

Mc Henry, MS

CERTIFIED MAIL™



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32



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GULFPORT, MS
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\$4.80
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Reimbursement Dept.

P.O. Box 33170

Detroit, MI

48232-5170

DEC 21 2007

4823235170 B050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 17 Dec 07

17-Digit Vehicle Identification Number (VIN): 1G2ZH528054

Mileage at Time of Repair: 38,415 Date of Repair: 17 Jan 07

Claimant Name (please print):

Street Address or PO Box Number:

City: McHenry State: MS ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$ 1,070.36

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).



11011 AUTO MALL PARKWAY
D'IBERVILLE, MISSISSIPPI 39540
(228) 392-1515

MANDAL

PONTIAC • BUICK • GMC



3517 BIENVILLE BLVD.
OCEAN SPRINGS, MS 39564
(228) 872-1525

CUSTOMER NO. 30744	ADVISOR JIMMY GARNER	25326	TAG	INVOICE DATE 01/17/07	INVOICE NO. PNC5133507
MCHENRY, MS	LABOR RATE	LICENSE NO.	MILEAGE 38,415	COLOR BLACK/	STOCK NO. 16410A
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN			DELIVERY DATE 05/31/05	DELIVERY MILES 13,319
	VEHICLE I.D. NO. 1G2ZG528054			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	01/15/07
COMMENTS					

LABOR & PARTS
J# 1 06BUZ STEERING/SUSPENSION HOURS: TECH(S):22276 300.00
POWER STEERING INOP
REPLACED STEERING COLUMN AND MOTOR, REPROGRAMMED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	15926870	COLUMN 6.518	359.00	359.00	359.00
JOB # 1	1	15775370	MOTOR 6.605	330.84	330.84	330.84
JOB # 1 TOTAL PARTS						689.84
JOB # 1 TOTAL LABOR & PARTS						989.84

J# 2 01BUZ MAINTENANCE HOURS: TECH(S):22276 12.00
REPLACE WIPER BLADES
REPLACED DRIVER WIPER BLADE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	15779415	BLADE 10.146	36.00	36.00	36.00
JOB # 2	1	15779416	BLADE 10.146	36.00	36.00	36.00
JOB # 2 TOTAL PARTS						72.00
JOB # 2 TOTAL LABOR & PARTS						84.00

J# 3 01BUZ03-F1P1 LOF HOURS: TECH(S):22276 INTERNAL
CUSTOMER STATES: PERFORM LOF. (F1P1)
SERVICE INCLUDES: LUBE, CHANGE OIL & FILTER, SAFETY INSP.
PERFORM LOF SERVICE AS ABOVE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	PK47	OIL CHANGE KIT			
JOB # 3	1	25010792	OIL FLTR 1.836			
JOB # 3	5	12345616	OIL10W30Q 8.800			
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

J# 4 05BUZ04 MISC. NOISE HOURS: TECH(S):22276 0.00
CHECK LOUD TIRE NOISE
COMING FROM TIRE DESIGN
NO REPAIR DONE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00

J# 5+21BUZ RENTAL HOURS: TECH(S):22276 INTERNAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5 TOTAL PARTS						0.00
JOB # 5 TOTAL LABOR & PARTS						0.00

SUBLET-PO#-VEND INV#-INV.DATE-DESCRIPTION-INTERNAL
JOB # 5 133507 653059 01/16/07 RENTAL INTERNAL

SERVICE DEPT. HOURS
MON. - FRI. 7:00 A.M. - 5:30 P.M.

ALL EXPRESSED WAR-
RANTIES, IF ANY, BY MANU-
FACTURER OR SUPPLIER
ARE THEIRS, NOT THE
DEALERS, UNLESS OTHER-
WISE PROVIDED IN WRIT-
ING AND FURNISHED TO
THE BUYER BY THE DEAL-
ER. MISSISSIPPI'S IMPLIED
WARRANTY LAW MAY GIVE
THE BUYER ADDITIONAL
RIGHTS.

COPY

Thank You,
We appreciate
your business!

11011 AUTO MALL PARKWAY
D'IBERVILLE, MISSISSIPPI 39540
(228) 392-1515

MANDAL

PONTIAC • BUICK • GMC



3517 BIENVILLE BLVD.
OCEAN SPRINGS, MS 39564
(228) 872-1525

CUSTOMER NO. 30744	ADVISOR JIMMY GARNER	25326	TA [REDACTED]	INVOICE DATE 01/17/07	INVOICE NO. PNC5133507
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 38,415	COLOR BLACK/	STOCK NO. 16410A
MCHENRY, MS [REDACTED]	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 4 DOOR SEDAN			DELIVERY DATE 05/31/05	DELIVERY MILES 13,319
VEHICLE I.D. NO. 1G2ZG5280514			SELLING DEALER NO.		PRODUCTION DATE
F.T.E. NO.			P.O. NO.	PO DATE 01/15/07	
COMMENTS					

MISC.....CODE.....DESCRIPTION.....CONTROL NO.....	TOTAL - SUBLET	0.00
JOB # A 25 SHOP SUPPLIES & WASTE DISPOSAL		
	TOTAL - MISC	5.00

COMMENTS.....
MANDAL SERVICE DEPT

TOTALS.....

IMPORTANT! IN THE NEAR FUTURE YOU WILL RECEIVE A SURVEY FROM GENERAL MOTORS. IF FOR ANY REASON YOU CANNOT GIVE US A COMPLETELY SATISFIED RATING, PLEASE CALL BERNARD DUBUISSON 392-1515 OR 872-1525. YOUR COMPLETE SATISFACTION IS OUR NO. 1 CONCERN. THANK YOU

TOTAL LABOR....	312.00
TOTAL PARTS....	761.84
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	5.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	75.52

TOTAL INVOICE \$ 1154.36

CUSTOMER SIGNATURE

SERVICE DEPT. HOURS
MON. - FRI. 7:00 A.M. - 5:30 P.M.

ALL EXPRESSED WARRANTIES, IF ANY, BY MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THE DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

COPY

Thank You,
We appreciate
your business!

SALES DRAFT

MANDALL PONTIAC BUICK
11011 AUTO MALL PARKWAY
D'IBERVILLE, MS 39540
TERMINAL 0567379

827160070880
01/17/2007 17:31:48

VS [REDACTED]
AUTH. TRANS. ID. 087017812388718
INVOICE 70024 H02
AUTH. CODE 006991

SALE TOTAL \$1154.36

CUSTOMER COPY

COT

February 4, 2011

[REDACTED]
Mchenry, MS [REDACTED]

Service Request: 71-594281301
Customer Relationship Specialist: Doniel Prickett

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the instrument panel cluster 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 \$504.50.

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

Sincerely,

Pontiac Customer Assistance Center

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

CERTIFIED MAIL™

Evansville, IN



7007 2680 0002 4607 7343

EVANSVILLE IN 477

DEC 2008



UNITED STATES
POSTAL SERVICE

0000



48232

U.S. POSTAGE
PAID
EVANSVILLE, IN
47712
DEC 05 08
AMOUNT

\$3.12

00094982-12

Reimbursement Department
P.O. Box 33170

Detroit, MI 48232-5170

12-09-08P01:24 RCVD

48232+5170 B050



I was told by the dealership where I purchased my car that I needed to bring it to them for repair so the claim would be filed properly with my extended warranty.

The car was sent to and repaired at a G.M. dealership.



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: November 23, 2008

17-Digit Vehicle Identification Number (VIN): 1G1ZT62825F [REDACTED]

Mileage at Time of Repair: 37323 Date of Repair: 7/18/2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Evansville State: IN ZIP Code [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 200.

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



TELEPHONE: (812) 471-3673



7720 E. DIVISION ST.
EVANSVILLE, IN 47715

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF	LESS REC.	
(CHECK (*) APPROPRIATE BOX)				
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT		
\$ PARTS	\$ LABOR	\$ TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT

DEALER CODE
P&A CODE
01466

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

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE: A88984
EASycare EXTENDED WARRANTY (APCO)		NAD: 003056		
15 DUNWOODY PARK DR # 100		PO#3087285		
ATLANTA		GA 30338		
WORK: (800) 538-4181		NEWBURGH		
FOR OFFICE USE		CELL: [REDACTED]		WORK: [REDACTED]
TAG: 0772		ADV: 700 WILSON, D		INVOICE: PRELIM EZ A C TS
INVOICED: 07/18/2007 09:43:08		VIN 1G1ZT6282F [REDACTED]		LICENSE NUMBER: IN 37A7670
ODOMETER IN: 37323		05 CHEVROLET MALIBU MAXX LS		STOCK# 00000199
DIST: DEF				

CONCERN 51	CUSTOMER STATES THAT THERE IS A CLUNKING NOISE WHEN TURNING AND BACKING UP	OPERATION	TECH	HOURS	AMOUNT
CAUSE	REPLACE RACK N PINION	REPLACE	101	2.5	207.50
CORRECTION	REPLACE RACK N PINION				
51-1	4 WHEEL ALIGNMENT, SET TO FACTORY SPECS	ALIGN	101	2.0 S	74.70
PART NUMBER	NOTE	DESCRIPTION	QTY	SELL	
	SUBLET	LOANER			
FHC NPH15958358GEAR		*****	1	60.00	60.00
			1B	272.35	272.35
FACTORY	SS#: 7976				
TYPE: EZ	TOTAL CHARGE FOR CONCERN 614.55				

SUMMARY OF CHARGES FOR INVOICE A88984		PAYMENT DISTRIBUTION FOR INVOICE A88984	
PARTS	272.35	TOTAL CHARGE	530.89
SUBLET REPAIRS	60.00		
LAB-MECHANICAL	282.20		
SUB-TOTAL	614.55	EASY CARE	NAD 003056
INDIANA STATE TAX	16.34	EASycare EXTENDED WARRANTY (APCO)	
TOTAL CHARGE	630.89	SUB-TOTAL	630.89
		DEDUCT MOVED TO C88984	200.00-
		EASY CARE	430.89

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
C/S - CUSTOMER
IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANIEL WILSON

PAGE 1
LAST PAGE

THANK YOU!

TELEPHONE: (812) 471-3673



7720 E. DIVISION ST.
EVANSVILLE, IN 47715

COPY

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK (*) APPROPRIATE BOX)				
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT		
\$ PARTS	\$ LABOR	\$ TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO 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 SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

DEALER CODE

P & A CODE

01466

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C88984

NEWBURGH

PO#3087285

CELL: [REDACTED]

IN [REDACTED]

WORK: [REDACTED]

NEWBURGH

CELL: [REDACTED]

IN [REDACTED]

WORK: [REDACTED]

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0772

ADV: 700 WILSON, D INVOICE: PRELIM CUS A C TS

VIN: 1G1ZT6282F [REDACTED]

LICENSE NUMBER: IN 87A7670

INVOICED: 07/18/2007 09:43:08

05 CHEVROLET MALIBU MAX LS

ODOMETER IN: 37323

DIST: DEF

STOCK: 00000199

DATES BEGIN: 07/16/07 DONE: 07/18/07

DATES

SOLD: 051106

CONCERN 52* DEDUCT FOR EZ CARE

CORRECTION DEDUCT FOR EZ CARE

FACTORY TECH: 101 - PARSON, JOHN

TYPE: QJS

OPERATION	TECH	AMOUNT
HC	101	.00

TOTAL CHARGE FOR CONCERN .00

SUMMARY OF CHARGES FOR INVOICE C88984

GRAND TOTALS

TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE C88984

DEDUCTIBLE MOVED FROM A88984 200.00

CASH 200.00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

EZ - APCD

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANIEL WILSON

** THANK YOU **

FOR CHOOSING TOWN AND COUNTRY FORD, WE APPRECIATE YOUR BUSINESS!

PAGE 1
LAST PAGE

THANK YOU!

SALES DRAFT

TOWN AND COUNTRY FORD
7800 LLOYD EXPRESS WAY
EVANSVILLE, IN 47716
TERMINAL 6854368

0000302221248997

07/20/07 02:41PM

US

REF NO. 20128015 1102

AUTH. CODE 497125

SALE TOTAL \$200.00

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IS SEPARATE VOUCHER)

X
APR

TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

April 11, 2011

[REDACTED]
Evansville, IN [REDACTED]

Service Request: 71-686256456

Dear [REDACTED]

Thank you for contacting us recently regarding the recall or special coverage notice you received for your 2005 Chevrolet Malibu MAXX. We apologize for any inconvenience you have experienced.

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 performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and regret that we are unable to reimburse you the amount you requested. The reason behind our decision is based on one of the following factors: 1) the part that was replaced for which you are seeking reimbursement is not the part covered by this recall or special coverage, 2) the documentation provided did not substantiate your request, or 3) your vehicle is not included in this recall or special coverage.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

Privileged and Confidential Information

CASE ASSESSMENT

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

By: Jason McFadden State: IN

Customer Name: [REDACTED]

Service Request:
71-687238591

BBB Case No.:
PGM0932074

Vehicle ID No.:
1G2ZH558164 [REDACTED]

In Service
Date:
09/05/2005

Vehicle is: Used (Demo)

BAC Code: 170159

Year, Make & Model: 2006 Pontiac G6 GT
Mileage at Time of BBB Filing (53000)
Lien holder: GMAC ☐ Other ☐: na

Vehicle Purchased Used on: 02/27/2006 at
odometer approx. 5000

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

DVM Name: na
Phone/Cell Number: na
Svc Mgr Name: na

CAM Name: na
Phone Number: na

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 - NA

JASON MCFADDEN/BRC/CHATHAM/21861

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT - NA

☐ Car makes popping noise when steering.

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9-18-07	243213	*	33,264	Cust Sts: Steering wheel thumps when turning all the way to the left. Dlr Sts: Found noise in steering gear nuts. Replaced gear.

☒ Tires-Excessive Wear

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9-28-07	368920	1	33,400	CustSts: Tires Excessive wear. DlrSts: Tires have excessive wear due to lack of rotations. Customer declined replacing tires.

☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9-18-07	243213	7	33,264	CustSts: Keyless Remote Entry Inoperative. DlrSts: Replaced transmitter. Customer bringing back to reprogram keyless entry.
7-26-07	387349	6	29,972	CustSts: Remote Entry. DlrSts: Transmitter, remote door lock, replaced.

☐ Engine

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9-18-07	243213	*	33,264	CustSts: Low coolant light going on/off intermittently. DlrSts: Coolant tank low, pressure test cooling system, no leak found, replaced pressure cap.

☐ Windows-Noise

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9-18-07	243213	*	33,264	CustSts: All windows make low moan when rolling down all the way. DlrSts: Lubed window run channels.

☐ Radio

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
2-16-07	381521	2	24,322	CustSts: Speaker Radio, front door, inoperative. DlrSts: Replaced speaker radio front door left.
2-27-06	368995	1	6,176	CustSts: Radio Inoperative. DlrSts: Radio, removed and replaced.

☐ Lighting

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
11-26-05	066913	4	3231	CustSts: Exterior lighting. DlrSts: Relay-Exterior lighting replaced

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

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

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)

Are the RO's attached if the vehicle was in an accident – N/A

Has the customer filed any insurances claims on this Vehicle - N

If Yes obtain the following information below

Insurance Company - NA

Insurance Rep (First and Last Name) - NA

Phone # - NA

Claim Made? - NA Claim Status: - NA

Claim # _____

Did Insurance Company 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 - NA

☐ Other

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

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: Cust must be within 12 months or 12000 miles of the vehicle's original delivery, and had 3 repair attempts to be eligible under GMPS.

Lemon Law Repurchase/Replacement: Indiana LL requires 30 days out of service or 4 or more repair attempts (and the nonconformity continues to exist) within the warranty term, or one year after the vehicle's original delivery, whichever comes first.

GM Program Summary Repairs/Reimbursement for past repairs: Cust is not eligible for repairs as he is NOT within the new vehicle warranty.

THE STATE LEMON LAW READS:

Days out of service: { # of Days }

Repairs { # of repair attempts }

Time period { # of months } / { # of miles }

Does Lemon Law state nonconformity must continue to exist? { Y or N }

If applicable, safety-related repairs { # of repair attempts }

Safety-related time period { # of months } / { # of miles }

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

Total days out of service during the presumption period: { # of Days }

Total days out of service during customer's ownership: { # of Days }

Vehicle Meets Presumption of Lemon Law	YES or NO
--	-----------

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: { TEXT }

Date & Offer/Result: { TEXT }

Concern: { TEXT }

Date & Offer/Result: { TEXT }

Concern: { TEXT }

Date & Offer/Result: { TEXT }

RECOMMENDATION AND RATIONALE

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

Cust sts: I would like for Pontiac to repurchase my car and pay back money spent on repairs and money spent on the car. I want them to pay back all the money I have paid into the loan.

DVM sts: Not needed bc claim is ineligible.

SVM sts: Not needed bc claim is ineligible.

CRS Rationale: Claim is ineligible due to time of filing. "An action must be commenced within two years following the date that the consumer first reports the nonconformity to the manufacturer, its agent or authorized dealer." Cust's first report of nonconformity was 9/18/2007 – Steering Gear Replacement. Cust's veh has an in service date of 09/05/2005. Also, note that report of first conformity did not occur within the 18 month Term of Protection.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
1. Multiple repairs on steering component.

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law?

1. Cust is ineligible due to time of filing vs original in service date.

2. Age and Mileage

Decision reached by CRS: Arbitrate case: ☒ Settle case: ☐

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

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

TO: JASON McFadden

From:

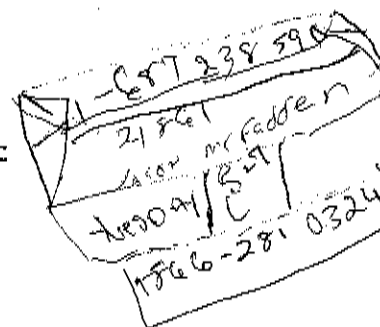


71-687 238 591



CHEVROLET
2001 Stoney Creek Road
Noblesville, Indiana 46060
Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC
5336 Pike Plaza Road
Indianapolis, Indiana 46254
Ph: 317-299-5555 • Fx: 317-329-4224



CUSTOMER NO. 74434		ADVISOR BLAKE		TAG NO. 4294	INVOICE DATE 09/19/07	INVOICE NO. PNC5243213
LABOR RATE		LICENSE NO.	MILEAGE 33,264	COLOR G6/	STOCK NO.	
YEAR/MAKE/MODEL 06/PONTIAC/BLUE		VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4		DELIVERY DATE	DELIVERY MILES	
RESIDENCE PHONE		R.O. NO.		R.O. DATE 09/18/07	PRODUCTION DATE	
COMMENTS						

MO: 33265

LABOR & PARTS

JOB # 1 09PNZ ELECTRICAL TECHNICIAN WARRANTY
CUSTOMER STATES KEYLESS ENTRY LOCK BUTTON INOP
FOUND TRANSMITTER FAULTY.
REPLACED FAULTY TRANSMITTER AND REPROGRAMMED KEYLESS ENTRY SYSTEM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22733524	TRANSMITT 10.485		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE
"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the 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 below vehicle to secure the amount of repairs thereto."

JOB # 2 03PNZ ENGINE/MINOR TECHNICIAN WARRANTY
CUSTOMER STATES LOW COOLANT LIGHT GOING ON/OFF INTERMITTANTLY
COOLANT TANK LOW. PRESSURE TESTED COOLING SYSTEM. NO LEAKS FOUND.
REPLACED PRESSURE CAP.
OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	15075118	CAP 1.240 R		
JOB # 2	1	12346290	COOLANT 8.800		
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

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

JOB # 3 09PNZ1090 PWR WINDOWS TECHNICIAN WARRANTY
ALL WINDOWS MAKE LOW MOAN WHEN ROLLING DOWN ALL THE WAY.
LUBED WINDOW RUN CHANNELS
OPERATING AS DESIGNED.

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

MISCELLANEOUS MATERIAL CHARGE
10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

JOB # 4 09PNZ2 ELECTRICAL REPAIR TECHNICIAN WARRANTY
CUSTOMER STATES SUNROOF MAKES CREAKING NOISE WHEN OPENING OR CLOSING
LUBED SUNROOF CABLES AND LINKS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

TERMS CASH OR CREDIT CARD ONLY
Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 1 1/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance of the account. Annual percentage rate 18%.

JOB # 5 16PNZ AXLE DIFFERENTIAL TECHNICIAN WARRANTY
CUSTOMER STATES STEERING WHEEL THUMPS WHEN TURNING ALL THE WAY TO THE LEFT.
FOUND INTERNAL FAULT IN STEERING GEAR.
REPLACED STEERING GEAR AND SET TOE.
OPERATING AS DESIGNED.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.



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Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR BLAKE	TAG NO. 992600	INVOICE DATE 09/19/07	INVOICE NO. PNC5243213
	LABOR RATE	LICENSE NO.	MILEAGE 33,264	COLOR G6/
AVON, IN	YEAR/MAKE/MODEL 06/PONTIAC/BLUE	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 09/18/07	
	COMMENTS			

MO: 33265

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	1	15858369	GEAR KIT 6.508	
JOB # 5	1	15858369	CORE RETURN	

JOB # 5 TOTAL PARTS

WARRANTY
WARRANTY
0.00

JOB # 5 TOTAL LABOR & PARTS

0.00

~~JOB # 6 27PNZRENT RENTAL CAR~~
CUSTOEMR REQUESTS RENTAL VEHICLE.
RENTAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 6 TOTAL PARTS

0.00

JOB # 6 TOTAL LABOR & PARTS

0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION
JOB # 6	39609			09/19/07	RENTAL

TOTAL - SUBLET

WARRANTY
0.00

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

COMMENTS
SHUTTLE

TOTALS

☐ Cash ☐ Check # ☐ Acct Receivable
☐ Visa ☐ MasterCard ☐ American Express
☐ Discover ☐ GM Protection Plan

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

TOTAL INVOICE \$ 0.00

PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE
CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS
LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS.
ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

**TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE**
"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the 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 below vehicle to secure the amount of repairs thereto."

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**MISCELLANEOUS
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**TERMS
CASH OR CREDIT CARD ONLY**
Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 1 1/2% (minimum charge of \$.80) on the total unpaid balance of purchases and charges over 30 days will be added to the balance of the account. Annual percentage rate 18%.

Thank You!
We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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Noblesville, Indiana 46060
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Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR BLAKE	TAG NO. 992600	INVOICE DATE 10/24/07	INVOICE NO. PNC5244617
AVON, IN	LABOR RATE	LICENSE NO.	MILEAGE 34,246	COLOR G6/
	YEAR/MAKE/MODEL 06/PONTIAC/BLUE			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4			DELIVERY MILES
	R.T.E. NO.			SELLING DEALER NO.
COMMENTS			R.O. DATE 10/24/07	PRODUCTION DATE

MO: 34248

LABOR & PARTS

J# 1 01PNZ110 **RUNS ROUGH** **TECH(S): 902** **WARRANTY**
CUSTOMER STATES ENGINE IS RUNNING ROUGH. ROUGH IDLE. RPM
FLUCTUATING ABOUT 200.
COULD NOT DUPLICATE PROBLEM AT THIS TIME.

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

J# 2 09PNZ **ELECTRICAL** **TECH(S): 902** **WARRANTY**
CUSTOMER STATES REAR WINDOW STILL MAKING MOANING NOISE WHEN
ROLLING UP AND DOWN.
ALL WINDOWS QUIET WHILE ROLLING UP OR DOWN AT THIS TIME.

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

J# 3 20PNZ **INTERIOR TRIM** **TECH(S): 902** **WARRANTY**
CUSTOMER STATES THAT THERE IS A CAP MISSING ON DRIVERS SIDE
FRONT DOOR HANDLE FROM LAST REPAIR
REPLACED COVER BEHIND LEFT DOOR HANDLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	15269147	CAP 10.515	
				JOB # 3 TOTAL PARTS
				0.00
				JOB # 3 TOTAL LABOR & PARTS
				0.00

J# 4 00PNZ100 **427PT INSPECTION** **TECH(S): 902** **0.00**
CHECK BRAKES, TIRE DEPTH, ALL FLUIDS, AND ANY NEEDED SERVICE
REPAIRS, ADVISE!

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 4 TOTAL PARTS
				0.00
				JOB # 4 TOTAL LABOR & PARTS
				0.00

J# 5 00PNZ125 **DECLINED SERVICE** **TECH(S): 70514** **0.00**
30,000 MILE SERVICE
DECLINED SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 5 TOTAL PARTS
				0.00
				JOB # 5 TOTAL LABOR & PARTS
				0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
RECOMMENDATIONS
30,000 MILE SERVICE.....\$399.95

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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Thank You!

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Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO.	74434		ADVISOR	BLAKE	TAG NO.	992600	INVOICE DATE	10/24/07	INVOICE NO.	PNC5244617
			LABOR RATE		LICENSE NO.		MILEAGE	34,246	COLOR	G6/
			YEAR/MAKE/MODEL	06/PONTIAC/BLUE			DELIVERY DATE		DELIVERY MILES	
			VEHICLE I.D. NO.	1 G 2 Z H 5 5 8 1 6 4			SELLING DEALER NO.		PRODUCTION DATE	
			F.T.E. NO.		P.O. NO.		R.O. DATE	10/24/07		
			COMMENTS							

MO: 34248

TOTALS
☐ Cash ☐ Check # ☐ Acct Receivable
☐ Visa ☐ MasterCard ☐ American Express
☐ Discover ☐ GM Protection Plan

PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS. ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

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

TOTAL INVOICE \$ 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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5336 Pike Plaza Road
Indianapolis, Indiana 46254
Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR ANDREW MOORE	TAG NO. 236 7923	INVOICE DATE 12/06/07	INVOICE NO. PNC5246156
AVON, IN	LABOR RATE	LICENSE NO.	MILEAGE 35,993	COLOR G6/
	YEAR/MAKE/MODEL 06/PONTIAC/BLUE	DELIVERY DATE		
	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4	SELLING DEALER NO.		
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/05/07	REPRINT# 1
COMMENTS				

MO: 35993

LABOR & PARTS

J# 1 14PNZ *SUSPENSION/STEERING TECH(S) 992153 WARRANTY
CUSTOMER STATES HEARS A POPPING NOISE WHEN TURNING LEFT TO
RIGHT AT LOW SPEEDS COMING FROM THE STEERING WHEEL
FOUND STEERING SHAFT TO BE NOISEY
NECESSARY TO REPOSITION STEERING SHAFT

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

J# 2 20PNZ *INTERIOR TRIM TECH(S) 992153 WARRANTY
CUSTOMER STATES THE PAINT IS PEELING OFF OF THE RADIO
NECESSARY TO SPECIAL ORDER A RADIO

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

J# 3 00PNZ125 DECLINED SERVICES TECH(S) 992153 WARRANTY
DECLINED 30K SERVICES AND ALIGNMENT

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

J# 4 20PNZ100 INTERIOR TRIM TECH(S) 992153 WARRANTY
CUSTOMER STATES THE TRUNK RELEASE HANDLES ARE BROKEN
NECESSARY TO REPLACE RELEASE HANDLES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	15826827	CABLE 11.620	
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

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

COMMENTS
CALL CUSTOMER WHEN FINISHED 607-5863

RECOMMENDATIONS
30K SERVICIES
ALIGNMENT

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the 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 below vehicle to secure the amount of repairs thereto."

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Thank You!

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CUSTOMER NO. 74434	ANDREW MOORE		236 TAG NO. 7923	DATE 12/06/07	PNCS 246156
AVON, IN	LABOR RATE	LICENSE NO.	MILEAGE 35,993	STOCK NO.	
	06/PONTIAC/BLUE			DELIVERY DATE	DELIVERY MILES
	VEHICLE NO. 1G2Z H 558164			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	12/05/07	REPRINT# 1	
TOTALS				MO. 35993	

- ☐ Cash ☐ Check # ☐ Acct Receivable
☐ Visa ☐ MasterCard ☐ American Express
☐ Discover ☐ GM Protection Plan

PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS. ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

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

TOTAL INVOICE \$ 0.00

**TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE**

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MATERIAL CHARGE**

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TERMS

CASH OR CREDIT CARD ONLY

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Thank You!

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CUSTOMER SIGNATURE

DUPLICATE INVOICE



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Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR ANDREW MOORE	TAG NO. 236	INVOICE DATE 12/13/07	INVOICE NO. PNC5246423
AVON, IN	LABOR RATE	LICENSE NO.	MILEAGE 36,206	COLOR G6/
	YEAR/MAKE/MODEL 06/PONTIAC/BLUE			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/13/07	PRODUCTION DATE
COMMENTS				

MO: 36207

LABOR & PARTS

J# 1 20PNZ INTERIOR TRIM TECH(S) 992163 WARRANTY

CUSTOMER STATES THE BUTTONS ON THE RADIO ARE CHIPPING
SPECIAL ORDER PARTS ARE IN
NECESSARY TO REPLACE RADIO

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

J# 2 14PNZ SUSPENSION/STEERING TECH(S) 992163 WARRANTY

CUSTOMER STATES HEARS A CRACKING NOISE COMING FROM THE FRONT
OF THE VEHICLE WHEN TAKING OFF ON DRY PAVEMENT
UNABLE TO DUPLICATE AT THIS TIME

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

J# 3 00PNZ100 2 ZPT INSPECTION TECH(S) 992163 WARRANTY

CHECK BRAKES, TIRE DEPTH, ALL FLUIDS, AND ANY NEEDED SERVICE
REPAIRS. ADVISE!
PERFORMED

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

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

COMMENTS
CALL CUSTOMER WHEN FINISHED 607-5863

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the 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 below vehicle to secure the amount of repairs thereto."

"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."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS

CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 1 1/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance of the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.



CHEVROLET
2001 Stoney Creek Road
Noblesville, Indiana 46060
Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC
5336 Pike Plaza Road
Indianapolis, Indiana 46254
Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR ANDREW MOORE	LAG NO. 236 7994	INVOICE DATE 12/13/07	INVOICE NO. PNC5246423
	LABOR RATE	LICENSE NO.	MILEAGE 36,206	COLOR G6/
AVON, IN	YEAR/MAKE/MODEL 06/PONTIAC/BLUE			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4			DELIVERY MILES
	K.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	R.O. DATE 12/13/07			
COMMENTS				

MO: 36207

TOTALS

- ☐ Cash ☐ Check # ☐ Acct Receivable
☐ Visa ☐ MasterCard ☐ American Express
☐ Discover ☐ GM Protection Plan

PARTS IDENTIFIED BY AN ASTERISK (*) AND PAID FOR BY THE CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS. ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

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MISCELLANEOUS
MATERIAL CHARGE

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TERMS

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Thank You!

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Indianapolis, Indiana 46254
Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR ANDREW MOORE	TAG NO. 236 8624	INVOICE DATE 01/04/08	INVOICE NO. PNC5247034
	LABOR RATE	LICENSE NO.	MILEAGE 37,508	COLOR G6/
AVON, IN	YEAR/MAKE/MODEL 06/PONTIAC/BLUE	DELIVERY DATE		
	VEHICLE ID. NO. 1 G 2 Z H 5 5 8 1 6 4	DELIVERY MILES		
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS			R.O. DATE 01/03/08
MO: 37509				

LABOR & PARTS

J# 1 LAPNZ *SUSPENSION/STEERING TECH(S): 992153 **WARRANTY**
CUSTOMER STATES HEARS A CRACKING TYPE NOISE COMING FROM THE
RIGHT FRONT WHEEL AREA WHEN TAKING OFF
UNABLE TO DUPLICATE AT THIS TIME
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 00PNZ100 *27PT INSPECTION TECH(S): 992153 **INTERNAL**
CHECK BRAKES, TIRE DEPTH, ALL FLUIDS, AND ANY NEEDED SERVICE
REPAIRS, ADVISE!
PERFORMED
JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS
CALL CUSTOMER WHEN FINISHED 317-607-5863

TOTALS
[] Cash [] Check # [] Acct Receivable
[] Visa [] MasterCard [] American Express
[] Discover [] GM Protection Plan

PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE
CUSTOMER; ARE COVERED BY THE GOODWRENCH SERVICE PLUS
LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS.
ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

CUSTOMER SIGNATURE

DUPLICATE INVOICE

TOTAL INVOICE \$ 0.00**TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE**

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**MISCELLANEOUS
MATERIAL CHARGE**

10% OF LABOR CHARGES TO A MAXIMUM OF \$16.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS**CASH OR CREDIT CARD ONLY**

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Thank You!

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Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR SEAN R DANIELS	TAG NO. 870 8996	INVOICE DATE 02/19/08	INVOICE NO. PNC5248627
[REDACTED] AVON, IN	LABOR RATE	LICENSE NO.	MILEAGE 39,882	COLOR G6/
	YEAR/MAKE/MODEL 06/PONTIAC/BLUE			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4			DELIVERY MILES
	P.T.E. NO.	P.O. NO.	R.O. DATE 02/19/08	PRODUCTION DATE
COMMENTS				

MO: 39882

LABOR & PARTS	
U# 1 09PNZ 100 *ELECTRICAL	TECH(S) 70514
CUSTOMER STATES THE CD PLAYER IS READING CD PLAYER ERROR WHEN LISTENING TO THE RADIO AND TRYING TO LOAD A CD UNABLE TO DUPLICATE	
JOB # 1 TOTAL LABOR & PARTS 0.00	
U# 2 00PNZ100 *27PT INSPECTION	TECH(S) 70514
CHECK BRAKES, TIRE DEPTH, ALL FLUIDS, AND ANY NEEDED SERVICE REPAIRS. ADVISE!	
JOB # 2 TOTAL LABOR & PARTS 0.00	

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$85.00 (+TAX)
COMMENTS
CALL CUSTOMER WHEN FINISHED 607-5863

RECOMMENDATIONS
30,000 MILE SERVICE

TOTALS
☐ Cash ☐ Check # ☐ Acct Receivable
☐ Visa ☐ MasterCard ☐ American Express
☐ Discover ☐ GM Protection Plan

PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS. ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

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

TOTAL INVOICE \$ 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the 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 below vehicle to secure the amount of repairs thereto."

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MISCELLANEOUS MATERIAL CHARGE

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TERMS

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Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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Noblesville, Indiana 46060
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PONTIAC BUICK GMC
5336 Pike Plaza Road
Indianapolis, Indiana 46254
Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR SEAN R DANIELS	TAG NO. 870	INVOICE DATE 02/25/08	INVOICE NO. PNCS248769
[REDACTED] AVON, IN	LABOR RATE	LICENSE NO.	MILEAGE 40,094	COLOR G6/
	YEAR/MAKE/MODEL 06/PONTIAC/BLUE			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4			DELIVERY MILES
	R.T.E. NO.			SELLING DEALER NO.
	P.O. NO.	R.O. DATE 02/25/08	PRODUCTION DATE	
COMMENTS				

MO: 40094

LABOR & PARTS				
#1 09PNZ	ELECTRICAL	TECHS: 247	WARRANTY	
CUSTOMER STATES RADIO IS READING CD PLAYER ERROR SOP IS IN REPLACED RADIO AND PROGRAMMED				
JOB # 1 TOTAL LABOR & PARTS			0.00	
#2 27PNZ111	TWO WAY SHUTTLE	TECHS: 247	WARRANTY	
CUSTOMER REQUESTS TWO WAY SHUTTLE SERVICE COURTESY TRANSPORTATION PROVIDE CUSTOMER TWO WAY SHUTTLE SERVICE Z7911 MJ.98				
JOB # 2 TOTAL LABOR & PARTS			0.00	
SUBLET	PO#	VEND	INV#	INV. DATE
JOB # 1	28482	9999		02/25/08
DESCRIPTION: REPAIR RADIO				
TOTAL - SUBLET			WARRANTY	
			0.00	
TOTALS				
<input type="checkbox"/> Cash <input type="checkbox"/> Check # <input type="checkbox"/> Acct Receivable <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express <input type="checkbox"/> Discover <input type="checkbox"/> GM Protection Plan				
PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS. ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE				
TOTAL LABOR....			0.00	
TOTAL PARTS....			0.00	
TOTAL SUBLET....			0.00	
TOTAL G.O.G....			0.00	
TOTAL MISC CHG.			0.00	
TOTAL MISC DISC			0.00	
TOTAL TAX.....			0.00	
TOTAL INVOICE \$			0.00	

**TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE**
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**MISCELLANEOUS
MATERIAL CHARGE**
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**TERMS
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Thank You!
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CUSTOMER SIGNATURE

DUPLICATE INVOICE



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2001 Stoney Creek Road
Noblesville, Indiana 46060
Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC
5336 Pike Plaza Road
Indianapolis, Indiana 46254
Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR SEAN R DANIELS	TAG NO. 870	INVOICE DATE 03/25/08	INVOICE NO. PNC5249819
[REDACTED] AVON, IN	LABOR RATE	LICENSE NO.	MILEAGE 41,019	COLOR G6/
	YEAR/MAKE/MODEL 06/PONTIAC/BLUE	DELIVERY DATE		
	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4	SELLING DEALER NO.		
	R.T.E. NO.	P.O. NO.	R.O. DATE 03/24/08	
COMMENTS				

MO: 41019

LABOR & PARTS

1 09PNZ11Z RADIO TECHS: 247 0.00
CUSTOMER STATES STEERING WHEEL CONTROLS NOT PERFORMING
PROPERLY. CHECK AND ADVISE.
REPROGRAMMED RADIO

JOB # 1 TOTAL LABOR & PARTS 0.00

2 14PNZ *SUSPENSION/STEERING TECHS: 247 0.00
CUSTOMER STATES THERE IS A POPPING WHEN TURNING RIGHT OR
LEFT.

Steering System Diagnosis All
REPOSITION INTERMEDIATE SHAFT

JOB # 2 TOTAL LABOR & PARTS 0.00

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

COMMENTS
607-5863

TOTALS

☐ Cash ☐ Check # ☐ Acct Receivable
☐ Visa ☐ MasterCard ☐ American Express
☐ Discover ☐ GM Protection Plan

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

PARTS IDENTIFIED BY AN ASTERISK (*) AND PAID FOR BY THE
CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS
LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS.
ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

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MISCELLANEOUS
MATERIAL CHARGE

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TERMS

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Thank You!

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Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR SEAN R DANIELS	TAG NO. 870	INVOICE DATE 08/07/08	INVOICE NO. PNC5254332
LABOR RATE	LICENSE NO.	MILEAGE 45,752	COLOR G6/	STOCK NO.
YEAR/MAKE/MODEL 06/PONTIAC/BLUE	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4	DELIVERY DATE	DELIVERY MILES	
F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE	
COMMENTS			R.O. DATE 08/06/08	

LABOR & PARTS

JOB # 1 **1APNZ** ***SUSPENSION/STEERING** **TECHS: 992162** **WARRANTY**

CUSTOMER STATE THERE IS A POPPING/CRACKLING NOISE FROM THE FROM END WHEN TURNING RIGHT OR LEFT.
FOUND STEERING COLUMN TO BE MAKING A POPPING NOISE.
REPLACED COLUMN AND SIR COIL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15926870	COLUMN 6.518		
JOB # 1	1	15908975	SWITCH 2.895		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

JOB # 2 **00PNZ106** ***27PT INSPECTION** **TECHS: 992162** **WARRANTY**

CHECK BRAKES, TIRE DEPTH, ALL FLUIDS, AND ANY NEEDED SERVICE
REPAIRS. ADVISE!
27 Point Inspection All

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

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	GW	GM WARR DEDUCTIBLE		254332	100.00
TOTAL - MISC					100.00

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

COMMENTS
CALL CUSTOMER WHEN FINISHED 607-5863

TOTALS

<input type="checkbox"/> Cash	<input type="checkbox"/> Check #	<input type="checkbox"/> Acct Receivable	TOTAL LABOR....	0.00
<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> American Express	TOTAL PARTS....	0.00
<input type="checkbox"/> Discover	<input type="checkbox"/> GM Protection Plan		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

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CUSTOMER SIGNATURE

DUPLICATE INVOICE

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TERMS

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Thank You!

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5336 Pike Plaza Road
Indianapolis, Indiana 46254
Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434		NAME ANDREW MOORE		AGE 236	TAG NO. 244	DATE 11/10/08	PNCS 257249
ADDRESS AVON, IN		LABOR RATE	LICENSE NO.	MILEAGE 49,281	66/	STOCK NO.	
		06/PONTIAC/BLUE				DELIVERY DATE	
		162711558164				DELIVERY MILES	
		F.T.E. NO.		P.O. NO.		SELLING DEALER NO.	
						11/10/08	
						REPRINT# 1	
BUSINESS PHONE		COMMENTS				MO: 49282	

LABOR & PARTS
1 14PNZ SUSPENSION/STEERING TECHS: 992153 WARRANTY
CUSTOMER STATES HEARS A POPPING NOISE COMING FROM THE
STEERING COLUMN WHEN TURNING LEFT TO RIGHT
NECESSARY TO REPLACE THE STEERING SHAFT, STEERING GEAR AND
RIGHT FRONT LOWER CONTROL ARM E7700.5 E9740 3.7 E3530 .9

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15858369	GEAR KIT 6.508	
JOB # 1	1	15858369	CORE RETURN	
JOB # 1	1	22730776	ARM 6.168	

JOB # 1 TOTAL PARTS

WARRANTY
WARRANTY
WARRANTY

JOB # 1 TOTAL LABOR & PARTS

0.00

2 00PNZ100 *27PT INSPECTION TECHS: 992153 WARRANTY
CHECK BRAKES, TIRE DEPTH, ALL FLUIDS, AND ANY NEEDED SERVICE
REPAIRS. ADVISE!
27 Point Inspection All

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

3 27PNZRENT RENTAL CAR TECHS: 992153 WARRANTY
RENTAL FOR CUSTOMER SATISFACTION
PERFORMED

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

4 09PNZ *ELECTRICAL TECHS: 992153 WARRANTY
CUSTOMER STATES AT TIMES VEHICLE WILL NOT START WITH REMOTE
OR KEY
NECESSARY TO CLEAN FUEL INJECTORS
J5645 1.0

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS 0.00				
JOB # 4 TOTAL LABOR & PARTS 0.00				

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 3	50371		11/10/08	RENTAL	0.00
TOTAL - SUBLET					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	GW	GM WARR DEDUCTIBLE	257249	100.00
TOTAL - MISC				100.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the 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 below vehicle to secure the amount of repairs thereto."

"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."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS

CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 1 1/2% (minimum charge of \$50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance of the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.



CHEVROLET
2001 Stoney Creek Road
Noblesville, Indiana 46060
Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC
5336 Pike Plaza Road
Indianapolis, Indiana 46254
Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR ANDREW MOORE	TAG NO. 236	INVOICE DATE 11/10/08	INVOICE NO. PNC5257249
LABOR RATE	LICENSE NO.	MILEAGE 49,281	COLOR G6/	STOCK NO.
YEAR/MAKE/MODEL 06/PONTIAC/BLUE	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4		DELIVERY DATE	DELIVERY MILE
F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE	
COMMENTS	R.O. DATE 11/10/08		REPRINT# 1	
MO: 49282				

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

COMMENTS
CUSTOMER WAITING

TOTALS

☐ Cash ☐ Check # ☐ Acct Receivable
☐ Visa ☐ MasterCard ☐ American Express
☐ Discover ☐ GM Protection Plan

PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE
CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS
LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS.
ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

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

**TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE**
"I hereby authorize the repair work hereinafter
set forth to be done along with the necessary
material and agree that you are not respon-
sible 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 acknow-
ledged on below vehicle to secure the amount
of repairs thereto."

"The Factory Warranty Constitutes All Of The
Warranties With Respect To The Sale Of This
Item/Items. The Seller Hereby Expressly Dis-
claims 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."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM
OF \$15.00 IS CHARGES ON REPAIRS TO
COVER COSTS OF SUPPLIED BOUGHT IN
BULK USED IN REPAIRING YOUR VEHICLE
AND COSTS TO DISPOSE OF HAZARDOUS
WASTE.

TERMS CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by
the General Manager. For any credit account:
A FINANCE CHARGE OF 1 1/2% (minimum
charge of \$.50) on the total unpaid balance of
purchases and charges over 30 days will be
added to the balance of the account. Annual
percentage rate 18%.

Thank You!

*We want you completely satisfied
with our service... If you have any
questions concerning this work, call
me personally.*

CUSTOMER SIGNATURE

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



CHEVROLET
2001 Stoney Creek Road
Noblesville, Indiana 46060
Ph: 317-773-1090 • Fx: 317-776-5038

PONTIAC BUICK GMC
5336 Pike Plaza Road
Indianapolis, Indiana 46254
Ph: 317-299-5555 • Fx: 317-329-4224

CUSTOMER NO. 74434	ADVISOR SEAN R DANIELS	TAG NO. 870 1435	INVOICE DATE 12/18/08	INVOICE NO. PNC5258482
LABOR RATE	LICENSE NO.	MILEAGE 51,035	COLOR G6/	STOCK NO.
YEAR/MAKE/MODEL 06/PONTIAC/BLUE	VEHICLE I.D. NO. 1 G 2 Z H 5 5 8 1 6 4		DELIVERY DATE	DELIVERY MILES
F.T.E. NO.	F.O. NO.	R.O. DATE 12/17/08	PRODUCTION DATE	
COMMENTS				

LABOR & PARTS
JOB # 1 14PNZ *SUSPENSION/STEERING TECH(S) 992153 WARRANTY
CUSTOMER STATES THE STEERING WHEEL IS POPPING WHEN TURNING
RIGHT AND LEFT
REPOSITION INTERMEDIATE SHAFT

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 00PNZ100 *27PT INSPECTION TECH(S) 992153
CHECK BRAKES, TIRE DEPTH, ALL FLUIDS, AND ANY NEEDED SERVICE
REPAIRS. ADVISE!
27 Point Inspection A11

JOB # 2 TOTAL LABOR & PARTS 0.00

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

COMMENTS

TOTALS

☐ Cash ☐ Check # ☐ Acct Receivable
☐ Visa ☐ MasterCard ☐ American Express
☐ Discover ☐ GM Protection Plan

PARTS IDENTIFIED BY AN ASTERISK (*), AND PAID FOR BY THE
CUSTOMER, ARE COVERED BY THE GOODWRENCH SERVICE PLUS
LIFETIME GUARANTEE. SEE YOUR SERVICE CONSULTANT FOR DETAILS.
ALL REPAIRS MADE WITH GM PARTS ARE COVERED 12MO./12,000 MILE

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the 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 below vehicle to secure the amount of repairs thereto."

"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."

MISCELLANEOUS MATERIAL CHARGE

10% OF LABOR CHARGES TO A MAXIMUM OF \$15.00 IS CHARGES ON REPAIRS TO COVER COSTS OF SUPPLIED BOUGHT IN BULK USED IN REPAIRING YOUR VEHICLE AND COSTS TO DISPOSE OF HAZARDOUS WASTE.

TERMS

CASH OR CREDIT CARD ONLY

Any other arrangement must be approved by the General Manager. For any credit account: A FINANCE CHARGE OF 1 1/2% (minimum charge of \$.50) on the total unpaid balance of purchases and charges over 30 days will be added to the balance of the account. Annual percentage rate 18%.

Thank You!

We want you completely satisfied with our service... If you have any questions concerning this work, call me personally.



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

VIA FAX ONLY

March 5, 2009

Robert Silverman, Esq.
Kimmel & Silverman
30 E. Butler Pike
Ambler, PA 19002

RE: [REDACTED]
Service Request: 71-695081590
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61826F [REDACTED]
Customer Relationship Specialist: Patricia Easley

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated March 5, 2009. 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.

- | | |
|---|--|
| <input checked="" type="checkbox"/> Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> Finance, Buyer's agreement |
| <input checked="" type="checkbox"/> Other: Release of Lien | <input checked="" type="checkbox"/> Repair Orders |

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

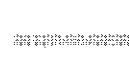
If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,



General Motors Corporation

cc: {Local Counsel on Lawsuits}



RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature

LG0006
V08012008





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

VIA FAX ONLY

March 5, 2009

Debbie Todd, Service Manager
REEDMAN-TOLL AUTO WORLD
PO BOX 3004
LANGHORNE, PA 19047-9104

RE: [REDACTED]
Service Request: 71-695081590
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61826F [REDACTED]
Customer Relationship Specialist: Patricia Easley

Dear Debbie Todd:

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents within 24 hours. Thank you for your assistance.

Sincerely,

General Motors Corporation





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

VIA FAX ONLY

March 5, 2009

Leon Newman, Service Director
NORTHEAST CHEVROLET
3301 GRANT AVE
PHILADELPHIA, PA 19114-2629

RE: [REDACTED]
Service Request: 71-695081590
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61826F [REDACTED]
Customer Relationship Specialist: Patricia Easley

Dear Leon Newman:

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, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents within 24 hours. Thank you for your assistance.

Sincerely,

General Motors Corporation



Coversheet

Start Date:

SR #	71-695081590	3-5-09
CUSTOMER:	[REDACTED]	
VIN#:	1G1ZT61826F	[REDACTED]
YEAR/MAKE/MODEL:	2006 Chevrolet Malibu MAXX	
STATE:	PA	

FIRM NAME:	Kimmel & Silverman	
ATTORNEY:	Robert Silverman	
PH #: 215-540-8888	FAX #: 215-540-8817	

Mary Richards for sales docs

DEALER: Reedman Toll, Langhorne	BAC #206432
SVC MGR: Debbie Todd(actng)	PH # 215-757-4961
Svc Docs Rec'd: 3-6-09	FAX # 215-757-7971
AVM: Denise Zobel	CELL # 610-349-5224
DATE AVM CALLED: 3-5-09	
SALES MGR:	PH #
Sale Docs Rec'd:	FAX #

2nd DEALER: NorthEast Chevrolet	BAC # 113847
SVC MGR: David Stressman/Leon Newman	PH # (215) 824-0800
Svc Docs Rec'd: 3-5-09	FAX # 215-637-5933
AVM: Ivan Hardy	CELL # 610-858-2096
SALES MGR:	PH #
Sale Docs Rec'd:	FAX #

Previous SRs	1-429189364-Mobility claim, Scooter Lift
DVM to be involved	D NO
CA Questions	3-10-09

Coversheet

Start Date:

Jennifer
Wooding/Austin/GM1
03/31/2009 02:39 PM

To rsilverman@lemonlaw.com
cc
bcc
Subject [REDACTED] SR 71-695081590

We have reviewed the service history on this client's 2006 Chevrolet Malibu. Based on this history, General Motors cannot make an offer.

This offer and any future offers of settlement for this matter are made on behalf of all defendants. This offer/terms and settlement is contingent upon receipt of a fully executed release to be prepared by General Motors Corporation wherein the defendant has ownership of the vehicle at the time the release is executed and a copy of current registration to establish proof of ownership. Unless otherwise noted, this offer will expire twenty one (21) calendar days following the date of original transmission.

Jennifer Wooding
Legal Agent - BRC Legal Department
Aditya Birla Minacs
1-(800) 866-790-5600 x 31401 | jennifer_wooding@gmexpert.com
Fax # 866-398-3253



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

VIA FAX ONLY

March 9, 2009

Mary Richards, Sales
REEDMAN-TOLL AUTO WORLD
1700 EAST LINCOLN HWY
LANGHORNE, PA 19047-3042

RE: [REDACTED]
Service Request: 71-695081590
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61826F [REDACTED]
Customer Relationship Specialist: Patricia Easley

Dear Mary Richards:

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

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents within 24 hours. Thank you for your assistance.

Sincerely,

General Motors Corporation



RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 05/12/07
PROCESSING SOURCE: CHEVROLET 15:59:58
PAGE: 1
VIN: 1G1ZT6182 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: JMCGLP
ODATE: 08/26/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 15547
DDATE: 03/31/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:
DLVY DOE: 03/31/06 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [REDACTED]
TRD DOE:
SRVC IN: PHILADELPHIA PA [REDACTED]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BPH	01	13 15547	00030017684	04/05/06	500.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00030017684 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
DXP	01	13 15547	00030017684	04/05/06	353.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00030017684 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 15547	00030005489	04/04/06	28.92	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00030005489 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
MOB	02	13 15547	002439905	09/13/06	1,000.00	CA		0.00	9

PROCESS TYPE: 001 CHECK NO: 002439905 SSN:
DATA SCE: VEND INC MEMO NO: 00030941413 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

PAYEE NAME: FREDERICK GRACE
STREET: 3410 ASHVILLE ST
CITY: PHILADELPHIA ST/PROV: PA ZIP: 19136-3020

VIN: 1G1ZT6182 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: JMCGLP

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
SZA	01	13 15547	2336138	04/07/06	100.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: 2336138 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
SZB	01	13 15547	2336134	04/07/06	10.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: 2336134 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
UDP	01	13 15547	00030017684	04/05/06	3,000.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00030017684 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XMC	01	13 15547	145379	04/14/06	1,068.39	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 145379 AUTH PUR CD:
MISC DATE: 03/31/06 MISC: 0000093881MEA0
POLICY PYMT CMNT: ACTV TYPE: 6



denise.zobel@gm.com
03/05/2009 12:43 PM

To patricia_easley@gmexpert.com
cc
bcc
Subject Re: 71-695081590- [REDACTED] VIN-1G1ZT61826F [REDACTED]

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

Denise

patricia_easley@gmexpert.com

03/05/2009 11:37 AM

To denise.zobel@gm.com
cc
Subject 71-695081590- [REDACTED] VIN-1G1ZT61826F [REDACTED]

DVM Denise Zobel:

Hi, my name is [REDACTED]. This email is to follow up on my voicemail regarding Service Request 71-695081590 for customer First and Last Name. The customer's vehicle is a 2006 Chevrolet Malibu Maxx. The customer has been working with DEALERSHIP NAME in CITY, STATE. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply) and would like to review any potential offer of repurchase before it is made.

B) I am not aware of this vehicle or customer's concerns. However, I would like to review any potential offer of repurchase before it is made.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

Please reply only by email with one of the above options within 24 hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Patricia Easley
Legal Research Specialist
P: 866-790-5600 x 11216
F: 866-508-1966
Patricia_Easley@gmexpert.com

**GMC****HUMMER****General Motors Business Resource Center****FAX**

To: Mary Richards
Company:
Fax: 2157028453
Phone:

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

cc:

NOTES:

Please fax all documents to: 1-866-508-1966

*Per the sales docs we need all items in the sales jacket, but can work with the odometer statement, finance agreement, buyer's order and the application of title showing lien holder information.

pat easley/brc legal/atx/11216



WID: 06100 3400 0074 10-001

New Title Number: [REDACTED]

General Systems Solutions On-Line Registration System

Pennsylvania Department of Transportation Applicant Summary Statement

Transaction: New Title/New Reg Purchase Date: Mar 31, 2006 Prev Title No: None		Processor: REEDMAN TOLL AUTO WORLD/00859654 Process Date: Apr 10, 2006/ Prev Dup Title Count: 0		Processed By: TERRY WHITE Temp Reg Date: Mar 31, 2006 State of Origin: None	
VIN: 1G1ZT61826F Vehicle Type: PASSENGER Y3/Make: 2006/CHEV Odom Reading: 7 Purchase Price: \$17,090.00 Owner Information: [REDACTED]		Condition: SDN Body: SDN Fuel: G Odom Qual: ACTUAL MILEAGE Lessee Information: None		Stock No: 179919/30882 GVWR: [REDACTED] GCWR: [REDACTED] O/S Tires Seat Cap: Chassis Mfr: [REDACTED] Insurance Information: GRICO Dec 30, 2005 Jun 30, 2006	
PHILADELPHIA/PA/ [REDACTED]		[] Tenant in [] ODTF Survivorship? [] Retired [] Tenant in [] Daily Rental Common? [] Mail Code:		Unladen Weight: No of Axles: Sum of GAWR: Body Make: PennDOT Fees Sales/Use Tax: 1,196.30 Title Fee: 22.50 Lien Fee: 5.00 Reg/Proc Fee: 36.00 Dup Reg Fee: 0.00 Transfer Fee: 0.00 Increase Fee: 0.00 Replacement Fee: 0.00 Other Fee: 0.00 Total: \$1,259.80	
Trade In #1 Information: VIN: None YR: [REDACTED] Make: [REDACTED] Condition: [REDACTED] Allowance: [REDACTED] Trade In #2: None Allowance: [REDACTED] Trade In #3: None Allowance: [REDACTED]		Lien Holder #1 Information: GMAE PO BOX 8140 COCKEYSVILLE/MD 21030 Lien Holder #2: None Lien Holder #3: None		Fees & Sales Tax Information: Tax exempt Reason: NCWE/00 Tax Exempt No: Taxable Sale Price: \$17,090.00 [] Local Sales Tax Override? % Rate: 0.07	
Assigned Tag Type: PASSENGER Assigned Tag No: [REDACTED] Assigned Exp Mo/Yr: Feb/2007		Class: [REDACTED] RRGN: [REDACTED] RRGN: [REDACTED] Assigned Exp Sticker No: 0287565 Class Sticker No: Transferred Title No: Transferred Tag No: Relation To Applicant: No of Dup Reg Cards: 0		[] W/Renewal [] W/Tag Replacement [] W/Tag Exchange	
Signature of Person from Whom Tag is Being Transferred					

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

WARNING: The operation of a truck loaded beyond the manufacturer's Gross Vehicle Weight Rating (GVWR) may create unsafe conditions and also void the manufacturer's warranty if damage should occur. I/we request that the above described vehicle be registered at the gross vehicle weight (RRGW or RRCGW) listed above under the provisions of Section 1516(b) of the Vehicle Code as amended by Act No. 8 (1980), approved 2-15-80. I/we acknowledge that I have been warned by the Department of Transportation that loading my truck beyond the manufacturer's gross weight rating may damage it, its occupants, as well as other vehicles and their occupants and pedestrians; and I/we assume all risks connected with any such overloading of the truck.

I/we acknowledge that I/we may lose my/our operating privilege(s) or vehicle registration(s) for failure to maintain financial responsibility on the currently registered vehicle for the period of its completion; and, that, if an exemption from payment of sales tax is claimed, I am/we are authorized to claim this exemption. I/we further certify that the statements herein are true and correct and make application for certificate of title for the vehicle described above.

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

Detach Here

01 of 01

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY: FEB 28, 2007 VALID: 04/10/06

PLATE: [REDACTED]

TITLE: [REDACTED]

VIN: 1G1ZT61826F

YR/MAKE: 2006 CHEV

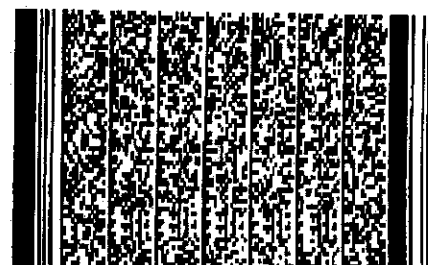
TYPE: SDN

WID: 06100 3400 0074 10-001

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

EMISSION INSPECTION REQUIRED/DIESEL EXEMPT COUNTY: PHILADELPHIA

PHILADELPHIA PA



RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

30882

Buyer (and Co-Buyer) - Name and address (include county and zip code)

Creditor (Seller name and address)

REEDMAN-TOLL AUTO WORLD
RT1
LANGHORNE PA 19047-3004

PHILADELPHIA PA CO: PHILADELPHIA

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	CHEVROLET MALIBU MAXX	1G1ZT61826F	<input checked="" type="checkbox"/> Personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment.
2.50%	\$ 720.00	\$ 18463.95	\$ 19184.04	\$ 22684.04

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
36	\$ 532.89	Monthly beginning 04/30/2006	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge. If the vehicle is a heavy commercial motor vehicle, the charge will be 4% of the part of the payment that is late. Otherwise, the charge will be 2% per month of the part of the payment that is late, figured based on a full calendar month for any part of a month that is more than 10 days.

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

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)	\$ 21786.30(1)
2 Total downpayment = (If negative enter "0" and see line 4H below)	
Gross trade-in \$	N/A -payoff by seller \$
= net trade-in \$	N/A + cash \$
+ other (describe) REBATE	\$ 3500.00
3 Unpaid balance of cash price (1 minus 2)	\$ 18286.30(3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life	\$ N/A
Disability	\$ N/A
B Other insurance paid to the insurance company	
(describe) N/A	\$ N/A
C Official fees paid to government agencies	\$ 48.15
D Government taxes not included in cash price	\$ 5.00
E Government license and/or registration fees	\$ 36.00
F Government certificate of title fees	\$ 27.50
(includes \$ 5.00 security interest recording fee)	
G Other charges (Seller must identify who is paid and describe purpose.)	
to N/A for N/A	\$ N/A
to REEDMAN-TOLL for NOTARY FEE	\$ 6.00

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life ☐ Buyer ☐ Co-Buyer
Term N/A

☐ Credit Disability (Buyer Only)
Term N/A

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life or credit disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions.

Other Insurance.

☐ N/A ☐ N/A
Type of Insurance Term

Premium \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

I want the insurance checked above.

