group

Name Address

Telephone Vehicle (VIN) License Technician Mileage

Time Printed

4/25/08 3:17 PM

Chevrolet: Malibu: 2006-07 (except 2004-05 Classic): except SS Models

Front : Left

Actual	Before	Specified Rang
-0.6°	-0.6°	-1.6° -0.1°
3,4°	3.4°	2.3° 3.8°
0.10°	0.07°	0.00° 0.20°
12.8°	12.7°	
12.1°	12.1°	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Actual	Before	Specified Range
-0.5°	-0.5°	-1.2° 0.4°
3.4°	3.4°	2.3° 3.8°
0.10	0.10°	0.00° 0.20°
12.7°	12.7°	
12.2°	12.2°	

Front : Right

Front

Cross Camber Cross Caster Cross SAI Total Toe Cross Turn Diff.

Actual	Before	Specified Range
-0.2°	~0.1°	-1.2° 0.4°
-0.1°	-0.1°	-0.8° 0.8°
0.0°	0.0*	
0.19°	0.17°	0.00° 0.40°
		"

Rear: Left

Actual	Before	Specified Range
-0.6°	-1.4°	-1.3° -0.3°
0.09°	-0.06°	0.00° 0.20°

Camber Toe

Actual	Before	Specified Range
-0.8°	-1.1°	-1.3° -0.3°
0.07°	0.16°	0.00° 0.20°

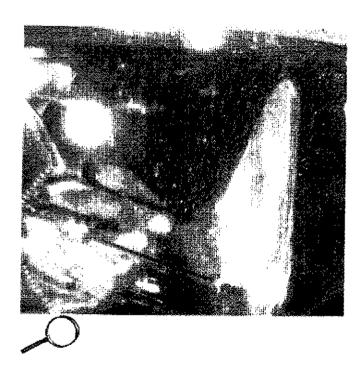
Rear : Right

Rear

Cross Camber Total Toe Thrust Angle

Actual	Before	Specified Range
0.1°	-0.3°	
0.16°	0.10°	0.00° 0.40°
0.01°	-0 ₋ 11°	-0.30° 0.30°

Document ID: 2036341



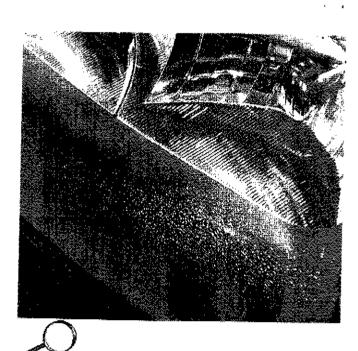
Numerous & Various Size Drops of Water Collecting on the Inside Surface of the Lamp Lens After the Vehicle Has Been Exposed to Rain or a Car Washing Environment

- A condition that covers more than half the surface of the lamp lens.
- An accumulation of water in the bottom of the lamp assembly.
- A condition that WON'T clear when the vehicle is parked in a dry environment, or when the vehicle is driven with the lights ON.
- A comparison of the equivalent lamp on the opposing side of the vehicle indicates a different performance.

Any of the above conditions would indicate the need to service the lens or lamp assembly.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safety. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.





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A Fine Mist or White Fog on the Inside Surface of the Lamp Lens Occurring After a Period of High Humidity

- May be located primarily in the lens corners (near the vents) and SHOULD NOT cover more than half the lens surface,
- The condition should clear of moisture when the vehicle is parked in a dry environment, or when the vehicle is driven with the lights ON.
- A comparison of the equivalent lamp on the opposing side of the vehicle indicates a SIMILAR performance.

If the above conditions are noted, the customer should be advised that replacement of a lamp assembly may not correct this condition.

Water Leak

New Style Pickup Shown

Document ID: 2036341

Page 1 of 3

Document ID: 2036341

#01-08-42-001E: Exterior Lamp Condensation and Replacement Guidelines - (Nov 5, 2007)

Subject: **Exterior Lamp Condensation and Replacement Guidelines**

Models:

1993-2008 GM Passenger Cars and Trucks (including Saturn)

2003-2008 HUMMER H2 2006-2008 HUMMER H3 2005-2008 Saab 9-7X



This bulletin is being revised to add the 2008 model year. Please discard Corporate Bulletin Number 01-08-42-001D (Section 08 -- Body & Accessories).

The following information is being provided to better define the causes of condensation in exterior lamps and includes guidelines for determining the difference between a lamp with a normal atmospheric condition (condensation) and a lamp with a water leak.

Some exterior lamps, such as cornering, turn signal, backup, headlamps or tail lamps may exhibit very small droplets of water, a fine mist or white fog (condensation) on the inside of the lamp lens. This may be more noticeable on lamps with "multi-lens" designs and may be normal during certain weather conditions.

Condensation occurs when the air inside the lamp assembly, through atmospheric changes, reaches the "dew point". When this takes place, the moisture in the air within the lamp assembly condenses, creating a fine mist or white fog on the inside surface of the lamp lens.

Most exterior lamps on General Motors vehicles use a vented design and feature a replaceable builb assembly. They are designed to remove any accumulated moisture vapor by expelling it through a vent system. The vent system operates at all times, however, it is most effective when the lamps are ON or when the vehicle is in motion. Depending on the size, shape and location of the lamp on the vehicle, and the atmospheric conditions occurring, the amount of time required to clear the lamp may vary from 2 to 6 hours.

Completely sealed headlamp assemblies (sealed beams) are still used on a limited number of models being manufactured today. These lamps require the replacement of the complete lamp assembly if a bulb filament burns out.

Condensation

2006 TrailBlazer Shown

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Page 2 of 2

for more information about this and other vehicle-specific information on electric power steering systems.

For customer inquiries regarding this characteristic, please refer to the Steering section under Driving Your Vehicle in the appropriate Owner Manual (reproduced below for reference).

Owner Manual Information

If you turn the steering wheel in either direction several times until it stops, or hold the steering wheel in the stopped position for an extended amount of time, you may notice a reduced amount of power steering assist. The normal amount of power steering assist should return shortly after a few normal steering movements.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safety. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit



Document ID: 2096333

#06-02-32-002C: Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock Turns (Maximum Steerign Wheel Rotation) and/or DTCs C0176 and C0476 Set - (Apr 10, 2008)

Subject:

Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock Turns (Maximum Steering Wheel Rotation) and/or DTCs C0176 and C0476 Set



Models:

2004-2008 Chevrolet Malibu, Malibu Maxx (excluding 2006-

2007 SS and 2007 Maxx models)

2005-2008 Chevrolet Cobalt, Equinox

2006-2008 Chevrolet HHR

2005-2008 Pontiac G6 (excluding 2006-2007 GTP, 2006-2008 Convertible

and 2007-2008 GT models)

2005-2006 Pontiac Pursuit (Canada Only)

2006-2008 Pontiac Torrent

2007-2008 Pontiac G5

2002-2008 Saturn VUE

2003-2007 Saturn ION

This bulletin is being updated with the 2008 model year. Please discard Corporate Bulletin Number 06-02-32-002B (Section 02 - Steering).

The purpose of this bulletin is to inform technicians of normal operating characteristics of the electric power steering system (EPS) when the steering wheel is turned in either direction for an extended period of time.

When the steering wheel is turned to its maximum rotation, the power steering control module (PSCM) will command the maximum amount of current to the EPS motor. If the steering wheel is held in this position for an extended period of time, the PSCM will go into overload protection mode to avoid system thermal damage. In this mode, the PSCM will limit the amount of current commanded to the EPS motor, which reduces steering assist levels.

If the PSCM detects a high system temperature and the overload protection mode is invoked, DTC C0176 "System Thermal Error" may be set. On some models, DTC C0476 "Electric Steering Motor Circuit Range/Performance" may also be set. These DTCs indicate normal PSCM action (reduced steering assist) to prevent thermal damage to power steering system components.

Refer to Power Steering System Description and Operation in SI or the appropriate Service Manual © 2008 General Motors Corporation. All rights reserved.

07/01/2008

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PORTER SERVICE DEPT

PAGE 3

SERVICE ESTIMA TECH #: 386 ADV	TE - USED	RO	#_ <i>4</i> (8603	DATE:_	#/2/08	<u></u>
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CHEVROLET HYUNDRI



"SINCE 1925"
414 E. Cleveland Avenue
NEWARK, DELAWARE 19711
Phone (302) 453-6800

TO OUR EARLY MORNING OR LATE EVENING SERVICE CUS	STOMERS
 WRITE YOUR ORDER ON THIS ENVELOPE. 	
2. LEAVE YOUR CAR ON OUR LOT AND LOCKED.	

3. PLACE YOUR KEYS IN THIS ENVELOPE.
4. DROP ENVELOPE IN MAIL SLOT IN SERVICE ENTRANCE DOOR

4. UROP ENVELOPE IN MAIL SLOT IN	SERVICE ENTRANCE DOOR
NAME	_ Lic. No
PARKING SPACE # DATE	4125108
ADDRES	
CITY Perryville MD	_MileageN/4K
Home Phone	usiness Phone
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Year 2007 Make & Model Chilly	Nelibil Color grey P.M
USE THIS HẨND	Y CHECK LIST
☐ MILE INSPECTION	□ DIAGNOSIS
☐ CHASSIS LUBRICATION	☐ REPLACE MUFFLER
☐ CHANGE ENGINE OIL & OIL FILTER	☐ ADJUST BRAKES
☐ CHANGE TRANSMISSION OIL	☐ REPAIR LIGHTS
☐ TUNE ENGINE	☐ OIL LEAKS - FRONT
☐ RELINE BRAKES	☐ OIL LEAKS - REAR
☐ REPLACE CLUTCH ——	
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☐ TWAIVE MY RIGHT TO AN ESTIMATE	

I hereby authorize by my signature the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Deafer not responsible for unavailability of parts or delays in nacts shimments hevorid readers control por for loss or damage to vehicle or articles left in vehicle in case of fire

PAGE

PORTER SERVICE DEPT

VIN: 1G1ZS58F47F

414 E CLEVELAND AVE NEWARK DE 19711-3799

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Labor Charge is based on a flat rate.

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
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 asume for it any liability in connection with the sale of said products. Dealer guarantees the labor performed in this repair shop has been completely performed, and that any defect which occurs will be corrected without charge by this repair shop that a period of 90 days or 4000 miles from the date of the repair, whichever occurs first. DESCRIPTION TOTALS LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 SALES TAX 0.00 CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 0.00

THIS AMOUNT

0.00

PORTER AUTOMOTIVE INTERNAL SERVICE REQUEST

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402606 149445 CHEVROLET UNIT# C07418 INVOICE 414 E. Cleveland Avenue NEWARK, DELAWARE 19711 Phone (302) 453-6800 PAGE 1 PERRYVILLE, MD BUS: SERVICE ADVISOR: 219 DOUGLAS C BRILHART HOME: MILEAGE IN/ OUT TAG LICENSE VIN MAKE/MODEL COLOR T193360/360 1G1ZS58F4**7F** CHEVROLET MALIBU INV. DATE DARK GRAY PAYMENT RATE PO NO. PROMISED PROD DATE WARR EXP. DELDATE 15SEP07 0.00 CASH 1<u>7:30</u> 14SEP07 0<u>7S</u>EP07 STK:C07418 DLR:15500 READY OPTIONS: R.O. OPENED ENG:L61/ECOTEC 2.2L DOHC 16V 4-CYLINDER MFI AUTOMATIC W/OD TRN:MN5/ELECTRONIC 4-SPEED <u> 12:38 15SEP07</u> 11:02 14SEP07 TOTAL LIST NET LINE OPCODE TECH TYPE HOURS A CUST STATS TRUNK EMBLEM "I" IS DISFIGURED ON WORD "MALTBU" CAUSE: E OIE OPENED IN ERROR 0.00 0.00 CC975 IS BASED ON A FLAT LABOR CHARGE STATEMENT OF DISCLAIMER TOTALS DESCRIPTION STATEMENT OF DISCLAIMER
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402606

UNIT# C07418

PERRYVILLE,

INVOICE

CHEVROLET

PAGE 1

414 E. Cleveland Avenue NEWARK, DELAWARE 19711 Phone (302) 453-6800

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Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Rachal Ross for Rocky Farias State: Delaware

Customer Name: Service Request: 71-641234912 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZS58F47F In Service Date: 9/07/07 Vehicle is: New BAC Code: 113833

Year, Make & Model: 2007 Chevrolet Malibu LS

Vehicle Purchased Used on: N/A

Lien holder: GMAC Other : HSBC DVM requests Purchase Price of involvement?: Vehicle: \$18,935

Was TAC contacted for this vehicle (Y/N)? : Yes

Yes

VEHICLE REPAIR HISTORY

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/25/08	418603	1	14,215	C/S steering reading comes on. Perform computer software update.
5/29/08	420897	5*	16,360	Towed to shop Customer claims steering locked up. Vehicle inspected & no steering concerns were discovered; no codes stored – Unable to duplicate concern. *See Body Shop Repairs

☐ Body/Trim

	<u> </u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/12/07	404857	1	2,563	C/S Malibu emblem is peeling – Replace emblem and/or nameplate
				Install front license bracket
4/25/08	418603	*	14,215	C/S head lamps fog up when washing car – Normal operation ; will get fogged up from water pressure from hose or car wash.
5/29/08	420897	*	16,360	Customer claims steering locked up. Vehicle inspected & no steering concerns were discovered.
				5/22/08 @ 9.15 am – spoke to Howard Dale – informed me that he was driving down RT 40 & steering light came on in dash when he went to pull over; lost all steering & side swiped guard rail & damaged vehicle; informed him that he will have to: (1) contact Roadside Assistance to have vehicle towed in (2) Contact Customer Assistance to file a complaint (3) Contact Insurance Company to inform them of accident (4) When you have an accident complaining of product failure, legally not allowed to repair vehicle

^{*} Days apply to body work performed due to body damage.

☐ Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/25/08	418603	*	14,215	C/S car drifts to left – Align 4 wheels, computerized alignment; includes toe-in/ toe-out adjustment & set front caster and camber where applicable.

☐ Roadside Assistance

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/22/08	48435	*	16,360	ROADSIDE SERVICE (TOWING)
7/04/08	31143	*	15,000	ROADSIDE SERVICE (TOWING)

THE STATE LEMON LAW READS:

Days out of service: 30 days

Repairs: 4 attempts Time period: 12 months

Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs:

Safety-related time period:

Number of repair attempts in the presumption period: 2 steering

2 misc body 1 suspension Unknown

Total days out of service during the presumption period:

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

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

On 8/18/08 DVM sts: EASIS worked on case and GM sent field engineer Brett Word to to inspect vehicle and he did find codes. There should be a technical case. Vehicle is not repaired waiting on GM Legal to make decision to repair vehicle or not.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Customer claims vehicle was damaged due to steering not functioning but during inspection no new codes were found that would indicate there was a steering malfunction.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: There is a previous file on this vehicle, file 71-629799332; investigated by BRC Product Allegation and denied. Customer claimed that steering loss caused vehicle damage but dealership and field engineer did not find symptoms that would have caused accident.

Per PAR FILE SR 71-629799332

6/30/2008 – Documentation by PAR Agent indicated that based upon the EAA inspection report, no steering, engine, suspension or brake malfunction/ defects were found.

RECOMMENDATION & RATIONALE

Repurchase. DVM said vehicle should be repurchased. The vehicle is just sitting at dealership waiting for guidance from GM.

Settled \$4000 plus fees

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



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

VIA FAX ONLY

July 1, 2008

Rich Gambone Porter Chevrolet 414 E. Cleveland Ave Newark, DE 19711-3799

RE:

Service Request: 71-641234912

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZS58F47F Customer Relationship Specialist: Valentin Rocky Farias

Dear Mr. Gambone:

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

- Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.
- All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.

This is a time sensitive legal matter. Please fax them to 866-363-8691. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 extension 11287 or fax 866-363-8691 Monday through Friday between 6:00 a.m. and 4:30 p.m., Eastern Time.

Sincerely, Valentin Rocky Farias General Motors Corpora





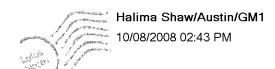












To Ron Chieffe

cc .

bcc

Subject DVM Resolution Email

DVM Ron Chieffe:

This email is to follow up on Service Request 71-641234912 for customer. The customer's vehicle is a 2007 Chevrolet Malibu with 17,522 miles. The customer has been working with Porter Chevrolet in Newark, DE.

After negotiations with the plaintiff's counsel, the final offer of \$4,000.00 was accepted.

There is no need to reply to this email. It is sent for notification purposes only.

Thank you,

Halima Shaw BRC Legal Department General Motor Corporation (Halima_Shaw@gmexpert.com) (800) 231-1841 ext. 11498 (Ph) (866) 592-1363 (Fax)



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

VIA FAX ONLY

July 8, 2008

Scott Kennedy Porter Chevrolet 414 E. Cleveland Ave Newark, DE 19711-3799

RE:

Service Request: 71-641234912

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZS58F47F

Customer Relationship Specialist: Valentin Rocky Farias

Dear Mr. Kennedy:

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

• All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.

This is a time sensitive legal matter. Please fax them to 866-363-8691. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 extension 11287 or fax 866-363-8691 Monday through Friday between 6:00 a.m. and 4:30 p.m., Eastern Time.

Sincerely, Valentin Rocky Farias General Motors Corpora

















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

VIA FAX ONLY

July 1, 2008

Robert Silverman, Esq. Kimmel & Silverman, PC 501 Silverside Rd Ste 118 Wilmington, DE 19809

RE:

Service Request: 71-641234912

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZS58F47F

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated July 1, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

Copy of owner's current title and/or registration

Finance agreement
Buyer's agreement

Other: Release of lien

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

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

Sincerely,

General Motors Corporation















RELEASE OF LIEN INFORMATION

I	,
(Client's Name)	,
hereby authorize	
hereby authorize(Lien holder Name)	
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regarding	my loan account #(Account Number)
	(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, including b loan payoff amount, and per diem informati	ut not limited to a complete payment history of my account, on.
Date	
VEHI	CLE INFORMATION
VEAL	
The current vehicle mileage is	Date mileage read:
Signature	Signature















ROBERT M. SILVERMAN+* CRAIG THOR KIMMEL+

Member, PA Bar Member, N.I Bar Member, DE Bar

Member, NY Bar Member, MA Bar Member, MD Bar

Member, OH Bar Member, DC Bar

[¢] Member, AZ Bar Member, CO Bar Member, VT Bar

§ Member, MI Bar ° Member, RI Bar ™Member, NH Bar

KIMMEL & SILVERMAN

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS 30 E. Butler Pike Ambler, PA 19002 P (215) 540-8888

F (215) 540-8817 WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite O29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997 DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

March 23, 2011

VIA EMAIL ONLY gmerinfo@gmexpert.com

General Motors Corporation - DE, OH c/o MSX International/ BRC Legal MC 336-105-000 Warren, MI 48091

v. General Motors Corporation

Vehicle: 2007 Chevrolet Malibu Date of Purchase: 09/01/2007

Place of Purchase: Porter Chervrolet

VIN: 1G1ZS58F47F

Dear Sir/Madam:

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

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

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

Very truly yours,

Robert M. Silverman

RMS\ TL cc: Dale Howard

JACQUELINE C. HERRITT***
ROBERT A. RAPKIN'
HY DAVID RUBENSTEIN*** BARRY R. WINDERMAN MELISSA K. FIALA* IRA P. SMADES' DAVID L. LIEBERMAN *** DAVID L. LIEBERMAN**

ANGELA K. TROCCOLI^{CI}

FRED DAVIS*

RONALD ROWLAND^E

CHRISTOPHER R. HOLLIDAY**

AMY L. BENNECOFF**

CHRISTINA GILL ROSEMAN** RICHARD A. SCHOLER

> Of Counsel RONNA LUCAS

RELEASE OF CLAIM

·	
and executors, in consideration of: \$5,900.00 paid discharges General Motors Corporation, its subsid designers and suppliers of vehicles, parts and com Corporation, and their respective agents and employed demands, damages, and claims for attorney's fees related to, or are in any way associated with the purse of Releasor 2007 Chevrolet Malibu bearing Volume ("Subject Vehicle"), including but not limited to a vehicle. This Release of Claim shall not be constructed. This Release of Claim shall not be constructed from any liability regarding claims of person operation of the Subject Vehicle after the date of above, General Motors Corporation agrees to honce limited warranty and any applicable GM Protection vehicle. If Releasor has initiated any court, arbitra Corporation, Releasor immediately will dismiss the	ponents that are distributed by General Motors byees from any and all claims, causes of action, and costs which directly or indirectly arise from, are prehase, repair, maintenance, operation, alteration, or ehicle Identification Number 1G1ZS58F47F any claims based on any alleged defects in the subject used to release any of the above named persons or conal injury or products liability arising out of the use of execution of this release. Notwithstanding the or the remaining term of the manufacturer's express in Plans which accompanied the sale of the subject ation or other proceeding against General Motors in proceeding with prejudice.
As consideration for the payment described above the amount of \$4,000.00, made payable to made payable to Kimmel & Silverman, P.C.	to be tendered in the form of two checks: the first, in the second in the amount of \$1,900.00,
The subject vehicle's mileage is <u>17522</u>	on the date of the signing of this release.
Releasor has carefully read and understands this re Release constitutes the entire agreement between R Releasor is not relying on any representations, pro- release.	lease. Releasor agrees and acknowledges that this teleasor and General Motors Corporation, and nises or inducements other than those stated in this
PLEASE READ CAREFULLY BEFOR YOU ARE SIGNIFYING THAT YOU HAVE R ITS TERMS.	RE SIGNING. BY SIGNING THIS RELEASE, EAD IT, UNDERSTAND IT, AND AGREE TO
I agree to the terms of this Release of Ali	Claims
DATE SIGNED: <u>10/2/08</u>	
Claimant's Signature	Claimant's Signature
	Automatic o prémitation
Address	Address
Perry Ville MD	
City, State, Zip Code	City, State, Zip Code

STATE OF Mark are	
COUNTY OF	
Sworn to (or affirmed)	and subscribed before me this 2nd day of October,
20 <u>.00</u> , by 1	Carlo Delacti
	Signature of Notary Public
\$574x077054928	Elizabeth Cichode
	Print, type or stamp Commissioned Name of Notary Public
	Personally Known OR Produced identification
	Type of identification MID D.
	My commission expires: N 28 2009

CC: File

LG0029 Y6302006

(Rév. October 2007) Department of the Treasury

Request for Taxpaver Identification Number and Certification

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

Interna	I HOVONUO SOLVICE				
	Name (as shown on yo	ur Income tax return) /			<u> </u>
on page	Business name, if diffe	rent from above			
fype tions	_	mpany. Enter the tex classification (D=disrega	ooration	nership) 🟲	Exempt payee
	Additions (purpher street	of arm and avoute no \		Requester's name and	address (optional)
P Sed Specific	City, state, and ZIP co	Maryland			
Par	t I Taxpayer I	dentification Number (TIN)			
back :	up withholding. For ind	oriate box. The TIN provided must mate ividuals, this is your social security num	iber (SSN). However, for a resi	dent	audžu sutstilais:
		regarded entity, see the Part I instruction number (EiN), If you do not have a num			or
	. If the account is in moor to enter.	ore than one name, see the chart on pa	age 4 for guidelines on whose	Employer ;	Identification number
Par	Certification	· · · · · · · · · · · · · · · · · · ·	 -		•

Under penalties of perjury, I certify that:

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

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

Sign Signature of U.S. person 🕨 Here

General Instructions

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

Purpose of Form

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

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

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

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

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

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

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

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

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



Daniel Villela/Austin/GM1

08/08/2008 04:16 PM

To ronald.j.chieffe@gm.com <ronald.j.chieffe@gm.com>
cc
bcc
Subject VIN 1G1ZS58F47F 2007 Chev.
Malibu

Mr. Chieffe,

This email is a follow up to the voicemail message I just left you a few minutes ago. I am following up on the case outlined below:

Customer:

Vehicle:2007 Chevrolet Malibu LS

VIN: 1G1ZS58F47F Svc Rgst: 71-641234912

As per our last conversation, the vehicle was at Porter Chevrolet and according to the FSE and related TAC Case #10381481, there appeared to be problems with the steering. The Service Manager, Rich Gambone, had expressed his concern with the fact that we had a legal file open, and did not feel comfortable with completing additional repairs and returning the vehicle to the customer.

At this point, I have requested Sales, finance and lien holder information from the customer's attorney, so that we can make a determination as to a possible repurchase through our department, if necessary. Since the attorney has not responded, there has been no movement on this case and I am prohibited from contacting the customer directly.

Will you please advise of any developments in the field or further action you are taking with regard to the status of the vehicle and any resolution at the customer/dealer/DVM level? Any information or assistance you can provide would be really helpful. Thank you.

Regards,

Daniel Villela GM - Business Resource Center Legal Department daniel_villela@gmexpert.com (866) 790-5700 ext 21341 (866) 270-0207 (Fax)

This email message may contain proprietary, private, privileged and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination, or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.

神神 Request for Taxpayer (Rev. October 2007) Give form to the **Identification Number and Certification** Department of the Treasury Internal Revenue Service requester. Do not send to the IRS. Name (as shown on vourtincome tax return) κi bade Business name, if different from above 된 Print or type Instructions Check appropriate box: [Individual/Sole propriator Corporation Partnership Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=pertnership) -Exempt Other (see Instructions). pavee Print Address (number, street, and apt. or suite no.) Requester's name and address (optional) Specific City, state, and ZIP code AMBLER, PA See List account number(s) here (optional) Part I Taxpayer Identification Number (TIN) Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and

backup withholding. For individuals, this is your social security number (SSN). However, for a resident

alien, sole proprietor, or disregarded entity, see the Part I Instructions on page 3. For other entities, it is your employer Identification number (EIN). If you do not have a number, see How to get a TIN on page 3.

- 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- 3. I am a U.S. citizen or other U.S. person (defined below).

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

Sign Here	Signature of U.S. person	200		_	
Conn			Dete ▶	10	lae) ·

General Instructions

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

Purpose of Form

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

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

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

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

CVif is 30.5

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

Social security number

23

or Employer identification number

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

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

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

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

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

March 24, 2011

Tullahoma, TN

Service Request: 71-642149080

Customer Relationship Specialist: Jennifer Kozmenko

Dear :

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

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

Sincerely,

Pontiac Customer Assistance Center

GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

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

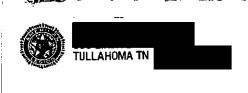
^{*} Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT		
Date Claim Submitted:		
Vehicle Identification Number (VIN):		
Mileage at Time of Repair:Date of Repair:		
Claimant Name (please print):		
Street Address or PO Box Number:		
City: State: ZIP Code		
Daytime Telephone Number (include Area Code):		
Evening Telephone Number (include Area Code):		
Amount of Reimbursement Requested: \$		
THE FOLLOWING DOCUMENTATION 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



JUL 2 1 2008

















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

RETURN RECEIPT REQUESTED

48232\$5170 B050



Customer Assistance Center

Pontiac PO Box 33172 Detroit, MI 48232-5172

GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT		
Date Claim Submitted: 7-15-08		
Vehicle Identification Number (VIN): 162ZH528354.		
Mileage at Time of Repair: 49,783 Date of Repair: 6-25-08		
Claimant Name (please print):		
Street Address or PO Box Number:		
City: KNOXVILLE State: TN. ZIP Code		
Daytime Telephone Number (include Area Code):		
Evening Telephone Number (include Area Code):		
Amount of Reimbursement Requested: \$ 975.96		
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





8729 KINGSTON PIKE KNOXVILLE, TN 37923 (865)693-4550 service@graysonauto.com

R/O Number 310859/1 6/24/08 Status 6/25/08 Final Mileage Out 49783 49783 Service Advisor / Tag #

SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

			. Working Tribuy	Jon Dirks/	
		, .	Work Phone	Vehicle identi	fication Number
				1G2ZH528	354
KNOXV	ILLE, TN		Home Phone	Delivery Date	In-Service Date
TOTOXX V	**************************************			,	
Year	Make	Model	Body	Color	License Number
2005	PONTIAC	G6 GT	SEDAN		759 KHD

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - PC21STERDI: STEERING SYSTEM DIAGNOSIS POWER STEERING WORKS INTERMITTENTLY. TIGHT TO THE LEFT VERY LOOSE WHEN TURNING TO RIGHT WHEN SEMI WO RKING. SEEMS TO DO IT MORE OFTEN WHEN HOT Work performed by Ray Alford (31) Installed 15926870 :COLUMN (06518-PC) 1@368.33 CHECKED STEERING SYSTEM, REPLACED COMPLETE COLUMN A SSY.TRANSFERRED COMPONENTS TO NEW COLUMN AND PROGR AMMED SYSTEM AS NECESSARY. Sub Total: Labor: 480.00 Parts:368.33 Total: 848.33	480.00 368.33
#2 - PW22RENTAL: RENTAL CAR RENTAL CAR PROVIDED TO CUSTOMER AS A COURTESY WHIL E HAVING THERE CAR SERVICED Work performed by 230 : 310859	Internal

LABOR

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

All disputes, claims, demands and controversies between the parties arising out of or in connection with this transaction shall be settled by binding arbitration pursuants to and in accordance with the Federal Arbitration Act. Neither the purchaser nor Grayson shall be entitled to join or consolidate claims in arbitration by or sgainst other purchasers or customers with respect to other transactions, or arbitrate any claim as a representative or member of a class or in a private attorney general capacity.

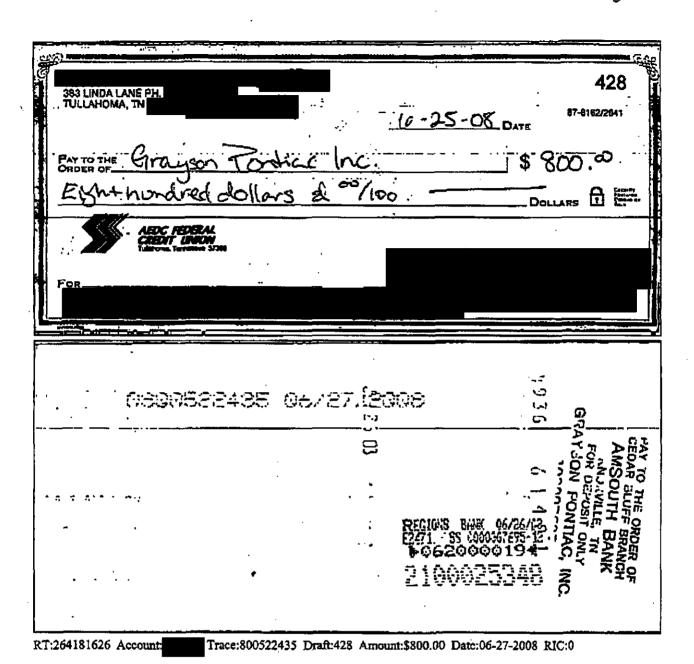
NO RETURN ON ELECTRICAL OR SAFETY ITEMS	20	COCCIAI	
NO DETUDN ON FLED FRICAL OR SAFE A LENS	UK	SPECIAL	UKUENS.

. 1	PARTS	500.55
ļ	DEDUCTIBLE	.00
}	SUBLET	.00
	SHOP SUPPLIES	45.00
ŀ	HAZARDOUS MATERIALS	.00
ual		82.63
. 1	SPECIAL ORDER DEPOSIT	.00
·	DISCOUNTS	.00
.	TOTAL DUE	975.96
:	Check 428	800.00
	Visa/Mastercard 015832	175.96

480.00

368.33

(C) 1986 ENSIGN Information System



7/16/2008

GRAYSON PONTIAC INC 8729 KINGSTON PIKE KNOXUILLE TN 37923

COPY 06/25/2008 12:30:02 Sale:

Transaction # UISA Card Type:

Acc: Swiped Entry: Invoice # 175.96 Total:

Reference No.: 817716754975

015832

Auth.Code: Response: APPROVAL 015832 Sequence Number:

Merchant_Number:

829995043500

76844821 Terminal_ID: Terminal_Number: 0001

CUSTOMER COPY

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 COVERAGE 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.

Dealersare 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.

• o Refer to Special Coverage Bulletin #07126 for the service

— procedure and other detailed information.

EFFECTIVE DATE:

Owner mailing is scheduled to begin December 10, 2007.

GENERAL INFORMATION:

PARTS INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Service and Parts Operations (GMSPO).

Part Number
Description
Quantity/Vehicle
15926870
Column Kit, Strg

Cancer is deadly.





Sponsored Links

Remove Advertisements

GM_Inside_News Forum Advertisement

EAA Inspection Request

Date: <u>12/24/07</u>		
TO: EAA	Vehicle Informa	
EAA/SPX Field Coordinator	VIN#: <u>1G1Z7</u>	
Phone: 586-582-5835	Year/Make:	2005 Chevrolet
Fax: 586-582-5840	Model:	Malibu MAXX
Email: eaafc@servicesolutions.spx.com	Contact's Name	
	Contact's Num	
From: Stephanie Wissmiller	Vehicle Locat <u>io</u>	n: Allen Samuels Chevrolet
PAR Customer Relations Mgr		
FAR Customer Relations wigi		Vaco, TX
Email: stephanie_wissmiller@gmexpert.co	122	alvage/Auction Yard:
Phone: 866-790-5600 ext.	ms. Auj. Name.	
or 866-790-5700 ext.41007	Phone #:	TD //
Fax: 866-775-9476	Claim or Salvag	ge ID #:
Mailing Address:	Claire and Inform	4 *
GM PAR Investigations	Claimant Infor	
7401 E. Ben White	PAR File #: 7	
Building 3	Claimant Name	
Austin, TX 78741	Claimant Home	
	Claimant Work	
	Claimant Cell #	f :
	Address:	
5	Waco	
	AR CRM via voicemail/email of	f inspection date.
<u>=</u> •	stimate Required	
	Il PAR File information	
	PAR CRM After Inspection	
Please Use Form(s): Accelerator/Throttle Control	Restraint-SIR/Seatbelts	Seats
Brake/ABS/TCS/VSES		
	Side Impact Inadvertent Deployment	Power Sliding Door OnStar
Steering/Suspension/Tires/Wheels	Inadvertent Deployment Transmission/Transaxle	OTHER:
Engine Exhaust/Odor	Thermal Events	
Engine Stalling	Thermal Events	
Special Instructions:		
Interview Owner? Yes No	∨ Vetronix Requested	Obtain Fire/Police Report
Other (define)		
Investigations can on	ly be rushed if e-mailed by one of	the following:
RUSH (Name of Team Manager or Ops	Mgr Approving the Rush):	
	EAA Internal Use Only	
To: SA: Bill Hartley	Date E-Mailed to SA: 12/26/07	
From: EAA Field Coordinator	Due Date: <u>01/09/08</u>	
	EAA SA Use Only	
Case Acceptance/Investigation:		
Please acknowledge acceptance of this case p		
	romntly by phone fay or email	
Date Report Uploaded to EAA FTP SITE: 12		

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





CDR File Information

Vehicle Identification Number	1G1ZT64865F130220
Investigator	William Hartley, EAA
Case Number	71-585954623
Investigation Date	Monday, December 31 2007
Crash Date	Tuesday, December 18 2007
Filename	1G1ZT64865F
Saved on	Monday, December 31 2007 at 09:58:13 AM
Collected with CDR version	Crash Data Retrieval Tool 3.04
Reported with CDR version	Crash Data Retrieval Tool 3.04
EDR Device Type	airbag control module
Event(s) recovered	Non-Deployment

Data Limitations

SDM Recorded Crash Events:

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

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

SDM Data Limitations:

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

SDM Data Source:

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

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





communication network.

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





Multiple Event Data

Associated Events Not Recorded	0
An Event(s) Preceded the Recorded Event(s)	No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No

System Status At AE

Vehicle Identification Number	**1ZT648*5*130220
Low Tire Pressure Warning Lamp (If Equipped)	OFF
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

System Status At 1 second

Oyotom Otatao /tt i cocoma	
Transmission Range (If Equipped)	Third Gear
Transmission Selector Position (If Equipped)	Drive
Traction Control System Active (If Equipped)	No
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	47
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

1 10 Gradii data				
Parameter	-2 sec	-1 sec		
Reduced Engine Power Mode	OFF	OFF		
Cruise Control Active (If Equipped)	No	No		
Cruise Control Resume Switch Active (If Equipped)	No	No		
Cruise Control Set Switch Active (If Equipped)	No	No		

Pre-crash data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	14	16	17	14	14
Engine Speed (RPM)	1472	1600	1600	1024	960
Percent Throttle	14	16	16	0	15
Accelerator Pedal Position (percent)	31	32	32	0	36
Antilock Brake System Active (If Equipped)	No	No	No	Yes	Yes
Lateral Acceleration (feet/s²)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	16	0	0	336





Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid



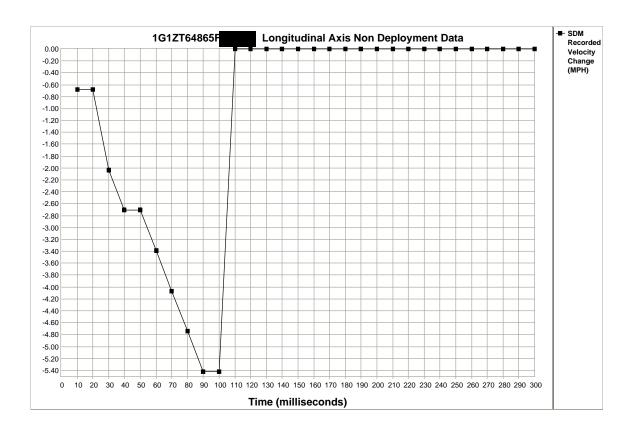


System Status At Non-Deployment

System Status At Non-Deployment	
Ignition Cycles At Investigation	3203
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	120090
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	248
Ignition Cycles At Event	3200
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	BUCKLED
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	5.55
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	90
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	Yes
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes



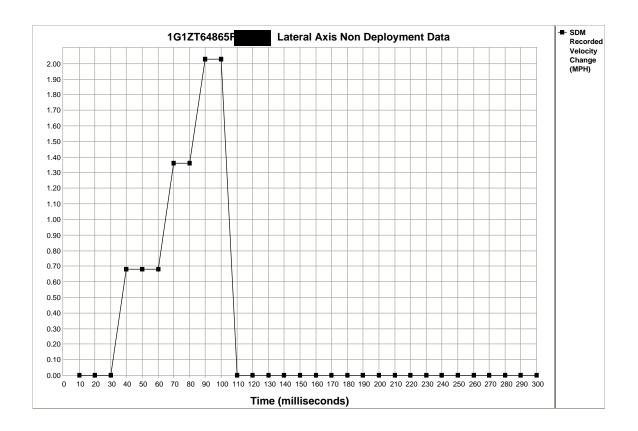




Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	-0.68	-0.68	-2.03	-2.71	-2.71	-3.39	-4.07	-4.74	-5.42	-5.42	0.00	0.00	0.00	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00







Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.68	0.68	0.68	1.36	1.36	2.03	2.03	0.00	0.00	0.00	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00





Hexadecimal Data

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

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$44 00 00 00 00 00 00 00
$45 00 00 00 00 00 00 00
$46 00 00 00 00 00 00 00
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    00 FF 00 FF 00 FD 00
$48
    01 FC 01 FC 01 FB 00
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   02 FA 02 F9 03 F8 00
$4A
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   00 00 00 00 00 00 00
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$4D
    00 00 00 00 00 00 00
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$02 41 0A 22 34
$03
   41 54 36 35 32 38 52 34 31 39 32 31 31 4E 5A 50
$04
    41 0A 22 34
$05
   $06 FF FF FF FF
$08 FF FF FF FF
$0D
    41 48 36 35 32 39 52 34 31 39 30 33 45 38 48 41
$0E
   01 59 D3 B3
$0F
   41 4A 36 35 32 39 52 34 31 38 39 32 45 36 30 50
$10 01 59 D3 B3
$13
   $14
   FF FF FF FF
$17
    $18
   FF FF FF FF
$21
    31 12 66 1A DO 2E 91 9A
$22 19 46
$23 31 5A 53 54 55 55 34
$24
    31 5A 53 54 55 55 34
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    31 5A 53 54 55 55
$26
    31 5A 53 54 55 55 34
$40
   00 00
$41
   FF 30 00 66 00 18
$42 F0 C4
$43 00 00 8C 80
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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD DIGITAL PHOTOGRAPHIC NOTES

Customer's Name:

Inspection Date:

12/31/07

Vehicle Brand:

Chevrolet

Model: 2005 Malibu MAXX

<u>File #</u> 71-585954623 <u>VIN:</u> 1G1ZT64865F

Inspector William Hartley, EAA, (817) 992-8163

Photo # Description

- 1. VIN
- 2. Build data label
- 3. Instrument cluster showing odometer reading
- 4. Front view
- 5. Left front view
- 6. Windshield from the front
- 7. Right front view
- 8. Right side view
- 9. Rear view
- 10. Left rear view
- 11. Closer view of the damage to the left rear quarter panel
- 12. Closer view of the damage to the left rear door
- 13. Closer view of the damage to the left front door
- 14. Closer view of the damage to the left tail lamp
- 15. <u>Back side of the front bumper energy absorber</u>
- 16. Front of the front bumper energy absorber
- 17. Inside of the front bumper cover
- 18. <u>Left outside of the front bumper cover showing scrapes</u>
- 19. Right outside of the front bumper cover showing scrapes
- 20. Left end of the front bumper impact bar from the front
- 21. Looking down on the left end of the front bumper impact bar
- 22. The left end of the front bumper impact bar
- 23. The right end of the front bumper impact bar
- 24. Overview of the engine compartment from the front
- 25. Overview of the engine compartment from the left side
- 26. Overview of the engine compartment from the right side
- 27. Interior from the left side
- 28 Front seats from the left side
- 29. Driver's knee blocker and pedals
- 30. Interior from the right side
- 31. Front seats from the right side
- 32. <u>Driver's compartment from the right side</u>
- 33. Steering wheel and column from the right side
- 34. Headliner, sun visors, airbag labels, and inside mirror
- 35. <u>Brake pedal adjustment hardware</u>
- 36. Center of the dash and face of the steering wheel
- 37. Brake fluid reservoir showing fluid level
- 38. Overview of the brake fluid reservoir and ABS module
- 39. Inside of the brake fluid reservoir cover and inside of the reservoir
- 40. Overview of the right rear tire and wheel
- 41. Closer view of the damage to the right rear wheel and tire
- 42. Closer view of the damage to the right rear wheel and tire
- 43. Tire data label
- 44. <u>Left front suspension from the front</u>
- 45. Front undercarriage
- 46. Right front suspension from the front
- 47. Right front suspension from the rear
- 48. Left front suspension from the rear
- 49. Back of left front wheel from the front

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD DIGITAL PHOTOGRAPHIC NOTES

Customer's Name:

Inspection Date:

12/31/07

<u>Vehicle Brand:</u> Chevrolet <u>Model:</u> 2005 Malibu MAXX

File # 71-585954623 <u>VIN:</u> 1G1ZT64865F

50. 51.	Back of right front wheel from the front Overview of the driver's seat belt
51. 52.	Driver's seat belt D-ring
53.	Driver's seat belt latch plate
54.	Driver's seat belt latch plate
55.	Driver's seat belt buckle
56.	<u>Driver's seat belt buckled</u>
57.	Overview of the right front seat belt
58.	<u>Vetronics CDR connected to the vehicle</u>
59.	Tech 2 connected to the vehicle
60.	Tech 2 screen showing DTC summary 1 of 2
61.	Tech 2 screen showing DTC summary 2 of 2
62.	Tech 2 screen showing no DTCs in the power steering system
63.	Tech 2 screen showing no DTCs in the power steering system
64.	Tech 2 screen showing power steering control module data 1 of 2
65.	Tech 2 screen showing power steering control module data 2 of 2
66.	Tech 2 screen showing power steering control module data with wheel turned
67.	Tech 2 screen showing no DTCs in the airbag system

TEXAS PEACE OFFICER'S CRASH REPOR' PUBLIC SAFETY, PO BOX 4087, AUSTIN TX 78	3773-0350. Please see the DPS Instru	uctions to Police for more details regard	ding these submission methods or look on	the CRIS Website at http://www.	txdps.state.tx.us/crisproject/index.htm
	SCHOOL BUS RELATED	RAILROAD RELATED	MEDICAL ADVISORY BOAR		
PLACE WHERE CRASH OCCURRED				LOC#	1-31505
county VUClehno	an CITY OR 1	rown Waco		ORI #	
IF CRASH WAS OUTSIDE CITY LIMITS INDICATE FROM NEAREST TOWN	MILES N	□		DPS #	
			- B 1.16	R	
ROAD ON WHICH CRASH OCCURRED BLOCK NUMBER	STREET OR ROA	ID NAME ROUTE	NUMBER OR STREET CODE		YES NO SPEED 30
INTERSECTING STREET OR RR X'ING NUMBER					☐ YES ☐ NO SPEED ☐ YES ☐ NO LIMIT
BLOCK NUMBER	STREET OR ROA		NUMBER OR STREET CODE	MILEDOST I	LATITUDE
NOT AT INTERSECTION 20	20 A T. D	S E W SHOW MILEPOST (OR MEAREST INTERSECTING NUMBERED HIGHWAY, IF N Intersecting street or reference point		LONGITUDE
DATE OF CRASH Dec MONTH		DAY OF TU	nes	HOUR 1056	AM IF EXACTLY NOON OR MIDNIGHT, SO STATE
1-MOTOR VEHICLE 2-TRAIN 3-PEDALCYCLIST	4-PEDESTRIAN 5-MOTORIZED CONVEYANCE 6-TOWED	7-NON-CONTACT	VIN# 1612T64	865F	ALTERED YES VEHICLE HEIGHT V NO
YEAR OS COLOR & S	ilver Cheve	MODEL Malibu	BODY 4	dr.	LICENS PLATE
DRIVER'S NAME					PHONE STATE MUMBER
DRIVER'S TX LICENSE STATE NUMBER	No	ADDRESS (STREET, CITY, STATE,	ŽIP)		4-CANCELLED/DENIED 5-EXPIRED 6USPENDED/REVOKED 6-UNKNOWN
	IVER'S MALE DRIVER'S	01.1	POLICE, FIRE	FIGHTER, EMS, ON EMERC	GENCY [if checked, please explain in narrative
TYPE OF ALCOHOL SPECIMEN TA 1-BREATH 2-BLOOD 3-URINE 4-No			UG SPECIMEN TAKEN URINE 3-NONE 4-REFUSED		DRUG 1CATEGORY 2
LESSEE Same		Je			
LIABILITY XYES INSURANCE NO INSURANCE COMPANY NAME	ate	POLICY NUMBER	ADDRESS (STREET, CITY, STATE, ZIP)	VEHICLE I	DAMAGE RATING LP-4
1-MOTOR VEHICLE 2-TRAIN 3-PEDALCYCLIST	4-PEDESTRIAN 5-MOTORIZED CONVEYANCE 6-TOWED	7-NON-CONTACT 8-OTHER	VIN# IFUSAGA V	65D	ALTERED YES VEHICLE HEIGHT NO
YEAR OY COLOR & L	Jht/Friestting	MODEL SomiT	ruck BODY S	em(LICENSE PLATE
DRIVER'S NAME	ST MEDDL	- NAMES STREET PART STATE :		inlan, R	PHON
DRIVER'S LICENSE STATE MUMBER	COL TRI		(2)		ALID 4-CANCELLED/DENIED DT VALID 5-EXPIRED USPENDED/REVOKED 6-UNKNOWN
DRIVER'S 1-WHITE 4-ASIAN DRIVER'S ETHNICITY 2-HISPANIC 5-OTHER SEX 3-BLACK			e POLICE, FIREF	FIGHTER, EMS, ON EMERG	ENCY IF CHECKED, PLEASE EXPLAIN IN MARRATIVE
TYPE OF ALCOHOL SPECIMEN TAI 1-BREATH 2-BLOOD 3-URINE 4-NO	KEN 4 TEST	TYPE OF DRU	UG SPECIMEN TAKEN JRINE 3-NONE 4-REFUSED	l I	DRUG 1
OWNER MANE (ALWAYS SHOW LESSEE IF LEASED				in Autonio	R.
LIABILITY YES HACO	National I	N S & C & « POLICY NUMBER	ADDRESS (STREET, CITY, STATE, ZIP)	VEHICLE D	AMAGE RATING FR-1
DAMAGE TO PROPERTY OTHER THAN VE	NAME AND ADDRESS OF OWN	WER.	<u> </u>		FEET FROM CURB DAMAGE ESTIMATE
IN YOUR OPINION, DID THIS CRASH RES	ULT IN AT LEAST \$1,000.00 DA	MAGE TO ANY ONE PERSON'S P	ROPERTY?	YES NO	
CHARGES FILED		<u></u>			
NAME		CHARGE		CITATION#	-
NAME		CHARGE		CITATION#	
	104 HOW Disp	TIME ARRIVE	ED2-18-07 12	DATE O	
TYPED OR PRINTED NAME OF INVESTIGATOR	+ A. Morsba	.ch 10# 52 AGI	ENCY LL CO	DIST/AREA C	REPORT YES COMPLETE NO

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29-FALED TO PASS TO LEFT SAFELY 57-PASSED IN MO PASSING COME 57-FALED TO PASS TO INCHT, SAFELY 57-PASSED IN MO PASSING COME 11-DEFECTIVE OR NO STEERING MECH. 12-DEFECTIVE OR NO STEERING MECH. 13-DEFECTIVE OR NO STEERING MECH. 13-DEFECTIVE OR NO STEERING MECH. 14-CURVE SHAMP 14-CURVE LEFEL 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE TRAILER HTCH 13-DEFECTIVE T	22 PAILED TO CONTR	E IN SINGLE LAME	54-PARKED AND FAILED	TO SET BRAKES	8-DEFECTIVE	OR NO TURN SIG. LAMPS		ROADWAY							45.058		
30-FALED TO STOP FOR EXHOOL BUS 61-SPEEDING OVER LIMIT 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER 7-OTHER	24-FAILED TO GIVE H 25-FAILED TO HEED Y	WARNING SIGN	56-PARKED WITHOUT I.E	ICHTS	10-DEFECTIVE	OR NO VEHICLE BRAKES	2-SERVICE ROAD		2-STRAIGHT,	CRADE	S-UNKNOWN	2-DAI	RK, NOT LE	SHIED 9.			
22-7ALCD TO YICLD FORW-EAR PROJECT VEHICLE 63-TURNED IMPROPERTY - CUIT CORNER ON LEFT TYPE OF ROAD SURFACE WEATHER SURFACE CONDITION TYPE OF ROAD SURFACE WEATHER SURFACE CONDITION	24-FAILED TO GIVE H 25-FAILED TO HEED Y 26-FAILED TO PASS T 27-FAILED TO GIVE S 28-FAILED TO STOP I	WARNING SIGN TO LEFT SAFELY TO RIGHT SAFELY SIGNAL OR WRONG SIGNAL AT PROPER PLACE	56-PARKED WITHOUT LI 57-PASSED IN NO PASSI 58-PASSED ON RIGHT SI 59-PED/PEDALCYC/MOT. 60-SPEEDING UNSAFE (L	ights Ing Zone Houlder Confty Row to Ve Under Limit)	10-DEFECTIVE 11-DEFECTIVE 12-DEFECTIVE	OR NO VEHICLE BRAKES OR NO STEERING MECH. OR SLICK TIRES	2-SERVICE ROAD 3-ENTRANCE RAMP 4-EXIT RAMP 5-CONNECTOR 6-DETOUR		2-STRAIGHT, 1 3-STRAIGHT, 1 4-CURVE, LEV 5-CURVE, GRA	GR ade Hillgrest El de	S-UNKNOWN	2-DAI 3-DAI 4-DAI 5-DAI	rk, not li rk, lighte rk, unk li an	SHTED 9.			
34-FALED TO YELD ROW-PRIVATE DRIVE SS-TURNED IMPROPERLY: WRONG LAME 1-CEARCLOUDY 7-SEVERE CROSSWINDS 1-DRY 7-SAMD, MUD, DIRT 3-FALED TO YELD ROW-TO PEDESTRIAN 57-LINDER INFLUENCE: ALCOHOL 3-BRICK 7-UNKNOWN 1-SEVERE CROSSWINDS 1-DRY 2-SAMD MUD, DIRT 2-RAIN 8-OTHER 2-RAIN 8-OTHER 3-STANDARD WATER 9-UNKNOWN 1-SEVERE CROSSWINDS 1-DRY 2-SAMD MUD (NET 2-RAIN 8-OTHER 3-STANDARD WATER 9-UNKNOWN 1-SEVERE CROSSWINDS 1-DRY 2-SAMD MUD (NET 2-RAIN 8-OTHER 8-OTHER 9-UNKNOWN 1-SEVERE CROSSWINDS 1-DRY 2-SAMD MUD (NET 2-RAIN 8-OTHER 9-UNKNOWN 1-SEVERE RESERVED TO YELD ROW-TOP ROBER ON RED 8-SWOOK SIDES APPROACH OR IN INTERSECTION 1-SEVERE CROSSWINDS 1-DRY 1-SAMD, MUD, DIRT 1-SAMD, MUD, DIRT 1-SAMD, MUD, DIRT 1-CEARCLOUDY 7-SEVERE CROSSWINDS 1-DRY 2-SAMD MUD (DIRT 1-SAMD, MUD, DIRT 1-SAMD, MUD (DIRT 1-SAMD, MUD	24-FAILED TO GIVE H 25-FAILED TO HEED V 26-FAILED TO PASS I 27-FAILED TO PASS I 28-FAILED TO STOP I 30-FAILED TO STOP I 31-FAILED TO YIELD 32-FAILED TO YIELD 33-FAILED TO YIELD 33-FAILED TO YIELD	WARNING SIGN TO LEFT SAFELY TO RIGHT SAFELY SIGNAL OR WRONG SIGNAL AT PROPER PLACE FOR SCHOOL BIS FOR TRAIN ROW-ENERGENCY VEHICLE ROW-OPEN INTERSECTION	56-PARKED WITHOUT LI 57-PASSED IN NO PASSI 58-PASSED ON RIGHT SI 59-PED.MEDALCYCAMOT. 60-SPEEDING OVER LIMI 62-TAKING MEDICATION 63-TURNED IMPROPERL 64-TURNED IMPROPERL	IGHTS ING ZOME HOULDER CONLETY ROW TO VE UNDER LIAMT) IT LEXP. IN MARRATIVE LY - CUT CORNER ON I LY - WIDE RIGHT	10-DEFECTIVE 11-DEFECTIVE 12-DEFECTIVE	OR NO VEHICLE BRAKES OR NO STEERING MECH. OR SLICK TIRES	2-SERVICE ROAD 3-ENTRANCE RAMP 4-EXIT RAMP 5-CONNECTOR 5-DETOUR 7-OTHER TYPE OF ROAI	D SURFACE	2-STRAIGHT, 3-STRAIGHT, 4-CURYE, LEV 5-CURYE, HELL WEATHER	GRADE HILLGREST EL DE GREST	5-UNKNOWN	2-0AU 3-0AI 4-0AI 5-0AI 6-0U	RIK, NOT ELE RIK, EJGHTE RIK, UNIK ELE MINI SIK	SHTED 9- D SHTENG	GANCHOWN		

CRB-3C (Rev. 01/06)	COMMERCIAL MOTOR VE	HICLE ENFORCE ARDOUS MATE				SENGER CAPAC	ITY (DRIVER INCI	LUDED)
CRASH INFORMATION						LOC# 07-3	505	
1. COUNTY Mclanah 2	2. CITY OR TOWN	Waco	·			ORI#	······································	
3. ROAD ON WHICH CRASH OCCURRED	CK /	STREET OR ROAD N	IAME	ROUTE	HUY	ROADWAY AC	CESS	
4. DATE OF CRASH Dec	_		5. HOUR			2-P/	JLL ACCESS CONT ARTIAL ACCESS D'ACCESS	TROL
DRIVER INFORMATION					[0	¹ -A 2-B	4-D	
6. NAME			7. DF	RIVER LICENSE		2-B 3-C	5-M 6-UNK	
B. VEHICLE OPERATION INTERSTATE CO		TRASTATE CON		□ NOT IN C	OMMERCE	GOVERN	IMENT []	PERSONAL
9. CARRIER'S CORPORATE NAME	liver Se	stacce.	Ento	rprises	Lac			
10. CARRIER'S PRIMARY ADDRESS	Cax 53	5458		grand.	Prairie	STATE	75053	<u> </u>
11. CARRIER ID TYPE DICC TUS E	OOT TXDOT	OTHER	NONE	12. CARRIER	R ID NUMBER	USDOT	389600	o
MOTOR VEHICLE INFORMATION								
13. UNIT NUMBER ON CRB-3 2 14. LICE	ENSE PLATE	STATE	1.			RATING (GVWR	RGVW)	5,5871%
16. VEHICLE TYPE 1-PASSENGER CAR (ONLY IF VEHICL	F DISPLAYS HM PLAC	CARDS)		7-TRUCK TRAI	I FR			
2-LIGHT TRUCK (ONLY IF VEHICLE D 3-BUS (SEATS FOR 9-15 PEOPLE, INC 4-BUS (SEATS FOR >15 PEOPLE, INC 5-SINGLE UNIT TRUCK (2 AXLES, 6 T 6-SINGLE UNIT TRUCK (3 OR MORE	IISPLAYS HM PLACAR CLUDING DRIVER) :LUDING DRIVER) TIRES)		1 1	8-TRUCK TRAC 9-TRACTOR/SE 0-TRACTOR/DC 1-TRACTOR/TR	CTOR (BOBTAI EMITRAILER OUBLE TRAILE RIPLE TRAILE	R R	S. (CANNOT CLAS	SSIFY)
17. CARGO BODY STYLE								
1-BUS (SEATS FOR 9-15 PEOPLE, 2-BUS (SEATS FOR >15 PEOPLE, 3-VAN/ENCLOSED BOX 4-CARGO TANK 5-FLATBED 6-DUMP	, INCLUDING DRIVE	(R) (1 (1 (1	9-GARBAG	Ansporter E/Refuse HIPS, Grave		8-OTHER		_
18. HAZARDOUS MATERIAL	☐ YES					☐ YES	(DO NOT INCLUDE FUEL FI	2014
TRANSPORTING PLACARDABLE HAZARDOUS	MATERIAL 🗷 NO			ATERIAL RELEA		LED 🔀 NO	THE VEHICLE FUEL TANK)	NOM.
1 DIGIT CLASS# 4 DIGIT ID# TRAILER NUMBER 1 INFORMATION		וט ו	IGIT CLASS	4 DIGI	1 ID#			
19. LICENSE PLATE		OSS VEHICLE GISTERED GRO		TING (GVWR) E WEIGHT (RG	w <u>2</u>	0,000	TRAILER TYPE 1-FULL TI 2-SEMI TI 3-POLE T	RAILER
TRAILER NUMBER 2 INFORMATION							TRAILER TYPE	
21. LICENSE PLATE		OSS VEHICLE GISTERED GRO		TI NG (GVWR) E WEIGHT (RG	w)		1-FULL TI 2-SEMI TI 3-POLE T	RAILER
23. SEQUENCES OF EVENTS - UNIT 2						24	TOTAL NUMBER	OF AXLES
seq1 seq2 seq3	SEQ 4						5	
1-NONCOLLISION: RAN OFF ROAD 2-NONCOLLISION: JACKKNIFE	12-COLLISION 13-COLLISION			CLE IN TOANSI	P∩PT	25.	TOTAL NUMBER	OF TIRES
3-NONCOLLISION: OVERTURN (ROLLOVER) 4-NONCOLLISION: DOWNHILL RUNAWAY	14-COLLISION 15-COLLISION	INVOLVING PA	ARKED MOT		OKI		18	
5-NONCOLLISION: CARGO LOSS OR SHIFT 6-NONCOLLISION: EXPLOSION OR FIRE	16-COLLISION 17-COLLISION					<u> </u>		
7-NONCOLLISION: SEPARATION OF UNITS 8-NONCOLLISION: CROSS MEDIAN/CENTERLIN	18-COLLISION				DIACNIT			
9-NONCOLLISION: CROSS MEDIAN/CENTERLIN	E 19-COLLISION 20-COLLISION				PMENI			
10-NONCOLLISION: OTHER 11-NONCOLLISION: UNKNOWN	21-COLLISION 98-OTHER	WITH UNKNO	WN MOVAB	LE OBJECT				
26. OFFICER'S PRINTED NAME Kurt	A. Mor	sbach		DEPT	Naco	DA	TE 12-18-0	7

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GENERAL

A separate commercial supplement is to be completed on <u>each</u> commercial motor vehicle involved in a motor vehicle crash. This supplement(s) must be attached to the basic peace officer's crash report. A commercial motor vehicle for supplemental reporting is defined as:

- Any motor vehicle or towed vehicle with a Gross Vehicle Weight Rating (GVWR) or a Registered Gross Vehicle Weight (RGVW), whichever is
 greater, of 10,001 lbs. or more, or any combination of vehicles where the Gross Combined Weight Rating (GCWR) or the total RGVW of the combination is 10,001 lbs. or more.
 - 1.1 GVWR and RGVW are both defined as the weight of the fully equipped vehicle plus its net carrying capacity. The GCWR is the combined weight rating of a motor vehicle and a towed unit(s). On occasion, the GVWR and the RGVW will differ. In those situations, the greater weight value will be used to determine if this form must be completed.
 - 1.2 The GVWR of a motor vehicle normally can be found on an information plate on the driver's door or door post. The GVWR of a trailer normally can be found on an information plate near the front left portion of the trailer. If the vehicle does not have an information plate or it is illegible, use RGVW. For combination or token trailers, see 1.6 below.
 - 1.3 On vehicles registered in Texas, the RGVW is shown on the registration receipt under "gross weight." Commercial motor vehicles are required to carry the registration receipt.
 - 1.4 In the event the registration receipt is not available, RGVW can normally be obtained by a complete registration check. Exception: If the vehicle has exempt license plates (i.e. owned by a government entity) no RGVW will be shown. In those instances, GVWR must be used.
 - 1.5 If GVWR is used to determine the need to complete this supplement, GVWR for the motor vehicle and each trailer(s) must be obtained and shown in the appropriate blank(s).
 - 1.6 If RGVW is used to determine the need to complete this supplement, the RGVW should be obtained for each motor vehicle and trailer in the combination unless the combination is registered as a <u>combination/token</u> vehicle or as an <u>apportioned</u> vehicle. In those situations the license plates will indicate combination/token or apportioned. If the vehicle is registered as a combination/token or apportioned vehicle, the entire registered gross weight will be shown on the power unit and the trailer will not carry a RGVW. In those instances, show the RGVW of the combination in the power unit and show zero (0) on the trailer(s).
 - 1.7 RGVW for out-of-state vehicles and trailer(s) may be obtained from registration receipts issued by the licensing state, temporary permits, cab cards or other documents or as in 1.4 above.
- 2. Any bus, which shall include every motor vehicle with a seating capacity of nine (9) or more passengers (including the driver) and used for the transportation of persons. The seating capacity of a bus (excluding school buses) shall be determined by allowing one (1) passenger for each sixteen (16) inches of seat space. The seating capacity of a school bus shall be determined by allowing one (1) passenger for each thirteen (13) inches of seat space.
- Any motor vehicle hauling hazardous materials which is required to be placarded under the Hazardous Materials Transportation Act.

INSTRUCTIONS FOR COMPLETION OF FORM CRB-3C

Detailed instructions for completion of this supplement are included in the Instructions to Police for Reporting Crashes. Check Boxes (Top of Report)

Check appropriate box indicating if the vehicle was over 10,001 pounds, Hazardous Material(s), or 9 or more passenger capacity (driver included). More than one box may be checked.

Roadway Access- Code the access control characteristics which best describes the roadway which the vehicle was traveling on at the time of the crash. Full Access Control- is an expressway or freeway where the only means of entry to or exit from the roadway is by ramps connecting to other streets or highways. No Access Control- is a street or highway where driveways provide access to and egress from adjacent properties and where cross streets intersect at a grade. Partial Access Control- is a street or highway which does not clearly fit the above definitions.

CRASH INFORMATION (Items 1-5)

Complete the information in this section exactly as shown on the basic report (CRB-3).

DRIVER INFORMATION (Items 6-7)

Complete items 6 and 7 exactly as shown on the basic report (CRB-3).

CARRIER INFORMATION (Items 8-12)

Indicate whether the operation of the commercial motor vehicle at the time of this crash is defined as an interstate, intrastate, government or personal operation. An interstate operation is one where the transportation of the property originated in one state or country and passed through or terminated in another state or country. An intrastate operation is one where the transportation of the property did not cross a state or international boundary. The bill of lading origin and destination information may be one source available to make this determination. Government and Personal use will be determined through investigation. Indicate the Carrier's corporate name and primary business address in items 9 and 10. The Carrier is defined as the entity responsible for the operation of the vehicle at the time of the crash. This may be the actual owner of the vehicle or the lessee. The information should match Owner/Lessee shown on the CRB-3. Show the type of carrier identification by checking the appropriate box in item 11. Show the ID number in item 12, if applicable.

MOTOR VEHICLE INFORMATION (Items 13-18)

Enter the unit number from the CRB-3 for this motor vehicle in item 13. Show the registration year, state and number in item 14. Enter the GVWR and RGVW as applicable in item 15. Indicate which, GVWR or RGVW, by checking the appropriate box.

Indicate the appropriate number in the box for Vehicle Type in item 16.

Indicate the appropriate number in the box for Cargo Body Style in item 17.

Indicate by checking the appropriate box in item 18 whether this vehicle is hauling hazardous material(s). If yes, enter the class and ID numbers of the hazardous material(s) being transported. Indicate by checking the appropriate box whether hazardous materials were released (spilled, discharged, etc.) The class and ID numbers should be obtained from the bill of lading or shipping papers. If unavailable, the class and ID numbers may be taken from the placard. The class may be located in the lower corner of the diamond shaped placard. The ID numbers may be located on the placard or on an orange label near the placard. (REFER TO DETAILED INSTRUCTIONS).

TRAILER NUMBER 1 & 2 INFORMATION (Item 19-22)

If the commercial motor vehicle reported on this supplement is towing one trailer, complete trailer number 1 section only. If towing 2 trailers, complete both trailer number 1 and 2 sections.

Indicate the registration year, state, and number in item 19, and if applicable item 21. Show the GVWR or RGVW in item 20 and, if applicable, item 22. Indicate which, GVWR or RGVW by checking the appropriate box.

Indicate the appropriate number in the box for Trailer Type (item 20, and if applicable, item 22).

Indicate Sequence of Events (Item 23). Indicate the order and type of crash events which occurred involving this vehicle.

Indicate the Total Number of Axles (Item 24). Indicate the total number of axles on the motor vehicle. (Do not include trailer axles)

Indicate the Total Number of Tires (Item 25). Indicate the total number of tires on the motor vehicle. (Do not include trailer tires)

The person completing this supplement should print name, show department and the date this supplement was prepared in item 26.