+ other (describe) REBATE	\$	3500.00	\$	3500.00(2)
3 Unpaid balance of cash price (1 minus 2)	\$		\$	18286.30(3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):				
A Cost of optional credit insurance paid to the insurance company or companies				
Life	\$	N/A		
Disability	\$	N/A		N/A
B Other insurance paid to the insurance company				
(describe) N/A	\$	N/A		
C Official fees paid to government agencies	\$	48.15		
D Government taxes not included in cash price	\$	5.00		
E Government license and/or registration fees				
REG=\$36.00	\$	36.00		
F Government certificate of title fees				
(includes \$ 5.00 security interest recording fee)	\$	27.50		
G Other charges (Seller must identify who is paid and describe purpose.)				
to N/A for N/A	\$	N/A		
to REEDMAN-TOLL for NOTARY FEE	\$	6.00		
to REEDMAN-TOLL for DOC FEE	\$	55.00		
to N/A for N/A	\$	N/A		
to N/A for N/A	\$	N/A		
H Net trade-in payoff to N/A	\$	N/A		
Total other charges and amounts paid to others on your behalf	\$	177.65(4)		
5 Amount financed (3 + 4)	\$	18463.95(5)		
6 Finance charge	\$	720.09(6)		
7 Total of payments - time balance (5 + 6)	\$	19184.04(7)		

insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life or credit disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions.

Other Insurance.

☐ **N/A** **N/A**
Type of Insurance Term

Premium \$ **N/A**

N/A

(Insurance Company)

N/A

(Home Office Address)

I want the insurance checked above.

☒ Buyer Signature _____ Date _____

☒ Co-Buyer Signature _____ Date _____

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

If you do not meet your contractual obligations, you may lose your motor vehicle.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing. Buyer Sign ☒ Co-Buyer Sign ☒

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

You authorize us to obtain information about you or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration authorities.

See back for other important agreements.

Do not sign this contract on a Sunday.

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

Notice to Buyer.

Do not sign this contract in blank. You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

Buyer Sign ☒ Date **03/31/2006** Co-Buyer Sign ☒ Date **03/31/2006**

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

Buyer Sign ☒ Date **03/31/2006** Co-Buyer Sign ☒ Date **03/31/2006**

Co-Buyers and Other Owners. A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here ☒ Date _____ Address _____

Creditor Signs **REEDMAN-TOLL AUTO WORLD** Date **03/31/2006** By  Title _____

Seller assigns its interest in this contract to: ☒ General Motors Acceptance Corporation (GMAC) ☐ GMACAB ☐ Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse

Assigned without recourse or with limited recourse

REEDMAN-TOLL AUTO WORLD

Seller

By

Title

Seller

By

Title

REEDMAN TOLL

AUTO WORLD

1700 E. Lincoln Hwy., Langhorne, PA 19047
(215) 757-4961
www.reedmantoll.com

CUST NO: 179919

DEAL # 30882

DATE	03/31/2006
------	------------

PRICE OF VEHICLE 20590.00

STATE	PA
ZIP	
PHONE RES	
PHONE BUS	

VEHICLE INFORMATION

YEAR	2006	MAKE	CHEVROLET	MODEL	MALIBU MAXX 4DR SDN	TYPE	
COLOR	MED GRY MET	TRIM	EBONY CUST	MILEAGE	7		
VIN	1G1ZT61826F						
STOCK NO	602421	SALESMAN	JAMES A. BERTOINO				

DESCRIPTION OF TRADE IN 1

YEAR		MAKE		MODEL		TYPE	
COLOR		TRIM		MILEAGE			
VIN							

DESCRIPTION OF TRADE IN 2

YEAR		MAKE		MODEL		TYPE	
COLOR		TRIM		MILEAGE			
VIN							

AMT. REC. ON DELIVERY	CASH	CHECK
DEL. DATE	DEL. BY	TEMP TAG
HOLD CHECK		

WARRANTY INFORMATION

☒ **FACTORY WARRANTY** - The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either expressed 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.

☐ **USED CAR WARRANTY** - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.

☐ **AS IS** - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECT THAT PRESENTLY EXISTS OR THAT MAY OCCUR IN THE VEHICLE.

PURCHASER'S SIGNATURE

USED CAR BUYERS GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of \$

GM CREDIT CARD 3000.00
MARCH MADONNESS 500.00

GMAC
555 Business Center Dr.
Morsham, PA 19044

Cash Price of Vehicle & Accessories	17090.00
Sales Tax	1196.30
REGISTRATION	36.00
TITLE	22.50
TRANSFER	5.00
ENCUMBRANCE	63.50
On Line MV Reg. Fee	10.00
Dealer On Line MV Processing Fee	14.15
Documentary Fee	55.00
Messenger Fee	14.00
Notary Fee	6.00
TEMP FEE	10.00
TIRE FEE	5.00
OTHER CHARGES	

AGENCY FEE

Total Price 18463.95

Trade-In	
Payoff Amount is Subject to Verification	Less Payoff *
	Net Trade In
	Deposit
Cash on Delivery	
Net Trade + Deposit	Cash on Delivery
	Total Down Payment
	Unpaid Balance of Total Price

MED GRY MET		EBONY CUST		7	
STOCK NO. 1G1ZT61826F		SALESMAN			
602421 NEW		JAMES		BERTO INC	
DESCRIPTION OF TRADE IN 1					
YR	MAKE	MODEL	TYPE		
COLOR	TRIM			MILEAGE	
VIN					
DESCRIPTION OF TRADE IN 2					
YR	MAKE	MODEL	TYPE		
COLOR	TRIM			MILEAGE	
VIN					
AMT. REC. ON DELIVERY		CASH		CHECK	
DEL. DATE		D. BY		TEMP. TAG	
HOLD CHECK					

GM CREDIT CARD
MARCH MADDNESS

3000.00
500.00

GMAC
555 Business Center Dr.
Horsham, PA 19044

WARRANTY INFORMATION
☒ **FACTORY WARRANTY** - The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item/vehicle. The seller hereby expressly disclaims all warranties, either expressed 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/vehicle.
☐ **USED CAR WARRANTY** - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.
☐ **AS IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECT THAT PRESENTLY EXISTS OR THAT MAY OCCUR IN THE VEHICLE.**

USED CAR BUYERS GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of \$
PURCHASER'S SIGNATURE X

Buyer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, with any retail installment sale contract, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer, by signing this Agreement, acknowledges that he has read its terms and has received a true copy of this Agreement.
 This Agreement is not binding upon either Dealer or Buyer until signed by an authorized Dealer representative. YOU, THE BUYER, MAY CANCEL THIS AGREEMENT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THE AGREEMENT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER.
☐ **BUYER ACKNOWLEDGES THAT IF THIS BOX IS CHECKED, THIS AGREEMENT CONTAINS AN ARBITRATION CLAUSE.**
BUYER HAS READ ALL PAGES OF THIS AGREEMENT AND AGREES TO ALL TERMS AND CONDITIONS IN THIS AGREEMENT.

BUYER SIGNS X
CO-BUYER SIGNS X

AUTHORIZED DEALER SIGNATURE

Cash Price of Vehicle & Accessories			
REGISTRATION	1196.30	Sales Tax	17090.00
TITLE	36.00	ENCUMBRANCE	1196.30
TRANSFER	22.50	5.00	63.50
		On Line MV Reg. Fee	10.00
		Dealer On Line MV Processing Fee	14.15
		Documentary Fee	55.00
		Messenger Fee	14.00
		Notary Fee	6.00
		TEMP FEE 10.00 / TIRE FEE 5.00	15.00
OTHER CHARGES			

AGENCY FEE		Total Price	18463.95
Trade-In	Less Payoff *	Net Trade-In	Deposit
Cash on Delivery	Total Down Payment	Unpaid Balance of Total Price	18463.95

and request that the available customer
a check be
notional price as a price reduction

person: 3154

CustomerTaxRate:

0.07 ☐

DealType: **Cash**

Factory Employee: ☐

Business ☐

Rebate Taxable ☐

Incentive Taxable ☐

County: PHILADELPHIA PA 19146

Vehicle: 2008 Chevrolet Malibu

Model No: 12T68

VIN: 1G1Z738281

New/Used: New

ProdID	Amount	Incentive	Term	ToCust	Taxable	Manual	StairStep	AuthCD1	AuthCD2
16438	\$3,000.00	0.00	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	al65025	

Amount: 0.00 Incentive: 0.00 StairStep: 0.00

GM CARD (800-944-7099) IN AUTO SHOW VEHICLES

Term: 0 Incentive: 0.00

Other: 0.00

Residual OverMiles Miles

0 0 0

16197 \$353.00 353.00 0 0 **DO NOT APPLY** ☐

Amount: 0.00 Incentive: 0.00 StairStep: 0.00

dealer cash

Term: 0 Incentive: 0.00

Other: 0.00

Residual OverMiles Miles

0 0 0

16736 \$500.00 0.00 0 0 ☐

Amount: 500.00 Incentive: 0.00 StairStep: 0.00

BPH MALIBU MARCH MADNESS BONUS CASH

Term: 0 Incentive: 0.00

Other: 0.00

Residual OverMiles Miles

0 0 0

APPROVED BY:

Manager Signature:

ROBIN MC GINLEY 3/31/2008 3:08:22 PM

2006 MALIBU MAXX LT			CHEVROLET MOTOR DIVISION
88U MEDIUM GRAY METALLIC	/V6G		GENERAL MOTORS CORPORATION
19C EBONY			100 RENAISSANCE CENTER
ORDER NO. JMCGLP/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G1 ZT61 82 6F			VEHICLE INVOICE 1AD76711067
*****			*****13*15547S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT68 MALIBU MAXX LT	21025.00	19448.13	INVOICE 11/04/05
LX9 3.5L V6 ENGINE	N/C	N/C	SHIPPED 11/04/05
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	EXP I/T 11/18/05
NE1 50-STATE EMISSIONS	N/C	N/C	INT COM 11/18/05
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	PRC EFF 11/04/05
			KEYS G0416 G0416
			WFP-S QTR OPT-1
			BANK: GMAC - 020
			CHG-TO 15-547
			SHIP WT: 3410
			HP: 32.9
			GMS: 19517.38
			SUPPLR: 20392.29
			MRM: 21650.00
			MEMO 976.25

TOTAL MODEL & OPTIONS	21025.00	19448.13	ACT 231	19442.38
DESTINATION CHARGE	625.00	625.00	H/B 261	630.75
LAM DEALER CONTRIBUTION		210.25	ADV 261	210.25
LAM GROUP CONTRIBUTION		210.25	EXP 65A	210.25
TOTAL	21650.00	20493.63	PAY 310	20493.63
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		19547.50		

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.

REEDMAN-TOLL AUTO WORLD	REMIT TO GMAC NO. 020
	VIN 1G1ZT61826F
	\$ 20493.63 INV 1AD76711067
	DUE 11/18/05 DEALER 15-547

Service Request Activity

SR No.	1-429189364	Ref No.		Goodwill	Mobility Reimbursement	BRC Type	N/A
Account		Site		GW SubType		Bus. Unit	CAC
Last Name		First Name		Approval	Approved	Area	GM Mobility
Daytime #		Evening #		UCC		Sub-Area	Claim Form-Customer Reim
Address		City	Philadelphia	Involved Dir	Reedman-Toll, LP	Safety	No
State	PA	Postal Cd		Source	White Mail	Updated	2/28/2007 02:52:01 PM
Serial #/VIN	1G1ZT61826F	Model Year	2006	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	03/31/2006	Status	Closed	Owner	BEDELLBA
Model	Malibu MAXX	Mileage		Sub-Status	Satisfied	Closed	9/12/2006 09:44:13 AM
Abstract	Mobility Claim-Scooter Lift						
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
--------------------	--------------------	-----------------

Certificate Details

Certificate Number	Amount	Expiration Date
--------------------	--------	-----------------

Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/12/2006 09:44:13 AM	MCGUIRJ1	BEDELLBA	SR Closed - Satisfied		Done	9/12/2006 09:44:13 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

By: Pat Easley State: PA

Customer Name: [REDACTED] Service Request: 71-695081590 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT61826F [REDACTED] In Service Date: 3/31/2006 Vehicle is: NEW BAC Code: 206432
 Year, Make & Model: 2006 Chevrolet Malibu Maxx Vehicle Purchased Used on: N/A
 Lien holder: GMAC ☒ Other ☐: {Name} DVM requests Purchase Price of
 involvement?: no Vehicle: \$ 22,684.04
 Was TAC contacted for this vehicle NO

If TAC was NOT contacted, why? No need to as customer has been in for a concern not duplicated and pitted rotors which were repaired.

VEHICLE REPAIR HISTORY☒ Brakes

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10-2-07	826158	*	7,271	C/S vibration when braking. Happens at highway speed. /All 4 rotors pitted and have excessive thickness variations. Road test and inspect. – Machine all 4 rotors and road test. Necessary to replace front rotors due to being warped.

☒ Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1-4-08	840069	*	9,329	C/S that at idle, sound like a percolating coffee pot. -No problem found . All noises normal.

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12-20-06	717050	1	3,066	C/S when parking in a tight spot power steering hard to steer-Customer concern not duplicated. Normal condition. No problem found at this time.
6-22-07	735340	1	6,221	C/S when at a stop or at a very slow speed, (ie. parking), the power steering does not work. Customer can hardly turn the steering wheel. The tires will not turn. OK when driving at higher speeds. /Scan power steering system. No codes. Road test. Make parking maneuvers. Cannot duplicate. Working Normally.
1-20-09	786635	1	14,528	C/S check power steering. Inoperative when making parking maneuvers. /Scan PSCM. No codes. Road test. Cannot duplicate concern.

3/6/09

E9448 - REPOSITION I-SHAFT TO CORRECT NOISE – from GMVIS

☒ Axle

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1-4-08	840069	1	9,329	C/S when first pulling away and coming to a stop, hears a rubbing sound in the rear.- No problem

☒ Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10-3-07	826158	1	7,271	C/S power steering does not seem to be operating when driving at low speeds. /Check operation. All 4 tires 10 PSI low. –Adjust tire pressures and check. OK. C/S torque steering takes wheel out of hands when lane changing at highway speed.-See JOB #1.

Accident/Insurance Information:

Has the vehicle ever been involved in an accident?**No**

Did you confirm your answer with the dealer?**Yes**

What type of damage was sustained (example front end collision)**N/A**

Are the RO's attached if the vehicle was in an accident? **N/A**

Has the customer filed any insurances claims on this Vehicle? **N/A**

If Yes. Did the insurance company deny the claim? **N/A**

Are there any Aftermarket Modifications to the Vehicle?**NO**

Have you confirm this with the dealership? **Yes**

THE STATE LEMON LAW READS:

Days out of service: **30**

Repairs **3**

Time period : **12 months, 12,000 miles**

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**

Total days out of service during the presumption period: **1**

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

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Previous SR found related to mobility scooter lift placed on vehicle
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

Denial

RATIONALE

1 actual repair rotors were replaced in 2007
The next several visits to the dealer yielded either operating as designed or no problem found
Tire pressure adjusted

REASON FOR REMOVAL

CRS FINAL OFFER:

DATE:

OFFER TO CUST: \$ ATTORNEY FEES: \$
--

OR INCLUSIVE OFFER: \$

**PLAINTIFF'S FINAL
DEMAND:**

DATE:

AMOUNT TO CUST: \$

ATTORNEY FEES: \$

OR INCLUSIVE OFFER: \$

TEAM MANAGER APPROVING:

Date:

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

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



Patricia Easley/Austin/GM1

03/05/2009 11:37 AM

To denise.zobel@gm.com

cc

bcc

Subject 71-695081590- [REDACTED] VIN-1G1ZT61826F- [REDACTED]

DVM Denise Zobel:

Hi, my name is Pat Easley. This email is to follow up on my voicemail regarding Service Request 71-695081590 for customer First and Last Name. The customer's vehicle is a 2006 Chevrolet Malibu Maxx. The customer has been working with DEALERSHIP NAME in CITY, STATE. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply) and would like to review any potential offer of repurchase before it is made.

B) I am not aware of this vehicle or customer's concerns. However, I would like to review any potential offer of repurchase before it is made.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

Please reply only by email with one of the above options within 24 hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Patricia Easley
Legal Research Specialist
P: 866-790-5600 x 11216
F: 866-508-1966
Patricia_Easley@gmexpert.com

Mar. 5. 2009 2:29PM

No. 6579 P. 8

CUSTOMER #:

7 8 6 6 3 5

WORKORDER

PAGE 1

NORTHEAST AUTO OUTLET

3301 GRANT AVENUE
PHILADELPHIA, PA 19114
(215) 824-0800 800-673-4712
www.northeastauto.com

PHILA PA
HOME:

BUS:

SERVICE ADVISOR: 2308 STRESSMAN, D

06 CHEVROLET MALIBU		1G1ZT61826F	9380	14528/14530	T9669
01JAN06 IS	17:00 20JAN09	CASH			
01JAN06 DP					

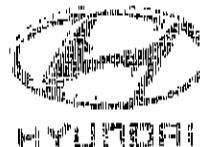
20JAN2009 08:45

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A STATE CPC STATE INSPECTION
EST: TOTAL 20.00

B E CPC EMISSION INSPECTION
EST: TOTAL 50.00

C CPC CK. POWER STEERING INOP WHEN MAKING PARKING MANEUVERS



Ok Wed
Fist In

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned understands that the dealer is not responsible for any injuries excluded by accessories are of a to perform with

CLAIM CHECK
PLEASE PRESENT THIS STUB TO CASHIER
WHEN CALLING FOR YOUR VEHICLE.
THANK YOU.

9669

necessary material
left in vehicle in
plays caused by
it. I hereby grant
libed on streets.
mechanic's lien is
The dealership is

PRELIMINARY ESTIMATE 70.00

AUTHORIZED BY: X

REVISED
ESTIMATE (1)REVISED
ESTIMATE (2)REVISED
ESTIMATE (3)

DATE

TIME

BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL
OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

SERVICE WORKORDER

No. 6579 P. 9

Mar. 5, 2009 2:29PM

Technicians Notes		Additional Service Request			LINE	Time Clock
	Hrs.	Service Required	Parts Amount	Labor Amount		ON OFF
Cause: <i>SK</i> <i>EMM</i>						ON OFF
Corrections:						ON OFF
<i>SCAN PCM No codes.</i>						ON OFF
Cause: <i>Cannot Duplicate Concern</i> <i>road test</i>						ON OFF
Corrections:						ON OFF
						ON OFF
Cause:						ON OFF
Corrections:						ON OFF

FLAGS:

Reedman-Toll Auto World
 U.S. Route 1
 Langhorne, PA 19047
 (215) 757-4961

CVC5826158

179919

JOHN J KUDZMAS

3839

5358

10/03/07

CVC5826158

7,271 MED GRY MET 602421

7

06/CHEVROLET/MALIBU MAXX/4DR SDN

1 G 1 Z T 6 1 8 2 6 F

10/03/07

MO: 7274

[ETCH SERIAL#] E573538
 JOB# 1 CHARGES

[EXT WARRANTY] UNIVERSAL

LABOR

CUSTOMER STATES: POWER STEERING DOES NOT SEEM TO BE OPERATING
 WHEN DRIVING AT LOW SPEEDS
 CHECK OPERATION, ALL 4 TIRES 10 PSI LOW, ADJUST TIRE
 PRESSURES AND CHECK, OK

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVC5 JOB# 1 TOTAL

0.00

JOB# 2 CHARGES

LABOR

CUSTOMER STATES: TORQUE STEERING TAKES WHEEL OUT OF HANDS
 WHEN LANE CHANGING AT HIGHWAY SPEED
 SEE JOB #1

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVC5 JOB# 2 TOTAL

0.00

JOB# 3 CHARGES

LABOR

CUSTOMER STATES VIBRATION WHEN BRAKING
 HAPPENS AT HIGHWAY SPEED
 ALL 4 ROTORS PITTED AND HAVE EXCESSIVE THICKNESS VARIATIONS
 ROAD TEST AND INSPECT, MACHINE ALL 4 ROTORS AND ROAD TEST,
 NECESSARY TO REPLACE FRONT ROTORS DUE TO BEING WARPED

PARTS-----QTY-----FP-NUMBER-----

DESCRIPTION-----

UNIT PRICE-----
 TOTAL - PARTSWARRANTY
 0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVC5 JOB# 3 TOTAL

0.00

JOB# 4 CHARGES

LABOR

PERFORM MULTI POINT INSPECTION REPORT
 PERFORMED MULTI POINT INSPECTION
 RECOMMEND TIRE ROTATION

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVC5 JOB# 4 TOTAL

0.00

Claim type	
Code	B
Date	10.3.07
Signature	P

CVCS826158

CVCS826158

Reedman-Toll Auto World
U.S. Route 1
Langhorne, PA 19047
(215) 757-4961

179919

JOHN J KUDZMAS

3839

S358

10/03/07

CVCS826158

7,271 MED GRY MET 602421

PHILADELPHIA, PA

06/CHEVROLET/MALIBU MAXX/4DR SDN

1 G 1 Z T 6 1 8 2 6 F

10/03/07

MO: 7274

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

COMMENTS-----
GREEN TEAM

TOTALS-----

* NEXT RECOMMENDED SERVICE: *
* 10/01/2008 / 12074 MI 00CVZ004 PA STATE & EMISSIONS *

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

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR
EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

X
CUSTOMER SIGNATURE

ATTACHMENT FORM — GM BRAKE SERVICE REPAIR ORDER DOCUMENTATION FOR REQUIRED MEASUREMENTS

PART MEASUREMENT/REPLACEMENT DOCUMENTATION	
Dealer Code: _____	
Repair Order Number: <u>826158</u>	
<p>Front Rotor - ORIGINAL/REFINISHED thickness measurements (required when front labor operation is used):</p> <ul style="list-style-type: none"> • Thickness Specification (Min. Thickness/ <u>Discard</u> Stamped on Rotor/SI): <u>0.898</u> inch/mm (Circle One) • ORIGINAL measured thickness before refinish: Left Front (OLF) <u>1.09</u> inch/mm Right Front (ORF) <u>1.017</u> inch/mm • REFINISHED measured thickness after refinish: Left Front (RLF) <u>0.952</u> inch/mm Right Front (RRF) <u>0.991</u> inch/mm <p>Rear Rotor - ORIGINAL/REFINISHED thickness measurements (required when rear labor operation is used):</p> <ul style="list-style-type: none"> • Thickness Specification (Min. Thickness/ <u>Discard</u> Stamped on Rotor/SI): <u>0.465</u> inch/mm (Circle One) • ORIGINAL measured thickness before refinish: Left Rear (OLR) <u>0.521</u> inch/mm Right Rear (ORR) <u>0.521</u> inch/mm • REFINISHED measured thickness after refinish: Left Rear (RLR) <u>0.509</u> inch/mm Right Rear (RRR) <u>0.510</u> inch/mm <p>Rotor Replacement: If rotors are replaced, you must indicate reason for replacement: <u>Chen P metal warped within 1/2 mile while trying to burnish pads</u></p> <p>Pad Replacement: If Pads are replaced, you must indicate reason for replacement: _____ _____</p>	
<p>LATERAL RUN OUT (LRO) DOCUMENTATION</p> <p>Front Rotor (required when front rotor labor operation is used):</p> <ul style="list-style-type: none"> • LRO measurement after rotor refinish/replace: Left Front (LRF) <u>0.001</u> inch Right Front (LRF) <u>0.001</u> inch • If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used: Left _____ Right _____ (Example: 801-03) <p>Rear Rotor (required when rear rotor labor operation is used):</p> <ul style="list-style-type: none"> • LRO measurement after rotor refinish/replace: Left Rear (LLR) <u>0.001</u> inch Right Rear (LRR) <u>0.001</u> inch • If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used: Left _____ Right _____ (Example: 801-03) 	

Service Information

Document ID# 1756294
2006 Chevrolet Malibu

Disc Brake Component Specifications

Application	Specification	
	Metric	English
Caliper Bore Diameter-Front	60.0 mm	2.36 in
Caliper Bore Diameter-Rear	38.0 mm	1.50 in
Front Brakes J41/J67	276.0 mm	10.866 in
• Rotor Diameter	22.8 mm	0.898 in
• Rotor Discard Thickness*	0.05 mm	0.002 in
• Rotor Maximum Allowable Assembled Lateral Runout	1.50 mm	0.059 in
• Rotor Maximum Allowable Scoring	23.0 mm	0.906 in
• Rotor Minimum Allowable Thickness After Refinish	0.025 mm	0.001 in
• Rotor Maximum Allowable Thickness Variation	26.0 mm	1.023 in
• Rotor Thickness New		
Front Brakes JL9	296.0 mm	11.653 in
• Rotor Diameter	22.8 mm	0.898 in
• Rotor Discard Thickness*	0.05 mm	0.002 in
• Rotor Maximum Allowable Assembled Lateral Runout	1.50 mm	0.059 in
• Rotor Maximum Allowable Scoring	23.0 mm	0.906 in
• Rotor Minimum Allowable Thickness After Refinish	0.025 mm	0.001 in
• Rotor Maximum Allowable Thickness Variation	26.0 mm	1.023 in
• Rotor Thickness New		
Rear Brakes JL9/J67	270.0 mm	10.630 in
• Rotor Diameter	11.8 mm	0.465 in
• Rotor Discard Thickness*	0.05 mm	0.002 in
• Rotor Maximum Allowable Assembled Lateral Runout	1.50 mm	0.059 in
• Rotor Maximum Allowable Scoring	12.0 mm	0.472 in
• Rotor Minimum Allowable Thickness After Refinish	0.025 mm	0.001 in
• Rotor Maximum Allowable Thickness Variation	14.0 mm	0.551 in
• Rotor Thickness New		
* All brake rotors have a discard dimension cast into them. Replace any rotor that does not meet this specification. After refinishing the rotor, replace any rotor that does not meet the minimum thickness specification.		

10/3/2007

Mar. 6. 2009 4:46PM

SERVICE INFORMATION

Refer to Power Steering System Description and Operation in SI or the appropriate Service Manual 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 safely. 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.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

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Document ID# 1879716
2006 Chevrolet Malibu



10/3/2007

Mar. 6. 2009 4:46PM

Mar. 5. 2009 2:28PM

No. 6579 P. 4

CUSTOMER # [REDACTED]

7 3 5 3 4 0

WORKORDER

PAGE 1

PHILA. PA

HOME [REDACTED] BUS:

SERVICE ADVISOR: 1708 SHENKO, L

NORTHEAST AUTO OUTLET

3301 GRANT AVENUE
PHILADELPHIA, PA 19114
(215) 824-0800 800-673-4712
www.northeastauto.com

05	CHEVROLET MALIBU	1G1ZT61826F	6221/ 6224	T511
01JAN06 DD	17:00 22JUN07	CASH		
22JUN2007 08:06				

LINE	OP CODE	PLAT	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				CPC	CUSTOMER STATES WHEN AT A STOP OR AT VERY SLOW SPEEDS (EX: PARKING) THE POWER STEERING DOES NOT WORK - CUSTOMER CAN HARDLY TURN THE STEERING WHEEL, THE TIRES WILL NOT TURN. <i>OK when Driving higher speeds.</i>
# B 3		0.30		CPC	LUBE OIL & FILTER, TOP OFF ALL FLUIDS AND ADJUST TIRE PRESSURE.

**EXCLUSION OF WARRANTIES**

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE 6 33.95 + tax

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

SERVICE WORKORDER

Reedman-Toll Auto World
U.S. Route 1
Langhorne, PA 19047
(215) 757-4961

JS840069

179919

THOMAS WHITE

4368

T223

01/04/08

CVCS840069

9,329 MED GRY MET 602421

PHILADELPHIA, PA

06/CHEVROLET/MALIBU MAXX/4DR SDN

1 G 1 Z T 6 1 8 2 6 F

01/04/08

MO: 9329

LABOR

CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE
PER RECOMMENDED MILEAGE INTERVAL
TIRE ROTATION COMPLETE

JOB# 5 TOTALS

LABOR

19.95

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL

19.95

TOTALS

* NEXT RECOMMENDED SERVICE:

* 01/02/2009 / 14597 MI 00CVZ004

PA STATE & EMISSIONS

*****		TOTAL LABOR....	94.85
* [] CASH [] CHECK CK NO. []		TOTAL PARTS....	15.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	6.59
		TOTAL INVOICE \$	116.44

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR
EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

CUSTOMER SIGNATURE

JAN 04 PAID

CPO

IN

REEDMAN TOLL

215-757-4961
www.reedmantoll.com

Reedman-Toll Auto World
U.S. Route 1
Langhorne, PA 19047
(215) 757-4961

WAIT

RECOMMENDED SERVICES

RECOMMENDED SERVICES							
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CV2009	9000 MILE SERVICE	MI	67.00	00CV2004	PA STATE & EMISSIONS	MO	79.95

SERVICE HISTORY

SERVICE HISTORY							
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/03/07	826158	7274	3839	1031		11CVZ	STEERING CONCERN
				1031		11CVZ02	STEERING/SUSPENSION
				1031	W	06CVZ12	BRAKE VIBRATION
				1031		00CVZ	MULTI POINT INSP.
11/23/05	711015	3	3839	1544		75CVZMALIBU	NEW CAR PDI
				1544		75CVZ2	EXEMPT EMISSIONSPREP

STATE REG# AL74

SALESPERSON NO. 3154 JAMES A BERTOLINO

S E R V I C E

STATE REG# AL74

[illegible]

JOB #	[ETCH SERIAL#] E573538	[EXT WARRANTY] UNIVERSAL	INITIAL YOUR CHOICE
1	PA STATE INSPECTION		I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS /
2	LUBE OIL FILTER SPEC		I AUTHORIZE THE ABOVE REPAIRS UP TO \$
3	CUSTOMER REQUESTS LUBE OIL AND FILTER BE COMPLETED		DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES
4	SUSPENSION CONCERN		I UNDERSTAND THAT IF I AUTHORIZED YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED ON PER DIAGNOSTIC TIME THE SUM OF \$
5	CUST STATES WHEN FIRST PULLING AWAY AND COMING TO A STOP HEARS A RUBBING SOUND IN THE REAR		CUSTOMER SIGNATURE
6	ENGINE NOISE		ORIGINAL ESTIMATE
7	CUST STATES THAT AT IDLE SOUND LIKE A PERULATING COFFEE POT		AUTHORIZED ADD'L REPAIRS
8	TIRE ROTATION		\$
9	CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE		ADD'L REPAIRS OK'D BY
10			DATE
11			TIME
12			AT PHONE NO. CALLED
13			SPECIFIC AUTHORIZATION GIVEN:
14			
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WAIT

REEDMAN

AUTO WORLD

MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES, MECHANICAL SHOP USES CHILTON LABOR GUIDE MATERIALS, BODY REPAIRS USES MOTOR CRAFT ESTIMATING GUIDE WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANICAL TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY PAINT TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCE A

MELODY UNIVERSITY

U.S. DEPARTMENT OF JUSTICE
FEDERAL BUREAU OF INVESTIGATION
WASHINGTON, D.C. 20535

PAGE 1 OF 1

SERVICE FILE COPY

~~840069~~

No. 1599 P. 22

Mar. 6, 2009 4:48 PM

Mar. 5. 2009 2:28PM

No. 6579 P. 6

CUSTOMER # [REDACTED]

773177

WORKORDER

PAGE 1

NORTHEAST AUTO OUTLET

3301 GRANT AVENUE
PHILADELPHIA, PA 19114
(215) 824-0800 800-673-4712
www.northeastauto.com

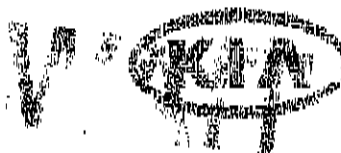
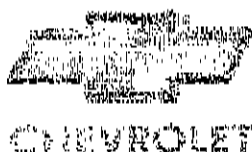
PHILA, PA [REDACTED]
HOME [REDACTED] BUS:

SERVICE ADVISOR: 2286 DAVIS, M

COLOR	YEAR	MAKE/MODEL	VIN	ENGINE	TRANSMISSION
	06	CHEVROLET MALIBU	1G1ZT61826F [REDACTED]	12578/	T1301
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NCU	DATE
01JAN06 IS					
01JAN06 DE		17:00	01AUG08		CASH
REG OPENED	READY	OPTIONS:			
01AUG2008 09:18					

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
A LOF CPC LUBE OIL AND FILTER
EST: TOTAL 34.95

B ROTATE CPC ROTATE TIRES
EST: TOTAL 24.95

Declined 15K**EXCLUSION OF WARRANTIES**

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE # 59.90

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE:

[REDACTED]

SERVICE WORKORDER

Mar. 5, 2009 2:28PM

No. 6579 P. 7

LINE	Technicians Notes	Hrs.	Additional Service Request			LINE	Time Clock	
			Service Required	Parts Amount	Labor Amount		ON	OFF
							ON	OFF
	Cause:						ON	OFF
	Corrections:						ON	OFF
							ON	OFF
	Cause:						ON	OFF
	Corrections:						ON	OFF
							ON	OFF
	Cause:						ON	OFF
	Corrections:						ON	OFF

FLAGS:

Mar. 5. 2009 2:27PM

No. 6579 P. 3

717050

NORTHEAST AUTO OUTLET

ACCOUNTING

3301 GRANT AVENUE
PHILADELPHIA, PA 19114
(215) 824-0800 800-673-4712
www.northeastauto.com

PAGE 1

SERVICE ADVISOR: 1706 L SHENKO

PHILA, PA

HOME

BUS:

MODEL	YEAR	MAKE	MODEL	PLATE	TYPE	TYPE	TYPE
06	CHEVROLET	MALIBU	1G1ZT61826F	3066/3066	T351		

DEL DATE	PRO DATE	WARR EXP	PROMISE	DATE	PAYMENT	DATE
01JAN06	IS		17:00	20DEC06	CASH	20DEC06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

LOF LUBE OIL AND FILTER

1 25010792 FILTER

2 25010792 EXON FWD

3066 LOF

HIGHS SPEEDS WHEN PARKING IN A LIGHT SPOT. RNR STEERING HARD TO STEER
CAUSE:

DEER CUSTOMER CONCERN NOT DEPLETED

172 WARC 0.03 0.30

740

2423

24.23

24.23

CLAIM TYPE:

RTH CODE:

740

2423

TLABOR

DOE NORMAL COMMISSION NO PROP FOUND AT THIS TIME

EST 02 55 20DEC06 REP 01 SA 170

BAILRONCENAL DISPOSAL WTB 0 200 2.00

DATE	START	FINISH	DURATION	TYPE	TECH	DATE	TYPE
12-20-06	08:49	09:57	1.13	W	172	A	
12-20-06	09:57	09:59	0.02	W	172	B	

ACCOUNT	SALES	COST	CONTROL	ACCOUNT	SALES	COST	CONTROL
46000	1519	740		46700	1545	1125	
46200	2423	740		46700	200	0	
32400	228	0		22520	3492	*****	
25500	2423	*****					

COST, SALE, & COMP TOTALS

2605

5687

0

I agree to pay all sums due as set forth on this invoice and in the event of non-payment or returned checks I agree to pay all collection costs including reasonable attorney fees.

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	AMOUNT
LABOR AMOUNT	15.19
PARTS AMOUNT	15.45
GAS, OIL, LUBE	0.00
BULLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	32.64
CHARGE AMOUNT DUE	0.00
SALES TAX	2.28
PLEASE PAY THIS AMOUNT	34.92

Reedman-Toll Auto World
U.S. Route 1
Langhorne, PA 19047
(215) 757-4961

RECOMMENDED SERVICES							
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY							
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

P D I

STATE REG# AL74

VEHICLE ID No. 1G1ZT61826F		YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU MAXX/4DR SDN		PROD. DATE 602421	LICENSE No. 711015
REEDMAN-TOLL AUTO WORLD U.S. ROUTE 1 P.O. BOX 3004 LANGHORNE, PA 19047		CUSTOMER No. 10	SERVICE CONTRACT	DEL. DATE	DEL. MILE
RESIDENCE PHONE 215-757-4961		BUSINESS PHONE 215-757-4961		CONTRACT No.	EXP. DATE
TIME RECEIVED 02:29pm		DATE / TIME PROMISED 11/24/05 12:30pm		EXP. MILES	TAG No. M533
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		LABOR RATE		ADVISOR No. 3839	ADVISOR JOHN J KUDZMAS

ORIGINAL CUSTOMER ESTIMATE: TOTAL
0.00

X

1. **75CVZMALIBU NEW CAR PDI**
2. **75CVZ EXEMPT EMISSIONS PREP**
PERFORM EXEMPT EMISSIONS PREP
3. **75CVZ PDI FLUID ADDS**
ADD FLUIDS AS NEEDED
4. **75CVZ ACCESSORIES**
INSTALL STARTER KILL
5. **75CVZ ETCH**
INSTALL UNIVERSAL ETCH

IN

REEDMAN TOLL

AUTO WORLD

215-757-4961
www.reedmantoll.com

Reedman-Toll Auto World
U.S. Route 1
Langhorne, PA 19047
(215) 757-4961

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPL	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

P D I

STATE REG# AL74

Tech #	1012161826F	YEAR/MAKE/MODEL	06/CHEVROLET/MALIBU MAXX/4DR SDN	PRODUCTION DATE	602421	LICENSE NO.	7P1015
Parking Space	REEDMAN-TOLL AUTO WORLD U.S. ROUTE 1 P.O. BOX 3004 LANGHORNE, PA 19047	CUSTOMER NO.	10	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
		COPIES	MED GRY MET/EBONY	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	7P2305
	RESIDENCE PHONE 215-757-4961 BUSINESS PHONE 215-757-4961	TURBO	CVZZ	AIR COND.	R.G.	TRANS	MILEAGE
	02:29pm 11/24/05 12:30pm	ADVISOR	3839	ADVISOR	JOHN J KUDZMAS		
APPOINTMENT		LABOR RATE					

JOB	ORIGINAL CUSTOMER ESTIMATE	TOTAL	0.00
1	75CVZMALIBU	NEW CAR PDI	1544
2	75CVZZ	EXEMPT EMISSIONS PREP	1544
3	75CVZZ	PERFORM EXEMPT EMISSIONS PREP	45599 L9936
4	75CVZZ	PDI FLUID ADDS	1544
5	75CVZZ	ADD FLUIDS AS NEEDED	1544
6	75CVZZ	ACCESSORIES	1544
7	75CVZZ	INSTALL STARTER KILL	1544
8	75CVZZ	INSTALL UNIVERSAL ETCH	1544
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100	75CVZZ	ETCH	1544

PAGE 1 OF 1

CUSTOMER COPY

No. 1599 P. 5

Mar. 6. 2009 4:44PM



Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number

1G1ZAG19266

Dealer/BAC Code

133419

Stock #

62421

Repair Order #

711015

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Manager's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:

- ☒ Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF 20 RF 30 LR 30 RR 30

- ☒ Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- ☒ Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- ☒ Verify RPO and RPA options
- ☒ Install all accessories; check fit, finish and operation

Road Test:

ODOMETER: Before 2 After 3

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

During Road Test:

Drive on a legal roadway with road conditions permitting evaluation of the following:

- ☒ Engine Performance: Cold start, idle quality
- ☒ HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☒ Radio, cassette and CD player (regular, steering wheel and rear controls)
- ☒ Steering wheel - center position
- ☒ Steering for loads, pulls, vibration at idle, vibration while driving
- ☒ Wipers, delay and washers (front and rear)
- ☒ Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ☒ Unusual wind noise

- ☒ Unusual noises/vibrations
- ☒ Squeaks and rattles
- ☒ Transfer case or TAPshift function (if equipped)
- ☒ Cruise/adaptive cruise (if equipped)
- ☒ OnStar for connectivity (if equipped)
- ☒ Transmission shifter, clutch, noise, shift smoothness
- ☒ Engine performance: Hot start, idle quality
- ☒ Check for MIL, SES, SVS, and warning lights

Under Hood:

- ☒ Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

VOLTAGE

DATE 11/28/05 INITIAL [Signature]

- ☒ Remote hood release, latch and hood safety latch
- ☒ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☒ Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- ☒ Fluid levels: Add as required

Body/Chassis:

- ☒ Doors, locks, keys and keyless entry system
- ☒ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☒ Neutral start safety switch (if equipped)
- ☒ Power mirrors (if equipped)
- ☒ Horn
- ☒ Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- ☒ Seats: Check operation and that removable seats are properly secured

- ☒ Seat belts: material, operation and latches
- ☒ Child Comfort Guide - elastic cord visible (if equipped)
- ☒ Removable top/panel, convertible top
- ☒ Displays, gauges and lights (head, driving/rog tall, parking, turning, reverse, running, brake, and hazard)
- ☒ Trunk safety release (if equipped)
- ☒ Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

Under Vehicle:

- ☒ Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- ☒ Brakes/fuel lines secured in clips
- ☒ Check all fluid systems for leaks

Final Inspection & Preparation:

Perform just prior to delivery.

- ☒ Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ☒ Install floor mats (if equipped)
- ☒ Thorough exterior wash and dry; check for water leaks
- ☒ Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- ☒ Erase all messages on voice recorder (if equipped)
- ☒ Reset fuel economy readings
- ☒ Set clock/calendar to local time
- ☒ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ☒ Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed by:

Technician (Print Name) R. Wilson

Service Manager (Signature) [Signature]

Date 11-29-05

Printed in USA

File With Repair Order

1/05

10288085

Mar. 6. 2009 4:44PM

No. 1599 P. 2

MAR 6, 2009 SUMMARY HISTORY DISPLAY

Store 01 SERVC01 PORT 5086 3030

CUSTOMER NAME

SERIAL NO. 1G1ZT61826F

TOTAL R/O'S

3

TOTAL SERV. DAYS 7

MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	840069	01/04/2008	9329	A	4368			
				T	1031	1	C 00CVZ005	PA STATE/EXEMPT
				T	1031	2	C 00CVZ001	LUBE/OIL/FILTER
				T	1031	3	I 09CVZ	SUSPENSION CONCE
				T	1031	4	I 13CVZ03	ENGINE NOISE
				T	1031	5	C 00CVZ04	4 TIRE ROTATION
2	826158	10/03/2007	7274	A	3839			
				T	1031	1	I 11CVZ	STEERING CONCERN
				T	1031	2	I 11CVZ02	STEERING/SUSPENS
				T	1031	3	W 06CVZ12	BRAKE VIBRATION
				T	1031	4	I 00CVZ	MULTI POINT INSP
3	711015	11/23/2005	3	A	3839			
				T	1544	1	I 75CVZMALIBU	NEW CAR PDI
				T	1544	2	I 75CVZ2	EXEMPT EMISSIONS
				T	1544	3	I 75CVZZ7	PDI FLUID ADDS

(E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S-SUMMARY PRINT) (TAB)

Mar. 6. 2009 4:44PM

No. 1599 P. 1

REEDMAN TOLL AUTO WORLD

1700 EAST LINCOLN HIGHWAY

LANGHORNE, PA 19047

Phone: (215) 757-4961

Fax: (215) 757-7971

To: GM Legal (Patricia Easley)

866-508-1966

From: Reedman Toll Chevy

Date: 3/6/09

Re: [REDACTED]

Pages: (including cover) 23 pages

CC:

☒ For Review☐ Please Comment☐ Please Reply☐ Please Recycle

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Mar. 6. 2009 4:44PM

No. 1599 P. 3

Chevrolet MalibuDate **11/23/05** Stock No **602421**Make **Chevrolet Malibu**S O No. **JMCG1P**Serial No. **1G1ZT61826F**Trim **Ebony Custom Cloth**Paint **Medium Gray Metallic**Motor **ENG,3.5L 3500 V6 SFI**Key No. IGN **G0416** TrunkBody No. **LT Maxx Sedan**Factory List **\$21,650.00**/ **TCR DAMAGE**~~S/M/FN/TM2/CD/A/RR~~~~C/RB/TC/WC/B/S/LP/MF~~**CD W CART****NAV. SYS. W CART****AIR GAGE****DVD W REMOTE****HEADPHONE 2**

No. 1599 P. 4

Mar. 6. 2009 4:44PM

REEDMAN-TOLL AUTO WORLD
 812
 LANGHORNE PA 19047-3004

WE OWE

30

NAME [REDACTED] STK. NO. 602421 NEW XXX USED
 ADDRESS [REDACTED] YEAR 2006 MAKE CHEVROLET
 CITY PHILADELPHIA STATE PA ZIP [REDACTED] MODEL 4DR SDN
 PHONE [REDACTED] VIN NO. 1G1ZT61826F [REDACTED]
 SALESPERSON JAMES A BERTOLINO DEL. DATE 03/31/2006

QTY.	NAME OF ITEM	PART
	NO ADDITIONAL ITEMS DUE	
	NOTHING ADDITIONAL PROMISED	
	THIS RECEIPT MUST BE PRESENTED FOR SERVICE	

I hereby accept this WE OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed.

(FOR APPOINTMENT CALL SERVICE DEPT.)

CUSTOMER [REDACTED]
 FORM 100-100 (REV. 1/05)

Reynolds and Reynolds

DATE 03/31/2009

APPROVED [Signature]

MGR:

Mar. 5. 2009 2:26PM

No. 6579 P. 1

NORTHEAST AUTO OUTLET

3301 GRANT AVENUE PHILADELPHIA, PA 19114 215-824-0800

TELECOPIER COVER LETTER

DATE

3-5

PLEASE DELIVER THE FOLLOWING PAGE(S) TO:

NAME

Patricia Easley

FIRM

GM BRC

FAX NUMBER

866 508 1964

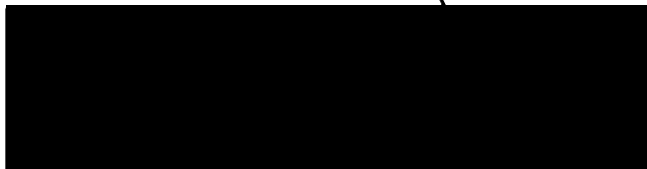
SENT BY

Erica

TOTAL NUMBER OF PAGES

9

MESSAGE:

RO History for

OUR FAX NUMBER: 215 - 824 - 2083

CONFIDENTIALITY

This message is intended only for the use of the individual or the entity to whom it is addressed and may contain information that is privileged, confidential, or exempt from disclosure under applicable federal or state law. If the reader of this message is not the intended recipient or the employee or agent responsible for delivering the message to the intended recipient, then you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this facsimile in error, please immediately notify us by fax or telephone at the numbers above. Thank You.

Mar. 5. 2009 2:27PM No. 6579 P. 2

GM

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

VIA FAX ONLY

March 5, 2009

Leon Newman, Service Director
NORTHEAST CHEVROLET
3301 GRANT AVE
PHILADELPHIA, PA 19114-2629

RE:

Service Request: 71-695081590
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61826F
Customer Relationship Specialist: Patricia Easley

Dear Leon Newman:

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, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents within 24 hours. Thank you for your assistance.

Sincerely,

General Motors Corporation



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

By: Pat Easley State: PA

Customer Name: [REDACTED] Service Request: 71-695081590 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT61826F [REDACTED] In Service Date: 3/31/2006 Vehicle is: NEW BAC Code: 206432
 Year, Make & Model: 2006 Chevrolet Malibu Maxx Vehicle Purchased Used on: N/A
 Lien holder: GMAC ☒ Other ☐: {Name} DVM requests Purchase Price of
 involvement?: no Vehicle: \$ 22,684.04
 Was TAC contacted for this vehicle NO

If TAC was NOT contacted, why? No need to as customer has been in for a concern not duplicated and pitted rotors.

VEHICLE REPAIR HISTORY☒ Brakes

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10-2-07	826158	*	7,271	C/S vibration when braking. Happens at highway speed. /All 4 rotors pitted and have excessive thickness variations. Road test and inspect. – Machine all 4 rotors and road test. Necessary to replace front rotors due to being warped.

☒ Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1-4-08	840069	*	9,329	C/S that at idle, sound like a percolating coffee pot. -No problem found . All noises normal.

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12-20-06	717050	1	3,066	C/S when parking in a tight spot power steering hard to steer-Customer concern not duplicated. Normal condition. No problem found at this time.
6-22-07	735340	1	6,221	C/S when at a stop or at a very slow speed, (ie. parking), the power steering does not work. Customer can hardly turn the steering wheel. The tires will not turn. OK when driving at higher speeds. /Scan power steering system. No codes. Road test. Make parking maneuvers. Cannot duplicate. Working Normally.
1-20-09	786635	1	14,528	C/S check power steering. Inoperative when making parking maneuvers. /Scan PSCM. No codes. Road test. Cannot duplicate concern.

☒ Axle

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1-4-08	840069	1	9,329	C/S when first pulling away and coming to a stop, hears a rubbing sound in the rear.- No problem

☒ Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10-3-07	826158	1	7,271	C/S power steering does not seem to be operating when driving at low speeds. /Check operation. All 4 tires 10 PSI low. –Adjust tire pressures and check. OK. C/S torque steering takes wheel out of hands when lane changing at highway speed.-See JOB #1.

Accident/Insurance Information:

Has the vehicle ever been involved in an accident?**No**

Did you confirm your answer with the dealer?**Yes**

What type of damage was sustained (example front end collision)**N/A**

Are the RO's attached if the vehicle was in an accident? **N/A**

Has the customer filed any insurances claims on this Vehicle? **N/A**

If Yes. Did the insurance company deny the claim? **N/A**

Are there any Aftermarket Modifications to the Vehicle?**NO**

Have you confirm this with the dealership? **Yes**

THE STATE LEMON LAW READS:

Days out of service: **30**

Repairs **3**

Time period : **12 months, 12,000 miles**

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:

Total days out of service during the presumption period:

Total days out of service during customer's ownership:

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

RATIONALE

REASON FOR REMOVAL

CRS FINAL OFFER:

DATE:

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

**PLAINTIFF'S FINAL
DEMAND:**

DATE:

AMOUNT TO CUST: \$

ATTORNEY FEES: \$

OR INCLUSIVE OFFER: \$

TEAM MANAGER APPROVING:

Date:

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

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

ROBERT M. SILVERMAN⁺
CRAIG THOR KIMMEL⁺

⁺ Member, PA Bar
^{*} Member, NJ Bar
[^] Member, DE Bar
[~] Member, NY Bar
[^] Member, MA Bar
[#] Member, MD Bar
^{*} Member, OH Bar
[§] Member, MI Bar
[™] Member, NH Bar
[™] Member, CT Bar



1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

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

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 60 Hartford Pike, P.O. Box 325, Dayville, CT 06241, P (860) 866-4380, F (860) 263-0919

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT[™]
ROBERT A. RAPKIN[†]
MELISSA K. FIALA[™]
IRA P. SMADES[†]
ANGELA K. TROCCOLI[™]
FRED DAVIS[™]
AMY L. BENNECOFF[™]
CHRISTINA GILL ROSEMAN[™]
RICHARD A. SCHOLER[™]
KATE G. SHUMAKER[™]

March 4, 2009

VIA EMAIL ONLY
gmerinfo@gmexpert.com

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

Re: [REDACTED] **v. General Motors Corporation**
Vehicle: 2006 Chevrolet Malibu-Maxx
Date of Purchase: 03/31/2006
Place of Purchase: Reedman Toll, Langhorne
VIN: 1G1ZT61826F[REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the 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: Frederick Grace

North American Operations

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

GM

CHECK No. [REDACTED]

50-93
213

DATE
05/07/09

*****6,500 DOLLARS

*****00 CENTS

AMOUNT
*****6,500.00

PAY
TO THE
ORDER
OF

CHICAGO IL [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

Ben D. Albee
SIGNATURE

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

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

05/07/09

VENDOR
DUNS NO. BB 000000011

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G2ZG558964 [REDACTED]

05/06/09
71-701759847.1-BXXJ3Z

VM 1-BXXJ3Z

00.0000

6,500.00

.00

6,500.00

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

M3

TOTAL

6,500.00

.00

6,500.00

May 5, 2009

Connie Postelli, Esq.
Law Offices of Connie J Postelli
19952 Torrence Ave
Lynwood, IL 60411

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
Customer Relationship Specialist: Shera Vasquez

Dear Ms. Postelli:

Enclosed please find a check in the amount of \$6,500.00 made payable to [REDACTED] and [REDACTED] to settle the above-referenced case.

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

Sincerely,

General Motors Corporation

LG0062
V07092007



james.cocking@GM.COM
02/12/2009 10:29 PM

To cynthia_reyes@gmexpert.com
cc
bcc
Subject Re: DVM notification - Please reply SR#71-701759847 - [REDACTED]

Option D please: D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

Jim Cocking

North Central Region

District Service Manager

PH: (312)343-4231 cell

To learn more about GM's great lineup of cars and trucks, go to www.GM.com. Did you know all 2009 Chevrolet, Buick, Pontiac, GMC, Saturn, Hummer, Saab and Cadillac models are backed by the GM 5 year, 100,000 mile warranty? It's the best coverage in America from the biggest brand in America. GM...the global company that's proud to be American.

cynthia_reyes@gmexpert.com

02/12/2009 01:48 PM

To james.cocking@gm.com
cc
Subject DVM notification - Please reply SR#71-701759847 - [REDACTED]

DVM Region 50 James Cocking:

Hi, my name is Cynthia Reyes. This email is to follow up on my voicemail regarding Service Request 71-701759847 for customer [REDACTED]. The customer's vehicle is a 2006, Pontiac G6 with 24,344 miles. Vin# 1G2ZG558964 [REDACTED]. The customer has been working with Roger's Auto Group in Chicago, IL. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply) and would like to review any potential offer of repurchase before it is made.

B) I am not aware of this vehicle or customer's concerns. However, I would like to review any potential offer of repurchase before it is made.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

Please reply only by email with one of the above options within 24 hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Cynthia Reyes
cynthia_reyes@gmexpert.com
866-790-5600 ext. 1115

Andrea Medlock
Paralegal
Krohn & Moss, Ltd
Consumer Law Center
Phone: 312-578-9428 x 223
Fax: 866-289-0898

Krohn & Moss, Ltd.

Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Washington DC, Wisconsin

Main Office

120 West Madison, 10th Floor

Chicago, Illinois 60602

www.krohnandmoss.com

Writer's Direct Number

(312) 578-9428 Ext. 216

Writer's Direct Facsimile

(866) 309-9458

Writer's Direct E-Mail

gmoss@consumerlawcenter.com

Writer licensed to practice

only in:

Illinois

Wisconsin

February 13, 2009

VIA FACSIMILE: 866-363-8695
with confirmation received

General Motors Corporation
Attn: BRC Legal/Cynthia Reyes
P.O. Box 33170
Detroit, MI 48232

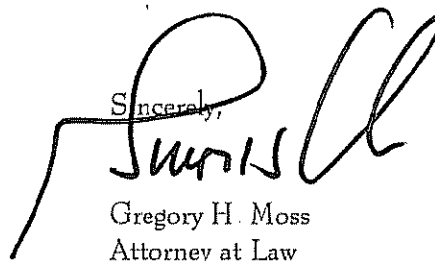
RE: [REDACTED] v. General Motors Corporation

Dear Ms. Reyes:

Pursuant to your request dated February 12, 2009, please find attached our client's documentation.

If you have any questions or comments, please contact me immediately. Thank you in advance for your cooperation.

Sincerely,



Gregory H. Moss
Attorney at Law

GM/am

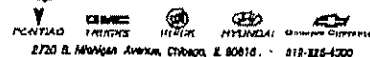
FROM :

FAX NO. :

Feb. 04 2009 05:51PM P1

95172

308379

Rogers Auto Group

2720 S. Michigan Avenue, Chicago, IL 60616 - 312-815-4200

Telephone: (312) 225-4300 Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

Chicago License No. 000243

INVOICE

PAGE 1

CHICAGO, IL

HOME:

BUS

CELL:

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964		24623/25678	T418	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	VAR RATE	PAYMENT	INV DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	04FEB09
R.O. OPENED		READY	OPTIONS: STK:P8071A ENG:3.5 Liter SFI TRN:MX0				

09:04 22JAN09 06:54 04FEB09

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

A CUSTOMER STATES THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO TURN WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE NOT TO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY / / 1199 RECALIBRATED SYSTEM AND MODULES WITH TEST

DRIVES

2T MISC

SUBL ENTERPRISE 56043

W

(N/C)

(N/C)

RECALIBRATED AND RELEARNED SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH#2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH#33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL TEST DRIVEN TWICE WITH NO CONCERNS DUPLICATED AFTERWARDS

B GM QUICK LUBE PLUS-28 POINT SAFETY CHECK

3K GM QUICK LUBE PLUS-28 POINT SAFETY CHECK

2 CR6

1 25010792 FILTER

1 SOLVENT WASHER

5 OIL ENGINE

1 LUBE GREASE

	12.85	12.85
5.00	5.00	5.00
1.62	1.62	1.62
1.69	1.69	8.45
0.35	0.35	0.35

C COURTESY VISUAL SERVICE INSPECTION

CAUSE: RENTAL

Z7903 3 DAYS RENTAL

2 W

FC 99 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

(N/C)

This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS."

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
EPA CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer's Signature: _____

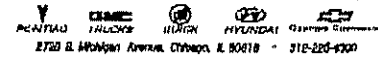
FROM :

FAX NO. :

Feb. 04 2009 05:51PM P2

95172

308379

Rogers Auto Group

2720 S. Michigan Avenue, Chicago, IL 60618 - 312-225-4300

Telephone: (312) 225-4300 - Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

Chicago License No. 000243

INVOICE

PAGE 2

CHICAGO, IL

HOME:

BUS

CELL:

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964		24623/25678	T418	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	VAR RATE	PAYMENT	INV DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	04FEB09
R.O. OPENED		READY	OPTIONS: STK:P8071A ENG:3.5 Liter SFI TRN:MX0				

09:04 22JAN09 06:54 04FEB09

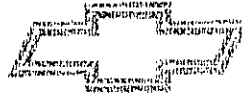
LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

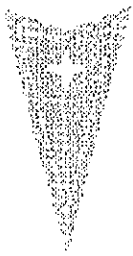
 * OUR SERVICE STAFF WANTS YOU "COMPLETELY
 * SATISFIED", IF WE FAIL TO DO SO PLEASE *
 * CONTACT US IMMEDIATELY SO THAT WE MAY *
 * CORRECT YOUR CONCERN. AGAIN THANK YOU *
 * FOR YOUR VALUED BUSINESS. *

GMC

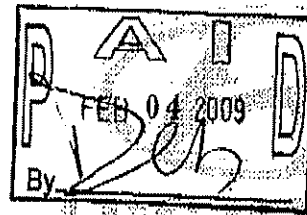
BUICK



GENUINE CHEVROLET



PONTIAC



This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS."

Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	12.85
PARTS AMOUNT	15.42
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	0.00
TOTAL CHARGES	28.27
LESS INSURANCE	0.00
SALES TAX	1.58
PLEASE PAY THIS AMOUNT	29.85

FROM :

FAX NO. :

Feb. 04 2009 05:52PM P3

95172

308379

**ROGERS
AUTO GROUP**

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616
 Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

ACCOUNTING

PAGE 1

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

CHICAGO, IL

HOME:

BUS:

CELL:

BLU	06	PONTIAC G6	1G2ZG558964	24623/25678	T418
DEL DATE	PROD DATE	WARE EXP	PROMISED	PD NO	INV DATE
06MAR06 IS			17:00 22DEC08		
R.O. OPENED	READY	OPTIONS: STK:P8071A ENG:3.5 Liter SFI TRN:MX0		120.00 CASH	04FEB09
09:04 22JAN09	06:54 04FEB09				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO TURN WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE NOT TO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY / / 1199 RECALIBRATED SYSTEM AND MODULES WITH TEST DRIVES											
				2	IMISC	0.00	0.00	0	0	0.00	0.00
SUBL ENTERPRISE 56043											
				W		48600	48600			486.00	486.00

VERSION 1 (EMP# 28,04FEB09 06:52): RECALIBRATED AND RELEARNED SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH#2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH#33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL
 VERSION 2 (EMP# 28,04FEB09 06:54): RECALIBRATED AND RELEARNED SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH#2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH#33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL. TEST DRIVEN TWICE WITH NO CONCERNS. DUPLICATED AFTERWARDS

B GM QUICK LUBE PLUS-28 POINT SAFETY CHECK											
	2	CR6	0.40	0.40	1210	1285					
	1	25010792 FILTER			386	500	0	5.00	12.85	12.85	
	1	SOLVENT WASHER			162	162	0	1.62	5.00	5.00	
	5	OIL ENGINE			845	845	0	1.69	1.62	1.62	
	1	LUBE GREASE			25	35	0	1.69	1.69	8.45	
								0.35	0.35	0.35	

C COURTESY VISUAL SERVICE INSPECTION
 CAUSE: RENTAL

Z7903 3 DAYS RENTAL

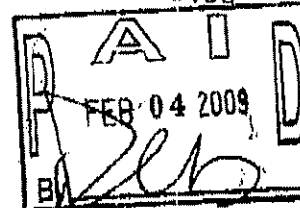
2 W 0.00 0.00 0 0

FC: 99 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ



This business is required to be licensed pursuant to IL revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS."

Customer's Signature

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
EPA CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

FROM :

FAX NO. :

Feb. 04 2009 05:50PM P1

ROGERS AUTO GROUP
2720 S. MICHIGAN AVE
CHICAGO, IL 60616
312-587-4300

C O P Y

02/04/2009 11:00:09

Debited:

Transaction # 1.2
Acc: XXXXXXXXXX
Entry: Swiped
Invoice # 308379
Debited: 29.85

Reference No.: 02161161
Auth.Code: 923330
Response: APPROVAL RH005
Resp. Code: AAR1
Acct Type: CHECKING

CUSTOMER COPY

THANK YOU
HAVE A NICE DAY!