ALLEN SAMUELS CHEVROLET GEO

Federal ID #:741776820

COME BY ; LET'S BE FRIENDS

P.O. BOX 7978

1625 N. Valley Mills Drive

Waco, TX 76714

(254)761-5564 Fax: (254)772-2856

PRELIMINARY ESTIMATE

Written By: Duane Lipke Adjuster:

Insured: Owner: Address: WACO, TX Evening:

Claim # Policy #

Date of Loss:

Deductible:

Type of Loss: Point of Impact:

Inspect Location:

Insurance Company:

Days to Repair

2005 CHEV MALIBU MAXX LS 6-3.5L-FI 4D H/B SILVER Int:GREY

VIN: 1G1ZT64865F TX Prod Date:

Air Conditioning

Rear Defogger Telescopic Wheel

Tilt Wheel

Intermittent Wipers

Odometer: 891

Cruise Control

Body Side Moldings

Dual Mirrors Clear Coat Paint

Roof Console

Traction Control

Power Windows

Power Brakes Power Driver Seat

Power Mirrors

Power Steering Power Locks

Keyless Entry

AM Radio Search/Seek

FM Radio CD Player

Stereo Anti-Lock Brakes (4)

Power Trunk/Tailgate

Driver Air Bag

Passenger Air Bag

Aluminum/Alloy Wheels

4 Wheel Disc Brakes Automatic Transmission Cloth Seats

Overdrive

Bucket Seats

NO.	OP.	DESCRIPTION			CE LABOR	PAINT
1		FRONT BUMPER				
2		O/H front bumper			2.0	
3	Repl	Bumper cover	1	311.03	Incl.	2.6
4	Repl	License bracket	1	5.39	0.2	
5	Repl	Lower grille base & LS	1	82.46	Incl.	
6	Repl	Lower deflector	1	68.15	Incl.	
7	Repl	RT Bumper cover nut upper	1	2.63	Incl.	
8	Repl	LT Bumper cover nut upper	1	2.63	Incl.	
9	Repl	Lower deflector retainer	12	25.44	Incl.	
10	Repl	RT Bumper cover insert	1	1.80	Incl.	
11	Repl	LT Bumper cover insert	1	1.80	Incl.	
12	Repl	Bumper cover retainer	12	14.64	Incl.	
13	Repl	Energy absorber	1	76.09	Incl.	
14	Repl	Impact bar	1	195.70	s 1.5	0.5
15	Repl	Upper support	1	47.91	Incl.	
16		GRILLE				
17	Repl	Grille	1	137.11	Incl.	
18	Repl	Grille retainer	4	2.88		
19	Repl	Molding	1	179.13	Incl.	
20	Repl	Emblem 2nd design	1	36.08	Incl.	
21		FRONT LAMPS				
22	R&I	RT Headlamp assy			0.3	
23	R&I	LT Headlamp assy			0.3	
24		RADIATOR SUPPORT				
25	Repl	RT Upper shield	. 1	7.60	0.3	
26	-	LT Upper shield	1	7.60	0.3	
27	~	RT Side shield 3.5 & 3.9 liter		21.51	0.3	
28	-	LT Side shield 3.5 & 3.9 liter	1	15.00	0.3	
29	-	RT Side shield retainer	4	15.36		
30	Repl	LT Side shield retainer	4	15.36		
31	_	RT Side shield clip	3	0.99		
32	-	LT Side shield clip	3	0.99		
33	_	Splash shield	1	22.04	0.3	
34	Repl	Splash shield retainer	6	23.04		

						
NO.	OP.	DESCRIPTION	QTY	EXT. PR	ICE LABOR	PAINT
35		HOOD				
36	Blnd	Hood				1.5
37		FENDER				
38	Repl	LT Fender	1	187.29	2.0	1.8
39		Overlap Major Non-Adj. Panel				-0.2
40		Add for Edging				0.5
41		Deduct for Overlap			-0.3	
42	Repl	LT Fender bracket	1	6.45	0.2	
43	Repl	RT Fender liner	1	27.39	0.4	
44	Repl	LT Fender liner	1	27.39	Incl.	
45	Repl	RT Fender liner retainer	7	2.31		
46	Repl	LT Fender liner retainer	7	2.31		
47		WHEELS				
48	Repl	LT/Rear Wheel, alloy 16" PY0	1	227.25	m 0.3	M
49	Repl	LT Valve stem alloy wheel	1	2.00		
50#	Repl	LT REAR TIRE	1	106.00		
51		FRONT DOOR				
52	Repl	LT Outer panel	1	226.14	5.0	
53		Overlap Major Adj. Panel				-0.4
54		Add for mirror			0.3	
55		Add for Edging				0.5
56		Add for Inside				0.5
57	Repl	LT Body side mldg paint to match	1	73.23	0.3	0.4
58		Overlap Minor Panel				-0.2
59	Repl	LT Applique	1	52.93	Incl.	
60	Repl	LT Handle, outside	1	24.54	Incl.	0.4
61		Overlap Minor Panel				-0.2
62	Repl	LT Handle, outside cap	1	13.11	Incl.	
63	Repl	LT Handle, outside seal	1	3.84	Incl.	
64*	Rpr	LT Door shell			<u>2.0</u>	Incl.
65		Add for Inside				0.5
66	R&I	LT Door w'strip gray			Incl.	
67		REAR DOOR				

NO.	OP.	DESCRIPTION	QTY	EXT. PRI	CE LABOR	PAINT
68	Repl	LT Door shell	1	631.80	4.0	3.0
69		Overlap Major Adj. Panel				-0.4
70	Repl	LT Rear seal	1	32.39	Incl.	
71	Repl	LT Belt w'strip	1	36.94	Incl.	
72	Repl	LT Applique	1	31.66	Incl.	
73	Repl	LT Body side mldg paint to match	1	58.32	0.3	0.3
74	Refn	LT Handle, outside				0.4
75		Overlap Minor Panel				-0.2
76		PILLARS, ROCKER & FLOOR				
77	Repl	LT Uniside assy	1	694.81	s 25.0	6.3
78		Overlap Major Adj. Panel				-0.4
79	R&I	RT Rocker molding Base & LS			0.5	
80	R&I	LT Rocker molding Base & LS			0.5	
81	Repl	RT Rocker molding clip	9	40.41		
82	Repl	LT Rocker molding clip	9	40.41		
83	Repl	RT Rocker molding retainer	10	38.80		
84	Repl	LT Rocker molding retainer	10	38.80		
85		REAR BUMPER				
86		O/H bumper assy			2.0	
87	Repl	Bumper cover	1	373.94	Incl.	2.8
88		Overlap Major Non-Adj. Panel				-0.2
89		Deduct for Rear Bumper R&I			-1.0	
90		Clear Coat				2.5
91	Repl	LT Splash shield	1	16.08	0.3	
92	Repl	RT Bumper cover retainer side	1	0.35	Incl.	
93	Repl	LT Bumper cover retainer side	1	0.35	Incl.	
94	Repl	LT Bumper cover bracket	1	10.35	Incl.	
95		REAR LAMPS				
96	Repl	LT Tail lamp assy	1	254.52	0.3	
97		LIFT GATE				
98	Blnd	Lift gate w/o rear spoil				1.1
99	Repl	Nameplate "MALIBU"	1	23.91		
100	Repl	Nameplate "MAXX"	1	23.16	0.2	
		4				

	 						
		DESCRIPTION					
		Nameplate "LS"			.91		
102	Repl	Nameplate "V6"	1	22	.82	0.2	
103	R&I	Applique				0.3	
104	Repl	Applique clip	6	21	.06		
105		QUARTER PANEL					
106*	Rpr	LT Inner wheelhouse			s	4.0	
107#	Subl	4 WHEEL ALIGN	1	69	.95 X		
108#	Rpr	SET UP/MEASURE				2.0	
109#	Rpr	PULL FRONT STRUCTURE				4.0	
110#	Repl	HAZARDOUS WASTE	1	3	.00 T		
111#	Repl	CORROSION PROTECTION	1	4	.00 X		0.3
112#	Subl	MOUNT/BAL	1	18	.75		
113#	Repl	COVER CAR	1	3	.00		
114#	Refn	DE-NIB					1.0
115#	Refn	TINT TO MATCH COLOR					0.6
		Subtotals ==>					27.3
		Parts					4739.08
		Body Labor	5.8	7 hr	= 0 \$ /	12.00/hr	
		Paint Labor				12.00/hr	
		Mechanical Labor					
		Paint Supplies	O	• 🔾 111.	3 C Y	73.007111	650.00
		Sublet/Misc.					76.95
		SUBTOTAL				\$	9100.53
		Sales Tax		\$ 5392	2.08 @	8.2500%	444.85
		GRAND TOTAL				\$	9545.38
		ADJUSTMENTS:					
		Deductible					0.00

12/31/2007 at 09:24 AM 16070

Job Number:

PRELIMINARY ESTIMATE

2005 CHEV MALIBU MAXX IS 6-3.5L-FT 4D H/B SILVER Int: GREY

CUSTOMER PAY 0.00

INSURANCE PAY

\$ 9545.38

Estimate calculated using a preset user threshold amount for the paint and material cost.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CP04, CCC Data Date 11/01/2007, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKO, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

Customer's Name:			Inspection Date:	12/31/07
Vehicle Brand:	Chevrolet	Model:	2005 Malibu MAXX	

 Brand:
 Chevrolet
 Model:
 2005 Malibu MAXX

 File #
 71-585954623
 VIN:
 1G1ZT64865F

Mileage at Inspection: 8,912 Inspection Location: Allen Samuels Chevrolet Waco. TX

<u>Inspector's phone number:</u> 817 992-8163 <u>Inspected By:</u> William Hartley, EAA

Section 1	INSPECTION SUMMARY		
BRIEFLY Describe the customer's ALLEGATION below:			
	grandson Dale Monsey, stated the steering locked up in	car, causing her to hit	

Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)

The vehicle is damaged in the front and the left side. The front bumper cover and energy absorber are in the back of the car. The bumper cover is scraped on the left end and less severely on the right end. The left rear door and quarter panel are scraped, gouged, torn, and dented. The left rear wheel is gouged in several places and the tire is cut in the sidewall and flat. The left tail lamp lens is broken.

The steering seems to operate normally. The steering wheel was turned lock to lock about 40 times, and no binds, sticking, or hitches were felt. Sensor data in the Tech 2 follows steering wheel movement. There are no current or history DTCs in the power steering system.

There is no evidence of leakage or a problem with the brakes system.

a truck and a concrete bridge rail.

There is a non-deployment event in the SDM. The CDR files are included with this report.

67 digital photos were taken. They and their photo log are included with this report.

The Waco, TX police accident report #07-31505 is included with this report.

The \$9,545.38 repair estimate and tow bill are included with this report.

Section 2	NTERVIEW - INCIDENT DE	TAILS	
Obtain all of the information for this section from the Driver/Claimant			
Provide a complete description of the	incident according to the	DRIVER / CLAIMANT	
_			
Interview mode:	In Person	Incident Date and Time: 12/18/07 at 10:30AM	
Interview date: 12/27/07			
Was a police/fire department report ob			
		on, describe all collision events; include description	
	jects contacted and the seq	uence in which they were contacted. (Additional cmts	
may be placed in section 9)		and the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of t	
Mr. Dale Monsey,		was driving east on the Highway 6 overpass	
		He stated she had been at a stop light and went	
	n. He stated she nit a ser	ni truck and spun and hit the bridge rail. He	
stated is 92 years old.			
Driver Jethan accompanies about all accounts	an Carabada arana arandan b	- sightsight O disabilities).	
Driver/other occupant's physical description		reight, weight, & disabilities):	
temale, 92, 5 6 , 2	210#, no disabilities		
If there was a collision:			
	or Mr. Monooy stated	austained no injuries	
Describe extent of any injuries to the Driv	er_ivir. Worisey stated	sustained no injuries.	
1			

What was the exact location of the incident. Highway 6 and 84 overpass, Waco, TX

Describe where other occupants were seated & extent of any injuries: No other occupants.

Driving conditions at the time of the incident:

2 01				
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
Customer's Name: Inspection Date: 12/31/07 Vehicle Brand: Chevrolet Model: 2005 Malibu MAXX File # 71-585954623 VIN: 1G1ZT64865F				
Weather conditions & Visibility: Clear Approximate Temp (°F): 70s Road Surface:				
following information, please obtain it. Steering Normal □ Other □ Describe Locked up at the point of the incident Suspension Normal □ Other □ Describe { Brakes Normal □ Other □ Describe { Engine Normal □ Other □ Describe { Electrical Normal □ Other □ Describe {				
Were any warning lights illuminated or driver information center messages displayed? \square Yes \square No If "Yes", get the details and describe the event(s).				
Has the vehicle behavior noted during this incident ever been noted prior to this incident? \boxtimes Yes \square No If "Yes", get the details and describe the event(s). 1 time previos to this incident. Steering rack was replaced.				
Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. None				
Describe any evasive action: Turning Braking Accelerating Other: Unknown				

Objects Impacted:_{

How was the vehicle transported from the incident site to the present location?

Tow Truck

Flat Bed

Other

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Additional comments concerning the incident:_None

Source of information (name, address, phone number, & relationship), if other than claimant: Claimant

Comments: None (Additional cmts may be placed in section 9)

Describe cargo (in the vehicle interior, trunk and/or trailer (if any): <u>None</u> Estimated total weight of cargo: **N/A** Estimated weight of the trailer, if any. **N/A**

12/31/07

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION

STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand:

Inspection Date: 2005 Malibu MAXX Chevrolet Model:

File # 71-585954623 VIN: 1G1ZT64865F

Did the owner purchase the vehicle new?	Yes ☐ No Date 11/13/04 Used? ☐ Yes ☒ No Date
VEHICLE MODIFICATIONS / ALTERATIONS	
VEHICLE MODIFICATIONS / ALTERATIONS	<u>esent,</u> and has any after-market equipment been installed?
(e.g., objects attached to the steering wheel or	r instrument panel, controls for disabled persons, shock absorbers, springs, ain, wheels or tires, after-market seats, etc) <u>Describe</u> : None
VEHICLE REPAIR / SERVICE HISTORY	
Prior electrical system service? No Yes	s If was describe.
{	
Prior collision repair? ⊠ No ☐ Yes If yes, c	describe: {
Repaired by whom? (name, address, phone)	{
Prior chassis system service, repair, or replace	ement? No Yes If yes, describe what was done:
	77 miles, steering column replaced 9/1/05 at 19 miles.
	repaired, or replaced by whom? (name, address, phone number)
Any other pertinent vehicle history information	(from interview, GM warranty or dealership history files)? ⊠ No ☐ Yes
If yes, describe:_{	
Section 4 VEHI	CLE INSPECTION – VISUAL/PHOTO
	CLE INSPECTION – VISUAL/PHOTO IMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN
THE VEHICLE VISUAL INSPECTION DOCU OBSERVATIONS. RECORD YOUR OBSER	IMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN VATIONS IN THE APPROPRIATE SECTION.
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UNDERHOOD

Engine compartment Brake fluid level and condition Power steering lines, hoses, clamps and connections Power steering fluid level and condition

VIN:

Customer's Name:

Chevrolet

Inspection Date:

12/31/07

Vehicle Brand:

File #

71-585954623

Model: 2005 Malibu MAXX

1G1ZT64865F

Comments:

No damage under the hood. The power steering is electric, not hydraulic.

GENERAL OBSERVATIONS

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

Comments: None

Section 5

VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel Odometer

Controls Steering wheel and column

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

Photo of options label-glove box/trunk Sunvis

Personal items/cargo

Sunvisors and headliner

INTERIOR INSPECTION (Describe any damage and photograph)

No damage to the interior. The left front seat is all the way forward.

Section 6

STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

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

<u>Customer's Name:</u> <u>Vehicle Brand:</u> Chevrolet

Inspection Date:

12/31/07

 Brand:
 Chevrolet
 Model:
 2005 Malibu MAXX

 File #
 71-585954623
 VIN:
 1G1ZT64865F

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all	All steering components are in place and connected securely. The steering
components in place and	was turned lock to lock about 40 times with no binding or sticking felt.
connected in a normal manner?	
Can the steering wheel be	
rotated lock to lock with	
appropriate movement of the	
front wheels. Is there any	
binding, sticking or uneven feel?	
Steering linkage-Is the linkage	No cracks or bends were observed in the steering linkage.
free from cracks, bends,	
fractures, etc. Are there any	
scrapes, abrasions, signs of	
contact with any of the linkage?	
Gear/rack and pinion-Any sign	No signs of damage to any boots or the steering rack.
of leakage, damage to boots on	
the rack, contact by foreign	
objects?	
Steering column, ignition switch,	The steering column appears to operate normally, as does the ignition switch.
intermediate shaft. Does the	
column unlock with the ignition	
key "on"? Is the steering column	
properly fastened to the dash?	
Steering pump, drive, hoses,	Electric power steering.
connections, flow, pressure. If	
possible, start the engine and	
rotate the steering wheel lock to	
lock. Is power assist normal? If	
not, it may be necessary to	
check pressure and flow.	Flactuic manyor etacuing
PS fluid level and condition-	Electric power steering.
Color, contamination, odor	All knuckle attachments are secure.
Steering knuckle-All	All knuckle attachments are secure.
attachments secure and proper?	
Suspension components – LF	No visible damage to the suspension components.
Strut attachments, springs	no visible dalliage to the suspension components.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	No visible damage to the suspension components.
intact; control arms properly	1.0 1.0 aanage te the eacpeneren components
attached, deformed, broken,	
scraped, etc. RF	
Strut attachments, springs	No visible damage to the suspension components.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc Rear sway bars,	

Customer's Name:

Chevrolet

Inspection Date:

12/31/07

Vehicle Brand:

File #

71-585954623

Model: 2005 Malibu MAXX

54623 <u>VIN:</u> 1G1ZT64865F

trailing arms properly attached	
and undamaged. LR Strut attachments, springs	No visible damage to the suspension components.
intact; control arms properly	No visible damage to the suspension components.
attached, deformed, broken,	
scraped, etc. RR	
Rear axle assembly-deformed,	Does not appear to be deformed.
signs of impact, properly	book not appear to be determined
located, etc.	
Deformation to the frame	None visible.
Describe and photograph	None visible.
evidence of axle/ suspension/	
tire contact with frame, body or	
components	
Describe and photograph	None visible.
contact of the under- carriage	
with the road surface (road,	
shoulder, curb, or grass)	
Stability Enhancement	Not equipped
system/components-check for	
codes with Tech II	N. 5=6 /
Engine (normal, other)-Obtain	No DTCs in any module.
codes using a Tech II.	
Electrical (normal, other)	All systems appear to be functioning properly.
Warning lights/messages	No warning lights or messages.
displayed? Describe and obtain	
codes using a Tech II	Nothing missing
Anything components missing?	Nothing missing.
Other	The steering sensors appear to follow the steering wheel through it's full rotation lock to lock.
	rotation lock to lock.

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". **Not driveable due to flat left rear tire.**

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation. **Not driven. There are no DTCs in the ABS system.**

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident. **No wiring issues found.**

TIRE AND WHEEL INSPECTION

Customer's Name: Inspection Date: 12/31/07

 Vehicle Brand:
 Chevrolet
 Model:
 2005 Malibu MAXX

 File #
 71-585954623
 VIN:
 1G1ZT64865F

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	<u>(psi)</u>	32nds of inch	
LF	<u>Bridgestone</u>	<u>Insignia SE</u>	P215/60R16	<u>18</u>	<u>9/32"</u>	
RF	Bridgestone	Insignia SE	94S M&S P215/60R16 94S M&S	<u>26</u>	9/32"	
LR	<u>Bridgestone</u>	<u>Insignia SE</u>	P215/60R16	<u>o</u>	<u>9/32"</u>	
RR	<u>Bridgestone</u>	Insignia SE	94S M&S P215/60R16 94S M&S	<u>18</u>	<u>9/32"</u>	

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

TPC Spec. Number: 1225MS

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

LF No visible damage.

RF No visible damage.

LR The left rear wheel is gouged in several places and a 6" area of the outer rim is dented. The tire is cut in the sidewall and flat.

RR No visible damage.

2. TIRE PLACARD DATA:

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

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

 TIRES
 P215/60R16
 30

 SPARE TIRE
 T125/70D16
 60

Section 7 SITE INSPECTION

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

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

Confidential GM/PAR Rev 04-19-2004

Customer's Name:

Chevrolet

Inspection Date:

12/31/07

Vehicle Brand:

71-585954623 File #

Model: 2005 Malibu MAXX VIN:

1G1ZT64865F

Photograph the scene and property if involved.

Comments: The site was not inspected because it is a busy urban highway.

Section 8

COMMENT OVERFLOW

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

There is a non-deployment event in the SDM. The CDR files are included with this report.

The airbag module data from the Tech 2 is as follows:

- End Model Part Number 22711946
- Base Model Part Number 22711946
- Software Part Number 809906225
- Traceability Number AS1946230B0R

Section	9
CCCGGGT	J

OTHER REPORT INFORMATION

Check here if there was evidence of a "Fire-Related" event. According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

⊠ Photographs

□ Data Downloads

○ Other Records

Confidential GM/PAR Rev 04-19-2004

TX DOT #005022108C
W cody's recker Service Nº7731
P.O. Box 3473 Waco, Texas 76707
Phone: 752-0535 24 Hrs. Date 12-18-07
Name Allen Stanuels Body Stop.
Customer Nam
G ZT64865F
R.O. P.O. Driver
1928 148997
Location Franklin't Hwy 6
Destination Allen SAmuels Body Shop.
Wrecker Fee 125 00
Storage P0148997
Dollies R01928 4000
Extra Work 24600
Ray-Out 3323 Naclin Hwy
Delivery Waco Tx 76705
Notification
Direct Complaints to: Tax Texas Dept. of Transportation, Motor Carrier Division
125 East 11th Street, Austin, TX 76701
1-800-299-1700 Signature













GENERAL MOTORS BUSINESS RESOURCE CENTER

1-2-08



RE: 1G1ZT64865F

Dear ,

Per your request, a copy of the data retrieved from the above referenced vehicle is enclosed. Whenever concerns are expressed that a vehicle may not have performed to a customer's expectations, General Motors takes the situation very seriously. We like to have the opportunity to understand, evaluate, and respond to our customer's concerns. As you are aware, a thorough inspection of the above referenced vehicle took place on 12-31-07. The enclosed data was retrieved at that time.

General Motors' vehicles have a number of computer systems that monitor and control aspects of the vehicle's performance such as airbag deployment, emissions and optimization of fuel economy, and if so equipped, vehicle steering and braking in difficult driving situations. Some information may be stored during regular operations to facilitate repair of detected malfunctions. Other information is stored only in a crash event.

In a crash event, some on-board computers may record information about the condition of the vehicle and how it was operated such as engine speed, brake application, throttle position, vehicle speed, safety belt usage, air bag readiness, and air bag performance.

If you should have further questions, please contact me at 1866-790-5700 X 41007

Sincerely,

Stephanie Wissmiller Customer Relationship Specialist General Motors Product Allegation



General Motors

Customer & Relationship Services Group P.O. Box 436008 Pontiac, Michigan 48343-6008



Desoto, TX













GENERAL MOTORS BUSINESS RESOURCE CENTER

January 14, 2011



RE: File Number: 06622609

Vehicle Identification Number: 1GKEL19W5RB

Dear

Thank you for allowing us the opportunity to review the incident with your 1994 GMC Van. You have expressed your concern, being involved in a collision, in which your airbags did not deploy.

Airbags, in combination with properly worn safety belts, are highly effective lifesaving devices in the types of crashes in which they are designed to deploy. Airbags are designed to deploy in severe frontal or near frontal collisions, involving life-threatening events. We offer this information for you to gain a better understanding on the concept of the airbag system, and the conditions surrounding deployment.

After completing our investigation, General Motors determined your airbag system functioned as designed and therefore General Motors is unable to assume responsibility for damages. We suggest that you resolve this matter through your insurance carrier.

Sincerely,

Myrna Vasquez-Ham
Customer Relationship Manager
Product Allegation Resolution Team

TX DOT #005022108C
W recker Service Nº7731
P.O. Box 3473 Waco, Texas 76707
Phone: 752-0535 24 Hrs.
Name Allen Stanuels Body Stap.
Customer Nam
1612T64865F 8912
Year & Make Model Color Lic # Requested by
05 Cheu Malibu Maxx Silver Briver
7928 P.O. 148997 Driver
Location Franklin't Hwy 6
Destination Allen SAmuels Body Shop.
Wrecker Fee 125 00
Storage P0/48997
Dollies R0/928 4000
Extra Work 24600
Rey Out 3323 Marlin Hwy
Delivery Waco Ty 76705
Notification
Direct Complaints to: Texas Dept. of Transportation, Motor Carrier Division 125 East 11th Street, Austin, TX 76701 1-800-299-1700 Signature





CDR File Information

Vehicle Identification Number	1G1ZT64865F
Investigator	William Hartley, EAA
Case Number	71-585954623
Investigation Date	Monday, December 31 2007
Crash Date	Tuesday, December 18 2007
Filename	1G1ZT64865F
Saved on	Monday, December 31 2007 at 09:58:13 AM
Collected with CDR version	Crash Data Retrieval Tool 3.04
Reported with CDR version	Crash Data Retrieval Tool 3.04
EDR Device Type	airbag control module
Event(s) recovered	Non-Deployment

Data Limitations

SDM Recorded Crash Events:

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

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

SDM Data Limitations:

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

SDM Data Source:

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

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





communication network.

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





Multiple Event Data

Associated Events Not Recorded	0
An Event(s) Preceded the Recorded Event(s)	No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No

System Status At AE

Vehicle Identification Number	**1ZT648*5*130220
Low Tire Pressure Warning Lamp (If Equipped)	OFF
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

System Status At 1 second

Cyclom Clarac / it i cocoma	
Transmission Range (If Equipped)	Third Gear
Transmission Selector Position (If Equipped)	Drive
Traction Control System Active (If Equipped)	No
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	47
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

Parameter	-2 sec	-1 sec			
Reduced Engine Power Mode	OFF	OFF			
Cruise Control Active (If Equipped)	No	No			
Cruise Control Resume Switch Active (If Equipped)	No	No			
Cruise Control Set Switch Active (If Equipped)	No	No			

Pre-crash data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	14	16	17	14	14
Engine Speed (RPM)	1472	1600	1600	1024	960
Percent Throttle	14	16	16	0	15
Accelerator Pedal Position (percent)	31	32	32	0	36
Antilock Brake System Active (If Equipped)	No	No	No	Yes	Yes
Lateral Acceleration (feet/s²)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	16	0	0	336





Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid



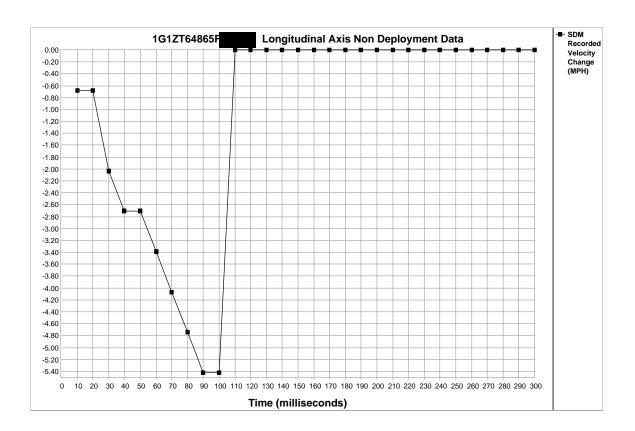


System Status At Non-Deployment

System Status At Non-Deployment	
Ignition Cycles At Investigation	3203
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	120090
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	248
Ignition Cycles At Event	3200
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	BUCKLED
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	5.55
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	90
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	Yes
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes



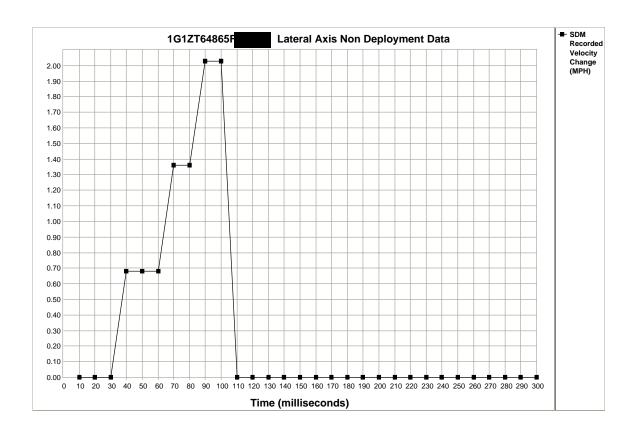




Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	-0.68	-0.68	-2.03	-2.71	-2.71	-3.39	-4.07	-4.74	-5.42	-5.42	0.00	0.00	0.00	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00







Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.68	0.68	0.68	1.36	1.36	2.03	2.03	0.00	0.00	0.00	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00





Hexadecimal Data

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

1G1ZT64865F



1G1ZT64865F



```
$43 FE OC 80 00 00 00 00
$44 00 00 00 00 00 00 00
$45 00 00 00 00 00 00 00
$46 00 00 00 00 00 00 00
$47
    00 FF 00 FF 00 FD 00
$48
    01 FC 01 FC 01 FB 00
$49
   02 FA 02 F9 03 F8 00
$4A
   03 F8 00 00 00 00 00
$4B
   00 00 00 00 00 00 00
$4C
   00 00 00 00 00 00 00
$4D
    00 00 00 00 00 00 00
$4E
   00 00 00 00 00 00 00
$4F 00 00 00 00 00 00 00
$50 00 00 00 00 00 00 00
$51
   F0 00 00 00 00 00 00
   80 00 00 00 00 00 00
$52
$53
    09 00 49 00 00 00 00
$54
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$55
   00 00 00 00 00 00 00
$67
   00 00 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69
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$6A
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$6B FF FF FF FF FF 00
$6C FF FF FF FF FF 00
$6D FF FF FF FF FF 00
$6E FF FF FF FF FF 00
    FF FF FF FF FF 00
$6F
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$72
   FF FF FF FF FF 00
$73
   FF FF FF FF FF 00
$74
   FF FF FF FF FF 00
$75
    FF FF FF FF FF 00
   FF FF FF FF FF 00
$76
$77 FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A
   82 FF FF 00 00 00 00
$7В
   FF FF FF FF FF 00
$01
   41 55 36 35 32 38 52 34 31 39 37 31 31 53 55 48
$02 41 0A 22 34
$03
   41 54 36 35 32 38 52 34 31 39 32 31 31 4E 5A 50
$04
    41 OA 22 34
$05
   $06 FF FF FF FF
$08 FF FF FF FF
$0D
    41 48 36 35 32 39 52 34 31 39 30 33 45 38 48 41
$0E
   01 59 D3 B3
$0F
   41 4A 36 35 32 39 52 34 31 38 39 32 45 36 30 50
$10 01 59 D3 B3
$13
   $14
   FF FF FF FF
$17
    $18
   FF FF FF FF
$21
    31 12 66 1A DO 2E 91 9A
$22 19 46
$23 31 5A 53 54 55 55 34
$24
    31 5A 53 54 55 55 34
$25
    31 5A 53 54 55 55
$26
    31 5A 53 54 55 55 34
$40
   00 00
$41
   FF 30 00 66 00 18
$42 F0 C4
$43 00 00 8C 80
```





EAA Inspection Request

Date: <u>12/24/07</u>		
TO: EAA	Vehicle Informat	<u>ion</u>
EAA/SPX Field Coordinator	VIN#: <u>1G1ZT6</u>	64865F
Phone: 586-582-5835	Year/Make:	2005 Chevrolet
Fax: 586-582-5840	Model:	Malibu MAXX
Email: eaafc@servicesolutions.spx.com		Lenard Betts SM
-	Contact's Number	
From: Stephanie Wissmiller	Vehicle Location	
PAR Customer Relations Mgr		25 N Valley Mills
Trice Customer Relations (rigi		nco, TX 76710
Email: stephanie_wissmiller@gmexpert.com	Ins. Adj. Name:	vage/Auction Yard:
Phone: 866-790-5600 ext.	Phone #:	
or 866-790-5700 ext.41007	Claim or Salvage	ID #:
Fax: 866-775-9476	Claim of Sarvage	<i>10 11.</i>
Mailing Address:	Claimant Inform	ation
GM PAR Investigations	PAR File #: 71	
7401 E. Ben White	Claimant Name:	000001020
Building 3	Claimant Home #	#•
Austin, TX 78741	Claimant Work #	
	Claimant Cell #:	
	Address:	
	Waco, 7	ΓX
Required Actions: Advise PAR	CRM via voicemail/email of i	nspection date.
	nate Required	inspection dute.
	PAR File information	
	R CRM After Inspection	
Please Use Form(s):		
Accelerator/Throttle Control	Restraint-SIR/Seatbelts	Seats
	Side Impact	Power Sliding Door
Steering/Suspension/Tires/Wheels □	Inadvertent Deployment	OnStar
Engine Exhaust/Odor	Transmission/Transaxle	OTHER:
☐ Engine Stalling	Thermal Events	
Special Instructions:		
Interview Owner? \square Yes \square No \square	Vetronix Requested	Obtain Fire/Police Report
Other (define)		
Investigations can only b	e rushed if e-mailed by one of th	e following:
RUSH (Name of Team Manager or Ops Mg	r Approving the Rush):	<u> </u>
	AA Internal Use Only	
From: <i>EAA Field Coordinator</i>	Date E-Mailed to SA :	
<u> </u>	Date E-Mailed to SA : Due Date:	
	Date E-Mailed to SA: Due Date: EAA SA Use Only	
Case Acceptance/Investigation: YES	Date E-Mailed to SA: Due Date: EAA SA Use Only NO	
Case Acceptance/Investigation: YES Please acknowledge acceptance of this case pron Date Report Uploaded to EAA FTP SITE:	Date E-Mailed to SA: Due Date: EAA SA Use Only NO	

ALLEN SAMUELS CHEVROLET GEO

Federal ID #:741776820

COME BY ; LET'S BE FRIENDS

P.O. BOX 7978

1625 N. Valley Mills Drive

Waco, TX 76714

(254)761-5564 Fax: (254)772-2856

PRELIMINARY ESTIMATE

Written By: Duane Lipke Adjuster:

Insured: Owner: Address: WACO, TX Evening:

Claim # Policy #

Date of Loss:

Deductible:

Type of Loss: Point of Impact:

TX Prod Date:

Inspect Location:

Insurance Company:

2005 CHEV MALIBU MAXX LS 6-3.5L-FI 4D H/B SILVER Int:GREY

Air Conditioning

Rear Defogger

Lic:

Intermittent Wipers

Tilt Wheel

Odometer: 891

Days to Repair

Cruise Control Telescopic Wheel Keyless Entry

Body Side Moldings

Dual Mirrors Clear Coat Paint

Roof Console

Traction Control Power Brakes

Power Windows Power Mirrors

Power Steering Power Locks

VIN: 1G1ZT64865F

Power Driver Seat AM Radio

FM Radio CD Player

Stereo Anti-Lock Brakes (4)

Power Trunk/Tailgate

Search/Seek Driver Air Bag

Passenger Air Bag

Aluminum/Alloy Wheels

4 Wheel Disc Brakes Automatic Transmission Cloth Seats

Overdrive

Bucket Seats

NO.	OP.	DESCRIPTION			CE LABOR	PAINT
1		FRONT BUMPER				
2		O/H front bumper			2.0	
3	Repl	Bumper cover	1	311.03	Incl.	2.6
4	Repl	License bracket	1	5.39	0.2	
5	Repl	Lower grille base & LS	1	82.46	Incl.	
6	Repl	Lower deflector	1	68.15	Incl.	
7	Repl	RT Bumper cover nut upper	1	2.63	Incl.	
8	Repl	LT Bumper cover nut upper	1	2.63	Incl.	
9	Repl	Lower deflector retainer	12	25.44	Incl.	
10	Repl	RT Bumper cover insert	1	1.80	Incl.	
11	Repl	LT Bumper cover insert	1	1.80	Incl.	
12	Repl	Bumper cover retainer	12	14.64	Incl.	
13	Repl	Energy absorber	1	76.09	Incl.	
14	Repl	Impact bar	1	195.70	s 1.5	0.5
15	Repl	Upper support	1	47.91	Incl.	
16		GRILLE				
17	Repl	Grille	1	137.11	Incl.	
18	Repl	Grille retainer	4	2.88		
19	Repl	Molding	1	179.13	Incl.	
20	Repl	Emblem 2nd design	1	36.08	Incl.	
21		FRONT LAMPS				
22	R&I	RT Headlamp assy			0.3	
23	R&I	LT Headlamp assy			0.3	
24		RADIATOR SUPPORT				
25	Repl	RT Upper shield	. 1	7.60	0.3	
26	-	LT Upper shield	1	7.60	0.3	
27	~	RT Side shield 3.5 & 3.9 liter		21.51	0.3	
28	-	LT Side shield 3.5 & 3.9 liter	1	15.00	0.3	
29	-	RT Side shield retainer	4	15.36		
30	Repl	LT Side shield retainer	4	15.36		
31	_	RT Side shield clip	3	0.99		
32	-	LT Side shield clip	3	0.99		
33	_	Splash shield	1	22.04	0.3	
34	Repl	Splash shield retainer	6	23.04		