01/30/2009 16:48 913127451963

PAGE 05/06

2nd visit

95172

306271

INVOICE

Rogers Auto Group

2720 E. MONROE AVENUE, CHICAGO, IL 60618 • 312-225-4300
 Telephone: (312) 225-4300 • Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

PAGE 1

CHICAGO, IL

HOME:

BUS:

SERVICE ADVISOR: 75 CINDI X PIUNTI 138

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964		24344/24344	T390	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	VAR RATE	PAYMENT	INV DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	26DEC08
R.O. OPENED		READY	OPTIONS: STK:P8071A ENG:3.5_Liter_SFI TRN:MX0				

12:27 22DEC08 13:19 26DEC08

LINE OPCODE TECH TYPE HOURS

A POWER STEERING LIGHT COMES ON AND ENG DIES RESTARTS BACK UP

CAUSE: SHORTED

EB434 POWER STEERING ASSIST MOTOR REPLACEMENT

2 W

1 25805894 MOTOR

FC: 6G

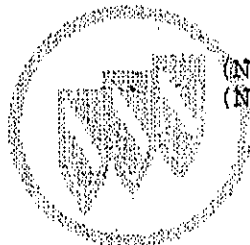
PART#: 25805894

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ.



BUICK

B** RENTAL

CAUSE: RENTAL

Z7904 RENTAL NEEDS, ZONE AUTH

2 W

FC: 99 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ



GENUINE CHEVROLET

SUBL ENTERPRISE PO#55480

W

(N/C)

 * OUR SERVICE STAFF WANTS YOU "COMPLETELY *
 * SATISFIED" IF WE FAIL TO DO SO PLEASE *
 * CONTACT US IMMEDIATELY SO THAT WE MAY *
 * CORRECT YOUR CONCERN. AGAIN THANK YOU *
 * FOR YOUR VALUED BUSINESS. *

This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS."

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

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

Customer's Signature: _____

CUSTOMER COPY

ODOMETER DISCLOSURE STATEMENT

FEDERAL LAW (AND STATE LAW, IF APPLICABLE) REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN A FINE OR IMPRISONMENT.

ROGERS PONTIAC-GMC TRUCK-BUICK-HYUNDAI

STATE THAT

(TRANSFEROR'S NAME - SELLER - PRINT)

20735

THE ODOMETER NOW READS _____ MILES AND TO THE

ODOMETER READING (NO TENTHS)

BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED BELOW, UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

☐ (1) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.

☐ (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE.
WARNING - ODOMETER DISCREPANCY

MAKE PONTIAC	MODEL G6	BODY TYPE SD
VEHICLE IDENTIFICATION NO. 1G2ZG558964	YEAR 2006	DEALER STOCK NO. P8071A

TRANSFEROR'S SIGNATURE (SELLER) <i>X</i>	(PRINTED NAME)	
TRANSFEROR'S STREET ADDRESS (SELLER) 2720 S. MICHIGAN AVE.		
(CITY) CHICAGO, IL 60616	(STATE) IL	(ZIP CODE) 60616
DATE OF STATEMENT 06/16/2008		

TRANSFEREE'S SIGNATURE (BUYER) <i>X</i>	(PRINTED NAME)	
TRANSFEREE'S SIGNATURE (CO-BUYER) <i>X</i>	(PRINTED NAME)	
TRANSFEREE'S NAME (BUYER)		
TRANSFEREE'S ADDRESS (BUYER)		
(CITY) CHICAGO	(STATE) IL	(ZIP CODE) 60616

01/30/2009 16:50 913127451963

PAGE 02/02

95172 RETAIL INSTALLMENT CONTRACT - MOTOR VEHICLE - SIMPLE INTEREST

FEDERAL TRUTH-IN-LENDING DISCLOSURE STATEMENT				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate	FINANCE CHARGE The dollar amount the credit will cost you	Amount Financed The amount of credit provided to you or on your behalf	Total of Payments The amount you will have paid after you have made all payments as scheduled	Total Sale Price The total cost of your purchase on credit, including your downpayment of
16.49 %	\$ 8428.50	\$ 14428.62	\$ 22857.12	\$ 225.00 23582.12

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 317.46	monthly beginning 07/20/2008
N/A	N/A	N/A

Security: You are giving a security interest in the goods being purchased and in any monies, credits or other property of yours in the possession of the Assignee, on deposit or otherwise.

Late Charge: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less.

Prepayment: You have the right to prepay the unpaid balance in full or in part at anytime without penalty. See your contract terms below and on the reverse side for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalties and further information about security interests.

No. _____ Itemization of Amounts Paid on

Cash Price \$ _____

Less Cash Downpayment \$ _____

Value of Trade-In \$ _____

Trade \$ N/A

Lien Payoff \$ N/A

To: N/A

Unpaid Balance of Cash Price \$ _____

Amount Paid to "WE MAY BE RETAINING A" \$ _____

Unpaid Balance Due on Trade-In \$ _____

Year, Make, Model of Buyer's Trs. (Paid to) N/A

*Insurance Companies:

• N/A \$ _____

• N/A \$ _____

• N/A \$ _____

Public Officials (Licenses, Title & Taxes) \$ _____

*Paid to ERT Service Provider for OPTIONAL ERT FOR \$ _____

• To DOC FEE POTODIS \$ _____

• To N/A \$ _____

• To N/A \$ _____

Buyer(s) _____ (Names) _____ (Residence Address) _____ (City) _____ (State) IL

Buyer(s) N/A (Names) _____ (Residence Address) _____ (City) _____ (State) IL

Seller ROGERS AUTO GROUP 2720 S MICHIGAN AVE CHICAGO, IL 60616 (Corporate Firm or Trade Name) _____ (Business Address) _____ (City) _____ (State) IL

Seller hereby sells and Buyer or Buyers, jointly and severally, hereby purchase the following motor vehicle with accessories and equipment thereon for the deferred payment plan in this contract. Buyer acknowledges delivery and acceptance of said motor vehicle in good condition.

Now or Used	Year	Make of Vehicle	Model	Body Style	No. Cyl.	Serial Number	Body Color	To
USED	2006	PONTIAC	G6	SD		1G2ZG558964	BLU	

Buyer Promises to pay to the order of Seller at the offices of: DRIVE FINANCIAL SERVICES (Assignee) located in DALLAS

the Amount Financed shown above together with a Finance Charge on the principal balance of the Amount Financed from time to time unpaid at the rate of _____ per annum 20 JUL until maturity in 2008 installments of \$ 317.46 each and a final installment of \$ 317.46 and continuing on the same day of each successive month thereafter until fully paid. All pay to accrued Finance Charge and the balance to principal. The Finance Charge has been computed on the scheduled unpaid balances of the Amount Financed on the as installments will be paid when due. Guarantor, if any, guarantees collection of all amounts due under this contract upon failure of the Seller to collect from the Buyer.

SECURITY INTERESTS: Seller is granted a purchase-money security interest in the motor vehicle described above and all accessories under the Illinois Uniform Commercial Code and all future indebtedness for taxes, liens, repairs and insurance premiums advanced by holder hereunder are paid in full. Buyer grants assignee the right of set-off or lien on property of Buyer in possession of the Assignee, on deposit or otherwise, excepting IRA or similar deposits. Seller is also granted a security interest in any premium rebates for if financed hereunder, in the proceeds of any insurance or service contract on the motor vehicle, and in the proceeds of any credit life and/or accident and health insurance all amounts due under this contract are paid in full.

ACCELERATION: Buyer agrees that (1) if Buyer shall default in the payment of any installment of the Total of Payments or any other indebtedness due hereon to perform any agreement or warranty made by Buyer herein; or (2) if the motor vehicle shall be lost, stolen, substantially damaged, destroyed, sold, or ceased, attached or levied upon; or (3) if the motor vehicle shall be seized or forfeited for violation of any law or ordinance, State, Federal or Municipal; or (4) if the motor vehicle shall be sold or otherwise disposed of; or (5) if the motor vehicle shall be sold or otherwise disposed of; or (6) if the motor vehicle shall be sold or otherwise disposed of; or (7) if the holder shall, for reasonable cause, deem itself insecure; or (8) if Buyer shall fail to keep the motor vehicle term of this contract, the holder may declare all unpaid installments of the Total of Payments and all other indebtedness secured hereby in full, without notice or demand.

PREPAYMENT: THE BUYER MAY PREPAY IN FULL OR IN PART THE UNPAID BALANCE OF THE CONTRACT AT ANY TIME WITHOUT PENALTY.

DELINQUENCY CHARGE: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 or less. In addition, Buyer agrees to pay reasonable attorneys' fees, costs and expenses incurred in the collection or enforcement of the debt or default. Buyer agrees to pay Finance Charges after maturity of the final installment, or after acceleration upon default, at the Annual Percentage Rate stated hereon any uncured default hereunder, all without relief from valuation or appraisal laws.

INSURANCE AGREEMENT: Motor Vehicle Damage or Loss insurance is required by Seller (Buyer may choose the person through whom the insurance is to be obtained through Seller, the cost for a term of N/A months will be \$ N/A).

Andrea Medlock
Paralegal
Krohn & Moss, Ltd
Consumer Law Center
Phone: 312-578-9428 x 223
Fax: 866-289-0898

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)

Main Office

120 West Madison, 10th Floor

Chicago, Illinois 60602

www.krohnandmoss.com

Writer's Direct Number

(312) 578-9428 Ext. 217

Writer's Direct Facsimile

(866) 289-0898

Writer's Direct E-Mail

scohen@consumerlawcenter.com

Writer licensed to practice

only in:

Illinois

Indiana

March 3, 2009

VIA FACSIMILE: 866-363-8695
with confirmation received

General Motors Corporation
Attn: BRC Legal/Cynthia Reyes
P.O. Box 33170
Detroit, MI 48232

RE: [REDACTED] v. General Motors Corporation

Dear Ms. Reyes:

Pursuant to your request dated February 12, 2009, please find attached our client's documentation.

If you have any questions or comments, please contact me immediately. Thank you in advance for your cooperation.

Sincerely,

Scott M. Cohen
Attorney at Law

SC/am

16307718297

Line 1

08:57:02 p m 02-26-2009

2 / 2

Fax Server

12/3/2008 3:07:38 PM PAGE 3/003 Fax Server

RELEASE OF LIEN INFORMATION

I [REDACTED]
(Client's Name)hereby authorize Drive Financial
(Lien holder Name)[REDACTED] 900 North Dallas, TX [REDACTED] 1-888-222-4227
(Lien holder Address) (Lien holder Phone Number)to release any and all information regarding my loan account # [REDACTED]
(Account Number)with Drive Financial
(Lien holder Name)

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

Date 2-25-09

VEHICLE INFORMATION

The current vehicle mileage is 25000 Date mileage read: 2-25-09[REDACTED]
Signature[REDACTED]
SignatureLG0006
V08012008

1800.1



DISTRICT 1





Lynn Johnson/Austin/GM1

03/13/2009 04:00 PM

To <gmoss@consumerlawcenter.com>

cc

bcc

Subject [REDACTED] v. GM

Mr. Moss: I have assumed this file from Edna Rodriguez as it has not become a lawsuit. Are you still handling personally? I see Edna sent an offer of \$4,000 inclusive yesterday. I am attaching a copy. Have you discussed with the client? Please advise.



Lynn Johnson 2nd Office

Legal Agent/Business Resource Center

Aditya Birla Minacs

Phone: 866-790-5600 ext. 11156

Fax: 866-554-4015

Email: lynn_johnson@gmexpert.com

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

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

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



General Motors Corporation
Business Resource Center
PO Box 37170
Detroit, MI 48231-5170

VIA FAX ONLY

March 16, 2009

Cassie Yates, Esq.
Krohn & Moss, Ltd.
120 W Madison St Fl 10
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
Customer Relationship Specialist: Lynn Johnson

Dear Ms. Yates:

We have received your counteroffer via email dated March 13, 2009. In an attempt to settle this matter, General Motors is making an offer of \$4,600.00 while this matter is still in the Early Resolution program.

We ask that you discuss General Motors Corporation's offer with your client at your earliest opportunity. This offer will remain available for ten (10) calendar days from the date of this letter. If your client agrees with the terms of this offer, please have the offer letter executed where indicated and faxed to the number on the fax cover sheet.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841

cc: FILE
LGG100 VO 093007

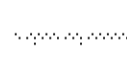
Current Vehicle Mileage

Client's Signature

Client's Signature

Date

Date





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

VIA FAX ONLY

March 12, 2009

Gregory Moss, Esq.
Krohn & Moss, Ltd.
120 West Madison Street 10th Floor
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Moss:

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

After careful review of this case, Pontiac Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$ 4,000.00.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.



Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

Odometer

Client's Signature

Date

Client's Signature

Date



Krohn & Moss, Ltd.
120 W MADISON ST FL 10
CHICAGO, IL 60602



\$0.420
US POSTAGE
FIRST-CLASS
FROM 60602
FEB 06 2009



0625000704567

stamps.com

02-11-09A08:38 RCVD



General Motors Corporation
PO Box 33170
Detroit MI 48232-5170



Krohn & Moss, Ltd.

Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Washington DC, Wisconsin

Main Office

120 West Madison, 10th Floor

Chicago, Illinois 60602

www.krohnandmoss.com

Writer's Direct Number

(312) 578-9428 Ext. 216

Writer's Direct Facsimile

(866) 309-9458

Writer's Direct E-Mail

gmoss@consumerlawcenter.com

Writer licensed to practice

only in:

Illinois

Wisconsin

February 6, 2009

General Motors Corporation

PO Box 33170

Detroit, MI 48232-5170

RE: [REDACTED] v. General Motors Corporation

Vehicle: 2006 Pontiac G6

VIN: 1G2ZG558964 [REDACTED]

Our File No.: I0900292L

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There is a defect present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. The defect includes, but is not limited to:

1. Defective power steering as evidenced by illumination of the power steering light and steering hard and difficult to turn and engine dying out; and
2. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defect listed above constitutes a substantial impairment of the use, value and/or safety of the vehicle. Because of this defect, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take her car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow her the opportunity or permit her to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified in writing of your breach of warranty and of my client's intent to pursue claims for breach of warranty in a court of law should you fail to amicably resolve this matter. Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle. Unless you are willing to accept the return of the vehicle and reimburse my client for all monies paid on the vehicle, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

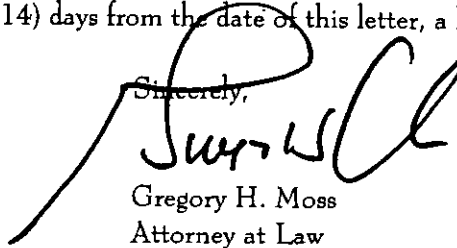
If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client merely requests the return of fifty (50) percent of the purchase price of the vehicle as compensation for its diminished value due to its defects and payment of our attorneys' fees pursuant to the fee-shifting provisions of the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

February 6, 2009

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,

A handwritten signature in black ink, appearing to read "Gregory H. Moss", written over the word "Sincerely,".

Gregory H. Moss
Attorney at Law

GM/dh

cc: [REDACTED]

Fax to Courtney 3-12-09

**Service of Process
Transmittal**

03/10/2009

CT Log Number 514554586



TO: Connie Postelli
Law Office of Connie J. Postelli
19952 Torrence Avenue
Lynnwood, IL 60411

RE: **Process Served in Illinois**

FOR: General Motors Corporation (Domestic State: DE)

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

TITLE OF ACTION: [REDACTED] Pltf. vs. General Motors Corporation, Dft.

DOCUMENT(S) SERVED: Summons (2 sets), Complaint, Affidavit, Exhibit(s)

COURT/AGENCY: Cook County Circuit Court - Municipal Department - First District, IL
Case # 20091116338

NATURE OF ACTION: Product Liability Litigation - Manufacturing Defect - 2006 Pontiac G6 - VIN # 1G2ZG558964 [REDACTED] Inoperable power steering and engine

ON WHOM PROCESS WAS SERVED: C T Corporation System, Chicago, IL

DATE AND HOUR OF SERVICE: By Process Server on 03/10/2009 at 09:30

APPEARANCE OR ANSWER DUE: 03/24/09 at or before 9:30 a.m.

ATTORNEY(S) / SENDER(S): Krohn & Moss Ltd
120 West Madison
10th Floor
Chicago, IL 60602
312-578-9428

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day , 790163828639
Image SOP
Fax Transmittal, Rosemarie Williams 313-665-7572
CC Recipient(s)
Rosemarie Williams, via Regular Mail

SIGNED: C T Corporation System
PER: Jill Duffy-Baricovich
ADDRESS: 208 South LaSalle Street
Suite 814
Chicago, IL 60604
TELEPHONE: 312-345-4336

Page 1 of 1 / DT

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**IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS
MUNICIPAL DEPARTMENT, FIRST DISTRICT**

Plaintiff,

vs.

GENERAL MOTORS CORPORATION

Defendant.

No. 20091116338
Return Date: CALENDAR/ROOM 1106
TIME 09:30
Breach of Warranty
PLEASE SERVE
General Motors Corporation
c/o CT Corporation System
208 S. LaSalle St., Suite 814
Chicago, IL 60604

SUMMONS

To the Defendant:

YOU ARE SUMMONED and required:

1. To file your written appearance by yourself or your attorney and pay the required fee in Room 602 of the Richard J. Daley Center, Chicago, Illinois 60602, at or before 9:30 A.M. on 3-24, 2009.

2. To file your answer to the complaint in Room 602 as required by Par. 3(c) in the Notice to Defendant below.

IF YOU FAIL TO DO SO, A JUDGMENT BY DEFAULT MAY BE TAKEN AGAINST YOU FOR THE RELIEF ASKED IN THE COMPLAINT, A COPY OF WHICH IS HERETO ATTACHED.

To the officer:

This summons must be returned by the officer or other person to whom it was given for service, with Endorsement of service and fees, if any, immediately after service, and not less than 3 days before the day for appearance. If service cannot be made, this summons shall be returned so endorsed. This summons may not be served later than 3 days before the day of appearance.

**THERE WILL BE A FEE:
TO FILE YOUR APPEARANCE,
SINCE CLAIM IS UNDER \$15,000.00,
THE FEE WILL BE \$168.00.**

Witness _____

Clerk of the Circuit Court

Date of service _____, 2009

(To be inserted by officer on copy left with Defendant or other person)

Name: Krohn & Moss, Ltd.
Attorney For: Plaintiff
Address: 120 West Madison Street, 10th Floor
City: Chicago, Illinois 60602
Telephone: (312) 578-9428
Atty No.: 33599

**IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS
MUNICIPAL DEPARTMENT, FIRST DISTRICT**

Plaintiff,

vs.

GENERAL MOTORS CORPORATION

Defendant.

No. 20091116335
Return Date: CALENDAR/ROOM 1106
TIME 09:30
Breach of Warranty
PLEASE SERVE
General Motors Corporation
c/o CT Corporation System
208 S. LaSalle St., Suite 814
Chicago, IL 60604

SUMMONS

To the Defendant:

YOU ARE SUMMONED and required:

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To the officer:

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**THERE WILL BE A FEE:
TO FILE YOUR APPEARANCE,
SINCE CLAIM IS UNDER \$15,000.00,
THE FEE WILL BE \$168.00.**

Witness _____, 2009

Clerk of the Circuit Court

Date of service _____, 2009

(To be inserted by officer on copy left with Defendant or other person)

Name: Krohn & Moss, Ltd.
Attorney For: Plaintiff
Address: 120 West Madison Street, 10th Floor
City: Chicago, Illinois 60602
Telephone: (312) 578-9428
Atty No.: 33599

1. Plaintiff, [REDACTED] ("Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Illinois.
2. Defendant, GENERAL MOTORS CORPORATION ("Manufacturer"), is a foreign corporation authorized to do business in the State of Illinois, County of Cook, and is engaged in the manufacture, sale, and/or distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including ROGERS AUTO GROUP., ("Seller"). Manufacturer does business in all counties of the State of Illinois including Cook County, and maintains offices in the County of Cook, State of Illinois.

BACKGROUND

3. On or about June 16, 2008, Plaintiff purchased from Seller a 2006 Pontiac G6 ("G6"), manufactured by Manufacturer, Vehicle Identification No. 1G2ZG558964 [REDACTED] for valuable consideration (Plaintiff is attempting to locate her purchase contract and will produce same when found. Notwithstanding, Defendant is in possession of same).

4. On information and belief, the purchase price of the G6, excluding registration charges, document fees and sales tax, collateral charges, such as bank and finance charges, totaled approximately \$16,365.00.

5. Plaintiff avers that as a result of the ineffective repair attempts made by Manufacturer, through its authorized dealership network, the G6 was not fit for its ordinary purpose of providing trouble free and reliable transportation.

6. In consideration for the purchase of the G6, Manufacturer issued and supplied to Plaintiff its written warranty which included three (3) year or thirty six thousand (36,000) mile coverage, as well as other warranties fully outlined in Manufacturer's New Car Warranty booklet (See copy of warranty booklet, attached hereto as Exhibit "A").

7. On or about June 16, 2008, Plaintiff took possession of the G6 and shortly thereafter experienced the defect listed below that substantially impairs the use, value and/or safety of the G6.

8. The defect described below violates Manufacturer's warranty issued to Plaintiff, as well as the implied warranty of merchantability.

9. Plaintiff delivered the G6 to Manufacturer, through its authorized dealership network on numerous occasions.

10. Plaintiff avers that the G6 has been subject to repair on at least three (3) occasions for the same defect, and that the defect remains uncorrected.

11. Plaintiff brought the G6 to Seller and/or an authorized service dealer of Manufacturer for the following defect:

- a. Defective power steering as evidenced by illumination of the power steering light and steering hard and difficult to turn and engine dying out; and
- b. Any additional complaints made by our client, whether or not they are contained in the repair records of the Defendant's authorized dealer.

12. Plaintiff provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the G6.

13. After a reasonable number of attempts and/or reasonable amount of time to cure the defect in Plaintiff's G6, Manufacturer was unable and/or failed to repair the defect as provided in Manufacturer's warranty thus causing Defendant's limited remedy to repair the G6 to fail of its essential purpose.

14. Plaintiff justifiably lost confidence in the G6's safety and reliability, and said defect has substantially impaired the value of the G6 to Plaintiff.

15. Said defect could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the G6.

16. As a result of the defect, Plaintiff provided written notice to Defendant.

17. The G6 remains in a defective and unmerchantable condition, and continues to exhibit the above mentioned defect that substantially impairs its use, value and/or safety.

18. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its express warranty and its failure to provide Plaintiff with a merchantable G6.

COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

19. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-18 of this complaint.

20. Plaintiff is a purchaser of a consumer product who received the G6 during the duration of a written warranty period applicable to the G6 and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

21. Manufacturer is a supplier of a consumer product engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.

22. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

23. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the G6 was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

24. Plaintiff's purchase of the G6 was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the G6 to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the G6 in the event that the G6 failed to meet the specifications set forth in Manufacturer's warranty.

25. Manufacturer's warranty was the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the G6 to Plaintiff.

26. Said purchase of Plaintiff's G6 was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

27. Plaintiff has met all of her obligations and preconditions as provided in Manufacturer's written warranty.

28. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

29. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. The diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- c. Such other and further relief that the Court deems just and appropriate.

COUNT II
BREACH OF IMPLIED WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

30. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-18 of this complaint.

31. The G6 purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. §2301(7) running from Manufacturer to the intended consumer, Plaintiff herein.

32. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.

33. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Manufacturer has entered into a contract in writing within ninety (90) days of a purchase to perform services relating to the maintenance or repair of a motor vehicle.

34. Pursuant to 15 U.S.C. §2308, Plaintiff's G6 was impliedly warranted to be substantially free of defects in both material and workmanship, and thereby fit for the ordinary purpose for which the G6 was intended.

35. The G6 was warranted to pass without objection in the trade under the contract description, and was required to conform to the descriptions of the G6 contained in the contracts and labels.

36. The above described defect in the G6 renders the G6 unmerchantable, and thereby not fit for the ordinary purpose for which the G6 was intended and as represented by Manufacturer.

37. As a result of the breach of implied warranty by Manufacturer, Plaintiff is without the reasonable value of the G6.

38. As a result of the breach of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. The diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and

- c. Such other and further relief that the Court deems just and appropriate.

Respectfully Submitted,
MALEA WHITE

By: 

Attorney for Plaintiff

KROHN & MOSS, LTD.
Attorneys for Plaintiff
120 West Madison Street, 10th Floor
Chicago, Illinois 60602
(312) 578-9428
I.D. No. 33599

**IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS
MUNICIPAL DEPARTMENT, FIRST DISTRICT**

Plaintiff,

VS.

GENERAL MOTORS CORPORATION,

Defendant.

No.

SUPREME COURT RULE 222 AFFIDAVIT

NOW COMES the Plaintiff, [REDACTED] by and through her attorneys, KROHN & MOSS, LTD., and pursuant to Supreme Court Rule 222 states as follows:

Plaintiff's attorney, first being duly sworn on oath, deposes and states as follows:

1. That I am one of the attorneys representing the Plaintiff with regard to the above-captioned matter.
2. I have personal knowledge regarding the facts and circumstances of the above-captioned matter.
3. The Plaintiff in the case seeks money damages less than \$50,000.00.
4. Upon information and belief, I value the claim of Plaintiff to be less than \$50,000.00.
5. Further Affiant sayeth not.

By:

Attorney for Plaintiff

EXHIBIT A

IMPORTANT: This booklet contains important information about the vehicle's warranty coverage. It also explains owner assistance information and GM's participation in an Alternative Dispute Resolution Program.

Keep this booklet with your vehicle and make it available to a Pontiac dealer if warranty work is needed. Be sure to keep it with your vehicle if you sell it so future owners will have the information.

Owner's Name:

Street Address:

City & State:

Vehicle Identification Number (VIN):

Date Vehicle First Delivered or Put In Use:

Odometer Reading on Date Vehicle First Delivered or Put In Use:



Protection Plan

Have you purchased the Genuine GM Protection Plan? The GM Protection Plan may be purchased within specific time/mileage limitations. See the information request form in the back of this booklet. Remember, if the service contract you are considering for purchase does not have the GM Protection Plan emblem shown above on it, then it is not the Genuine GM Protection Plan from GM.

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Part No. 06PONTWAR A First Printing

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An Important Message to Pontiac Owners...

Pontiac's Commitment to You

We are committed to assuring your satisfaction with your new Pontiac.

Your Pontiac dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

Owner Assistance

Your Pontiac dealer is best equipped to provide all of your service needs. Should you ever encounter a problem that is not resolved during or after the limited warranty period, talk to a member of dealer management. Under certain circumstances, GM and/or GM dealers may provide assistance after the limited warranty period has expired when the problem results from a defect in material or workmanship. These instances will be reviewed on a case-by-case basis. If your problem has not been resolved to your satisfaction, follow the "Customer Satisfaction Procedure" as outlined under *Owner Assistance on page 27*.

We thank you for choosing a Pontiac.

GM Participation in an Alternative Dispute Resolution Program

See the "Customer Satisfaction Procedure" under *Owner Assistance on page 27* for information on the voluntary, non-binding Alternative Dispute Resolution Program in which GM participates.

Warranty Service — United States and Canada

Your selling dealership has made a large investment to ensure that they have the proper tools, training, and parts inventory to make any necessary warranty repairs should they be required during the warranty period. We ask that you return to your selling dealer for warranty repairs. In the event of an emergency repair, you may take your vehicle to any authorized GM dealer for warranty repairs. However, certain warranty repairs require special tools or training that only a dealer selling your brand may have. Therefore, not all dealers are able to perform every repair. If a particular dealership cannot assist you, then contact the Customer Assistance Center. If you have changed your residence, visit any Pontiac dealer in the United States or Canada for warranty service.

Warranty Coverage at a Glance

The warranty coverages are summarized below.

New Vehicle Limited Warranty

Bumper-to-Bumper (Includes Tires)

- Coverage is for the first 3 years or 36,000 miles, whichever comes first.

Sheet Metal

- Corrosion coverage is for the first 3 years or 36,000 miles, whichever comes first.
- Rust-through coverage is for the first 6 years or 100,000 miles, whichever comes first.

6.6L DURAMAX® Diesel Engine (If Equipped)

- Coverage is for the first 3 years or 36,000 miles, whichever comes first. It then has a \$100.00 deductible charge after the 3 years or 36,000 miles up to 5 years or 100,000 miles, whichever comes first.

Emission Control System Warranty

For light duty trucks, see "How to Determine the Applicable Emissions Control System Warranty" under *Emission Control Systems Warranty* on page 15 for more information.

Federal

- Gasoline Engines
 - Defects and performance for cars and light duty truck emission control systems are covered for the first 2 years or 24,000 miles, whichever comes first. From the first 2 years or 24,000 miles to 3 years or 36,000 miles defects in material or workmanship continue to be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage explained previously.
 - Catalytic converters and powertrain control modules are covered for the first 8 years or 80,000 miles, whichever comes first.
 - Defects and performance for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.
- 6.6L DURAMAX® Diesel Engines are covered for the first 5 years or 50,000 miles, whichever comes first.

California

- Gasoline Engines
 - Defects and performance for cars, light duty, and medium duty truck emission control systems are covered for the first 3 years or 50,000 miles, whichever comes first.
 - Specified components for cars or light duty trucks equipped with light duty or medium duty truck emission control systems are covered for the first 7 years or 70,000 miles, whichever comes first.
 - Defects and performance for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.
- 6.6L DURAMAX® Diesel Engines are covered for the first 5 years, 100,000 miles, or 3,000 hours of operation, whichever comes first.

Noise Emissions

- Coverage is for applicable vehicles weighing over 10,000 lbs based on the Gross Vehicle Weight Rating (GVWR) only, for the entire life of the vehicle.

General Motors Corporation New Vehicle Limited Warranty

GM will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions, and limitations.

What Is Covered

Warranty Applies

This warranty is for GM vehicles registered in the United States and normally operated in the United States or Canada, and is provided to the original and any subsequent owners of the vehicle during the warranty period.

Repairs Covered

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. Needed repairs will be performed using new or remanufactured parts.

No Charge

Warranty repairs, including towing, parts, and labor, will be made at no charge.

Obtaining Repairs

To obtain warranty repairs, take the vehicle to a Pontiac dealer facility within the warranty period and request the needed repairs. A reasonable time must be allowed for the dealer to perform necessary repairs.

Warranty Period

The warranty period for all coverages begins on the date the vehicle is first delivered or put in use and ends at the expiration of the coverage period.

Bumper-to-Bumper Coverage

The complete vehicle is covered for 3 years or 36,000 miles, whichever comes first, except for other coverages listed here under "What Is Covered" and those items listed under "What Is Not Covered" later in this section.

Tire Coverage

The tires supplied with your vehicle are covered against defects in material or workmanship under the Bumper-to-Bumper coverage. Any tire replaced will continue to be warranted for the remaining portion of the Bumper-to-Bumper coverage period.

Following expiration of the Bumper-to-Bumper coverage, tires may continue to be covered under the tire manufacturer's warranty. Review the tire manufacturer's warranty booklet or consult the tire manufacturer distributor for specific details.

Accessory Coverages

All GM accessories sold by GM and parts that are permanently installed on a GM vehicle prior to delivery will be covered under the provisions of the New Vehicle Limited Warranty. In the event GM accessories are installed after vehicle delivery, or are replaced under the new vehicle warranty, they will be covered, parts and labor, for the balance of the vehicle warranty, but in no event less than 12 months/12,000 miles. This coverage is only effective for GM accessories permanently installed by a GM dealer or an associated GM-approved Accessory Distributor/Installer (ADI).

GM accessories sold over-the-counter, or those not requiring installation, will continue to receive the standard GM Dealer Parts Warranty of 12 months from the date of purchase, parts only.

GM Licensed Accessories are covered under the accessory-specific manufacturer's warranty and are not warranted by GM or its dealers.

Notice: This warranty excludes:

Any communications device that becomes unusable or unable to function as intended due to unavailability of compatible wireless service from the wireless communication carrier that provides service for the OnStar® system.

Sheet Metal Coverage

Sheet metal panels are covered against corrosion and rust-through as follows:

Corrosion: Body sheet metal panels are covered against rust for 3 years or 36,000 miles, whichever comes first.

Rust-Through: Any body sheet metal panel that rusts through, an actual hole in the sheet metal, is covered for up to 6 years or 100,000 miles, whichever comes first.

Important: Cosmetic or surface corrosion, resulting from stone chips or scratches in the paint, for example, is not included in sheet metal coverage.

Towing

Towing is covered to the nearest Pontiac dealer if your vehicle cannot be driven because of a warranted defect.

6.6L DURAMAX® Diesel Engine Coverage

For trucks equipped with a 6.6L DURAMAX® Diesel Engine, the diesel engine, except those items listed under "What Is Not Covered" later in this section, is covered for 5 years or 100,000 miles, whichever comes first. A \$100.00 deductible per repair visit may apply after the vehicle has been in use for 3 years or 36,000 miles, whichever comes first. For additional information, refer to *Things You Should Know About the New Vehicle Limited Warranty* on page 9. Also refer to the appropriate emission control system warranty for possible additional coverages.

What Is Not Covered

Tire Damage or Wear

Normal tire wear or wear-out is not covered. Road hazard damage such as punctures, cuts, snags, and breaks resulting from pothole impact, curb impact, or from other objects is not covered. Also, damage from improper inflation, spinning, as when stuck in mud or snow, tire chains, racing, improper mounting or dismounting, misuse, negligence, alteration, vandalism, or misapplication is not covered.

Damage Due to Bedliners

Owners of trucks with a bedliner, whether after-market or factory installed, should expect that with normal operation the bedliner will move. This movement may cause finish damage and/or squeaks and rattles. Therefore, any damage caused by the bedliner is not covered under the terms of the warranty.

Damage Due to Accident, Misuse, or Alteration

Damage caused as the result of any of the following is not covered.

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle such as driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the owner manual.
- Alteration or modification to the vehicle including the body, chassis, or components after final assembly by GM.
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.

Important: This warranty is void on vehicles currently or previously titled as salvaged, scrapped, junked, or totaled.

Damage or Corrosion Due to Environment, Chemical Treatments, or Aftermarket Products

Damage caused by airborne fallout, chemicals, tree sap, stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals, or sealants subsequent to manufacture, etc., is not covered.

See "Chemical Paint Spotting" under *Things You Should Know About the New Vehicle Limited Warranty* on page 9 for more details.

Damage Due to Insufficient or Improper Maintenance

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to use or maintain fluids, fuel, lubricants, or refrigerants recommended in the owner manual is not covered.

Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the owner manual are at the owner's expense. Vehicle lubrication, cleaning, or polishing are not covered.

Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

Items such as:

- Filters
- Brake Pads/Linings
- Clutch Linings
- Keyless Entry Batteries *
- Audio System Cleaning
- Coolants and Fluids
- Wiper Inserts
- Limited Slip Rear Axle Service
- Tire Rotation
- Wheel Alignment/Balance **

are covered only when replacement or repair is the result of a defect in material or workmanship.

* Consumable battery covered up to 12 months only.

** Maintenance items after 7,500 miles.

Extra Expenses

Economic loss or extra expense is not covered.

Examples include:

- Loss of vehicle use
- Inconvenience
- Storage
- Payment for loss of time or pay
- Vehicle rental expense
- Lodging, meals, or other travel costs
- State or local taxes required on warranty repairs

Other Terms: This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

GM does not authorize any person to create for it any other obligation or liability in connection with these vehicles. **Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of this written warranty. Performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. GM shall not be liable for incidental or consequential damages, such as, but not limited to, lost wages or vehicle rental expenses, resulting from breach of this written warranty or any implied warranty.***

* Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Things You Should Know About the New Vehicle Limited Warranty

Warranty Repairs — Component Exchanges

In the interest of customer satisfaction, GM may offer exchange service on some vehicle components. This service is intended to reduce the amount of time your vehicle is not available for use due to repairs. Components used in exchange are service replacement parts which may be new, remanufactured, reconditioned, or repaired, depending on the component involved.

All exchange components used meet GM standards and are warranted the same as new components. Examples of the types of components that might be serviced in this fashion include: engine and transmission assemblies, instrument cluster assemblies, radios, compact disc players, tape players, batteries, and powertrain control modules.

Warranty Repairs — Recycled Material

Environmental Protection Agency (EPA) guidelines and GM support the capture, purification, and reuse of automotive air conditioning refrigerant gases and engine coolant. As a result, any repairs GM may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

Tire Service

Any authorized Pontiac or tire dealer for your brand of tires can assist you with tire service. If, after contacting one of these dealers, you need further assistance or you have questions, contact Pontiac Customer Assistance Center. The toll-free telephone numbers are listed under *Owner Assistance* on page 27.

6.6L DURAMAX® Diesel Engine Components

For trucks equipped with 6.6L DURAMAX® Diesel Engine, the complete engine assembly, including turbocharger components, is covered for defects in material or workmanship for 3 years or 36,000 miles, whichever comes first. No deductible applies during this coverage period. The engine parts listed next continue to be covered, subject to a \$100.00 deductible, for 5 years or 100,000 miles, whichever comes first.

- Cylinder block and heads and all internal parts, intake and exhaust manifolds, timing gears, timing gear chain or belt and cover, flywheel, harmonic balancer, valve covers, oil pan, oil pump, water pump, fuel pump, engine mounts, seals, and gaskets.
- Diesel Fuel Metering System: injection pump, nozzles, high pressure lines, and high pressure sealing devices.

- Glow Plug Control System: control/glow plug assembly, glow plugs, cold advance relay, and ECM.
- Fuel injection control module, integral oil cooler, transmission adapter plate, left and right common fuel rails, fuel filter assembly, fuel temperature sensor, and function block.

Important: Some of these components may also be covered by the Emission Warranty with no deductible. See the "Emission Warranty Parts List" under *Emission Control Systems Warranty* on page 15 for details.

After-Manufacture "Rustproofing"

Your vehicle was designed and built to resist corrosion. Application of additional rust-inhibiting materials is neither necessary nor required under the Sheet Metal Coverage. GM makes no recommendations concerning the usefulness or value of such products.

Application of after-manufacture rustproofing products may create an environment which reduces the corrosion resistance built into your vehicle. Repairs to correct damage caused by such applications are not covered under your New Vehicle Limited Warranty.

Paint, Trim, and Appearance Items

Defects in paint, trim, upholstery, or other appearance items are normally corrected during new vehicle preparation. If you find any paint or appearance concerns, advise your dealer as soon as possible. Your owner manual has instructions regarding the care of these items.

Vehicle Operation and Care

Considering the investment you have made in your Pontiac, we know you will want to operate and maintain it properly. We urge you to follow the maintenance instructions in your owner manual.

If you have questions on how to keep your vehicle in good working condition, see your Pontiac dealer, the place many customers choose to have their maintenance work done. You can rely on your Pontiac dealer to use the proper parts and repair practices.

Maintenance and Warranty Service Records

Retain receipts covering performance of regular maintenance. Receipts can be very important if a question arises as to whether a malfunction is caused by lack of maintenance or a defect in material or workmanship.

A "Maintenance Record" is provided in the maintenance schedule section of the owner manual for recording services performed.

The servicing dealer can provide a copy of any warranty repairs for your records.

Chemical Paint Spotting

Some weather and atmospheric conditions can create a chemical fallout. Airborne pollutants can fall upon and adhere to painted surfaces on your vehicle. This damage can take two forms: blotchy, ring-shaped discolorations, and/or small irregular dark spots etched into the paint surface.

Although no defect in the factory applied paint causes this, Pontiac will repair, at no charge to the owner, the painted surfaces of new vehicles damaged by this fallout condition within 12 months or 12,000 miles of purchase, whichever comes first.

Warranty Coverage — Extensions

Time Extensions: The New Vehicle Limited Warranty will be extended one day for each day beyond the first 24 hour period in which your vehicle is at an authorized dealer facility for warranty service. You may be asked to show the repair orders to verify the period of time the warranty is to be extended. Your extension rights may vary depending on state law.

Mileage Extensions: Prior to delivery, some mileage is put on your vehicle during testing at the assembly plant, during shipping, and while at the dealer facility. The dealer records this mileage on the first page of this warranty booklet at delivery. For eligible vehicles, this mileage will be added to the mileage limits of the warranty ensuring that you receive full benefit of the coverage. Mileage extension eligibility:

- Applies only to new vehicles held exclusively in new vehicle inventory.
- Does not apply to used vehicles, GM owned vehicles, dealer owned used vehicles, or dealer demonstrator vehicles.
- Does not apply to vehicles with more than 1,000 miles on the odometer even though the vehicle may not have been registered for license plates.

Touring Owner Service — Foreign Countries

If you are touring in a foreign country and repairs are needed, take your vehicle to a GM dealer facility, preferably one which sells and services Pontiac vehicles. Once you return to the United States you should provide your dealer with a statement of circumstances, the original repair order, proof of ownership, and any paid receipt indicating the work performed and parts replaced for reimbursement consideration.

Important: Repairs made necessary by the use of improper or dirty fuels and lubricants are not covered under warranty. See your owner manual for additional information on fuel requirements when operating in foreign countries.

Warranty Service — Foreign Countries

This warranty applies to GM vehicles registered in the United States and normally operated in the United States or Canada. If you have permanently relocated and established household residency in another country, GM may authorize the performance of repairs under the warranty authorized for vehicles generally sold by GM in that country. Contact an authorized GM dealer in your country for assistance.

Important: GM warranty coverages may be void on GM vehicles that have been imported/exported for resale.

Original Equipment Alterations

This warranty does not cover any damage or failure resulting from modification or alteration to the vehicle's original equipment as manufactured or assembled by GM. Examples of the types of alterations that would not be covered include installation or use of any non-GM parts, accessories, and materials, or the cutting, welding, or disconnecting of the vehicle's original equipment parts and components.

Recreation Vehicle and Special Body or Equipment Alterations

Installation or alterations to the original equipment vehicle, or chassis, as manufactured and assembled by GM, are not covered by this warranty. The special body company, assembler, or equipment installer is solely responsible for warranties on the body or equipment and any alterations to any of the parts, components, systems, or assemblies installed by GM. Examples include, but are not limited to, special body installations, such as recreational vehicles, the installation of any non-GM part, cutting, welding, or the disconnecting of original equipment vehicle or chassis parts and components, extension of wheelbase, suspension and driveline modifications, and axle additions.

Pre-Delivery Service

Defects in the mechanical, electrical, sheet metal, paint, trim, and other components of your vehicle may occur at the factory or while it is being transported to the dealer facility. Normally, any defects occurring during assembly are identified and corrected at the factory during the inspection process. In addition, dealers inspect each vehicle before delivery. They repair any uncorrected factory defects and any transit damage detected before the vehicle is delivered to you.

Any defects still present at the time the vehicle is delivered to you are covered by the warranty. If you find any defects, advise your dealer without delay. For further details concerning any repairs which the dealer may have made prior to you taking delivery of your vehicle, ask your dealer.

Production Changes

GM and GM dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

Noise Emissions Warranty for Light Duty Trucks Over 10,000 LBS GVWR Only

GM warrants to the first person who purchases the vehicle for purposes other than resale and to each subsequent purchaser of this vehicle, as manufactured by GM, that this vehicle was designed, built, and equipped to conform at the time it left GM's control with all applicable United States EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built, and equipped by GM, and is not limited to any particular part, component, or system of the vehicle manufactured by GM. Defects in design, assembly, or in any part, component, or vehicle system as manufactured by GM, which, at the time it left GM's control, caused noise emissions to exceed Federal Standards, are covered by this warranty for the life of the vehicle.

Emission Control Systems Warranty

The emission warranty on your vehicle is issued in accordance with the U.S. Federal Clean Air Act. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

What Is Covered

The parts covered under the emission warranty are listed under the "Emission Warranty Parts List" later in this section.

How to Determine the Applicable Emission Control System Warranty (Light Duty Trucks Only)

State and Federal agencies may require different emission control system warranty for light duty trucks depending on:

- Whether the truck is certified with a light duty or heavy duty emission control system.
- Whether the truck is certified for California emissions in addition to Federal emissions.

To determine emissions eligibility: locate the emission control label in the engine compartment on the air cleaner assembly or on the engine. The language on the bottom left side of the label will describe if equipped with a light, medium, or heavy duty emission control system.

All light duty trucks are eligible for Federal Emissions Control System Warranty Coverage. If the emissions control label contains language stating the vehicle is certified to California emission standards, the vehicle is also eligible for California Emissions Control System Warranty Coverage.

Federal Emission Control System Warranty

Federal Warranty Coverage

- Car or Light Duty Truck equipped with Car and Light Duty Gasoline Engines
 - 2 years or 24,000 miles and 8 years or 80,000 miles for the catalytic converter or vehicle, powertrain, control module, whichever comes first.
- Light Duty Truck equipped with Heavy Duty Gasoline Engine
 - 5 years or 50,000 miles, whichever comes first.
- Light Duty Truck equipped with Heavy Duty Diesel Engine
 - 5 years or 50,000 miles, whichever comes first.

Federal Emission Defect Warranty

GM warrants to the owner the following:

- The vehicle was designed, equipped, and built so as to conform at the time of sale with the applicable regulations of the Federal Environmental Protection Agency (EPA).
- The vehicle is free from defects in material and workmanship which cause the vehicle to fail to conform with those regulations during the emission warranty period.

Emission related defects in the genuine GM parts listed under the Emission Warranty Parts List, including related diagnostic costs, parts, and labor are covered by this warranty.

Federal Emission Performance Warranty

Some states and/or local jurisdictions have established periodic vehicle Inspection and Maintenance (I/M) programs to encourage proper maintenance of your vehicle. If an EPA-approved I/M program is enforced in your area, you may also be eligible for Emission Performance Warranty coverage when all of the following three conditions are met:

- The vehicle has been maintained and operated in accordance with the instructions for proper maintenance and use set forth in the owner manual supplied with your vehicle.
- The vehicle fails an EPA-approved I/M test during the emission warranty period.
- The failure results, or will result, in the owner of the vehicle having to bear a penalty or other sanctions, including the denial of the right to use the vehicle, under local, state, or federal law.

GM warrants that your dealer will replace, repair, or adjust to GM specifications, at no charge to you, any of the parts listed under the "Emission Warranty Parts List" later in this section which may be necessary to conform to the applicable emission standards. Non-GM parts labeled "Certified to EPA Standards" are covered by the Federal Emission Performance Warranty.

California Emission Control System Warranty

This section outlines the emission warranty that GM provides for your vehicle in accordance with the California Air Resources Board. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

This warranty applies if your vehicle meets both of the following requirements:

- Your vehicle is registered in California or other states adopting California emission and warranty regulations*.
- Your vehicle is certified for sale in California as indicated on the vehicle's emission control information label.

*** Important:** Massachusetts, Maine, and Vermont have California Emissions Warranty coverage. (New York adopted California emission standards, but not the California emissions warranty. The Federal Emissions Control warranty applies to all vehicles in New York.)

Your Rights and Obligations (For Vehicles Subject to California Exhaust Emission Standards)

The Emission Control System Warranty on your vehicle is issued in accordance with the California Air Resources Board and GM. In California, new motor vehicles must be designed, equipped, and built to meet the states' stringent anti-smog standards. GM must warrant your vehicle's emission control system for the periods of time and mileage listed provided there has been no abuse, neglect, or improper maintenance of your vehicle. Your vehicle's emission control system may include parts such as the fuel injection system, ignition system, catalytic converter, and engine computer. Also included are hoses, belts, connectors, and other emission related assemblies.

Where a warrantable condition exists, GM will repair your vehicle at no cost to you including diagnosis, parts, and labor.

California Emission Defect and Emission Performance Warranty Coverage

For cars and trucks with light duty or medium duty emissions:

- For 3 years or 50,000 miles, whichever comes first:
 - If your vehicle fails a smog check inspection, GM will make all necessary repairs and adjustments to ensure that your vehicle passes the inspection. This is your Emission Control System Performance Warranty.
 - If any emission related part on your vehicle is defective, GM will repair or replace it. This is your Short-term Emission Defects Warranty.
- For 7 years or 70,000 miles, whichever comes first:
 - If an emission related part listed in this booklet specially noted with coverage for 7 years or 70,000 miles is defective, GM will repair or replace it. This is your Long-term Emission Control System Defects Warranty.

- For 8 years or 80,000 miles, whichever comes first:
 - If the catalytic converter or vehicle (powertrain) control module is found to be defective, GM will repair or replace it under the Federal Emission Control System Warranty.
- For heavy duty gasoline engine vehicles, the emission warranty period is 5 years or 50,000 miles, whichever comes first.
- For heavy duty diesel engine vehicles, the emission warranty period is 5 years, 100,000 miles, or 3,000 hours of operation, whichever comes first.

Any authorized Pontiac dealer will, as necessary under these warranties, replace, repair, or adjust to GM specifications any genuine GM parts that affect emissions.

The applicable warranty period shall begin on the date the vehicle is delivered to the first retail purchaser or, if the vehicle is first placed in service as a demonstrator or company vehicle prior to sale at retail, on the date the vehicle is placed in such service.

Owner's Warranty Responsibilities

As the vehicle owner, you are responsible for the performance of the scheduled maintenance listed in your owner manual. GM recommends that you retain all maintenance receipts for your vehicle, but GM cannot deny warranty coverage solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a GM dealer selling your vehicle line as soon as a problem exists. The warranted repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that GM may deny warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper or insufficient maintenance, or modifications not approved by GM.

If you have any questions regarding your rights and responsibilities under these warranties, you should contact the Customer Assistance Center at 1-800-762-2737 or, in California, write to:

State of California Air Resources Board
Mobile Source Operations Division
P.O. Box 8001
El Monte, CA 91731-2990

Emission Warranty Parts List

The emission parts listed here are covered under the Emission Control System Warranty. The terms are explained previously in this section under the "Federal Emission Control System Warranty" and the "California Emission Control System Warranty".

Important: Certain parts may be covered beyond these warranties if shown with asterisk(s) as follows:

- (*) 7 years/70,000 miles or Super Low Emission Vehicle (SULEV) with emissions RPO code (NU3) 8 years/100,000 miles whichever comes first, California Emission Control System Warranty coverage.
- (**) 8 years/80,000 miles, whichever comes first, Federal Emission Control System Warranty coverage. (Also applies to California certified light duty and medium duty vehicles.)

The Emission Control Systems Warranty obligations do not apply to conditions resulting from tampering, abuse, neglect, or improper maintenance, or any other item listed under "What Is Not Covered" under *General Motors Corporation New Vehicle Limited Warranty* on page 4. The "Other Terms" presented under *General Motors Corporation New Vehicle Limited Warranty* on page 4 also apply to the emission related warranties.

Powertrain Control System

ABS Module ** (CTS manual transmission, CTS-V manual transmission, G6 manual transaxle, Corvette, XLR, GTO, LS2 TrailBlazer, LS2 Envoy, LU3 and L18 Suburban, Avalanche, Savana, Express and Escalade EXT, Yukon, Denali, Tahoe, Hummer H2 and Hybrid vehicles only)

Coolant Level Sensor

Data Link Connector

Electronic Throttle Control (ETC) Motor

Engine Control Module (ECM) **

Engine Coolant Temp. Sensor

Fast Idle Solenoid

Flexible Fuel Sensor *

Intake Air Temperature Sensor

Malfunction Indicator Lamp

Manifold Absolute Pressure Sensor

Mass Air Flow Sensor

Oil Pressure Sensor (DOD only)

Oxygen Sensors

Powertrain Control Module (PCM) **

Programmable Read Only Memory (PROM)

Throttle Position Sensor

Throttle Position Switch

Vehicle Control Module (VCM) **

Vehicle Speed Sensor

Transmission Controls and Torque Management

Manual Transmission Clutch Switch

Park/Neutral Switch

Torque Converter Clutch Solenoids

Torque Converter Clutch Switch

Transmission Control Module **

Transmission Fluid Temperature Sensor

Transmission Gear Selection Switch (Diesel)

Transmission Internal Mode Switch

Transmission Pressure Switches

Transmission Shift Solenoids A & B

Transmission Speed Sensors

Fuel Management System

Common Rail Assembly (6.6L DURAMAX® Diesel) *

Diesel Fuel Injection Pump *

Diesel Fuel Injection Pump Timing Adjust

Diesel Fuel Injector Control Module – EDU
(6.6L DURAMAX® Diesel) *

Diesel Fuel Temperature Sensor

Direct Fuel Injector Assembly (6.6L DURAMAX® Diesel) *

Function Block (6.6L DURAMAX® Diesel)

Fuel Injector

Fuel Pressure Regulator

Fuel Rail Assembly *

Fuel Rail Pressure Sensor (6.6L DURAMAX® Diesel)

Air Management System

Air Cleaner

Air Cleaner Diaphragm Motor

Air Cleaner Resonator

Air Cleaner Temp. Compensator Valve

Air Intake Ducts

Charge Air Control Actuator

Charge Air Control Solenoid Valve

Charge Air Control Valve

Charge Air Cooler (6.6L DURAMAX® Diesel) *

Charge Air Cooler Fan

Idle Air Control Valve

Idle Speed Control Motor

Intake Manifold *

Intake Manifold Tuning Valve

Intake Manifold Tuning Valve Relay

Intake Manifold Gasket (Terraza, Uplander,
Montana SV6, RELAY and DURAMAX® Diesel) *

Supercharger Assembly *

Throttle Body * (Replacement Only)

Throttle Body Heater

Throttle Closing Dashpot

Turbocharger Assembly *

Turbocharger Boost Sensor (6.6L DURAMAX® Diesel)

Turbocharger Oil Separator

Turbocharger Thermo Purge Switch

Vacuum Pump (6.6L DURAMAX® Diesel)

Ignition System

Camshaft Position Sensor(s)

Crankshaft Position Sensor(s)

Distributor *

Distributor Cap

Distributor Pick Up Coil

Distributor Rotor

Glow Plug(s) (Diesel)

Glow Plug Controller (Diesel)

Glow Plug Relay (Diesel)

Ignition Coil(s)

Ignition Control Module

Ignition Timing Adjustment

Knock Sensor

Spark Plug Wires

Spark Plugs

Catalytic Converter System

Catalytic Converter(s) and Muffler if attached
as assembly **

Exhaust Manifold (7/70 Only Cadillac 4.6L, Grand Prix
Right Side, Terraza, Uplander, Montana SV6, RELAY,
Right Side, and C/K Truck <14,000 GVWR 8.1L*)

Exhaust Manifold with Catalytic Converter attached
as assembly **

Exhaust Manifold Gasket

Exhaust Pipes and/or Mufflers (when located between
catalytic converters and exhaust manifold)

Positive Crankcase Ventilation System

Oil Filler Cap

PCV Filter

PCV Oil Separator

PCV Valve

Exhaust Gas Recirculation System

EGR Feed and Delivery Pipes or Cast-in Passages

EGR Valve

EGR Valve Cooler (6.6L DURAMAX® Diesel)

EGR Vacuum Pump Assembly (6.6L DURAMAX® Diesel)

Secondary Air Injection System

Air Pump

Check Valves

Evaporative Emission Control System (Gasoline Engines)

Canister

Canister Purge Solenoid Valve

Canister Vent Solenoid

Fuel Feed and Return Pipes and Hoses

Fuel Filler Cap

Fuel Level Sensor

Fuel Limiter Vent Valve *

Fuel Tank Filler Pipe (with restrictor)

Fuel Tank(s) *

Fuel Tank Vacuum or Pressure Sensor

Hybrid

Auxiliary Transmission Pump, Relay, and Circuit

Battery Pack Current Sensor and Circuit

Battery Pack 12V Modules (3)

Brake Pedal Switch (PCM ZAB Switch)

Energy Storage Control Module **

GMLAN (CAN) Communications Circuit

Hood Ajar Switch and Circuit

Hybrid Control Module **

SGCM Coolant Circuit (fan and fan relay and pump)

Starter Generator Control Module **

Wheel Speed Sensor and Circuits (left and right front)

Miscellaneous Items Used with Above Components are Covered

Belts
Boots
Clamps
Connectors
Ducts
Fittings
Gaskets
Grommets
Hoses
Housings
Mounting Hardware
Pipes
Pulleys
Sealing Devices
Springs
Tubes
Wiring

Parts specified in your maintenance schedule that require scheduled replacement are covered up to their first replacement interval or the applicable emission warranty coverage period, whichever comes first. If failure of one of these parts results in failure of another part, both will be covered under the Emission Control System Warranty.

For detailed information concerning specific parts covered by these emission control systems warranties, ask your dealer.

Replacement Parts

The emission control systems of your vehicle were designed, built, and tested using genuine GM parts* and the vehicle is certified as being in conformity with applicable federal and California emission requirements. **Accordingly, it is recommended that any replacement parts used for maintenance or for the repair of emission control systems be new, genuine GM parts.**

The warranty obligations are not dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-genuine GM parts for replacement purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of emission control systems.

If other than new, genuine GM parts are used for maintenance replacements or for the repair of parts affecting emission control, the owner should assure himself/herself that such parts are warranted by their manufacturer to be equivalent to genuine GM parts in performance and durability.

* "Genuine GM parts," when used in connection with GM vehicles means parts manufactured by or for GM, designed for use on GM vehicles, and distributed by any division or subsidiary of GM.

Maintenance and Repairs

Maintenance and repairs can be performed by any qualified service outlet; however, warranty repairs must be performed by any authorized dealer except in an emergency situation when a warranted part or a warranty station is not reasonably available to the vehicle owner.

In an emergency, where an authorized dealer is not reasonably available, repairs may be performed at any available service establishment or by the owner, using any replacement part. Pontiac will consider reimbursement for the expense incurred, including diagnosis, not to exceed the manufacturer's suggested retail price for all warranted parts replaced and labor

charges based on Pontiac's recommended time allowance for the warranty repair and the geographically appropriate labor rate. A part not being available within 10 days or a repair not being completed within 30 days constitutes an emergency. Retain receipts and failed parts in order to receive compensation for warranty repairs reimbursable due to an emergency.

If, in an emergency situation, it is necessary to have repairs performed by other than a Pontiac dealer and you believe the repairs are covered by emission warranties, take the replaced parts and your receipt to a Pontiac dealer for reimbursement consideration. This applies to both the Federal Emission Defect Warranty and Federal Emission Performance Warranty.

Receipts and records covering the performance of regular maintenance or emergency repairs should be retained in the event questions arise concerning maintenance. These receipts and records should be transferred to each subsequent owner. GM will not deny warranty coverage solely on the absence of maintenance records. However, GM may deny a warranty claim if a failure to perform scheduled maintenance resulted in the failure of a warranty part.

Claims Procedure

As with the other warranties covered in this booklet, take your vehicle to any authorized Pontiac dealer facility to obtain service under the emission warranty. This should be done as soon as possible after failing an EPA-approved I/M test or a California smog check test, or at any time you suspect a defect in a part.

Those repairs qualifying under the warranty will be performed by any Pontiac dealer at no charge. Repairs which do not qualify will be charged to you. You will be notified as to whether or not the repair qualifies under the warranty within a reasonable time, not to exceed 30 days after receipt of the vehicle by the dealer, or within the time period required by local or state law.

The only exceptions would be if you request or agree to an extension, or if a delay results from events beyond the control of your dealer or GM. If you are not so notified, GM will provide any required repairs at no charge.

In the event a warranty matter is not handled to your satisfaction, refer to the "Customer Satisfaction Procedure" under *Owner Assistance* on page 27.

For further information or to report violations of the Emission Control System Warranty, you may contact the EPA at:

Manager, Certification and Compliance
Division (6405J)
Warranty Claims
Environmental Protection Agency
Ariel Rios Building
1200 Pennsylvania Avenue, N.W.
Washington, DC 20460

For a vehicle subject to the California Exhaust Emission Standards, you may contact the:

State of California Air Resources Board
Mobile Source Operations Division
P.O. Box 8001
El Monte, CA 97131-2990

Owner Assistance

Customer Satisfaction Procedure

Your satisfaction and goodwill are important to your dealer and to Pontiac. Normally, any concerns with the sales transaction or the operation of your vehicle will be resolved by your dealer's sales or service departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your concern has not been resolved to your satisfaction, the following steps should be taken:

STEP ONE: Discuss your concern with a member of dealer management. Normally, concerns can be quickly resolved at that level. If the matter has already been reviewed with the sales, service, or parts manager, **contact the owner of the dealer facility** or the general manager.

STEP TWO: If after contacting a member of dealer management, it appears your concern cannot be resolved by the dealer without further help **contact the Pontiac Customer Assistance Center** by calling 1-800-762-2737. In Canada, contact GM of Canada Central Office in Oshawa by calling 1-800-263-3777: English, or 1-800-263-7854: French.

We encourage you to call the toll-free number in order to give your inquiry prompt attention. Have the following information available to give the Customer Assistance Representative:

- The Vehicle Identification Number (VIN). This is available from the vehicle registration, title, or the plate above the left top of the instrument panel and visible through the windshield.
- The dealer name and location
- The vehicle's delivery date and present mileage

When contacting Pontiac, remember that your concern will likely be resolved at a dealer's facility. That is why we suggest you follow Step One first if you have a concern.

STEP THREE: Both GM and your GM dealer are committed to making sure you are completely satisfied with your new vehicle. However, if you continue to remain unsatisfied after following the procedure outlined in Steps One and Two, you should file with the BBB Auto Line Program to enforce any additional rights you may have.

The BBB Autoline Program is an out of court program administered by the Council of Better Business Bureaus to settle automotive disputes regarding vehicle repairs or the interpretation of the New Vehicle Limited Warranty. Although you may be required to resort to this informal dispute resolution program prior to filing a court action, use of the program is free of charge and your case will generally be heard within 40 days. If you do not agree with the decision given in your case, you may reject it and proceed with any other venue for relief available to you.

You may contact the BBB Auto Line Program using the toll-free telephone number or write them at the following address:

BBB Auto Line Program
Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-1804

www.lemonlaw.bbb.org

Telephone: 1-800-955-5100

This program is available in all 50 states and the District of Columbia. Eligibility is limited by vehicle age, mileage, and other factors. GM reserves the right to change eligibility limitations and/or to discontinue its participation in this program.

State Warranty Enforcement Laws

Laws in many states permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. The provisions of these laws vary from state to state. To the extent allowed by state law, GM requires that you first provide us with written notification of any service difficulty you have experienced so that we have an opportunity make any needed repairs before you are eligible for the remedies provided by these laws. Your written notification should be sent to the Pontiac Customer Assistance Center.

Assistance For Text Telephone (TTY) Users

To assist customers who are deaf or hard of hearing and who use Text Telephones (TTYs), Pontiac has TTY equipment available at its Customer Assistance Center and Roadside Assistance Center.

The TTY for the Pontiac Customer Assistance Center is:

1-800-833-7668 in the United States

1-800-263-3830 in Canada

The TTY for the Pontiac Roadside Assistance Center is:

1-888-889-2438 in the United States

Pontiac Roadside Assistance

Pontiac is proud to offer the response, security, and convenience of Pontiac's 24-hour Roadside Assistance Program. Refer to your owner manual for details, or consult your dealer. The Pontiac Roadside Assistance Center can be reached by calling 1-800-ROADSIDE (762-3743). This program is not available in Puerto Rico or the U.S. Virgin Islands.

Pontiac Courtesy Transportation

During the Bumper-to-Bumper Warranty coverage period, interim transportation may be available under the Pontiac Courtesy Transportation Program. Consult your dealer for details.

Warranty Information for California Only

California Civil Code Section 1793.2(d) requires that, if GM or its representatives are unable to repair a new motor vehicle to conform to the vehicle's applicable express warranties after a reasonable number of attempts, GM shall either replace the new motor vehicle or reimburse the buyer the amount paid or payable by the buyer. California Civil Code Section 1793.22(b) creates a presumption that GM has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- The same nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by GM or its agents AND the buyer or lessee has directly notified GM of the need for the repair of the nonconformity.
- The same nonconformity has been subject to repair four or more times by GM or its agents AND the buyer has notified GM of the need for the repair of the nonconformity.
- The vehicle is out of service by reason of repair nonconformities by GM or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

NOTICE TO GENERAL MOTORS AS REQUIRED ABOVE SHALL BE SENT TO THE FOLLOWING ADDRESS:

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

Fax Number: 1-866-962-2868

When you make an inquiry, you will need to give the year, model, and mileage of your vehicle and your VIN.

Special Policy Adjustment Programs Beyond the Warranty Period

Pontiac is proud of the protection afforded by its warranty coverages. In order to achieve maximum customer satisfaction, there may be times when Pontiac will establish a special policy adjustment program to pay all or part of the cost of certain repairs not covered by the warranty or to reimburse certain repair expenses you may have incurred. Check with your Pontiac dealer or call the Pontiac Customer Assistance Center to determine whether any special policy adjustment program is applicable to your vehicle.

When you make an inquiry, you will need to give the year, model, and mileage of your vehicle and your VIN.

Customer Assistance Offices

Pontiac encourages customers to call the toll-free telephone number for assistance. However, if you wish to write or e-mail Pontiac, refer to the address below.

United States

Pontiac-GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

www.Pontiac.com

1-800-762-2737

1-800-833-7668 (For Text Telephone devices (TTYs))

Roadside Assistance:

1-800-ROADSIDE (762-3743)

Fax Number: 1-866-962-2868

From Puerto Rico:

1-800-496-9992 (English)

1-800-496-9993 (Spanish)

Fax Number: 313-381-0022

U.S. Virgin Islands:

1-800-496-9994

Fax Number: 313-381-0022

Canada

Customer Communication Centre, 163-005
General Motors of Canada Limited
1908 Colonel Sam Drive
Oshawa, Ontario L1H 8P7

1-800-263-3777 (English)

1-800-263-7854 (French)

1-800-263-3830 (For Text Telephone devices (TTYs))

Roadside Assistance: 1-800-268-6800

Mexico, Central America, and Caribbean Islands/Countries (Except Puerto Rico and U.S. Virgin Islands)

General Motors de Mexico, S. de R.L. de C.V.
Customer Assistance Center
Paseo de la Reforma # 2740
Col. Lomas de Bezares
C.P., 11910
Mexico, D.F.

01-800-508-0000

Long Distance: 011-52-53 29 0 800

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**Don't Wait Until Your New
Vehicle Limited Warranty –
and Your Opportunity to
Purchase the GM
Protection Plan – Expire.**

Learn how to protect yourself,
with the GM Protection Plan,
against costly repairs after your
new vehicle limited warranty
expires. A monthly payment plan
makes it convenient and
affordable. Just call or mail this
request and you'll find out how
you can get the security of
knowing you're covered if
something breaks down.



**Protection
Plan**

No-Obligation GM Protection Information Request

☐ **YES!** Please send me free information about how I can protect myself from costly repair bills after my new vehicle limited warranty expires.

Name: _____

Address: _____ Apt#: _____

City: _____ State: _____ Zip: _____

Daytime Phone: () _____ Evening Phone: () _____

Vehicle Information

Vehicle Identification Number (17 Digits)

Make/Model: _____ Year: _____

Purchase Date: _____ Mileage: _____

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about how you can add years and miles of protection.**

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Fax to Courtney 3-12-09



CT Corporation

**Service of Process
Transmittal**

03/10/2009

CT Log Number 514554586



TO: Connie Postelli
Law Office of Connie J. Postelli
19952 Torrence Avenue
Lynnwood, IL 60411

RE: Process Served in Illinois

FOR: General Motors Corporation (Domestic State: DE)

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

TITLE OF ACTION: [REDACTED] Pltf. vs. General Motors Corporation, Dft.

DOCUMENT(S) SERVED: Summons (2 sets), Complaint, Affidavit, Exhibit(s)

COURT/AGENCY: Cook County Circuit Court - Municipal Department - First District, IL
Case # 20091116338

NATURE OF ACTION: Product Liability Litigation - Manufacturing Defect - 2006 Pontiac G6 - VIN # 1G2ZG558964 [REDACTED] - Inoperable power steering and engine

ON WHOM PROCESS WAS SERVED: C T Corporation System, Chicago, IL

DATE AND HOUR OF SERVICE: By Process Server on 03/10/2009 at 09:30

APPEARANCE OR ANSWER DUE: 03/24/09 at or before 9:30 a.m.

ATTORNEY(S) / SENDER(S): Krohn & Moss Ltd
120 West Madison
10th Floor
Chicago, IL 60602
312-578-9428

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day , 790163828639
Image SOP
Fax Transmittal, Rosemarie Williams 313-665-7572
CC Recipient(s)
Rosemarie Williams, via Regular Mail

SIGNED: C T Corporation System
PER: Jill Duffy-Baricovich
ADDRESS: 208 South LaSalle Street
Suite 814
Chicago, IL 60604
TELEPHONE: 312-345-4336

Page 1 of 1 / DT

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

**IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS
MUNICIPAL DEPARTMENT, FIRST DISTRICT**

MALEA WHITE,



vs.

GENERAL MOTORS CORPORATION

Defendant.

No.

Return Date:

20091116338

CALENDAR/ROOM 1106

TIME 09:30

Breach of Warranty

PLEASE SERVE

General Motors Corporation

c/o CT Corporation System

208 S. LaSalle St., Suite 814

Chicago, IL 60604

SUMMONS

To the Defendant:**YOU ARE SUMMONED and required:**

1. To file your written appearance by yourself or your attorney and pay the required fee in Room 602 of the Richard J. Daley Center, Chicago, Illinois 60602, at or before 9:30 A.M. on * 3-24, 2009.
2. To file your answer to the complaint in Room 602 as required by Par. 3(c) in the Notice to Defendant below.

IF YOU FAIL TO DO SO, A JUDGMENT BY DEFAULT MAY BE TAKEN AGAINST YOU FOR THE RELIEF ASKED IN THE COMPLAINT, A COPY OF WHICH IS HERETO ATTACHED.

To the officer:

This summons must be returned by the officer or other person to whom it was given for service, with Endorsement of service and fees, if any, immediately after service, and not less than 3 days before the day for appearance. If service cannot be made, this summons shall be returned so endorsed. This summons may not be served later than 3 days before the day of appearance.

**THERE WILL BE A FEE:
TO FILE YOUR APPEARANCE,
SINCE CLAIM IS UNDER \$15,000.00,
THE FEE WILL BE \$168.00.**

Witness _____

Clerk of the Circuit Court

Date of service _____, 2009

(To be inserted by officer on copy left with Defendant or other person)

Name: Krohn & Moss, Ltd.
Attorney For: Plaintiff
Address: 120 West Madison Street, 10th Floor
City: Chicago, Illinois 60602
Telephone: (312) 578-9428
Atty No.: 33599

**IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS
MUNICIPAL DEPARTMENT, FIRST DISTRICT**

Plaintiff,

vs.

GENERAL MOTORS CORPORATION

Defendant.

No. 20091116338
Return Date: CALENDAR/ROOM 1106
TIME 09:30
Breach of Warranty
PLEASE SERVE
General Motors Corporation
c/o CT Corporation System
208 S. LaSalle St., Suite 814
Chicago, IL 60604

SUMMONS

To the Defendant:

YOU ARE SUMMONED and required:

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THERE WILL BE A FEE:

**TO FILE YOUR APPEARANCE,
SINCE CLAIM IS UNDER \$15,000.00,
THE FEE WILL BE \$168.00.**

Witness _____, 2009

Clerk of the Circuit Court

Date of service _____, 2009

(To be inserted by officer on copy left with Defendant or other person)

Name: Krohn & Moss, Ltd.
Attorney For: Plaintiff
Address: 120 West Madison Street, 10th Floor
City: Chicago, Illinois 60602
Telephone: (312) 578-9428
Atty No.: 33599

**IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS
MUNICIPAL DEPARTMENT, FIRST DISTRICT**

[REDACTED]
Plaintiff,

vs.

GENERAL MOTORS CORPORATION,

Defendant.

No.

20091116338
CALENDAR/ROOM 1100
TIME 09:30
Breach of Warranty

COMPLAINT

NOW COMES the Plaintiff, [REDACTED] by and through her attorneys, KROHN & MOSS, LTD., and for her complaint against Defendant, GENERAL MOTORS CORPORATION, alleges and affirmatively states as follows:

PARTIES

1. Plaintiff, [REDACTED] ("Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Illinois.
2. Defendant, GENERAL MOTORS CORPORATION ("Manufacturer"), is a foreign corporation authorized to do business in the State of Illinois, County of Cook, and is engaged in the manufacture, sale, and/or distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including ROGERS AUTO GROUP., ("Seller"). Manufacturer does business in all counties of the State of Illinois including Cook County, and maintains offices in the County of Cook, State of Illinois.

BACKGROUND

3. On or about June 16, 2008, Plaintiff purchased from Seller a 2006 Pontiac G6 ("G6"), manufactured by Manufacturer, Vehicle Identification No. 1G2ZG558964 [REDACTED] for valuable consideration (Plaintiff is attempting to locate her purchase contract and will produce same when found. Notwithstanding, Defendant is in possession of same).

4. On information and belief, the purchase price of the G6, excluding registration charges, document fees and sales tax, collateral charges, such as bank and finance charges, totaled approximately \$16,365.00.

5. Plaintiff avers that as a result of the ineffective repair attempts made by Manufacturer, through its authorized dealership network, the G6 was not fit for its ordinary purpose of providing trouble free and reliable transportation.

6. In consideration for the purchase of the G6, Manufacturer issued and supplied to Plaintiff its written warranty which included three (3) year or thirty six thousand (36,000) mile coverage, as well as other warranties fully outlined in Manufacturer's New Car Warranty booklet (See copy of warranty booklet, attached hereto as Exhibit "A").

7. On or about June 16, 2008, Plaintiff took possession of the G6 and shortly thereafter experienced the defect listed below that substantially impairs the use, value and/or safety of the G6.

8. The defect described below violates Manufacturer's warranty issued to Plaintiff, as well as the implied warranty of merchantability.

9. Plaintiff delivered the G6 to Manufacturer, through its authorized dealership network on numerous occasions.

10. Plaintiff avers that the G6 has been subject to repair on at least three (3) occasions for the same defect, and that the defect remains uncorrected.

11. Plaintiff brought the G6 to Seller and/or an authorized service dealer of Manufacturer for the following defect:

- a. Defective power steering as evidenced by illumination of the power steering light and steering hard and difficult to turn and engine dying out; and
- b. Any additional complaints made by our client, whether or not they are contained in the repair records of the Defendant's authorized dealer.

12. Plaintiff provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the G6.

13. After a reasonable number of attempts and/or reasonable amount of time to cure the defect in Plaintiff's G6, Manufacturer was unable and/or failed to repair the defect as provided in Manufacturer's warranty thus causing Defendant's limited remedy to repair the G6 to fail of its essential purpose.

14. Plaintiff justifiably lost confidence in the G6's safety and reliability, and said defect has substantially impaired the value of the G6 to Plaintiff.

15. Said defect could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the G6.

16. As a result of the defect, Plaintiff provided written notice to Defendant.

17. The G6 remains in a defective and unmerchantable condition, and continues to exhibit the above mentioned defect that substantially impairs its use, value and/or safety.

18. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its express warranty and its failure to provide Plaintiff with a merchantable G6.

COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

19. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-18 of this complaint.

20. Plaintiff is a purchaser of a consumer product who received the G6 during the duration of a written warranty period applicable to the G6 and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

21. Manufacturer is a supplier of a consumer product engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.

22. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

23. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the G6 was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

24. Plaintiff's purchase of the G6 was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the G6 to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the G6 in the event that the G6 failed to meet the specifications set forth in Manufacturer's warranty.

25. Manufacturer's warranty was the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the G6 to Plaintiff.

26. Said purchase of Plaintiff's G6 was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

27. Plaintiff has met all of her obligations and preconditions as provided in Manufacturer's written warranty.

28. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

29. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. The diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- c. Such other and further relief that the Court deems just and appropriate.

COUNT II
BREACH OF IMPLIED WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

30. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-18 of this complaint.

31. The G6 purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. §2301(7) running from Manufacturer to the intended consumer, Plaintiff herein.

32. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.

33. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Manufacturer has entered into a contract in writing within ninety (90) days of a purchase to perform services relating to the maintenance or repair of a motor vehicle.

34. Pursuant to 15 U.S.C. §2308, Plaintiff's G6 was impliedly warranted to be substantially free of defects in both material and workmanship, and thereby fit for the ordinary purpose for which the G6 was intended.

35. The G6 was warranted to pass without objection in the trade under the contract description, and was required to conform to the descriptions of the G6 contained in the contracts and labels.

36. The above described defect in the G6 renders the G6 unmerchantable, and thereby not fit for the ordinary purpose for which the G6 was intended and as represented by Manufacturer.

37. As a result of the breach of implied warranty by Manufacturer, Plaintiff is without the reasonable value of the G6.

38. As a result of the breach of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. The diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and

- c. Such other and further relief that the Court deems just and appropriate.

Respectfully Submitted,
MALEA WHITE

By: 

Attorney for Plaintiff

KROHN & MOSS, LTD.
Attorneys for Plaintiff
120 West Madison Street, 10th Floor
Chicago, Illinois 60602
(312) 578-9428
I.D. No. 33599

**IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS
MUNICIPAL DEPARTMENT, FIRST DISTRICT**

Plaintiff,

VS.

GENERAL MOTORS CORPORATION,

Defendant.

No.

SUPREME COURT RULE 222 AFFIDAVIT

NOW COMES the Plaintiff, [REDACTED] by and through her attorneys, KROHN & MOSS, LTD., and pursuant to Supreme Court Rule 222 states as follows:

Plaintiff's attorney, first being duly sworn on oath, deposes and states as follows:

1. That I am one of the attorneys representing the Plaintiff with regard to the above-captioned matter.
2. I have personal knowledge regarding the facts and circumstances of the above-captioned matter.
3. The Plaintiff in the case seeks money damages less than \$50,000.00.
4. Upon information and belief, I value the claim of Plaintiff to be less than \$50,000.00.
5. Further Affiant sayeth not.

By

Attorney for Plaintiff

EXHIBIT A

IMPORTANT: This booklet contains important information about the vehicle's warranty coverage. It also explains owner assistance information and GM's participation in an Alternative Dispute Resolution Program.

Keep this booklet with your vehicle and make it available to a Pontiac dealer if warranty work is needed.
Be sure to keep it with your vehicle if you sell it so future owners will have the information.

Owner's Name:

Street Address:

City & State:

Vehicle Identification Number (VIN):

Date Vehicle First Delivered or Put In Use:

Odometer Reading on Date Vehicle First Delivered or Put In Use:



Protection Plan

Have you purchased the Genuine GM Protection Plan? The GM Protection Plan may be purchased within specific time/mileage limitations. See the information request form in the back of this booklet. Remember, if the service contract you are considering for purchase does not have the GM Protection Plan emblem shown above on it, then it is not the Genuine GM Protection Plan from GM.

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Part No. 06PONTWAR A First Printing

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An Important Message to Pontiac Owners...

Pontiac's Commitment to You

We are committed to assuring your satisfaction with your new Pontiac.

Your Pontiac dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

Owner Assistance

Your Pontiac dealer is best equipped to provide all of your service needs. Should you ever encounter a problem that is not resolved during or after the limited warranty period, talk to a member of dealer management. Under certain circumstances, GM and/or GM dealers may provide assistance after the limited warranty period has expired when the problem results from a defect in material or workmanship. These instances will be reviewed on a case-by-case basis. If your problem has not been resolved to your satisfaction, follow the "Customer Satisfaction Procedure" as outlined under *Owner Assistance on page 27*.

We thank you for choosing a Pontiac.

GM Participation in an Alternative Dispute Resolution Program

See the "Customer Satisfaction Procedure" under *Owner Assistance on page 27* for information on the voluntary, non-binding Alternative Dispute Resolution Program in which GM participates.

Warranty Service — United States and Canada

Your selling dealership has made a large investment to ensure that they have the proper tools, training, and parts inventory to make any necessary warranty repairs should they be required during the warranty period. We ask that you return to your selling dealer for warranty repairs. In the event of an emergency repair, you may take your vehicle to any authorized GM dealer for warranty repairs. However, certain warranty repairs require special tools or training that only a dealer selling your brand may have. Therefore, not all dealers are able to perform every repair. If a particular dealership cannot assist you, then contact the Customer Assistance Center. If you have changed your residence, visit any Pontiac dealer in the United States or Canada for warranty service.

Warranty Coverage at a Glance

The warranty coverages are summarized below.

New Vehicle Limited Warranty

Bumper-to-Bumper (Includes Tires)

- Coverage is for the first 3 years or 36,000 miles, whichever comes first.

Sheet Metal

- Corrosion coverage is for the first 3 years or 36,000 miles, whichever comes first.
- Rust-through coverage is for the first 6 years or 100,000 miles, whichever comes first.

6.6L DURAMAX® Diesel Engine (If Equipped)

- Coverage is for the first 3 years or 36,000 miles, whichever comes first. It then has a \$100.00 deductible charge after the 3 years or 36,000 miles up to 5 years or 100,000 miles, whichever comes first.

Emission Control System Warranty

For light duty trucks, see "How to Determine the Applicable Emissions Control System Warranty" under *Emission Control Systems Warranty* on page 15 for more information.

Federal

- Gasoline Engines
 - Defects and performance for cars and light duty truck emission control systems are covered for the first 2 years or 24,000 miles, whichever comes first. From the first 2 years or 24,000 miles to 3 years or 36,000 miles defects in material or workmanship continue to be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage explained previously.
 - Catalytic converters and powertrain control modules are covered for the first 8 years or 80,000 miles, whichever comes first.
 - Defects and performance for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.
- 6.6L DURAMAX® Diesel Engines are covered for the first 5 years or 50,000 miles, whichever comes first.

California

- Gasoline Engines
 - Defects and performance for cars, light duty, and medium duty truck emission control systems are covered for the first 3 years or 50,000 miles, whichever comes first.
 - Specified components for cars or light duty trucks equipped with light duty or medium duty truck emission control systems are covered for the first 7 years or 70,000 miles, whichever comes first.
 - Defects and performance for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.
- 6.6L DURAMAX® Diesel Engines are covered for the first 5 years, 100,000 miles, or 3,000 hours of operation, whichever comes first.

Noise Emissions

- Coverage is for applicable vehicles weighing over 10,000 lbs based on the Gross Vehicle Weight Rating (GVWR) only, for the entire life of the vehicle.

General Motors Corporation New Vehicle Limited Warranty

GM will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions, and limitations.

What Is Covered

Warranty Applies

This warranty is for GM vehicles registered in the United States and normally operated in the United States or Canada, and is provided to the original and any subsequent owners of the vehicle during the warranty period.

Repairs Covered

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. Needed repairs will be performed using new or remanufactured parts.

No Charge

Warranty repairs, including towing, parts, and labor, will be made at no charge.

Obtaining Repairs

To obtain warranty repairs, take the vehicle to a Pontiac dealer facility within the warranty period and request the needed repairs. A reasonable time must be allowed for the dealer to perform necessary repairs.

Warranty Period

The warranty period for all coverages begins on the date the vehicle is first delivered or put in use and ends at the expiration of the coverage period.

Bumper-to-Bumper Coverage

The complete vehicle is covered for 3 years or 36,000 miles, whichever comes first, except for other coverages listed here under "What Is Covered" and those items listed under "What Is Not Covered" later in this section.

Tire Coverage

The tires supplied with your vehicle are covered against defects in material or workmanship under the Bumper-to-Bumper coverage. Any tire replaced will continue to be warranted for the remaining portion of the Bumper-to-Bumper coverage period.

Following expiration of the Bumper-to-Bumper coverage, tires may continue to be covered under the tire manufacturer's warranty. Review the tire manufacturer's warranty booklet or consult the tire manufacturer distributor for specific details.

Accessory Coverages

All GM accessories sold by GM and parts that are permanently installed on a GM vehicle prior to delivery will be covered under the provisions of the New Vehicle Limited Warranty. In the event GM accessories are installed after vehicle delivery, or are replaced under the new vehicle warranty, they will be covered, parts and labor, for the balance of the vehicle warranty, but in no event less than 12 months/12,000 miles. This coverage is only effective for GM accessories permanently installed by a GM dealer or an associated GM-approved Accessory Distributor/Installer (ADI).

GM accessories sold over-the-counter, or those not requiring installation, will continue to receive the standard GM Dealer Parts Warranty of 12 months from the date of purchase, parts only.

GM Licensed Accessories are covered under the accessory-specific manufacturer's warranty and are not warranted by GM or its dealers.

Notice: This warranty excludes:

Any communications device that becomes unusable or unable to function as intended due to unavailability of compatible wireless service from the wireless communication carrier that provides service for the OnStar® system.

Sheet Metal Coverage

Sheet metal panels are covered against corrosion and rust-through as follows:

Corrosion: Body sheet metal panels are covered against rust for 3 years or 36,000 miles, whichever comes first.

Rust-Through: Any body sheet metal panel that rusts through, an actual hole in the sheet metal, is covered for up to 6 years or 100,000 miles, whichever comes first.

Important: Cosmetic or surface corrosion, resulting from stone chips or scratches in the paint, for example, is not included in sheet metal coverage.

Towing

Towing is covered to the nearest Pontiac dealer if your vehicle cannot be driven because of a warranted defect.

6.6L DURAMAX® Diesel Engine Coverage

For trucks equipped with a 6.6L DURAMAX® Diesel Engine, the diesel engine, except those items listed under "What Is Not Covered" later in this section, is covered for 5 years or 100,000 miles, whichever comes first. A \$100.00 deductible per repair visit may apply after the vehicle has been in use for 3 years or 36,000 miles, whichever comes first. For additional information, refer to *Things You Should Know About the New Vehicle Limited Warranty* on page 9. Also refer to the appropriate emission control system warranty for possible additional coverages.

What Is Not Covered

Tire Damage or Wear

Normal tire wear or wear-out is not covered. Road hazard damage such as punctures, cuts, snags, and breaks resulting from pothole impact, curb impact, or from other objects is not covered. Also, damage from improper inflation, spinning, as when stuck in mud or snow, tire chains, racing, improper mounting or dismounting, misuse, negligence, alteration, vandalism, or misapplication is not covered.

Damage Due to Bedliners

Owners of trucks with a bedliner, whether after-market or factory installed, should expect that with normal operation the bedliner will move. This movement may cause finish damage and/or squeaks and rattles. Therefore, any damage caused by the bedliner is not covered under the terms of the warranty.

Damage Due to Accident, Misuse, or Alteration

Damage caused as the result of any of the following is not covered.

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle such as driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the owner manual.
- Alteration or modification to the vehicle including the body, chassis, or components after final assembly by GM.
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.

Important: This warranty is void on vehicles currently or previously titled as salvaged, scrapped, junked, or totaled.

Damage or Corrosion Due to Environment, Chemical Treatments, or Aftermarket Products

Damage caused by airborne fallout, chemicals, tree sap, stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals, or sealants subsequent to manufacture, etc., is not covered.

See "Chemical Paint Spotting" under *Things You Should Know About the New Vehicle Limited Warranty* on page 9 for more details.

Damage Due to Insufficient or Improper Maintenance

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to use or maintain fluids, fuel, lubricants, or refrigerants recommended in the owner manual is not covered.

Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the owner manual are at the owner's expense. Vehicle lubrication, cleaning, or polishing are not covered.

Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

Items such as:

- Filters
- Brake Pads/Linings
- Clutch Linings
- Keyless Entry Batteries *
- Audio System Cleaning
- Coolants and Fluids
- Wiper Inserts
- Limited Slip Rear Axle Service
- Tire Rotation
- Wheel Alignment/Balance **

are covered only when replacement or repair is the result of a defect in material or workmanship.

* Consumable battery covered up to 12 months only.

** Maintenance items after 7,500 miles.

Extra Expenses

Economic loss or extra expense is not covered.

Examples include:

- Loss of vehicle use
- Inconvenience
- Storage
- Payment for loss of time or pay
- Vehicle rental expense
- Lodging, meals, or other travel costs
- State or local taxes required on warranty repairs

Other Terms: This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

GM does not authorize any person to create for it any other obligation or liability in connection with these vehicles. **Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of this written warranty. Performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. GM shall not be liable for incidental or consequential damages, such as, but not limited to, lost wages or vehicle rental expenses, resulting from breach of this written warranty or any implied warranty.***

* Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Things You Should Know About the New Vehicle Limited Warranty

Warranty Repairs — Component Exchanges

In the interest of customer satisfaction, GM may offer exchange service on some vehicle components. This service is intended to reduce the amount of time your vehicle is not available for use due to repairs. Components used in exchange are service replacement parts which may be new, remanufactured, reconditioned, or repaired, depending on the component involved.

All exchange components used meet GM standards and are warranted the same as new components. Examples of the types of components that might be serviced in this fashion include: engine and transmission assemblies, instrument cluster assemblies, radios, compact disc players, tape players, batteries, and powertrain control modules.

Warranty Repairs — Recycled Material

Environmental Protection Agency (EPA) guidelines and GM support the capture, purification, and reuse of automotive air conditioning refrigerant gases and engine coolant. As a result, any repairs GM may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

Tire Service

Any authorized Pontiac or tire dealer for your brand of tires can assist you with tire service. If, after contacting one of these dealers, you need further assistance or you have questions, contact Pontiac Customer Assistance Center. The toll-free telephone numbers are listed under *Owner Assistance* on page 27.

6.6L DURAMAX® Diesel Engine Components

For trucks equipped with 6.6L DURAMAX® Diesel Engine, the complete engine assembly, including turbocharger components, is covered for defects in material or workmanship for 3 years or 36,000 miles, whichever comes first. No deductible applies during this coverage period. The engine parts listed next continue to be covered, subject to a \$100.00 deductible, for 5 years or 100,000 miles, whichever comes first.

- Cylinder block and heads and all internal parts, intake and exhaust manifolds, timing gears, timing gear chain or belt and cover, flywheel, harmonic balancer, valve covers, oil pan, oil pump, water pump, fuel pump, engine mounts, seals, and gaskets.
- Diesel Fuel Metering System: injection pump, nozzles, high pressure lines, and high pressure sealing devices.

- Glow Plug Control System: control/glow plug assembly, glow plugs, cold advance relay, and ECM.
- Fuel injection control module, integral oil cooler, transmission adapter plate, left and right common fuel rails, fuel filter assembly, fuel temperature sensor, and function block.

Important: Some of these components may also be covered by the Emission Warranty with no deductible. See the "Emission Warranty Parts List" under *Emission Control Systems Warranty* on page 15 for details.

After-Manufacture "Rustproofing"

Your vehicle was designed and built to resist corrosion. Application of additional rust-inhibiting materials is neither necessary nor required under the Sheet Metal Coverage. GM makes no recommendations concerning the usefulness or value of such products.

Application of after-manufacture rustproofing products may create an environment which reduces the corrosion resistance built into your vehicle. Repairs to correct damage caused by such applications are not covered under your New Vehicle Limited Warranty.

Paint, Trim, and Appearance Items

Defects in paint, trim, upholstery, or other appearance items are normally corrected during new vehicle preparation. If you find any paint or appearance concerns, advise your dealer as soon as possible. Your owner manual has instructions regarding the care of these items.

Vehicle Operation and Care

Considering the investment you have made in your Pontiac, we know you will want to operate and maintain it properly. We urge you to follow the maintenance instructions in your owner manual.

If you have questions on how to keep your vehicle in good working condition, see your Pontiac dealer, the place many customers choose to have their maintenance work done. You can rely on your Pontiac dealer to use the proper parts and repair practices.

Maintenance and Warranty Service Records

Retain receipts covering performance of regular maintenance. Receipts can be very important if a question arises as to whether a malfunction is caused by lack of maintenance or a defect in material or workmanship.

A "Maintenance Record" is provided in the maintenance schedule section of the owner manual for recording services performed.

The servicing dealer can provide a copy of any warranty repairs for your records.

Chemical Paint Spotting

Some weather and atmospheric conditions can create a chemical fallout. Airborne pollutants can fall upon and adhere to painted surfaces on your vehicle. This damage can take two forms: blotchy, ring-shaped discolorations, and/or small irregular dark spots etched into the paint surface.

Although no defect in the factory applied paint causes this, Pontiac will repair, at no charge to the owner, the painted surfaces of new vehicles damaged by this fallout condition within 12 months or 12,000 miles of purchase, whichever comes first.

Warranty Coverage — Extensions

Time Extensions: The New Vehicle Limited Warranty will be extended one day for each day beyond the first 24 hour period in which your vehicle is at an authorized dealer facility for warranty service. You may be asked to show the repair orders to verify the period of time the warranty is to be extended. Your extension rights may vary depending on state law.

Mileage Extensions: Prior to delivery, some mileage is put on your vehicle during testing at the assembly plant, during shipping, and while at the dealer facility. The dealer records this mileage on the first page of this warranty booklet at delivery. For eligible vehicles, this mileage will be added to the mileage limits of the warranty ensuring that you receive full benefit of the coverage. Mileage extension eligibility:

- Applies only to new vehicles held exclusively in new vehicle inventory.
- Does not apply to used vehicles, GM owned vehicles, dealer owned used vehicles, or dealer demonstrator vehicles.
- Does not apply to vehicles with more than 1,000 miles on the odometer even though the vehicle may not have been registered for license plates.

Touring Owner Service — Foreign Countries

If you are touring in a foreign country and repairs are needed, take your vehicle to a GM dealer facility, preferably one which sells and services Pontiac vehicles. Once you return to the United States you should provide your dealer with a statement of circumstances, the original repair order, proof of ownership, and any paid receipt indicating the work performed and parts replaced for reimbursement consideration.

Important: Repairs made necessary by the use of improper or dirty fuels and lubricants are not covered under warranty. See your owner manual for additional information on fuel requirements when operating in foreign countries.

Warranty Service — Foreign Countries

This warranty applies to GM vehicles registered in the United States and normally operated in the United States or Canada. If you have permanently relocated and established household residency in another country, GM may authorize the performance of repairs under the warranty authorized for vehicles generally sold by GM in that country. Contact an authorized GM dealer in your country for assistance.

Important: GM warranty coverages may be void on GM vehicles that have been imported/exported for resale.

Original Equipment Alterations

This warranty does not cover any damage or failure resulting from modification or alteration to the vehicle's original equipment as manufactured or assembled by GM. Examples of the types of alterations that would not be covered include installation or use of any non-GM parts, accessories, and materials, or the cutting, welding, or disconnecting of the vehicle's original equipment parts and components.

Recreation Vehicle and Special Body or Equipment Alterations

Installation or alterations to the original equipment vehicle, or chassis, as manufactured and assembled by GM, are not covered by this warranty. The special body company, assembler, or equipment installer is solely responsible for warranties on the body or equipment and any alterations to any of the parts, components, systems, or assemblies installed by GM. Examples include, but are not limited to, special body installations, such as recreational vehicles, the installation of any non-GM part, cutting, welding, or the disconnecting of original equipment vehicle or chassis parts and components, extension of wheelbase, suspension and driveline modifications, and axle additions.

Pre-Delivery Service

Defects in the mechanical, electrical, sheet metal, paint, trim, and other components of your vehicle may occur at the factory or while it is being transported to the dealer facility. Normally, any defects occurring during assembly are identified and corrected at the factory during the inspection process. In addition, dealers inspect each vehicle before delivery. They repair any uncorrected factory defects and any transit damage detected before the vehicle is delivered to you.

Any defects still present at the time the vehicle is delivered to you are covered by the warranty. If you find any defects, advise your dealer without delay. For further details concerning any repairs which the dealer may have made prior to you taking delivery of your vehicle, ask your dealer.

Production Changes

GM and GM dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

Noise Emissions Warranty for Light Duty Trucks Over 10,000 LBS GVWR Only

GM warrants to the first person who purchases the vehicle for purposes other than resale and to each subsequent purchaser of this vehicle, as manufactured by GM, that this vehicle was designed, built, and equipped to conform at the time it left GM's control with all applicable United States EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built, and equipped by GM, and is not limited to any particular part, component, or system of the vehicle manufactured by GM. Defects in design, assembly, or in any part, component, or vehicle system as manufactured by GM, which, at the time it left GM's control, caused noise emissions to exceed Federal Standards, are covered by this warranty for the life of the vehicle.

Emission Control Systems Warranty

The emission warranty on your vehicle is issued in accordance with the U.S. Federal Clean Air Act. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

What Is Covered

The parts covered under the emission warranty are listed under the "Emission Warranty Parts List" later in this section.

How to Determine the Applicable Emission Control System Warranty (Light Duty Trucks Only)

State and Federal agencies may require different emission control system warranty for light duty trucks depending on:

- Whether the truck is certified with a light duty or heavy duty emission control system.
- Whether the truck is certified for California emissions in addition to Federal emissions.

To determine emissions eligibility: locate the emission control label in the engine compartment on the air cleaner assembly or on the engine. The language on the bottom left side of the label will describe if equipped with a light, medium, or heavy duty emission control system.

All light duty trucks are eligible for Federal Emissions Control System Warranty Coverage. If the emissions control label contains language stating the vehicle is certified to California emission standards, the vehicle is also eligible for California Emissions Control System Warranty Coverage.

FAX

To: shera

Company:

Fax: 18662661792

Phone:

From: Lora D. Hauswirth

Fax: 248-267-4317

Phone: 313-665-1436

NOTES:

White - Settlement Check Request Approved

The attached check request is approved.

Lora

----- Forwarded by Lora D. Hauswirth/US/GM/GMC on 05/05/2009 02:25 AM -----

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LORA D. HAUSWIRTH/US/GM/GMC

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May. 4. 2009 5:47PM

LAW OFFICE OF CONNIE POSTELLI

No. 6420 P. 1

LAW OFFICES OF Connie J. Postelli

19952 Torrence Avenue
Lynwood, Illinois 60411

May 5, 2009

VIA FACSIMILE (248) 267-4317

Lora Hauswirth, Case Manager
GENERAL MOTORS CORPORATION
Global Headquarters at the Renaissance Center
300 Renaissance Center, 24th Floor
Mail Code: 482-C24-C66
Detroit, Michigan 48265-3000

Re: [REDACTED] v. General Motors Corporation
Circuit Court of Cook County, First District, Municipal Division
Case No. : 09 M1 116338
Vehicle : 2006 Pontiac G6
VIN : 1G2ZG558964 [REDACTED]
GM Legal File No. : 668219
Our File Number : 7092-90015

NOTICE OF CASH SETTLEMENT / CHECK REQUEST

Dear Lora:

Please be advised that the above-referenced matter has settled for a total of \$6,500.00, including attorneys' fees and costs. The customer's concern with the subject vehicle is M30 - Steering - Power Steering Pump/Brackets - Inoperative. At your earliest convenience, please forward General Motors Corporation's settlement draft as follows:

1. A check in the amount of \$6,500.00 payable to [REDACTED] Ltd." A completed IRS form W-9 is attached as required for proper tax reporting.

Plaintiff:

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

Mileage: 26,534

Plaintiff's Attorney:

Gregory H. Moss, Esq.
Krohn & Moss, Ltd.
120 W. Madison, 10th Floor
Chicago, IL 60602
{312} 578-9428 telephone
{866} 289-0898 facsimile

May. 4. 2009 5:47PM

LAW OFFICE OF CONNIE POSTELLI

No. 6420 P. 2

Lora D. Hauswirth

May 5, 2009

Page 2

Enclosed please find the signed Release Of Claim and the appropriate W9 form. Should you have any questions, please do not hesitate to contact me.

Very truly yours,

Rebecca J. Letourneaux

Encls.

May. 4. 2009 5:47PM

LAW OFFICE OF CONNIE POSTELLI

No. 6420 P. 3

016307718297

Line 1

01:38:24 p.m. 05-01-2009

3/3

PG 3/1

RELEASE OF CLAIM

I, [REDACTED] in consideration of \$6,500.00 (payment to be tendered in the form of one check in the amount of \$6,500.00 made payable to [REDACTED] and "Krohn & Moss, Ltd.") paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its authorized independent dealers, designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims and causes of action for any injuries, losses or damages to my person and/or property which may have been caused by, or which may at any time arise out of, or in connection with one 2006 Pontiac G6 VIN 1G2ZG558964 [REDACTED]

I, [REDACTED] agree that neither General Motors payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrong doing by General Motors to any of the claims or causes of actions alleged in or to be reinferred from allegations set forth in the matter indicated above.

In addition, I, [REDACTED] shall not at any time hereafter commence, maintain or prosecute, or cause, encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

The mileage was 26534 on 5-1-09, the date of the signing of this release.

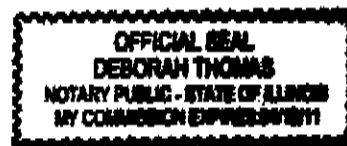
The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

DATE SIGNED: 5-1-09

Chicago, IL
City, State, Zip Code

Sworn to and subscribed before me
this 04 day of May, 2009.

Deborah Thomas
Notary Public



Cook County

My Commission Expires: 4/18/11

95172

308379

Rogers Auto Group

PONTIAC OLDSMOBILE BUICK HUMMER
5750 S. MICHIGAN AVENUE, CHICAGO, IL 60610 • 312.525-4300

Telephone: (312) 225-4300 • Fax (312) 567-9498

Internet Address: www.rogersautogroup.net

Chicago License No. 000243

INVOICE

PAGE 1

CHICAGO, IL

HOME:

BUS:

CELL:

SERVICE ADVISOR:

28 DWAYNE EXT PARKS 162

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964		24623/25678	T418	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VAR. RATE	PAYMENT	INV. DATE
06MAR06	IS		17:00 22DEC08		120.00	CASH	04FEB09
R.O. OPENED	READY	OPTIONS:	STK: P8071A ENG: 3.5 liter SFI TRN: MX0				

09:04 22JAN09 06:54 04FEB09

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO TURN WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE NOT TO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY / / 1199 RECALIBRATED SYSTEM AND MODULES WITH TEST

DRIVES

21MISC

SUBL ENTERPRISE 56043

(N/C)

(N/C)

RECALIBRATED AND RELEARNED SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH#2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH#33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL TEST DRIVEN TWICE WITH NO CONCERNS DUPLICATED AFTERWARDS

B GM QUICK LUBE PLUS-28 POINT SAFETY CHECK
3K GM QUICK LUBE PLUS-28 POINT SAFETY CHECK

2 CR6

1 25010792 FILTER

1 SOLVENT WASHER

5 OIL ENGINE

1 LUBE GREASE

5.00	12.85	12.85
1.62	5.00	5.00
1.69	1.62	1.62
0.35	1.69	8.45
	0.35	0.35

C COURTESY VISUAL SERVICE INSPECTION

CAUSE: RENTAL

Z7903 3 DAYS RENTAL

2 W

FC: 99 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

(N/C)

This business is required to be licensed pursuant to IL revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS."

Customer's Signature:

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
EPA CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

95172

308379

Rogers Auto Group

PONTIAC GMC BUICK HYUNDAI

Telephone: (312) 225-4300 Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

Chicago License No. 000243

INVOICE

PAGE 2

CHICAGO, IL
HOME: [REDACTED]
CELL: [REDACTED]

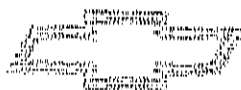
BUS: [REDACTED]

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964	[REDACTED]	24623/25678	T418	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PC NO	VAR RATE	PAYMENT	INV DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	04FEB09
R.O. OPENED	READY	OPTIONS:					
09:04 22JAN09	06:54 04FEB09	STK: P8071A ENG: 3.5 Liter SPI TRN: MX0					
LINE	QCODE	TECH	TYRE	HOURS	LIST	NET	TOTAL

 * OUR SERVICE STAFF WANTS YOU "COMPLETELY *
 * SATISFIED" IF WE FAIL TO DO SO PLEASE *
 * CONTACT US IMMEDIATELY SO THAT WE MAY *
 * CORRECT YOUR CONCERN. AGAIN THANK YOU *
 * FOR YOUR VALUED BUSINESS. *

GMC



GENUINE CHEVROLET



PONTIAC



HYUNDAI

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Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	12.85
PARTS AMOUNT	15.42
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	0.00
TOTAL CHARGES	28.27
LESS INSURANCE	0.00
SALES TAX	1.58
PLEASE PAY THIS AMOUNT	29.85

CUSTOMER COPY

95172

306271

Rogers Auto Group

Telephone: (312) 225-4300 • Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

INVOICE

PAGE 1

CHICAGO, IL

HOME:

BUS:

SERVICE ADVISOR: 75 CINDI X PIUNTI 138

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLU	06	PONTIAC G6	1G2ZG558964		24344/24344	T390
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	VAR RATE	PAYMENT
06MAR06 IS			17:00 22DEC08		120.00	CASH
REG OPENED	READY	OPTIONS: STK: P8071A ENG: 3.5 Liter SFI TRN: MX0				

12:27 22DEC08 13:19 26DEC08

LINE ORCODE TECH TYPE HOURS

A POWER STEERING LIGHT COMES ON AND ENG DIES-RESTARTS BACK UP

CAUSE: SHORTED

E8434 POWER STEERING ASSIST MOTOR REPLACEMENT

2 W

1 25805894 MOTOR

FC: 6G

PART#: 25805894

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

(N/C)
(N/C)

B** RENTAL

CAUSE: RENTAL

Z7904 RENTAL NEEDS ZONE AUTH

2 W

FC: 99 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

(N/C)

SUBL ENTERPRISE PO#55480

W

(N/C)

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Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

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

CUSTOMER COPY

95172

298231

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PAGE 1

CHICAGO, IL
HOME:

BUS:

SERVICE ADVISOR: 85 JAMES ERBY

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE (IN/ OUT)		TAG
BLU		06	PONTIAC G6		1G2ZG558964				22924/22942		T192
DEL DATE		PROB DATE	WARR EXP	PROMISED		PO NO		VAR RATE	PAYMENT	INV DATE	
06MAR06 IS				17:00 03SEP08				119.00	CASH	04SEP08	
R.O. OPENED			READY		OPTIONS: STK: P8071A ENG: 3.5 Liter SFI TRN: MX0						

09:38 03SEP08 12:39 04SEP08

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUST STATES: AT TIMES STEERING BINDS WHEN DRIVING & TURNING.

CAUSE: TEST DROVE VEHICLE, FOND CONDITION NORMAL. CALLED TECHNICAL SUPPORT.

1199 MISC

33IMISC

CUSTOMER ADVISED CONDITION NORMAL.

(N/C)

B RENTAL

RENTAL ONE DAY RENTAL PER CUSTOMER SATISFACTION.

1 ISP

SUBL ENTERPRISE INV# 510795 - ONE DAY - P/O# 510795

ISP

(N/C)

(N/C)

C COURTESY VISUAL SERVICE INSPECTION

CN COURTESY VISUAL SERVICE INSPECTION

33IMISC

(N/C)

* OUR SERVICE STAFF WANTS YOU "COMPLETELY
 * SATISFIED" IF WE FAIL TO DO SO PLEASE
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PONTIAC

HYUNDAI

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 INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS
 FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES
 ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION
 WITH THE SALE OF SAID PRODUCTS.

Customer's Signature: _____

We guarantee our
 service work for 12
 months or 12,000
 miles, whichever
 comes first. If our
 repair or
 replacement falls in
 normal service, we
 will fix it free of
 charge. Parts and
 labor.

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

CUSTOMER COPY

95172

296990

Rogers Auto Group

PONTIAC GMC BUICK HYUNDAI
 8701 S. MICHIGAN AVE. CHICAGO, IL 60610 • 312-225-4200

INVOICE

Telephone: (312) 225-4300 • Fax (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CHICAGO, IL
 HOME: [REDACTED]

BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 48 DAVID LECHUGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLU	06	PONTIAC G6	1G2ZG558964		22512/22512	T164
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	VAR RATE	PAYMENT
06 MAR 06	15		WAIT 16 AUG 08		119.00	CASH
R.O. OPENED	READY	OPTIONS: STK: P8071A ENG: 3.5 Liter SFI TRN: MX0				
		16 AUG 08				

09:53 16 AUG 08 10:51 16 AUG 08

LINE OPCODE TECH TYPE HOURS

A GM QUICK LUBE PLUS-28 POINT SAFETY CHECK
 3K GM QUICK LUBE PLUS-28 POINT SAFETY CHECK
 43 CR6

1 25010792 FILTER

5 OIL ENGINE

1 LUBE GREASE

1 SOLVENT WASHER

LIST	NET	TOTAL
	10.98	10.98
5.00	5.00	5.00
1.60	1.60	8.00
0.35	0.35	0.35
1.62	1.62	1.62

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

1.50

 * OUR SERVICE STAFF WANTS YOU "COMPLETELY" *
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 * FOR YOUR VALUED BUSINESS. *

GENUINE CHEVROLET

PONTIAC

HYUNDAI

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Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LAROR AMOUNT	10.98
PARTS AMOUNT	14.97
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	1.50
TOTAL CHARGES	27.45
LESS INSURANCE	0.00
SALES TAX	1.53
PLEASE PAY THIS AMOUNT	28.98

CUSTOMER COPY

95172

293366

Rogers Auto Group

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 Chicago License No. 000243

CHICAGO, IL
 HOME: [REDACTED]

BUS [REDACTED]

PAGE 1

SERVICE ADVISOR: 55 MARCELLO PAONESSA

COLOR		YEAR	MAKE/MODEL		SERVICE ADVISOR		55 MARCELLO PAONESSA	
					VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLU		06	PONTIAC G6		1G2ZG558964		21247/21247	T850
DEL DATE		PROD DATE	WARR EXP	PROMISED	PO NO.	VAR RATE	PAYMENT	INV DATE
06MAR06 IS				17:00 30JUN08		119.00	CASH	01JUL08
R.O. OPENED		READY		OPTIONS: STK: P8071A ENG: 3.5 Liter SFI TRN: MKO				

08:22 30JUN08 17:29 01JUL08

LINE OPCODE TECH TYPE HOURS

A PER WEOWE DRVIER SIDE DOOR HINGES SQUEAK

METRO METRO BODY SHOP

1IMISC

SUBL METRO PO#49601

IUC

B PER WEOWE TO REPAIR REAR BUMPER

METRO METRO BODY SHOP

1IMISC

C LH FRONT TIRE IS LOOSEING AIR

1199 NO LEAKS FOUND AT THIS TIME OF SERVICE

1IMISC

D** RENTAL

RENTAL RENTAL

1IMISC

SUBL ENTERPRISE PO#49599

IUC

*****CORRECTION*****

 * OUR SERVICE STAFF WANTS YOU "COMPLETELY *
 * SATISFIED" IF WE FAIL TO DO SO PLEASE *
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Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

289279

Rogers Auto Group

INVOICE

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 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 27 JOHN SCHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	06	PONTIAC G6	1G2ZG558964		19460/19460	
DEL DATE	PROD DATE	WARR EXP	PROMISES	PO NO	VAR RATE	PAYMENT
06MAR06 IS			17:00 07MAY08		119.00	CASH
P.O. OPENED	READY	OPTIONS:	STK: P8071A ENG: 3.5 Liter SFI TRN: MX0			

11:34 07MAY08 10:01 12MAY08

LINE OPCODE TECH TYPE HOURS

A 6,000 MILE MAINTENANCE

LIST NET TOTAL

6K 6,000 MILE MAINTENANCE

13 IUC

1 25864605 PAD KIT

1 15808204 PAD KIT

1 25010792 FILTER

5 OIL ENGINE

1 LUBE GREASE

1 SOLVENT WASHER

1199 REPLACE FRONT & REAR BRAKE PADS - RESURFACE
FRONT & REAR ROTORS

13 IUC

SUBL 1

IUC

 * OUR SERVICE STAFF WANTS YOU "COMPLETELY *
 * SATISFIED IF WE FAIL TO DO SO PLEASE *
 * CONTACT US IMMEDIATELY SO THAT WE MAY *
 * CORRECT YOUR CONCERN. AGAIN THANK YOU *
 * FOR YOUR VALUED BUSINESS. *

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

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(N/C)

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(N/C)

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Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

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

CUSTOMER COPY

64167

228114

Rogers Auto Group

INVOICE

Telephone: (312) 225-4300 • Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

Chicago License No. 000243

CHICAGO IL

HOME

BUS

CELL

PAGE 1

SERVICE ADVISOR: 77 JEREMY STONE

COLOR	YEAR	MAKE/MODEL	SERVICE ADVISOR		77 JEREMY STONE			
			VIN	LICENSE	MILEAGE IN/ OUT		TAG	
BLK	06	PONTIAC G6	1G2ZG558964					
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PG NO	VAR RATE	PAYMENT	INV DATE	
06MAR06 IS			17:00 06MAR06		83.81	CASH	06MAR06	
R.O. OPENED		READY	OPTIONS:					
STK: P6151D ENG: 3.5 Liter SFI TRN: MX0								

14:32 06MAR06 15:42 06MAR06

LINE OPCODE TECH TYPE HOURS

A FLOOR MATS PER WE OWE ATTACHED

LIST NET TOTAL

POO THE PART (S) TO REPAIR YOUR VEHICLE HAVE BEEN
ORDERED, YOU WILL BE NOTIFIED BY PHONE OR
MAIL WHEN THEY ARRIVE

1 INC
15285133 MAT

B CUSTOMER WILL RETURN ANOTHER DAY FOR DETAIL - NOT PERFORMING TODAY
DETAIL CUSTOMER WILL RETURN - DETAIL NOT
PERFORMED TODAY

1 CR6

0.00 0.00

* OUR SERVICE STAFF WANTS YOU "COMPLETELY *
* SATISFIED" IF WE FAIL TO DO SO PLEASE *
* CONTACT US IMMEDIATELY SO THAT WE MAY *
* CORRECT YOUR CONCERN. AGAIN THANK YOU *
* FOR YOUR VALUED BUSINESS. *

GENUINE CHEVROLET

PONTIAC

HYUNDAI

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Customer's Signature: _____

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

CUSTOMER COPY



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

VIA FAX ONLY

February 12, 2009

Frank Dekruiff
Roger's Auto Group
2720 Michigan Ave.
Chicago, IL. 60616-2819

RE:

Service Request: 71-701759847

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558964

Legal Research Specialist: Cynthia Reyes

Dear Mr. Dekruiff:

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

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

Please fax them to 1-866-363-8695. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 Ext. 11153 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation



2006 G6 - 6CYL SEDAN		PONTIAC/GMC DIVISION
46U STEALTH GRAY METALLIC	/V6G	GENERAL MOTORS CORPORATION
19B EBONY		100 RENAISSANCE CENTER
ORDER NO. JPQBQG/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G2 ZG55 89 64		VEHICLE INVOICE 2AD53187694
*****		*****16*10400S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20030.00	18527.75	INVOICE 11/04/05
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 11/04/05
F83 AXLE RATIO 3.05	N/C	N/C	EXP I/T 11/10/05
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	INT COM 11/10/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 11/04/05
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	KEYS G0312 G0312
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	WFP-S QTR OPT-1
			BANK: GMAC - 154
			CHG-TO 10-400
			SHIP WT: 3337
			HP: 32.9
			GMS: 18643.35
			SUPPLR: 19478.93
			MRM: 20655.00
			MEMO 926.50

TOTAL MODEL & OPTIONS	20030.00	18544.25	ACT 231	18568.35
DESTINATION CHARGE	625.00	625.00	H/B 261	600.90
LAM DEALER CONTRIBUTION		200.30	ADV 261	200.30
LAM GROUP CONTRIBUTION		250.38	EXP 65A	250.38

TOTAL	20655.00	19619.93	PAY 310	19619.93
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		18718.58		

 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.

GILLESPIE PONTIAC	REMIT TO GMAC NO. 154
	VIN 1G2ZG558964
	\$ 19619.93 INV 2AD53187694
	DUE 11/10/05 DEALER 10-400

VIN: 1G2ZG5589 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: JPQBQG

ODATE: 10/06/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 16 10127
DDATE: 02/28/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:DLVY DOE: 02/28/06 ORDER BY:
CANC: 01/26/06
CANC DOE: 01/26/06
TRADE: 12/12/05 DLVY TO: J JACOB
TRD DOE: 12/15/05 1752 TAMAHAWK LN
SRVC IN: NAPERVILLE IL 60564
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	16 10127	000000	05/18/06	3,700.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 000000 AUTH PUR CD:
MISC DATE: 03/06/06 MISC: 0000009505 A2
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCS	01	16 10127		05/18/06	2,150.00 DR	OP		0.00	0

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: AUTH PUR CD:
MISC DATE: 03/06/06 MISC: 0000083838 F2
POLICY PYMT CMNT: REVERSAL OF GMAC CONTRACT ACTV TYPE: 1

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCS	01	16 10127	162880	03/23/06	2,150.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 162880 AUTH PUR CD:
MISC DATE: 03/06/06 MISC: 0000083838 A2
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
C4C	01	16 10400	00029296790	12/03/05	38.01	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: 00029296790 AUTH PUR CD:
MISC DATE: 11/29/05 MISC: LATE IN-TRANSIT
POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 1G2ZG5589 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: JPQBQG

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
DSN	01	16 10127	00029669586	02/07/06	400.00	DR OA		0.00	0

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: BARS INC MEMO NO: 00029669586 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
DSN	01	16 10127	00029470567	01/05/06	400.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00029470567 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
DXP	01	16 10127	00029849478	03/09/06	468.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00029849478 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	16 10127	00029470567	01/05/06	27.31	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00029470567 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
SNM	01	16 10127	00029669586	02/07/06	25.00	DR OA		0.00	0

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: BARS INC MEMO NO: 00029669586 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
SNM	01	16 10127	2240934	01/06/06	25.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: 2240934 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

VIN: 1G2ZG5589 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: JPQBQG

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
SNN	01	16 10127	00029669586	02/07/06	100.00	DR OA		0.00	0

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: BARS INC MEMO NO: 00029669586 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
SNN	01	16 10127	2240930	01/06/06	100.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: 2240930 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XSC	01	16 10127	000000	05/18/06	1,093.77	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 000000 AUTH PUR CD:
MISC DATE: 03/06/06 MISC: 0000009505 A1
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XSD	01	16 10127		05/18/06	962.99	DR OP		0.00	0

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: AUTH PUR CD:
MISC DATE: 03/06/06 MISC: 0000083838 F0
POLICY PYMT CMNT: REVERSAL OF GMAC CONTRACT ACTV TYPE: 1

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XSD	01	16 10127	162880	03/23/06	962.99	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 162880 AUTH PUR CD:
MISC DATE: 03/06/06 MISC: 0000083838HAA0
POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 1G2ZG5589 64

SELLG SCE: 16

MDL YR: 06

ORD NO: JPQBQG

VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	16 10127	000000		05/18/06	XSC	1,093.77	
INCTV PAYMENT	16 10127	000000		05/18/06	XSC	1,093.77	
INCTV APPLICATN	16 10127	000000		05/18/06	XSC	1,093.77	
INCENTIVE MEMO	16 10127	000000		05/18/06	CCR	3,700.00	
INCTV PAYMENT	16 10127	000000		05/18/06	CCR	3,700.00	
INCTV APPLICATN	16 10127	000000		05/18/06	CCR	3,700.00	
INCENTIVE CHARG	16 10127			05/18/06	XSD	962.99	DR
INCTV APPLICATN	16 10127			05/18/06	XSD	962.99	DR
INCENTIVE CHARG	16 10127			05/18/06	CCS	2,150.00	DR
INCTV APPLICATN	16 10127			05/18/06	CCS	2,150.00	DR
INCENTIVE MEMO	16 10127	162880		03/23/06	XSD	962.99	
INCTV PAYMENT	16 10127	162880		03/23/06	XSD	962.99	
INCTV APPLICATN	16 10127	162880		03/23/06	XSD	962.99	
INCENTIVE MEMO	16 10127	162880		03/23/06	CCS	2,150.00	
INCTV PAYMENT	16 10127	162880		03/23/06	CCS	2,150.00	
INCTV APPLICATN	16 10127	162880		03/23/06	CCS	2,150.00	
INCENTIVE MEMO	16 10127	00029849478		03/09/06	DXP	468.00	
INCTV PAYMENT	16 10127	00029849478		03/09/06	DXP	468.00	
INCTV APPLICATN	16 10127	00029849478		03/09/06	DXP	468.00	
DELIVERY D.O.E.	16 10127			02/28/06		0.00	
DELIVERY TO CUS	16 10127			02/28/06		0.00	
INCENTIVE CHARG	16 10127	00029669586		02/07/06	SNN	100.00	DR
INCENTIVE MEMO	16 10127	00029669586		02/07/06	SNN	100.00	DR
INCTV APPLICATN	16 10127	00029669586		02/07/06	SNN	100.00	DR
INCENTIVE CHARG	16 10127	00029669586		02/07/06	SNM	25.00	DR
INCENTIVE MEMO	16 10127	00029669586		02/07/06	SNM	25.00	DR
INCTV APPLICATN	16 10127	00029669586		02/07/06	SNM	25.00	DR
INCENTIVE CHARG	16 10127	00029669586		02/07/06	DSN	400.00	DR
INCENTIVE MEMO	16 10127	00029669586		02/07/06	DSN	400.00	DR
INCTV APPLICATN	16 10127	00029669586		02/07/06	DSN	400.00	DR
DLVY CANCEL DOE	16 10127			01/26/06		0.00	
DELIVERY CANCEL	16 10127			01/26/06		0.00	
INCTV APPLICATN	16 10127	2240934		01/12/06	SNM	25.00	
INCTV APPLICATN	16 10127	2240930		01/12/06	SNN	100.00	
INCENTIVE MEMO	16 10127	2240934		01/06/06	SNM	25.00	
INCTV PAYMENT	16 10127	2240934		01/06/06	SNM	25.00	
INCENTIVE MEMO	16 10127	2240930		01/06/06	SNN	100.00	
INCTV PAYMENT	16 10127	2240930		01/06/06	SNN	100.00	
INCENTIVE MEMO	16 10127	00029470567		01/05/06	FFC	27.31	
INCTV PAYMENT	16 10127	00029470567		01/05/06	FFC	27.31	
INCTV APPLICATN	16 10127	00029470567		01/05/06	FFC	27.31	
INCENTIVE MEMO	16 10127	00029470567		01/05/06	DSN	400.00	
INCTV PAYMENT	16 10127	00029470567		01/05/06	DSN	400.00	
INCTV APPLICATN	16 10127	00029470567		01/05/06	DSN	400.00	
DELIVERY D.O.E.	16 10127			01/03/06		0.00	
DELIVERY TO CUS	16 10127			01/02/06		0.00	
DLR TRADE D.O.E	16 10127			12/15/05		0.00	
DEALER TRADE (P	16 10127			12/12/05		0.00	
INCENTIVE MEMO	16 10400	00029296790		12/03/05	C4C	38.01	
INCTV PAYMENT	16 10400	00029296790		12/03/05	C4C	38.01	
INCTV APPLICATN	16 10400	00029296790		12/03/05	C4C	38.01	
EXPIRATION TRAN	16 10400	2AD53187694		11/10/05		0.00	

RCMPR028

VEHICLE EVENT SELECTION
PROCESSING SOURCE: PONTIAC

04/14/07

13:59:15

PAGE: 2

VIN: 1G2ZG5589 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: JPQBQG

VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT
SETTLEMENT DATE	16 10400	2AD53187694		11/10/05		19,619.93 CR
ORIGINAL INVOIC	16 10400	2AD53187694		11/04/05		19,619.93
COV/NVIS DATE	16 10400	2AD53187694		11/04/05		0.00
SHIPMENT DATE	16 10400			11/04/05		0.00
PRODUCTION (BUI	16 10400			11/04/05		0.00
PREFERENCE TO P	16 10400			10/11/05		0.00
GM ORDER ACCEPT	16 10400			10/06/05		0.00
GM ORDER ACCEPT				10/06/05		0.00



General Motors Corporation
Business Resource Center
PO Box 37170
Detroit, MI 48231-5170

VIA FAX ONLY

March 18, 2009

Cassie Yates, Esq.
Krohn & Moss, Ltd.
120 W Madison St Fl 10
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
Customer Relationship Specialist: Lynn Johnson

Dear Ms. Yates:

We have received your counteroffer via email dated March 17, 2009. In an attempt to settle this matter, General Motors is making an offer of \$5,000.00 while this matter is still in the Early Resolution program.