						
NO.	OP.	DESCRIPTION	QTY	EXT. PR	ICE LABOR	PAINT
35		HOOD				
36	Blnd	Hood				1.5
37		FENDER				
38	Repl	LT Fender	1	187.29	2.0	1.8
39		Overlap Major Non-Adj. Panel				-0.2
40		Add for Edging				0.5
41		Deduct for Overlap			-0.3	
42	Repl	LT Fender bracket	1	6.45	0.2	
43	Repl	RT Fender liner	1	27.39	0.4	
44	Repl	LT Fender liner	1	27.39	Incl.	
45	Repl	RT Fender liner retainer	7	2.31		
46	Repl	LT Fender liner retainer	7	2.31		
47		WHEELS				
48	Repl	LT/Rear Wheel, alloy 16" PY0	1	227.25	m 0.3	M
49	Repl	LT Valve stem alloy wheel	1	2.00		
50#	Repl	LT REAR TIRE	1	106.00		
51		FRONT DOOR				
52	Repl	LT Outer panel	1	226.14	5.0	
53		Overlap Major Adj. Panel				-0.4
54		Add for mirror			0.3	
55		Add for Edging				0.5
56		Add for Inside				0.5
57	Repl	LT Body side mldg paint to match	1	73.23	0.3	0.4
58		Overlap Minor Panel				-0.2
59	Repl	LT Applique	1	52.93	Incl.	
60	Repl	LT Handle, outside	1	24.54	Incl.	0.4
61		Overlap Minor Panel				-0.2
62	Repl	LT Handle, outside cap	1	13.11	Incl.	
63	Repl	LT Handle, outside seal	1	3.84	Incl.	
64*	Rpr	LT Door shell			<u>2.0</u>	Incl.
65		Add for Inside				0.5
66	R&I	LT Door w'strip gray			Incl.	
67		REAR DOOR				

NO.	OP.	DESCRIPTION	QTY	EXT. PRI	CE LABOR	PAINT
68	Repl	LT Door shell	1	631.80	4.0	3.0
69		Overlap Major Adj. Panel				-0.4
70	Repl	LT Rear seal	1	32.39	Incl.	
71	Repl	LT Belt w'strip	1	36.94	Incl.	
72	Repl	LT Applique	1	31.66	Incl.	
73	Repl	LT Body side mldg paint to match	1	58.32	0.3	0.3
74	Refn	LT Handle, outside				0.4
75		Overlap Minor Panel				-0.2
76		PILLARS, ROCKER & FLOOR				
77	Repl	LT Uniside assy	1	694.81	s 25.0	6.3
78		Overlap Major Adj. Panel				-0.4
79	R&I	RT Rocker molding Base & LS			0.5	
80	R&I	LT Rocker molding Base & LS			0.5	
81	Repl	RT Rocker molding clip	9	40.41		
82	Repl	LT Rocker molding clip	9	40.41		
83	Repl	RT Rocker molding retainer	10	38.80		
84	Repl	LT Rocker molding retainer	10	38.80		
85		REAR BUMPER				
86		O/H bumper assy			2.0	
87	Repl	Bumper cover	1	373.94	Incl.	2.8
88		Overlap Major Non-Adj. Panel				-0.2
89		Deduct for Rear Bumper R&I			-1.0	
90		Clear Coat				2.5
91	Repl	LT Splash shield	1	16.08	0.3	
92	Repl	RT Bumper cover retainer side	1	0.35	Incl.	
93	Repl	LT Bumper cover retainer side	1	0.35	Incl.	
94	Repl	LT Bumper cover bracket	1	10.35	Incl.	
95		REAR LAMPS				
96	Repl	LT Tail lamp assy	1	254.52	0.3	
97		LIFT GATE				
98	Blnd	Lift gate w/o rear spoil				1.1
99	Repl	Nameplate "MALIBU"	1	23.91		
100	Repl	Nameplate "MAXX"	1	23.16	0.2	
		4				

	 						
		DESCRIPTION					
		Nameplate "LS"			.91		
102	Repl	Nameplate "V6"	1	22	.82	0.2	
103	R&I	Applique				0.3	
104	Repl	Applique clip	6	21	.06		
105		QUARTER PANEL					
106*	Rpr	LT Inner wheelhouse			s	<u>4.0</u>	
107#	Subl	4 WHEEL ALIGN	1	69	.95 X		
108#	Rpr	SET UP/MEASURE				2.0	
109#	Rpr	PULL FRONT STRUCTURE				4.0	
110#	Repl	HAZARDOUS WASTE	1	3	.00 T		
111#	Repl	CORROSION PROTECTION	1	4	.00 X		0.3
112#	Subl	MOUNT/BAL	1	18	.75		
113#	Repl	COVER CAR	1	3	.00		
114#	Refn	DE-NIB					1.0
115#	Refn	TINT TO MATCH COLOR					0.6
		Subtotals ==>					27.3
		Parts					4739.08
		Body Labor	5.8	7 hr	= 0 < /	12.00/hr	
		Paint Labor				42.00/hr	
		Mechanical Labor					
		Paint Supplies	0 ,	• 🔾 111.	J C P	70.007111	650.00
		Sublet/Misc.					76.95
							
		SUBTOTAL				\$	9100.53
		Sales Tax		\$ 5392	2.08 @	8.2500%	444.85
		GRAND TOTAL				\$	9545.38
		ADJUSTMENTS:					
		Deductible					0.00

12/31/2007 at 09:24 AM 16070

Job Number:

PRELIMINARY ESTIMATE

2005 CHEV MALIBU MAXX IS 6-3.5L-FT 4D H/B SILVER Int: GREY

CUSTOMER PAY 0.00

INSURANCE PAY

\$ 9545.38

Estimate calculated using a preset user threshold amount for the paint and material cost.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CP04, CCC Data Date 11/01/2007, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKO, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

TEXAS PEACE OFFICER'S CRASH REPORT PUBLIC SAFETY, PO BOX 4087, AUSTIN TX 7877	73-0350. Please see the DPS Instru	actions to Police for more details regard	ding these submission methods or look or	n the CRIS Website at http://www	w.txdps.state.tx.us/crisproject/index.htm
FATAL CMV INVOLVED [SCHOOL BUS RELATED	RAILROAD RELATED	MEDICAL ADVISORY BOA	- 1	
CRASH OCCURRED				LOC#	7-31505
COUNTY Vaclehna					
IF CRASH WAS OUTSIDE CITY LIMITS INDICATE FROM NEAREST TOWN	MILES N S	S E W OF		DPS #	
ROAD ON WHICH CRASH OCCURRED			WF WF	CONSTRUCTION ZONE WORKERS PRESENT	YES NO SPEED 30
BLOCK NUMBER INTERSECTING STREET	STREET OR ROA	D NAME ROUTE	NUMBER OR STREET CODE	CONSTRUCTION ZONE	YES NO SPEED
OR RR X'ING NUMBERBLOCK NUMBER	STREET OR ROA		NUMBER OR STREET CODE	WORKERS PRESENT	TYES NO LIMIT
NOT AT INTERSECTION 20	00 K.FT. []	S E W SHOW MILEPOST	OR NEAREST INTERSECTING NUMBERED HIGHWAY, IF INTERSECTING STREET OR REFERENCE POINT		LONGITUDE
DATE OF CRASH Dec	US DATE	DAY OF TU	wes	HOUR 1056	AM IF EXACTLY NOON OR MIDNIGHT, SO STATE
1-MOTOR VEHICLE 2-TRAIN 3-PEDALCYCLIST	4-PEDESTRIAN 5-MOTORIZED CONVEYANCE 6-TOWED	7-NON-CONTACT 8-OTHER	VIN# 1612764	1865F	ALTERED YES VEHICLE HEIGHT V NO
YEAR OS COLOR & S	lver Cheve	MODEL Malibu	BODY STYLE	dr.	LICENS PLATE
DRIVER'S NAME					PHONE NUMBER
DRIVER'S LICENSE STATE NUMBER	No	ADDRESS (STREFT, CITY, STATE, ADDRESS (STREFT, CITY, STATE, ADDRESS (STREFT, CITY, STATE, RESTRICTIONS	ZIF)		4-CANCELLED/DENIED 5-EXPIRED 5-EXPIRED 6-UNIKNOWN
I	FER'S MALE DRIVER'S	01.1	POLICE, FIR	EFIGHTER, EMS, ON EMER	RGENCY [IF CHECKED, PLEASE EXPLAIN IN MARRATIVE
TYPE OF ALCOHOL SPECIMEN TAK 1-BREATH 2-BLOOD 3-URINE 4-NO			RUG SPECIMEN TAKEN URINE 3-NONE 4-REFUSED	TEST RESULTS	DRUG 1CATEGORY 2
LESSEE OWNER NAME (ALWAYS SHOW LESSEE IF LEASED,	as abor	Je	ADDRESS (STREET, CITY, STATE, ZIP)		
INSURANCE NO NO INSURANCE COMPANY NAME	, te	POLICY NUMBER		VEHICLE	DAMAGE RATING LP-4
1-MOTOR VEHICLE 2-TRAIN 3-PEDALCYCLIST	4-PEDESTRIAN 5-MOTORIZED CONVEYANCE 6-TOWED	7-NON-CONTACT 8-OTHER	VIN# IFUSAGAV	65D	ALTERED YES VEHICLE HEIGHT NO
YEAR OY COLOR & W	ht/Frieghtline	MODEL Somi T	ruck BODY STYLE	iem(LICENSE PLATE
DRIVER'S NAME				únlan, R	PHON NUMB
DRIVER'S LICENSE STATE MUMBER	CDL T?		UALE OF BIRTH	LICENSE 3 2-1	VALID 4-CANCELLED/DENIED NOT VALID 5-EXPIRED SUSPENDED/REVOKED 6-UNKNOWN
DRIVER'S 1-WHITE 4-ASIAN DRIVE 2-HISPANIC 5-OTHER SEX 3-BLACK	ER'S MALE DRIVER'S	on Truck Driv	POLICE, FIRE	FIGHTER, EMS, ON EMER	GENCY IF CHECKED, PLEASE EXPLAIN IN MARRATIVE
TYPE OF ALCOHOL SPECIMEN TAK 1-BREATH 2-BLOOD 3-URINE 4-NOI			UG SPECIMEN TAKEN JRINE 3-NONE 4-REFUSED	TEST RESULTS	DRUG 1
LESSEE OWNER				an Autonio	R.
LIABILITY XYES INSURANCE NO HARCO EXP INSURANCE COMPANY NAME	National I	N S O C O e POLICY NUMBER	ADDRESS /STREET FITY STATE JUD	VEHICLE	DAMAGE RATING FR-1
DAMAGE TO PROPERTY OTHER THAN VEH	NAME AND ADDRESS OF OWN	er.			FEET FROM CURB DAMAGE ESTIMATE
IN YOUR OPINION, DID THIS CRASH RESU			PROPERTY?	¥ YES □ NO	
CHARGES FILED		· · · · · · · · · · · · · · · · · · ·			
NAME		CHARGE		CITATION#	
NAME		CHARGE		CITATION#	
TIME NOTIFIED OF CRASH 12-15-07 11 DATE HOUR	04 HOW Disy	TIME ARRIVE	ED 12-18-07 12 DATE HOUR	18 DATE REPOR	
TYPED OR PRINTED NAME OF INVESTIGATOR Kut	-A. Morsba	ch 10# 52 AGI	ENCY WALU	DIST/AREA 6	A REPORT YES COMPLETE NO

															4	#- ¹	*
SEAT POSITION 1-FRONT LEFT 2-FRONT CENTER 3-FRONT RIGHT 4-SECOND SEAT LEFT 5-SECOND SEAT CENT 6-SECOND SEAT RIGH	7-THIRD SEAT LEFT 8-THIRD SEAT CENTER 9-THIRD SEAT RIGHT 10-CARGO AREA 11-OUTSIDE VEHICLE	SOLICITATION INDICATES A PERSON SEEKING PROFESSIO CHIROPRACTOR, PHY OTHER PERSON REGI TORY AGENCY (Y=SO	NAL EMPLOYMENT (SICIAN, SURGEON ISTERED OR LICENS	AS/FOR ATTORN PRIVATE INVES SED BY A HEALTH	EY, TIGATOR, OR AN		RESTRAINT 1-SHOULDER & I 2-SHOULDER BEI 3-LAP BELT ONLY 4-CHILD SEAT, F, 5-CHILD SEAT, F, 6-CHILD SEAT, U	LAP BELT LT ONLY / ACING FORWARD ACING REAR	7-BOOST 8-NONE 9-OTHER 10-UNKN	2-NO1 3-DEP 0WN 4-DEP 5-DEP	BAG APPLICABLE DEPLOYED LOYED, FRO LOYED, SIDE LOYED, OTH	E 1-WOR 2-WOR NT 3-WOR E 4-NOT	MET US RN, DAMAG RN, HOT DA RN, UNK, D WORN HOWN IF V	GED AMAGED DAMAGE	INJURY K-KILLED A-INCAPAC B-NON INC C-POSSIBL N-NOT INJU	ITATING IN APACITATIN E INJURY URED	IJURY
1 1		₹YES] NO VEHICLE	REMOVED T	oA	llen	Samu	les C	heuro	let		BY	ولما	soci.	<u> </u>		··········	
ITEM# SEAT POSITION	COMPLETE ALL DATA ON ALL OC HOWEVER, IT IS NOT NECESSAR' NAME (LAST, FIRST, MI)	CUPANTS NAMES, POSITY Y TO SHOW ADDRESSES L	ONS, RESTRAINTS US INLESS KILLED OR IN	SED, ETC. UURED	ADDRES	is		- ·		SOL	EÆCTED	RESTRAINT USED	AIRBAG	HELIMET	AGE	SEX	INJURY
1 1					· · · · · · · · · · · · · · · · · · ·					N	1	1	2	4	93	F	N
3												 	+	-	+	 	\vdash
4															1		
S TOWI	ED DUE TO	YES		15		<u></u>	h 500		·	13	L			<u> </u>	1	<u></u>	<u></u>
DISAI	BLING DAMAGE COMPLETE ALL DATA ON ALL OC				Koo	w Store	7940	0 Fra	nklin	Werce	EJECTED	RESTRAINT		HELMET	AGE	SEX	INJUR
POSITION	HOWEVER, IT IS NOT NECESSARY NAME (LAST, FIRST, MI)	TO SHOW ADDRESSES U	MLESS KILLED OR IN	JURED	ADDRES	s					Lacito	USED	7	L.	-2.1	<u> </u>	CODE
7										N	•			7		M	N
8																-	
10]		<u> </u>	_		-	+
PED., PEDAL., MOT. CONVEY, ETC.	COMPLETE IF CASUALTIES NOT II CASUALTY NAME (LAST, FIRST, I				ADDRES	s			so	ALCOHOL SPECIMEN TAKEN	RESULT	DRUG Specimen Taken	RESULT	HELMET	AGE	SEX	INJURY CODE
								 -									
DISPOSITION O	F KILLED OR INJURE	D								IF.	AMBULA	NCE USE	D, SHO	W	L		
ITEM	т	AKEN TO				BY			TIME NOTIFIED	TIM	E ARRIVED I Scene	AAABAA Unu		OF ATTEND ICLUDING D	RIVER	# OF PER TRANSPOR TREATE	RTED FOR
													\perp				
COMPLETE THE	S SECTION IF PERSO	N KILLED	(If a perso	n dies withi	in 30 days	of the crash, ple	ase complete	this area an	d mail the	sunniamen	t to the C	rash Pac	orde Ri	roan)			
ITEM #	DATE OF DEATH	TIME OF DEATH	(ITEMA)	DATE OF		TIME OF DEATH	iTEM	DATE OF		TIME OF DEAT		ITEM		ATE OF DEA	тн	TIME OF I	DEATH
							<u> </u>			· .	1777	7274					_
INVESTIGATOR'S NARRA	TIVE OPINION OF WHAT HAPPENED	ATTACH ADDITIONAL SI	EETS IF NECESSARY) ne_ < ,	outh	bound		INDICATE L					4 3	-TWO-WAY, -TWO-WAY, -ONE-WAY	NOT DIVIDED DIVIDED, UN DIVIDED, PR	PROTECTED OTECTED BA	MEDIAN ARRIER
in the	100 B1	lock of	≥ W.	HWY	6 04	th		NORTH	· · · · · · · · · · · · · · · · · · ·				g.	UNKNOWN)
fron-	lage Rd	- Uni	+#1	Lhad	lar	<u> who tic</u>						丆		7	7		
in H	e steering	3 Me	ch a	nd !	drove	e into	1 =	>		42)	~			_		1	
He Chai	path of	<u> </u>	- 1		.h.t	=	-			-8		_		_	一		
r	CONDITIONS LISTED						-					_		_	7		Š
UNIT9 FACT	ORS/CONDITIONS CONTRIBUTING	OTHER FACTORS/COM MAY NOT HAVE CONTI	DITIONS MAY OR REBUTED	VEHICLE DEFECTS CONTRIBUTING 1 2	HAVE CO	E DEFECTS MAY ONTRIBUTED								_	>		3
1	2 3	1 2	3	1 2	1	2	<u> </u>	- -			•			.			7
1-ANIMAL ON ROAD-I	DOMESTIC	40-FATIGUED OR ASLEE	P	71-W	RONG WAY-ONE W	VAY ROAD		100 1	W. HL	146 F	ront	my e	<u> 21.</u>				00
2-ANIMAL ON ROAD-1 3-BACKED WITHOUT ! 4-CHANGED LAME WITH- 5-13 SEE VEHICLE DE	SAFETY HEN UNISAFE FEGTS	41-FAULTY EVASIVE AC 42-FIRE IN VEHICLE 43-FLEEING OR EVADIN 44-FOLLOWED TOO CLO	G POLICE ISELY	73-RC	ELL/MOBILE PHONE DAD RAGE THER FACTOR (WR						YAHA	11/12		<u>フ</u>	\Box		2
14-DISABLED IN TRAI 15-DISREGARD STOP 16-DISREGARD STOP 17-DISREGARD TURN	AND GO SIGNAL SIGN OR LIGHT MARKS AT INTERSECTION	45-HAD BEEN DRINKING 46-HANDICAPPED DRIVI 47-HLL (EXP. IN NARRAT 48-IMPAIRED VISIBILITY	ER (EXP. IN MARRATI' (TVE) / (EXP. IN MARRATIVE	a			TRAFFIC CON 1-NONE 2-INOPERATIVE 3-OFFICER		YELLOW LIGHT	13-RR GATES/SI 14-SCHOOL ZON 15-CROSSWALK	E	1-ON 2-OF	ADWAY F FROADWAY FROADWAY KULDER		ŧ		ł
19-DISTRACTION IN V 20-DRIVER INATTENTI 21-DROVE WITHOUT H	ion Headlights	49-IMPROPER START FE 50-LOAD NOT SECURED 51-OPENED DOOR TO TE 52-OVERSIZE VEHICLE O	RAFFIC LAME IR LOAD	\$ 6-	EHICLE DEF DEFECTIVE OR NO DEFECTIVE OR NO	HEADLAMPS SYMALI GOTS	4-FLAGMAN 5-SIGNAL LIGHT	10-WARNIN	G SIGN STRIPE/DIVIDER	16-BIKE LANE 17-OTHER			DIAN			1	
22-FAILED TO CONTRO 23-FAILED TO DRIVE H 24-FAILED TO GIVE HI 25-FAILED TO HEED W	IN SINGLE LANE ALF OF ROADWAY VARNING SIGN	53-OVERTAKE AND PASS 54-PARKED AND FARED 55-PARKED IN TRAFFIC 56-PARKED WITHOUT LI	TO SET BRAKES LANE GHTS	8- 9- 10-	-DEFECTIVE OR NO -DEFECTIVE OR NO	TURN SIG. LAMPS TRAILER BRAKES VEHICLE BRAKES	PART OF THE 1-MAIN LANE 2-SERVICE ROAD		1-STRA 2-SFRA	GHT, GRADE	ENT 7-OTHER 5-UNKNOWN	1-DAY	HT CONE	8-	OTHER UNKNOWN		
26-FAILED TO PASS TO 27-FAILED TO PASS TO 28-FAILED TO GIVE SI 29-FAILED TO STOP A	O LEFT SAFELY O RIGHT SAFELY GNAL OR WRONG SIGNAL T PROPER PLACE	57-PASSED IN NO PASS 58-PASSED ON RIGHT S 59-PED/PEDALCYC/MOT. 60-SPEEDING UNSAFE (I	ING ZONE HOULDER CON.FTY ROW TO VE JINDER LIMIT)	11-	DEFECTIVE OR NO DEFECTIVE OR SU DEFECTIVE TRAILE	STEERING MECH.	3-ENTRANCE RAMI 4-EXIT RAMP 5-CONNECTOR 6-DETOUR	Ì	3-STRA 4-CURV 5-CURV	IGHT, HILLCREST E, LEVEL E, GRADE E, HILLCREST	Ī	1 3-DA4	rk, Lightei Rk, Unk Lie Win	D			
30-FAILED TO STOP FO 31-FAILED TO STOP FO 32-FAILED TO VIELD R	OR SCHOOL BUS	61-SPEEDING OVER LIM 62-TAKING MEDICATION 63-TURNED IMPROPERL 64-TURNED IMPROPERL	IT (EXP. IN NARRATIVE Y - CUT CORNER ON I) LEFT			7-OTHER TYPE OF ROA	D SURFACE	WEAT				FACE CO	NDITION		ك	
34-FAILED TO YIELD R 35-FAILED TO YIELD R 36-FAILED TO YIELD R 37-FAILED TO YIELD R	IOW-PRIVATE DRIVE IOW-STOP SIGN IOW-TO PEDESTRIAN	65-TURNED IMPROPERL 66-TURNED WHEN UNSA 67-UNDER INFLUENCE - 68-UNDER INFLUENCE -	Y - WRONG LANE IFE ALCOHOL				1-CONCRETE 5-DI 2-BLACKTOP 6-01	RT	1-CLEAN 2-RAIN 3-SLEET	VCLOUDY 7-SEV 8-OTH VHALE 9-UNK	ER	NOS 1-DRY 2-WET 3-STAP	r Moing Wati	7-S 8-0	and, mud. E Ther	ART	
37-FAILED TO YIELD R	IOW-TURN ON RED	69-WRONG SIDE - APPR 70-WRONG SIDE - MOT P	DACH OR IN INTERSE	CTION			4-UHAVEL		4-SNOW 5-FOG	ant complemen	'	4-SNO	SH			'	

CRB-3C (Rev. 01/06)) Commercial motor v	EHICLE ENFORCE				SENGER CAPAC	ITY (DRIVER INC	CLUDED)
CRASH INFORMATION						LOC# 07-3	505	
1. COUNTY Mclanan :	2. CITY OR TOWN	Waco	 		-11.11	ORI#		· ·
3. ROAD ON WHICH CRASH OCCURRED	OCK #	STREET OR ROAD	NAME	ROUTE	, which	ROADWAY AC	CESS	
4. DATE OF CRASH Dec	_	UU7 YEAR	5. HOUR		.ZJAM _ □ PM	2-PA	ILL ACCESS CON ARTIAL ACCESS D ACCESS	NTROL
DRIVER INFORMATION					[0	1-A 2-B	4-D	
6. NAME			7. DF	RIVER LICENSE	1	2-B 3-C	5-M 6-UNK	
8. VEHICLE OPERATION INTERSTATE C		ITRASTATE CO		□ NOT IN C	OMMERCE	☐ GOVERN	IMENT	PERSONAL
9. CARRIER'S CORPORATE NAME	liver S.	ervice.	Ento	prises	Lac			
10. CARRIER'S PRIMARY ADDRESS NUMBER	O, Box 5	2428	·	Trand.	Prairie	STATE	7505 ZIP	3
11. CARRIER ID TYPE CICC LOUS	DOTTxDOT	OTHER	NONE	12. CARRIER	R ID NUMBER	USDOT	38960	6
MOTOR VEHICLE INFORMATION								
13. UNIT NUMBER ON CRB-3 2 14. LIC	ENSE PLATE	SIAIE	NOMBER 1			RATING (GVWR ICLE WEIGHT (F	RGVW)	5,58714
16. VEHICLE TYPE	E DICOLAVE UM DI A	(CADDS)		7 TOUCH TOAL	LCD			
1-PASSENGER CAR (ONLY IF VEHICLE C 2-LIGHT TRUCK (ONLY IF VEHICLE C 3-BUS (SEATS FOR 9-15 PEOPLE, IN 4-BUS (SEATS FOR >15 PEOPLE, INC 5-SINGLE UNIT TRUCK (2 AXLES, 6 6-SINGLE UNIT TRUCK (3 OR MORE	DISPLAYS HM PLACAI ICLUDING DRIVER) CLUDING DRIVER) TIRES)		1 1	7-TRUCK TRAI 8-TRUCK TRAC 9-TRACTOR/SE 0-TRACTOR/TR 1-TRACTOR/TR 9-UNKNOWN H	CTOR (BOBTAI EMITRAILER OUBLE TRAILE RIPLE TRAILER	R R	S. (CANNOT CLA	ASSIFY)
17. CARGO BODY STYLE	INCLUDING DOW	(ED)	7 CONCRE	TE MIVED	0:	OTHER		
1-BUS (SEATS FOR 9-15 PEOPLE 2-BUS (SEATS FOR >15 PEOPLE 3-VAN/ENCLOSED BOX 4-CARGO TANK 5-FLATBED 6-DUMP	e, including drivi	ER) 1 1	9-GARBAG	Ansporter E/Refuse Hips, grave		B-OTHER		
18. HAZARDOUS MATERIAL	☐ YES				·······	☐ YES	(DO NOT INCLUDE FUEL	CDOM .
TRANSPORTING PLACARDABLE HAZARDOUS	MATERIAL 🗷 NO	HA		ATERIAL RELE		LED 🔀 NO	THE VEHICLE FUEL TANK	
1 DIGIT CLASS# 4 DIGIT ID# TRAILER NUMBER 1 INFORMATION		1 [DIGIT CLASS	4 DIGI	TID# LL	<u> </u>		
19. LICENSE PLATE		ROSS VEHICLE EGISTERED GR		TING (GVWR) E WEIGHT (RG	w \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\	0,000	TRAILER TYP 1-FULL 2-SEMI 3-POLE	E TRAILER TRAILER TRAILER
TRAILER NUMBER 2 INFORMATION							TRAILER TYP	
21. LICENSE PLATE		ROSS VEHICLE EGISTERED GR		ti <mark>ng (gvwr)</mark> E weight (rg	w, 🛮 _		2-SEMI	TRAILER TRAILER TRAILER
23. SEQUENCES OF EVENTS - UNIT	cro .					24.	TOTAL NUMBER	R OF AXLES
seq1 seq2 seq3	SEQ 4						5	
1-NONCOLLISION: RAN OFF ROAD		N INVOLVING F				25.	TOTAL NUMBER	R OF TIRES
2-NONCOLLISION: JACKKNIFE 3-NONCOLLISION: OVERTURN (ROLLOVER) 4-NONCOLLISION: DOWNHILL RUNAWAY	14-COLLISIO	N INVOLVING I N INVOLVING I N INVOLVING 1	PARKED MOT	CLE IN TRANSF OR VEHICLE	PORT		18	•
5-NONCOLLISION: CARGO LOSS OR SHIFT 6-NONCOLLISION: EXPLOSION OR FIRE	16-COLLISION	N INVOLVING F	PEDALCYCLE			L		
7-NONCOLLISION: SEPARATION OF UNITS	18-COLLISIO	N INVOLVING A	A FIXED OBJE					
8-NONCOLLISION: CROSS MEDIAN/CENTERLIN 9-NONCOLLISION: EQUIPMENT FAILURE		N WITH WORK N WITH OTHER		Tenance Equi Bject	PMENT			
10-NONCOLLISION: OTHER 11-NONCOLLISION: UNKNOWN		N WITH UNKNO						
26. OFFICER'S PRINTED NAME Kurt	A. Mor	sbach		DEPT	Naco	DA	TE 12-18-	57

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GENERAL

A separate commercial supplement is to be completed on <u>each</u> commercial motor vehicle involved in a motor vehicle crash. This supplement(s) must be attached to the basic peace officer's crash report. A commercial motor vehicle for supplemental reporting is defined as:

- Any motor vehicle or towed vehicle with a Gross Vehicle Weight Rating (GVWR) or a Registered Gross Vehicle Weight (RGVW), whichever is
 greater, of 10,001 lbs. or more, or any combination of vehicles where the Gross Combined Weight Rating (GCWR) or the total RGVW of the combination is 10,001 lbs. or more.
 - 1.1 GVWR and RGVW are both defined as the weight of the fully equipped vehicle plus its net carrying capacity. The GCWR is the combined weight rating of a motor vehicle and a towed unit(s). On occasion, the GVWR and the RGVW will differ. In those situations, the greater weight value will be used to determine if this form must be completed.
 - 1.2 The GVWR of a motor vehicle normally can be found on an information plate on the driver's door or door post. The GVWR of a trailer normally can be found on an information plate near the front left portion of the trailer. If the vehicle does not have an information plate or it is illegible, use RGVW. For combination or token trailers, see 1.6 below.
 - 1.3 On vehicles registered in Texas, the RGVW is shown on the registration receipt under "gross weight." Commercial motor vehicles are required to carry the registration receipt.
 - 1.4 In the event the registration receipt is not available, RGVW can normally be obtained by a <u>complete</u> registration check. Exception: If the vehicle has exempt license plates (i.e. owned by a government entity) no RGVW will be shown. In those instances, GVWR must be used.
 - 1.5 If GVWR is used to determine the need to complete this supplement, GVWR for the motor vehicle and each trailer(s) must be obtained and shown in the appropriate blank(s).
 - 1.6 If RGVW is used to determine the need to complete this supplement, the RGVW should be obtained for each motor vehicle and trailer in the combination unless the combination is registered as a <u>combination/token</u> vehicle or as an <u>apportioned</u> vehicle. In those situations the license plates will indicate combination/token or apportioned. If the vehicle is registered as a combination/token or apportioned vehicle, the entire registered gross weight will be shown on the power unit and the trailer will not carry a RGVW. In those instances, show the RGVW of the combination in the power unit and show zero (0) on the trailer(s).
 - 1.7 RGVW for out-of-state vehicles and trailer(s) may be obtained from registration receipts issued by the licensing state, temporary permits, cab cards or other documents or as in 1.4 above.
- 2. Any bus, which shall include every motor vehicle with a seating capacity of nine (9) or more passengers (including the driver) and used for the transportation of persons. The seating capacity of a bus (excluding school buses) shall be determined by allowing one (1) passenger for each sixteen (16) inches of seat space. The seating capacity of a school bus shall be determined by allowing one (1) passenger for each thirteen (13) inches of seat space.
- Any motor vehicle hauling hazardous materials which is required to be placarded under the Hazardous Materials Transportation Act.

INSTRUCTIONS FOR COMPLETION OF FORM CRB-3C

Detailed instructions for completion of this supplement are included in the Instructions to Police for Reporting Crashes. Check Boxes (Top of Report)

Check appropriate box indicating if the vehicle was over 10,001 pounds, Hazardous Material(s), or 9 or more passenger capacity (driver included). More than one box may be checked.

Roadway Access- Code the access control characteristics which best describes the roadway which the vehicle was traveling on at the time of the crash. Full Access Control- is an expressway or freeway where the only means of entry to or exit from the roadway is by ramps connecting to other streets or highways. No Access Control- is a street or highway where driveways provide access to and egress from adjacent properties and where cross streets intersect at a grade. Partial Access Control- is a street or highway which does not clearly fit the above definitions.

CRASH INFORMATION (Items 1-5)

Complete the information in this section exactly as shown on the basic report (CRB-3).

DRIVER INFORMATION (Items 6-7)

Complete items 6 and 7 exactly as shown on the basic report (CRB-3).

CARRIER INFORMATION (Items 8-12)

Indicate whether the operation of the commercial motor vehicle at the time of this crash is defined as an interstate, intrastate, government or personal operation. An interstate operation is one where the transportation of the property originated in one state or country and passed through or terminated in another state or country. An intrastate operation is one where the transportation of the property did not cross a state or international boundary. The bill of lading origin and destination information may be one source available to make this determination. Government and Personal use will be determined through investigation. Indicate the Carrier's corporate name and primary business address in items 9 and 10. The Carrier is defined as the entity responsible for the operation of the vehicle at the time of the crash. This may be the actual owner of the vehicle or the lessee. The information should match Owner/Lessee shown on the CRB-3. Show the type of carrier identification by checking the appropriate box in item 11. Show the ID number in item 12, if applicable.

MOTOR VEHICLE INFORMATION (Items 13-18)

Enter the unit number from the CRB-3 for this motor vehicle in item 13. Show the registration year, state and number in item 14. Enter the GVWR and RGVW as applicable in item 15. Indicate which, GVWR or RGVW, by checking the appropriate box.

Indicate the appropriate number in the box for Vehicle Type in item 16. Indicate the appropriate number in the box for Cargo Body Style in item 17.

Indicate by checking the appropriate box in item 18 whether this vehicle is hauling hazardous material(s). If yes, enter the class and ID numbers of the hazardous material(s) being transported. Indicate by checking the appropriate box whether hazardous materials were released (spilled, discharged, etc.) The class and ID numbers should be obtained from the bill of lading or shipping papers. If unavailable, the class and ID numbers may be taken from the placard. The class may be located in the lower corner of the diamond shaped placard. The ID numbers may be located on the placard or on an orange label near the placard. (REFER TO DETAILED INSTRUCTIONS).

TRAILER NUMBER 1 & 2 INFORMATION (Item 19-22)

If the commercial motor vehicle reported on this supplement is towing one trailer, complete trailer number 1 section only. If towing 2 trailers, complete both trailer number 1 and 2 sections.

Indicate the registration year, state, and number in item 19, and if applicable item 21. Show the GVWR or RGVW in item 20 and, if applicable, item 22. Indicate which, GVWR or RGVW by checking the appropriate box.

Indicate the appropriate number in the box for Trailer Type (item 20, and if applicable, item 22).

Indicate Sequence of Events (Item 23). Indicate the order and type of crash events which occurred involving this vehicle.