We ask that you discuss General Motors Corporation's offer with your client at your earliest opportunity. This offer will remain available for ten (10) calendar days from the date of this letter. If your client agrees with the terms of this offer, please have the offer letter executed where indicated and faxed to the number on the fax cover sheet.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841

cc: FILE
LGG100 VO 093007

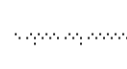
Current Vehicle Mileage

Client's Signature

Client's Signature

Date

Date





"Yates, Cassie"
<cyates@consumerlawcenter.com>

03/17/2009 03:55 PM

To <lynn_johnson@gmexpert.com>
cc
bcc
Subject [REDACTED] v. GM

Lynn,

I have spoken with my client and she rejects your offer of \$4,600 and demands \$8,000 inclusive of all fees and costs to settle. Please let me know your client's response. Thanks.

Lee Cassie Yates
Attorney at Law
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, IL 60602
(312) 578-9428 x 270 (direct)
(866) 289-0898 (fax)
web: www.krohnandmoss.com



General Motors Corporation
Business Resource Center
PO Box 37170
Detroit, MI 48231-5170

VIA FAX ONLY

March 16, 2009

Cassie Yates, Esq.
Krohn & Moss, Ltd.
120 W Madison St Fl 10
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
Customer Relationship Specialist: Lynn Johnson

Dear Ms. Yates:

We have received your counteroffer via email dated March 13, 2009. In an attempt to settle this matter, General Motors is making an offer of \$4,600.00 while this matter is still in the Early Resolution program.

We ask that you discuss General Motors Corporation's offer with your client at your earliest opportunity. This offer will remain available for ten (10) calendar days from the date of this letter. If your client agrees with the terms of this offer, please have the offer letter executed where indicated and faxed to the number on the fax cover sheet.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841

cc: FILE
LGG100 VO 093007

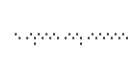
Current Vehicle Mileage

Client's Signature

Client's Signature

Date

Date





"Yates, Cassie"
<cyates@consumerlawcenter.com>

03/12/2009 04:48 PM

To <edna_rodriguez@gmexpert.com>

cc

bcc

Subject RE: [REDACTED] v. GM

History: This message has been forwarded.

My client rejects and lowers her demand to \$8,100 total to settle. Please let me know your client's response. Thanks.

Lee Cassie Yates
Attorney at Law
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, IL 60602
(312) 578-9428 x 270 (direct)
(866) 289-0898 (fax)
web: www.krohnandmoss.com

From: edna_rodriguez@gmexpert.com [mailto:edna_rodriguez@gmexpert.com]
Sent: Thursday, March 12, 2009 8:54 AM
To: Yates, Cassie
Subject: Re: [REDACTED] v. GM

Ms. Yates,

Please review the attached with your client and respond at your earliest convenience. Thank you

Edna Rodriguez
Legal Agent-BRC Legal Department
Aditya Birla Minacs
866-790-5700 ext 21317 | edna_rodriguez@gmexpert.com
866-398-3255 fax

Please consider the environment before printing this e-mail. 1 ton of paper = 17 trees. Reduce. Reuse. Recycle. THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED.
Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded

"Yates, Cassie" <cyates@consumerlawcenter.com>

03/11/2009 04:37 PM

To <edna_rodriguez@gmexpert.com>

cc

Subject [REDACTED] v. GM

Edna,

My client rejects your offer of \$2,500 total and demands \$9,100 total to settle this case. Please let me know your client's response. Thanks.

Lee Cassie Yates
Attorney at Law
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, IL 60602
(312) 578-9428 x 270 (direct)
(866) 289-0898 (fax)
web: www.krohnandmoss.com

Revised 11/11/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes State: IL

Customer Name: [REDACTED] Service Request: 71-701759847 GM Legal File No.: 668219
Vehicle ID No.: 1G2ZG558964 [REDACTED] In Service Date: 2/28/2006 Vehicle is: **Used** BAC Code: 116079
Year, Make & Model: 2006 Pontiac G6 Vehicle Purchased Used on: **6/16/08** at
odometer **20,735**

Lien holder: GMAC ☐ Other ☒ Drive Financial Services

DVM requests Purchase Price of
involvement?: N Vehicle: \$ 13,564.69

Was TAC contacted for this vehicle (Y/N)? : **Y - #10471803 Yes, TAC states Normal condition.**

VEHICLE REPAIR HISTORY

☒ **STEERING**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/03/08	298231	2	22,942	C/S AT TIMES STEERING WHEEL BINDS WHEN DRIVING & TURNING. TEST DROVE THE VEHICLE, FOUND CONDITION NORMAL. – CALLED TAC CUSTOMER ADVISED NORMAL CONDITION. 1 DAY RENTAL PER CUSTOMER SATISFACTION. *(PER SVC. MGR. FRANK DEKRUUFF TAC CASE#10471803).
12/22/08	306271	5*	24,344	C/S POWER STEERING LIGHT COMES ON AND ENGINE DIES, RESTART BACK UP. / SHORTED. – POWER STEERING ASSIST MOTOR REPLACEMENT. 4 RENTAL. *(PER SVC. MGR. FRANK DEKRUUFF DAYS OUT VERIFIED).
01/22/09	308379	14*	24,623	C/S THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO TURN WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE NOT TOO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY. – RECALIBRATED AND RELEARNED SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH #2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH #33 AND C WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL. TEST DRIVEN TWICE WITH NO CONCERNS DUPLICATED AFTERWARDS. 3 DAYS RENTAL. *(PER SVC. MGR. FRANK DEKRUUFF UNABLE TO VERIFY DAYS OUT OF SERVICE. "I THINK CUSTOMER REFUSED TO PICK IT UP").

☐ **BODY/TRIM**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/30/08	293366	2	21,247	PER WE OWE DRIVER DOOR HINGES SQUEAK. – METRO BODY SHOP WE OWE REPAIR REAR BUMPER. – METRO BODY SHOP.RENTAL.

☐ **WHEEL/TIRES**

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

06/30/08 293366 * 21,247 LH FRONT TIRE IS LOOSING AIR. – **NO LEAKS FOUND AT THE TIME OF SERVICE.**

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/06/06	228114	N/A	3	PRIOR TO SALE - FLOOR MATS PER WE OWE ATTACHED. CUSTOMER WILL RETURN ANOTHER DAY FOR DETAIL. NOT PERFORMING TODAY
05/07/08	289279	NA	19,460	PRIOR TO SALE LOF. 6,000 MILES MAINTENANCE. – REPLACE FRONT AND REAR BRAKE PADS – RESURFACE FRONT & REAR ROTORS.
08/16/08	296990	*	22,512	3K GM QUICK LUBE PLUS 28 POINT INSPECTION.

Accident/Insurance Information:

Has the vehicle ever been involved in an accident Y or N? **Unaware**

Did you confirm your answer with the dealer Y or N? **Yes**

Are there any Aftermarket Modifications to the Vehicle Y or N? **No**

Have you confirm this with the dealership Y or N? **Yes**

THE STATE LEMON LAW READS:

Days out of service: **30 or more**

Repairs: **4 or more**

Time period: **18 months from original delivery**

Does Lemon Law state nonconformity must continue to exist? **Yes**

If applicable, safety-related repairs **NA**

Safety-related time period

Number of repair attempts in the presumption period: 0

Total days out of service during the presumption period: 0

Total days out of service during customer's ownership: 23

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

DVM James Cocking responded with option "D" to e-mail request.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

CRS spoke to service manager Frank Dekruiff, he states the customer has not been back to the dealership since last repair. There is no further information.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

NISM Negotiations:

3/2/09 – Empowerment \$2500 up to \$4k inclusive

3/10/09 – Offer out \$2,500 inclusive
3/12/09 – Counteroffer \$9,100
3/12/09 – Offer out \$4,000 inclusive
3/12/09 – Counteroffer from Cassie Yates \$8,100 inclusive.

RECOMMENDATION

Cash \$4,600.00 inclusive
3/17/09 – Counteroffer from PC \$8,000 inclusive.
3/17/09 – Recommend final offer \$5,000 inclusive for reasons specified below.
3/18/09 – Offer out \$5,000 inclusive – counteroffer \$7,000 inclusive
3/19/09 – recommend no further adjustment for reasons specified below –No concerns duplicated on last visit 1/22/09

3/30/09 – Recommend removal to LC – PC rejects final offer of \$5,000 inclusive -10 day letter was sent 3/20 and no response from PC

RATIONALE

Vehicle was purchased used (not certified) at 20,735 miles. Has had 3 repairs to steering the last being 1/22/09 when steering column was replaced. Svc mgr states no repairs since. Vehicle had no prior history of steering repairs prior to this purchase. 23 days out since ownership. Total price paid \$13,564.69.

REASON FOR REMOVAL

PC demand not reasonable for this non-certified used vehicle with no history of steering concerns prior to sale at 20,735 miles. Vehicle purchase price \$13,564.69. Steering column replaced on 3rd repair visit and no warranty repairs since. Does not appear to meet LL presumption. Vehicle is still under warranty and GM has discharged its obligations under its limited warranty.

Removed to LC and settled for \$6500 due to steering issues.

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

By: Cynthia Reyes

State: IL

Customer Name: [REDACTED] Service Request: 71-701759847 GM Legal File No.: N/A
 Vehicle ID No.: 1G2ZG558964 [REDACTED] In Service Date: 2/28/2006 Vehicle is: **Used** BAC Code: 116079
 Year, Make & Model: 2006 Pontiac G6 Vehicle Purchased Used on: **6/16/08** at
 odometer **20,735**
 Lien holder: GMAC ☐ Other ☒: Drive Financial Services DVM requests Purchase Price of
 Was TAC contacted for this vehicle (Y/N)? : **Y - #10471803 Yes, TAC** involvement?: N Vehicle: \$ 13,564.69
states Normal condition.

VEHICLE REPAIR HISTORY☒ **STEERING**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
09/03/08	298231	2	22,942	C/S AT TIMES STEERING WHEEL BINDS WHEN DRIVING & TURNING. / TEST Drove the vehicle, found condition normal. – CALLED TAC. CUSTOMER ADVISED NORMAL CONDITION. 1 DAY RENTAL PER CUSTOMER SATISFACTION. *(PER SVC. MGR. FRANK DEKRUIFF TAC CASE#10471803).
12/22/08	306271	5*	24,344	C/S POWER STEERING LIGHT COMES ON AND ENGINE DIES, RESTARTS BACK UP. / SHORTED. – POWER STEERING ASSIST MOTOR REPLACEMENT. 4 RENTAL. *(PER SVC. MGR. FRANK DEKRUIFF DAYS OUT VERIFIED).
01/22/09	308379	14*	24,623	C/S THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO TURN WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE NOT TOO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY. – RECALIBRATED AND RELEARNED SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH #2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH #33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL. TEST DRIVEN TWICE WITH NO CONCERNS DUPLICATED AFTERWARDS. 3 DAYS RENTAL. *(PER SVC. MGR. FRANK DEKRUIFF UNABLE TO VERIFY DAYS OUT OF SERVICE. "I THINK CUSTOMER REFUSED TO PICK IT UP").

☐ **BODY/TRIM**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
06/30/08	293366	2	21,247	PER WE OWE DRIVER DOOR HINGES SQUEAK. – METRO BODY SHOP. WE OWE REPAIR REAR BUMPER. – METRO BODY SHOP.RENTAL.

☐ **WHEEL/TIRES**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
06/30/08	293366	*	21,247	LH FRONT TIRE IS LOOSING AIR. – NO LEAKS FOUND AT THE TIME OF SERVICE.

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/06/06	228114	N/A	3	PRIOR TO SALE - Floor mats per we owe attached. Customer will return another day for detail. Not performing today.
05/07/08	289279	NA	19,460	PRIOR TO SALE LOF. 6,000 miles maintenance. – Replace front and rear brake pads – Resurface front & rear rotors.
08/16/08	296990	*	22,512	3K GM quick lube plus 28 point inspection.

Accident/Insurance Information:

Has the vehicle ever been involved in an accident Y or N? Unaware

Did you confirm your answer with the dealer Y or N? Yes

Are there any Aftermarket Modifications to the Vehicle Y or N? No

Have you confirm this with the dealership Y or N? Yes

THE STATE LEMON LAW READS:

Days out of service:

Repairs:

Time period:

Does Lemon Law state nonconformity must continue to exist?

If applicable, safety-related repairs

Safety-related time period

Number of repair attempts in the presumption period: **0**

Total days out of service during the presumption period: **0**

Total days out of service during customer's ownership: **12**

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

DVM James Cocking responded with option "D" to e-mail request.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

CRS spoke to service manager Frank Dekruiff, he states the customer has not been back to the dealership since last repair. There is no further information.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

3/2/09 – Empowerment \$2500 up to \$4k inclusive

3/10/09 – Offer out \$2,500 inclusive

3/12/09 – Counteroffer \$9,100

3/12/09 – Offer out \$4,000 inclusive

RECOMMENDATION

None pending response to last offer out 3/12/09

RATIONALE

REASON FOR REMOVAL

CRS FINAL OFFER:

DATE:

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

**PLAINTIFF'S FINAL
DEMAND:**

DATE:

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

TEAM MANAGER APPROVING:

Date:

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

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



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

VIA FAX ONLY

March 10, 2009

Gregory Moss, Esq.
Krohn & Moss, Ltd.
120 West Madison Street 10th Floor
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Moss:

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

After careful review of this case, Pontiac Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$ 2,500.00.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.



Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

<hr/>	
Odometer	
<hr/>	
<hr/>	<hr/>
Client's Signature	Client's Signature
<hr/>	<hr/>
Date	Date



Andrea Medlock
Paralegal
Krohn & Moss, Ltd
Consumer Law Center
Phone: 312-578-9428 x 223
Fax: 866-289-0898

Krohn & Moss, Ltd.

Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Washington DC, Wisconsin

Main Office

120 West Madison, 10th Floor

Chicago, Illinois 60602

www.krohnandmoss.com

Writer's Direct Number

(312) 578-9428 Ext. 216

Writer's Direct Facsimile

(866) 309-9458

Writer's Direct E-Mail

gmoss@consumerlawcenter.com

Writer licensed to practice

only in:

Illinois

Wisconsin

February 13, 2009

VIA FACSIMILE: 866-363-8695
with confirmation received

General Motors Corporation
Attn: BRC Legal/Cynthia Reyes
P.O. Box 33170
Detroit, MI 48232

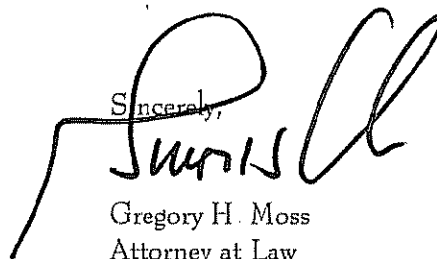
RE: [REDACTED] v. General Motors Corporation

Dear Ms. Reyes:

Pursuant to your request dated February 12, 2009, please find attached our client's documentation.

If you have any questions or comments, please contact me immediately. Thank you in advance for your cooperation.

Sincerely,



Gregory H. Moss
Attorney at Law

GM/am

FROM :

FAX NO. :

Feb. 04 2009 05:51PM P1

95172

308379

Rogers Auto Group


2720 S. Michigan Avenue, Chicago, IL 60616 • 812-815-4200

Telephone: (312) 225-4300 Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

Chicago License No. 000243

INVOICE

PAGE 1

CHICAGO, IL

HOME:

BUS:

CELL:

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964		24623/25678	T418	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	VAR RATE	PAYMENT	INV DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	04FEB09
R.O. OPENED		READY	OPTIONS: STK:P8071A ENG:3.5 Liter SFI TRN:MX0				

09:04 22JAN09 06:54 04FEB09

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

A CUSTOMER STATES THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO TURN WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE NOT TO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY / /

1199 RECALIBRATED SYSTEM AND MODULES WITH TEST

DRIVES

2T MISC

SUBL ENTERPRISE 56043

W

(N/C)

(N/C)

RECALIBRATED AND RELEARNED SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH#2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH#33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL TEST DRIVEN TWICE WITH NO CONCERNS DUPLICATED AFTERWARDS

B GM QUICK LUBE PLUS-28 POINT SAFETY CHECK

3K GM QUICK LUBE PLUS-28 POINT SAFETY CHECK

2 CR6

1 25010792 FILTER	5.00	5.00	5.00
1 SOLVENT WASHER	1.62	1.62	1.62
5 OIL ENGINE	1.69	1.69	8.45
1 LUBE GREASE	0.35	0.35	0.35

C COURTESY VISUAL SERVICE INSPECTION

CAUSE: RENTAL

Z7903 3 DAYS RENTAL

2 W

FC 99 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

(N/C)

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We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
EPA CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer's Signature: _____

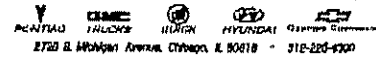
FROM :

FAX NO. :

Feb. 04 2009 05:51PM P2

95172

308379

Rogers Auto Group

2720 S. Michigan Avenue, Chicago, IL 60618 - 312-225-4300

Telephone: (312) 225-4300 - Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

Chicago License No. 000243

INVOICE

PAGE 2

CHICAGO, IL

HOME:

BUS:

CELL:

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLU	06	PONTIAC G6	1G2ZG558964		24623/25678	T418	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	VAR RATE	PAYMENT	INV DATE
06MAR06 IS			17:00 22DEC08		120.00	CASH	04FEB09
R.O. OPENED		READY	OPTIONS: STK:P8071A ENG:3.5 Liter SFI TRN:MX0				

09:04 22JAN09 06:54 04FEB09

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

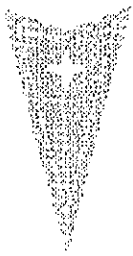
 * OUR SERVICE STAFF WANTS YOU "COMPLETELY
 * SATISFIED", IF WE FAIL TO DO SO PLEASE *
 * CONTACT US IMMEDIATELY SO THAT WE MAY *
 * CORRECT YOUR CONCERN. AGAIN THANK YOU *
 * FOR YOUR VALUED BUSINESS. *

GMC

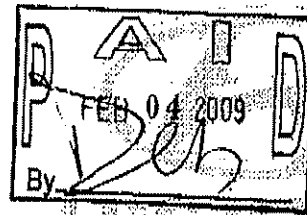
BUICK



GENUINE CHEVROLET



PONTIAC



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We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	12.85
PARTS AMOUNT	15.42
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	0.00
TOTAL CHARGES	28.27
LESS INSURANCE	0.00
SALES TAX	1.58
PLEASE PAY THIS AMOUNT	29.85

Customer's Signature: _____

FROM :

FAX NO. :

Feb. 04 2009 05:52PM P3

95172

308379

**ROGERS
AUTO GROUP**

ACCOUNTING

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616
Telephone: (312) 225-4300 · Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

CHICAGO, IL
HOME
CELL

BUS

PAGE 1

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

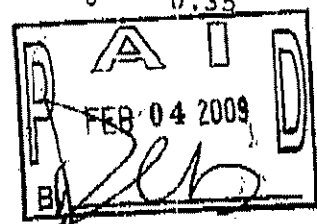
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLU	06	PONTIAC G6	1G2ZG558964		24623/25678	T418
DEL DATE	PROD DATE	WARE EXP	PROMISED	PD NO	VARI RATE	PAYMENT
06MAR06 IS			17:00 22DEC08		120.00	CASH
R.O. OPENED	READY	OPTIONS: STK:P8071A ENG:3.5 Liter SFI TRN:MX0				04FEB09
09:04 22JAN09	06:54 04FEB09					

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
A CUSTOMER STATES THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO TURN
WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE
NOT TO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY / /
1199 RECALIBRATED SYSTEM AND MODULES WITH TEST
DRIVES

SUBL ENTERPRISE 56043	2IMISC	0.00	0.00	0	0		0.00	0.00
	W			48600	48600		486.00	486.00

VERSION 1 (EMP# 28,04FEB09 06:52): RECALIBRATED AND RELEARNED
SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING
COLUMN 12/22/08 BY TECH#2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD
SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH#33 AND CAR WAS
RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL
VERSION 2 (EMP# 28,04FEB09 06:54): RECALIBRATED AND RELEARNED
SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING
COLUMN 12/22/08 BY TECH#2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD
SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH#33 AND CAR WAS
RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL.
TEST DRIVEN TWICE WITH NO CONCERNS. DUPLICATED AFTERWARDS

B GM QUICK LUBE PLUS-28 POINT SAFETY CHECK
3K GM QUICK LUBE PLUS-28 POINT SAFETY CHECK
2 CR6 0.40 0.40 1210 1285
1 25010792 FILTER 386 500 0 5.00 12.85 12.85
1 SOLVENT WASHER 162 162 0 1.62 5.00 5.00
5 OIL ENGINE 845 845 0 1.69 1.62 1.62
1 LUBE GREASE 25 35 0 0.35 1.69 8.45
C COURTESY VISUAL SERVICE INSPECTION
CAUSE: RENTAL
Z7903 3 DAYS RENTAL
2 W 0.00 0.00 0 0 0.00 0.00
FC: 99 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ



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Customer's Signature

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
EPA CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

FROM :

FAX NO. :

Feb. 04 2009 05:50PM P1

ROGERS AUTO GROUP
2720 S. MICHIGAN AVE
CHICAGO, IL 60616
312-587-4300

C O P Y

02/04/2009 11:00:09

Debited:

Transaction # 1.2
Acc: XXXXXXXXXX
Entry: Swiped
Invoice # 308379
Debited: 29.85

Reference No.: 02161161
Auth.Code: 923330
Response: APPROVAL RH005
Resp. Code: AAR1
Acct Type: CHECKING

CUSTOMER COPY

THANK YOU
HAVE A NICE DAY!

01/30/2009 16:48 913127451963

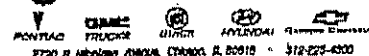
PAGE 05/06

2nd Visit

95172

306271

INVOICE

Rogers Auto Group

2720 E. MONROE AVENUE, CHICAGO, IL 60618 • 312-225-4300
 Telephone: (312) 225-4300 • Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

PAGE 1

CHICAGO, IL

HOME:

BUS:

SERVICE ADVISOR: 75 CINDI X PIUNTI 138

SERVICE ADVISOR: 78 CHRYSLER									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG	
BLU	06	PONTIAC G6		1G2ZG558964		24344/24344		T390	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	VAR RATE	PAYMENT	INV DATE		
06MAR06 IS			17:00 22DEC08		120.00	CASH	26DEC08		
R.O. OPENED		READY		OPTIONS: STK:P8071A ENG:3.5_Liter_SFI TRN:MX0					

12:27 22DEC08 13:19 26DEC08

LINE OPCODE TECH TYPE HOURS

A POWER STEERING LIGHT COMES ON AND ENG DIES-RESTARTS BACK UP

CAUSE: SHORTED

EB434 POWER STEERING ASSIST MOTOR REPLACEMENT

2 W

1 25805894 MOTOR

FC: 6G

PART#: 25805894

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ.



BUICK

(N/C)

(N/C)

B** RENTAL

CAUSE: RENTAL

Z7904 RENTAL NEEDS, ZONE AUTH

2 W

FC: 99 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ



GENUINE CHEVROLET

(N/C)

SUBL ENTERPRISE PO#55480

W

(N/C)

 * OUR SERVICE STAFF WANTS YOU "COMPLETELY *
 * SATISFIED" IF WE FAIL TO DO SO PLEASE *
 * CONTACT US IMMEDIATELY SO THAT WE MAY *
 * CORRECT YOUR CONCERN. AGAIN THANK YOU *
 * FOR YOUR VALUED BUSINESS. *

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We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

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

Customer's Signature: _____

CUSTOMER COPY

ODOMETER DISCLOSURE STATEMENT

FEDERAL LAW (AND STATE LAW, IF APPLICABLE) REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN A FINE OR IMPRISONMENT.

ROGERS PONTIAC-GMC TRUCK-BUICK-HYUNDAI

STATE THAT

(TRANSFEROR'S NAME - SELLER - PRINT)

20735

THE ODOMETER NOW READS _____ MILES AND TO THE

ODOMETER READING (NO TENTHS)

BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED BELOW, UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

☐ (1) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.

☐ (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE.
WARNING - ODOMETER DISCREPANCY

MAKE PONTIAC	MODEL G6	BODY TYPE SD
VEHICLE IDENTIFICATION NO. 1G2ZG558964	YEAR 2006	DEALER STOCK NO. P8071A

TRANSFEROR'S SIGNATURE (SELLER) 	(PRINTED NAME)	
TRANSFEROR'S STREET ADDRESS (SELLER) 2720 S. MICHIGAN AVE.		
(CITY) CHICAGO, IL 60616	(STATE) IL	(ZIP CODE) 60616
DATE OF STATEMENT 06/16/2008		

TRANSFEREE'S SIGNATURE (BUYER) 	(PRINTED NAME)	
TRANSFEREE'S SIGNATURE (CO-BUYER) 	(PRINTED NAME)	
TRANSFEREE'S NAME (CO-BUYER) 		
(CITY) CHICAGO	(STATE) IL	(ZIP CODE) 60616

01/30/2009 16:50 913127451963

PAGE 02/02

95172 RETAIL INSTALLMENT CONTRACT - MOTOR VEHICLE - SIMPLE INTEREST

FEDERAL TRUTH-IN-LENDING DISCLOSURE STATEMENT				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$ <u>225.00</u>
16.49 %	\$ 8428.50	\$ 14428.62	\$ 22857.12	\$ 23582.12

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 317.46	monthly beginning 07/20/2008
N/A	N/A	N/A

Security: You are giving a security interest in the goods being purchased and in any monies, credits or other property of yours in the possession of the Assignee, on deposit or otherwise.

Late Charge: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less.

Prepayment: You have the right to prepay the unpaid balance in full or in part at anytime without penalty. See your contract terms below and on the reverse side for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalties and further information about security interests.

No. _____ Itemization of Amounts Paid on

Cash Price \$ _____

Less Cash Downpayment \$ _____

Value of Trade-In \$ _____

Trade \$ N/A

Lien Payoff \$ N/A

To: N/A

Unpaid Balance of Cash Price \$ _____

Amount Paid to "WE MAY BE RETAINING A" \$ _____

Unpaid Balance Due on Trade-In \$ N/A

Year, Make, Model of Buyer's Trs. (Paid to) N/A

*Insurance Companies:

• N/A \$ _____

• N/A \$ _____

• N/A \$ _____

Public Officials (Licenses, Title & Taxes) \$ _____

*Paid to ERT Service Provider for OPTIONAL ERT FOR \$ _____

• To DOCFEE POTODIS \$ _____

• To N/A \$ _____

• To N/A \$ _____

Buyer(s) _____ (Names) _____ (Residence Address) _____ (City) _____ (State) IL

Buyer(s) N/A (Names) _____ (Residence Address) _____ (City) _____ (State) _____

Seller ROGERS AUTO GROUP 2720 S MICHIGAN AVE CHICAGO, IL 60616 (Corporate Firm or Trade Name) (Business Address) (City) (State) _____

Seller hereby sells and Buyer or Buyers, jointly and severally, hereby purchase the following motor vehicle with accessories and equipment thereon for the deferred payment per this contract. Buyer acknowledges delivery and acceptance of said motor vehicle in good condition.

Now or Used	Year	Make of Vehicle	Model	Body Style	No. Cyl.	Serial Number	Body Color	To
USED	2006	PONTIAC	G6	SD		1G2ZG558964	BLU	

Buyer Promises to pay to the order of Seller at the offices of: DRIVE FINANCIAL SERVICES (Assignee) located in DALLAS

the Amount Financed shown above together with a Finance Charge on the principal balance of the Amount Financed from time to time unpaid at the rate of 16.49% per annum from date until maturity in 72 installments of \$ 317.46 each and a final installment of \$ 317.46 and continuing on the same day of each successive month thereafter until fully paid. All pay to accrued Finance Charge and the balance to principal. The Finance Charge has been computed on the scheduled unpaid balances of the Amount Financed on the as installments will be paid when due. Guarantor, if any, guarantees collection of all amounts due under this contract upon failure of the Seller to collect from the Buyer.

SECURITY INTERESTS: Seller is granted a purchase-money security interest in the motor vehicle described above and all accessories under the Illinois Uniform Commercial Code and all future indebtedness for taxes, liens, repairs and insurance premiums advanced by holder hereunder are paid in full. Buyer grants assignee the right of set-off or lien on property of Buyer in possession of the Assignee, on deposit or otherwise, excepting IRA or similar deposits. Seller is also granted a security interest in any premium rebates for if financed hereunder, in the proceeds of any insurance or service contract on the motor vehicle, and in the proceeds of any credit life and/or accident and health insurance all amounts due under this contract are paid in full.

ACCELERATION: Buyer agrees that (1) if Buyer shall default in the payment of any installment of the Total of Payments or any other indebtedness due here to perform any agreement or warranty made by Buyer herein; or (2) if the motor vehicle shall be lost, stolen, substantially damaged, destroyed, sold, or ceased, attached or levied upon; or (3) if the motor vehicle shall be seized or forfeited for violation of any law or ordinance, State, Federal or Municipal; or (4) if bankruptcy or insolvency statute shall be instituted by or against Buyer or Buyer's business or property, or Buyer shall make an assignment for benefit or shall die or be adjudged incompetent; or (5) if holder shall, for reasonable cause, deem itself insecure; or (6) if Buyer shall fail to keep the motor vehicle term of this contract, the holder may declare all unpaid installments of the Total of Payments and all other indebtedness secured hereby in full, without notice or demand.

PREPAYMENT: THE BUYER MAY PREPAY IN FULL OR IN PART THE UNPAID BALANCE OF THE CONTRACT AT ANY TIME WITHOUT PENALTY.

DELINQUENCY CHARGE: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 or less. In addition, Buyer agrees to pay reasonable attorneys' fees, costs and expenses incurred in the collection or enforcement of the debt or eral. Buyer agrees to pay Finance Charges after maturity of the final installment, or after acceleration upon default, at the Annual Percentage Rate stated her any uncured default hereunder, all without relief from valuation or appraisal laws.

INSURANCE AGREEMENT: Motor Vehicle Damage or Loss insurance is required by Seller (Buyer may choose the person through whom the insurance is to be obtained through Seller, the cost for a term of N/A months will be \$ N/A).

ROGERS AUTO GROUP

PONTIAC - GMC TRUCK - BUICK - CHEVROLET - HYUNDAI

FAX COVER SHEET

DATE: 2-16-09

TO: General Motors (Cynthia Reyes)

FROM: Anna S

REGARDING: _____



NUMBER OF PAGES INCLUDING COVER SHEET: _____





General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48233-5170

VIA FAX ONLY

February 12, 2009

Frank Dekruiff
Roger's Auto Group
2720 Michigan Ave.
Chicago, IL 60616-2819

RE: [REDACTED]

Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
Legal Research Specialist: Cynthia Reyes

Dear Mr. Dekruiff:

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

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

Please fax them to 1-866-363-8695. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 Ext. 11153 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation



ROGERS AUTO GROUP2720 S. MICHIGAN AVE., CHICAGO, IL 60616 • (312) 225-4300 • FAX (312) 567-9498
DEAL 95172 CTL NO 95172**ORDER FOR A MOTOR VEHICLE****67326 LK**SOLD TO: [REDACTED]
ADDRESS: [REDACTED]
CITY, STATE, ZIP: CHICAGO, COOK, IL [REDACTED]SALESPERSON: ILORI, PETER
HOME PHONE (312) 225-5651
WORK PHONE (773) 962-3900**ABOUT VEHICLE BEING PURCHASED ("VEHICLE")**Please enter my order for the following: ☐ NEW ☒ USED ☐ DEMOYEAR 2006
MAKE PONTIAC
MODEL/SERIES: G6 SD
COLOR BLU
VIN 1G2ZG558964 [REDACTED]
STOCK # P8071A

TO THE NEGOTIATED CASH PRICE OF EACH VEHICLE, WE MAY ADD A DOCUMENTARY FEE FOR OUR COSTS AND OVERHEAD. A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATED TO CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$50.00 AND SHALL BE SUBJECT TO AN ANNUAL RATE ADJUSTMENT EQUAL TO THE PERCENTAGE OF CHANGE IN THE BUREAU OF LABOR STATISTICS CONSUMER PRICE INDEX. THE ONLY OTHER ADDITIONAL CHARGES PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS. INSURANCE AND THE ACTUAL COST OF LICENSE AND TITLE REGISTRATION AND TAXES. THIS NOTICE IS REQUIRED BY LAW.

DEALER INSTALLED OPTIONS OR SERVICES**TOTAL DEALER INSTALLED ITEMS:**

NO STATEMENTS RELATING TO THE PRIOR USE OR CONDITION OF THE VEHICLE HAVE BEEN MADE BY ANY OF DEALER'S PERSONNEL, AND I AM NOT RELYING ON ANY STATEMENTS, EXCEPT AS FOLLOWS (attach additional sheet if needed):
N/A

I acknowledge that I have read the terms and conditions (BOTH SIDES AND ANY RIDERS) and have received a copy of this Order (BOTH SIDES AND ANY RIDERS).

INITIAL [REDACTED]

I AM AWARE OF THE ARBITRATION PROVISIONS ON THE REVERSE AND I AGREE THAT THEY ARE PART OF THIS ORDER. I HAVE READ, SIGNED AND RECEIVED COPIES, IF APPLICABLE, OF THE USED VEHICLE DISCLOSURE, IMMEDIATE DELIVERY RIDER, AND/OR OVERALLOWANCE ACKNOWLEDGEMENT.

INITIAL [REDACTED]

FOR NEW VEHICLE SALES, the only warranties applying to this vehicle are those offered by the Manufacturer. MANUFACTURER AND DEALER DO NOT WARRANT NON-MANUFACTURER PARTS, ACCESSORIES, OR CONVERSIONS TO THE VEHICLE. Unless you purchase an extended warranty or service contract, WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

INITIAL [REDACTED]

CASH DELIVERY PRICE OF

VEHICLE BEING PURCHASED	13564.69
PLUS ACCESSORIES / ADDITIONAL ITEMS	
1. OPT ERT FEE	25.00
2.	N/A
PLUS DEALER INSTALLED ITEMS	N/A
SELLING PRICE	13589.69
LESS GROSS TRADE ALLOWANCE	N/A
CASH DIFFERENCE	13589.69
PLUS DOCUMENTARY FEE	1501.00
TAXABLE TOTAL	137391.69
PLUS SALES TAX	11671.88
COUNTY TAX	1031.05
OTHER TAX	N/A
PLUS LICENSE/LICENSE TRANSFER/ TITLE/REGISTRATION FEES	143.00
SUBTOTAL	15153.62
LESS DEPOSIT / DOWN PAYMENT	725.00
LESS CREDITS TO CUSTOMER FOR:	N/A
APPLICABLE DISCOUNTS/REBATES:	N/A
1.	N/A
2. N/A	N/A
PLUS WARRANTY/SERVICE CONTRACT	N/A
NET CASH DUE FROM CUSTOMER OR	
AMOUNT FINANCED ON DELIVERY:	144281.62
PLUS EST. AMOUNT OWED ON TRADE IN(S)	N/A
BALANCE DUE DEALER	144281.62

All dealer and manufacturer incentives, including all rebates, are included in the cash price.

FOR CREDIT SALES, THE REQUIRED INFORMATION, COST OF CREDIT, AND OTHER DISCLOSURES CONTAINED ON THE RETAIL INSTALLMENT CONTRACT ARE A PART OF THIS ORDER. I SIGNED AND RECEIVED A COPY OF THE RETAIL INSTALLMENT CONTRACT WHEN I SIGNED THIS ORDER.

INITIAL [REDACTED]

FOR USED VEHICLE SALES ONLY, the information you see on the window sticker on the vehicle is part of the contract. Information on the window sticker overrides any contrary provisions in the contract of sale.

ABOUT VEHICLE BEING TRADED IN ("TRADE-IN")YEAR N/A
MAKE N/A
MODEL/SERIES: N/A
COLOR N/A
VIN N/A
LIEN HOLDER: N/A

ADDRESS:

ACCOUNT #

ESTIMATED AMOUNT OWED: N/A

Note: If you choose to pay off negative equity on your Trade-In as part of the financing of the Vehicle, you understand that the price of the Vehicle will be increased to account for the negative equity that you finance.

This Order is not binding until accepted by Dealer's authorized representative.

We will not extend credit to you. THIS ORDER IS BINDING ON DEALER, AND WE SHALL NOT BE OBLIGATED TO SELL, UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A FINANCING SOURCE WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS, or for a cash deal until you make full payment of the Net Cash Due shown above within 2 days of the date hereof. If this is a credit sale, you agree to provide us with a full, correct, and complete application, supporting documents, and cooperate in obtaining financing; and if we are unable to arrange financing on the terms disclosed in the retail installment contract, you may cancel this Order and receive the return of any deposit and your Trade-In (unless it has been sold, in which event you shall receive the actual cash value of the Trade-In). By signing this Order you give us permission to contact you at the above-listed telephone number(s) during business hours. When if you have enclosed the number(s) in the National Do Not Call List, please at any time to be placed on our "Do Not Call" List.

Date

Customer's Signature

ACCEPTED BY:

Date

Dealer's Authorized Representative

95172 RETAIL INSTALLMENT CONTRACT - MOTOR VEHICLE - SIMPLE INTEREST

FEDERAL TRUTH-IN-LENDING DISCLOSURE STATEMENT				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase net credit, including your downpayment of
16.49 %	\$ 8428.50	\$ 14428.62	\$ 22857.12	\$ 23582.12

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 317.46	monthly beginning 07/20/2008
N/A	\$ N/A	N/A

Security: You are giving a security interest in the goods being purchased and in any moneys, credits or other property of yours in the possession of the Assignee, on deposit or otherwise.

Late Charge: If any payment is ten (10) days late, you will be charged: a) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less.

Prepayment: You have the right to prepay the unpaid balance in full or in part at anytime without penalty. See your contract terms below and on the reverse side for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalties and further information about security interests.

No. _____

Itemization of Amount Financed

Cash Price \$ 13564.69

Less Cash Downpayment \$ 725.00

Value of Trade-In

Trade \$ N/A

Lien Payoff \$ N/A

N/A Net Trade \$ N/A

Amounts Paid on Your Account

Unpaid Balance of Cash Price \$ 12839.69

Amount Paid to Others for You

*WE MAY BE RETAINING A PORTION OF THIS AMOUNT

Unpaid Balance Due on Trade-In \$ 0.00

N/A

Year, Make, Model of Buyer's Trade-In

(Paid to) N/A

***Insurance Companies:**

• N/A \$ N/A

• N/A \$ N/A

• N/A \$ N/A

Public Officials

(Licenses, Title & Taxes) \$ 1413.93

*Paid to ERT, Service Provider for **Optional ERT Fee** \$ 25.00

• To OOCFEE PDODLR 150.00

• To N/A \$ N/A

• To N/A \$ N/A

Buyer(s) _____ (Names) _____ (Residence Address) _____ (City) _____ (State) _____ (Zip)

Buyer(s) N/A (Names) _____ (Residence Address) _____ (City) _____ (State) _____ (Zip)

Seller **ROGERS AUTO GROUP 2720 S MICHIGAN AVE CHICAGO, IL 60616**

(Corporate Firm or Trade Name) _____ (Business Address) _____ (City) _____ (State) _____ (Zip)

Seller hereby sells and Buyer or Buyers, jointly and severally, hereby purchase the following motor vehicle with accessories and equipment thereon for the deferred payment price and on the terms set forth in this contract. Buyer acknowledges delivery and acceptance of said motor vehicle in good condition.

New or Used	Year	Make of Vehicle	Model	Body Style	No. Cyl.	Serial Number	Body Color	Top Color	Key No.
USED	2008	PONTIAC	G6	SD		162ZG558964	BLU		

Buyer Promises to pay to the order of Seller at the offices of:

DRIVE FINANCIAL SERVICES

(Assignee) located in DALLAS TX

the Amount Financed shown above together with a Finance Charge on the principal balance of the Amount Financed from time to time unpaid at the rate of 16.49 % per annum from date until maturity in 71 installments of \$ 317.46 each and a final installment of \$ 317.46 beginning on 20 JUL 2008 and continuing on the same day of each successive month thereafter until fully paid. All payments shall be applied first to accrued Finance Charge and the balance to principal. The Finance Charge has been computed on the scheduled unpaid balances of the Amount Financed on the assumption that all scheduled installments will be paid when due. Guarantor, if any, guarantees collection of all amounts due under this contract upon failure of the Seller to collect from the Buyer named herein.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.

Credit Insurance is not required by Seller nor is it a factor in approval of the extension of credit. No credit insurance is to be provided unless the Buyer signs the appropriate authorization below. Group Credit Insurance is available for the term of the credit upon acceptance by insurer at the following costs:

Credit Life Insurance \$ N/A Credit Disability Insurance \$ N/A

I desire Credit Life Insurance.

I desire Credit Disability Insurance.

I DO NOT want Credit Life or Disability Insurance.

N/A

06/16/08

N/A

06/16/08

06/16/08

(Age of Insured) (Signature) (Date)

(Age of Insured) (Signature) (Date)

(Signature) (Date)

N/A

N/A

N/A

(Age of Insured) (Signature) (Date)

(Age of Insured) (Signature) (Date)

(Signature) (Date)

SEE REVERSE HEREOF FOR INFORMATION ON POSSIBLE REFUND OF CREDIT LIFE OR DISABILITY INSURANCE PREMIUM.

NOTICE OF PROPOSED GROUP CREDIT LIFE INSURANCE

If a charge is made above for credit life insurance and if such insurance is to be procured by assignee, the undersigned takes notice that the decreasing term insurance written under a Group Credit Life Insurance Policy is to be purchased on the life of the Buyer or Buyers who signed above requesting it, subject to acceptance by the insurer and issuance of a certificate by

N/A

(Insurer)

N/A

(Home Office Address)

The amount of premium is shown above. The term of insurance will commence on the date of this contract and expire on the originally scheduled maturity date of the indebtedness. The initial amount of insurance will be equal to the initial indebtedness and will decrease as any payment is made on the indebtedness in an amount computed by multiplying the amount of the payment by the ratio of initial insurance over the initial indebtedness. The proceeds of any insurance paid will be applied to reduce or extinguish the indebtedness. If insurance is terminated prior to the scheduled maturity date of the indebtedness, any premium refund will be paid or credited promptly to the person entitled thereto. Refund formula is on file with the Director of Insurance and with creditor. All of the foregoing is subject to the provisions of the certificate of insurance to be issued.

N/A

N/A

N/A

Other insurance: _____, the cost for a term of _____ months will be \$ _____

(Type of Insurance)

BUYER AGREES THAT THE PROVISIONS ON THE REVERSE SIDE HEREOF SHALL CONSTITUTE A PART OF THIS RETAIL INSTALLMENT CONTRACT AND BE INCORPORATED HEREIN. If this contract evidences the sale of a used motor vehicle (1) Buyer acknowledges receipt of the original or a true copy of the "Buyer's Guide" form displayed by Seller on the side window of the used vehicle; and (2) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS USED VEHICLE IS A PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

DOCUMENTARY FEE: A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATED TO CLOSING OF A SALE. THE BASE DOCUMENTARY FEE BEGINNING JANUARY 1, 2008, WAS \$150. THE MAXIMUM AMOUNT THAT MAY BE CHARGED FOR A DOCUMENTARY FEE IS THE BASE DOCUMENTARY FEE OF \$150 WHICH SHALL BE SUBJECT TO AN ANNUAL RATE ADJUSTMENT EQUAL TO THE PERCENTAGE OF CHANGE IN THE BUREAU OF LABOR STATISTICS CONSUMER PRICE INDEX. THIS NOTICE IS REQUIRED BY LAW.

The Annual Percentage Rate may be negotiable with the Seller. If this Contract is assigned, Seller may retain or receive a portion of the Finance Charge.

NOTICE TO BUYER: 1. Do not sign this agreement before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the agreement you sign. 3. Under the law you have the right, among others, to pay in advance the full amount due and to obtain under certain conditions a partial refund of the finance charge. Buyer acknowledged receipt of a fully completed copy of this contract executed by both Seller and Buyer. Guarantor, if any, acknowledged receipt of completed copies of this contract and of Explanation of Guarantor's Obligation.

CO-BUYER: A Co-Buyer is a person who agrees to be primarily responsible for paying the entire debt and who (1) actually receives the vehicle or (2) is a parent or spouse of the Buyer, or (3) will be listed as an owner on the vehicle's title. By signing below, (1) I confirm that I will actually receive possession of the vehicle or will use it, or that I am a parent or spouse of the Buyer, or that I will be listed as an owner on the vehicle's title; (2) I agree to be primarily obligated under this contract; and (3) I consent to the Creditor having a security interest in the vehicle.

Dated: _____

Buyer(s) acknowledges receipt of a fully completed and executed copy of this Contract.

ROGERS AUTO GROUP

RETAIL INSTALLMENT CONTRACT

Seller: _____

AGENT

By: _____

Buyer: _____

Guarantor: _____

Buyer: _____

hereby guarantee the collection of the above described amount upon failure of the seller named herein to collect said amount from the buyer named herein.

INSTRUCTIONS: If parent, spouse, or other person who is or will be listed as an owner on the vehicle's title is a co-buyer, sign above. Other co-signers, sign on the Guarantor line.

Rogers Auto Group

PONTIAC GMC BUICK HYUNDAI Chevrolet
2720 S. Michigan Avenue, Chicago, IL 60616 312-225-4300

Telephone: (312) 225-4300 Fax: (312) 567-9498

AMOUNT	PAID BY	COMMENT
725.00	PC	DOWN PAYMENT PETER I.

40085

CHICAGO

IL

95172

TOTAL RECEIVED: \$725.00

DATE-TIME: 16JUN2008 16:49

CASHIER: WANECIA

LOCATION:

CASH DRAWER:

THANK YOU!! WE APPRECIATE YOUR BUSINESS!!

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
1	50	1	2030	725.00		
		1	2220	-725.00	95172	PCG

CASH RECEIPT

ROGERS AUTO GROUP

PONTIAC - GMC TRUCK - BUICK - CHEVROLET - HYUNDAI

IMMEDIATE DELIVERY RIDER

I, _____, the undersigned, do hereby understand and accept the following conditions of my purchase today.

1. The purchase of an automobile has been made, and there is no 72 hour cancellation or rights of revision clause and there is no way for me to change my mind, renege on the purchase or otherwise cancel this related paperwork.
2. I fully understand that I am the owner of the vehicle once I sign all the related paperwork.
3. The only way this vehicle can be returned to the selling dealer, ROGERS AUTO GROUP is if the selling dealer is unable to secure the financing for me or if I am unable to secure the financing for myself.
4. I understand that the vehicle being purchased today and /or my application for said credit may have not been approved at the time of delivery. I understand financing is not guaranteed in any way.
5. I have been made aware that I must not quit, get fired or leave my employer prior to the seller securing funds on my Retail installment Contract and that I will cooperate with the proposed lender and ROGERS AUTO GROUP in collections of any documents needed to secure financing.
6. I understand that a phone interview with the proposed lender is part of the loan process and will make myself available at number and time listed below.
7. If I fail to comply with the above conditions I understand that I may be required to pay cash for the vehicle or return the vehicle to the seller ROGERS AUTO GROUP at the seller's option.

I, _____, have read and understand the above 7 conditions and will be available as follows:

Phone number (_____) _____

From _____ AM/PM to _____ AM/PM

Dated: _____

Customer Signature: _____

Customer Signature: _____



95172
95172

ROGERS AUTO GROUP

PONTIAC - GMC TRUCK - BUICK - CHEVROLET - HYUNDAI

2720 S. Michigan Ave. Chicago, IL 60616
Telephone: (312) 225-4300 • Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

USED VEHICLE DISCLOSURE

We have found that most of the problems that arise in the purchase of a used vehicle come from misunderstandings and misinformation.

We want you to know and understand that if you are purchasing a used vehicle, it may have come to us from a number of sources. These sources include customer trade-ins; other dealers; dealer auctions; demonstrators; driver's education vehicles; vehicles used for hire, by a rental car or leasing company, and/or other types of entities.

We want you to know and understand that any used Vehicle may have had paint/body work done, and may have been involved in an accident. You have been given the right to have an independent mechanic of your choice, at your cost, inspect the Vehicle.

We want you to know that no statements or representations about the prior ownership or use of the Vehicle by a salesperson or other representative of Dealer will be binding unless made in writing. You agree that no person made any statement or representation to you about the prior owner(s) of the vehicle, or how the Vehicle was used prior to your signing the Order, except as written below (attach additional sheet if necessary): _____

We want you to know and understand all aspects of your purchase, and so we encourage you to ask any questions you have about the vehicle, the financing, and the documents you sign. Do not sign the documents or purchase unless and until any questions you may have are answered to your reasonable satisfaction.

We want you to know and understand that we want you as a satisfied customer, because that is the way we succeed!

Vehicle: Year: 2006

Make/Model: PONT G6

VIN: 1G2ZG558964

I have read and understand what is stated above, and I have asked about all aspects of this purchase.

Date: 06/16/08

Customer: X

Customer:

ROGERS AUTO GROUP

PONTIAC - GMC TRUCK - BUICK - CHEVROLET - HYUNDAI

95172
95172

2720 S. Michigan Ave. Chicago, IL 60616
Telephone: (312) 225-4300 • Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

Customer Acknowledgement PERSONAL USE OF VEHICLE

Each Customer signing below hereby acknowledges and agrees:

I have advised ROGERS that I am purchasing/leasing the vehicle described below for my own personal use. I do not intend to use the vehicle for any commercial purpose (for example, as a taxi or for a business use). I will be the primary driver of the vehicle and I am not purchasing/leasing the vehicle on behalf of another person.

I understand that the financing for my vehicle is based on my credit (and that of any co-signer or co-buyer) for my/our personal use of the vehicle.

Date: 06/16/2008

Customer

Customer

Vehicle Year, Make Model ²⁰⁰⁶ PONT G6

VIN

1G2ZG558964

ROGERS AUTO GROUP

PONTIAC - GMC TRUCK - BUICK - CHEVROLET - HYUNDAI

2720 S. Michigan Ave. Chicago, IL 60616
Telephone: (312) 225-4300 • Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

IMMEDIATE DELIVERY RIDER

This Immediate Delivery Rider ("Rider") forms a part of the Order for a Motor Vehicle (the "Order") for the Vehicle that you have offered to purchase pursuant to the Order, identified on the front of the Order, between ROGERS AUTO GROUP ("We" or "Us"), which becomes a party to the Order upon its acceptance of the Order, and "You" meaning the party/parties signing the Order as customer(s).

We have agreed to deliver possession (but not ownership) of the Vehicle to you on a loaner basis, subject to (a) FINANCE DEAL – final approval of financing for your purchase of the Vehicle by a Lender or (b) CASH DEAL – your payment of the "Net Cash Due from Customer" shown on the Order. WE ARE NOT OBLIGATED TO SELL YOU THE VEHICLE UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN YOU AND US FOR THE VEHICLE, OR UNTIL YOU PAY THE NET CASH DUE. You understand that you have not yet been approved for financing, and there is no guarantee that we can obtain financing for you. You agree to cooperate in securing financing, including making yourself available for a phone interview with a lender if required, and instructing your employer to verify your employment information.

FOR FINANCE DEALS ONLY: The terms of financing, the cost of credit, and Regulation Z disclosures are disclosed to you on the Retail Installment Contract. We may need to contact more than one Lender, and therefore you agree that we may refer the retail installment contract and provide your application information to one or more Lenders, other than the Lender (if any) named in the Order, without further authorization from you, and you agree to cooperate and provide additional information that a Lender may require to evaluate your application for financing. We do not promise that any Lender will be willing to purchase the Retail Installment Contract. You warrant to us and to any Lender that the application and any supporting documentation you have provided is correct and complete. You agree that we are not liable in any way for failure to obtain financing, or to obtain financing upon terms agreeable to you. If the Retail Installment Contract is not accepted by a lender, we may obtain an offer to finance your purchase on different terms than disclosed in the Retail Installment Contract; if so you agree to return to us where we will furnish you with new Regulation Z disclosures; at that time you may either 1) accept the financing terms, 2) pay cash for the Vehicle, or 3) cancel the Order. If a Lender does not accept the financing terms stated in the Retail Installment Contract and you do not accept other financing terms, or if you do not pay the Net Cash Due within the time specified in the Order, we will notify you verbally or in writing, and you agree that you will return the Vehicle to us within 24 hours of such notice. If you do not return the Vehicle within such time, you agree that we have the right to repossess the Vehicle wherever it may be located, and you agree to be responsible for any costs we incur in doing so and any damage to the Vehicle.

FOR FINANCE DEALS AND CASH DEALS: Upon taking possession of the Vehicle you agree that you are primarily responsible for the Vehicle and its use, including but not limited to liability, collision, and comprehensive damage to the Vehicle and to any other persons and property relating in any way to your use of the Vehicle, whether or not covered by your insurance. You agree to provide your own primary insurance coverage and agree not to accept possession of the Vehicle pursuant to this Rider if you do not have adequate insurance coverage. You agree not to take the Vehicle out of the state in which possession was delivered to you for any reason.

I hereby authorize my insurance company/agent, and/or the Illinois Secretary of State, by phone, fax, or mail, to confirm my insurance coverage to ROGERS AUTO GROUP, and/or to provide ROGERS AUTO GROUP with copies of my vehicle insurance, vehicle registration, and/or vehicle title information.

Date: _____ Customer: _____ Phone: _____

Date: _____ Customer: _____ Phone: _____

CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my instalment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contain a loss payable endorsement in favor of the holder of my contract located at:

P.O. Box 5378
Timonium, MD 21094-5378

BR # _____

NAMED INSURED:		FIRST	MIDDLE	LAST
ADDRESS		NUMBER	STREET	CITY
TEL. NO.		()	DRIVERS LICENSE #	STATE

GMAC ACCOUNT NUMBER

NAMED PURCHASER:		FIRST	MIDDLE	LAST
ADDRESS		NUMBER	STREET	CITY
TEL. NO.		()	DRIVERS LICENSE #	STATE

VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	VEHICLE IDENTIFICATION NUMBER
2006	PONTIAC	SD	G6	1G2ZG558964

VEHICLE USE: ☐ Private Passenger, ☐ Commercial Auto and Trailer

INSURANCE AGENT

PLEASE PRINT CLEARLY FULL AND EXACT
ADDRESS TO APPEAR IN WINDOW ENVELOPE

NAME			
MAILING ADDRESS			
CITY	STATE	ZIP CODE	
AGENT'S TELEPHONE NUMBER			

AGENTS COMMENT

--

NAMED INSURED
SIGNS

DEALER CONFIRMATION:

() AGENCY	() INSURANCE CARRIER	NAME OF PERSON CONTACTED
Confirmed By	DATE	

INSURANCE CARRIER

PLEASE PRINT CLEARLY FULL AND EXACT
NAME OF INSURANCE CARRIER

NAME		
POLICY NUMBER	PENDING	
DATE THIS VEHICLE COVERED	FROM:	TO:
	COVERAGE	

☒ Collision \$ 500 Deductible
Type: ☒ BROAD FORM OR STANDARD
☐ LIMITED (NOT ACCEPTABLE)
☒ Comprehensive \$ 500 Deductible
☐ Fire-Theft

6/16/08
DATE

DEALER
SIGNS

DEALER ROGERS PONTIAC-GMC TRUCK-BUICK-HYUN

DEALER NAME
ROGERS PONTIAC GMC TRUC

DEALER TELEPHONE NUMBER
312 - 225 - 4300

DEALER FAX NUMBER
312 - 326 - 9472

APPLICANT'S CREDIT STATEMENT

☒ Individual Credit

Check
Appropriate
Box

☐ Joint Credit

☐ Community Property State

☐ Business Application

☒ If you are applying for individual credit in your name and relying on your own income or assets and not the income or assets of another person as the basis for repayment of the credit requested, complete only Section A.

☐ If you are applying for joint credit with another person, complete sections A and B.

We intend to apply for joint credit.

Applicant

Co-Applicant

If you are married and live in a community property state, please complete Section A about yourself and Section B about your spouse. You must sign this application. Your spouse must sign this application only if s/he wishes to be a Co-Applicant.

A. Applicant's Personal Credit Information

SOCIAL SECURITY NUMBER or (TAX ID)

FIRST NAME OR BUSINESS NAME MI LAST NAME

EMAIL ADDRESS

DRIVER'S LICENSE #

DRIVER'S LICENSE STATE

DATE OF BIRTH PHONE #

OTHER PHONE #

2 YRS MOS
TIME AT ADDRESS

Rent
HOUSING STATUS

CURRENT STREET # AND NAME

APT/SUITE #

PO BOX #

RURAL ROUTE

CHICAGO

IL
STATE

ZIP CODE

363

MTG PYMT OR RENT

PREVIOUS STREET # AND NAME

APT/SUITE #

PO BOX #

RURAL ROUTE

CITY

STATE

ZIP CODE

YRS MOS
TIME AT ADDRESS

EMPLOYED BY or TYPE OF BUSINESS (if business application)

Employed

MEDICAL ASSIT

EMPLOYMENT STATUS

OCCUPATION

BUSINESS PHONE #

2 YRS MOS
TIME EMPLOYED

SALARY

Monthly
SALARY TYPE

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

OTHER INCOME

SOURCE OF OTHER INCOME

PREVIOUS EMPLOYMENT (if less than 2 yrs at current)

EMPLOYMENT STATUS

BUSINESS PHONE #

YRS MOS
TIME EMPLOYED

BANK NAME

CHECKING/SAVINGS ACCOUNT (BANK ACCOUNT #)

CONTACT NAME AT BANK (IF BUSINESS APPLICATION)
NEAREST RELATIVE OR FRIEND NOT LIVING WITH YOU

CONTACT PHONE #

OCCUPATION

NAME

ADDRESS

PHONE

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 us the dealer. In addition, in accordance with the Fair Credit Reporting Act, you authorize that such financial institutions may submit your 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.

FEDERAL NOTICES

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 compliance with this law.

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)) _____

BY SIGNING BELOW, YOU CERTIFY THAT YOU HAVE READ AND AGREE TO THE TERMS AND DISCLOSURES ON THE THREE PAGES OF THIS APPLICATION.

APPLICANT'S SIGNATURE

DATE

CO-APPLICANT'S SIGNATURE

DATE

**INSURE ON THE SPOT**7142 W. BELMONT
CHICAGO, IL 60634

PHONE: 773/202-5060 FAX: 773/202-5069

CHICAGO, IL

RIVER(S) NAME

LICENSE NUMBER

COMPANY SELECTED
POLLOPOLICY NUMBER
PENDING

06/16/2008

**This document is invalid
30 days after date above**

PENDING EFFECTIVE DATE: 06/16/2008

EXPIRATION: 12/16/2008

VEHICLE YEAR/MAKE/MODEL/VIN

2006 / PONTIAC / G6 SE 1 / 1G2ZG558964

COVERAGES REQUESTEDBODILY INJURY: \$20000/\$40000
PROPERTY DAMAGE: \$15000UNINSURED/UNDERINSURED MOTORIST: \$20000/40000
COMPREHENSIVE & COLLISION DEDUCTIBLE: \$500**INSURE ON THE SPOT**7142 W. BELMONT
CHICAGO, IL 60634

PHONE: 773/202-5060 FAX: 773/202-5069

CHICAGO, IL

RIVER(S) NAME

LICENSE NUMBER

COMPANY SELECTED
POLLOPOLICY NUMBER
PENDING

06/16/2008

**This document is invalid
30 days after date above**

PENDING EFFECTIVE DATE: 06/16/2008

EXPIRATION: 12/16/2008

VEHICLE YEAR/MAKE/MODEL/VIN

2006 / PONTIAC / G6 SE 1 / 1G2ZG558964

COVERAGES REQUESTEDBODILY INJURY: \$20000/\$40000
PROPERTY DAMAGE: \$15000UNINSURED/UNDERINSURED MOTORIST: \$20000/40000
COMPREHENSIVE & COLLISION DEDUCTIBLE: \$500

Initial Payment: \$225.00

Estimated first payment of \$87.54 due 07/07/2008

X _____

X _____

X _____

Policies subject to company approval.

THANK YOU,
INSURE ON THE SPOT

CHICAGO, IL

95172

A720657



60616

CHICAGO, IL



2009 Illinois Registration Identification Card

Jesse White, Illinois Secretary of State

ERTP / / :8013128786:143.00 EFT

9F9075136

Vehicle Year 2006	Vehicle Make PONTIAC	VIN 1G2ZG558964			
Weight or CC's	Body Style 4 DOOR	Application Type PASSENGER			
Axes	Leased/Rental	Unit Number	File Number	County COOK	103
Drivers License Number(s) or FEIN(s)			Expiration Date June 30, 2009		
			Plate Number		
Renewal Fee Due					

ODOMETER DISCLOSURE STATEMENT

FEDERAL LAW (AND STATE LAW, IF APPLICABLE) REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN A FINE OR IMPRISONMENT.

I, ROGERS PONTIAC-GMC TRUCK-BUICK-HYUNDAI

(TRANSFEROR'S NAME - SELLER - PRINT)

STATE THAT

THE ODOMETER NOW READS 20735

ODOMETER READING (NO TENTHS)

MILES AND TO THE

BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED BELOW, UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

☐ (1) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.

☐ (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE.

WARNING - ODOMETER DISCREPANCY

MAKE <u>PONTIAC</u>	MODEL <u>G6</u>	BODY TYPE <u>SD</u>
VEHICLE IDENTIFICATION NO. <u>1G2ZG558964</u>	YEAR <u>2006</u>	DEALER STOCK NO. <u>P8071A</u>

TRANSFEROR'S SIGNATURE (SELLER) <u>X</u>	(PRINTED NAME) <u>Rogers Auto Group</u>
TRANSFEROR'S STREET ADDRESS (SELLER) <u>2720 S. MICHIGAN AVE.</u>	
(CITY) <u>CHICAGO, IL 60616</u>	(STATE) <u>IL</u>
(ZIP CODE) <u>60616</u>	
DATE OF STATEMENT <u>06/16/2008</u>	

TRANSFEREE'S SIGNATURE <u>X</u>	(PRINTED NAME) <u>[REDACTED]</u>
TRANSFEREE'S STREET ADDRESS (CO-BUYER) <u>[REDACTED]</u>	
(CITY) <u>CHICAGO</u>	(STATE) <u>IL</u>
(ZIP CODE) <u>[REDACTED]</u>	

ILLINOIS SECRETARY OF STATE APPLICATION FOR VEHICLE TRANSACTION(S)

Application can be accepted with alterations (changes) or only as printed.

1. Type of transaction(s)		Date of Transaction		Month		Year	
<input checked="" type="checkbox"/> Title and Plates <input type="checkbox"/> Title and Transfer <input type="checkbox"/> Title Only <input type="checkbox"/> Duplicate Title <input type="checkbox"/> Corrected Title <input type="checkbox"/> Salvage Certificate <input type="checkbox"/> Junking Certificate <input type="checkbox"/> Plates Only <input type="checkbox"/> Sticker Only <input type="checkbox"/> Transfer Only <input type="checkbox"/> Corrected ID Card <input type="checkbox"/> Duplicate ID Card <input type="checkbox"/> Single Plate Replacement <input type="checkbox"/> Set of Plates Replacement <input type="checkbox"/> Sticker Replacement <input type="checkbox"/> Reclass of License Plates <input type="checkbox"/> Resale of License Plates <input type="checkbox"/> Other:		95/12 MALEA WHITE Middle R Middle 2001 S MICHIGAN AVE #10R CHICAGO IL 60616 Owner 1 DL/FEIN # Owner 2 DL/FEIN #					
8. Purchase Date		New <input type="checkbox"/> Used <input checked="" type="checkbox"/> JUN / 16 / 2008 Month Day Year					
9. Current Odometer Reading (No Tenths)		20735 <input checked="" type="checkbox"/> Actual <input type="checkbox"/> Not Actual <input type="checkbox"/> In Excess of Mechanical Limits <input checked="" type="checkbox"/> 10 yrs. or older (mileage not required)					
10. Surrender Title Number and State		Year: 2006 Make: PONTIAC Model: G6 Body Style: SD 4DR Color: BLU Vehicle Identification Number (VIN): 1G2ZG558964					
11. MAIL TITLE TO (IF DIFFERENT THAN ABOVE)		12. VEHICLE INSURANCE INFORMATION (TRAILERS EXEMPT)					
Name		Insurance Company Name (Do not list agent)					
Street Address		Policy Number					
City State		Expiration Date					
13. FIRST LIENHOLDER		14. SECOND LIENHOLDER					
Name: DRIVE FINANCIAL SERVICES		Name					
Street Address: PO BOX 560583		Street Address					
City: DALLAS State: TX ZIP: 75356-0583		City State ZIP					
15. TRANSFER INFORMATION		16. SELLER'S INFORMATION (INDIVIDUAL OR DEALERSHIP)					
Year Make/Model		Name: ROGERS PONTIAC GMC TRUCK Dealer # 89					
VIN		Address: 2730 S MICHIGAN AVE CHICAGO IL 60616					
17. REASON(S) FOR CORRECTED OR DUPLICATE TITLE		18. REASON FOR REPLACEMENT PLATES/STICKER					
State all reasons for correction or duplication		<input type="checkbox"/> Lost <input type="checkbox"/> Stolen <input type="checkbox"/> Destroyed <input type="checkbox"/> Requesting a Different Number <input type="checkbox"/> Respacing					
19. WHEN REPLACING PLATES, YOU MUST CHECK ONE:		<input type="checkbox"/> I wish to be issued a random-number plate. <input type="checkbox"/> I wish to retain my current plate number.					
20. Your signature on the application authorizes the Secretary of State to lower the amount of your check if the fee submitted is greater than the fee required for mail-in transactions.		21. AUDITOR'S USE ONLY					
TRP NUMBER		Tax Form Number					



Illinois Department of Revenue

ST-556

(R-7/08)

Sales Tax Transaction Return(For Vehicles, Watercraft, Aircraft, Trailers,
and Mobile Homes)

Tax return no.: **46005837-3**
 IBT no.: **2360-4743**
 Taxable location no.: **016-0001-1 001**
 Taxable location name: **CHICAGO**
 Dealer's license no.: **DL 89**
 Rev: **04**
 Form: **016**

Do not write above this line.

NS	CA	ED	RC	TL	
----	----	----	----	----	--

NEW ROGERS PONTIAC INC
2720 S MICHIGAN AVE
CHICAGO IL 60616-2819

(312) 225-4300 EXT. # 00003**1 Write the buyer's name and address**

Name(s) _____

Street _____

City **CHICAGO**State **IL**

ZIP _____

2 Describe the item sold

☒ **A** Vehicle ☐ **B** Watercraft ☐ **C** Aircraft
☐ **D** Trailer ☐ **E** Mobile Home ☐ **F** _____

☐ New ☒ **Used**Identification no. **1G2ZG558964**Year **2006** Make **PONTIAC**Body style and model **SD G6****3 Write the date of delivery**

(This return is due no later than 20 days after the date of delivery.)

4 Describe the trade-in, if any

Item traded in _____

Identification no. _____

Year **N/A** Make _____

Body style and model _____

5 Exempt or sale to a nonresident

If so, check the correct box below, and see instructions for Section 6.

- ☐ **A** Nonresident buyer (NOT an out-of-state dealer) See instructions.
 drive-away permit no./lic. plate no. _____ state _____
- ☐ **B** Sold for resale to a **DEALER**
 (Write either the Illinois dealer's IBT no. or "Out-of-state dealer")
- ☐ **C** Exempt organization (government, school, religious, or charitable)
 tax-exempt no. E- _____
- ☐ **D** Sold to an interstate carrier for hire for use as rolling stock
 Certificate of authority no. _____
- ☐ **E** Sold for rental use
 buyer's IBT no. _____
- ☐ **F** Other (describe) _____

Under penalties of perjury, we state that we have examined this return,
 including any schedules and statements, and to the best of our knowledge, it
 is true, correct, and complete. If the seller has taken a qualified trade-in, we
 also state that the buyer has properly assigned and surrendered the title of
 the trade-in to _____

Signature
 of buyer(s) _____
 Signature
 of seller _____

Date **6/16/08**

Date _____

This form is authorized as outlined by the Illinois tax laws and the Illinois Vehicle Code. Disclosure
 of this information is REQUIRED. Failure to provide information could result in penalties. This form
 has been approved by _____

6 Write the price, and figure the tax

(Round to nearest dollar)

You must complete Lines 1 and 2 even if no tax is due.

1 Total price (include accessories, federal excise taxes,
 freight and labor, dealer preparation, documentary fees,
 and dealer-reimbursed rebates or incentives). **13715.00**

2 Total trade-in credit or value. **.00**

3 Amount subject to tax [Line 1 - Line 2] **13715.00**

4 Tax [Line 3 X **.0725**] (If you made this sale
 from a temporary sales location, see the instructions.) **1168.00**

Ln 3 X .0850 if Chicago Buyer*5 Use tax for certain districts - (see instructions)****Do not report home rule use tax below.**

a. County _____

b. City _____

c. Township _____ **.00**

6 Total tax [Line 4 + Line 5] **1168.00**

7 Retailer's allowance if filed on time
 [Line 6 X **.0175**] **20.00**

8 Net tax due [Line 6 - Line 7] **1148.00****9 Prior overpayment (see instructions) **00******10 Credit for previously paid tax (see instructions) **0** **1147.00****

On the line below, write the tax return number
 of the Form ST-556 on which you previously
 paid tax to an Illinois dealer.

Tax return no. _____

11 Excess tax collected **.00**

12 Total tax due
 [Line 8 - Line 9 - Line 10 + Line 11] **1148.00**
1147.00

13 Credit memorandum (see instructions) **.00****14 Amount due [Line 12 - Line 13] **1148.00****

Dealer's check no. _____

Do not write below this line.

Date received by Illinois state government **Copy 1 - Revenue's**

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

By: Cynthia Reyes

State: IL

Customer Name: [REDACTED] Service Request: 71-701759847 GM Legal File No.: 668219
 Vehicle ID No.: 1G2ZG558964 [REDACTED] In Service Date: 2/28/2006 Vehicle is: **Used** BAC Code: 116079
 Year, Make & Model: 2006 Pontiac G6 Vehicle Purchased Used on: **6/16/08** at
 odometer **20,735**
 Lien holder: GMAC ☐ Other ☒: Drive Financial Services DVM requests Purchase Price of
 Was TAC contacted for this vehicle (Y/N)? : **Y - #10471803 Yes, TAC** involvement?: N Vehicle: \$ 13,564.69
states Normal condition.

VEHICLE REPAIR HISTORY☒ **STEERING**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
09/03/08	298231	2	22,942	C/S AT TIMES STEERING WHEEL BINDS WHEN DRIVING & TURNING. / TEST DOVE THE VEHICLE, FOUND CONDITION NORMAL. – CALLED TAC. CUSTOMER ADVISED NORMAL CONDITION. 1 DAY RENTAL PER CUSTOMER SATISFACTION. *(PER SVC. MGR. FRANK DEKRUUFF TAC CASE#10471803).
12/22/08	306271	5*	24,344	C/S POWER STEERING LIGHT COMES ON AND ENGINE DIES, RESTARTS BACK UP. / SHORTED. – POWER STEERING ASSIST MOTOR REPLACEMENT. 4 RENTAL. *(PER SVC. MGR. FRANK DEKRUUFF DAYS OUT VERIFIED).
01/22/09	308379	14*	24,623	C/S THE STEERING WILL BE VERY TIGHT AND DIFFICULT TO TURN WITH WARNING DISPLAYING ACROSS RADIO. IT WILL FREE UP TO MOVE NOT TOO OFTEN AT ALL IT IS MORE DIFFICULT THEN EASY. – RECALIBRATED AND RELEARNED SYSTEM DUE TO STEERING NOT RESPONDING TO SIGNALS. REPLACED THE STEERING COLUMN 12/22/08 BY TECH #2 AT 24,344 AND BEFORE THAT THE CUSTOMER HAD SAME CONCERNS 9/4/08 AT 22,942 RO#298231 WITH TECH #33 AND CAR WAS RECALIBRATED AT THAT TIME WITH NO HISTORY CODES IN THE SYSTEM AS WELL. TEST DRIVEN TWICE WITH NO CONCERNS DUPLICATED AFTERWARDS. 3 DAYS RENTAL. *(PER SVC. MGR. FRANK DEKRUUFF UNABLE TO VERIFY DAYS OUT OF SERVICE. "I THINK CUSTOMER REFUSED TO PICK IT UP").

☐ **BODY/TRIM**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
06/30/08	293366	2	21,247	PER WE OWE DRIVER DOOR HINGES SQUEAK. – METRO BODY SHOP. WE OWE REPAIR REAR BUMPER. – METRO BODY SHOP.RENTAL.

☐ **WHEEL/TIRES**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
06/30/08	293366	*	21,247	LH FRONT TIRE IS LOOSING AIR. – NO LEAKS FOUND AT THE TIME OF SERVICE.

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/06/06	228114	N/A	3	PRIOR TO SALE - FLOOR MATS PER WE OWE ATTACHED. CUSTOMER WILL RETURN ANOTHER DAY FOR DETAIL. NOT PERFORMING TODAY.
05/07/08	289279	NA	19,460	PRIOR TO SALE LOF. 6,000 MILES MAINTENANCE. – REPLACE FRONT AND REAR BRAKE PADS – RESURFACE FRONT & REAR ROTORS.
08/16/08	296990	*	22,512	3K GM QUICK LUBE PLUS 28 POINT INSPECTION.

Accident/Insurance Information:

Has the vehicle ever been involved in an accident Y or N? Unaware

Did you confirm your answer with the dealer Y or N? Yes

Are there any Aftermarket Modifications to the Vehicle Y or N? No

Have you confirm this with the dealership Y or N? Yes

THE STATE LEMON LAW READS:

Days out of service: **30 or more**

Repairs: **4 or more**

Time period: **18 months from original delivery**

Does Lemon Law state nonconformity must continue to exist? **Yes**

If applicable, safety-related repairs **NA**

Safety-related time period

Number of repair attempts in the presumption period: **0**

Total days out of service during the presumption period: **0**

Total days out of service during customer's ownership: **23**

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

DVM James Cocking responded with option "D" to e-mail request.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

CRS spoke to service manager Frank Dekruiff, he states the customer has not been back to the dealership since last repair. There is no further information.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

NISM Negotiations:

3/2/09 – Empowerment \$2500 up to \$4k inclusive

3/10/09 – Offer out \$2,500 inclusive

3/12/09 – Counteroffer \$9,100

3/12/09 – Offer out \$4,000 inclusive

3/12/09 – Counteroffer from Cassie Yates \$8,100 inclusive.

RECOMMENDATION

Cash \$4,600.00 inclusive

3/17/09 – Counteroffer from PC \$8,000 inclusive.

3/17/09 – Recommend final offer \$5,000 inclusive for reasons specified below.

3/18/09 – Offer out \$5,000 inclusive – counteroffer \$7,000 inclusive

3/19/09 – recommend no further adjustment for reasons specified below –No concerns duplicated on last visit 1/22/09

RATIONALE

Vehicle was purchased used (not certified) at 20,735 miles. Has had 3 repairs to steering the last being 1/22/09 when steering column was replaced. Svc mgr states no repairs since. Vehicle had no prior history of steering repairs prior to this purchase. 23 days out since ownership. Total price paid \$13,564.69.

REASON FOR REMOVAL

CRS FINAL OFFER:

DATE:

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

**PLAINTIFF'S FINAL
DEMAND:**

DATE:

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

TEAM MANAGER APPROVING:

Date:

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

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



Lynn Johnson/Austin/GM1

03/30/2009 11:41 AM

To: rob.johnson@gm.com

cc: james.cocking@gm.com

bcc:

Subject: Removal of lawsuit - [REDACTED] v. GM

Attached are the documents pertaining to this lawsuit removal.



Lynn Johnson
Legal Agent/Business Resource Center
Aditya Birla Minacs
Phone: 866-790-5600 ext. 11156
Fax: 866-554-4015
Email: lynn_johnson@gmexpert.com

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

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED.
Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded



"Moss, Gregory"
<gmoss@consumerlawcente
r.com>

03/13/2009 04:36 PM

To: <lynn_johnson@gmexpert.com>

cc

bcc

Subject: RE: [REDACTED] v. GM

Lynn:

Please call me Greg and yes, we countered. See attached.

Gregory H. Moss
Krohn & Moss, Ltd.
Consumer Law Center
(312) 578-9428 ext 216
(866) 309-9458 Fax

From: lynn_johnson@gmexpert.com [mailto:lynn_johnson@gmexpert.com]
Sent: Friday, March 13, 2009 3:00 PM
To: Moss, Gregory
Subject: [REDACTED] v. GM

Mr. Moss: I have assumed this file from Edna Rodriguez as it has not become a lawsuit. Are you still handling personally? I see Edna sent an offer of \$4,000 inclusive yesterday. I am attaching a copy. Have you discussed with the client? Please advise.

Lynn Johnson
Legal Agent/Business Resource Center
Aditya Birla Minacs
Phone: 866-790-5600 ext. 11156
Fax: 866-554-4015
Email: lynn_johnson@gmexpert.com

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

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded

----- Message from "Yates, Cassie" <cyates@consumerlawcenter.com> on Thu, 12 Mar 2009 15:48:08 -0500 -----

To: <edna_rodriguez@gmexpert.com>
Subject: RE: [REDACTED] v. GM

My client rejects and lowers her demand to \$8,100 total to settle. Please let me know your client's response. Thanks.

Lee Cassie Yates
Attorney at Law
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, IL 60602
(312) 578-9428 x 270 (direct)
(866) 289-0898 (fax)
web: www.krohnandmoss.com

From: edna_rodriguez@gmexpert.com [mailto:edna_rodriguez@gmexpert.com]
Sent: Thursday, March 12, 2009 8:54 AM
To: Yates, Cassie
Subject: Re: [REDACTED] v. GM

Ms. Yates,

Please review the attached with your client and respond at your earliest convenience. Thank you

Edna Rodriguez
Legal Agent-BRC Legal Department
Aditya Birla Minacs
866-790-5700 ext 21317 | edna_rodriguez@gmexpert.com
866-398-3255 fax

Please consider the environment before printing this e-mail. 1 ton of paper = 17 trees. Reduce. Reuse. Recycle. THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.
PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED.
Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded

"Yates, Cassie" <cyates@consumerlawcenter.com>

03/11/2009 04:37 PM

To: <edna_rodriguez@gmexpert.com>
cc:
Subject: [REDACTED] v. GM

Edna,

My client rejects your offer of \$2,500 total and demands \$9,100 total to settle this case. Please let me know your client's response. Thanks.

Lee Cassie Yates
Attorney at Law
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, IL 60602
(312) 578-9428 x 270 (direct)
(866) 289-0898 (fax)
web: www.krohnmoss.com



General Motors Corporation
Business Resource Center
P.O. Box 37170
Detroit, MI 48231-5170

VIA FAX ONLY

March 20, 2009

Cassie Yates, Esq.
Krohn & Moss, Ltd.
120 W Madison St Fl 10
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-701759847
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558964 [REDACTED]
Customer Relationship Specialist: Lynn Johnson

Dear Ms. Yates:

We have received your counteroffer via email dated March 19, 2009. After further review, we do not believe that additional adjustment of our settlement offer dated March 18, 2009 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days from the date of this letter. If your client has not accepted our offer within that timeframe, this offer will be withdrawn and this file will be sent to our local counsel for further handling.

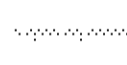
If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: **FILE**

LG0101
V7092007





**General Motors Corporation
Legal Staff**

Facsimile
(248) 267-4427

Telephone
(512) 386-0750

March 11, 2009

Connie Postelli, Esq.
Connie J. Postelli, Law Office
2117 N. Main Street
Crown Point, IN 46307

Dear Ms. Postelli:

Re: GM Case No. 668219
[REDACTED] v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible via email to the attention of Cortney Buechler, Legal Administrative Assistant, at cortney.buechler@gm.com.

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

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

It is important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, please be sure to include the GM Case Name and Case Number. Feel free to contact me by phone at (512) 386-0750 or Fax at (248) 267-4427 with any questions.

Sincerely,

Tamera Shultz
Legal Coordinator

✓

668219

3/24/09

**Service of Process
Transmittal**

03/10/2009

CT Log Number 514554586

TO: Rosemarie Williams
General Motors Legal Staff
400 Renaissance Center, Mail Code 482-038-210
Detroit, MI 48265-4000

RE: Process Served in Illinois

FOR: General Motors Corporation (Domestic State: DE)

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

TITLE OF ACTION: [REDACTED] Pltf. vs. General Motors Corporation, Dft.
DOCUMENT(S) SERVED: Summons (2 sets), Complaint, Affidavit, Exhibit(s)
COURT/AGENCY: Cook County Circuit Court - Municipal Department - First District, IL
Case # 20091116338
NATURE OF ACTION: Product Liability Litigation - Manufacturing Defect - 2006 Pontiac G6 - VIN #
1G2ZG558964 [REDACTED] - Inoperable power steering and engine
ON WHOM PROCESS WAS SERVED: C T Corporation System, Chicago, IL
DATE AND HOUR OF SERVICE: By Process Server on 03/10/2009 at 09:30
APPEARANCE OR ANSWER DUE: 03/24/09 at or before 9:30 a.m.
ATTORNEY(S) / SENDER(S): Krohn & Moss Ltd
120 West Madison
10th Floor
Chicago, IL 60602
312-578-9428
ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day , 798090321323
Image SOP
Fax Transmittal, Rosemarie Williams 313-665-7572
CC Recipient(s)
Rosemarie Williams, via Regular Mail
SIGNED: C T Corporation System
PER: Jill Duffy-Baricovich
ADDRESS: 208 South LaSalle Street
Suite 814
Chicago, IL 60604
TELEPHONE: 312-345-4336

ER-Tamera Shultz

Law Office of Connie Postelli
Connie Postelli

CT web
3/11/09
11:48am

Page 1 of 1 / DT

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



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

VIA FAX ONLY

February 12, 2009

Gregory Moss, Esq.
Krohn & Moss, Ltd.
120 West Madison Street 10th Floor
Chicago, IL 60602

RE:

Service Request: 71-701759847

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558964

Dear Mr. Moss:

This is to advise that General Motors is in receipt of the above referenced case dated February 12, 2009. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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



Copy of owner's current title and/or registration

Other: Release of lien



Finance agreement

Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature





"Yates, Cassie"
<cyates@consumerlawcenter.com>

03/19/2009 03:30 PM

To <lynn_johnson@gmexpert.com>
cc
bcc
Subject [REDACTED] v. GM

Lynn,

My client rejects your offer of \$5,000 and lowers her demand to \$7,000 total. Please let me know your client's response. Thanks.

Lee Cassie Yates
Attorney at Law
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, IL 60602
(312) 578-9428 x 270 (direct)
(866) 289-0898 (fax)
web: www.krohnandmoss.com

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

By: Cynthia Reyes

State: IL

Customer Name: [REDACTED] Service Request: 71-701759847 GM Legal File No.: N/A
 Vehicle ID No.: 1G2ZG558964 [REDACTED] In Service Date: 2/28/2006 Vehicle is: **Used** BAC Code: 116079
 Year, Make & Model: 2006 Pontiac G6 Vehicle Purchased Used on: **6/16/08** at
 odometer **20,735**
 Lien holder: GMAC ☐ Other ☒ Drive Financial Services DVM requests Purchase Price of
 Was TAC contacted for this vehicle (Y/N)? : **Y - #10471803** involvement?: N Vehicle: \$ 13,564.69

If TAC was NOT contacted, why? **Yes, TAC states Normal condition.****VEHICLE REPAIR HISTORY**☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
09/03/08	298231	2	22,942	C/S At times steering wheel binds when driving & turning. / Test drove the vehicle, found condition normal. – Called TAC. Customer advised normal condition. 1 day rental per customer satisfaction. *(Per Svc. Mgr. Frank Dekruiff TAC Case#10471803).
12/22/08	306271	5*	24,344	C/S Power steering light comes on and engine dies, restarts back up. / Shorted. – Power steering assist motor replacement. 4 Rental. *(Per Svc. Mgr. Frank Dekruiff days out verified).
01/22/09	308379	14*	24,623	C/S The steering will be very tight and difficult to turn with warning displaying across radio. It will free up to move not too often at all it is more difficult then easy. – Recalibrated and relearned system due to steering not responding to signals. Replaced the steering column 12/22/08 by tech #2 at 24,344 and before that the customer had same concerns 9/4/08 at 22,942 RO#298231 with tech #33 and car was recalibrated at that time with no history codes in the system as well. Test driven twice with no concerns duplicated afterwards. 3 days rental. *(Per Svc. Mgr. Frank Dekruiff unable to verify days out of service. "I think customer refused to pick it up").

☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
06/30/08	293366	2	21,247	Per we owe driver door hinges squeak. – Metro Body Shop. We owe repair rear bumper. – Metro Body Shop. Rental.

☐ Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
06/30/08	293366	*	21,247	LH front tire is losing air. – No leaks found at the time of service.

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
03/06/06	228114	N/A	3	Floor mats per we owe attached. Customer will return another day for detail. Not performing today. *Prior to sale.
05/07/08	289279	*	19,460	LOF. 6,000 miles maintenance. – Replace front and rear brake pads –

08/16/08 296990 * 22,512 Resurface front & rear rotors.
*Prior to sale.
3K GM quick lube plus 28 point inspection.

Accident/Insurance Information:

Has the vehicle ever been involved in an accident Y or N? Unaware

Did you confirm your answer with the dealer Y or N? Yes

Are there any Aftermarket Modifications to the Vehicle Y or N? No

Have you confirm this with the dealership Y or N? Yes

THE STATE LEMON LAW READS:

Days out of service:

Repairs:

Time period:

Does Lemon Law state nonconformity must continue to exist?

If applicable, safety-related repairs

Safety-related time period

Number of repair attempts in the presumption period: 0

Total days out of service during the presumption period: 0

Total days out of service during customer's ownership: 12

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

DVM James Cocking responded with option "D" to e-mail request.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

CRS spoke to service manager Frank Dekruiff, he states the customer has not been back to the dealership since last repair. There is no further information.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: No other related SR's.

RECOMMENDATION

CRS recommends \$2,500.00 to \$4,000.00

RATIONALE

Ms. White purchased a USED 2006 Pontiac G6 with 20,735 miles on 6/16/08. In service date of vehicle is 2/28/06. Customer had 3 complaints regarding steering, with 2 repairs. Repairs included replacing power steering motor and recalibrating/relearning system. As of last complaint on 1/22/09 vehicle had 24,623 miles.

REASON FOR REMOVAL

CRS FINAL OFFER:

DATE:

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

**PLAINTIFF'S FINAL
DEMAND:**

DATE:

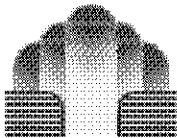
AMOUNT TO CUST: \$
ATTORNEY FEES: \$
OR INCLUSIVE OFFER: \$

TEAM MANAGER APPROVING:

Date:

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

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



Cynthia Reyes/Austin/GM1
02/12/2009 01:35 PM

To james.cocking@gm.com
cc
bcc

Subject DVM notification - Please reply SR#71-701759847 - White

DVM Region 50 James Cocking:

Hi, my name is Cynthia Reyes. This email is to follow up on my voicemail regarding Service Request 71-701759847 for customer [REDACTED]. The customer's vehicle is a 2006, Pontiac G6 with 24,344 miles. Vin# 1G2ZG558964 [REDACTED]. The customer has been working with Roger's Auto Group in Chicago, IL. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

- A) I have information on this case that may assist in your review (please provide in your reply) and would like to review any potential offer of repurchase before it is made.
- B) I am not aware of this vehicle or customer's concerns. However, I would like to review any potential offer of repurchase before it is made.
- C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).
- D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

Please reply only by email with one of the above options within 24 hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Cynthia Reyes
cynthia_reyes@gmexpert.com
866-790-5600 ext. 1115

FAX

To: shera

Company:

Fax: 18662661792

Phone:

From: Lora D. Hauswirth

Fax: 248-267-4317

Phone: 313-665-1436

NOTES:

White - Settlement Check Request Approved

The attached check request is approved.

Lora

----- Forwarded by Lora D. Hauswirth/US/GM/GMC on 05/05/2009 02:25 AM -----

Fax Server [USAH2SA0NAM19]

05/04/2009 07:11 PM

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LORA D. HAUSWIRTH/US/GM/GMC

A new 4 page fax has arrived from <unknown

Time Processed: 05/04/2009 07:11:25 PM
Gateway:
Fax Server: USAH2SA0NAM19

Number of Pages: 4
Duration:
Remote CSID:



May. 4. 2009 5:47PM

LAW OFFICE OF CONNIE POSTELLI

No. 6420 P. 1

LAW OFFICES OF Connie J. Postelli

19952 Torrence Avenue
Lynwood, Illinois 60411

May 5, 2009

VIA FACSIMILE (248) 267-4317

Lora Hauswirth, Case Manager
GENERAL MOTORS CORPORATION
Global Headquarters at the Renaissance Center
300 Renaissance Center, 24th Floor
Mail Code: 482-C24-C66
Detroit, Michigan 48265-3000

Re: [REDACTED] v. General Motors Corporation
Circuit Court of Cook County, First District, Municipal Division
Case No. : 09 M1 116338
Vehicle : 2006 Pontiac G6
VIN : 1G2ZG558964 [REDACTED]
GM Legal File No. : 668219
Our File Number : 7092-90015

NOTICE OF CASH SETTLEMENT / CHECK REQUEST

Dear Lora:

Please be advised that the above-referenced matter has settled for a total of \$6,500.00, including attorneys' fees and costs. The customer's concern with the subject vehicle is M30 – Steering – Power Steering Pump/Brackets - Inoperative. At your earliest convenience, please forward General Motors Corporation's settlement draft as follows:

1. A check in the amount of \$6,500.00 payable to "[REDACTED] Ltd." A completed IRS form W-9 is attached as required for proper tax reporting.

Plaintiff:

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

Mileage: 26,534

Plaintiff's Attorney:

Gregory H. Moss, Esq.
Krohn & Moss, Ltd.
120 W. Madison, 10th Floor
Chicago, IL 60602
{312} 578-9428 telephone
{866} 289-0898 facsimile

May. 4. 2009 5:47PM

LAW OFFICE OF CONNIE POSTELLI

No. 6420 P. 2

Lora D. Hauswirth

May 5, 2009

Page 2

Enclosed please find the signed Release Of Claim and the appropriate W9 form. Should you have any questions, please do not hesitate to contact me.

Very truly yours,

Rebecca J. Letourneaux

Encls.

May. 4. 2009 5:47PM

LAW OFFICE OF CONNIE POSTELLI

No. 6420 P. 3

016307718297

Line 1

01:38:24 p.m. 05-01-2009

3/3

PG 3/1

RELEASE OF CLAIM

I, [REDACTED] in consideration of \$6,500.00 (payment to be tendered in the form of one check in the amount of \$6,500.00 made payable to [REDACTED] Ltd.") paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its authorized independent dealers, designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims and causes of action for any injuries, losses or damages to my person and/or property which may have been caused by, or which may at any time arise out of, or in connection with one 2006 Pontiac G6 VIN 1G2ZG558964 [REDACTED]

I, [REDACTED] agree that neither General Motors payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrong doing by General Motors to any of the claims or causes of actions alleged in or to be reinferred from allegations set forth in the matter indicated above.

In addition, I, [REDACTED] shall not at any time hereafter commence, maintain or prosecute, or cause, encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

The mileage was 26534 on 5-1-09, the date of the signing of this release.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

DATE SIGNED: 5-1-09

[REDACTED]
MALEA WHITE

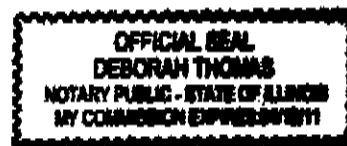
Address

Chicago, IL

City, State, Zip Code

Sworn to and subscribed before me
this 1st day of May, 2009.

Deborah Thomas
Notary Public



Cook County

My Commission Expires: 4/18/11

May. 4. 2009 5:47PM

LAW OFFICE OF CONNIE POSTELLI

No. 6420 P. 4

Form (Rev. November 2005) Department of the Treasury Internal Revenue Service	W-9	Request for Taxpayer Identification Number and Certification	Give form to the requester. Do not send to the IRS.
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Print or type
See specific instructions on page 2.

Name (as shown on your income tax return) _____

Business name, if different from above _____

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

Address (number, street, and apt. or suite no.) _____

City, state, and ZIP code _____

List account number(s) here (optional) _____

Requester's name and address (optional) _____

Part I Taxpayer Identification Number (TIN)

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

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

Social security number								

OR

Employer identification number								

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign
Here

Signature of
U.S. person

Date **11/30/06**

Purpose of Form

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

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

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

In 3 above, 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.

For federal tax purposes, you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

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

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

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

2009-05-04 19:10:07 Transmission Record

Transfer Type: Receive fax
Remote CSID: []
Unique ID: [DZM49FF3DCD72A8]
Time to Transfer: 0:56
Sent on Channel: 4
Inbound user ID: DZMJLF, Routing Code: 4317
AOC: [0][0][0][0]
Result: Success
Brooktrout Res: Call [0:352]; Fax [0:0]
Pages Sent: 1 - 4

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



CHECK No. [REDACTED]

50-937
213

DATE
06/22/09

*****3,400 DOLLARS

*****00 CENTS

AMOUNT
*****3,400.00

PAY
TO THE
ORDER
OF

[REDACTED]
ARDMORE PA [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

Brian D. Albee

SIGNATURE

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

AUDIT

[REDACTED]

VENDOR
DUNS NO. BB 000000049

1

VENDOR NAME [REDACTED]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE 06/22/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT61846F [REDACTED]	05/29/09 .71-710264	VM 1-C1C7P4 833.1-C1C7P4	00.0000	3,400.00	.00	3,400.00
TOTAL				3,400.00	.00	3,400.00

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

H3

May 27, 2009

Laura Applegate, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
Customer Relationship Specialist: Michael Nordstrom

Dear Ms. Applegate:

Enclosed please find a check in the amount of \$3,400.00 inclusive made payable to [REDACTED] and [REDACTED] and David J Gorberg & Associates, PC to settle the above-referenced case.

A 36 month/ 45,000 mile (whichever comes first) Steering Component Letter will be sent directly to [REDACTED] after processing.

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

Sincerely,

General Motors Corporation

LG0008
V07092007

Request for Taxpayer Identification Number and Certification

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

Print or type
See Specific Instructions on page 2.

Name
David J. Garberg + Associates, P.C.

Business name, if different from above

Check appropriate box: ☐ Individual Sole proprietor ☒ Corporation ☐ Partnership ☐ Other > _____

Address (number, street, and apt. or suite no.)
32 Arkky Plaza 700 Times Bldg.
Ardmore Pa. 19003

Requester's name and address (optional)

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

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

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

Social security number								
or								
Employer identification number								

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here Signature of U.S. person [Signature] Date 12-17-09

Purpose of Form

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

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

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

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

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

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

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

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

VIN: 1G1ZT6184 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: KCFJH8
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 13374	00031244328		10/28/06	UDE	3,469.06	
INCTV PAYMENT	13 13374	00031244328		10/28/06	UDE	3,469.06	
INCTV APPLICATN	13 13374	00031244328		10/28/06	UDE	3,469.06	
INCENTIVE MEMO	13 13374	00031244328		10/28/06	CNE	3,000.00	
INCTV PAYMENT	13 13374	00031244328		10/28/06	CNE	3,000.00	
INCTV APPLICATN	13 13374	00031244328		10/28/06	CNE	3,000.00	
DELIVERY D.O.E.	13 13374			10/27/06		0.00	
DELIVERY TO CUS	13 13374			10/26/06		0.00	
INCENTIVE CHARG	13 13374	00030991762		09/19/06	BDV	500.00	DR
INCENTIVE MEMO	13 13374	00030991762		09/19/06	BDV	500.00	DR
INCTV APPLICATN	13 13374	00030991762		09/19/06	BDV	500.00	DR
COV/NVIS REPLAC	13 13374	1AD88063093		09/07/06		0.00	
REPLACEMENT LAB	13 13374			09/06/06		20,790.00	
DLVY CANCEL DOE	13 13374			09/05/06		0.00	
INCENTIVE MEMO	13 13374	00030903597		09/02/06	BDV	500.00	
INCTV PAYMENT	13 13374	00030903597		09/02/06	BDV	500.00	
INCTV APPLICATN	13 13374	00030903597		09/02/06	BDV	500.00	
DELIVERY CANCEL	13 13374			08/31/06		0.00	
DELIVERY D.O.E.	13 13374			08/31/06		0.00	
DELIVERY TO CUS	13 13374			08/31/06		0.00	
DLR TRADE D.O.E	13 13374			08/31/06		0.00	
DEALER TRADE (P	13 13374			08/31/06		0.00	
INCENTIVE CHARG	13 13031	00030871082		08/29/06	VBD	1,000.00	DR
INCENTIVE MEMO	13 13031	00030871082		08/29/06	VBD	1,000.00	DR
INCTV APPLICATN	13 13031	00030871082		08/29/06	VBD	1,000.00	DR
INCENTIVE CHARG	13 13031	00030871082		08/29/06	GMS	933.25	DR
INCENTIVE MEMO	13 13031	00030871082		08/29/06	GMS	933.25	DR
INCTV APPLICATN	13 13031	00030871082		08/29/06	GMS	933.25	DR
DLVY CANCEL DOE	13 13031			08/15/06		0.00	
INCENTIVE MEMO	13 13031	00030755314		08/08/06	VBD	1,000.00	
INCTV PAYMENT	13 13031	00030755314		08/08/06	VBD	1,000.00	
INCTV APPLICATN	13 13031	00030755314		08/08/06	VBD	1,000.00	
INCENTIVE MEMO	13 13031	00030747344		08/05/06	GMS	933.25	
INCTV PAYMENT	13 13031	00030747344		08/05/06	GMS	933.25	
INCTV APPLICATN	13 13031	00030747344		08/05/06	GMS	933.25	
INCENTIVE MEMO	13 13031	00030747344		08/05/06	FFC	39.08	
INCTV PAYMENT	13 13031	00030747344		08/05/06	FFC	39.08	
INCTV APPLICATN	13 13031	00030747344		08/05/06	FFC	39.08	
DELIVERY CANCEL	13 13031			08/04/06		0.00	
DELIVERY D.O.E.	13 13031			08/04/06		0.00	
DLR TRADE D.O.E	13 13031			08/04/06		0.00	
DELIVERY TO CUS	13 13031			08/03/06		0.00	
DEALER TRADE (P	13 13031			08/03/06		0.00	
SETTLEMENT DATE	13 13374	1AD88063093		05/30/06		19,983.41	CR
EXPIRATION TRAN	13 13374	1AD88063093		05/29/06		0.00	
ORIGINAL INVOIC	13 13374	1AD88063093		05/19/06		19,983.41	
COV/NVIS DATE	13 13374	1AD88063093		05/19/06		0.00	
SHIPMENT DATE	13 13374			05/19/06		0.00	
PRODUCTION (BUI	13 13374			05/18/06		0.00	
PREFERENCE TO P	13 13374			04/25/06		0.00	
GM ORDER ACCEPT	13 13374			04/24/06		0.00	
GM ORDER ACCEPT				04/24/06		0.00	

VIN: 1G1ZT6184 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: KCFJH8

ODATE: 04/24/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 13374
DDATE: 10/26/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 10/27/06 ORDER BY:

CANC: 08/31/06

CANC DOE: 09/05/06

TRADE: 08/31/06 DLVY TO: [REDACTED]

TRD DOE: 08/31/06

SRVC IN: WASHINGTON PA [REDACTED]

SRVC OUT: CANC SRVC IN:

BFSO ORD DT: BFSO CUST:

PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BDV	01	13 13374	00030991762	09/19/06	500.00	DR OA		0.00	0

PROCESS TYPE: 001

DATA SCE: BARS

MISC DATE:

POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION

CHECK NO:

INC MEMO NO: 00030991762

MISC:

SSN:

AUTH PUR CD:

ACTV TYPE: 1

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BDV	01	13 13374	00030903597	09/02/06	500.00	OA		0.00	9

PROCESS TYPE: 001

DATA SCE: DLR

MISC DATE:

POLICY PYMT CMNT:

CHECK NO:

INC MEMO NO: 00030903597

MISC:

SSN:

AUTH PUR CD:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CNE	01	13 13374	00031244328	10/28/06	3,000.00	OA		0.00	9

PROCESS TYPE: 001

DATA SCE: DLR

MISC DATE:

POLICY PYMT CMNT:

CHECK NO:

INC MEMO NO: 00031244328

MISC:

SSN:

AUTH PUR CD:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 13031	00030747344	08/05/06	39.08	OA		0.00	9

PROCESS TYPE: 001

DATA SCE: DLVY

MISC DATE:

POLICY PYMT CMNT:

CHECK NO:

INC MEMO NO: 00030747344

MISC:

SSN:

AUTH PUR CD:

ACTV TYPE: 6

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY
PROCESSING SOURCE: CHEVROLET

12/08/07

13:37:49

PAGE: 2

VIN: 1G1ZT6184 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: KCFJH8

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
GMS	01	13 13031	00030871082	08/29/06	933.25	DR OA		0.00	0

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: BARS INC MEMO NO: 00030871082 AUTH PUR CD: 515526440
MISC DATE: MISC:
POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
GMS	01	13 13031	00030747344	08/05/06	933.25	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00030747344 AUTH PUR CD: 515526440
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
UDE	01	13 13374	00031244328	10/28/06	3,469.06	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00031244328 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
VBD	01	13 13031	00030871082	08/29/06	1,000.00	DR OA		0.00	0

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: BARS INC MEMO NO: 00030871082 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
VBD	01	13 13031	00030755314	08/08/06	1,000.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: 00030755314 AUTH PUR CD: 515526440
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

2006 MALIBU MAXX LT		CHEVROLET MOTOR DIVISION
25U DARK BLUE METALLIC	/V6G	GENERAL MOTORS CORPORATION
83C TITANIUM		100 RENAISSANCE CENTER
ORDER NO. KCFJH8/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 ZT61 84 6F		VEHICLE INVOICE 1AD88063093
*****		*****13*13374S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT68 MALIBU MAXX LT	20165.00	19055.93	INVOICE 05/19/06
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 05/19/06
LX9 3.5L V6 ENGINE	N/C	N/C	EXP I/T 05/29/06
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	INT COM 05/30/06
R8K *****	N/C	N/C	PRC EFF 05/18/06
			KEYS G1661 G1661
			WFP-S QTR OPT-1
			BANK: GMAC - 004
			CHG-TO 13-374

SHIP WT: 3409
 HP: 32.9
 GMS: 19150.98
 SUPPLR: 20009.40
 MRM: 20790.00
 MEMO 933.25

TOTAL MODEL & OPTIONS	20165.00	19055.93	ACT 231	19075.98
DESTINATION CHARGE	625.00	625.00	H/B 261	604.95
LAM DEALER CONTRIBUTION		201.65	ADV 261	201.65
LAM GROUP CONTRIBUTION		100.83	EXP 65A	100.83

TOTAL	20790.00	19983.41	PAY 310	19983.41
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		19075.98		

 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.

NORTHSTAR CHEVROLET, INC.	REMIT TO GMAC NO. 004
	VIN 1G1ZT61846F
	\$ 19983.41 INV 1AD88063093
	DUE 05/30/06 DEALER 13-374



"Laura Applegate" <lapplegate@mylomon.com>
05/18/2009 04:14 PM

To: <michael_nordstrom@gmexpert.com>
cc:
bcc:
Subject: Re: [REDACTED] v GM - 71-710264833

Michael,
this offer is accepted.

Thanks.

----- Original Message -----

From: michael_nordstrom@gmexpert.com
To: lapplegate@mylomon.com
Sent: Monday, May 18, 2009 12:45 PM
Subject: Re: [REDACTED] v GM - 71-710264833

I can do 3400k incl and the CCL. For time sake, that is the best I can do.

Michael Nordstrom
Legal Agent - BRC Legal Department
Aditya Birla Minacs
(866) 790-5600 Ext. 31402 / Fax: (866) 592-1363
michael_nordstrom@gmexpert.com

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"Laura Applegate" <lapplegate@mylomon.com>

05/18/2009 02:05 PM

To: <michael_nordstrom@gmexpert.com>
cc:
Subject: Re: [REDACTED] v GM - 71-710264833

Michael,
I can counter with 4900 plus the letter.

Thanks

----- Original Message -----

From: michael_nordstrom@gmexpert.com
To: lapplegate@mylemon.com
Sent: Monday, May 18, 2009 11:29 AM
Subject: [REDACTED] v GM - 71-710264833

Laura,
Will your client accept 2400k and a 36/45 Steering CCL
Best,

Michael Nordstrom
Legal Agent - BRC Legal Department
Aditya Birla Minacs
(866) 790-5600 Ext. 31402 / Fax: (866) 592-1363
michael_nordstrom@gmexpert.com

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. —

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.325 / Virus Database: 270.12.33/2120 - Release Date: 05/18/09 06:28:00

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.325 / Virus Database: 270.12.33/2120 - Release Date: 05/18/09 06:28:00

DAVID J. GORBERG & ASSOCIATES, P.C.

DAVID J. GORBERG†
TAMMY J. SCHMITT
LAURA L. APPEGATE
NICOLE VITALE*
SAMUEL T. LEHEW*

*MEMBER OF PA AND NJ BARS
†MEMBER OF PA AND NY BARS

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ARDMORE, PA 19003

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1 (800) 695-3666

(215) 665-7660
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MT. LAUREL, NJ 08054
(856) 797-0703
FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG.
330 GRANT STREET
PITTSBURGH, PA 15210
(412) 894 9970
FAX (412) 894 9983

FAX TRANSMITTAL SHEET

DATE: March 19, 2009

TO: Mary Greer

FAX NO: (866) 393-8081

FROM: Ms. Nicole N.; David J. Gorberg & Associates, P.C.
FOR: Our client, [REDACTED]

RE: Request for Release of Lien Form

PAGES BEING TRANSMITTED: Two (2) including cover sheet

MESSAGE:

Client paid for vehicle in full with cash. [REDACTED] does not have access to the vehicles title at this time. Enclosed please find receipt for the cash purchase of the 2006 Chevy Malibu. Will forward copy of clients title as soon as possible. Thank you and have a great day.

IF THERE IS A PROBLEM WITH THIS TRANSMISSION, PLEASE CALL THE TELEPHONE NUMBER LISTED ABOVE.


THE ORIGINAL OF THIS DOCUMENT WILL:

- ☒ **NOT BE FORWARDED**
☐ **BE FORWARDED BY FIRST CLASS MAIL**
☐ **VIA HAND DELIVERY**
☐ **VIA OVERNIGHT MAIL**
☐ **OTHER**

Paid Cash in full

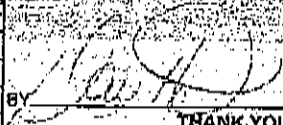
NORTH STAR CHEVROLET, INC.
 100 N. HARRIS BLVD. • LARNEY, OH. 43034-1509
 (614) 275-2300
 FAX (614) 279-3711

RECEIPT NO. **11368**
10-26-09

RECEIVED OF 

72945 **\$ 11085.71**
 DOLLARS

DETAIL	ACCOUNT	NOTE	HOW PAID	MEMO
AMOUNT DUE			CASH	
AMOUNT PAID			CHECK	
			CREDIT CARD	
			DRAFT	
BALANCE DUE			MONEY ORDER	

BY  **THANK YOU**

CUST. (CTL) NO.	STOCK NO.	CASH REC. JOURNAL SOURCE	50
ACCOUNT	ACCT. NO.	AMOUNT	KEY
CASH ON HAND	201		<input type="checkbox"/>
ACC. REC. P/S	220		<input type="checkbox"/>
ACC. REC. VEH.	220A		<input type="checkbox"/>
CONT. IN TRANS.	205		<input type="checkbox"/>
CHECKING	202		<input checked="" type="checkbox"/>
CASH SALES	225		<input checked="" type="checkbox"/>

No1037428

3

www.dmv.state.pa.us

MV - 1 (5-05)				I. TAX / FEES	
A. VEHICLE DESCRIPTION	MAKE OF VEHICLE LIF VROLET	VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY 1G1ZT6184G	BODY TYPE (SDN, TK, BUS, ETC.) 5/H	MODEL YEAR 06	LESS TRADE-IN 13864.35
	GROSS VEHICLE WT. RATING	FUEL TYPE: <input checked="" type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> PROPANE <input type="checkbox"/> HYBRID <input type="checkbox"/> OTHER	AUTHORITY TO OPERATE PUBLIC UNIDENTIFIED VEHICLE (IF APPLICABLE)		TAXABLE AMOUNT 10364.35
	CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A <input type="checkbox"/> POLICE VEHICLE (IF APPLICABLE)				
B. APPLICANT INFORMATION	LAST NAME (OR FULL BUSINESS NAME) [REDACTED]		FIRST NAME [REDACTED]	MIDDLE INITIAL [REDACTED]	DATE ACQUIRED/ PURCHASED 10/26/2006
	CO-PURCHASER [REDACTED]		DEALER ID NUMBER (IF APPLICABLE) 857672		LESS TAX CREDIT N/A
	STREET WASHINGTON PA		CITY [REDACTED]	STATE PA	ZIP [REDACTED]
	COUNTY CODE 63		1. SALES TAX DUE 621.86		
NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)					
NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK <input type="checkbox"/> IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1					
C. MILEAGE INFORMATION	<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY		ODOMETER READING 22
	WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.				10. (PTA) NO.
D. LIEN INFORMATION	1ST LIEN DATE: [REDACTED] IF NO LIEN, CHECK <input checked="" type="checkbox"/>		2ND LIEN DATE: [REDACTED] IF NO LIEN, CHECK <input checked="" type="checkbox"/>		2. TITLE FEE 22.50
	1ST LIENHOLDER [REDACTED]		2ND LIENHOLDER [REDACTED]		3. LIEN FEE [REDACTED]
	STREET [REDACTED]		STREET [REDACTED]		4. REGISTRATION OR PROCESSING FEE N/A
	CITY [REDACTED] STATE [REDACTED] ZIP [REDACTED]		CITY [REDACTED] STATE [REDACTED] ZIP [REDACTED]		
FINANCIAL INSTITUTION NUMBER [REDACTED]		FINANCIAL INSTITUTION NUMBER [REDACTED]		5. DUPLICATE REG. FEE NO. OF CARDS [REDACTED]	
IF THIS IS AN ELT, CHECK <input checked="" type="checkbox"/> NOTE: FIN IS 1G1NE52J0X6 CHECK HERE <input type="checkbox"/> NOTE: FIN IS REQUIRED					
E. ADDITIONAL VEHICLE INFORMATION	MAKE OF VEHICLE SD		VIN [REDACTED]		MODEL YEAR [REDACTED]
	BODY TYPE (SDN, BUS, TK, ETC.) [REDACTED]		CONDITION OF VEHICLE <input type="checkbox"/> GOOD <input checked="" type="checkbox"/> FAIR <input type="checkbox"/> POOR		6. TRANSFER FEE 6.00
	PASSENGER TAXI/BUS <input type="checkbox"/> PASSENGER <input checked="" type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> MOTORCYCLE <input type="checkbox"/> MOTOR DRIVEN CYCLE <input type="checkbox"/> MOPED <input type="checkbox"/> MOTOR HOME <input type="checkbox"/>		CYLINDER CAPACITY 5000 OR LESS <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> OPERABLE PEDALS <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> AUTOMATIC TRANSMISSION <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> MAX. DISPLACEMENT 25 C.C. OR LESS <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> DESIGNED/ALTERED FOR ROAD USE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>		7. INCREASE FEE [REDACTED]
	CHASSIS MFR. [REDACTED]		BODY MAKE [REDACTED]		8. REPLACEMENT FEE N/A
	NUMBER OF AXLES [REDACTED]		REQ. REGISTERED GROSS WT. (INCLUDING LOAD) [REDACTED]		9. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount 650.36
	SUM OF GAWTS [REDACTED]		UNLADEN WT. (EMPT) [REDACTED]		
G. ORIGINAL PLATE <input checked="" type="checkbox"/> Check One					
<input checked="" type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE <input type="checkbox"/> TRANSFER & RENEWAL OF PLATE					
<input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)					
<input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY BUREAU					
<input type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE)					
EXPIRES Month JUN Year 07					
REASON FOR REPLACEMENT <input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)					
TRANSFERRED FROM TITLE NO. [REDACTED] VIN 1G1NE52J0X6					
SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT): [REDACTED] SIGNATURE [REDACTED] RELATIONSHIP TO APPLICANT [REDACTED]					
TEMP. PLATE NO. [REDACTED]					
INSURANCE COMPANY NAME HARTFORD NAIC NO. [REDACTED] POLICY NO. (OR ATTACH BINDER) [REDACTED] POLICY EFFECTIVE DATE 10/21/06 POLICY EXPIRATION DATE 04/21/07					
ISSUING AGENT INFORMATION I CERTIFY THAT ON MONTH 10 DAY 26 YEAR 06 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.					
ISSUING AGENT (PRINT NAME) NORTHSTAR AGENT NO. 857672					
ISSUING AGENT SIGNATURE [REDACTED] TELEPHONE NO. [REDACTED]					
H. I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT MADE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I/AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR REGISTRATION OF THE VEHICLE DESCRIBED IN BLOCK A.					
SUBSCRIBED AND SWORN TO BEFORE ME: MO. OCT DAY 26 YEAR 2006					
SIGNATURE OF PERSON ADMINISTERING OATH [REDACTED]					
SIGN IN PRESENCE OF NOTARY [REDACTED]					
SEAL					

Documents are not received
within 90 days, please contact PennDot.

Chevrolet

NORTH STAR CHEVROLET, Inc.

Chevrolet

326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/923-1230

DEAL 72946

DATE 10/26/86

PURCHASER'S NAME

RES.

PHONE

PURCHASER'S ADDRESS

BUS.

PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC.
NUMBER

PLEASE ENTER MY ORDER FOR THE FOLLOWING		<input checked="" type="checkbox"/> NEW <input checked="" type="checkbox"/> CAR <input type="checkbox"/> USED <input type="checkbox"/> TRUCK <input type="checkbox"/> DEMO	STOCK NO. 61029	INCENTIVES <i>Rebate - \$200 - CNE</i>	
YEAR 2005 MAKE CHEVROLET				INCENTIVES <i>MOB - \$155 - UDE</i>	
MODEL OR SERIES MALIBU BODY TYPE S/H				INCENTIVES <i>NUM # 2814822</i>	
COLOR BLUE TRIM				INCENTIVES <i>Selling Price 11800.00</i>	
SERIAL NO. 151Z761046F				SUBTOTAL	
TO BE DELIVERED ON OR ABOUT 10/26/86				TRADE IN PAYOFF	
SALESMAN DENNINGTON, ROYAL				OWED TO	
				PHONE	
				AMOUNT \$	
				VERIFIED	
				GOOD UNTIL	
				DATE	
				TIME	
I state that odometer mileage on VEHICLE BEING PURCHASED described above is 22 at time of transfer.				Insurance Agent	
(Check the following statement, if applicable)				Address	
<input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.				Phone	
unknown				Verified By	
SIGNATURE OF TRANSFEROR (DEALER OR AGENT)				Insurance Carrier	
DATE 10/26/86				Policy Number	
				Effective Date From 10/21/86 To 04/21/87 Comp 100.00 Coll 500.00	
Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 10814 of the Motor Vehicle Information and Cost Savings Act of 1974, Public Law 93-148.				The Seller, NORTH STAR CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.	
I state that odometer mileage on USED VEHICLE TRADED-IN described above is 2318 at time of transfer.				SUBTOTAL	
(Check the following statement, if applicable)				20133.41	
<input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.				FACTORY REBATE	
unknown				5469.86	
DATE 10/26/86				TRADE ALLOWANCE OR DISCOUNT	
				3500.00	
USED VEHICLE TRADE-IN AND/OR OTHER CREDITS					
YEAR 1999 MAKE CHEVROLET		STOCK NO. 610290		MONEY DIFFERENCE	
MODEL OR SERIES MALIBU BODY TYPE GD				10364.35	
COLOR TRIM				SALES TAX	
SERIAL NO. 101N550101220000				+	
SECOND TRADE				621.86	
YEAR MAKE		STOCK NO.		LICENCEY TIE	
MODEL OR SERIES				28.50	
COLOR				NOTARY FEES	
SERIAL NO.				+	
BALANCE OWED TO				5.00	
This contract is not binding upon either the dealer or the purchaser, until signed by an authorized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE.				DOCUMENTARY & TIRE TAX	
Purchaser's Signature				+	
Accepted By				TOTAL	
				11085.71	
				PAYOFF	
				+	
				DOWN PAYMENT	
				-	
				N/A	
				SERVICE CONTRACT	
				+	
				SERVICE CONTRACT TAX	
				+	
				TOTAL	
				11085.71	

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller. Provisions Applicable to Sale of Used Vehicle — Factory Warranty: If a Manufacturer's Printed Warranty is delivered with the vehicle or chassis such warranty is a contract solely between the Manufacturer and Purchaser. The Seller is not a party to such contract and such Warranty is not a part of the sale or bargain between the Purchaser and Seller. The information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.



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

April 2, 2009

VIA FAX ONLY

Rob Klodowski, Service Manager
Sun Chevrolet
McMurray, PA 15317

RE: [REDACTED]
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
Customer Relationship Specialist: Mary Greer

Dear Mr. Klodowski:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.**

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

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

Sincerely,

General Motors Corporation





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

March 28, 2009

VIA FAX ONLY

Rich Caswell, Service Manager
WASHINGTON CHEVROLET
Washington, PA

RE: [REDACTED]
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
Customer Relationship Specialist: Mary Greer

Dear Mr. Caswell:

This is a letter of notification regarding a legal 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, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.**

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

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

Sincerely,

General Motors Corporation





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

March 28, 2009

VIA FAX ONLY

Rich Caswell, Service Manager
WASHINGTON CHEVROLET
Washington, PA

RE: [REDACTED]
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
Customer Relationship Specialist: Mary Greer

Dear Mr. Caswell:

This is a letter of notification regarding a legal 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, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.**

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

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

Sincerely,

General Motors Corporation





jack.h.adams@gm.com

03/29/2009 12:15 PM

To mary_greer@gmexpert.com

cc

bcc

Subject Re: Fw: 71-710264833

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program.



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

March 19, 2009

VIA FAX ONLY

David Gorberg, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE:

Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F
Customer Relationship Specialist: Mary Greer

Dear Mr. Gorberg:

This is to advise that General Motors is in receipt of the above referenced case dated March 12, 2009. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

☐
☒

Copy of owner's current title and/or registration
Other: Signed Release of Lien Information form

☐
☐

Finance agreement
Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature



Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

Last updated by Michael Nordstrom on 5/19/09

Settled for 3400k incl and 36/45 Steering CCL

By: Dianna Barber

State: PA

Customer Name: [REDACTED]

Service Request: 71-710264833 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT61846F [REDACTED] In Service Date: 10/26/2006

Vehicle is: NEW BAC Code: 204396

Year, Make & Model: 2006 Chevrolet Malibu MAXX

Vehicle Purchased Used on: N/A

Lien holder: GMAC ☐ Other ☒: paid cash

DVM requests Purchase Price of

Was TAC contacted for this vehicle (Y/N)? : **NO, not needed**

involvement? Vehicle: \$ 20,333.41

Option D -

VEHICLE REPAIR HISTORY

If TAC was contacted, what did they say?