Indicate the Total Number of Axles (Item 24). Indicate the total number of axles on the motor vehicle. (Do not include trailer axles)

Indicate the Total Number of Tires (Item 25). Indicate the total number of tires on the motor vehicle. (Do not include trailer tires)

The person completing this supplement should print name, show department and the date this supplement was prepared in item 26.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD DIGITAL PHOTOGRAPHIC NOTES

Customer's Name:

Inspection Date:

12/31/07

Vehicle Brand:

Chevrolet

2005 Malibu MAXX

File # 71-585954623 <u>VIN:</u> 1G1ZT64865F

Model:

Inspector William Hartley, EAA, (817) 992-8163

Photo # Description

- 1. VIN
- 2. Build data label
- 3. Instrument cluster showing odometer reading
- 4. Front view
- 5. Left front view
- 6. Windshield from the front
- 7. Right front view
- 8. Right side view
- 9. Rear view
- 10. Left rear view
- 11. Closer view of the damage to the left rear quarter panel
- 12. Closer view of the damage to the left rear door
- 13. Closer view of the damage to the left front door
- 14. Closer view of the damage to the left tail lamp
- 15. Back side of the front bumper energy absorber
- 16. Front of the front bumper energy absorber
- 17. Inside of the front bumper cover
- 18. <u>Left outside of the front bumper cover showing scrapes</u>
- 19. Right outside of the front bumper cover showing scrapes
- 20. Left end of the front bumper impact bar from the front
- 21. Looking down on the left end of the front bumper impact bar
- 22. The left end of the front bumper impact bar
- 23. The right end of the front bumper impact bar
- 24. Overview of the engine compartment from the front
- 25. Overview of the engine compartment from the left side
- 26. Overview of the engine compartment from the right side
- 27. Interior from the left side
- 28 Front seats from the left side
- 29. Driver's knee blocker and pedals
- 30. Interior from the right side
- 31. Front seats from the right side
- 32. Driver's compartment from the right side
- 33. Steering wheel and column from the right side
- 34. Headliner, sun visors, airbag labels, and inside mirror
- 35. Brake pedal adjustment hardware
- 36. Center of the dash and face of the steering wheel
- 37. Brake fluid reservoir showing fluid level
- 38. Overview of the brake fluid reservoir and ABS module
- 39. <u>Inside of the brake fluid reservoir cover and inside of the reservoir</u>
- 40. Overview of the right rear tire and wheel
- 41. Closer view of the damage to the right rear wheel and tire
- 42. Closer view of the damage to the right rear wheel and tire
- 43. Tire data label
- 44. <u>Left front suspension from the front</u>
- 45. Front undercarriage
- 46. Right front suspension from the front
- 47. Right front suspension from the rear
- 48. Left front suspension from the rear
- 49. Back of left front wheel from the front

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD DIGITAL PHOTOGRAPHIC NOTES

Customer's Name:

END

Inspection Date:

12/31/07

<u>Vehicle Brand:</u> Chevrolet <u>Model:</u> 2005 Malibu MAXX

File # 71-585954623 <u>VIN:</u> 1G1ZT64865F

50. Back of right front wheel from the front Overview of the driver's seat belt 51. 52. Driver's seat belt D-ring 53. Driver's seat belt latch plate Driver's seat belt latch plate 54. 55. Driver's seat belt buckle Driver's seat belt buckled 56. Overview of the right front seat belt 57. 58. Vetronics CDR connected to the vehicle 59. Tech 2 connected to the vehicle Tech 2 screen showing DTC summary 1 of 2 60. Tech 2 screen showing DTC summary 2 of 2 61. 62. Tech 2 screen showing no DTCs in the power steering system Tech 2 screen showing no DTCs in the power steering system 63. 64. Tech 2 screen showing power steering control module data 1 of 2 Tech 2 screen showing power steering control module data 2 of 2 65. 66. Tech 2 screen showing power steering control module data with wheel turned Tech 2 screen showing no DTCs in the airbag system 67.

Inspection Date: 12/31/07

Customer's Name: Vehicle Brand:

Chevrolet 71-585954623 Model: 2005 Malibu MAXX VIN: 1G1ZT64865F

File #

Mileage at Inspection: 8,912 **Inspection Location: Allen Samuels Chevrolet** Waco, TX

Inspector's phone number: 817 992-8163 Inspected By: William Hartley, EAA

Section 1	INSPECTION SUMMARY		
BRIEFLY Describe the	ne customer's ALLEGATION below:		

grandson Dale Monsey, stated the steering locked up in

car, causing her to hit

a truck and a concrete bridge rail.

Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)

The vehicle is damaged in the front and the left side. The front bumper cover and energy absorber are in the back of the car. The bumper cover is scraped on the left end and less severely on the right end. The left rear door and quarter panel are scraped, gouged, torn, and dented. The left rear wheel is gouged in several places and the tire is cut in the sidewall and flat. The left tail lamp lens is broken.

The steering seems to operate normally. The steering wheel was turned lock to lock about 40 times, and no binds, sticking, or hitches were felt. Sensor data in the Tech 2 follows steering wheel movement. There are no current or history DTCs in the power steering system.

There is no evidence of leakage or a problem with the brakes system.

There is a non-deployment event in the SDM. The CDR files are included with this report.

67 digital photos were taken. They and their photo log are included with this report.

The Waco, TX police accident report #07-31505 is included with this report.

The \$9.545.38 repair estimate and tow bill are included with this report.

Section 2	INTERVIEW - INCIDENT DETAILS				
Obtain all of the information for this section from the Driver/Claimant					
Provide a complete description of the incident according to the DRIVER / CLAIMANT					
Interview mode: Interview date:		Incident Date and Time: 12/18/07 at 10:30AM			
Was a police/fire de	epartment report obtained? 🛛 Yes 🗌	No			

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts

may be placed in section 9) Mr. Dale Monsey, grandson, stated was driving east on the Highway 6 overpass

over Highway 84 and was trying to turn onto the frontage road. He stated she had been at a stop light and went 30 to 40 yards and the car wouldn't turn. He stated she hit a semi truck and spun and hit the bridge rail. He is 92 years old. stated

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities): s, female, 92, 5'6", 210#, no disabilities

If there was a collision:

Describe extent of any injuries to the Driver: Mr. Monsey stated sustained no injuries.

Describe where other occupants were seated & extent of any injuries: No other occupants.

What was the exact location of the incident. Highway 6 and 84 overpass, Waco, TX

Driving conditions at the time of the incident:

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
Customer's Name: Vehicle Brand: File #	Chevrolet 71-585954623	Model: VIN:	Inspection Date: 2005 Malibu MAXX 1G1ZT64865F	12/31/07	
			roximate Temp (°F): 70s		

	File #	71-585954623	<u>VIN:</u>	1G1ZT64865F	
Weather conditions & Visibility: Clear Approximate Temp (°F): 70s Road Surface:					
following infor Steering Suspension Brakes Engine Electrical	Normal \(\text{\text{Normal}} \) Normal \(\text{\text{Normal}} \) Normal \(\text{\text{Normal}} \) Normal \(\text{\text{Normal}} \)		Desci	ibe { ibe {	pint of the incident
Were any warning lights illuminated or driver information center messages displayed? Yes No If "Yes", get the details and describe the event(s).					
				n noted prior to this incide cident. Steering rack w	ent? Xes No If "Yes", get the as replaced.
Also, determine smoke or steam			lights illumi	nated, messages on drive	er information panel, unusual noises,
Describe any ev	vasive action	n: Turning	Braking	☐ Accelerating	Other: Unknown
•	`	cle interior, trunk and/ /A Estimated weight of the	•	• • • • • • • • • • • • • • • • • • • •	
If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.					
Did the vehicle leave the roadway?: Yes No Describe: {					
How was the ve	hicle transp	orted from the incide	nt site to the	present location? X Tov	w Truck
Additional comments concerning the incident:_None					
Section 3		INTERV	IEW - VEHI	CLE HISTORY	
{	•			ationship), if other than cla	aimant: Claimant
Comments: No	ne (A	dditional cmts may be plac	ced in section 9))	

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION

STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand:

Chevrolet

Inspection Date: 2005 Malibu MAXX Model:

12/31/07

File # 71-585954623 VIN:

1G1ZT64865F

d the owner purchase the vehicle new? Xes No Date 11/13/04 Used? Yes No Date
EHICLE MODIFICATIONS / ALTERATIONS
e any vehicle modifications or alterations present, and has any after-market equipment been installed?
g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs
odified body, electrical components, powertrain, wheels or tires, after-market seats, etc) Describe: None
Tene
EHICLE REPAIR / SERVICE HISTORY
ior electrical system service? No Yes If yes, describe: {
ior collision repair? No Yes If yes, describe:
100 Comolon repair. 25 119 Co., 4000 moo.
epaired by whom? (name, address, phone) {
pariod by militim (mains, address) prisms)
ior chassis system service, repair, or replacement? No Yes If yes, describe what was done:
ower steering rack replaced 1/10/06 at 1,477 miles, steering column replaced 9/1/05 at 19 miles.
ior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number)
······································
ny other pertinent vehicle history information (from interview, GM warranty or dealership history files)? 🛛 No 🔲 Yes
If yes, describe: {
, you, assessment
ection 4 VEHICLE INSPECTION – VISUAL/PHOTO
HE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN
HE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN BSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.
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UNDERHOOD

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Engine compartment Brake fluid level and condition Power steering lines, hoses, clamps and connections Power steering fluid level and condition

Rev 04-19-2004

Customer's Name: 12/31/07

 Vehicle Brand:
 Chevrolet
 Model:
 2005 Malibu MAXX

 File #
 71-585954623
 VIN:
 1G1ZT64865F

Comments:

No damage under the hood. The power steering is electric, not hydraulic.

GENERAL OBSERVATIONS

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

Comments: None

Section 5

VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel Odometer

Controls Steering wheel and column

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

Photo of options label-glove box/trunk Sunv

Personal items/cargo

Sunvisors and headliner

INTERIOR INSPECTION (Describe any damage and photograph)

No damage to the interior. The left front seat is all the way forward.

Section 6 STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

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

Confidential GM/PAR Rev 04-19-2004

Customer's Name:

Chaynalat

Inspection Date:

12/31/07

Vehicle Brand:

File #

Chevrolet 71-585954623

Model: 2005 Malibu MAXX

<u>VIN:</u> **1G1ZT64865F**

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all	All steering components are in place and connected securely. The steering
components in place and	was turned lock to lock about 40 times with no binding or sticking felt.
connected in a normal manner?	
Can the steering wheel be	
rotated lock to lock with	
appropriate movement of the	
front wheels. Is there any	
binding, sticking or uneven feel?	
Steering linkage-Is the linkage	No cracks or bends were observed in the steering linkage.
free from cracks, bends,	
fractures, etc. Are there any	
scrapes, abrasions, signs of	
contact with any of the linkage?	
Gear/rack and pinion-Any sign	No signs of damage to any boots or the steering rack.
of leakage, damage to boots on	
the rack, contact by foreign	
objects?	
Steering column, ignition switch,	The steering column appears to operate normally, as does the ignition switch.
intermediate shaft. Does the	
column unlock with the ignition	
key "on"? Is the steering column	
properly fastened to the dash?	
Steering pump, drive, hoses,	Electric power steering.
connections, flow, pressure. If	
possible, start the engine and	
rotate the steering wheel lock to	
lock. Is power assist normal? If	
not, it may be necessary to	
check pressure and flow.	
PS fluid level and condition-	Electric power steering.
Color, contamination, odor	
Steering knuckle-All	All knuckle attachments are secure.
attachments secure and	
proper?	
Suspension components – LF	No visible damage to the suspension components.
Strut attachments, springs	
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	No visible damage to the suspension components.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RF	
Strut attachments, springs	No visible damage to the suspension components.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc Rear sway bars,	

Confidential GM/PAR Rev 04-19-2004

Customer's Name: Vehicle Brand: Chevrolet

Inspection Date:

12/31/07

File #

2005 Malibu MAXX Model: 1G1ZT64865F 71-585954623 VIN:

tan ilia ar a anno a mana a altra altra altra al	
trailing arms properly attached	
and undamaged. LR	
Strut attachments, springs	No visible damage to the suspension components.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RR	
Rear axle assembly-deformed,	Does not appear to be deformed.
signs of impact, properly	
located, etc.	
Deformation to the frame	None visible.
Describe and photograph	None visible.
evidence of axle/ suspension/	
tire contact with frame, body or	
components	
Describe and photograph	None visible.
contact of the under- carriage	
with the road surface (road,	
shoulder, curb, or grass)	
Stability Enhancement	Not equipped
system/components-check for	To the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contrac
codes with Tech II	
Engine (normal, other)-Obtain	No DTCs in any module.
codes using a Tech II.	
Electrical (normal, other)	All systems appear to be functioning properly.
Warning lights/messages	No warning lights or messages.
displayed? Describe and obtain	
codes using a Tech II	
Anything components missing?	Nothing missing.
Other	The steering sensors appear to follow the steering wheel through it's full
	rotation lock to lock.

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". Not driveable due to flat left rear tire.

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation. Not driven. There are no DTCs in the ABS system.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident. No wiring issues found.

TIRE AND WHEEL INSPECTION

Confidential GM/PAR Rev 04-19-2004

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

Customer's Name:

Inspection Date:

12/31/07

Vehicle Brand:

File #

Chevrolet 71-585954623

Model: 2005 Malibu MAXX VIN:

1G1ZT64865F

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	<u>(psi)</u>	32nds of inch	
LF	<u>Bridgestone</u>	Insignia SE	P215/60R16 94S M&S	<u>18</u>	<u>9/32"</u>	
RF	<u>Bridgestone</u>	Insignia SE	945 M&S P215/60R16 94S M&S	<u>26</u>	<u>9/32"</u>	
LR	<u>Bridgestone</u>	<u>Insignia SE</u>	P215/60R16	<u>o</u>	<u>9/32"</u>	
RR	<u>Bridgestone</u>	Insignia SE	94S M&S P215/60R16 94S M&S	<u>18</u>	9/32"	

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

TPC Spec. Number: 1225MS

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

LF No visible damage.

RF No visible damage.

LR The left rear wheel is gouged in several places and a 6" area of the outer rim is dented. The tire is cut in the sidewall and flat.

RR No visible damage.

2. TIRE PLACARD DATA:

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

SIZE PRESSURE (psi) PRESSURE AT MAXIMUM LOAD(psi) **TIRES** P215/60R16 30 SPARE TIRE T125/70D16 60

Section 7 SITE INSPECTION

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

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

Confidential GM/PAR Rev 04-19-2004

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

Customer's Name:

Chevrolet

Inspection Date:

12/31/07

Vehicle Brand:

Chevrolet 71-585954623

Model: 2

2005 Malibu MAXX

<u>VIN:</u> 1G1ZT64865F

Photograph the scene and property if involved.

File #

Comments: The site was not inspected because it is a busy urban highway.

Section 8

COMMENT OVERFLOW

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

There is a non-deployment event in the SDM. The CDR files are included with this report.

The airbag module data from the Tech 2 is as follows:

- End Model Part Number 22711946
- Base Model Part Number 22711946
- Software Part Number 809906225
- Traceability Number AS1946230B0R

Section	9

OTHER REPORT INFORMATION

Check here if there was evidence of a "Fire-Related" event.

According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame.

The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

□ Photographs

□ Data Downloads

○ Other Records

Confidential GM/PAR Rev 04-19-2004

























MFD BY GENERAL MOTORS CORP

DATE GVWR 08/04 2015 KG 4442 LB GAWR FRT 1053 KG 2321 LB

GAWR RR 962 KG 2121 LB

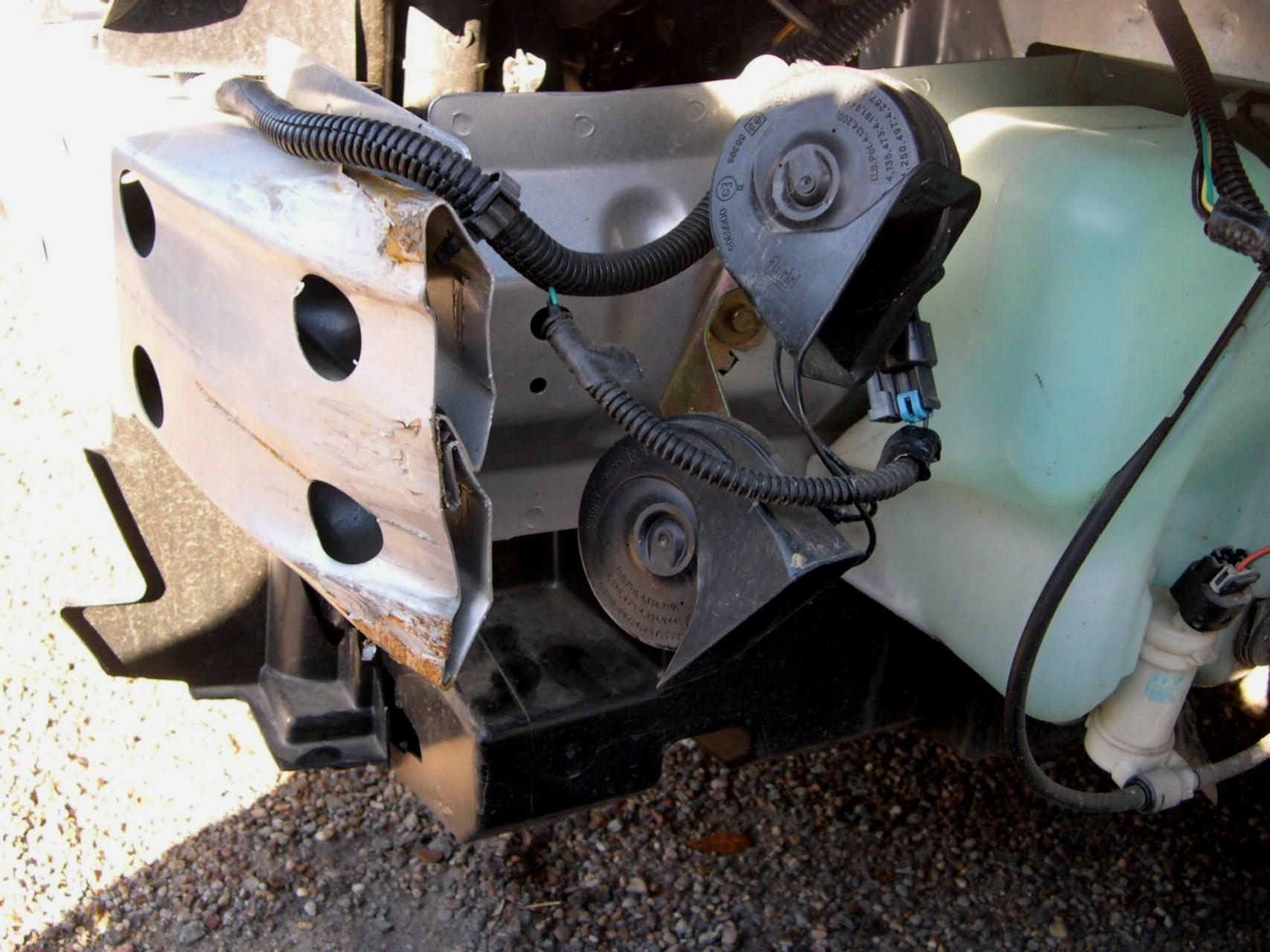
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G1ZT64865F

TYPE: PASS CAR





















































TIRE AND LOADING INFORMATION

SEATING CAPACITY ! TOTAL 5 ! FRONT 2 ! CENTER 0!

The combined weight of occupants and cargo should never exceed 416 kg or 917 lbs.

ORIGINAL TIRE SIZE P215/60R16	COLD TIRE INFLATION PRESSURE	
	FRONT	210 kPa, 30 PSI
P215/60R16	REAR	210 kPa, 30 PSI
T125/70D16	SPARE	420 kPa, 60 PSI

NFORMATION





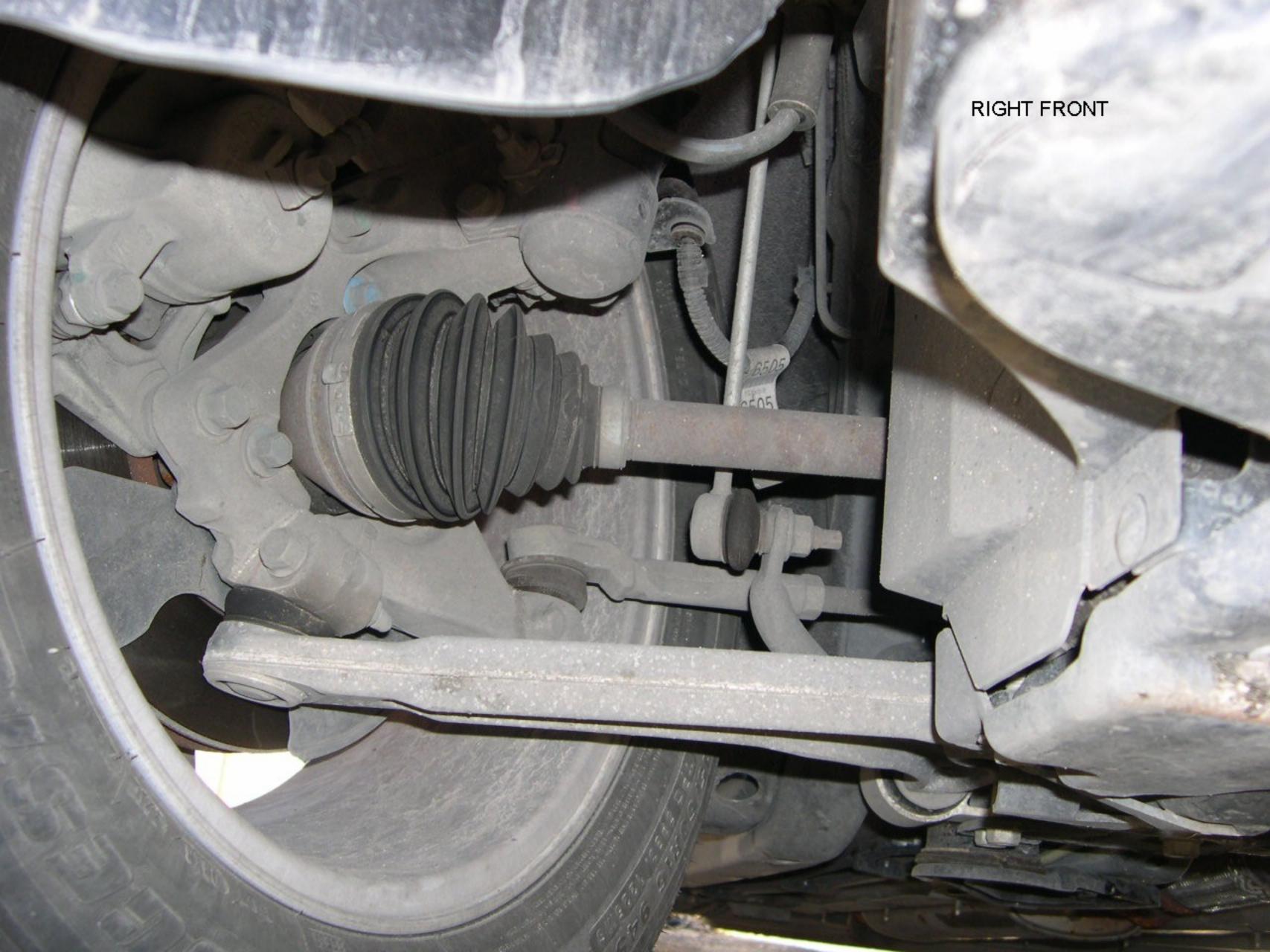
































DTC Information

ECU Name

Status

Digital Radio Receiver

DVD

HVAC Control Module

Radio

Body Control Module

EBCM

No Comm.

No Comm.

No Comm.

2

0

0

1 / 11

Digital Radio Receiver

DLC Pin: 1

Restart

View All DTCs

DTC Information		
ECU Name	Status	
EBCM	0	
Instrument Panel Cluster	0	
PCM	0	
Power Steering Control M	0 0	
Supplemental Inflatable	R 0	
Theft Deterrent Module	0	
Theft Deterrent Module		

TECH 2

DTC Information

ECU Name

Status

Power Steering Control Mo

Power Steering Control Module

DLC Pin : 14, 6

Restart View All DTCs

GM

TECH 2

Diagnostic Trouble Codes

No Diagnostic Trouble Codes.

IECH 2

PSCM Data	
	A
Battery Voltage Signal	14.33 Volts
Vehicle Speed	0 mph
Torque Sensor Signal 1	2.3 Volts
Torque Sensor Signal 2	2.6 Volts
Steering Shaft Torque	0.03 ft-1bs
Steering Position Senso	3.0 Volts
Steering Position Senso	0.5 Volts
Steering Wheel Position	
Calculated System Tempe	60 °F
Battery Voltage Signal	

Select Items

PSCM Data

Battery Voltage Signal

Select

DIC

Quick Snapshot Hore

GM

TECH 2

PSCM Data

Torque Sensor Signal 1
Torque Sensor Signal 2
Steering Shaft Torque
Steering Position Senso
Steering Position Senso
Steering Wheel Position
Calculated System Tempe
EPS Motor Command
Steering Tuning

2.6 Volts
2.3 Volts
1.35 ft-lbs
1.1 Volts
3.6 Volts
3.6 Volts
62 °F
24 amps

Torque Sensor Signal 1

Select

DTC

Quick Snapshot More

DTC Information

ECU Name

Status

Supplemental Inflatable R

0

Supplemental Inflatable Restraint

DLC Pin: 1

Restart View All DTCs







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

March 24, 2011

Baltimore, MD

Service Request: 71-642591617

Customer Relationship Specialist: Benjamin Battiste

Dear

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2006 Pontiac G6, Vehicle Identification Number 1G2ZH558864 is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on July 10, 2008 and ending on July 10, 2010, and begins with 35,490 and ends with 59,490 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Pontiac customer.

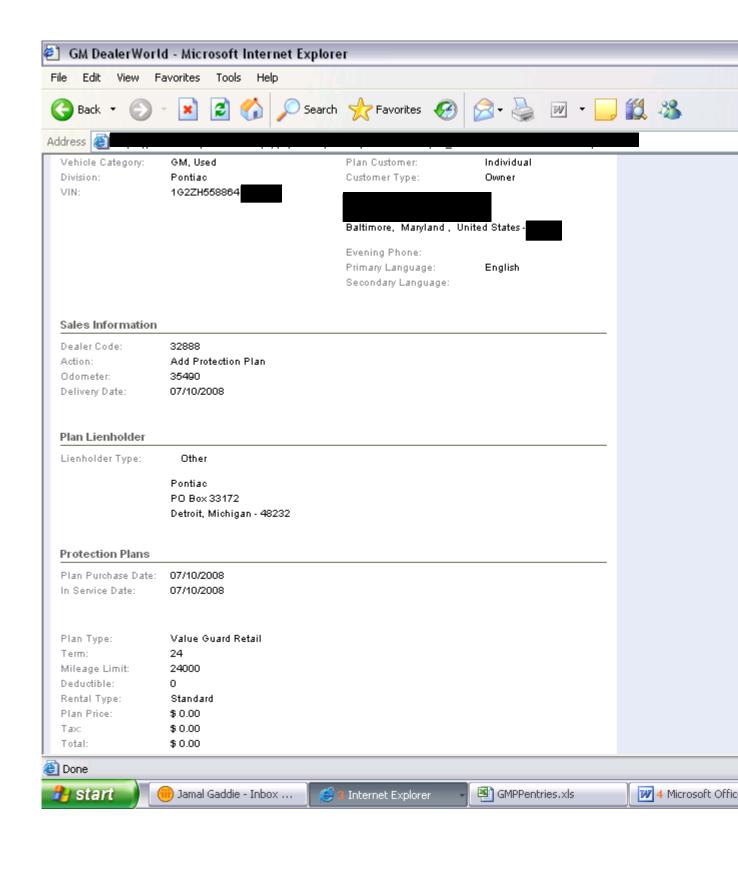
If you have any future questions, please feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy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

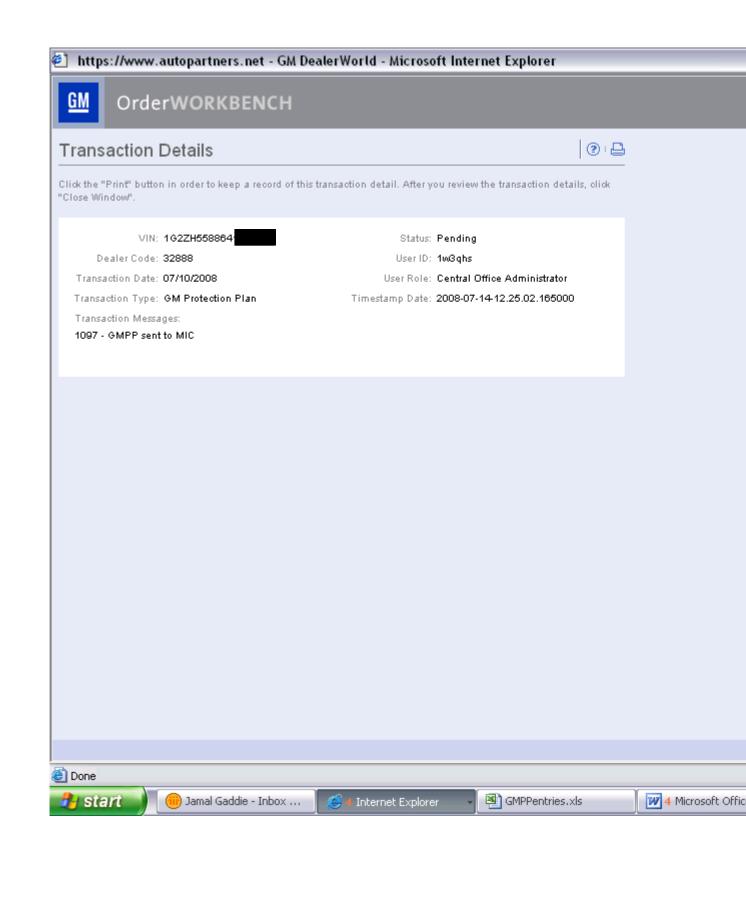
Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Customer Assistance Center

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

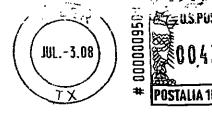






1604 Grande Blvd. • Tyler, TX 75703

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



Deneral Motors Corp.

P.O. Box 33170

Queroit, MI 48232-5170

Re: Complaints (Kemon Raw)

bhallidinkhalliabhlanilliadhadhaillianill

GENERAL MOTORS CORP P.O. BOX 33170 DETROIT, MI 48232-5170 GENERAL MOTORS 400 RENAISSANCE CENTER DETROIT, MI 48265-4000

TO WHOM IT MAY CONCERN:

THIS IS NOTIFICATION THAT I HAVE FILED A COMPLAINT REGARDING MY 2006 PONTIAC G6. MY CAR HAS BEEN IN THE SHOP FOR THE SAME STEERING PROBLEM. EVEN THOUGH PARTS ARE REPLACED I AM BACK IN SHOP. I HAVE HAD A PONTIAC FIREBIRD; CHEVY CAVALIER; CHEVY LUMINA; PONTIAC GRAND PRIX AND THE LAST CAR I DROVE FOR 10 YEARS WAS A 1998 FORD MUSTANG WHICH MY SON STILL DRIVES. I NEVER HAD TO TAKE ANY OF THESE CARS BACK FOR CONSTANT REPAIRS. MY MUSTANG HAS NEVER BEEN TAKEN BACK EXCEPT FOR BRAKE PADS AND BATTERY.

I BOUGHT THIS CAR BRAND NEW ON NEW YEARS EVE AND WAS VERY EXCITED ABOUT HAVING A NEW CAR. I PAID CASH FOR IT. FIRST THING THAT HAPPENED WAS BATTERY WAS DEAD, THEN DOME LIGHT DIDN'T WORK. THAT WAS BEFORE I DROVE IT OFF THE LOT. FROM THEN ON IT HAS BEEN CONSTANT PROBLEMS.

I AM VERY CONCERNED <u>ABOUT MY SAFETY</u> WITH CONSTANT STEERING PROBLEMS. EVEN THOUGH I HAVE BEEN REASSURED OF BEING OKAY. I FEEL I HAVE THE SAFETY OF MY CHILDREN TO THINK ABOUT. I AM A SINGLE MOTHER. I DO NOT FEEL I COULD EVER RESELL THIS CAR OR LOOK SOMEONE IN THE FACE AND NOT TELL THEM WHAT A "LEMON" THIS CAR IS.

WHEN I HAVE TAKEN MY CAR INTO REPAIR I HAVE ONLY BEEN GIVEN A LOANER CAR ONCE BECAUSE I DID NOT BUY MY CAR FROM THAT DEALERSHIP. BUT THEY HAVE TRIED TO ACCOMMODATE ME IN PICKING MY CAR UP AND DROPPING IT OFF. BUT IT HAS BEEN THE CONSTANT INCONVENIENCE OF MY CAR BEING IN THE SHOP FOR THE SAME PROBLEM AND ME BEING WITHOUT A CAR.

I AM AT THE END OF MY PATIENCE AND WAS TOLD BY SOMEONE AT THE DEALERSHIP THAT THE ONLY OTHER THING THAT I COULD DO WAS FILE A "LEMON LAW COMPLAINT".

I FEEL THIS IS MY LAST RESORT. I WOULD LIKE MY CAR BOUGHT BACK AT A REASONABLE PRICE.

ENCLOSURES



LEMON LAW COMPLAINT FORM

rage I of 4				
OWNER:				
MAILING ADDRESS:				
CITY: FLINT STATE: TV.		ZIP:		
WORK PHONE: HOME PHONE:		FAX		
CHECK ALL THAT APPLY: NEW USED DEMO	PROGRAM	1 LEAS	se 🗌 c	ONVERSION
YEAR: 2006 MFG/MAKE: PONTIAC G6	MODEL:	4 Dr.	Sedan	
VIN: 16226558864	DATE PU	JRCHASED: _/	12/31/0	5
mileage: current <u>32,000</u> at delivery: <u>0</u> NOT APPLICABLE TO TOWABLE RE	DATE 24,00	0 MILES REAC	CHED:	
CONVERSION CO:				
FASE CO.				
selling Dealer: Vista Ridge Pontiac	CITY:	Lewisvi	11e, 1e	les_
SELLING DEALER: Vista Ridge Pontiac SERVICING DEALERS 1) HALL PONTIAC GMC	CITY:	TyLer,	Texas)	
2)				
3)	CITY:			
DEALER ADDED OPTIONS:		<u> </u>		
WHAT REMEDY ARE YOU SEEKING?: 🔀 REPURCHA	SE/REPLACI	EMENT	OR [REPAIR
EXISTING PROBLEMS LOG: You MUST complete this so as incomplete. "See Attached" or equivalent is NOT a subst	ection on this	form or the	form will	be returne
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem	Repair Visits	Date In	Date Out	Mileage
	1 st visit			
Steering Problems - Continuous.	2 nd visit			
	3 rd visit		· · · · · · · · · · · · · · · · · · ·	
	4 th visit			
service tickets upon request	L <u> </u>			LL \$3

CONTINUATION OF EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.