If TAC was NOT contacted, why? (Ask Dealership) no need for assistance with diagnostics

☐ **BODY/TRIM**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/3/08	54593	2	6697	C/S Right front outside mirror rattles / Glass is loose <ul style="list-style-type: none">- Replaced right front outside mirror assembly- Paint right front outside mirror
3/20/08	55151	1	6697	C/S Front outside mirror rattles, glass is loose / Right outside mirror loose, defective part <ul style="list-style-type: none">- Replaced right front outside mirror- Paint right front outside mirror
12/04/08	68090	1	13600	C/S that the cover on the driver's side vanity mirror on the sun visor is disconnected – ordered part, will call when in
12/17/08	68521	1	13917	C/S that the cover on the vanity mirror is loose / loose – replace visor vanity mirror
03/02/09	65394	1	15342	C/S screws at hatch rusted, parts in – replace screws on tailgate chrome strip, rusting, clean off strip
3/7/09	65605	1	15487	C/S Left front visor for mirror broken / Lid not staying open <ul style="list-style-type: none">- Replaced left front sun shade

☐ **ELECTRICAL**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/04/08	68090	*	13600	C/S that the one key fob does not work as far away as the other one, sometimes it will not start the car / internal fault in transmitter – replace transmitter remote door/rear compartment lock
2/23/09	65184	*	15230	C/S Key FOB inoperable / Tested on tester and failed, found battery hold down loose from board

- Replace transmitter

☐ **STEERING**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/18/08	54172	2	6389	C/S power steering assist in-op, sitting still feels like no assist / working ok now, system overload – replaced steering column
02/25/08	54357	1	6400	C/S power steering seems stiff / motor supplies insufficient torque – replace power steering assist motor
12/04/08	68090	1	13600	C/S that the power steering gets very hard to turn at times (intermittent) –ordered parts, will call when parts come in
12/17/08	68521	*	13917	C/S that the power steering gets very hard to turn / parts are in – replace coil and ground as per bulletin 08-02-32-005
2/23/09	65184	1	15230	C/S Binds at slow speeds - operating as designed at this time
03/02/09	65394	*	15342	C/S power steering binds and clunking in front end / excessive spline clearance – replace I shaft Order visor mirror

THE STATE LEMON LAW READS:

Days out of service: 30 or more calendar days

Repairs 3 or more

Time period: 12/12k miles

Does Lemon Law state nonconformity must continue to exist? YES

If applicable, safety-related repairs:

Safety-related time period n/a

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	12

Accident/Insurance Information:

Has the vehicle ever been involved in an accident? Y or N NO

Did you confirm your answer with the dealer/attorney? Y or N YES

What type of damage was sustained (example front end collision): N/A

Are the RO's attached if the vehicle was in an accident? Y or N N/A

Has the customer filed any insurances claims on this Vehicle? Y or N N/A

If Yes. Did the insurance company deny the claim? Y or N N/A

Are there any Aftermarket Modifications to the Vehicle? Y or N NO

Have you confirmed this with the dealership? Y or N YES

If "Yes" to aftermarket, please list:

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

D) I am not aware of this vehicle or customer ' s concerns. I agree to cede the final decision on this case to the Early Resolution program . **jack.h.adams@gm.com**

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Svc mgr went through his ROs - he stated that customer has brought the vehicle to the dealership 3 times since the Intermediate Steering shaft was replaced, and he has not mentioned having concerns with the steering. Svc mgr states it appears that the steering concern is repaired. He also mentioned that one visit when the customer was complaining of the steering being stiff, they checked the air pressure in his tires, and it was very low, and that was causing his steering to be stiff.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:

Date & Offer/Result:

Concern:

Date & Offer/Result:

Concern:

Date & Offer/Result:

RECOMMENDATION AND RATIONALE

CRS recommends denial at this time. LS rejected recommendation

Empowered for 2400k to 3400k incl and 36/45 Steering CCL

PC accepted 3400k incl and 36/45 Steering CCL

REASON FOR REMOVAL

The vehicle does not appear to meet PA LL. The vehicle has experienced 0 repairs within presumptive period and all other repairs are minor. There was one bulletin 08-02-32-005 which resulted in replacing of the steering coil, ground and shaft, all covered under b2b and appears to have been repaired. The vehicle has 16k miles and the last time at the dealership was on 3/7/09 for a replacement of a sun shade. There does not appear to be any significant impairment to the vehicles use value or safety.

CRS FINAL OFFER: :3400k incl

DATE: 5/18/09

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$3400k incl

PLAINTIFF'S FINAL :

DATE:

AMOUNT TO CUST: \$

DEMAND:

ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

TEAM LEAD APPROVING:

Date:

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

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

NORTHSTAR CHEVROLET
5854 UNIVERSITY BLVD
MOON TOWNSHIP, PA 15108
412-264-3325

FACSIMILE COVER SHEET

TO: MARY GREER
COMPANY: GM LEGAL DEPT
PHONE: 866-790-5600 X11135
FAX: 866-393-8081
FROM: PATTY JIMMERS

COMPANY: NORTHSTAR CHEVROLET

PHONE: 412-264-3325

FAX: 412-264-4483

DATE: 4/3/09

PAGES INCLUDING COVER PAGE: 4

COMMENTS:

IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.
THANK YOU

Chevrolet

NORTH STAR CHEVROLET, Inc.

Chevrolet

DEAL 72946

326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/920-1230

DATE 10/26/06

PURCHASER'S NAME

RES.

PHONE

PURCHASER'S ADDRESS

BUS.

PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC.
NUMBER

VEHICLE BEING PURCHASED		Manufacturers Suggested Retail Price	
PLEASE ENTER MY ORDER FOR THE FOLLOWING <input checked="" type="checkbox"/> NEW <input checked="" type="checkbox"/> CAR <input checked="" type="checkbox"/> USED <input checked="" type="checkbox"/> TRUCK <input type="checkbox"/> DEMO		STOCK NO. 61029	
YEAR 2006 MAKE CHEVROLET		INCENTIVES	
MODEL OR SERIES MALIBU BODY TYPE S/W		INCENTIVE REBATE - 3000 - CND	
COLOR BLUE TRIM		INCENTIVE CASH - 3469.00 - CND	
SERIAL NO. 1G1ZT61846E		INCENTIVES AUT # P814822	
TO BE DELIVERED ON OR ABOUT 10/26/06		INCENTIVES Selling Price / 12 weeks	
SALESMAN PENNINGTON, RAYMOND		SPORTS 10% 350.	
I state that odometer mileage on VEHICLE BEING PURCHASED described above is 22 at time of transfer.		SUBTOTAL 20333.41	
(Check the following statement, if applicable)		TRADE IN PAYOFF	
<input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.		OWED TO	
10/26/06		PHONE	
SIGNATURE OF TRANSFEROR (DEALER OR AGENT)		ADDRESS	
DATE		AMOUNT \$	
Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.		GOOD UNTIL	
I state that odometer mileage on USED VEHICLE TRADED-IN described above is 59518 at time of transfer.		VERIFIED DATE TIME	
(Check the following statement, if applicable)		Insurance Agent	
<input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.		Address	
10/26/06		Phone	
DATE		Verified By:	
USED VEHICLE TRADED-IN AND/OR OTHER CREDITS		Insurance Carrier	
YEAR 1999 MAKE CHEVROLET		Policy Number	
MODEL OR SERIES MALIBU BODY TYPE 3D		Effective Date From 10/21/06 To 04/21/07 Comp. 100.00 Coll. 500.00	
COLOR TRIM		The Seller, NORTH STAR CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied. Including any implied warranty of merchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.	
SERIAL NO. 1G1NE5EJ0X6		SUBTOTAL 20333.41	
SECOND TRADE		FACTORY REBATE 6469.06	
YEAR 1999 MAKE CHEVROLET		TRADE ALLOWANCE OR DISCOUNT 3500.00	
MODEL OR SERIES MALIBU BODY TYPE 3D		MONEY DIFFERENCE 10364.35	
COLOR TRIM		SALES TAX + 621.86	
SERIAL NO. 1G1NE5EJ0X6		LICENSE, TITLE + 28.50	
SECOND TRADE		NOTARY FEES + 5.00	
YEAR 1999 MAKE CHEVROLET		DOCUMENTARY & TIRE TAX 66.00	
MODEL OR SERIES MALIBU BODY TYPE 3D		TOTAL + 11085.71	
COLOR TRIM		PAYOFF +	
SERIAL NO. 1G1NE5EJ0X6		DOWN PAYMENT - N/A	
SECOND TRADE		SERVICE CONTRACT +	
YEAR 1999 MAKE CHEVROLET		SERVICE CONTRACT TAX +	
MODEL OR SERIES MALIBU BODY TYPE 3D		TOTAL 11085.71	
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61029

CERTIFICATE OF ORIGIN FOR A VEHICLE

1740



RB1PD008

INVOICE NO.

1AD88063093

DATE
05/19/06VEHICLE IDENTIFICATION NO.
1G1ZT61846FYEAR
2006MAKE
CHEVROLETBODY TYPE
MALIBU MAXX LTSHIPPING WEIGHT
3409H.P. (S.A.E.)
32.9G.V.W.R.
4448NO. CYLS.
06SERIES OR MODEL
1ZT68

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

13374 KCFJHB

NORTHSTAR CHEVROLET, INC.

326 MANSFIELD BLVD

CARNEGIE

PA 15106-2444

THIS COV, ISSUED 09/07/2006 IS A REPLACEMENT OF THE ORIGINAL COV ISSUED FOR THE VEHICLE SHOWN ABOVE.

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *

GENERAL MOTORS CORPORATION
& SUBSIDIARIES

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G46978174

DETROIT

MI 48243-1114

CITY - STATE

GM 521 REV. 10-05

	<p>Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle.</p> <p>FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:</p>	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1	<p>NAME OF PURCHASER: [REDACTED]</p> <p>ADDRESS: [REDACTED] WASHINGTON PA.</p> <p>I certify to the best of my knowledge that the odometer reading is <u>22,964</u> miles.</p> <p>DEALER: NORTH STAR CHEV <u>85-9643</u> BY: <u>[Signature]</u></p> <p>NAME OF DEALERSHIP: NORTH STAR CHEV DEALER'S LICENSE NUMBER: <u>85-9643</u></p> <p>State of: PA Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this <u>23</u> day of <u>OCT</u> 20<u>06</u></p> <p>County of: ALLEGHENY Notary Public</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2	<p>NAME OF PURCHASER(S): _____</p> <p>ADDRESS: _____</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tenths</p> <p>DEALER: _____ BY: _____</p> <p>NAME OF DEALERSHIP: _____ DEALER'S LICENSE NUMBER: _____</p> <p>State of: _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____</p> <p>County of: _____ Notary Public</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3	<p>NAME OF PURCHASER(S): _____</p> <p>ADDRESS: _____</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tenths</p> <p>DEALER: _____ BY: _____</p> <p>NAME OF DEALERSHIP: _____ DEALER'S LICENSE NUMBER: _____</p> <p>State of: _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____</p> <p>County of: _____ Notary Public</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4	<p>NAME OF PURCHASER(S): _____</p> <p>ADDRESS: _____</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tenths</p> <p>DEALER: _____ BY: _____</p> <p>NAME OF DEALERSHIP: _____ DEALER'S LICENSE NUMBER: _____</p> <p>State of: _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____</p> <p>County of: _____ Notary Public</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>	
ODOMETER DISCLOSURE FOR RETAIL SALE	<p>Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.</p> <p>I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading <u>22,964</u> <input checked="" type="checkbox"/> NO Tenths. <input type="checkbox"/> The mileage stated is in excess of its mechanical limits. <input type="checkbox"/> The odometer reading is not the actual mileage.</p> <p>Signature(s) of Seller(s): <u>[Signature]</u> Date of Sale: <u>10-26-06</u></p> <p>Printed Name(s) of Seller(s): <u>JOSEPH A. GRAY, JR.</u> Date of Sale: <u>10-26-06</u></p> <p>Signature of Purchaser(s): _____</p> <p>Printed Name of Purchaser(s): _____</p> <p>Company Name (If Applicable): _____ State of: COMMONWEALTH OF PENNSYLVANIA</p> <p>Address of Purchaser(s): _____ County of: _____</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>	
LIENHOLDER	<p>1st lien in favor of: NONE</p> <p>whose address is: _____</p> <p>2nd lien in favor of: NONE</p> <p>whose address is: _____</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>Notary Seal</p> <p>Joseph A. Gray, Jr., Notary Public</p> <p>Jackson Twp., Butler County</p> <p>My Commission Expires Aug-31, 2009</p> <p>Member, Pennsylvania Association of Notaries</p> </div>	

DVM Jack Adams:

Hi, my name is Mary Greer. This email is to follow up on my voicemail regarding Service Request 71-710264833 for customer [REDACTED]. The customer's vehicle is a 2006 Chevrolet Malibu Maxx with 15,487 miles. The customer has been working with Washington Chevrolet in Washington, PA. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

- A) I have information on this case that may assist in your review (please provide in your reply) and would like to review any potential offer of repurchase before it is made.
- B) I am not aware of this vehicle or customer's concerns. However, I would like to review any potential offer of repurchase before it is made.
- C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).
- D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

Please reply only by email with one of the above options within 24 hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Mary Greer
Email: mary_greer@gmexpert.com
Phone: 866-790-5600 X 11135

NORTHSTAR CHEVROLET
5854 UNIVERSITY BLVD
MOON TOWNSHIP, PA 15108
412-264-3325

FACSIMILE COVER SHEET

TO: MARY GREER
COMPANY: GM LEGAL DEPT
PHONE: 866-790-5600 X11135
FAX: 866-393-8081
FROM: PATTY JIMMERS

COMPANY: NORTHSTAR CHEVROLET

PHONE: 412-264-3325

FAX: 412-264-4483

DATE: 4/3/09

PAGES INCLUDING COVER PAGE: 4

COMMENTS:

IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.
THANK YOU

Chevrolet

NORTH STAR CHEVROLET, Inc.

Chevrolet

DEAL 72946

326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/923-1230

DATE 10/26/06

PURCHASER'S NAME

RES.

PHONE

PURCHASER'S ADDRESS

BUS.

PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC.
NUMBER

VEHICLE BEING PURCHASED

PLEASE ENTER MY ORDER FOR THE FOLLOWING
☒ NEW ☒ CAR
☒ USED ☒ TRUCK
☐ DEMO

STOCK NO.

61029

YEAR 2006 MAKE CHEVROLET

MODEL OR SERIES MALIBU BODY TYPE S/W

COLOR BLUE TRIM

SERIAL NO. 1G1ZT61846B

TO BE DELIVERED ON OR ABOUT 10/26/06

SALESMAN PENNINGTON, RAYMOND

Manufacturers Suggested Retail Price

\$

20333.41

INCENTIVES

INCENTIVE

INCENTIVES

INCENTIVES

INCENTIVES

SUBTOTAL

20333.41

TRADE IN PAYOFF

OWED TO

PHONE

ADDRESS

AMOUNT \$

GOOD UNTIL

VERIFIED

DATE

TIME

Insurance Agent

Address

Phone

Verified By:

Insurance Carrier

HARTFORD

Policy Number

Effective Date From

10/21/06 04/21/07

Comp.

100.00

Coll.

500.00

The Seller, NORTH STAR CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied. Including any implied warranty of merchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.

SUBTOTAL

20333.41

FACTORY REBATE

6469.06

TRADE ALLOWANCE OR DISCOUNT

3500.00

MONEY DIFFERENCE

10364.35

SALES TAX

621.86

LICENSE, TITLE

28.50

NOTARY FEES

5.00

DOCUMENTARY & TIRE TAX

66.00

TOTAL

11085.71

PAYOFF

DOWN PAYMENT

SERVICE CONTRACT

SERVICE CONTRACT TAX

TOTAL

11085.71

I state that odometer mileage on VEHICLE BEING PURCHASED described above is 22 at time of transfer.
(Check the following statement, if applicable)

☐ I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is

unknown. 10/26/06
SIGNATURE OF TRANSFEROR (DEALER OR AGENT) DATE

Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.

I state that odometer mileage on USED VEHICLE TRADED-IN described above is 59518 at time of transfer.
(Check the following statement, if applicable)

☐ I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is

unknown. X 10/26/06
SIGNATURE OF TRANSFEROR (DEALER OR AGENT) DATE

USED VEHICLE TRADE-IN AND/OR OTHER CREDITS

YEAR 1999 MAKE CHEVROLET STOCK NO.

MODEL OR SERIES MALIBU BODY TYPE 3D

COLOR TRIM 61029A

SERIAL NO. 1G1NE5E30X6

SECOND TRADE

YEAR MAKE STOCK NO.

MODEL OR SERIES N/A BODY TYPE

COLOR TRIM

SERIAL NO.

BALANCE OWED TO

Purchaser's Signature

Accepted By

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller. Provisions Applicable to Sale of Used Vehicle — Factory Warranty: If a Manufacturer's Printed Warranty is delivered with the vehicle or chassis such warranty is a contract solely between the Manufacturer and Purchaser. The Seller is not a party to such contract and such Warranty is not a part of the sale or bargain between the Purchaser and Seller. "The information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

61029

CERTIFICATE OF ORIGIN FOR A VEHICLE

1740



RB1PD008

INVOICE NO.

1AD88063093

DATE
05/19/06VEHICLE IDENTIFICATION NO.
1G1ZT61846FYEAR
2006MAKE
CHEVROLETBODY TYPE
MALIBU MAXX LTSHIPPING WEIGHT
3409H.P. (S.A.E.)
32.9G.V.W.R.
4448NO. CYLS.
06SERIES OR MODEL
1ZT68

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

13374 KCFJHB

NORTHSTAR CHEVROLET, INC.

326 MANSFIELD BLVD

CARNEGIE

PA 15106-2444

THIS COV, ISSUED 09/07/2006 IS A REPLACEMENT OF THE ORIGINAL COV ISSUED FOR THE VEHICLE SHOWN ABOVE.

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *

GENERAL MOTORS CORPORATION
& SUBSIDIARIES

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G46978174

DETROIT

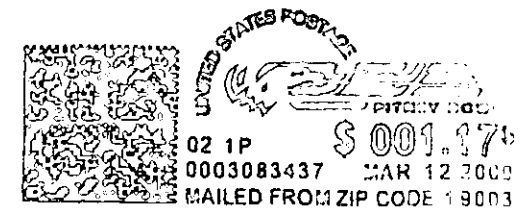
MI 48243-1114

CITY - STATE

GM 521 REV. 10-05

	Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle. FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1	NAME OF PURCHASER(S) _____ ADDRESS _____ I certify to the best of my knowledge that the odometer reading is _____ DEALER _____ NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____ State of _____ County of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____ Notary Public	NORTH STAR CHEV 85-9643 22 PA ALLEGHENY
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2	NAME OF PURCHASER(S) _____ ADDRESS _____ I certify to the best of my knowledge that the odometer reading is _____ No Tenths DEALER _____ BY: _____ NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____ State of _____ County of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____ Notary Public	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3	NAME OF PURCHASER(S) _____ ADDRESS _____ I certify to the best of my knowledge that the odometer reading is _____ No Tenths DEALER _____ BY: _____ NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____ State of _____ County of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____ Notary Public	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4	NAME OF PURCHASER(S) _____ ADDRESS _____ I certify to the best of my knowledge that the odometer reading is _____ No Tenths DEALER _____ BY: _____ NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____ State of _____ County of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____ Notary Public	
ODOMETER DISCLOSURE FOR RETAIL SALE	Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment. I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ <input checked="" type="checkbox"/> NO Tenths. <input type="checkbox"/> The mileage stated is in excess of its mechanical limits. <input type="checkbox"/> The odometer reading is not the actual mileage. Signature(s) of Seller _____ Printed Name(s) of Seller _____ Signature of Purchaser _____ Printed Name of Purchaser _____ Company Name (If Any) _____ Address of Purchaser _____ State of _____ County of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____ Notary Public	
LIENHOLDER	1st lien in favor of _____ whose address is _____ 2nd lien in favor of _____ whose address is _____ Notary Seal Joseph A. Gray, Jr., Notary Public Jackson Twp., Butler County My Commission Expires Aug-31, 2009 Member, Pennsylvania Association of Notaries	

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
700 TIMES BUILDING
SUBURBAN SQUARE
ARDMORE, PA 19003



FIRST CLASS MAIL

03-17-09A09:51 RCVD

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

DAVID J. GORBERG & ASSOCIATES, P.C.

DAVID J. GORBERG†
TAMMY J. SCHMITT
LAURA L. APPEGATE
NICOLE VITALE*
SAMUEL T. LEHEW*

*MEMBER OF PA AND NJ BARS
†MEMBER OF PA AND NY BARS

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ARDMORE, PA 19003

1 (800) MY-LEMON
1 (800) 695-3666

(215) 665-7660
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www.MyLemon.com

NEW JERSEY OFFICE

100 CENTURY PARKWAY
SUITE 305
MT. LAUREL, NJ 08054
(856) 797-0703
FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG.
330 GRANT STREET
PITTSBURGH, PA 15219
(412) 894-9970
FAX (412) 894-9983

March 12, 2009

**GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
P O BOX 33170
DETROIT, MI 48232-5170**

RE: Our Client: [REDACTED]
Vehicle: 2006 Chevy Malibu
Vin #: 1G1ZT61846F [REDACTED]

Dear Legal Department:

Please be advised this office represents the above individual under any and all of the following claims:

Pennsylvania's Automobile Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office.

The Primary non-conformities for which relief is sought include the following:

Power Steering

Kindly confirm receipt of this letter, and have a representative contact our office to discuss this matter at your first convenience.

Very truly yours,

DAVID J. GORBERG

DJG/nn

MV - 1 (5-05)				I. TAX / FEES	
VEHICLE DESCRIPTION	MAKE OF VEHICLE CHEVROLET		VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY 161ZT61846F		DATE OF SALE 10/26/2006
	GROSS VEHICLE WT. RATING	FUEL TYPE: <input checked="" type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> PROPANE <input type="checkbox"/> HYBRID <input type="checkbox"/> OTHER	BODY TYPE (SDN, TK, BUS, ETC.) S/U		MODEL YEAR 06
	CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A POLICE VEHICLE (IF APPLICABLE) <input type="checkbox"/>		APPROPRIATE PUBLIC OR CERTIFIED INSPECTION MUST BE PRINTED HERE		LESS TRADE-IN 3500.00
				TAXABLE AMOUNT 10364.35	
APPLICANT INFORMATION	LAST NAME (OR FULL BUSINESS NAME) [REDACTED]		FIRST NAME [REDACTED]	MIDDLE INITIAL [REDACTED]	DATE ACQUIRED/ PURCHASED 10/26/2006
	CO [REDACTED]		DEALER ID NUMBER (IF APPLICABLE) 859642		X 6% (.06) SALES TAX *X 7% (.07) *(See note on reverse)
	STREET WASHINGTON PA [REDACTED]		CITY WASHINGTON	STATE PA	ZIP [REDACTED]
	COUNTY CODE 63		SALES TAX DUE 621.86		
NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)					LESS TAX CREDIT N/A
NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK <input type="checkbox"/> IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-10.					
MILEAGE INFORMATION	<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY		ODOMETER READING 22,200
	WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.				TENTHS 22
LIEN INFORMATION	1ST LIEN DATE: <input checked="" type="checkbox"/> IF NO LIEN, CHECK HERE		2ND LIEN DATE: <input checked="" type="checkbox"/> IF NO LIEN, CHECK HERE		10. (PTA) NO.
	1ST LIENHOLDER STREET CITY STATE ZIP FINANCIAL INSTITUTION NUMBER		2ND LIENHOLDER STREET CITY STATE ZIP FINANCIAL INSTITUTION NUMBER		2. TITLE FEE 22.50
	IF THIS IS AN ELT, CHECK HERE <input type="checkbox"/> NOTE: FIN IS 161NE32J0X6		IF THIS IS AN ELT, CHECK HERE <input type="checkbox"/> NOTE: FIN IS 161NE32J0X6		3. LIEN FEE N/A
					4. REGISTRATION OR PROCESSING FEE N/A
VEHICLE INFORMATION	MAKE OF VEHICLE SD		VIN 161NE32J0X6		5. DUPLICATE REG. FEE NO. OF CARDS
	BODY TYPE (SDN, BUS, TK, ETC.) X		CONDITION OF VEHICLE <input type="checkbox"/> GOOD <input checked="" type="checkbox"/> FAIR <input type="checkbox"/> POOR		6. TRANSFER FEE 6.00
	PASSENGER TAXI/BUS PASSENGER <input type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> MOTORCYCLE <input type="checkbox"/> MOTORCYCLE DRIVEN <input type="checkbox"/> MOPED <input type="checkbox"/> MOTOR HOME <input type="checkbox"/> TRAILER & VEHICLES BELOW <input type="checkbox"/> TRUCK <input type="checkbox"/> TRUCK TRACTOR <input type="checkbox"/>		CYLINDER CAPACITY 5000 OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> BRAKE HORSEPOWER <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> MAX. DISC SPEED 25 MPH OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DESIGNED/ALTERED FOR ROAD USE <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/>		7. INCREASE FEE N/A
	CHASSIS MFR. NUMBER OF AXLES SUM OF GAWTS		BODY MAKE REG. REGISTERED GROSS WT. (INCLUDING LOAD) UNLADEN WT. (EMPTY) REQ. REGISTERED GROSS COMBINATION WT. GROSS COMBINATION WT. RATING		8. REPLACEMENT FEE N/A
APPLICATION FOR REGISTRATION	ORIGINAL PLATE <input checked="" type="checkbox"/> Check One		<input checked="" type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE <input type="checkbox"/> TRANSFER & RENEWAL OF PLATE		TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount 650.36
	<input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)		<input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE <input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER		
	<input type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)		REASON FOR REPLACEMENT <input type="checkbox"/> EX <input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)		
	EXPIRATION DATE Month JUN Year 07		NOTE: IF "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.		
TRANSFERRED FROM TITLE NO. [REDACTED]		VIN 161NE32J0X6			
SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT) [REDACTED]		SIGN HERE [REDACTED]		RELATIONSHIP TO APPLICANT [REDACTED]	
TEMP. PLATE NO. [REDACTED]		INSURANCE COMPANY NAME HARTFORD		NAIC NO. [REDACTED]	
ISSUING AGENT INFORMATION		POLICY NO. (OR ATTACH BINDER) [REDACTED]		POLICY EFFECTIVE DATE 10/21/06	
I CERTIFY THAT ON MONTH 10 DAY 26 YEAR 06 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT (PRINT NAME) NORTHSTAR		AGENT NO. 859642	
		ISSUING AGENT SIGNATURE [REDACTED]		TELEPHONE NO. [REDACTED]	
H. I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR REGISTRATION OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.					
SUBSCRIBED AND SWORN TO BEFORE ME: MO. OCT DAY 26 YEAR 2006					
SIGNATURE OF PERSON ADMINISTERING OATH [REDACTED]					
SIGN IN PRESENCE OF NOTARY [REDACTED]					

If your registration documents are not received within 90 days, please contact PennDot.

Chevrolet

NORTH STAR CHEVROLET, Inc.

Chevrolet

326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/923-1230

DEAL 72946

DATE 10/26/06

PURCHASER'S NAME

RES.

PHONE

PURCHASER'S ADDRESS

BUS.

PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC.
NUMBER

PLEASE ENTER MY ORDER FOR THE FOLLOWING		<input checked="" type="checkbox"/> NEW <input checked="" type="checkbox"/> CAR <input type="checkbox"/> USED <input type="checkbox"/> TRUCK <input type="checkbox"/> DEMO	STOCK NO. 61029	INCENTIVES <i>Rebate - 3000 - CNE</i>	
YEAR 2006 MAKE CHEVROLET				INCENTIVES <i>Lease - 3000 - UDE</i>	
MODEL OR SERIES MALIBU BODY TYPE S/W				INCENTIVES <i>Lease # P814822</i>	
COLOR BLUE TRIM				INCENTIVES <i>Selling Price 118500</i>	
SERIAL NO. 1617761846				INCENTIVES <i>Lease # 350</i>	
TO BE DELIVERED ON OR ABOUT 10/26/06				SUBTOTAL	
SALESMAN DEMINGTUN ROYMOND				TRADE IN PAYOFF	
				OWED TO	
				PHONE	
				AMOUNT \$	
				GOOD UNTIL	
				VERIFIED	
				DATE	
				TIME	
				Insurance Agent	
				Address	
				Phone	
				Verified By	
				Insurance Carrier	
				Policy Number	
				Effective Date From	
				Comp.	
				Coll.	
				Subtotal	
				Factory Rebate	
				Trade Allowance or Discount	
				Money Difference	
				Sales Tax	
				License Fee	
				Notary Fees	
				Documentary & Tire Tax	
				Total	
				Payoff	
				Down Payment	
				Service Contract	
				Service Contract Tax	
				Total	

I state that odometer mileage on VEHICLE BEING PURCHASED described above is **22** at time of transfer.
(Check the following statement, if applicable)
☐ I further state that the actual mileage differs from the odometer reading for reasons of **unknown** that the actual mileage is **unknown** **10/26/06**
DATE

Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 406(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-313.

I state that odometer mileage on USED VEHICLE TRADED-IN described above is **50318** at time of transfer.
(Check the following statement, if applicable)
☐ I further state that the actual mileage differs from the odometer reading for reasons of **unknown** that the actual mileage is **unknown** **10/26/06**
DATE

USED VEHICLE TRADED-IN AND/OR OTHER CREDITS

YEAR 1999 MAKE CHEVROLET	STOCK NO. 610290
MODEL OR SERIES MALIBU BODY TYPE SD	
COLOR TRIM	
SERIAL NO. 1015531815	
SECOND TRADE	
YEAR 1999 MAKE CHEVROLET	STOCK NO. 610290
MODEL OR SERIES MALIBU BODY TYPE SD	
COLOR TRIM	
SERIAL NO. 1015531815	
SECOND TRADE	
YEAR 1999 MAKE CHEVROLET	STOCK NO. 610290
MODEL OR SERIES MALIBU BODY TYPE SD	
COLOR TRIM	
SERIAL NO. 1015531815	
SECOND TRADE	

This contract is not binding upon either the dealer or the purchaser, until signed by an authorized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. BY SIGNING THIS WRITTEN NOTICE OF CANCELLATION, YOU AGREE TO FORFEIT ANY REFUND.

Purchaser's Signature *[Signature]*

Accepted By *[Signature]*

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller. Provisions Applicable to Sale of Used Vehicle — Factory Warranty: If a Manufacturer's Printed Warranty is delivered with the vehicle or chassis such warranty is a contract solely between the Manufacturer and Purchaser. The Seller is not a party to such contract and such Warranty is not a part of the sale or bargain between the Purchaser and Seller. "The information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

Paid Cash

CHEVROLET		NORTH STAR CHEVROLET, INC.		RECEIPT NO.	
220 MANSELD BLVD. CARNEGIE, PENNSYLVANIA 15106		(412) 278-2500		11368	
FAX (412) 278-2711				10-26-01	
RECEIVED OF				11085 71	
# 22946				DOLLARS	
DETAIL	ACCOUNT	NOTE	HOW PAID	MEMO	
AMOUNT DUE			CASH		
AMOUNT PAID			CHECK		
			CREDIT CARD		
			DRAFT		
			MONEY ORDER		
BALANCE DUE				THANK YOU	

CUST. (CTL) NO.	STOCK NO.	CASH REC.
		JOURNAL
		SOURCE
ACCOUNT	ACCT. NO.	AMOUNT
CASH ON HAND	201	
ACC. REC. P/S	220	
ACC. REC. VEH.	220A	
CONT. IN TRANS.	205	
CHECKING	202	
CASH SALES	225	

Power steering is defective. Problem is intermittent and occurs at speeds under 15 mph. Wheel becomes stiff and hard to turn. Two dealers were unsuccessful in correcting problem. (see repair records).

Problem still exists. Dealers stated, vehicle is safe to drive. Will seek additional repairs in the future.

I can be contacted at [REDACTED] between 2-5 PM.

Thank you,

[REDACTED]

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUN 30, 2009 VALID: 04/25/08

PLATE:

TITLE:

VIN: 1G1ZT61846F

YR/MAKE: 2006 CHEVROLET

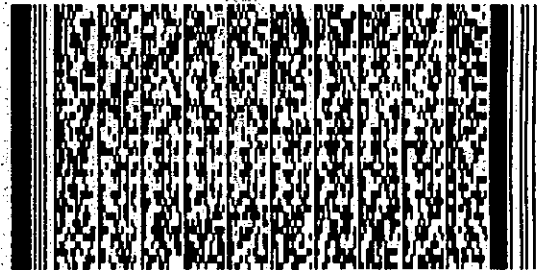
TYPE: SW

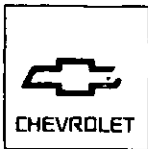
WID: 08116 3903 361456-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WASHINGTON

WASHINGTON PA

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





www.washingtonchevy.com

THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

R/O 54172		VIN 1 G 1 Z T 6 1 8 4 6 F		[REDACTED]		DATE IN 02/18/08	
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU MAX	COLOR [REDACTED]	[REDACTED]		TIME IN 08:08	
MILES IN 6389	MILES OUT 6390	FIRST USE 00/00/00	USC WASHINGTON PA	[REDACTED]		CLOSED 02/22/08	
SEE ALSO			RES H: [REDACTED]	W: () -		WRITER 004 RICH	

(1) C/S POWER STEERING ASSIST INOP - SITTING
STILL FEELS LIKE NO ASSIST - WORKING OK NOW
SYSTEM OVERLOAD
REPLACED STEERING COLUMN.

(02-9730 DORSEY-)

A

E7680	6D	OA	T02	14	105.69
(F)15926870	(COLUMN)			1	286.48
Total Labor					105.69
Total Parts					286.48
Total Repair (Warranty)					392.17

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

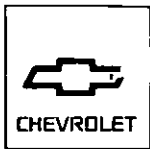
X

CUSTOMER SIGNATURE

Page 1 of 1 Job 54172 Reprint (1)

54172 Customer Copy

W/C	INT.	CUSTOMER
105.69	.00 Labor	.00
286.48	.00 Parts	.00
.00	.00 Sublet	.00
.00	.00	.00
.00	.00 Oil/Grease	.00
392.17	.00 Sub Total	.00
.00	.00 Tax	.00
392.17	.00 Total	.00



www.washingtonchevy.com

THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

R/O 54357		VIN 1 G 1 Z T 6 1 8 4 6 F [REDACTED]		DATE IN 02/25/08	
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU MAX	COLOR [REDACTED]	TIME IN 08:04	
MILES IN 6400	MILES OUT 6400	FIRST USE 00/00/00	LISC. WASHINGTON PA	CLOSED 02/27/08	
SEE ALSO			RES. H [REDACTED]	BUS. W: (724) -	WRITER 461 MATT

- (1) C/S POWER STEERING SEEMS STIFF
MOTOR SUPPLIES INSUFFICIENT TORQUE
REPLACE P/S ASSIST MOTOR

E7631	2T	OA	T02	11	83.04
(F)25805894	(MOTOR)			1	282.31
Total Labor					83.04
Total Parts					282.31
Total Repair (Warranty)					365.35

(02-9730 DORSEY-)

A

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. 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 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.

X

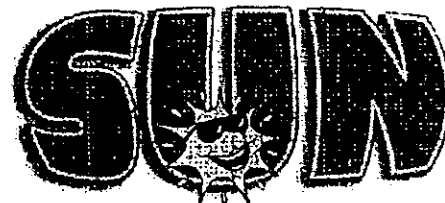
CUSTOMER SIGNATURE

Page 1 of 1 Job 54357 Reprint (1)

54357 Customer Copy

W/C	INT.	CUSTOMER
83.04	.00 Labor	.00
282.31	.00 Parts	.00
.00	.00 Sublet	.00
.00	.00	.00
.00	.00 Oil/Grease	.00
365.35	.00 Sub Total	.00
.00	.00 Tax	.00
365.35	.00 Total	.00

Invoice No: **68521**



*** INVOICE ***

PAGE 1

WASHINGTON, PA

Home: [REDACTED] Bus: [REDACTED]
Email: [REDACTED]

Cell:

2939 Washington Rd.
PO Box 1919
McMurray, Pa 15317

(724) 941-5160
(412) 344-8000
www.sunchevy.com

SERVICE ADVISOR: 253 JOHN J PONIKVAR

SERVICE ADVISOR: 20080101									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG	
BLUE	06	CHEVROLET MALIBU		1G1ZT61846F [REDACTED]	[REDACTED]	13917 13921		T032	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT		INV. DATE	
26OCT06			WAIT 17DEC08		79.00	CASH		17DEC08	
R.O. OPENED		READY		OPTIONS: DLR:NORTHSTA ENG:3.5_Liter_MFI_OHV					
17DEC08		17DEC08							

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A	CUSTOMER STATES THAT THE POWER STEERING GETS VERY HARD TO TURN (PARTS ARE IN)					
	CAUSE: REPLACE COIL AND GROUND AS PER BUL #080232005					
	MISC REPLACE COIL AND GROUND					
	118	W	hrs.			(N/C)
	1	12581176	HARNES			(N/C)
	1	11588715	BOLT			(N/C)
	1	2436162	F-WASHER V			(N/C)
	1	12595088	W-COIL			(N/C)
	2	11570082	BOLT			(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: \$ 0.00
B	CUSTOMER STATES THAT THE COVER ON THE VANITY MIRROR IS LOOSE					
	CAUSE: LOOSE - REPLACE					
	C2035 MIRROR, VISOR VANITY REPLACE					
	118	W	hrs.			(N/C)
	1	15855088	SUNSHADE			(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: \$ 0.00

Customer Copy

Service Department Hours:

Monday 7:30 AM to 8:00 PM

Tues. - Wed. 7:30 AM to 6:00 PM

Thursday 7:30 AM to 8:00 PM

Friday 7:30 AM to 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 of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

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
PLEASE PAY THIS AMOUNT	0.00



www.washingtonchevy.com

THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

RO 65394	VIN 1G1ZT61846F			DATE IN 03/02/09
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU MAX	COLOR	TIME IN 07:42
MILES IN 15342	MILES OUT 15343	FIRST USE 10/26/06	USC	CLOSED 03/02/09
SEE ALSO	WASHINGTON PA			WRITER MATT
RES H			W:	

(1) C/S SCREWS AT HATCH RUSTED, PARTS IN REPLACE SCREWS ON TAILGATE CHROME STRIP RUSTING, CLEAN OFF STRIP		B5500	5W	VD	T10	3	23.72
		(F)11515894	(SCREW TA)			4	13.56
		Total Labor					23.72
		Total Parts					13.56
		Total Repair (Warranty)					37.28
(10-8753 BRIGGS-) A							

(2) C/S POWER STEERING BINDS AND CLUNKING IN F/EN D REPLACE I SHAFT - EXCESSIVE SPLINE CLEARANCE		E7700	2E	NE	T10	5	39.53
		(F)25962603	(SHAFT KI)			1	122.47
		Total Labor					39.53
		Total Parts					122.47
		Total Repair (Warranty)					162.00
(10-8753 BRIGGS-) A							

(3) ORDER VISOR MIRROR		Labor			T10		.00
(10-8753 BRIGGS-) A		Total Repair (Warranty)					.00

IMPORTANT
YOU MAY RECEIVE A
CUSTOMER SATISFACTION
SURVEY FROM GENERAL
MOTORS REGARDING THIS
SERVICE. IF FOR ANY REASON
YOU CANNOT GRADE US
YOU CANNOT BE SATISFIED!
☺ "COMPLETELY SATISFIED"
PLEASE CONTACT OUR SERVICE
DEPT. IMMEDIATELY. YOUR
SATISFACTION MEANS
EVERYTHING TO US.
THANK YOU
724-222-2800

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X

CUSTOMER SIGNATURE

Page 1 of 1 Job 65394

65394 Customer Copy

W/C	INT.	CUSTOMER
63.25	.00 Labor	.00
136.03	.00 Parts	.00
.00	.00 Sublet	.00
.00	.00 Paint & Mate	.00
.00	.00 Oil/Grease	.00
199.28	.00 Sub Total	.00
.00	.00 Tax	.00
199.28	.00 Total	.00

RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$3,400.00 inclusive and 36 month/ 45,000 mile (whichever comes first) Steering Component Letter which begins with the current date and odometer shown on this release paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2006 Chevrolet Malibu MAXX bearing Vehicle Identification Number 1G1ZT61846F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 17,415 on the date of the signing of this release.

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

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

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

DATE SIGNED: 5-22-09

[REDACTED]

[REDACTED]

Washington, Pa
City, State, Zip Code

[REDACTED]

Claimant's Signature

[REDACTED]

Address

Washington PA
City, State, Zip Code

STATE OF _____

COUNTY OF Phila

Sworn to (or affirmed) and subscribed before me this 22 day of May,
2009, by [REDACTED]

Signature of Notary Public - PENNSYLVANIA

Notarial Seal
Marie Kahlan, Notary Public
City of Philadelphia, Philadelphia County
My Commission Expires June 13, 2012
Member, Pennsylvania Association of Notaries

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

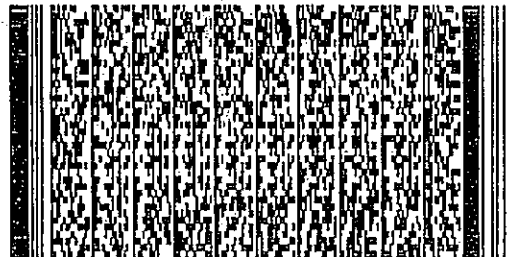
EXPIRY: JUN 30, 2009 VALID: 04/25/08

PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 1G1ZT61846F [REDACTED]
YR/MAKE: 2006 CHEVROLET
TYPE: SW
WID: 08116 3903 361456-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WASHINGTON

[REDACTED]
WASHINGTON PA
[REDACTED]

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



**Request for Taxpayer
Identification Number and Certification**

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

Print or type
See Specific Instructions on page 2.

Name
David J. Garberg + Associates, P.C.
Business name, if different from above

Check appropriate box: ☐ Individual Sole proprietor ☒ Corporation ☐ Partnership ☐ Other > _____ ☐ Exempt from backup withholding

Address (number, street, and apt. or suite no.)
32 Arkky Plaza 700 Times Bldg.
Ardmore Pa. 19003
List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

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

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

Social security number								
or								
Employer identification number								

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here Signature of U.S. person [Signature] Date 12-17-09

Purpose of Form

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

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

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

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

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

Nonresident alien who becomes a resident alien.

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

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

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

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



CHECK No. [REDACTED]

50-937
213

DATE
06/22/09

*****3,400 DOLLARS

****00 CENTS

AMOUNT
*****3,400.00

PAY
TO THE
ORDER
OF

[REDACTED]
ARDMORE PA [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

Brian D. Albee

SIGNATURE

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

AUDIT

[REDACTED]

VENDOR
DUNS NO. BB 000000049

1

VENDOR NAME [REDACTED]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE 06/22/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT61846F [REDACTED]	05/29/09 .71-710264	VM 1-C1C7P4 833.1-C1C7P4	00.0000	3,400.00	.00	3,400.00
TOTAL				3,400.00	.00	3,400.00

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

H3

May 27, 2009

Laura Applegate, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
Customer Relationship Specialist: Michael Nordstrom

Dear Ms. Applegate:

Enclosed please find a check in the amount of \$3,400.00 inclusive made payable to [REDACTED]
[REDACTED] and David J Gorberg & Associates, PC to settle the above-referenced case.

A 36 month/ 45,000 mile (whichever comes first) Steering Component Letter will be sent directly to
[REDACTED] after processing.

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

Sincerely,

General Motors Corporation

LG0008
V07092007

Request for Taxpayer Identification Number and Certification

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

Print or type
See Specific Instructions on page 2.

Name David J. Gorbeg + Associates, P.C.
Business name, if different from above

Check appropriate box: ☐ Individual Sole proprietor ☒ Corporation ☐ Partnership ☐ Other > _____ ☐ Exempt from backup withholding

Address (number, street, and apt. or suite no.)
32 Arkq Plaza 700 Times Bldg.
Ardmore Pa. 19003
List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

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

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

Social security number								
or								
Employer identification number								

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here Signature of U.S. person [Signature] Date 12-17-09

Purpose of Form

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

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

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

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

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

Nonresident alien who becomes a resident alien.

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

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

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

VIN: 1G1ZT6184 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: KCFJH8
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 13374	00031244328		10/28/06	UDE	3,469.06	
INCTV PAYMENT	13 13374	00031244328		10/28/06	UDE	3,469.06	
INCTV APPLICATN	13 13374	00031244328		10/28/06	UDE	3,469.06	
INCENTIVE MEMO	13 13374	00031244328		10/28/06	CNE	3,000.00	
INCTV PAYMENT	13 13374	00031244328		10/28/06	CNE	3,000.00	
INCTV APPLICATN	13 13374	00031244328		10/28/06	CNE	3,000.00	
DELIVERY D.O.E.	13 13374			10/27/06		0.00	
DELIVERY TO CUS	13 13374			10/26/06		0.00	
INCENTIVE CHARG	13 13374	00030991762		09/19/06	BDV	500.00	DR
INCENTIVE MEMO	13 13374	00030991762		09/19/06	BDV	500.00	DR
INCTV APPLICATN	13 13374	00030991762		09/19/06	BDV	500.00	DR
COV/NVIS REPLAC	13 13374	1AD88063093		09/07/06		0.00	
REPLACEMENT LAB	13 13374			09/06/06		20,790.00	
DLVY CANCEL DOE	13 13374			09/05/06		0.00	
INCENTIVE MEMO	13 13374	00030903597		09/02/06	BDV	500.00	
INCTV PAYMENT	13 13374	00030903597		09/02/06	BDV	500.00	
INCTV APPLICATN	13 13374	00030903597		09/02/06	BDV	500.00	
DELIVERY CANCEL	13 13374			08/31/06		0.00	
DELIVERY D.O.E.	13 13374			08/31/06		0.00	
DELIVERY TO CUS	13 13374			08/31/06		0.00	
DLR TRADE D.O.E	13 13374			08/31/06		0.00	
DEALER TRADE (P	13 13374			08/31/06		0.00	
INCENTIVE CHARG	13 13031	00030871082		08/29/06	VBD	1,000.00	DR
INCENTIVE MEMO	13 13031	00030871082		08/29/06	VBD	1,000.00	DR
INCTV APPLICATN	13 13031	00030871082		08/29/06	VBD	1,000.00	DR
INCENTIVE CHARG	13 13031	00030871082		08/29/06	GMS	933.25	DR
INCENTIVE MEMO	13 13031	00030871082		08/29/06	GMS	933.25	DR
INCTV APPLICATN	13 13031	00030871082		08/29/06	GMS	933.25	DR
DLVY CANCEL DOE	13 13031			08/15/06		0.00	
INCENTIVE MEMO	13 13031	00030755314		08/08/06	VBD	1,000.00	
INCTV PAYMENT	13 13031	00030755314		08/08/06	VBD	1,000.00	
INCTV APPLICATN	13 13031	00030755314		08/08/06	VBD	1,000.00	
INCENTIVE MEMO	13 13031	00030747344		08/05/06	GMS	933.25	
INCTV PAYMENT	13 13031	00030747344		08/05/06	GMS	933.25	
INCTV APPLICATN	13 13031	00030747344		08/05/06	GMS	933.25	
INCENTIVE MEMO	13 13031	00030747344		08/05/06	FFC	39.08	
INCTV PAYMENT	13 13031	00030747344		08/05/06	FFC	39.08	
INCTV APPLICATN	13 13031	00030747344		08/05/06	FFC	39.08	
DELIVERY CANCEL	13 13031			08/04/06		0.00	
DELIVERY D.O.E.	13 13031			08/04/06		0.00	
DLR TRADE D.O.E	13 13031			08/04/06		0.00	
DELIVERY TO CUS	13 13031			08/03/06		0.00	
DEALER TRADE (P	13 13031			08/03/06		0.00	
SETTLEMENT DATE	13 13374	1AD88063093		05/30/06		19,983.41	CR
EXPIRATION TRAN	13 13374	1AD88063093		05/29/06		0.00	
ORIGINAL INVOIC	13 13374	1AD88063093		05/19/06		19,983.41	
COV/NVIS DATE	13 13374	1AD88063093		05/19/06		0.00	
SHIPMENT DATE	13 13374			05/19/06		0.00	
PRODUCTION (BUI	13 13374			05/18/06		0.00	
PREFERENCE TO P	13 13374			04/25/06		0.00	
GM ORDER ACCEPT	13 13374			04/24/06		0.00	
GM ORDER ACCEPT				04/24/06		0.00	

VIN: 1G1ZT6184 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: KCFJH8

ODATE: 04/24/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 13374
DDATE: 10/26/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 10/27/06 ORDER BY:

CANC: 08/31/06

CANC DOE: 09/05/06

TRADE: 08/31/06 DLVY TO: [REDACTED]

TRD DOE: 08/31/06

SRVC IN: WASHINGTON PA [REDACTED]

SRVC OUT: CANC SRVC IN:

BFSO ORD DT: BFSO CUST:

PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BDV	01	13 13374	00030991762	09/19/06	500.00	DR OA		0.00	0

PROCESS TYPE: 001

DATA SCE: BARS

MISC DATE:

POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION

CHECK NO:

INC MEMO NO: 00030991762

MISC:

SSN:

AUTH PUR CD:

ACTV TYPE: 1

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BDV	01	13 13374	00030903597	09/02/06	500.00	OA		0.00	9

PROCESS TYPE: 001

DATA SCE: DLR

MISC DATE:

POLICY PYMT CMNT:

CHECK NO:

INC MEMO NO: 00030903597

MISC:

SSN:

AUTH PUR CD:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CNE	01	13 13374	00031244328	10/28/06	3,000.00	OA		0.00	9

PROCESS TYPE: 001

DATA SCE: DLR

MISC DATE:

POLICY PYMT CMNT:

CHECK NO:

INC MEMO NO: 00031244328

MISC:

SSN:

AUTH PUR CD:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 13031	00030747344	08/05/06	39.08	OA		0.00	9

PROCESS TYPE: 001

DATA SCE: DLVY

MISC DATE:

POLICY PYMT CMNT:

CHECK NO:

INC MEMO NO: 00030747344

MISC:

SSN:

AUTH PUR CD:

ACTV TYPE: 6

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY
PROCESSING SOURCE: CHEVROLET

12/08/07

13:37:49

PAGE: 2

VIN: 1G1ZT6184 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: KCFJH8

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
GMS	01	13 13031	00030871082	08/29/06	933.25	DR OA		0.00	0

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: BARS INC MEMO NO: 00030871082 AUTH PUR CD: 515526440
MISC DATE: MISC:
POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
GMS	01	13 13031	00030747344	08/05/06	933.25	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00030747344 AUTH PUR CD: 515526440
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
UDE	01	13 13374	00031244328	10/28/06	3,469.06	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00031244328 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
VBD	01	13 13031	00030871082	08/29/06	1,000.00	DR OA		0.00	0

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: BARS INC MEMO NO: 00030871082 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: #580- MISSING DELIVERY INFORMATION ACTV TYPE: 1

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
VBD	01	13 13031	00030755314	08/08/06	1,000.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: 00030755314 AUTH PUR CD: 515526440
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

2006 MALIBU MAXX LT		CHEVROLET MOTOR DIVISION
25U DARK BLUE METALLIC	/V6G	GENERAL MOTORS CORPORATION
83C TITANIUM		100 RENAISSANCE CENTER
ORDER NO. KCFJH8/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 ZT61 84 6F		VEHICLE INVOICE 1AD88063093
*****		*****13*13374S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT68 MALIBU MAXX LT	20165.00	19055.93	INVOICE 05/19/06
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 05/19/06
LX9 3.5L V6 ENGINE	N/C	N/C	EXP I/T 05/29/06
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	INT COM 05/30/06
R8K *****	N/C	N/C	PRC EFF 05/18/06
			KEYS G1661 G1661
			WFP-S QTR OPT-1
			BANK: GMAC - 004
			CHG-TO 13-374

SHIP WT: 3409
 HP: 32.9
 GMS: 19150.98
 SUPPLR: 20009.40
 MRM: 20790.00
 MEMO 933.25

TOTAL MODEL & OPTIONS	20165.00	19055.93	ACT 231	19075.98
DESTINATION CHARGE	625.00	625.00	H/B 261	604.95
LAM DEALER CONTRIBUTION		201.65	ADV 261	201.65
LAM GROUP CONTRIBUTION		100.83	EXP 65A	100.83

TOTAL	20790.00	19983.41	PAY 310	19983.41
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		19075.98		

 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.

NORTHSTAR CHEVROLET, INC.	REMIT TO GMAC NO. 004
	VIN 1G1ZT61846F
	\$ 19983.41 INV 1AD88063093
	DUE 05/30/06 DEALER 13-374



"Laura Applegate" <lapplegate@mylomon.com>
05/18/2009 04:14 PM

To: <michael_nordstrom@gmexpert.com>
cc:
bcc:
Subject: Re: [REDACTED] v GM - 71-710264833

Michael,
this offer is accepted.

Thanks.

----- Original Message -----

From: michael_nordstrom@gmexpert.com
To: lapplegate@mylomon.com
Sent: Monday, May 18, 2009 12:45 PM
Subject: Re: [REDACTED] v GM - 71-710264833

I can do 3400k incl and the CCL. For time sake, that is the best I can do.

Michael Nordstrom
Legal Agent - BRC Legal Department
Aditya Birla Minacs
(866) 790-5600 Ext. 31402 / Fax: (866) 592-1363
michael_nordstrom@gmexpert.com

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"Laura Applegate" <lapplegate@mylomon.com>

05/18/2009 02:05 PM

To: <michael_nordstrom@gmexpert.com>
cc:
Subject: Re: [REDACTED] v GM - 71-710264833

Michael,
I can counter with 4900 plus the letter.

Thanks

----- Original Message -----

From: michael_nordstrom@gmexpert.com
To: lapplegate@mylemon.com
Sent: Monday, May 18, 2009 11:29 AM
Subject: [REDACTED] v GM - 71-710264833

Laura,
Will your client accept 2400k and a 36/45 Steering CCL
Best,

Michael Nordstrom
Legal Agent - BRC Legal Department
Aditya Birla Minacs
(866) 790-5600 Ext. 31402 / Fax: (866) 592-1363
michael_nordstrom@gmexpert.com

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No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.325 / Virus Database: 270.12.33/2120 - Release Date: 05/18/09 06:28:00

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.325 / Virus Database: 270.12.33/2120 - Release Date: 05/18/09 06:28:00

DAVID J. GORBERG & ASSOCIATES, P.C.

DAVID J. GORBERG†
TAMMY J. SCHMITT
LAURA L. APPEGATE
NICOLE VITALE*
SAMUEL T. LEHEW*

*MEMBER OF PA AND NJ BARS
†MEMBER OF PA AND NY BARS

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1 (800) 695-3666

(215) 665-7660

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2325 GRANT BLDG.

330 GRANT STREET

PITTSBURGH, PA 15210

(412) 894 9970

FAX (412) 894 9983

FAX TRANSMITTAL SHEET**DATE:** March 19, 2009**TO:** Mary Greer**FAX NO:** (866) 393-8081**FROM:** Ms. Nicole N.; David J. Gorberg & Associates, P.C.**FOR:** Our client, [REDACTED]**RE:** Request for Release of Lien Form**PAGES BEING TRANSMITTED:** Two (2) including cover sheet**MESSAGE:**

Client paid for vehicle in full with cash. [REDACTED] does not have access to the vehicles title at this time. Enclosed please find receipt for the cash purchase of the 2006 Chevy Malibu. Will forward copy of clients title as soon as possible. Thank you and have a great day.

IF THERE IS A PROBLEM WITH THIS TRANSMISSION, PLEASE CALL THE TELEPHONE NUMBER LISTED ABOVE.


THE ORIGINAL OF THIS DOCUMENT WILL:

- ☒ **NOT BE FORWARDED**
☐ **BE FORWARDED BY FIRST CLASS MAIL**
☐ **VIA HAND DELIVERY**
☐ **VIA OVERNIGHT MAIL**
☐ **OTHER**

Paid Cash in full

NORTH STAR CHEVROLET, INC.
 100 N. HARRIS BLVD. • LARNEY, OH. 43034-1509
 (615) 275-2300
 FAX (615) 279-3711

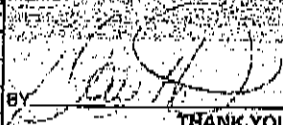
RECEIPT NO. **11368**
10-26-09

RECEIVED OF 

\$ 11085.71
 DOLLARS

72945

DETAIL	ACCOUNT	NOTE	HOW PAID	MEMO
AMOUNT DUE			CASH	
AMOUNT PAID			CHECK	
			CREDIT CARD	
			DRAFT	
BALANCE DUE			MONEY ORDER	

BY  **THANK YOU**

CUST. (CTL) NO.	STOCK NO.	CASH REC. JOURNAL SOURCE	50
ACCOUNT	ACCT. NO.	AMOUNT	KEY
CASH ON HAND	201		<input type="checkbox"/>
ACC. REC. P/S	220		<input type="checkbox"/>
ACC. REC. VEH.	220A		<input type="checkbox"/>
CONT. IN TRANS.	205		<input type="checkbox"/>
CHECKING	202		<input checked="" type="checkbox"/>
CASH SALES	225		<input checked="" type="checkbox"/>

No1037428

3

www.dmv.state.pa.us

MV - 1 (5-05)						I. TAX / FEES	
A. VEHICLE DESCRIPTION	MAKE OF VEHICLE LIVE VEHICLE	VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY 1G1ZT6184G		BODY TYPE (SDN, TK, BUS, ETC.) 5/H	MODEL YEAR 06	1. TAX / FEES	
	GROSS VEHICLE WT. RATING	FUEL TYPE: <input checked="" type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> PROPANE <input type="checkbox"/> HYBRID <input type="checkbox"/> OTHER	AUTHORITY TO OPERATE PUBLIC UNIDENTIFIED VEHICLE (IF APPLICABLE)		LESS TRADE-IN		3500.00
	CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A <input type="checkbox"/> POLICE VEHICLE (IF APPLICABLE)					TAXABLE AMOUNT 10364.35	
B. APPLICANT INFORMATION	LAST NAME (OR FULL BUSINESS NAME)		FIRST NAME	MIDDLE INITIAL	DATE ACQUIRED/ PURCHASED 10/26/2006	X 8% (.06) SALES TAX *X 7% (.07) (See note on reverse)	
	CO-PURCHASER				DEALER ID NUMBER (IF APPLICABLE) 857672	LESS TAX CREDIT N/A	
	STREET		CITY	STATE	ZIP	COUNTY CODE 63	1. SALES TAX DUE 621.86
	NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.) NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK <input type="checkbox"/> IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1						
C. MILEAGE INFORMATION	<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY		ODOMETER READING 22	10. (PTA) NO.	
	WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.						2. TITLE FEE 22.50
D. LIEN INFORMATION	1ST LIEN DATE: IF NO LIEN, CHECK HERE		2ND LIEN DATE: IF NO LIEN, CHECK HERE		3. LIEN FEE		
	1ST LIENHOLDER		2ND LIENHOLDER		4. REGISTRATION OR PROCESSING FEE N/A		
	STREET		STREET		5. DUPLICATE REG. FEE NO. OF CARDS		
	CITY STATE ZIP		CITY STATE ZIP		6. TRANSFER FEE 6.00		
E. ADDITIONAL VEHICLE INFORMATION	MAKE OF VEHICLE SD		VIN		MODEL YEAR		7. INCREASE FEE
	BODY TYPE (SDN, BUS, TK, ETC.) X		CONDITION OF VEHICLE <input checked="" type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR				8. REPLACEMENT FEE N/A
	PASSENGER TAXI/BUS	<input checked="" type="checkbox"/> PASSENGER <input type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> MOTORCYCLE <input type="checkbox"/> MOTOR DRIVEN CYCLE <input type="checkbox"/> MOPED	CYLINDER CAPACITY 5000 OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO		SEATING CAPACITY <input type="checkbox"/> 26 OR LESS <input type="checkbox"/> OVER 26		9. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount 650.36
	MOTOR HOME		CHASSIS MFR.		BODY MAKE		
F. APPLICATION FOR REGISTRATION	ORIGINAL PLATE <input checked="" type="checkbox"/> Check One		<input checked="" type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE		<input type="checkbox"/> TRANSFER & RENEWAL OF PLATE		
	<input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)		<input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE		<input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER		
	<input type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE)		EXPIRES Month JUN Year 07		REASON FOR REPLACEMENT <input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)		
	TEMP. PLATE NO.		TRANSFERRED FROM TITLE NO.		VIN 1G1NE52J0X6		
G. SEAL AND APPLICATION FOR TITLE	INSURANCE COMPANY NAME HARTFORD		NAIC NO.	POLICY NO. (OR ATTACH BINDER)	POLICY EFFECTIVE DATE 10/21/06	POLICY EXPIRATION DATE 04/21/07	
	ISSUING AGENT INFORMATION		I CERTIFY THAT ON MONTH 10 DAY 26 YEAR 06 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT (PRINT NAME) NORTHSTAR		AGENT NO. 857672
	SUBSCRIBED AND SWORN TO BEFORE ME:		MO. OCT DAY 26 YEAR 2006		FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR REGISTRATION AS TO THE VEHICLE DESCRIBED IN BLOCK A.		
	SIGNATURE OF PERSON ADMINISTERING OATH		SIGNATURE OF APPLICANT		RELATIONSHIP TO APPLICANT		
SIGN IN PRESENCE OF NOTARY							

Documents are not received
within 90 days, please contact PennDot.