Repair	Date In	Date	Mileage
Visits		Out	
1 st visit			
2 nd visit			
3 rd visit			
4 th visit			
Renair	Date In	Date	Mileage
Visits		Out	
1" visit			
2 nd visit			
3 rd visit			
4 th visit		· · · · ·	
Repair	Date In	Date	Mileage
Visits		Out _	
1 st visit			
2 nd visit			
ard			
3 Visit			
4 th visit			
Repair	Date In	Date	Mileage
	_	Out	
2 nd visit			
3 rd visit		- 	
	1 1		
	2 nd visit 2 nd visit 4 th visit Repair Visits 1 st visit 2 nd visit 4 th visit Repair Visits 1 st visit 2 nd visit 2 nd visit Repair Visits 1 st visit 2 nd visit 2 nd visit 2 nd visit 2 nd visit	Visits 1st visit 2nd visit 3rd visit 4th visit Repair Visits 1st visit 2nd visit Ath visit Repair Visit 2nd visit Ath visit Provided The State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the	Visits 1 st visit 2 nd visit 4 th visit Repair Visits 1 st visit 2 nd visit 2 nd visit A th visit Repair Date In Date Out 1 st visit 2 nd visit A th visit Repair Visits 1 st visit A th visit Repair Visit 2 nd visit 2 nd visit 1 st visit A th visit

Both overhead visors fell off. Had to be replaced.

Battery replaced.

Dome light not working.

(seplaced)

Page 3 of 4	
X YES NO	The manufacturer, converter or distributor of the vehicle (NOT THE DEALER) was given written notice of the problem(s), on
YES NO the inspection date, location	The vehicle has been inspected by a factory representative. If you answered yes, please provide on, personnel involved, and outcome. Use a separate sheet if needed
DATE:	LOCATION:
BY WHOM:	OUTCOME:
Car is goin	g to be out of warranty & I cannot fix all these problems.
I UNDERSTAND THAT INTERESTED PARTIE	THE INFORMATION I AM SUBMITTING MAY BE SHARED WITH THE OTHER S TO MY COMPLAINT IN ORDER TO RESOLVE THIS MATTER.
THE UNDERSIGNED I	HEREBY CERTIFIES, UNDER PENALTY OF PERJURY, THAT ALL STATEMENTS IN E TRUE AND CORRECT.
	7/2/08

MVD-140 Rev. 1/04

The Texas Department of Transportation maintains the information collected through this form. With few exceptions, you are entitled on request to be informed about the information that we collect about you. Under Section 552.021 and 552.023 of the Government Code, you also are entitled to receive and review this information. Under Section 559.004 of the Government Code, you are also entitled to have us correct information about you that is incorrect. For more information, call (512) 416-4800.

DATE

SIGNATURE OF REGISTERED VEHICLE OWNER/LESSEE



JUL 28 2006)



General Motors Corp.

P.O. Cox 33170

Retroit, MI 48232-5170

Attn: Victoria

#232+5170

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GENERAL MOTORS CORP P.O. BOX 33170 DETROIT, MI 48232-5170 GENERAL MOTORS 400 RENAISSANCE CENTER DETROIT, MI 48265-4000

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SINCERELY,

		FLINT, TEXAS	
		TLINI, IEAAS	
VIN#	1G2ZG558864		

ENCLUSURES

Followup - I was told & would be receiving a letter extending warranty on exteering problems beyond 36 months. I never rec'd it. I will never luy another &m vehicle. And neither will my letterded family. Too late

Tile # 71-643111990



LYNCHBURG VA 245



Reinbursement Dept. POBOX 33170

Detroit, MI 48232-5170

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant					
Date Claim Submitted: July 9, 2008					
17-Digit Vehicle Identification Number (VIN):					
Mileage at Time of Repair: 45,780 Date of Repair: Nov. 3, 2007					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: Nathalie State: VA ZIP Code:					
Daytime Telephone Number (include Area Code):					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$					
The following documentation must accompany this claim form.					
Original or clear copy of all receipts, invoices, and/or repair orders that show:					
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 					
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.					
Claimant's Signature:					

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

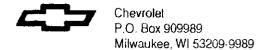
Your claim will be acted upon within 60 days of receipt.

If your claim is:

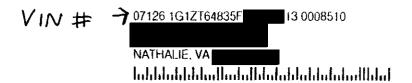
- Approved, you will receive a check,
- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing documentation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

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





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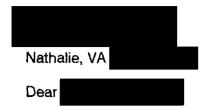


Dear Reimbursement Dapt. I have enclosed a copy I received Stating That othere was a possible problem with the steering of my vehicle. I had already had this repaired once before I received this letter and was told that I could be re-imbursed. Shie there was a pre-existing problem with This relicle. I have included a copy of my Statement whom I paid for the repair of The appropriate Reimbursement Claim Form. Thank You in advance for your prompt attention to This matter. Sincorely,

Nathalie, VA







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).



501 Automotive Service Center Nothalie VA 24577

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AUTO REPAIR ORDER

Actions GT3870

A Paid for with cash, there fore I have receipt other than this one from

501 Automotive Service. Lee Rexrode did the

original repairs.

March 24, 2011



Service Request: 71-643628053

Customer Relationship Specialist: John Schnitzer

Dear

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

PAR GMWA

	Customer and Vehicle	e Information	
Date	7/14/08	Service Request # 7	71-643692760
Customer Name		•	
VIN	1G2ZG57B984		
In-Service Date	6/28/2008	Service Contract?	No
Current Mileage	900	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	7
	Dealer and Claim I		
Dealer Name	Smith Motors, Inc. Of Han	nmond	
Dealer Svc Mgr	Tom Alicea	Dir Warranty Admin:	Cindy Daughter
Dealer Phone	(219) 845-4000	Dealer Fax	219-696-3606
Dealer BAC	113222	_	
Doolor Division and Code	16 Dont 11404	_	
Dealer Division and Code Repair Order Number	16-Pont-11494 026373		
Repair Order Close Date	7/14/08		
Labor Op. Code Z1242	Dollar Amt:	0.00	
Labor Op. Code Z1243	Dollar Amt:	167.44	
Cause Code (CC)	MJ	107.11	
Failure Code (FC)	98		
Labor Hours and OLH: Parts and Labor Costs:	DO NOT PUT IN HOURS DO NOT PUT IN COSTS		
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	Internal PAR Info	ormation	
Complaint:			
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Cause:		·	
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Correction:	GINGIOWII		
Correction:			
	inspection could not duplic	cate the concern	
Justification:	no repair is necessary		
PAR CRS:	Larry Beckham		
	Larry Doomian		
Additional Comments:			
Additional Commonts.			

Customer and Vehicle Information						
Date	7/14/08		1-643692760			
Customer Name	1711/00	COLVICO ROQUOCE	1 010002100			
VIN	1G2ZG57B984					
In-Service Date	6/28/2008	Service Contract?	No			
Current Mileage	900	Purchased New/Used?	New			
Warranty Blocked?	No	i dicilased New/Osea:	INGW			
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Dealer Name	Smith Motors, Inc. Of Ham					
Dealer Svc Mgr	Tom Alicea	DIr Warranty Admin:	Cindy Daughtery			
Dealer Phone	(219) 845-4000	Dealer Fax	219-696-3606			
Dealer BAC	` ,	Dealer I ax	219-090-3000			
Dealer BAC	113222	-				
Dealer Division and Code	16-Pont-11494					
Repair Order Number	026373					
Repair Order Close Date	7/14/08	<u></u>				
Labor Op. Code Z1242	Dollar Amt:	0.00				
Labor Op. Code Z1243	Dollar Amt:	167.44				
Cause Code (CC)	MJ					
Failure Code (FC)	98					
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Net Amount:		167.44				
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Correction:	7					
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Justification:	no repair is necessary					
PAR CRS:	Larry Beckham					
Additional Comments:						

Customer and Vehicle Information						
Date	7/24/08		1-643692760			
Customer Name	1/24/00	Service Request # 1	1-043092700			
VIN	1C27C57D00/					
In-Service Date	1G2ZG57B984	Service Contract?	No			
Current Mileage	6/28/2008		New			
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Dealer Name	Smith Motors, Inc. Of Ham					
Dealer Svc Mgr	Tom Alicea	Dir Warranty Admin:	Tom Alicea			
Dealer Phone	(219) 696-8931	Dealer Fax	219-696-3606			
Dealer BAC	113222	Douisi Tax	210 000 0000			
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Dealer Division and Code	16-Pont-10463	<u> </u>				
Repair Order Number	263733	<u> </u>				
Repair Order Close Date	7/14/08	<u>—</u>				
Labor Op. Code Z1242	Dollar Amt:	0.00				
Labor Op. Code Z1243	Dollar Amt:	167.44				
Cause Code (CC)	MJ					
Failure Code (FC)	98					
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AMOUNT						
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Parts and Labor Costs:	DO NOT PUT IN COSTS	407.44				
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Correction:	•					
	inspection could not duplic	ate the concern				
Justification:	no repair is necessary					
PAR CRS:	Larry Beckham					
Additional Comments:						
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	Customer and Vehic	le Information	
Date	7/14/08	Service Request # 7	1-643692760
Customer Name		•	
VIN	1G2ZG57B984		
In-Service Date	6/28/2008	Service Contract?	No
Current Mileage	900	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	7
	Dealer and Claim I		
Dealer Name	Smith Motors, Inc. Of Lov	vell	
Dealer Svc Mgr	Tom Alicea	Dir Warranty Admin:	Tom Alicea
Dealer Phone	(219) 696-8931	Dealer Fax	(219) 696-8931
Dealer BAC	224153		
Dealer Division and Code	16-Pont-10463	_	
Repair Order Number	263733	<u> </u>	
Repair Order Close Date	7/14/08		
Labor Op. Code Z1242	Dollar Amt:	0.00	
Labor Op. Code Z1243	Dollar Amt:	167.44	
Cause Code (CC)	MJ		
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Justification:	no repair is necessary		
PAR CRS:	Larry Beckham		
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700 W. COMMERCIAL P.O. Box 38 LOWELL, INDIANA 46356





www.smithautogroupusa.com PH (219) 696-8931

AHN LGLLY Beckhant Case # 71-643692760

Case	#71-69	136927	60		
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Pax # 866-357-5546 Prone # 866-790-5600 Ext 11244

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Date	7/14/08		1-643692760						
Customer Name	714/00	Service Request # 1	1-043092700						
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Dealer Name	Smith Motors, Inc. Of Lowe								
	Fom Alicea	DIr Warranty Admin:	Tom Alicea						
	219) 696-8931	Dealer Fax	(219) 696-8931						
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randre Code (FC)	30								
PUT EVERYTHING IN NET									
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Parts and Labor Costs: <u>C</u> Net Amount:	DO NOT PUT IN COSTS	167.44							
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Additional Comments for Dealer:									
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AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 357 5546									
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700 W. Commercial Ave. PO Box 38 Lowell, IN 46356 219-696-8931 219-696-3606



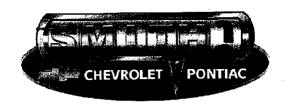
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CUSTOMER SIGNATURE

CUSTOMER COPY

PAGE 1 OF 1



700 W. COMMERCIAL P.O. Box 38 LOWELL, INDIANA 46356 www.smithautogroupusa.com PH (219) 696-8931





NOT DONE TO YOUR SATISFACTION. IT IS OUR AIM TO PERFORM

ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION THANK YOU FOR THIS OPPORTUNITY TO

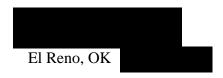
SERVE YOU TODAY.

[END OF INVOICE] 08:08am

STOMER NO. 88161		THOMAS	ALICEA	1200	TAG NO	11075/14/08	MPEC326373
		LABOR RATE	LICENSE NO.		LEAGE 959	CHIQUID SILV	57 MO8741
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

March 24, 2011



Service Request: 71-643785886

Customer Relationship Specialist: Wine Summers

Dear

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

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

We have reviewed your request for reimbursement on the repair that you. We regret that we are unable to reimburse you the amount you requested because the vehicle was beyond the mileage parameter of the special coverage at the time of repair. This special coverage covers repair for a period of 7 years or 70,000 miles whichever occurs first from the date the vehicle was originally placed in service.

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

Sincerely,

Pontiac Customer Assistance Center

OKLAHOMA CITY OK 731 Keimbursement Depthatment P.O. Box 33170. Detroit, MI 48232-5/70

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted:
17-Digit Vehicle Identification Number (VIN): 16274528554
Mileage at Time of Repair: 84,073 Date of Repair: 5-16-08
Claimant Name (please print):
Street Address or PO Box Number:
City: FIRENO State: OK ZIP Code: _
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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









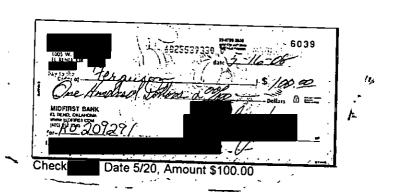


1015 NORTH INTERSTATE DRIVE • NORMAN, OKLAHOMA 73069 PHONE (405) 321-5820 • 1-800-749-8443 • SERVICE (403) 973-7200 PAINT & BODY SHOP: 3101 Bart Conner • Norman, OK 73069 (405) 321-9777 www.fergusonchallenge.com

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THANK YOU FOR YOUR BUSINESS!! ALL ADJUSTMENTS HAVE 90 DAYS OR 4000 MILE WARF ALL O.E.M. PARTS INSTALLED HAVE 12 MONTHS OR I SEE YOUR ADVISOR FOR A LIST OF LIFETIME WARRAY THROUGH GOODWRENCH SERVICE PLUS CUSTOMER SIGNATURE	12000 MILE WARR	O Significant		X CUSTON	IER'S SIGNATURE
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PAGE 2 OF 2

Thank You, we appreciate your business. CUSTOMER COPY [END OF INVOICE] 05:04pm



North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 50-937 CHECK NO. 200 200 200 200 200 200 200 DATE 07/16/08 4 (8) 14 - 85 6.00 North American Operations General Motors Corporation Disbursament Account 7 GLEASON SIGNATURE The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. BB 000000047 PAYMENT DATE VENDOR NAME Phoenix, 07/16/08 REGISTER NO DESCRIPTION DOC. REFERENCE NUMBER INVOICE DATE % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 28 3 2 5 5 07/15/08 | VM 1-ANU080 71-644152466 1-ANU080 00.0000 174.39 174.39 1G1ZT62805F 200 200 200 200 200 200 200 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 M3 174.39 TOTAL .00 174.39 March 24, 2011



Service Request: 71-644152466

Customer Relationship Specialist: Paul Gambino

Dear :

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$174.39.

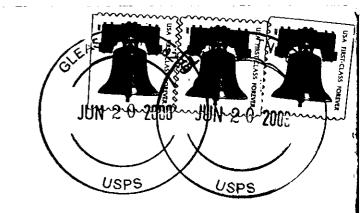
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer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

Gleason, TN



20 1 0 2008

Reimbursement Department PO Box 33170 Detroit, MI 48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant	
Date Claim Submitted: 6-22-08	
17-Digit Vehicle Identification, Number (VIN): 1GIZT62805F	
Mileage at Time of Repair: Date of Repair: 9/29/05, 9/26/06, 11/29/06, 10/4	4/07
Claimant Name (please print):	
Street Address or PO Box Number:	
City: Gleason State: TN ZIP Code:	
Daytime Telephone Number (include Area Code):	
Evening Telephone Number (include Area Code):	
Amount of Reimbursement Requested: \$ 300.00	
The following documentation must accompany this claim form.	
Original or clear copy of all receipts, invoices, and/or repair orders that show:	
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 	
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.	
Claimant's Signature:	

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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



June 22, 2008

To Whom It May Concern:

I am seeking reimbursement for charges incurred on my 05 Malibu Maxx for the Steering Column problems I have had since we bought the car.

I am including the very first invoice that is no charge but was replaced on 9/29/05 just a few weeks after we bought it. I am not asking any reimbursement for this time because there was no charge the dealer was kind and replaced it for us.

Also included second invoice w/receipt: The steering column/short rack messed up one year later on 9/26/06. I am asking for reimbursement of the \$100 deductible I paid for the extended warranty I purchased.

Next in the third invoice: We moved to Nashville so Bill Heard fixed the steering column and I am asking again for the \$100 deductible I paid for the extended warranty.

The fourth and final invoice enclosed is at 72214 mileage, but I am hoping you will consider that I have had it replaced for the 4th time and this time they replaced it right and I am having no more problems. I am asking for the \$100 deductible. I enclosed a copy of my bank statement. My original debit card receipt was probably lost when we moved back to W. Tennessee.

I am asking for \$300.00 reimbursement. I love my car and it is driving great now. Thank you for your consideration in this matter and if you need any further info just let me know.

Sincerely,

ANTIOCH, TN

DUPLICATE 2 PAGE 1

WINT. BIG VOLUME:

CHEVROLET

CHEVROLET

5333 Hickory Hollow Pkwy P.O. Box 1618 Antioch, Tennessee 37011-1618 (615) 731-3000 Sales

SERVICE ADVISOR CYNTHIA DUNNING

SERVICE ADVISOR CYNT			(615) 731-3000 Sales (615) 731-3020 Service						
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ANTIOCH, TN

DUPLICATE 2 PAGE

5333 Hickory Hollow Pkwy P.O. Box 1618 Antioch, Tennessee 37011-1618

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CUSTOMER COPY

CHEVROLET

SERVICE ADVISOR CYNTHIA DUNNING

ANTIOCH, TN

5333 Hickory Hollow Pkwy P.O. Box 1618 Antioch, Tennessee 37011-1618 (615) 731-3000 Sales (615) 731-3020 Service

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MCLEMORESVILLE, TN

63006

CHEVROLET, OLDSMOBILE, CADILLAC, INC.



PLEASE PAY THIS AMOUNT

3523 East End Drive Humboldt, TN 38343



INVOICE

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Phone: (731) 784-3931 Jackson Line: (731) 427-5257 Fax: (731) 784-0229

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CHEVROLET - CADILLAC, INC.

3523 East End Drive Humboldt, TN 38343

Phone: (731) 784-3931 Jackson Line: (731) 427-5257 Fax: (731) 784-0229

www.chuckgraves.com



MCLEMORESVILLE. HOME BUS *INVOICE*

PAGE 1

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

The factory warranty constitutes all of the warrantes with respect to the sale of this itemvitems. 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/ftems.

STATEMENT OF DISCLAIMER

DESCRIPTION	TOTALS
LABOR AMOUNT	103.85
PARTS AMOUNT	272.35
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	3 \$6.20
LESS INSURANCE	a .00
SALES TAX	0,00
PLEASE PAY THIS AMOUNT	<u></u>
THO AMOUNT	[15005059470] FILE OF GROVEN (N. 1907)

(SIGNED)

(DATE)

CUSTOMER SIGNATURE

376.20

CHUCK GRAVES CHEV CO 3523 EASTEND OR HUMBOLDT, TN. 38343-1967 901-784-3931

Ref#:

09/26/06

15:58:32

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Inv#: 000002

Conv w. Verif

ABA/RIN Number: 084800084

Account:

Check#: 4617

Visa Irans 10:

Trace #: 700803

APPROVED: 722422

Check Ast:

\$ 100.00

AUTHORIZATION AGREEMENT:

I authorize the merchant to use the information from my check to initiate an Electronic Fund Transfer (EFT) or a paper draft to debit my bank account for the amount of the transaction. I acknowledge and agree that the perchant initiated EFT is not a check transaction and is governed by applicable EFT law. In the event the EFT or chaft is returned unpaid. I understand and agree the merchant man charge a neturn fee to my bank account. Customer Copy

THANK YOU!

4617 28-8/840 Œ

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P 0 BOX 1471 LITTLE ROCK AR 72203

BANK USE ONLY 171 9 6811

ACCOUNT NUMBER

CLOSING DATE 10/25/2007

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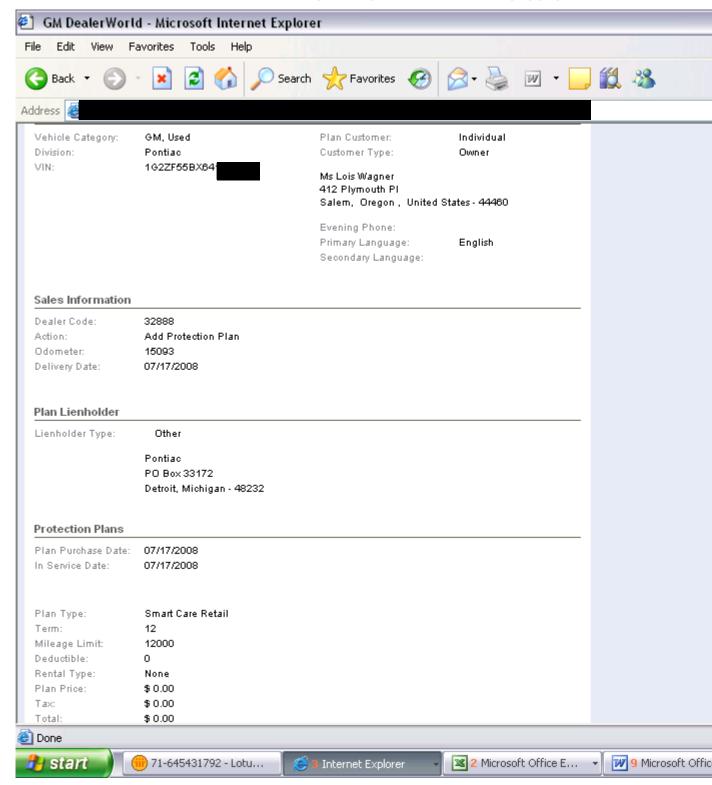
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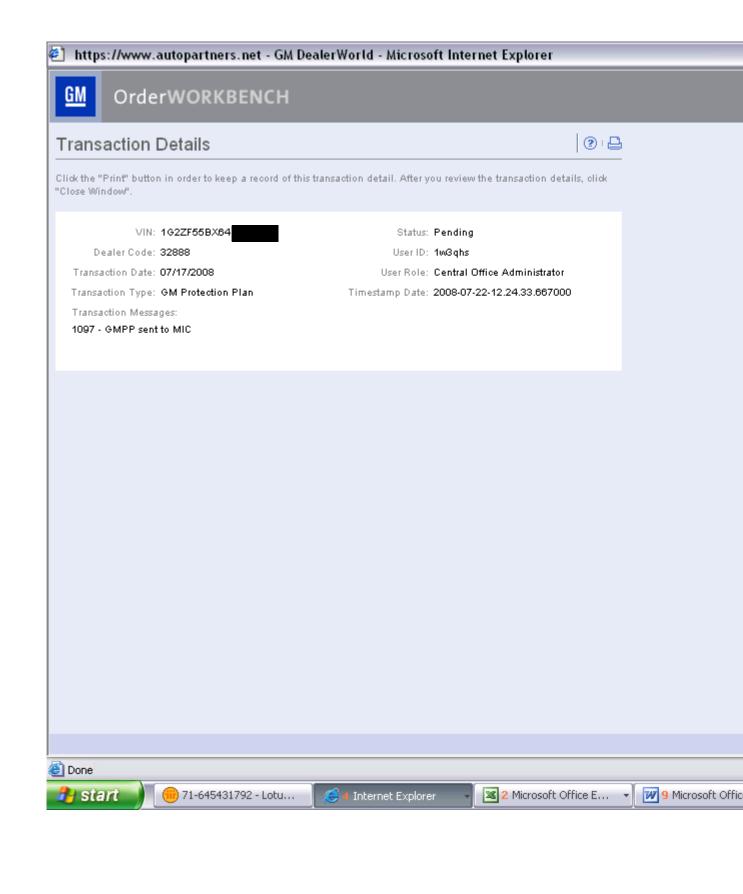
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	ATH KOHL'S #1197 819 INDUSTRIAL BLV SMYRNA TN	73.98-		10/12	CHECK # 4859	100.31-	

PLEASE EXAMINE AT ONCE. IF NO ERROR IS REPORTED WITHIN 30 DAYS OF THE CLOSING DATE, THE ACCOUNT WILL BE CONSIDERED CORRECT. PLEASE ADVISE AT ONCE OF ANY CHANGE IN YOUR ADDRESS.

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





Salem, OH

Service Request: 71-644284303

Customer Relationship Specialist: Susan Smith

Dear :

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2006 Pontiac G6, Vehicle Identification Number 1G2ZF55BX64

- 12 months or 12,000 miles, whichever occurs first, beginning on July 17,2008 and ending on July 17, 2009, and begins with 15,093 and ends with 27,093 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Pontiac customer.

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Customer Assistance Center

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











GENERAL MOTORS BUSINESS RESOURCE CENTER

April 29, 2009

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

Brad Hoover WALLY EDGAR CHEVROLET-BUICK, INC. PO BOX 98 LAKE ORION, MI 48361-0098

Re:

Siebel Request: 71-720762675 2006 Pontiac G6 VIN # 1G2ZG578564

Dear Mr. Perez:

This is a letter of notification regarding a {Better Business Bureau case/State case} involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

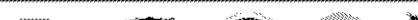
- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty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

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

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

Sincerely,

Elizabeth Montoya BRC Customer Relationship Specialist Ph# 1-866-790-5600 Ext 31460 FAX# 866-357-5546













CENERAL MOTORS BUSINESS RESOURCE CENTER

April 29, 2009

Brad Hoover WALLY EDGAR CHEVROLET-BUICK, INC. PO BOX 98 LAKE ORION, MI 48361-0098

Re:

Siebel Request: 71-720762675 2006 Portine G6 VIN #1G2ZG578564

Dear Mr. Perez:

This is a letter of notification regarding a {Better Business Bureau case/State case} involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

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

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

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

Sincerely,

Elizabeth Montoya BRC Customer Relationship Specialist Ph# 1-866-790-5600 Ext 31460 FAX# 866-357-5546

BBB AUTO LINE Customer Claim Form

Case number: PGM0937057 Contact Date: 04/29/09

Start Date:

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

Leasing comp	-uiiy		
VEHICLE INDENTIFICATI Lienholder/Leasing Comp			
ease complete the missi	ng information in the b	ox below and on p	page 2.
ist night it failed on the exi f the side. Quiet frankly, I	t ramp of I-75. I lost co	•	•
CTION 3: DESIRED OUTC just want to feel safe in my oblem when I brought it in	car. The dealership wa	s unable to duplica	te the
escription of damage:			
as the vehicle been in an accid	ent/had body damage?	yes 🗵 no	Date of accident:
ow often is the vehicle used r business purposes (percenta	Number	of vehicles owned I by the business:	Transmission type: X Automatic Manual
rst repair attempt date: 02/13		lileage at purchase/le First repair attempt mi	_
equired as \square new \square used urchase/lease date: 02/09/0		s the vehicle in your p	·
rimary Servicing dealer/city/			
elling dealer/city/state: , , N			
ame(s) that appears on the ve			
ake: Pontiac/GMC	Model: G6	Year: 2006	Current mileage: 40700
CTION 2: VEHICLE INFO	RMATION		
ax:	E-mail address:		
ay phone:	Evening phone:		Cell phone:
ty: Lake Orion		State: MI	Zip code
ailing address:			
tled owner:			

Case Number: PGM0937057 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days 2 6/10/07 12,700 miles 1 day A/C won't cool properly Any Dealer, Inc. yes Clunking with 1 yes turning-replaced steering column Complete loss of power 1 yes steering

Total days out of service for all problems:								
Signature of Titled Owner(s)	Date							
Printed Name of Titled Owner(s)								

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

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







General Motors Business Resource Center

FΔX

Brad Hoover

248-391-0189

TO



Elizabeth Montoya

866-357-5546

CC:

7 Pages W/Cover

NOTES:

71-720762675

We are not selling dealer NO TAC CASE

> BRAD HOOVER Director

Invoice #: 326381 Page 1 of 2 3805 Lepeer Rd P.O. Box 98 Teg # 5413 Lake Orion, MI 48361 Customer # 482 LK ORION MI (248) 391-9900 HOME: CONT:N/A CELL Deale: Rec. #F129188 Service Chevrolet-Bulck-Chevy Truck EMAIL Advisor: 229 JAMES ROBLIN COLOR MAKE/MODEL **WIN** LICENSE MILEAGE IN MILEAGE OUT BURGANDY 06 PONTIAC G6 1G2ZG578564 30512 30513 PROD DATE DEL DATE WARR FYR PROMISED PO NO RATE PAYMENT INV. DATE R.O. OPENED READY 17AUG05 09:30 OBJULOS CASH OBJULOS 18:07 07JUL08 10:26 08JUL08 OPTIONS: OPCODE TECH TYPE HOURS HST NET TOTAL PASSENGER FRONT WINDOW IN JOP FROM DRIVERS CONTROL CAUSE: ERRATIC N2145 SWITCH DOOR WINDOW LEFT FRONT REPLACE 214 STEELAND.DAN LIC#: WC 0.60 hrs. 51.97 51.97 22626530 SWITCH 71.27 49.90 49.90 Warranty Copy FC: 6D PART#: 22626530 COUNT: 1 CLAIM TYPE: AUTH CODE: 25000 X 214 STEELAND.DAN LIC#: I WC 0.00 hrs. 0.000.00DPU **IMPORTANT** 3.56 3.56 3.56 FC: 95 You may receive a customer PART#: 22626530 satisfaction survey from the COUNT: 1 manulacturer in the next few CLAIM TYPE: weeks. If for any reason you cannot AUTH CODE: grade us COMPLETELY SATISFIED MD Please context our service 3564 5346 **TPARTS** Director immediately 1380 5197 TLABOR Thurk You! 30512 ERRATIC CHK OPERATION OF POWER WINDOWS, FOUND ALL OPERATING Bred Hoover NORMAL AT THIS TIME, NEC TO REPLACE LT FRT DOOR WINDOW SWITCH AS MOST 248-391-9900 POSSIBLE CAUSE - CERTIFICATION -LABOR AMOUNT STATEMENT OF DISCLAIMER SERVICE HOURS: PARTS AMOUNT The factory warranty constitutes all of the ALL REPAIRS AND PARTS HAVE BEEN warranties with respect to the sale of this COMPLETED PROPERLY AND IN MONDAY & THURSDAY GAS, OIL, LUBE item/items. The Seller hereby expressly disclaims COMPLIANCE WITH THE MICHIGAN all warranties either express or implied, including SUBLET AMOUNT 7:30 AM - 7:00 PM AUTO REPAIR ACT (PA300) any implied warranty or merchantability or fitness MISCADEDUCTIBLE CHARGES TUESDAY, WEDNESDAY, FRIDAY for a particular purpose. Seller neither assumes TOTAL CHARGES nor authorizes any other person to assume for it 7:30 AM - 6:00 PM any liability in connection with the sale of this CHARGE/DISCOUNTS ilem/kems. SALES TAX

PLEASE PAY THIS AMOUNT IF CHARGE ACCT, SEE CHARGE COLUMN

CUSTOMER SIGNATURE

I K OR ON MI

HOME:

Invoice # 326381

Tan # 5413

3805 Laneer Rd. P.O. Box 98 Lake Orion: MI 48361 (248) 391-9900

Dealer Reg. #F129188

NET

10.56

Customer #: 482

Service

Chevrolet-Bulck-Chevy Truck

		ROBLIA	

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17AUG05	09:30 08.JUL08		CASH	08JUL08	18:07 07JUL08	10:26 08JUL0B
1170000					원화화학 기본 경화 되었다.	클릭한 시간한 뜻 되었다.

OPCODE LINE

CONT:N/A

TECH TYPE HOURS

LIST

13.24

TOTAL

10.56

CLUNK WHEN TURNING

CAUSE: CLUNK E7700 LUBE I-SHAFT

CELL:

178 SITERLET.JOSEPH LIC#: WC

 $0.50 \, hrs.$

43.31 43.31

26098237 LUBE KIT

FC: 2N PART#: 26098237 COUNT: 1 CLAIM TYPE: AUTH CODE: NE

1056 754

TPARTS

1000 4331 TLABOR

30512 CLUNK NEC TO LUBE I-SHAFT. OK ON FINAL TEST.

EST: 45,00

07JUL08 18:07 SA: 229

Warranty Copy

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks, if for any reason you cannot grade us COMPLETELY SATISFIED Please contact our service Director, incrediately Thank You!

> Brad Hoover 248-391-9900

- CERTIFICATION -

ALL REPAIRS AND PARTS HAVE BEEN COMPLETED PROPERLY AND IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT (PA300)

SERVICE HOURS: MONDAY & THURSDAY 7:30 AM - 7:00 PM TUESDAY, WEDNESDAY, FRIDAY 7:30 AM - 6:00 PM

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 or merchantability or fitness for a particular purpose. Sefer neither assumes nor authorizes any other person to assume for it any liablity in connection with the sale of this itemmens.

LABOR AMOUNT	1	39,20
PARTS AMOUNT		64.02
GAS, OIL, LUBE	4	0.00
SLIBLET AMOUNT	ĭ	0.00
MISC /DEDUCTIBLE CHARGES	Ĭ	0.00
TOTAL CHARGES	A	159.30
CHARGE/DISCOUNTS	8	0.00
SALES TAX	1	0.00
PLEASE PAY THIS AMOUNT IF CHARGE ACCT. SEE		159 30

CUSTOMER SIGNATURE

Invoice # 335966

Tag #: 3130

Page

3805 Lapeer Rd. P.O. Box 98 Lake Orion, MI 48361

(248) 391-9900

Dealer Rep. #F129188

NFT

Customer # 482

Service

Chavrolet-Buick-Chevy Track

The Chapter State			
A ALLES AND I	700 N.S.	uor na	471111717
Advisor:	COO 11111	11 W W I	(VIIVI

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COLOR YEAR	MAKE/MODEL MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
BURGANDY 06	PONTIAC G6	1G2ZG5785641		38567	38571
DEL DATE I PROD DATE	WARR EXP PROMISED	PO NO. RATE PAYMENT	INV. DATE	R.O. OPENED	READY
17AUG05	08:00 05MAR09	CASH	20FE809	07:19 19FEB09	12:05 20FEB09
OPTIONS:					

LIME OPCODE

CONT N/A

TECH TYPE HOURS

LIST

394.90

TOTAL

CHK FOR CLUNCK NOTICED BRAKING FROM STRG CUSTOMER STATES I-SHAFT HAS HISTORY В CAUSE: F

E7680 STEERING COLUMN REPLACEMENT

CFLL

SITERLET.JOSEPH LIC# 178

> 0.00 hrs.WC

0.00 286.48 0.00

286.48

0.00

25933396 COLUMN

FC: 98 PART#: 25933396 COUNT: 1 CLAIM TYPE: AUTH CODE: A

CUSTOMER PORTION OF GOODWILL REPAIRS

20463 28648 **TPARTS**

TLABOR 38567 2.50 REPLACED RATTLING STEERING COLUMN. SOME SOUND FROM EPS IS NORMAL, OK ON FINAL TEST DRIVE.

item/items.

EST: 110.00 EST: 170.00 19FEB09 07:19 SA: 298 19FEB09 13:04 SA: 298

EST: 205.00

19FEB09 15:16 SA: 298

- CERTIFICATION -

Warranty

IMPORTANT

You may receive a customer

satisfaction survey from the

manufacturer in the next few

weeks, if for any reason you cannot grade us COMPLETELY SATISFIED Please contact our service Director, immediately Thank You Brad Hoover 248-391-9900

ALL REPAIRS AND PARTS HAVE BEEN COMPLETED PROPERLY AND IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT (PA300)

SERVICE HOURS: MONDAY & THURSDAY 7:30 AM - 7:00 PM TUESDAY, WEDNESDAY, FRIDAY

7:30 AM - 6:00 PM

The factory warranty constitutes all of the warranties with respect to the sale of this item/frems. The Seller hereby expressly disclaims ali warranties either express or implied, including any implied warranty or 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

STATEMENT OF DISCLAIMER

286.48 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC/DEDUCTIBLE CHARGE! 286.48 TOTAL CHARGES 0.00 CHARGE/DISCOUNTS 0.00 SALES TAX PLEASE PAY THIS AMOUNT IF CHARGE ACCT, SEE CHARGE COLUMN

LARGE AMOUNT

CUSTOMER SIGNATURE

LK ORION, MI

HOME:

CLIAIL

LK ORION. MI

CONTINIA

TECH TYPE

HOME

LINE

В

OPCODE

Invoice # 338528

Tag # 5150

COMME

LIST

Page 1 of 3805 Lanear Rd. P.O. Box 98

Lake Orion, MI 48361 (248) 391-9900

Deale: Rec. #F128188

MET

Cuslomer # 482

Service Chevrolet-Bulck-Chew Truck

COST

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 Advisor:	200	J.	۸D	~ 1	"HO	MI)T
 TAUTION	LOU		···			46	

CIMAIL		JANADAL TAL	DIMPLICATIONS			
COLOR YEAR	MAKE/MODEL	VIN.		LICENSE	MILEAGE IN	MILEAGE OUT
BURGANDY 06	PONTIAC G6	1G2ZG57856	34:		40546	40546
DEL DATE PROD. DATE	WARR EXP PROMISED	PO NO. RATE	PAYMENT	INV DATE	R.O. OPENED	READY
17AUG05	16:06 20APR09		CASH	20APR09	06:51 20APR09	15:14 20APR09
OPTIONS:						

CHK FOR LAST THURSDAY TURNING LT STRG WAS TIGHT.SATURDAY IT WENT OUT. AFTER SITTING FOR 2 DAYS IT IS Á

SHHIS

OK SEE PREV SS SEE STORY BELOW

> SITERLET.JOSEPH LIC#: 178

25144

CELL:

 $0.00 \, hrs.$ 0.00 brs.

Λ

0.00

TOTAL

0.00

0.00

40546 CAN NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME. NO PROBLEM

SEEN ON INSPECTION.
COMPLETE GM - MULTIPOINT INSPECTION

NWD NO WORK DONE

SITERLET.JOSEPH LIC#: 178

0.00 hrs. 0.00 hrs. Ð

SALE

0.00

ACCOUNT	SALE 0	COST 0	CONTROL	ACCOUNT 999Z	SALE 0	COST	CONTROL
COST, SALE, & CON	MP TOTALS		O	0	0		

- CERTIFICATION -

ALL REPAIRS AND PARTS HAVE BEEN COMPLETED PROPERLY AND IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT (PA300)

SERVICE HOURS: MONDAY & THURSDAY 7:30 AM - 7:00 PM TUESDAY, WEDNESDAY, FRIDAY 7:30 AM - 6:00 PM

STATEMENT OF DISCLAIMER

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

0.00 LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT MIRC /DEDUCTIBLE CHARGES 0.00 0.00 TOTAL CHARGES 0.00 CHARGE/DISCOUNTS 0.00 SALES TAX PLEASE PAY THIS AMOUNT IF CHARGE ACCT. SEE CHARGE COLUMN

CUSTOMER SIGNATURE

File Copy

Invoice #: 338891

Teg #: 7845

Page

TOTAL

3805 Lapeer Rd. P.O. Box 98 Lake Orion, MI 48361 (248) 391-9900

Dealer Rep. #F129188

Customer#: 482

Service.

Chevrolet-Buick-Chevy Truck

			MAR		

CMWIF	14 (17) Process				Maiddl' Whi	INCHES TO STANKE	The field of the second of the second		
COLOR	YEAR	MA	KE/MODEL		VIN		LIÇENSE	MILEAGE IN	MILEAGE OUT
BURGANDY	06	PON	JTIAC G6	10	327G578564	4		40938	40938
	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17AUG05	1 1 1 3 2 2 3 1 3 1 3 1 3 1 3 1 3 1 3 1		09:54:29APR09			CASH	29APR09	16:46 28APR09	10:00 29APR09
DETINIA.	TENTAN L		. <u> </u>	NEW TREET					

CHK FOR POWER STEERING IS INOP SEE HISTORY ATTN BRAD HOOVER

CAUSE: DEFECTIVE **E7680 STEERING COLUMN REPLACEMENT**

CELL:

CONT N/A

LIME

OPCODE

SITERLET.JOSEPH LIC#:

TECH TYPE HOURS

WC: 1.40 hrs.

126.99 126.99 359.00 286.48 286.48

NET

LIST

25933396 COLUMN

FC: 6C OJ

PART#: 25933396 COUNT: 1 CLAIM TYPE: B AUTH CODE: G

> 20463 2884B **TPARTS** 2800 12699 TI AROR

40938 DEFECTIVE NO OUTPUT FROM TORQUE SENSOR. NEC TO REPLACE STEERING COLUMN WITH AFP. OK ON FINAL TEST.

You may receive a customer satistication survey from the manufacturer in the next few

LK ORION, MIT

HOME:

Director, immediately Thank You

Brad Hoover 248-391-9900

- CERTIFICATION -

ALL REPAIRS AND PARTS HAVE BEEN COMPLETED PROPERLY AND IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT (PA300)

CUSTOMER SIGNATURE

SERVICE HOURS: MONDAY & THURSDAY 7:30 AM - 7:00 PM

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STATEMENT OF DISCLAIMER

LABOR AMOUNT	1	120.99
PARTS AMOUNT		286.48
GAS, OIL, LUBE	Š	0.00
SUBLET AMOUNT	Ţ	0.00
MISC /DEDUCTIBLE CHARGES	ĭ	0.00
TOTAL CHARGES	Ĉ	413.47
CHARGE/DISCOUNTS	S	0.00
SALES TAX		0.00
PLEASE PAY THIS AMOUNT IF CHARGE ACCT. SEE CHARGE COLUMN		413.47
	PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC /DEDUCTIBLE CHARGES TOTAL CHARGES CHARGE/DISCOUNTS SALES TAX PLEASE PAY THIS AMOUNT IF CHARGE ACCT. BEE	PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC /DEDIACHBLE CHARGES T TOTAL CHARGES CHARGE/DISCOUNTS SALES TAX PLEASE PAY THIS AMOUNT IF CHARGE ACCT. SEE

THANK YOU

426 00

Copyright 2200 ALES, Inc. | XISSEST: XXXI2376_1

Warranty Copy **IMPORTANT** weeks. If for any teason you cannot grade us COMPLETELY SATISFIED. Please contact our service

TUESDAY, WEDNESDAY, FRIDAY 7:30 AM - 6:00 PM

Invoice #: 338891

Tag# 7845

Wally Edgar

Page 1 of 1

3805 Lapeer Rd. P.O. Box 98 Lake Orion, MI 48361

> (248) 391-9900 Dealer Reg. #F129188

Customer#: 482

HOME: CONT:N/A

LK ORION MI

or secretary and all Association is easily

CELL:

Service

Chevrolet-Buick-Chevy Truck

Advisor: 298 MARC D'HONDT

EMAIL 1					MAISON TOP	MINING OFFICER				15/10/2017	
COLOR	YEAR	MA	KE/MODEL		VIN		LIÇENSE		MILEAGE IN	MILE	VGE OUT
BURGANDY	06	POI	ITIAC G6	1G	2ZG57856	4			40938	40	938
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PONO	RATE	PAYMENT	INV DATE	R.	O OPENED	RE	ADY
17AUG05			09:54 29APR09	9		CASH	29APR09	16:4	6 28APR09	10:00 2	9APR09
OPTIONS:											
LINE OPCOD	E	TECH TYP	E A/HRS	SHRS		COST	SALE	COMP	LIST	NET	TOTAL

A CHK FOR POWER STEERING IS INOP SEE HISTORY ATTN BRAD HOOVER

CAUSE: DEFECTIVE

E7680 STEERING COLUMN REPLACEMENT

178 SITERLET.JOSEPH LIC#:

WC 0.02 hrs. 1 25933396 COLUMN 20463 28648

2800 12699 20463 28648

0 359.00

126.99 286.48

126.99 286.48

FC: 6C PART#: 25933396

COUNT: 1 CLAIM TYPE: B AUTH CODE: G

1.40 hrs.

20463 2800 28648 TPARTS 12699 TLABOR

40938 DEFECTIVE NO OUTPUT FROM TORQUE SENSOR. NEC TO REPLACE STEERING COLUMN WITH AFP. OK ON FINAL TEST.

ACCOUNT

SALE 12699 41347 2800

CONTROL

ACCOUNT 48000 SALE 28648 CC

COST

20463

CONTROL

COST, SALE, & COMPITOTALS

23263

41347

Ð

- CERTIFICATION -

ALL REPAIRS AND PARTS HAVE BEEN COMPLETED PROPERLY AND IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT (PA300)

__ |

7:30 AM - 7:00 PM TUESDAY, WEDNESDAY, FRIDAY 7:30 AM - 6:00 PM

SERVICE HOURS:

MONDAY & THURSDAY

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclalms all warranties either express or implied, including any implied warrantly or 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.

0.00 LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC (DEDUCTIBLE CHARGES 0.00 TOTAL CHARGES 0.00 CHARGE/DISCOUNTS 0.00 SALES TAX PLEASE PAY THIS AMOUNT IF CHARGE ACCT. SEE CHARGE COLUMN

CUSTOMER SIGNATURE

Accounting Copy

Privileged and Confidential Information

CASE ASSESSMENT

By: Elizabeth Montoya State: MI

Customer Name: Service Request: 71- BBB Case No.: 720762675 PGM0937057

Only customer's last name to be recorded

Vehicle ID No.: 1G2ZG578564 In Service Date: 08/17/2005 Vehicle is: Used

BAC Code: 112796

Year, Make & Model: 2006 Pontiac G6 Mileage at Time of BBB Filing (40,700)

Lien holder: GMAC Other: DVM Name: Robert Stipek

Phone/Cell Number: Node 630092 Mailbox 8395

Svc Mgr Name: Brad Hoover

Vehicle Purchased Used on: 02/09/08 at

odometer 26,000 miles

Sale Type: Purchase \square Lease \square Other \square :

CAM Name: Rob Johnson

Phone Number: 630-961-6817 or 8-530-6817

VEHICLE REPAIR HISTORY

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

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

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y OR N.? IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS $\underline{N/A}$

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT: N/A

Pwr Window Inop

Date:	RO #:	<u>Days</u> Out:	Mileaq e:	Description of Complaint and Repair Performed:
07/07/0 8	32638 1	2	30513	Passenger front window inop from driver's control. Cause: erratic. Switch door window left front replace.

Clunk when turning

<u>Date:</u>	RO #:	<u>Days</u> Out:	Mileag e:	<u>Description of Complaint and Repair Performed:</u>
07/07/0 8	32638 1	*	30513	Clunk when turning, lube I-shaft.

Date:	RO #:	<u>Days</u> Out:	Mileaq e:	Description of Complaint and Repair Performed:
02/19/0 9	33596 6	2	38571	Check for clunk noticed braking from steering customer states I-shaft has history. Replaced rattling steering column. Some sound from EPS is normal, ok on final test drive.

<u>Pwr</u>	Steering	tiq	ht

Date:	RO #:	<u>Days</u> Out:	Mileaq e:	Description of Complaint and Repair Performed:
04/20/0 9	33852 8	1	40546	Check for last Thursday turning LT steering was tight. Saturday it went out, after sitting for 2 days it is ok. Can not duplicate custs concern at this time. No problem seen on inspection.
Date:	RO #:	<u>Days</u> Out:	Mileaq e:	Description of Complaint and Repair Performed:
04/28/0 9	33889 1	2	40938	Check for pwr steering is inop. Defective no output from torque sensor. Necessary to replace steering column with app. Ok on final test.

Has the vehicle ever been involved in an accident N Did you confirm your answer with the customer Y What type of damage was sustained (example front end collision) N/Q

Are the RO's attached if the vehicle was in an accident N

has the customer in	led any insurances claims on this vehicle in	
If Yes obtain the fol	lowing information below	
Insurance Company		
	t and Last Name)	
Phone #		
	Claim Status: NA	
Claim #		
Did Insurance Comp	oanv refer customer to GM? NA	

Are there any Aftermarket Modifications to the Vehicle N Have you confirm this with the customer Y List:

Was a Trade Repurchase offered to the customer N
(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)
Date authorized by the DVM/CAM

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail: Ineligible

GM Program Summary Repurchase/Replacement: Ineligible

Lemon Law Repurchase/Replacement: Ineligible

GM Program Summary Repairs/Reimbursement for past repairs: Ineligible

THE STATE LEMON LAW READS:

Days out of service: 30 Repairs 4			
Time period: 2yrs from date of first repair. First repair must occur w/ in first year.			
Does Lemon Law state nonconformity must continue to exist? Y			
If applicable, safety-related repairs n/a Safety-related time period n/a			
Number of repair attempts in the presumption period: Total days out of service during the presumption period: Total days out of service during customer's ownership: 3			
Vehicle Meets Presumption of Lemon Law NO			
PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION			
No Prev SRs located.			
RECOMMENDATION AND RATIONALE			
Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.			
Cust sts: repairs to correct issue.			
DVM sts: no contact made.			
SVM sts: Cust has only come in for the steering concern a few times. The last visit was for a defective steering column.			
CRS Rationale: cust does not appear to meet presumption given the dates of the failures, and cust appears not to meet eligibility due to age and mileage of the veh.			
What are the 3 main strengths of the customer's case to win repurchase through Lemon Law None			
What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law? Appears not to meet presumption Appears to fall outside the eligibility requirements under the program summary.			
Decision reached by CRS: Arbitrate case: Settle case: X			

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

1		<u> </u>
TEAM LEAD APPROVING:	{Name}	Date: {Date}

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

March 21, 2011



Service Request: 71-625776611

Customer Relationship Specialist: Jerry Robinson

Dear :

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$200.00.

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

Sincerely,

Chevrolet Customer Assistance Center

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

"LET US DARE INDIANAPOLIS IN 462 THINK SPEAKA John Adams, 1346 02 MAY 2008 PM 2 T poweruithen New Palestine, IN 1: 1 MAY 0 5 2008

Reimbursement Department PO BOX 33170 Petroit, M1 48232-5170

Aballahaddalladddaalladlladaallaaall

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 4-30-08
17-Digit Vehicle Identification Number (VIN): 1612552F65 F
Mileage at Time of Repair: 45,653 Date of Repair: 9/28/07
Claimant Name (please print):
Street Address or PO Box Number:
City: New Palestine State: IN ZIP Code:
Daytime Telephone Number (include Area Gode):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





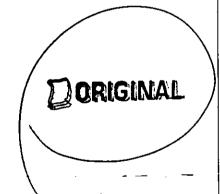
DELLEN CHEVROLET BUICK - PONTIAC - GMC

2527 W. Main St. GREENFIELD, IN 46140 Phone: (317) 462-5591 SERVICE DEPARTMENT HOURS 7:00 a.m. to 6:00 p.m. Mon, Tues, Wed, Fri 7:00 a.m. - 7:00 p.m. Thurs Closed Saturday and Sunday

R/O Open Date	R/O Number		
9/27/07	6047366/1		
R/O Close Date	Status		
9/28/07	Reprint		
Mileage In	Mileage Out		
45653			
Service Advisor / Tag #			

CHRIS SWIFT/831 Work Phone Vehicle Identification Number 1G1ZS52F65F Delivery Date Home Phone In-Service Date NEW PALESTINE, IN Body License Number Make Year BASE SEDAN 2005 CHEVROLET MALIBU

	AMOUNT
CUSTOMER STATES POWER STEERING KEEPS GOING OUT AN D WARNING LIGHT ALSO COMES ON Caused by FOUND THE TORQUE SENSOR FAULTY Corrected by E7680: (AV) (C0545) Work performed by Walter Spiker (154) Installed 15926870 (FP):COLUMN (06518-PC) REPLACED TORQUE SENSOR, WHICH IS PART OF THE	Warranty



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of first het, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspectition. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	200.00
SUBLET	.00
SHOP SUPPLIES	
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	200.00
Visa 09349Z	200.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

Χ

(C) 2003 ARKONA, Inc. - Deelership Application Group (\$00)945-1026

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



снеск No.

DATE 205/1/6/08

****00 CENTS

**************200.00**

North American Operations General Motors Corporation Disbursement Account

NEW PALESTINE IN

SIGNATURE

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

AUDIT

VENDOR DUNS NO.

000000137 BB

INVOICE DATE

1

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

CHECK NO.

PAYMENT DATE

05/16/08

REGISTER NO. DESCRIPTION

VENDOR NAME

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

DETACH BEFORE DEPOSITING CHECK

05/15/08 VM 1-AD1KUK 71-625776611.1-AD1KUK 00.0000 200.00 200.00 .00 1G1ZS52F65F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782 H3



Naples, EL

MAY 0 9 2000 , 06 MAY 2008PM 5 T

FT MYERS FL 339

REINDURSEMENT BEPARTMENT

Adallahaddalladdaalladlladladlladaall

P.O. BOX 33170 DETROIT MI 48232-5170

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

4823235170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant				
Date Claim Submitted: 05-2-08				
17-Digit Vehicle Identification Number (VIN): <u>1G1Z T 6 2 8 45 F</u>				
Mileage at Time of Repair: 45504 Date of Repair: 09/14/07				
Claimant Name (please print):				
Street Address or PO Box Number:				
City: NAPLES State: FL ZIP Code:				
Daytime Telephone Number (include Area Code):				
Evening Telephone Number (include Area Code):				
Amount of Reimbursement Requested: \$				
The following documentation must accompany this claim form.				
Original or clear copy of all receipts, invoices, and/or repair orders that show:				
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 				
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.				
Claimant's Signature:				

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

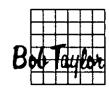
Your claim will be acted upon within 60 days of receipt.

If your claim is:

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

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









BOB TAYLOR CHEVROLET - JEEP ** P.O. BOX 11899 • NAPLES, FLORIDA 34101 TELEPHONE: (239) 591-0994

STATE OF FLORIDA **REGISTRATION MV-01516**

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

		65		SIAL /	1 1 2		
2USTOMER NO. 120284	ADVISOR JOHN RUTH		776	2692	NVOICE DATE 09/19/07	INVOICE NO. CVCS 572983	
	LABOR RATE	LICENSE NO.	MILEAGE	/	COLOR	STOCK NO.	
	YEAR / MAKE / MODEL			45,504	WHITE/	DELIVERY MILES	
NADLES EL		05/CHEVROLET/MALIBU/4 DOOR COUPE 07/23/05					
NAPLES, FL	VEHICLE I.D. NO.					PRODUCTION DATE	
	ETE NO.		PO. NO.		BAUMANN CH	E	
					09/19/07		
BUSINESS PHONE	COMMENTS					MILEAGE OUT MO: 45504	
ABOR		- · · · -				1 101 (330	
J# 1 06CVZ STEERING/SUSPENSION CUSTOMER STATES STEERING IS THE I-SHAFT IS KNOCKING REPLACED THE I-SHAFT				85.00			
J# 2 54CVZFF REPLACE FUEL FILTER CUSTOMER STATES REPLACE FUEL MAINTINANCE NOT APPLICABLE ON THIS VEHICLE		S):722 TOTAL -	· LABOR	85.0			
PARTS·····QTY···FP·NUMBER·····	DESCRIPTION	HMTT	ב מסורב				
JOB # 1 1 22687.711	SHAFT KIT 6.526	TOTAL	164.55 PARTS	164.5 164.5	5		
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$264.00 (TOTALS	+TAX)						
******		TOTAL LAB	BOR	85.0	0		
* METHOD OF PAYMENT *		TOTAL PAR	RTS	164.5	5		
* * * CASH CHECK *		TOTAL SUB TOTAL G.O		0.0 0.0			
* VISA MCARD *		TOTAL MIS	SC CHG.		^	e M	
* CHARGE#\$ * * INSURANCE CHECK *		TOTAL MIS		14.9	v 8 ——		
* OTHER *				004.5		ARA	
**************************************		TOTAL INV	OICE \$	264.5	of I		
A REPRESENTATIVE OF BOB TAYLOR INC. MAY BE GRADE THIS SERVICE EXPERIENCE. THE GRADIN IN THIS SURVEY IS SIMILAR TO A PASS/FAIL THE ONLY PASSING RESPONSE = "COMPLETELY (THIS SURVEY IS YOUR ADVISOR'S REPORT CA	G SYSTEM UTILIZED ARRANGEMENT WHEREBY SATISFIED "			150	o off		

CUSTOMER SIGNATURE

"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ""FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ""FS403.7185 mandates a \$1.50 fee for each new or remanufactured bettery sold in the State of Florida. ANY USED REBUILT OR RECONDITION PART WILL BE STATED AS SUCH IN THE PARTS DESCRIPTION ABOVE.

CUSTOMER COPY

Quick-Look Account Summary extended family card Statement Date 10/04/07 Account Number New Balance \$3,062,11 **Total Credit Limit** \$14,800 Payment Due Date 10/24/07 Total Cash Advance Limit \$14,800 Customer Center Payment Address: Minimum Payment \$48 00 Available Credit \$11,737 1-800-419-6698 Cardmember Svcs Available Cash Advance \$11,737 P.O. BOX 80082 **DEPT 9600** # Days this Billing Cycle 30 CAROL STREAM IL Salinas, CA \$48.00 Current Payment Due Page 1 of 2 93912-0082 60128-9600 *See reverse side for an explanation of these amounts Visit us at www.gmextendedfamily.com Platinum Transactions (For additional transaction detail go to www.gmextendedfamily.com) Transaction Date Post Date Description Amount Reference Number 09/01 09/05 INFLIGHT FRONTIER DENVER CO \$5.00 MT072480071000010247291 09/01 09/05 INFLIGHT FRONTIER DENVER CO \$5.00 MT072480071000010247293 09/01 09/05 DENVER co \$5.00 MT072480071000010247294 INFLIGHT FRONTIER 09/07 THE HOME DEPOT 6348 FL \$57.04 MT072500068000010223173 09/05 NAPLES FL \$31.62 CR -MT072500068000010223174 09/05 09/07 THE HOME DEPOT 6348 NAPLES MT072510067000010221568 09/06 09/08 THE HOME DEPOT 6348 NAPLES \$22.21 09/08 09/08 AUTOPAY/DISH NTWK 800-333-3474 CO \$44.90 MT072510070000010222688 09/10 THE HOME DEPOT 6348 NAPLES \$25.06 MT072530067000010833005 09/07 FL MT072530067000010780851 09/08 00/10 WALGREENS #4524 Q03 NAPLES FL \$51.11 MT072530067000010802963 09/08 09/10 **GOLDEN GATE INN & COUN NAPLES** FL \$37.38 MT072530067000010803037 09/10 **GOLDEN GATE INN & COUN NAPLES** \$26.50 09/08 FL. MT072530070000010248795 09/08 09/10 \$40.02 HESS 09363 _ Q38 E. NAPLES **=_ \$**36.07 MT072580070000010207330 09/13 09/15 HESS 09363 Q38 E. NAPLES \$2,648.74 CR 3091707A000242571188501 09/17 09/17 PAYMENT - THANK YOU \$40.85 09/17 09/19 **HESS 09363** Q38 E. NAPLES MT072620071000010234852 \$24.78 MT072630068000010242927 09/18 09/20 GOODYEAR A.S.C #6659 NAPLES 09/18 09/20 FIRST COMMUNICATIONS L AKRON ОН \$12.24 MT072630068000010246568 09/20 09/19 BOB TAYLOR CHEVROLET S NAPLES ۴ı \$264.53 MT072630074000010158040 09/19 09/20 BOB TAYLOR CHEVROLET S NAPLES F١ > \$15,00 CR MT072630074000010158041 09/22 \$18.12 09/20 WM SUPERCENTER NAPLES MT072650067000010239275 09/20 09/22 EXPRESSIONS MODEL FURN NAPLES \$592.54 MT072650067000010248702

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FL

10/03	THE HOME DEPOT 6348 N.	APLES FL		1T072760068000010229905
		Account Activity		
ce	- Payments and Other Credits	+ Purchases, Cash Advances, Fees and Other Debits	+ Finance Charges	≖ New Balance
	\$2,695.36	\$3,059 53	\$49.20	\$3,062.11
		# -	·	

\$8 88

\$31.80

\$41.96

\$26.50

\$18 21

\$31.34

\$37.56

\$1,070.00

\$32.10

\$30.00

MT072670067000010805100

MT072680071000010230861

MT072680068000010205886

10000002050000999953210

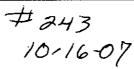
MT072690069000010085010

MT072740067000010894275

MT072740070000010232610 MT072740072000010114974

MT072750068000010204399

MT072760068000010224626



1007605 04

09/22

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09/30

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10/01

10/01

Previous Balance \$2,648.74

09/24

09/25

09/25

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09/26

10/01

10/01

10/01

10/02

10/03

WAL MART

CIRCLE K 07424

CHINA BUFFET

EAGLE LAKES GOL

PUBLIX #516

STMT96 9 01-02 002561/EM GEF1

NAPLES

Q04 IMMOKALEE

NAPLES

NAPLES

SA1 NAPLES

HIBISCUS GOLF CLUB NAPLES

HERITAGE BAY GOLF AND NAPLES

SHELL OIL 57542514609 NAPLES

CASH FEE FINANCE CHARGE

CSi8776008399 SEM HARD HOLLYWOOD

Naples, FL

Service Request: 71-626642765

Customer Relationship Specialist: Mark Smith

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. We regret that we are unable to reimburse you the amount you requested because the conditions exhibited by the vehicle did not reflect the symptoms specified in the special coverage letter.

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

Sincerely,

Chevrolet Customer Assistance Center

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



CHECK NO.

DATE 05/20/08

 A CENTSXX

AMOUNT

North American Operations General Motors Corporation Disbursement Account

400

OKLAHOMA

SIGNATURE:

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

AUDIT

North American Operations General Motors Corporation Disbursements (2613) DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO 1 CHECK NO. BB 000000031 PO Box 62530 Phoenix, AZ 85082-2530 PAYMENT DATE VENDOR NAME Phoenix, 05/20/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 05/19/08 VM 1-A 71-627200459.1-ADHQH7 ...VM ..1-ADHQH7 00.0000 300.08 300.08 1G1ZT54815F (1000 miles)

TOTAL

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

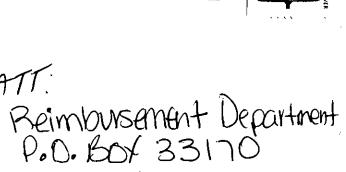
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Ore Or



Detroit, M. 148232-5170

OKLAHOMA CITY OK 731

08 MAY 2008 PM 1 I

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 518108
17-Digit Vehicle Identification Number (VIN): 1612754815 F
Mileage at Time of Repair: 40,2 PDate of Repair: 11-09-07
Claimant Name (please print):
Street Address or PO Box Number:
City: OLCahomacitystate: OC ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 308 000
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

They you need further verifications Feel free to verify thro Davidstanley - where the Jone Was Jone . So was Jone ...

Was Paid by
Vish
Usovinity and
Lines Panels.

<u>GM</u>

David Stanley





ピン CHEVROLET 614 S.W. 74TH

P.O. BOX 6329 OKLAHOMA CITY, OK 73139 TELEPHONE: (405) 632-3609 www.davidstanleychevrolet

Mr. (Joodwrench



CELL:

MEMERIES 188391 852 W 1931 1999707 30457 TERRIDY CAPPS -CUSTOMER NO. STOCK NO. PRIFTWOOD/ 40,219 LABOR RATE DELIVERY MILES 949729704 YESTYCHEOROLET/MALIBU/4 DOOR SEDAN OKC, OK SELLING DEALER NO. PRODUCTION DATE VENICLE DE LO Z T 5 4 8 1 5 F **EPP/08/07** F. T. E. NO. мо: 40219 COMMENTA 1004 1 CHARGES ON BEHALF OF SERVICING DEALER, I

LABOR

J# 1 11CVZ

CUST STATES VEHICLE IS GETTING HOT STATES THAT IT SOMETIMES

DRASTICALLY CHANGES ON THE TEMP GAUGE CAN HAPPEN

WHILE VEHICLE IS JUST SITTING OR DRIVING. CHECK

AND ADVISE. EXT. WARR.

WAS NOT ABLE TO DUPLICATE CUSTOMERS CONCERN

COULD POSS BE DUE TO WRECK.

JOB# 1 TOTALS-----JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL JOB# 2 CHARGES-----

DEALER ACCESSORIES

DEALER ACCESSORIES

THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION

CUST STATES KEY FOB IS INOP CHECK AND ADVISE.

EXT. WARR. LABOR -KEY FOR IS WORKING NOW COULD POSS BE DUE TO WRECK.

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL

JOB# 3 CHARGES.

LABOR. LA80R - - -

J# 3 45CVZOT STATES THAT WHEN TURNING IT SOUNDS LIKE THEIR IS A GROWLING NOISE COMING FROM STEERING . CHECK AND ADVISE. EXT. WARR. 3363 , 1.4 , REPLACED INTERMEDIATE SHAFT

PARTSOTY FP NUMBER DESCRIPTION LIST PRICE UNIT PRICE 1 22687711 SHAFT KIT 6.526 149.00 149.00

JOB# 3 TOTALS.... 126.00 PARTS 149.00 275,00 JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL

JOB# 4 CHARGES-----LAROR-

G.M. INSPECT
PERFORM (FREE) G.M. INSPECTION
PERFORM (FREE)G.M. INSPECTION
INSPECTION COMPLETED J# 4 06CVZ

JOB# 4 TOTALS.... JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL

David Stanley Chevrolet, including its employees, are not responsible for loss or damage of the vehicle or articles left in the vehicle in case of theft, fire or any other cause beyond David
NEE_1.05.2cm and the control CUSTOMER COPY (CONTINUED ON NEXT PAGE) 04:19pm PASE 10F2 Chevrolet's control. CUSTOMER COPY

SERVICE INVOICE

HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDI-CATION 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

SIGNED DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

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

GUSTOMER SIGNATURE

0

0.00

IMPORTANT

You will receive a quastionnaire from the manufacturer in the next few weeks, if for any reason. you cannot grade us "10" (Completely Splisfied) please centactiour Service Manager immodiately

Thank You David Stanley Chovrolet (405) 632-3660

ASB-047502 (05/07) American Sql For Rus. (405) 020-2398

David Stanley





CHEVROLET

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

Mr.Goodwrench 6M OM QUAUTY SERVICE/PARTS arts

(405) 632-3600

CELL: **ምሃ**ሮቄ188391 852 TAS NO. 1931 **™££₹09/0**7 30457 CHSTOMER NO. BRANDY CAPPS BTOCK NO. ONIFTWOOD/ 40,219 LABOR BATE DELIVERY MILES **1072370**4 MADDE ROOM PLANTED TO SEDAN OKC, OK BELLING DEALER NO. PRODUCTION DATE VE1CLE 10 Z T 5 4 8 1 5 F 11708/07 F. T. I. NO. MO: 40219 COMMENTS ON BEHALF OF SERVICING DEALER, 1
12.60 HEREBY CERTIFY THAT THE INFORMATION
12.60 CONTAINED HEREON IS ACCURATE CONTROL NO------- DESCRIPTION-JOB # A SS SHOP SUPPLIES TOTAL - MISC UNLESS OTHERWISE SHOWN, BERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDI-FIRST EXT. SERVICES EXT. WARR. CUST IS PAYING BILL IN FULL AND EXT. WARR WILL BE SENDING CATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART CUST A CHECK. REPAIRED OR REPLACED UNDER THIS 1-800-527-3426 CLAIM HAD BEEN CONNECTED IN ANY AUTH # 16081320 CUST HAS 50.00 DED WAY WITH ANY ACCIDENT, NEGLIGENCE COPY OF BILL NEEDS TO BE MAILED TO FIRST EXT. OR MISUSE, RECORDS SUPPORTING THIS P.O. BOX 130745 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT DALLAS TX 75313 THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. IRCHED) DEALER, GENERAL MANAGER OR AVJIHORIZED FERSON (DATE) TOTAL LABOR.... 126.00 149.00 ***************** STATEMENT OF DISCLAIMER TOTAL SUBLET... [] CASH | [] CHECK CK NO. [The factory warranty constitutes all of the TOTAL G.O.G. 00 warranties with respect to the sale [] DISCOVER [] VISA-[] MASTERCARD 0.00 of this item/items. The Seller hereby 12.48 expressly disclaims all warranties either TOTAL MISC DISC expressly disclaims all warranties, either TOTAL TAX... [] AMER XPRESS [] OTHER [] CHARGE express of implied, including any implied 300.08 **TOTAL INVOICE \$** warranty of merchantability or fitness for ***************** particular purpose. Seller neither SERVICE & PARTS NOW OPEN SATURDAYS assumes nor authorizes any other person FROM 8:00 AM TO 4:00 PM
THANK YOU FOR YOUR BUSINESS ! to assume for it any liability in connection with the sale of this item/items. ADDITIONAL RECOMMENDED SERVICES SECTION RC COMMENTS OPERATION NO. OPERATION DESC CUSTOMER SIGNATURE CUSTOMER SIGNATURE DUPLICATE INVOICE ~~~~~~~~~~~~~~ IMPORTANT You will receive a questionnaire from the manufacturer in the next few whoks. If for any responyou cannot grade us "10" (Completely Sausfied) please agrification of Service Manager immediately. Thank You David Stanley Chovrolet

PASTAMEY Chevrolet's control. CUSTOMER COPY ASB-047307; (RS/07) American Sot. For Burn. (405) 528-2398

SERVICE INVOICE

[END OF INVOICE] 04:19pm

David Stanley Chevrolet, including its employees, are not responsible for loss or damage of the vehicle or articles left in the vehicle in case of theft, fire or any other cause beyond David ATT: Gaben

05-14-2008

Here is the verification of payment method used to pay for my vehicle repair claim # 71-62720459 invoise dated 11-07-07 vin#

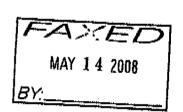
1G1ZT54815F

MODEL 2005 CHEVROLET/MALIBU/4DOOR SEDAN

If you need farther verification please don't hesitate to let me know thanks! contact phone number <u>405-512-8076</u>

Dulce Martinez

5 pg=



04/29/2008 09:15

4856442721

PAGE 02/05

PAGE 02/02





David Stanley

CO CHEVROLET

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





CELL: <u>™ლ%€%18</u>8391 **"TT709/07** 852TAG NO.1931 30457 哈代文NDY CAPPS CUSTOMER NO. етоскио. 40,219 OF THE TWOOD LABOR RATH DELIVERY MILES **₽₽₩₽**₽₩₽04 YETSYCHETROLET/MALIBU/4 DOOR SEDAN OKC, OK PRODUCTION DATE RELLING DEALER NO. VENCLED TO Z T 5 4 8 1 5 F "TT/08/07 <u>мо: 40219</u> COMMENTS ON BEHALF OF SERVICING DEALER, 1 HEREBY CERTIFY THAT THE INFORMATION MISC-----CODE----SS SHOP SUPPLIES CONTAINED HEREON IS ACCURATE JOB # A UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO FIRST EXT. SERVICES EXT. WARR.
CLST IS PAYING BILL IN FULL AND EXT. WARR WILL BE SENDING CUST A CHECK.
1-800-527-3426
AUTH # 16081320
CUST MS EA 20 DEC COMMENTS - -CHARGE TO OWNER, THERE WAS NO INDI-CATTON 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 CUST HAS 50.00 DED. COPY OF BILL NEEDS TO BE MAILED TO FIRST EXT. P.O. BOX 130745 DALLAS TX 75313 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. (FRONCID) DEALER, GENERALMANAGER OR AUTHORIZED PERSON (DATE) 126,00 TOTAL PARTS
TOTAL SUBLET
TOTAL G.O.G.
TOTAL MISC CHG. 149.00 STATEMENT OF DISCLAIMER 00.00 00.00 [] CASH [] CHECK CK NO. [The factory warranty constitutes all of the warrantles with respect to the sale 12,60 warrantles with respect to the sale 0.00 of this item/items. The Seller hereby [] DISCOVER * [] MASTERCARD [] VISA 12.48 expressly discisims all warranties, either [] CHARGE * [] AMER XPRESS [] OTHER express of implied, including any implied 300.08 warranty of merchantability or filmess for **TOTAL INVOICE \$** a particular purpose. Seller neither SERVICE & PARTS NOW OPEN SATURDAYS FROM 8:00 AM TO 4:00 PM THANK YOU FOR YOUR BUSINESS ! assumes nor authorizes any other person to assume for It any liability in connection with the sale of this item/items. ADDITIONAL RECOMMENDED SERVICES SECTION RC COMMENTS AMERICAN PRISIONATURIE OPERATION NO. OPERATION DESC CUSTOMER SIGNATURE DUPLICATE INVOICE You will regerve a questienneiro from the manufacturer in the AXELdoxt few woolds. If for only reason you cannot grade us "10" (Completely Salished) plants MAY 1 4 2008 control our Service Manager immadiately. Thank You David Stanley Chevrolet (4)05) 632-2000 David Stanley Chevrolet, including its employees, are not responsible for loss or damage of

PASTATIEY Chevrolet's control. CUSTOMER COPY

[END OF INVOICE] 04:18pm

the vehicle or articles left in the vehicle in case of theft, fire or any other cause beyond David

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852 TAG NO 1931

PAGE 01/02

<u>~@₩€\$188391</u>

STOCK NO.

DELIVERY MILES

David Stanley



COS CHEVROLET

614 S.W. 74TH P.O. BOX 6329 OKLAHOMA CITY, OK 73139 รดด





CELL:

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MAY 1 4 2008	TELEPHONE: (405) 632-34 www.davidstanleychavrolet.
СИВТОМЕЯ NO. 30457	TEMENDY CAPPS
	LABOR HATC LIGATED A-X
OKC., OK 7.	YSOS YELLOW STOLET /MALIB
	<u>∨ыноча 2 т 5 4 8 1</u>
	F. T. C. NID.
	COMMENTS

PRODUCTION DATE SELLÍNIA DEALEH NO. TEMP08/07 мот 40219 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 INDI-CATION 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

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 of implied, including any implied warranty of merchantability or fitness for a particular purpose. Sollar neither assumes nor authorized any other person to assume for it any liability in connection with the sale of this item/items.

CUBTOMER WIGHTURE

You will receive a questionnaire from the manufacturer in the next fow weeks, if for any reason you cannot grade us "10" (Completely Solistiad) pleaso nombet our Service Monaget immediately Thank You Onviol Stenley Chorrolet (405) 632-3600

MILENDE 40.219 PARTETWOOD 型6岁23704 U/4 DOOR SEDAN -109# 1 CHARGES-LABOR

J# 1 11CVZ

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EXT. WARR. KEY FOR IS WORKING NOW COULD POSS BE DUE TO WRECK. (SIGNED) DEALON, ORNIGIAN, MANAGER OR AUTHORIZED PERSON (OKTO) JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL J# 3 45CVZOD STREETING CONDERNAL FOR THE THEORY ASSOCIATION OF THE THEORY 126:00 CUST STATES THAT WHEN TURNING IT SOUNDS LIKE THEIR IS A GROWLING NDISE COMING FROM STEERING CHECK AND ADVISE. EXT. WARR. 3363 . 1.4 , REPLACED INTERMEDIATE SHAFT 149.00 149.00 TOTAL - PARTS 126.00 149.00 JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL JOB# 4 CHARGES J# 4 06CVZ PERFORM (FREE) G.M. INSPECTION PERFORM (FREE) G.M. INSPECTION INSPECTION INSPECTION JOB# 4 TOTALS-----0.00 JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL

David Stanley Chevrolet, including its employees, are not responsible for loss or damage of the vehicle or articles left in the vehicle in case of theft, fire or any other cause beyond David PASTANEY Chevrolet's control. CUSTOMER COPY (CONTINUED ON NEXT PAGE) 04:19pm DAVIE STANLEY CHEVROLET INC 614 SK 74TH OKLAHOMA CITY, OK-73139 485-632-3688

Nerchant ID: 199935995162

Term III: 59981823

kef ti: 1991

Sale

Exp.: NA

Entry Nethod; Spiped

Total:

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3H.W

15:53:48

Appr Code: 885451

Batch#: 99977

I agree to may above total amount according to card issuer agreement (fierchart agreement if credit youther)

V A

Merchant Copy

THONK YOU!

FAXED
MAY 14 2008
BY:_____

DAVID STANLEY CHEVROLE) INC. 64 SU 74TH DKI.AHOMA CI'TY, DK-731\$9 N05-632-3698

Merchant IV: 000005999182 Term IV: 59981623

Ref #: 9011

Sale

Exp: 07/08 Entry Method: Swiped

VISA

Total:

300.08

15:53:40

Appr Code: 895461 Batch#: 000077

I serve to pay shows total amount necording to card leaver agreement (Merchant agreement if credit youcher)

Merchant Copy

THANK YOU!

MAY 1 4 2008

March 21, 2011

Oklahoma City, OK

Service Request: 71-627200459

Customer Relationship Specialist: Gavin Sanders

Dear

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$300.08.

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.

Gwf co

6482 Fiesta Drive Columbus, Ohio 43235



INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

MAY 1 4 2008

REIMBURSEMENT DOPT.

POBOY 33170

DETROIT, MI 48 232-5170

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 5-12-08
17-Digit Vehicle Identification Number (VIN): 16226528×54
Mileage at Time of Repair: 5155 Date of Repair: 512106 - 1216106.
Claimant Name (please print):
Street Address or PO Box Number:
City: CMMERCIAL POINT State: OHIO ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 984.22
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:

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







3895 W. Broad St. P.O. Box 28125 Columbus, Ohio 43228

\$ SUZUKI

CUSTOMER NO. 70319		ROBERT CALENDINE	406 TAG N	7881	08/02/06	PNCS231260
		LABOR PATE	MILEAGE	54,805	BLACK/	STOCK NO.
COMERCIAL POINT,	OR	VEAR / MAKE / MODEL 05 / PONTIAC / G6 / G6 GT	SEDAN		10/11/04	DELIVERY MILES
COMERCIAL POINT,	On The second	VEHICLE I.D.NO. Z G 5 2 8 X			SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	P. O.		[†] 07/31/06	-
	BUSINESS PHONE	COMMENTS			07/31/00	
LABOR & PARTS	******************		******			•
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	一种的	JOB # 2 TOTAL LABOR		272.35		
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3895 W. Broad St. P.O. Box 28125 Columbus, Ohio 43228



CUSTOMER NO. 70319	ADVISOR ROBERT CALENDINE	406 7881	08/02/06	PNCS231260
	LABOR PATE L	MILEAGE 54,805	COLOR BLACK/	STOCK NO.
	YEAR/MAKE/MODEL 05/PONTIAC/G6/G6 GT		DELIVERY DATE 10/11/04	DELIVERY MILES
COMERCIAL POINT, OH	VEHICLE I.B. NO. 1 G 2 Z G 5 2 8 X 5		SELLING DEALER NO.	PRODUCTION DATE
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			07/31/06	
BUSINESS PHONE	COMMENTS			
TOTALS.			ř .	ES GUARANTEE WHICHEVER
At HAYDOCY customer satisfaction is not just a clear it is our mission!	TOTAL PA	RTS 442.03	COMES FIRST ON GM PARTS NO LABOR GUARANTEE ON F	
We sincerely "Thank You" for your patronage.	TOTAL SU TOTAL G.	BLET 0.00 0.G 0.00		ONTIAC-GMC BUICK SUZUKI
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[] MASTER CARD [] VISA [] DISCOVER [] GMPP [] OTHER	, J AMEX		ANY LIABILITY IN CONNECT	ION WITH THE SALE.
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PUT GM ACCESSORIES ON YOUR CAR TODAY VISIT US AT	Anna delegando menos del			
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3895 W. Broad St. P.O. Box 28125 Columbus, Ohio 43228



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3895 W. Broad St. P.O. Box 28125 Columbus, Ohio 43228



CUSTOMER NO. 70319		ROBERT CAL	ENDINÉ	406 TAG	8558	12/06/06	PNCS238178
		LABOR RATE	LIC	MILEAGE		BLACK/	STOCK NO.
COMPRETAL DOTAT		YEAR / MAKE / MODEL 05 / PONTIAC	 /G6/G6_GT	SEDAN		DELIVERY DATE 10/11/04	DELIVERY MILES
COMERCIAL POINT, OH		VEHICLE LO NO. Z G				SELLING DEALER NO.	PRODUCTION BATE
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RE BUSII	NESS PHONE	COMMENTS				12/04/06	
TOMES	******	************	• • • • • • • • • • • • •			r	
At HAYDOCY customer satisfact rather it is our mission ! We sincerely "Thank You" for		catch word,	TOTAL P.	ABOR ARTS UBLET	0.00 0.00 0.00	COMES FIRST ON GM PART	IILES GUARANTÉE WHICHÉVER IS AND LABOR. N REBUILT OR USED PARTS.
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[] CHARGE	O. [] DISCOVER [] OTHER	[] CASH [] AMEX	TOTAL II	NVOICE \$	32.03		NEITHER ASSUMES NOR R PERSON TO ASSUME FOR IT CTION WITH THE SALE.
PUT GM ACCESSORIES ON YOUR CA	R TODAY VISIT US A	77				·	
WWW.GMACCESSORIES.NET/HAYDOCY							
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Commercial Point, OH

Service Request: 71-627898428

Customer Relationship Specialist: Paul Gambino

Dear

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

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

We have reviewed your request for reimbursement on the steering gear assembly that you had repaired. We regret that we are unable to reimburse you the amount you requested the part replaced and repair performed is not included in the special coverage.

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

Sincerely,

Pontiac Customer Assistance Center

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

March 21, 2011



Service Request: 71-628508799

Customer Relationship Specialist: Nikita Cooze



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

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1ZU54895F , enclosed is the Owner Loyalty Certificate for the amount of \$2,000.00. This certificate is valid through June 3, 2009, towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 2005 Chevrolet Malibu and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call Chevrolet Marketing Support at 800-950-2438. You may also begin your shopping by logging on to the GM Vehicle Showroom at www.gm.com to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Chevrolet Customer Assistance Center

Issued by: Certificate No. 1G1ZU54895F

Chevrolet

Issue Date: March 21, 2011

Issued exclusively for:

Shrub Oak, NY

Valid through: June 3, 2009

Amount: Two Thousand Dollars and Zero Cents

****\$2,000.00****

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 CHECK NO. 360 6500 May British i y. DATE **AMOUNT** 07/14/08 XXXXXXXXXX314 DOLLARS North American Operations General Motors Corporation Disbursement Account PAY TO THE 20020 15 MILE RD ORDER - - -The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. BB 000000151 PAYMENT DATE Phoenix, VENDOR NAME 07/14/08 INVOICE DATE REGISTER NO. DESCRIPTION DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 07/11/08 | VM 1-ANFQ8X 171-629240871/1-ANFQ8X 00.0000 314.26 .00 314.26 1G12H57B18F . !! ా.

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

314.26

H3

TOTAL

.00

314.26

JUL 0 8 2008 Chery Customer Service/GMac C/o Matasha Pridham P.O. Box 33170 Detroit, MI 48032-5170

016H26517518 \$00.494 07/03/2008 Mailed From 48152 US POSTAGE

EQAHPMi 48232

Madadaddadddadddaddaddaddadddaadd

21730 MICHIGAN AVENUE DEARBORN, MI 48124 (313) 565-6000

STATE REGISTRATION NO. F-103278

VISIT OUR WEB SITE AT: www.lesstanford.com

AMERICA'S CORVETTE KING

1 G 1 Z H 5 7 B 1 8 F

STERLING HEIGHTS, MI

RESIDENCE PHONE

J# 2 11CVZ

TAG NO.

MICHAL P MACDONALD LABOR RATE

YEAR / MAKE / MODEL

F.T.E.NO.

LICENSE NO.

08/CHEVROLET/MALIBU/4DR SDN LT

552 MILEAGE

626

COLOR

INVOICE DATE

STOCK NO. 1,236 BLK GRANITE 81840

DELIVERY MILES DELIVERY DATE

04/14/08 SELLING DEALER NO.

06/03/08

PRODUCTION DATE

CVCS244070

INVOICE NO.

R. O. DATE 04/29/08

MO: 1242

TERMS are cash on delivery, ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be WARRANTY charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

0.00 SHOP SUPPLIES - 15% OF LABOR CHARGE MAX, \$29.90 FOR WORK DONE IS INCLUDED 0.00 FOR SUPPLIES USED ON YOUR VEHICLE.

APPLICABLE SUPPLY ITEMS ARE TAPE. AEROWARRANTY SPRAY, SOLVENT, RAGS, CLEANERS, ELECTRICAL WIRE, AND TERMINALS. CHARGE ALSO
INCLUDES HAZARDOUS WASTE DISPOSAL OF

OIL SOLVENTS, AND CLEANERS. repairs and parts listed were furnished in compliance with the bigan Motor Vehicle Service and Repair Act.

HE OTLY WARRANTIES APPLYING TO THIS PARTY ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER EREBY EXPRESSLY DISCLAIMS ALL WAR-REREBY 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
WARRANTY PERSON TO ASSUME FOR IT ANY LIABILITY IN
MARRANTY CONNECTION WITH THE SALE OF THE PARTICS) WARRANTY CONNECTION WITH THE SALE OF THE PART(S) WARRANTY AND/OR SERVICE. BUYER SHALL NOT BE 0.00 ENTITLED TO RECOVER FROM THE SELLING

DEALER ANY CONSEQUENTIAL DAMAGES, 0.00 DAMAGE TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR NTV INCOME, OR ANY OTHER INCIDENTAL

WARRANTY INCOME, DAMAGES.

ALL PARTS NEW ORIGINAL **EQUIPMENT UNLESS** OTHERWISE SPECIFIED

Completely



We want vou to be Completely satisfied

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE VISIT, PLEASE CONTACT OUR SER-WARRANTY VICE MANAGER IMMEDIATELY AND HE WILL ADDRESS YOUR CONCERNS.

CUSTOMER NO. 99565

> COMMENTS E# AW82052997

TECH(S):568

TRIM CUST STATES RF WHEEL WELL INNER IS LOOSE RT WHEEL WELL LINER LOOSE RESECURED WHEEL WELL LINER

PARTS-----QTY---FP-NUMBER------DESCRIPTION-------UNIT PRICE-

ELECTRICAL

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

TECH(S):568

CUST STATES SERVICE ESC/TRAC LIGHTS ON FAULTY STEERING COLUMN AND BODY CONTROL MODULE

DTC U2143 DTC U2143
CHECKED ELECTRICAL CIRCUITS, REPLACED STEERING COLUMN PER
TAC STILL HAD LIGHT ON, REPLACED AND PROGRAMMED BCM
PER TAC AND PQC. STILL HAD CODE, CALLED TAC WAS ADVISED
TO PERFORM STEERING COLUMN SETUP PROCEDURE ON A KNOWN GOOD
NEW CAR AND CHANGE PLATOFRMS, SETUP STILL DID NOT CHANGE,
T/T TECHLINE FOR POSSIBLE PROGRAMMING SOFTWARE ISSUES
TECHLINE REFERRED ME BACK TO TAC, ENGINEERS CAME OUT TO
FURTHER INSPECT VEHICLE, WAS FOUND TO BE FAULT IN VEHICLE
TAC ENGINEERS VERIFIED FAULT IN POWER STEERING CONTROL M
MODILLE SWAP FROM KNOWN GOOD CAR TO VERIFY REPAIR.

MODULE. SWAP FROM KNOWN GOOD CAR TO VERIFY REPAIR.

PARTS-----QTY---FP-NUMBER-------DESCRIPTION-------UNIT PRICE-**COLUMN 6.518** JOB # 2 JOB # 2 JOB # 2 15926870 - TRADE WAR 25885305 MODUL F JOB # 2 TOTAL PARTS

JOB # 2 TOTAL LABOR & PARTS

TECH(S):568 J# 3 07CVZ2 SUSPENSION CHK P/S INOP

POWER STEERING CONTROL MODULE HAS NO COMMUNICATIONS
INTERNAL MODULE FAILURE CHECKED ELECTRICAL CIRCUITS, REPLACED POWER STEERING CONTROL

PARTS.....QTY---FP-NUMBER------DESCRIPTION-------UNIT PRICE-WARRANTY MOTOR 6.605 JOB # 3 JOB # 3 TOTAL PARTS 0.00

0.00 JOB # 3 TOTAL LABOR & PARTS WARRANTY TECH(S):568

SUSPENSION INTERNAL FAULT OF POWER STEERING CONTROL MODULE, OLD STOCK

NOT COMPATIBLE CHECKED ELECTRICAL CIRCUITS AND REPLACED POWER STEERING CONTROL MODULE.

PARTS......QTY...FP-NUMBER-.....DESCRIPTION......UNIT PRICE-JOB # 4 25805894

> [CONTINUED ON NEXT PAGE] 01:14pm **CUSTOMER COPY**

"Thank You for Your Business"

whichever comes first. If our and labor except aftermarket parts, 12,000 miles Ţ work for 1 service v

GEMINI FORMS & SYSTEMS, INC. • (734) 397-9830

FORM #5003 REV. 7/07

J# 4+07CVZ3

PAGE 1 OF 2

VISIT OUR WEB SITE AT: www.lesstanford.com

99565

21730 MICHIGAN AVENUE DEARBORN, MI 48124 (313) 565-6000

STATE REGISTRATION NO. F-103278

AMERICA'S CORVETTE KING

1 G 1 Z H 5 7 B 1 8 F

LABOR RATE

YEAR / MAKE / MODEL

VEHICLE I.D. NO.

F.T.E.NO

MICHAL P MACDONALD LICENSE NO.

08/CHEVROLET/MALIBU/4DR SDN LT

TAG NO. 552 626 MILEAGE

1,236 BLK GRANITE DELIVERY DATE

06/03/08

INVOICE DATE

81840 DELIVERY MILES

INVOICE NO.

STOCK NO

04/14/08 SELLING DEALER NO.

499 PRODUCTION DATE

CVCS244070

R. O. DATE 04/29/08

STERLING HEIGHTS, MI

TECHNICIAN CERTIFICATION-----

568

COMMENTS E# AWB2052997

JOB # 4 TOTAL PARTS

JOB # 4 TOTAL LABOR & PARTS

JEFFREY A BOHY

M177540

TOTAL LABOR....

TOTAL PARTS....

TOTAL SUBLET...

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

TOTAL TAX.....

TOTAL INVOICE \$

COMMENTS -

WAIT

1 CUSTOMER NO.

whichever comes

aftermarket parts, v

s or 12,000 miles, t period, we'll fix i

12 months within that

THANK YOU FOR ALLOWING LES STANFORD CHEVROLET TO SERVICE YOUR VEHICLE. OUR GOAL IS TO EXCEED CUSTOMER EXPECTATIONS. NOT JUST MEET THEM. WE WANT YOU COMPLETELY SATISFIED!!!!!

PLEASE CALL US-WE WILL BE HAPPY TO ASSIST YOU IN ANY WAY!

SERVICE CENTER CONSULTANTS

DON SHORT SERVICE DIRECTOR MIKE MACDONALD 313-724-1454 SERVICE MANAGER BRIAN ANDERSON 313-724-1505 SERVICE CONSULTANT RYAN DAW 313-724-1456 SERVICE CONSULTANT JESSIKA DLUGOSZ 313-724-1504 SERVICE CONSULTANT BODY SHOP MANAGER BRIAN GREINER 313-724-1585

MAIN DEALERSHIP# 313-565-6000

CASH ()CHECK()CHARGE()GMPP()CONV.VAN()

CUSTOMER SIGNATURE

ORIGINAL

His is A phonomic sword

MO: 1242

TERMS are cash on delivery, ESTIMATES ARE FOR 0.00 LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not respon-0.00 sible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

SHOP SUPPLIES - 15% OF LABOR CHARGE MAX. \$29.90 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE TAPE. AERO-SPRAY, SOLVENT, RAGS, CLEANERS, ELEC-TRICAL WIRE, AND TERMINALS, CHARGE ALSO 0.00 INCLUDES HAZARDOUS WASTE DISPOSAL OF OIL SOLVENTS, AND CLEANERS. 0.00

 $0.00\,$ All repairs and parts listed were turnished in compliance with the $0.00\,$ Michigan Motor Vehicle Service and Repair Act.

0.00 0.00 X

THE ONLY WARRANTIES APPLYING TO THIS 0.00 PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WAR-RANTIES, 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 THE PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES. DAMAGE TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR OR ANY OTHER INCIDENTAL DAMAGES.

> ALL PARTS NEW ORIGINAL **EQUIPMENT UNLESS** OTHERWISE SPECIFIED

Completely Satisfied



We want you to be Completely satisfied

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE VISIT, PLEASE CONTACT OUR SER-VICE MANAGER IMMEDIATELY AND HE WILL ADDRESS YOUR CONCERNS.

GEMINI FORMS & SYSTEMS, INC. • (734) 397-9830

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 01:14pm



5151 Corporate Dr. Troy, Ml. 48098 301 W. Michigan Ave. Jackson, Ml. 49201 Page Number

10

Primary Account Number

Statement Period

From 04/22/08 Thru 05/21/08



19934 HOOVER

MAINTENANCE FEE

05/17/08

05/21/08

SERVICE CHARGE WITHDRAWAL

19719 E 14 MILE RD CLINTON TWP MI

Withdrawals and Debits (cont.)

	Date	Description			Amount
		MEIJER INC 054	NORHTVILLE	MI	
	05/13/08	WITHDRAWAL-ACH			
		BK OF AMER VI/MC-ONLINE PM	MT		
	05/15/08	WITHDRAWAL-POS 615	50		
		05/14 VICTOR CENTER 300361	LIVONIA	MI	
	05/16/08	WITHDRAWAL-POS 615	50		فالجمايات
		05/16 WOW COLORADO SPRINGS	866-496-9669	co	
	05/16/08	WITHDRAWAL-POS 615	50		
		WALGREEN COMPANY W	WARREN	MI	. /
L	05/16/08	WITHDRAWAL-ACH			314.26
		GMAC -GMAC PAYN	MT		/`
•	05/17/08	WITHDRAWAL-POS 615	50		
		05/16 VICTOR CENTER 300361	LIVONIA	MI	_
	05/17/08	NON-LOCAL ATM TRANSACTION			
		19719 E 14 MILE RD	CLINTON TWP	MI	
	05/17/08	WITHDRAWAL-POS 615	50		
		DOLLAR TREE #01919	FRASER	MI	
	05/19/08		50 EFF 05-18		
		05/16 GROESBECK VALERO V	WARREN	MI	
	05/19/08	WITHDRAWAL-POS 615	50		
		05/18 MARATHON OIL 001677	DETROIT	MI	
	05/19/08	WITHDRAWAL-POS 619			
		05/17 BURGER KING #4115		MI	
	05/21/08	WITHDRAWAL-POS 615			
		05/20 PAGE-TEL (CLINTON TWP	MI	
		Ite	emized Serv	vice Charges/Fees	
				-	Amount
	Date	Description			Alloure
	04/25/08	SERVICE CHARGE WITHDRAWAL			

ΜĬ

DETROIT

Flagstar Bank

Print Date: June 24, 2008

Account Title Account Number Account Type	CHECKING 576075469 Checking	Account Balance Available Balance 2008 Interest	\$1.28
Interest Rate APY	0.250% 0.250%	2007 Interest	\$8.75

Account # History 05-15-2008 to 05-16-2008

Date	Transaction Description	Credit	Debit	Balance
05-16- 2008	WITHDRAWAL-ACH GMAC -GMAC PAYMT		314.26	
05-16- 2008	ATM/POS WITHDRAWAL WALGREEN COMPANY WARREN MI		44.22	
05-16- 2008	ATM/POS WITHDRAWAL 05/16 WOW COLORADO SPRING866-496-9669 CO		110.00	
05-15- 2008	ATM/POS WITHDRAWAL 05/14 VICTOR CENTER 30036LIVONIA MI		3.37	

GMAC FINANCIAL SERVICES

<Sear

Home > Account Center

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*	PERSONAL
	BUSINESS CUSTOMERS
	DEALERS, BROKERS & AGENTS
Ŷ	EMPLOYEES, RETIREES & SUPPLIERS

ACCOUNT CENTER

View / Update My Profile

QUICK LINKS
About GMAC
Media Center
Community Relations
Careers
Investor Relations
Manage My Accounts
Downloads
Help/FAQs
Contact GMAC

Payment	History						Aco	ount Summary
The following p	rovides a co	mprehensive l	isting of the	payments tha	t have been	received fo	r this account	t.
ACCOL	JNT DETAII	.S P	ERSONAL [DETAILS			3	Printable View
Payments : Make	e Payment V	iew Pending Pay	rments View I	Payment Histo	y Othe	r Actions	Make Selection	
Account In	formatio	n		• 4 • • • • • • • • • • • • • • • • • •		••••	******	
		SMARTLEAS 1G1ZH57B18		v		essee:	008 CHEV MA	ALIBU
Transactio	on Details	i						
05/15/2008	\$296.47	\$17.79	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$314.26
04/14/2008	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$325.00	\$325.00
04/44/2000	#206 47	¢17.70	90.00	00.02	\$0.00	\$0.00	\$0.00	\$314.26

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GMAC FINANCIAL SERVICES

Payment Confirmation

A payment will be deducted from your bank account in the amount of \$314.26 on 06/23/2008 for your 2008 CHEV MALIBU	- Account #
·	Cat Brint

					_	
•		4	Info		. 4:	
\sim	\sim	INT	Into	rms	ITIMI	п

Account Number:

Lessee:

Account Type: SMARTLEASE

VIN: 1G1ZH57B18F

Vehicle Description: 2008 CHEV MALIBU

Payment Details

Amount: \$314.26

Confirmation Number:

Bank Account Number:

Payment Date: 06/23/2008

Transactions received before 3:00 p.m. EST will be posted today. Transactions received between 3:00 p.m. and 12:00 a.m. EST will be posted to your account effective the following business day.

GMAC Payment Authorization

Authorization for Electronic Funds Transfer

Date: 06/23/2008

I authorize and ask GMAC to initiate an electronic funds transfer or use any other commercially accepted practice to charge my Bank Account identified above. I authorize and ask the financial institution that holds this Bank Account (the "Bank") to honor the debit entry that GMAC initiates and debit this charge to that Bank Account. This authorization relates to the payment identified above on the GMAC Account identified above. This authorization will be in effect until I cancel it. To cancel, I must notify GMAC and the Bank in writing far enough in advance to give GMAC and the Bank a reasonable opportunity to act.

Agreements

By checking the boxes next to the statements below, you agree to those statements:

- The information I provided in the GMAC Payment Authorization is accurate, and I have the authority to authorize the withdrawal of funds from the Bank Account identified above, both on my own behalf and on the behalf of anyone else whose signature is required to withdraw funds from the designated Bank Account.
- I agree that I am capable of printing and will print a copy of the GMAC Payment Authorization when asked.
- I was able to view and read this GMAC Payment Authorization, and I understand and agree to its terms and conditions.

Payment Confirmed: 06/23/2008

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CERTIFICATE OF NO-FAULT INSURANCE - STATE OF MICHIGAN CITIZENS INSURANCE COMPANY OF AMERICA

30

1

POLICY NUMBER OFFECTIVE DATE 030508 EXPIRATION DATE 090508

YEAR MAKE/MODEL VEHICLE IDENTIFICATION NUMBER 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K9WF 1G3WS52K

INSURED

PENALTY FOR OPERATION WITHOUT INSURANCE - READ CAREFULLY

Any owner or registrant of a motor vehicle with respect to which liability insurance is required who operates or permits a motor vehicle to be operated upon a public highway of this state, without insurance, shall be guilty of a misdemeanor.

An owner or registrant convicted of such a misdemeanor shall have his license and registration revoked and may be fined not less than \$200.00 nor more than \$500.00, or imprisoned for not more than 1 year, or both

A person who supplies false information to the Secretary of State or who issues or uses an invalid certificate of insurance is guilty of a misdemeanor punishable by imprisonment for not more than 1 year, or a fine of not more than \$1,000.00, or both.

INSURANCE IDENTIFICATION CARD STATE MI

COMPANY NUMBER

Citizens Insurance Company

EFFECTIVE DATE 04/15/08

EXPIRATION DATE
09/05/08

YEAR

OLICY NUMBER

2008 CHEV

MAKE/MODEL

VEHICLE IDENTIFICATION NUMB

. . .

MALIBU

1G1ZH57B18F

AGENCY/COMPANY ISSUING CARD

Lucido's Insurance Agency Inc Larry Pfahlert 586-286-8200

INSUREI

Sterling Hts

_ M

COVERAGE MEETS MINIMUM LIABILITY INSURANCE PRESCRIBED BY LAW

11.11 h

Clinton Township, MI

Service Request: 71-629240871

Customer Relationship Specialist: Natasha Pridham

Dear :

We sincerely regret that you experienced a concern with your 2008 Chevrolet Malibu, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement of a one month car payment. We have enclosed a check in the amount of \$314.26. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

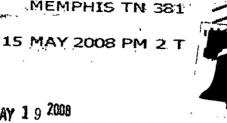
We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and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

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.

O.B. 115





MAY 1 9 2008

INFORMATION Redacted PURSUANT TO THE

DetRoit, MI 48232-5170

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) ReimbursEMENT DEPT. P.O. Box 33170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant	
Date Claim Submitted: <u>5/07/8</u>	:
17-Digit Vehicle Identification Number (VIN): 1G / Z552F 75F,	
Mileage at Time of Repair: 27 178 Date of Repair: 5/07/08	
Claimant Name (please print):	
Street Address or PO Box Number:	
City: OLIVE BRANCH State: MS ZIP Code:	
Daytime Telephone Number (include Aréa Code):	_
Evening Telephone Number (include Area Code):	
Amount of Reimbursement Requested: \$ 546.61	
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 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) 	did it.
My signature to this document attests that all attached documents are genuing request reimbursement for the expense I incurred for the repair covered by this	
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).



JIMMY GRAY

CHEVROLET

181 GOODMAN ROAD SOUTHAVEN, MS 38671 (662) 349-8808 VISIT IIS AT. 120

TOTAL

CUSTOMER COPY





US AI:	www.jimmygrayo		INVOICE DATE	INVOICE NO.
21898 DAVI	D CU/vev / 237		05/08/08	CVCS168244
LABOR P.	ATE LICENSENO. MILEAGE 27	,178	COLOR WHITE/	STOCK NO. 5F142441
05/6	AKE/MODEL CHEVROLET/MALIBU/BASE SEDAN		DELIVERY DATE 12/15/04	DELIVERY MILES
VEHICLE	I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
F.T.E.NO		-	R. O. DATE 05/07/08	_
- COMMEN	TS		05/0//08	
	•			
B# 1 CHARGES				OF WARRANTIES
BOR	TECH(S):338 23 AND WHEN TURNING	37.50	CLAIMS ALL WAR PRESSED OR IMPI IMPLIED WARRANT ITY OR FITNESS PURPOSE, AND NE AUTHORIZES ANY	IEBY EXPRESSLY DI: RANTIES, EITHER E LIED, INCLUDING AN TY OF MERCHANTABI FOR A PARTICULA EITHER ASSUMES NO OTHER PERSON I
RTSQTYFP-NUMBER	UNIT PRICE- 372.35 3 100.00 -10 TOTAL - PARTS 2	72.35 00.00 72.35	PRODUCTS. Environmental	NY LIABILITY IN COL THE SALE OF SA Compliance Charge epairing your car inevit
B# 1 TOTALS·····			bly involves the use	of chemicals and gen-
	LABOR 23	37.50 72.35	asbestos, etc.) that n	ents, oils, caustics, lea nust be stored, manag
JOB# 1 JOURNAI	1	09.85	eral, state and loca	trict compliance with fe al environmental regu sese regulations and al
ISCCODEDESCRIPTION BB # A SS SHOP SUPPLIES	TOTAL - MISC	1.00	help ensure a safer, everyone. Complying increases the cost	ns do, too because the healthier environment to g with these regulation of service. Ordinari
TALS	•••••	•••••	hourly labor charge	ply result in an increas e. This dealership h
**************************************	TOTAL LABOR 23	37.50	a compliance charge	ising its labor rate, to li e on appropriate servi
THANK YOU FOR YOUR BUSINESS AT JIMMY GRAY CHEVROLET DU MAY RECIEVE A SURVEY FROM THE MANUFACTURE ON YOUR	TOTAL LABOR 2: TOTAL PARTS 2: TOTAL SUBLET	72.35	bills because we beli- be interested to know	eve our customers wou w that they are helping
ECENT SERVICE VISIT IN THE NEAR FUTURE. IF FOR ANY EASON YOU CANNOT GRADE OUR PERFORMANCE COMPLETELY ATISFIED PLEASE CONTACT OUR SERVICE MANAGER	TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC	0.00 1.00 0.00 35.76	pay for a cleaner env	vironment.
DUGLAS F. CAFFREY	TOTAL INVOICE \$54	46.61		
CUSTOMER SIGNATURE	ORIGH	NAL	/	e Hours: Y - FRIDAY
11	PAID		7:00 A.M.	to 6:00 P.M

MMY GRAY CHEVROLST, INC

Genuine Chevrolet

Olive Branch, MS

Service Request: 71-629255701

Customer Relationship Specialist: Jim Goldberg

Dear

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center