Chevrolet

NORTH STAR CHEVROLET, Inc.

Chevrolet

326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/923-1230

DEAL 72946

DATE 10/26/86

PURCHASER'S NAME

RES. PHONE

PURCHASER'S ADDRESS

BUS. PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC. NUMBER

PLEASE ENTER MY ORDER FOR THE FOLLOWING <input checked="" type="checkbox"/> NEW <input checked="" type="checkbox"/> CAR <input type="checkbox"/> USED <input type="checkbox"/> TRUCK <input type="checkbox"/> DEMO		STOCK NO. 61029	INCENTIVES Kebone - 3200 - CNE MCOB - 3000 - UDE NOM # 2814822 Selling Price 110000 Selling Price 250	
YEAR 2006 MAKE CHEVROLET		INCENTIVES		
MODEL OR SERIES MALIBU BODY TYPE S/H		INCENTIVES		
COLOR BLUE TRIM		INCENTIVES		
SERIAL NO. 151Z761046F		SUBTOTAL		
TO BE DELIVERED ON OR ABOUT 10/26/86		TRADE IN PAYOFF		
SALESMAN DENNINGTON, ROYAL		OWED TO		
		PHONE		
		AMOUNT \$		
		VERIFIED		
		GOOD UNTIL		
		DATE		
		TIME		
I state that odometer mileage on VEHICLE BEING PURCHASED described above is 22 at time of transfer. (Check the following statement, if applicable) <input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.		Insurance Agent		
ADDRESS		Verified By		
PHONE		Insurance Carrier		
SIGNATURE OF TRANSFEROR (DEALER OR AGENT)		Policy Number		
DATE 10/26/86		Effective Date From 10/21/86 To 04/21/87 Comp 100.00 Coll 500.00		
Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 309(a) of the Motor Vehicle Information and Cost Savings Act of 1974, Public Law 93-149.		The Seller, NORTH STAR CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.		
I state that odometer mileage on USED VEHICLE TRADED-IN described above is 2318 at time of transfer. (Check the following statement, if applicable) <input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.		SUBTOTAL 20133.41		
		FACTORY REBATE 5469.86		
		TRADE ALLOWANCE OR DISCOUNT 3500.00		
USED VEHICLE TRADED-IN AND/OR OTHER CREDITS				
YEAR 1999 MAKE CHEVROLET		STOCK NO. 610290		
MODEL OR SERIES MALIBU BODY TYPE GD				
COLOR TRIM				
SERIAL NO. 101N550101220000		MONEY DIFFERENCE 10364.35		
SECOND TRADE		SALES TAX + 621.86		
YEAR MAKE		STOCK NO.		
MODEL OR SERIES BODY TYPE				
COLOR TRIM				
SERIAL NO.		LICENCEY FEE 20.00		
BALANCE OWED TO		NOTARY FEES + 5.00		
This contract is not binding upon either the dealer or the purchaser, until signed by an authorized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY A WRITTEN NOTICE OF CANCELLATION.		DOCUMENTARY & TIRE TAX + 66.00		
Purchaser's Signature		TOTAL + 11005.71		
Accepted By		PAYOFF +		
		DOWN PAYMENT - N/A		
		SERVICE CONTRACT +		
		SERVICE CONTRACT TAX +		
		TOTAL 11005.71		

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller. Provisions Applicable to Sale of Used Vehicle — Factory Warranty: If a Manufacturer's Printed Warranty is delivered with the vehicle or chassis such warranty is a contract solely between the Manufacturer and Purchaser. The Seller is not a party to such contract and such Warranty is not a part of the sale or bargain between the Purchaser and Seller. "The information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."



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

April 2, 2009

VIA FAX ONLY

Rob Klodowski, Service Manager
Sun Chevrolet
McMurray, PA 15317

RE: [REDACTED]
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
Customer Relationship Specialist: Mary Greer

Dear Mr. Klodowski:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.**

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

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

Sincerely,

General Motors Corporation





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

March 28, 2009

VIA FAX ONLY

Rich Caswell, Service Manager
WASHINGTON CHEVROLET
Washington, PA

RE: [REDACTED]
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
Customer Relationship Specialist: Mary Greer

Dear Mr. Caswell:

This is a letter of notification regarding a legal 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, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.**

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

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

Sincerely,

General Motors Corporation





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

March 28, 2009

VIA FAX ONLY

Rich Caswell, Service Manager
WASHINGTON CHEVROLET
Washington, PA

RE: [REDACTED]
Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F [REDACTED]
Customer Relationship Specialist: Mary Greer

Dear Mr. Caswell:

This is a letter of notification regarding a legal 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, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.**

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

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

Sincerely,

General Motors Corporation





jack.h.adams@gm.com

03/29/2009 12:15 PM

To mary_greer@gmexpert.com

cc

bcc

Subject Re: Fw: 71-710264833

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program.



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

March 19, 2009

VIA FAX ONLY

David Gorberg, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE:

Service Request: 71-710264833
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61846F
Customer Relationship Specialist: Mary Greer

Dear Mr. Gorberg:

This is to advise that General Motors is in receipt of the above referenced case dated March 12, 2009. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

☐
☒

Copy of owner's current title and/or registration
Other: Signed Release of Lien Information form

☐
☐

Finance agreement
Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature



Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

Last updated by Michael Nordstrom on 5/19/09

Settled for 3400k incl and 36/45 Steering CCL

By: Dianna Barber

State: PA

Customer Name: [REDACTED]

Service Request: 71-710264833 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT61846F [REDACTED] In Service Date: 10/26/2006

Vehicle is: NEW BAC Code: 204396

Year, Make & Model: 2006 Chevrolet Malibu MAXX

Vehicle Purchased Used on: N/A

Lien holder: GMAC ☐ Other ☒: paid cash

DVM requests Purchase Price of

Was TAC contacted for this vehicle (Y/N)? : **NO, not needed**

involvement? Vehicle: \$ 20,333.41

Option D -

VEHICLE REPAIR HISTORY

If TAC was contacted, what did they say?

If TAC was NOT contacted, why? (Ask Dealership) no need for assistance with diagnostics

☐ **BODY/TRIM**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/3/08	54593	2	6697	C/S Right front outside mirror rattles / Glass is loose <ul style="list-style-type: none">- Replaced right front outside mirror assembly- Paint right front outside mirror
3/20/08	55151	1	6697	C/S Front outside mirror rattles, glass is loose / Right outside mirror loose, defective part <ul style="list-style-type: none">- Replaced right front outside mirror- Paint right front outside mirror
12/04/08	68090	1	13600	C/S that the cover on the driver's side vanity mirror on the sun visor is disconnected – ordered part, will call when in
12/17/08	68521	1	13917	C/S that the cover on the vanity mirror is loose / loose – replace visor vanity mirror
03/02/09	65394	1	15342	C/S screws at hatch rusted, parts in – replace screws on tailgate chrome strip, rusting, clean off strip
3/7/09	65605	1	15487	C/S Left front visor for mirror broken / Lid not staying open <ul style="list-style-type: none">- Replaced left front sun shade

☐ **ELECTRICAL**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/04/08	68090	*	13600	C/S that the one key fob does not work as far away as the other one, sometimes it will not start the car / internal fault in transmitter – replace transmitter remote door/rear compartment lock
2/23/09	65184	*	15230	C/S Key FOB inoperable / Tested on tester and failed, found battery hold down loose from board

- Replace transmitter

☐ **STEERING**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/18/08	54172	2	6389	C/S power steering assist in-op, sitting still feels like no assist / working ok now, system overload – replaced steering column
02/25/08	54357	1	6400	C/S power steering seems stiff / motor supplies insufficient torque – replace power steering assist motor
12/04/08	68090	1	13600	C/S that the power steering gets very hard to turn at times (intermittent) –ordered parts, will call when parts come in
12/17/08	68521	*	13917	C/S that the power steering gets very hard to turn / parts are in – replace coil and ground as per bulletin 08-02-32-005
2/23/09	65184	1	15230	C/S Binds at slow speeds - operating as designed at this time
03/02/09	65394	*	15342	C/S power steering binds and clunking in front end / excessive spline clearance – replace I shaft Order visor mirror

THE STATE LEMON LAW READS:

Days out of service: 30 or more calendar days

Repairs 3 or more

Time period: 12/12k miles

Does Lemon Law state nonconformity must continue to exist? YES

If applicable, safety-related repairs:

Safety-related time period n/a

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	12

Accident/Insurance Information:

Has the vehicle ever been involved in an accident? Y or N NO

Did you confirm your answer with the dealer/attorney? Y or N YES

What type of damage was sustained (example front end collision): N/A

Are the RO's attached if the vehicle was in an accident? Y or N N/A

Has the customer filed any insurances claims on this Vehicle? Y or N N/A

If Yes. Did the insurance company deny the claim? Y or N N/A

Are there any Aftermarket Modifications to the Vehicle? Y or N NO

Have you confirmed this with the dealership? Y or N YES

If "Yes" to aftermarket, please list:

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

D) I am not aware of this vehicle or customer ' s concerns. I agree to cede the final decision on this case to the Early Resolution program . **jack.h.adams@gm.com**

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Svc mgr went through his ROs - he stated that customer has brought the vehicle to the dealership 3 times since the Intermediate Steering shaft was replaced, and he has not mentioned having concerns with the steering. Svc mgr states it appears that the steering concern is repaired. He also mentioned that one visit when the customer was complaining of the steering being stiff, they checked the air pressure in his tires, and it was very low, and that was causing his steering to be stiff.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:

Date & Offer/Result:

Concern:

Date & Offer/Result:

Concern:

Date & Offer/Result:

RECOMMENDATION AND RATIONALE

CRS recommends denial at this time. LS rejected recommendation

Empowered for 2400k to 3400k incl and 36/45 Steering CCL

PC accepted 3400k incl and 36/45 Steering CCL

REASON FOR REMOVAL

The vehicle does not appear to meet PA LL. The vehicle has experienced 0 repairs within presumptive period and all other repairs are minor. There was one bulletin 08-02-32-005 which resulted in replacing of the steering coil, ground and shaft, all covered under b2b and appears to have been repaired. The vehicle has 16k miles and the last time at the dealership was on 3/7/09 for a replacement of a sun shade. There does not appear to be any significant impairment to the vehicles use value or safety.

CRS FINAL OFFER: :3400k incl

DATE: 5/18/09

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$3400k incl

PLAINTIFF'S FINAL :

DATE:

AMOUNT TO CUST: \$

DEMAND:

ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

TEAM LEAD APPROVING:

Date:

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

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

NORTHSTAR CHEVROLET
5854 UNIVERSITY BLVD
MOON TOWNSHIP, PA 15108
412-264-3325

FACSIMILE COVER SHEET

TO: MARY GREER
COMPANY: GM LEGAL DEPT
PHONE: 866-790-5600 X11135
FAX: 866-393-8081
FROM: PATTY JIMMERS

COMPANY: NORTHSTAR CHEVROLET

PHONE: 412-264-3325

FAX: 412-264-4483

DATE: 4/3/09

PAGES INCLUDING COVER PAGE: 4

COMMENTS:

IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.
THANK YOU

Chevrolet

NORTH STAR CHEVROLET, Inc.

Chevrolet

326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/923-1230

DEAL 72946

DATE 10/26/06

PURCHASER'S NAME

RES.

PHONE

PURCHASER'S ADDRESS

BUS.

PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC.
NUMBER

VEHICLE BEING PURCHASED		Manufacturers Suggested Retail Price	
PLEASE ENTER MY ORDER FOR THE FOLLOWING <input checked="" type="checkbox"/> NEW <input checked="" type="checkbox"/> CAR <input checked="" type="checkbox"/> USED <input checked="" type="checkbox"/> TRUCK <input type="checkbox"/> DEMO		STOCK NO. 61029	
YEAR 2006 MAKE CHEVROLET		INCENTIVES	
MODEL OR SERIES MALIBU BODY TYPE S/W		INCENTIVE REBATE - 3000 - CND	
COLOR BLUE TRIM		INCENTIVE CASH - 3469.00 - CND	
SERIAL NO. 1G1ZT61846E		INCENTIVES AUT # P814822	
TO BE DELIVERED ON OR ABOUT 10/26/06		INCENTIVES Selling Price / 12 weeks	
SALESMAN PENNINGTON, RAYMOND		SPORTS 10% 350.	
I state that odometer mileage on VEHICLE BEING PURCHASED described above is 22 at time of transfer. (Check the following statement, if applicable) <input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.		SUBTOTAL 20333.41	
SIGNATURE OF TRANSFEROR (DEALER OR AGENT) 10/26/06		TRADE IN PAYOFF	
DATE 10/26/06		OWED TO	
FEDERAL regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.		ADDRESS	
I state that odometer mileage on USED VEHICLE TRADED-IN described above is 59518 at time of transfer. (Check the following statement, if applicable) <input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.		AMOUNT \$	
DATE 10/26/06		GOOD UNTIL	
USED VEHICLE TRADED-IN AND/OR OTHER CREDITS		VERIFIED	
YEAR 1999 MAKE CHEVROLET		DATE	
MODEL OR SERIES MALIBU BODY TYPE 3D		TIME	
COLOR TRIM		Insurance Agent	
SERIAL NO. 1G1NE5E30X6		Address	
SECOND TRADE		Phone	
YEAR 1999 MAKE CHEVROLET		Verified By:	
MODEL OR SERIES MALIBU BODY TYPE 3D		Insurance Carrier	
COLOR TRIM		Policy Number	
SERIAL NO. 1G1NE5E30X6		Effective Date From 10/21/06 To 04/21/07 Comp. 100.00 Coll. 500.00	
BALANCE OWED TO		The Seller, NORTH STAR CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied. Including any implied warranty of merchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.	
Purchaser's Signature		SUBTOTAL 20333.41	
Accepted By		FACTORY REBATE 6469.06	
		TRADE ALLOWANCE OR DISCOUNT 3500.00	
		MONEY DIFFERENCE 10364.35	
		SALES TAX + 621.86	
		LICENSE, TITLE + 28.50	
		NOTARY FEES + 5.00	
		DOCUMENTARY & TIRE TAX 66.00	
		TOTAL 11085.71	
		PAYOFF +	
		DOWN PAYMENT - N/A	
		SERVICE CONTRACT +	
		SERVICE CONTRACT TAX +	
		TOTAL 11085.71	

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller. Provisions Applicable to Sale of Used Vehicle — Factory Warranty: If a Manufacturer's Printed Warranty is delivered with the vehicle or chassis such warranty is a contract solely between the Manufacturer and Purchaser. The Seller is not a party to such contract and such Warranty is not a part of the sale or bargain between the Purchaser and Seller. "The information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

61029

CERTIFICATE OF ORIGIN FOR A VEHICLE

1740



RB1PD008

INVOICE NO.

1AD88063093

DATE
05/19/06VEHICLE IDENTIFICATION
1G1ZT61846F

YEAR

2006

MAKE
CHEVROLET

SHIPPING WEIGHT

3409

BODY TYPE
MALIBU MAXX LT

H.P. (S.A.E.)

32.9

G.V.W.R.

4448

NO. CYLS.

06

SERIES OR MODEL

1ZT68

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

13374 KCFJHB

NORTHSTAR CHEVROLET, INC.

326 MANSFIELD BLVD

CARNEGIE

PA 15106-2444

THIS COV, ISSUED 09/07/2006 IS A REPLACEMENT OF THE ORIGINAL COV ISSUED FOR THE VEHICLE SHOWN ABOVE.

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *

GENERAL MOTORS CORPORATION
& SUBSIDIARIES

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G46978174

DETROIT

MI 48243-1114

CITY - STATE

GM 521 REV. 10-05

	Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle. FOR VALUE RECEIVED, I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1	NAME OF PURCHASER(S) _____ ADDRESS _____ I certify to the best of my knowledge that the odometer reading is _____ No Tenths DEALER _____ BY: _____ NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____ State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____ County of _____ Notary Public USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2	NAME OF PURCHASER(S) _____ ADDRESS _____ I certify to the best of my knowledge that the odometer reading is _____ No Tenths DEALER _____ BY: _____ NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____ State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____ County of _____ Notary Public USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3	NAME OF PURCHASER(S) _____ ADDRESS _____ I certify to the best of my knowledge that the odometer reading is _____ No Tenths DEALER _____ BY: _____ NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____ State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____ County of _____ Notary Public USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4	NAME OF PURCHASER(S) _____ ADDRESS _____ I certify to the best of my knowledge that the odometer reading is _____ No Tenths DEALER _____ BY: _____ NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____ State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____ County of _____ Notary Public USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION	
ODOMETER DISCLOSURE FOR RETAIL SALE	Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment. I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ No Tenths. <input checked="" type="checkbox"/> The mileage stated is in excess of its mechanical limits. <input type="checkbox"/> The odometer reading is not the actual mileage. Signature(s) of Seller(s) _____ Date of Sale _____ Printed Name(s) of Seller(s) _____ Signature of Purchaser(s) _____ Printed Name of Purchaser(s) _____ Company Name (If Applicable) _____ State of _____ Address of Purchaser(s) _____ County of _____ USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION	
LIENHOLDER	1st lien in favor of _____ whose address is _____ 2nd lien in favor of _____ whose address is _____ Notary Seal Joseph A. Gray, Jr., Notary Public Jackson Twp., Butler County My Commission Expires Aug-31, 2009 Member, Pennsylvania Association of Notaries	

DVM Jack Adams:

Hi, my name is Mary Greer. This email is to follow up on my voicemail regarding Service Request 71-710264833 for customer [REDACTED]. The customer's vehicle is a 2006 Chevrolet Malibu Maxx with 15,487 miles. The customer has been working with Washington Chevrolet in Washington, PA. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

- A) I have information on this case that may assist in your review (please provide in your reply) and would like to review any potential offer of repurchase before it is made.
- B) I am not aware of this vehicle or customer's concerns. However, I would like to review any potential offer of repurchase before it is made.
- C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).
- D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

Please reply only by email with one of the above options within 24 hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Mary Greer
Email: mary_greer@gmexpert.com
Phone: 866-790-5600 X 11135

NORTHSTAR CHEVROLET
5854 UNIVERSITY BLVD
MOON TOWNSHIP, PA 15108
412-264-3325

FACSIMILE COVER SHEET

TO: MARY GREER
COMPANY: GM LEGAL DEPT
PHONE: 866-790-5600 X11135
FAX: 866-393-8081
FROM: PATTY JIMMERS

COMPANY: NORTHSTAR CHEVROLET

PHONE: 412-264-3325

FAX: 412-264-4483

DATE: 4/3/09

PAGES INCLUDING COVER PAGE: 4

COMMENTS:

IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.
THANK YOU

Chevrolet

NORTH STAR CHEVROLET, Inc.

Chevrolet

DEAL 72946

326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/923-1230

DATE 10/26/06

PURCHASER'S NAME

RES.

PHONE

PURCHASER'S ADDRESS

BUS.

PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC.
NUMBER

VEHICLE BEING PURCHASED

PLEASE ENTER MY ORDER FOR THE FOLLOWING
☒ NEW ☒ CAR
☒ USED ☒ TRUCK
☐ DEMO

STOCK NO.

61029

YEAR 2006 MAKE CHEVROLET

MODEL OR SERIES MALIBU BODY TYPE S/W

COLOR BLUE TRIM

SERIAL NO. 1G1ZT61846B

TO BE DELIVERED ON OR ABOUT 10/26/06

SALESMAN PENNINGTON, RAYMOND

Manufacturers Suggested Retail Price

\$

20333.41

INCENTIVES

INCENTIVE

INCENTIVES

INCENTIVES

INCENTIVES

SUBTOTAL

20333.41

TRADE IN PAYOFF

OWED TO

PHONE

ADDRESS

AMOUNT \$

GOOD UNTIL

VERIFIED

DATE

TIME

Insurance Agent

Address

Phone

Verified By:

Insurance Carrier

HARTFORD

Policy Number

Effective Date From

10/21/06 to 04/21/07

Comp.

100.00

Coll.

500.00

The Seller, NORTH STAR CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied. Including any implied warranty of merchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.

SUBTOTAL

20333.41

FACTORY REBATE

6469.06

TRADE ALLOWANCE OR DISCOUNT

3500.00

MONEY DIFFERENCE

10364.35

SALES TAX

+

621.86

LICENSE, TITLE

+

28.50

NOTARY FEES

+

5.00

DOCUMENTARY & TIRE TAX

+

66.00

TOTAL

+

11085.71

PAYOFF

+

DOWN PAYMENT

-

N/A

SERVICE CONTRACT

+

SERVICE CONTRACT TAX

+

TOTAL

11085.71

I state that odometer mileage on VEHICLE BEING PURCHASED described above is 22 at time of transfer.
(Check the following statement, if applicable)

☐ I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is

unknown. 10/26/06
SIGNATURE OF TRANSFEROR (DEALER OR AGENT) DATE

Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.

I state that odometer mileage on USED VEHICLE TRADED-IN described above is 59518 at time of transfer.
(Check the following statement, if applicable)

☐ I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is

unknown. X 10/26/06
SIGNATURE OF TRANSFEROR (DEALER OR AGENT) DATE

USED VEHICLE TRADE-IN AND/OR OTHER CREDITS

YEAR 1999 MAKE CHEVROLET STOCK NO.

MODEL OR SERIES MALIBU BODY TYPE 3D 61029A

COLOR TRIM

SERIAL NO. 1G1NE5E30X6

SECOND TRADE

YEAR MAKE STOCK NO.

MODEL OR SERIES N/A BODY TYPE TRIM

COLOR N/A

SERIAL NO. N/A

BALANCE OWED TO

This contract is not binding upon either the dealer or the purchaser, until signed by an authorized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY A WRITTEN NOTICE OF CANCELLATION.

Purchaser's Signature

Accepted By

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller. Provisions Applicable to Sale of Used Vehicle — Factory Warranty: If a Manufacturer's Printed Warranty is delivered with the vehicle or chassis such warranty is a contract solely between the Manufacturer and Purchaser. The Seller is not a party to such contract and such Warranty is not a part of the sale or bargain between the Purchaser and Seller. "The information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

61029

CERTIFICATE OF ORIGIN FOR A VEHICLE

1740



RB1PD008

INVOICE NO.

1AD88063093

DATE
05/19/06VEHICLE IDENTIFICATION NO.
1G1ZT61846FYEAR
2006MAKE
CHEVROLETBODY TYPE
MALIBU MAXX LTSHIPPING WEIGHT
3409H.P. (S.A.E.)
32.9G.V.W.R.
4448NO. CYLS.
06SERIES OR MODEL
1ZT68

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

13374 KCFJHB

NORTHSTAR CHEVROLET, INC.

326 MANSFIELD BLVD

CARNEGIE

PA 15106-2444

THIS COV, ISSUED 09/07/2006 IS A REPLACEMENT OF THE ORIGINAL COV ISSUED FOR THE VEHICLE SHOWN ABOVE.

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *

GENERAL MOTORS CORPORATION
& SUBSIDIARIES

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G46978174

DETROIT

MI 48243-1114

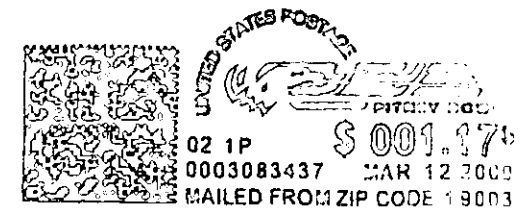
CITY - STATE

GM 521 REV. 10-05

	<p>Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle.</p> <p>FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:</p>	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1	<p>NAME OF PURCHASER(S) _____</p> <p>ADDRESS _____</p> <p>I certify to the best of my knowledge that the odometer reading is _____</p> <p>DEALER _____ BY: _____</p> <p>NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____</p> <p>State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____</p> <p>County of _____ Notary Public</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2	<p>NAME OF PURCHASER(S) _____</p> <p>ADDRESS _____</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tenths</p> <p>DEALER _____ BY: _____</p> <p>NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____</p> <p>State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____</p> <p>County of _____ Notary Public</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3	<p>NAME OF PURCHASER(S) _____</p> <p>ADDRESS _____</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tenths</p> <p>DEALER _____ BY: _____</p> <p>NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____</p> <p>State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____</p> <p>County of _____ Notary Public</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4	<p>NAME OF PURCHASER(S) _____</p> <p>ADDRESS _____</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tenths</p> <p>DEALER _____ BY: _____</p> <p>NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____</p> <p>State of _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____</p> <p>County of _____ Notary Public</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>	
ODOMETER DISCLOSURE FOR RETAIL SALE	<p>Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.</p> <p>I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ NO Tenths. <input type="checkbox"/> The mileage stated is in excess of its mechanical limits. <input type="checkbox"/> The odometer reading is not the actual mileage.</p> <p>Signature(s) of Seller _____</p> <p>Printed Name(s) of Seller _____</p> <p>Signature of Purchaser _____</p> <p>Printed Name of Purchaser _____</p> <p>Company Name (If Applicable) _____</p> <p>Address of Purchaser _____</p> <p>State of _____</p> <p>County of _____</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>	
LIENHOLDER	<p>1st lien in favor of _____</p> <p>whose address is _____</p> <p>2nd lien in favor of _____</p> <p>whose address is _____</p>	

Notarial Seal
Joseph A. Gray, Jr., Notary Public
Jackson Twp., Butler County
My Commission Expires Aug-31, 2009
Member, Pennsylvania Association of Notaries

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
700 TIMES BUILDING
SUBURBAN SQUARE
ARDMORE, PA 19003



FIRST CLASS MAIL

03-17-09A09:51 RCVD

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

DAVID J. GORBERG & ASSOCIATES, P.C.

DAVID J. GORBERG†
TAMMY J. SCHMITT
LAURA L. APPEGATE
NICOLE VITALE*
SAMUEL T. LEHEW*

*MEMBER OF PA AND NJ BARS
†MEMBER OF PA AND NY BARS

700 TIMES BUILDING
SUBURBAN SQUARE
ARDMORE, PA 19003

1 (800) MY-LEMON
1 (800) 695-3666

(215) 665-7660
FAX (215) 563-8738

www.MyLemon.com

NEW JERSEY OFFICE

100 CENTURY PARKWAY
SUITE 305
MT. LAUREL, NJ 08054
(856) 797-0703
FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG.
330 GRANT STREET
PITTSBURGH, PA 15219
(412) 894-9970
FAX (412) 894-9983

March 12, 2009

**GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
P O BOX 33170
DETROIT, MI 48232-5170**

RE: Our Client: [REDACTED]
Vehicle: 2006 Chevy Malibu
Vin #: 1G1ZT61846F [REDACTED]

Dear Legal Department:

Please be advised this office represents the above individual under any and all of the following claims:

Pennsylvania's Automobile Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office.

The Primary non-conformities for which relief is sought include the following:

Power Steering

Kindly confirm receipt of this letter, and have a representative contact our office to discuss this matter at your first convenience.

Very truly yours,

DAVID J. GORBERG

DJG/nn

MV - 1 (5-05)				I. TAX / FEES	
VEHICLE DESCRIPTION	MAKE OF VEHICLE CHEVROLET		VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY 161ZT61846F		DATE OF SALE 06
	GROSS VEHICLE WT. RATING	FUEL TYPE: <input checked="" type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> PROPANE <input type="checkbox"/> HYBRID <input type="checkbox"/> OTHER	BODY TYPE (SDN, TK, BUS, ETC.) S/U		MODEL YEAR 06
	CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A POLICE VEHICLE (IF APPLICABLE) <input type="checkbox"/>				LESS TRADE-IN 3500.00
APPLICANT INFORMATION	LAST NAME (OR FULL BUSINESS NAME) [REDACTED]		FIRST NAME [REDACTED]	MIDDLE INITIAL [REDACTED]	DATE ACQUIRED/ PURCHASED 10/26/2006
	STREET [REDACTED]		CITY WASHINGTON	STATE PA	ZIP [REDACTED]
	COUNTY CODE 63		SALES TAX DUE 621.86		SALES TAX 621.86
	NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)				LESS TAX CREDIT N/A
MILEAGE INFORMATION	<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY		ODOMETER READING 22,200
	WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.				TENTHS 22
LIEN INFORMATION	1ST LIEN DATE: <input checked="" type="checkbox"/> IF NO LIEN, CHECK HERE		2ND LIEN DATE: <input checked="" type="checkbox"/> IF NO LIEN, CHECK HERE		10. (PTA) NO.
	1ST LIEN HOLDER STREET CITY STATE ZIP FINANCIAL INSTITUTION NUMBER		2ND LIEN HOLDER STREET CITY STATE ZIP FINANCIAL INSTITUTION NUMBER		2. TITLE FEE 22.50
	IF THIS IS AN ELT, CHECK HERE <input type="checkbox"/> NOTE: FIN IS 161NE32J0X6		IF THIS IS AN ELT, CHECK HERE <input type="checkbox"/> NOTE: FIN IS 161NE32J0X6		3. LIEN FEE N/A
	MAKE OF VEHICLE SD		MODEL YEAR 06		4. REGISTRATION OR PROCESSING FEE N/A
ADDITIONAL VEHICLE INFORMATION	BODY TYPE (SDN, BUS, TK, ETC.) X		CONDITION OF VEHICLE <input type="checkbox"/> GOOD <input checked="" type="checkbox"/> FAIR <input type="checkbox"/> POOR		5. DUPLICATE REG. FEE NO. OF CARDS
	PASSENGER TAXI/BUS PASSENGER <input type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> MOTORCYCLE <input type="checkbox"/> TRUCK <input type="checkbox"/> TRAILER <input type="checkbox"/> OTHER <input type="checkbox"/>		SEATING CAPACITY 2		6. TRANSFER FEE 6.00
	MOTORCYCLE CYLINDER CAPACITY 50CC OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO OPERABLE PEDALS <input type="checkbox"/> YES <input type="checkbox"/> NO AUTOMATIC TRANSMISSION <input type="checkbox"/> YES <input type="checkbox"/> NO		MAXIMUM SPEED 25 MPH OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO DESIGNATED FOR ROAD USE <input type="checkbox"/> YES <input type="checkbox"/> NO		7. INCREASE FEE
	MOTOR HOME CHASSIS MFR. NUMBER OF AXLES SUM OF GVWTS		BODY MAKE REQ. REGISTERED GROSS WT. (INCLUDING LOAD) UNLADEN WT. (EMPTY)		8. REPLACEMENT FEE N/A
APPLICATION FOR REGISTRATION	ORIGINAL PLATE <input checked="" type="checkbox"/> Check One		TRANSFER OF PREVIOUSLY ISSUED PLATE <input type="checkbox"/>		TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount 650.36
	EXCHANGE PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)		TRANSFER & RENEWAL OF PLATE <input type="checkbox"/>		
	TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)		TRANSFER OF PLATE & REPLACEMENT OF STICKER <input type="checkbox"/>		
	REASON FOR REPLACEMENT <input type="checkbox"/> EX <input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)		NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.		
ISSUING AGENT INFORMATION	INSURANCE COMPANY NAME HARTFORD		NAIC NO.	POLICY NO. (OR ATTACH BINDER)	POLICY EFFECTIVE DATE 10/21/06
	ISSUING AGENT SIGNATURE [REDACTED]		ISSUING AGENT SIGNATURE [REDACTED]		POLICY EXPIRATION DATE 06/21/07
	I CERTIFY THAT ON MONTH 10 DAY 26 YEAR 06 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT SIGNATURE [REDACTED]		AGENT NO. 859642
	TEMP. PLATE NO.		RELATIONSHIP TO APPLICANT		
SEAL AND APPLICATION FOR TITLE	I WE ACKNOWLEDGE THAT I WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I WE FURTHER ACKNOWLEDGE THAT I WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I WE MAKE ON THIS APPLICATION, AND I WE CERTIFY THAT I WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR REGISTRATION OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.				
	SIGNED AND SWORN TO BEFORE ME: MO. OCT DAY 26 YEAR 2006				
SEAL	SIGNATURE OF PERSON ADMINISTERING OATH [REDACTED]				
	SIGN IN PRESENCE OF NOTARY [REDACTED]				

If your registration documents are not received within 90 days, please contact PennDot.

Chevrolet

NORTH STAR CHEVROLET, Inc.

Chevrolet

326 Mansfield Boulevard • Carnegie, PA 15106

412/279-2300 Phones 412/923-1230

DEAL 72946

DATE 10/26/06

PURCHASER'S NAME

RES.

PHONE

PURCHASER'S ADDRESS

BUS.

PHONE

CITY, STATE & ZIP

WASHINGTON, PA

SOC. SEC.
NUMBER

PLEASE ENTER MY ORDER FOR THE FOLLOWING		<input checked="" type="checkbox"/> NEW <input checked="" type="checkbox"/> CAR <input type="checkbox"/> USED <input type="checkbox"/> TRUCK <input type="checkbox"/> DEMO	STOCK NO. 61029	INCENTIVES <i>Rebate - 3000 - CNE</i>	
YEAR 2006 MAKE CHEVROLET				INCENTIVES <i>Lease - 3000 - UDE</i>	
MODEL OR SERIES MALIBU BODY TYPE S/W				INCENTIVES <i>Lease # P814822</i>	
COLOR BLUE TRIM				INCENTIVES <i>Selling Price 118500</i>	
SERIAL NO. 1617761846				SUBTOTAL	
TO BE DELIVERED ON OR ABOUT 10/26/06				TRADE IN PAYOFF	
SALESMAN DEMINGTUN ROYMOND				OWED TO	
				PHONE	
				AMOUNT \$	
				GOOD UNTIL	
				VERIFIED	
				DATE	
				TIME	
I state that odometer mileage on VEHICLE BEING PURCHASED described above is 22 at time of transfer.				Insurance Agent	
(Check the following statement, if applicable)				Address	
<input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons of unknown that the actual mileage is unknown				Phone	
				Verified By	
				Insurance Carrier	
				Policy Number	
				Effective Date From 10/21/06 To 04/21/07 Comp. 100.00 Coll. 500.00	
Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 406(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-313.				The seller NORTH STAR CHEVROLET, INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.	
I state that odometer mileage on USED VEHICLE TRADED-IN described above is 50318 at time of transfer.				SUBTOTAL	
(Check the following statement, if applicable)				20333.41	
<input type="checkbox"/> I further state that the actual mileage differs from the odometer reading for reasons of unknown that the actual mileage is unknown				FACTORY REBATE	
				5469.06	
				TRADE ALLOWANCE OR DISCOUNT	
				3500.00	
USED VEHICLE TRADE-IN AND/OR OTHER CREDITS					
YEAR 1999 MAKE CHEVROLET STOCK NO. 610290				MONEY DIFFERENCE	
MODEL OR SERIES MALIBU BODY TYPE SD				10364.35	
COLOR TRIM				SALES TAX	
SERIAL NO. 1015531815				621.06	
SECOND TRADE				LICENSE & TITLE	
				28.50	
YEAR 1999 MAKE CHEVROLET STOCK NO. 610290				NOTARY FEES	
MODEL OR SERIES MALIBU BODY TYPE SD				5.00	
COLOR TRIM				DOCUMENTARY & TIRE TAX	
SERIAL NO. 1015531815				66.00	
BALANCE OWED TO				TOTAL	
				11085.71	
This contract is not binding upon either the dealer or the purchaser, until signed by an authorized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE.				PAYOFF	
WRITTEN NOTICE OF CANCELLATION				DOWN PAYMENT	
				N/A	
Purchaser's Signature <i>[Signature]</i>				SERVICE CONTRACT	
Accepted By <i>[Signature]</i>				SERVICE CONTRACT TAX	
				TOTAL	
				11085.71	

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller. Provisions Applicable to Sale of Used Vehicle — Factory Warranty: If a Manufacturer's Printed Warranty is delivered with the vehicle or chassis such warranty is a contract solely between the Manufacturer and Purchaser. The Seller is not a party to such contract and such Warranty is not a part of the sale or bargain between the Purchaser and Seller. "The information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

Paid Cash

NORTH STAR CHEVROLET, INC.					RECEIPT NO.
220 MANSELD BLVD. CARNEGIE, PENNSYLVANIA 15106					11368
(412) 278-2500					10-26-01
FAX (412) 278-2711					
RECEIVED OF					
# 22946					\$ 11085.71
					DOLLARS
DETAIL	ACCOUNT	NOTE	HOW PAID	MEMO	
AMOUNT DUE			CASH		
AMOUNT PAID			CHECK		
			CREDIT CARD		
			DRAFT		
			MONEY ORDER		
BALANCE DUE				THANK YOU	

CUST. (CTL) NO.	STOCK NO.	CASH REC.
ACCOUNT	ACCT. NO.	JOURNAL SOURCE
CASH ON HAND	201	
ACC. REC. P/S	220	
ACC. REC. VEH.	220A	
CONT. IN TRANS.	205	
CHECKING	202	
CASH SALES	225	

Power steering is defective. Problem is intermittent and occurs at speeds under 15 mph. Wheel becomes stiff and hard to turn. Two dealers were unsuccessful in correcting problem. (see repair records).

Problem still exists. Dealers stated, vehicle is safe to drive. Will seek additional repairs in the future.

I can be contacted at [REDACTED] between 2-5 PM.

Thank you,

[REDACTED]

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUN 30, 2009 VALID: 04/25/08

PLATE:

TITLE:

VIN: 1G1ZT61846F

YR/MAKE: 2006 CHEVROLET

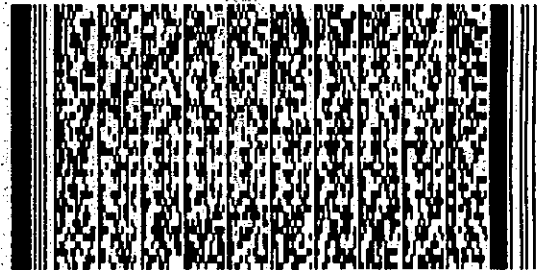
TYPE: SW

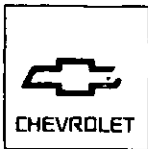
WID: 08116 3903 361456-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WASHINGTON

WASHINGTON PA

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





www.washingtonchevy.com

THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

R/O 54172		VIN 1 G 1 Z T 6 1 8 4 6 F		[REDACTED]		DATE IN 02/18/08	
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU MAX	COLOR [REDACTED]	[REDACTED]		TIME IN 08:08	
MILES IN 6389	MILES OUT 6390	FIRST USE 00/00/00	USC WASHINGTON PA	[REDACTED]		CLOSED 02/22/08	
SEE ALSO			RES H: [REDACTED]	N: () -		WRITER 004 RICH	

(1) C/S POWER STEERING ASSIST INOP - SITTING
STILL FEELS LIKE NO ASSIST - WORKING OK NOW
SYSTEM OVERLOAD
REPLACED STEERING COLUMN.

(02-9730 DORSEY-)

A

E7680	6D	OA	T02	14	105.69
(F)15926870	(COLUMN)			1	286.48
Total Labor					105.69
Total Parts					286.48
Total Repair (Warranty)					392.17

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

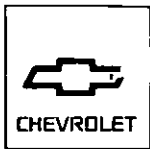
X

CUSTOMER SIGNATURE

Page 1 of 1 Job 54172 Reprint (1)

54172 Customer Copy

W/C	INT.	CUSTOMER
105.69	.00 Labor	.00
286.48	.00 Parts	.00
.00	.00 Sublet	.00
.00	.00	.00
.00	.00 Oil/Grease	.00
392.17	.00 Sub Total	.00
.00	.00 Tax	.00
392.17	.00 Total	.00



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THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

R/O 54357		VIN 1 G 1 Z T 6 1 8 4 6 F		DATE IN 02/25/08	
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU MAX	COLOR	TIME IN 08:04	
MILES IN 6400	MILES OUT 6400	FIRST USE 00/00/00	LISC.	CLOSED 02/27/08	
SEE ALSO			RES H	BUS W: (724) -	WRITER 461 MATT

- (1) C/S POWER STEERING SEEMS STIFF
MOTOR SUPPLIES INSUFFICIENT TORQUE
REPLACE P/S ASSIST MOTOR

E7631	2T	OA	T02	11	83.04
(F)25805894	(MOTOR)			1	282.31
Total Labor					83.04
Total Parts					282.31
Total Repair (Warranty)					365.35

(02-9730 DORSEY-)

A

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. 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 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.

X

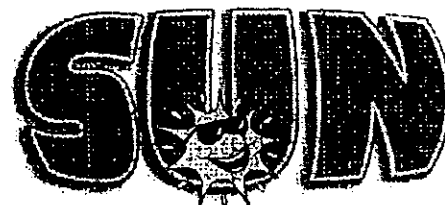
CUSTOMER SIGNATURE

Page 1 of 1 Job 54357 Reprint (1)

54357 Customer Copy

W/C	INT.	CUSTOMER
83.04	.00 Labor	.00
282.31	.00 Parts	.00
.00	.00 Sublet	.00
.00	.00	.00
.00	.00 Oil/Grease	.00
365.35	.00 Sub Total	.00
.00	.00 Tax	.00
365.35	.00 Total	.00

Invoice No: **68521**



*** INVOICE ***

PAGE 1

WASHINGTON, PA

Home: [REDACTED] Bus: [REDACTED]
Email: [REDACTED]

Cell:

2939 Washington Rd.
PO Box 1919
McMurray, Pa 15317

(724) 941-5160
(412) 344-8000
www.sunchevy.com

SERVICE ADVISOR: 253 JOHN J PONIKVAR

SERVICE ADVISOR: 2008									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG	
BLUE	06	CHEVROLET MALIBU		1G1ZT61846F		13917 13921		T032	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT		INV. DATE	
26OCT06			WAIT 17DEC08		79.00	CASH		17DEC08	
R.O. OPENED		READY		OPTIONS: DLR:NORTHSTA ENG:3.5_Liter_MFI_OHV					
17DEC08		17DEC08							

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A	CUSTOMER STATES THAT THE POWER STEERING GETS VERY HARD TO TURN (PARTS ARE IN)					
	CAUSE: REPLACE COIL AND GROUND AS PER BUL #080232005					
	MISC REPLACE COIL AND GROUND					
	118	W	hrs.			(N/C)
	1	12581176	HARNES			(N/C)
	1	11588715	BOLT			(N/C)
	1	2436162	F-WASHER V			(N/C)
	1	12595088	W-COIL			(N/C)
	2	11570082	BOLT			(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: \$ 0.00
B	CUSTOMER STATES THAT THE COVER ON THE VANITY MIRROR IS LOOSE					
	CAUSE: LOOSE - REPLACE					
	C2035 MIRROR, VISOR VANITY REPLACE					
	118	W	hrs.			(N/C)
	1	15855088	SUNSHADE			(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: \$ 0.00

Customer Copy

Service Department Hours:

Monday 7:30 AM to 8:00 PM

Tues. - Wed. 7:30 AM to 6:00 PM

Thursday 7:30 AM to 8:00 PM

Friday 7:30 AM to 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 of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

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
PLEASE PAY THIS AMOUNT	0.00



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THE FEELING IS GENUINE

1 Raymond Boulevard • Washington, PA 15301 • Phone (724) 914-6057 • Fax (724) 914-6244

RO 65394	VIN 1G1ZT61846F			DATE IN 03/02/09
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU MAX	COLOR	TIME IN 07:42
MILES IN 15342	MILES OUT 15343	FIRST USE 10/26/06	USC	CLOSED 03/02/09
SEE ALSO	WASHINGTON PA			WRITER MATT
RES H		W:		

(1) C/S SCREWS AT HATCH RUSTED, PARTS IN REPLACE SCREWS ON TAILGATE CHROME STRIP RUSTING, CLEAN OFF STRIP		B5500	5W	VD	T10	3	23.72
		(F)11515894	(SCREW TA)			4	13.56
		Total Labor					23.72
		Total Parts					13.56
		Total Repair (Warranty)					37.28
(10-8753 BRIGGS-) A							
(2) C/S POWER STEERING BINDS AND CLUNKING IN F/EN D REPLACE I SHAFT - EXCESSIVE SPLINE CLEARANCE		E7700	2E	NE	T10	5	39.53
		(F)25962603	(SHAFT KI)			1	122.47
		Total Labor					39.53
		Total Parts					122.47
		Total Repair (Warranty)					162.00
(10-8753 BRIGGS-) A							
(3) ORDER VISOR MIRROR		Labor			T10		.00
(10-8753 BRIGGS-) A		Total Repair (Warranty)					.00

IMPORTANT
YOU MAY RECEIVE A
CUSTOMER SATISFACTION
SURVEY FROM GENERAL
MOTORS REGARDING THIS
SERVICE. IF FOR ANY REASON
YOU CANNOT GRADE US
☺ "COMPLETELY SATISFIED" ☺
PLEASE CONTACT OUR SERVICE
DEPT. IMMEDIATELY. YOUR
SATISFACTION MEANS
EVERYTHING TO US.
THANK YOU
724-222-2800

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X

CUSTOMER SIGNATURE

Page 1 of 1 Job 65394

65394 Customer Copy

W/C	INT.	CUSTOMER
63.25	.00 Labor	.00
136.03	.00 Parts	.00
.00	.00 Sublet	.00
.00	.00 Paint & Mate	.00
.00	.00 Oil/Grease	.00
199.28	.00 Sub Total	.00
.00	.00 Tax	.00
199.28	.00 Total	.00

RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$3,400.00 inclusive and 36 month/ 45,000 mile (whichever comes first) Steering Component Letter which begins with the current date and odometer shown on this release paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2006 Chevrolet Malibu MAXX bearing Vehicle Identification Number 1G1ZT61846F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 17,415 on the date of the signing of this release.

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

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

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

DATE SIGNED: 5-22-09

[REDACTED]

[REDACTED]

Washington, Pa
City, State, Zip Code

[REDACTED]

Claimant's Signature

[REDACTED]

Address

Washington PA
City, State, Zip Code

STATE OF _____

COUNTY OF Phila

Sworn to (or affirmed) and subscribed before me this 27 day of May,
2009, by [REDACTED]

Signature of Notary Public - PENNSYLVANIA

Notarial Seal
Marie Kahlan, Notary Public
City of Philadelphia, Philadelphia County
My Commission Expires June 13, 2012
Member, Pennsylvania Association of Notaries

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

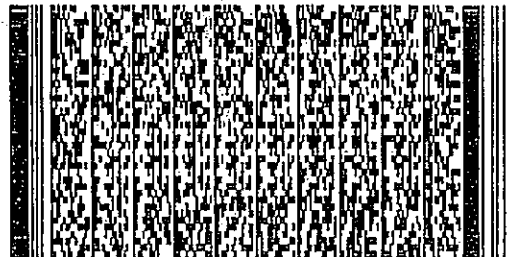
EXPIRY: JUN 30, 2009 VALID: 04/25/08

PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 1G1ZT61846F [REDACTED]
YR/MAKE: 2006 CHEVROLET
TYPE: SW
WID: 08116 3903 361456-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WASHINGTON

[REDACTED]
WASHINGTON PA
[REDACTED]

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



**Request for Taxpayer
Identification Number and Certification**

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

Print or type
See Specific Instructions on page 2.

Name <u>David J. Gorbeg + Associates, P.C.</u>	
Business name, if different from above	
Check appropriate box: <input type="checkbox"/> Individual Sole proprietor <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Other > _____	
Address (number, street, and apt. or suite no.) <u>32 Arkq Plaza 700 Times Bldg.</u>	
City, state, and ZIP code <u>Ardmore Pa. 19003</u>	
List account number(s) here (optional)	
Requester's name and address (optional)	

Part I Taxpayer Identification Number (TIN)

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

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

Social security number								
or								
Employer identification number								

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here	Signature of U.S. person <u>[Signature]</u>	Date <u>12-17-09</u>
------------------	---	----------------------

Purpose of Form

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

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

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

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

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

Nonresident alien who becomes a resident alien.

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

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

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

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

CDR File Information

Vehicle Identification Number	1G2ZG528154 [REDACTED]
Investigator	H.V.SMITH JR.
Case Number	71-594402934
Investigation Date	Tuesday, January 29 2008
Crash Date	Thursday, January 17 2008
Filename	1G2ZG528154 [REDACTED].CDR
Saved on	Tuesday, January 29 2008 at 10:13:10 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	None

Data Limitations**SDM Recorded Crash Events:**

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

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

SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrak 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

SDM Data Source:

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

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

communication network.

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

Hexadecimal Data

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

```
$01 00 03 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 69 82
$07 00 20 00 00 00 00 00
$08 DC 83 00 00 00 00 00
$09 00 58 58 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 3C 01 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D FF 35 C0 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F BA 00 00 00 00 00 00
$10 47 32 5A 47 35 32 38
$11 31 35 34 31 34 37 36
$12 34 35 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 02 03 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 30 00 66 00 78 00
$1C 3F 00 00 06 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 4F 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 88 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 11 51 00 00
$2F 00 FE 11 53 00 00 00
$30 9D 00 00 00 00 00 00
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$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 F  FF 00 00
```

\$43 FF FF FF 00 00 00 00
\$44 FF FF FF FF FF FF 00
\$45 FF FF FF FF FF FF 00
\$46 FF FF FF FF FF FF 00
\$47 FF FF FF FF FF FF 00
\$48 FF FF FF FF FF FF 00
\$49 FF FF FF FF FF FF 00
\$4A FF FF FF FF FF FF 00
\$4B FF FF FF FF FF FF 00
\$4C FF FF FF FF FF FF 00
\$4D FF FF FF FF FF FF 00
\$4E FF FF FF FF FF FF 00
\$4F FF FF FF FF FF FF 00
\$50 FF FF FF FF FF FF 00
\$51 F0 00 00 F0 00 00 00
\$52 81 FF FF FF 00 00 00
\$53 FF FF FF 00 00 00 00
\$54 82 FF FF 00 00 00 00
\$55 FF FF FF FF FF FF 00
\$67 A0 FF 00 00 00 00 00
\$68 F8 F8 90 C0 00 00 00
\$69 80 FF FF FF FF 00 00
\$6A FF FF FF 00 00 00 00
\$6B FF FF FF FF FF FF 00
\$6C FF FF FF FF FF FF 00
\$6D FF FF FF FF FF FF 00
\$6E FF FF FF FF FF FF 00
\$6F FF FF FF FF FF FF 00
\$70 FF FF FF FF FF FF 00
\$71 FF FF FF FF FF FF 00
\$72 FF FF FF FF FF FF 00
\$73 FF FF FF FF FF FF 00
\$74 FF FF FF FF FF FF 00
\$75 FF FF FF FF FF FF 00
\$76 FF FF FF FF FF FF 00
\$77 FF FF FF FF FF FF 00
\$78 F0 00 00 F0 00 00 00
\$79 81 FF FF FF 00 00 00
\$7A 82 FF FF 00 00 00 00
\$7B FF FF FF FF FF FF 00

\$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
\$02 01 02 03 04
\$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
\$04 01 02 03 04
\$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$06 FF FF FF FF
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$08 FF FF FF FF
\$0D 41 48 35 36 36 36 52 34 33 30 38 33 32 54 54 48
\$0E 01 5A 39 A4
\$0F 41 4A 35 36 36 36 52 34 33 30 39 32 33 33 4C 31
\$10 01 5A 39 A4
\$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$14 FF FF FF FF
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$18 FF FF FF FF
\$21 31 12 66 1A 5E 11 91 9A
\$22 69 82
\$23 32 5A FA FA FA FA 32
\$24 32 5A FA FA FA FA 32
\$25 32 5A FA FA FA FA 32
\$26 32 5A FA FA FA FA 32
\$40 00 00
\$41 3F 00 00 06 00 18
\$42 10 C4
\$43 00 00 8C 80

```
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 04 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 36 39 38 32 32 33 30 5A 42 59 20 20 20 20
$B7 50 AA 01 0F 01
$B8 53 42 67 02 11
$C1 30 46 30 31
$CA 30 46 30 31
$CB 00 E8 A6 86
$CC 00 E8 A6 86
$D1 00 00
$DB 00 00
$DC 00 00
```

FIELD PHOTOGRAPHIC NOTES

DIVISION:	Pontiac	REF#	71-594402934
VIN:	1G2ZG528154		
CLAIMANT'S NAME (LAST, FIRST)			
INSPECTOR:	H. VERNON SMITH, JR		EAA
	215-364-6260		
INSPECTION DATE:	1-29-08	MILEAGE:	41,127

PHOTO ID. NUMBER AND DESCRIPTION

- 1,2. Vehicle and Case ID
18. Odometer reading 41,127
43. Odometer reading 41,132 – 5 mile road test
- 17,19. No dash cluster warning lamps displayed
- 3,45,67,12,13,14,15. No body damage
- 8,9,10,11,33,34. Damaged wheels and tires right side
- 40,41. Right rear wheel chamber alignment out of spec. Rear suspension bent
42. Steering wheel off center
- 31,32,38. Front suspension, no damage evident
- 20,21. Erie Insurance estimate does not include bent R/R suspension
- 22,23,24,25. Steering trouble codes

EAA Inspection Request

Date: 1/28/08

TO: **EAA**

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: eaafc@servicesolutions.spx.com

From: **Stephanie Wissmiller**

PAR Customer Relations Mgr

Email: stephanie_wissmiller@gmexpert.com

Phone: 866-790-5600 ext.

or 866-790-5700 ext.41007

Fax: 866-775-9476

Mailing Address:

GM PAR Investigations

7401 E. Ben White

Building 3

Austin, TX 78741

Vehicle Information

VIN#: **1G2ZG528154**

Year/Make: **2005 Pontiac**

Model: **G6**

Contact's Name: [REDACTED]

Contact's Number: [REDACTED]

Vehicle Location: **O'Neil Buick-GMC**

[REDACTED]
Warminster, PA

If located at a Salvage/Auction Yard:

Ins. Adj. Name:

Phone #:

Claim or Salvage ID #:

Claimant Information

PAR File #: **71-594402934**

Claimant Name: [REDACTED]

Claimant Home #: [REDACTED]

Claimant Work #: [REDACTED]

Claimant Cell #: [REDACTED]

Address: [REDACTED]

Curchville, PA

Required Actions:

- ☒ Advise PAR CRM via voicemail/email of inspection date.
☐ Repair Estimate Required
☒ Review All PAR File information
☒ Contact PAR CRM After Inspection

Please Use Form(s):

<input type="checkbox"/> Accelerator/Throttle Control	<input type="checkbox"/> Restraint-SIR/Seatbelts	<input type="checkbox"/> Seats
<input type="checkbox"/> Brake/ABS/TCS/VSES	<input type="checkbox"/> Side Impact	<input type="checkbox"/> Power Sliding Door
<input checked="" type="checkbox"/> Steering/Suspension/Tires/Wheels	<input type="checkbox"/> Inadvertent Deployment	<input type="checkbox"/> OnStar
<input type="checkbox"/> Engine Exhaust/Odor	<input type="checkbox"/> Transmission/Transaxle	<input type="checkbox"/> OTHER: _____
<input type="checkbox"/> Engine Stalling	<input type="checkbox"/> Thermal Events	

Special Instructions:

Interview Owner? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Vetronix Requested	<input type="checkbox"/> Obtain Fire/Police Report
<input type="checkbox"/> <u>Other (define)</u>		

Investigations can only 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:	Date E-Mailed to SA: _____
From: EAA Field Coordinator	Due Date: _____

EAA SA Use Only

Case Acceptance/Investigation: <input type="checkbox"/> YES <input type="checkbox"/> NO
Please acknowledge acceptance of this case promptly by phone, fax or email.
Date Report Uploaded to EAA FTP SITE: _____

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

Division: Pontiac	Ref# 71-594402934	VIN: 1G2ZG528154	
Claimant's Name (LAST, First)			
Inspected By: H. Vernon Smith, Jr.		Organization: EAA	
Phone: (215) 364-6260 x	Inspection Date: 1-29-08	Mileage at Inspection: 41,127	

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations:

Driver's mother stated her son, [REDACTED] was on Centennial Drive, a residential area in Warminster, PA. Turning at a curve in the road he heard a warning buzzer. All the dash lights came on and the steering locked up. Unable to turn the wheel he hit the curb. Inspection showed no mechanical defects. No dash warning lamp. Per service manager roads snow covered night of incident.

Tech II scan – no PCM or ABS codes. Electronic steering trouble codes C0550 and C0176 displayed. See photos and page 5. Five mile stop/go road test, steering wheel off center to the RIGHT. Normal steering power assist. Please advise O'Neil Service Manager Mike Dedicato, 215-672-0900 GM's position and handling of this matter ASAP.

II INTERVIEW - VEHICLE HISTORY

Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

1. Name, address & phone number of person being interviewed: [REDACTED] Churchville, PA 18966, ph [REDACTED]

2. Prior collision damage (date, description, etc.) None

Repaired

by: _____

3. Describe *existing vehicle conditions* at the time of the incident (e.g. warning lights "On", tires worn, etc.):

Warning buzzer all dash lamps came on.

4. Repairs outside of warranty (what, when, by whom?): unknown

5. Other *vehicle history* information (from person being interviewed or GM Warranty History)? None relevant

6. Last maintenance (date, description, by whom?): Unknown

III INTERVIEW - INCIDENT DETAILS

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: ____ lbs, Load description:

Load location:

Describe the following:	Before the Incident	At the Beginning* and During the Incident
Steering (normal, other)	Normal	Hard steering, not possible to control vehicle
Suspension (normal, other)	Normal	Normal
Engine (normal, other)	Normal	Normal
Transmission (normal, other)	Normal	Normal
Electrical (normal, other)	Normal	Normal
Warning lights/messages	None	All dash lamps came on
Unusual noises (from where?)	None	Warning buzzer
Smoke/steam (from where?)	None	None
Other	None	None

*The beginning of the incident is the start of the sequence which resulted in the incident.

Exact incident location: centennial Dr Warminster PA.

Surface where incident occurred:

Type: Concrete, ASPHALT, Gravel, Crushed Rock, Dirt, or Other? _ Describe:

Condition: Wet, Dry, Icy, or Other? _ If other, specify: Snow

Estimated vehicle speed 15 MPH Source of estimate: Driver's mother, Mrs. Irwin

Incident occurred while: Accelerating, turning, Braking, Coasting, Driving normally: Turning

What did you do after you realized something was wrong? Describe: Continued to try and steer through the bend in the road.

Any other comments or observations that have not been covered? Owner had received GM information letter on electronic steering problems prior to incident.

IV VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

A. Exterior:

Front
Right side
Rear
VIN
Left side

Comments: No damage

B. Corner assemblies, if applicable:

Struts/shocks
Springs
Control arms
Ball joints
Steering knuckles
Axle assemblies

Comments: R/R suspension bent – not included in Erie Insurance repair estimate.

C. Interior:
Instrument panel & odometer

Comments: No warning lamps displayed.

D. Underhood:
Engine compartment
Steering linkage
Steering
Power steering lines/hoses, connections/clamps

Comments: Power

E. Underbody:
Steering linkage
Scrapes or impact damage on the following:
Fuel tank
Tires/Wheels
Etc.

Comments: Right side tires and wheels damaged

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: No

Anything on vehicle which is a modification: No

Anything on vehicle which is unusual, out-of-place, etc.: No

Other relevant information: None

V CHASSIS INSPECTION

Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.

A. STEERING, SUSPENSION, WHEELS, AXLES:

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, and indicate whether or not a photograph was taken.

	OBSERVATIONS/TEST RESULTS
Steering system	Trouble codes in electronic system. Steering wheel off center
Steering linkage	No defects
Gear/rack and pinion	
Steering column, ignition switch, intermediate shaft	No defects
Steering pump, drive, hoses, connections, flow, pressure	
PS fluid level and condition	Electronic steering
Steering knuckle	Normal
Suspension components - LF	Normal
RF	Normal
LR	Normal
RR	Misaligned
Rear axle assembly	No damage
Deformation to the frame	
	OBSERVATIONS/TEST RESULTS
Describe evidence of axle/suspension/ tire contact with frame, body or components	None evident
Describe contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	None evident
Electronic level control system/components	None
Engine (normal, other)	Normal
Electrical (normal, other)	Normal
Warning lights/messages	None
Wheels (damage/impact marks)	Right front & rear wheel and tire damage
Codes/numbers for failed components. Describe	See below
Other Vetronix	No event recorded

B. ECM/PCM

Stored codes? (Y/N) Y If yes, list code number and description.

<u>CODE</u>	<u>COUNTS</u>	<u>DESCRIPTION</u>
<u>C0550</u>	_____	Steering module internal electronic failure
<u>C0170</u>	_____	Steering system thermal error temperature high
_____	_____	_____
_____	_____	_____

Other comments:

C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspensions/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

**CURRENT
CODE****DESCRIPTION**

**HISTORY
CODE****DESCRIPTION**

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments:

3. Other comments:

D. TIRE INSPECTION**1. IDENTIFICATION:**

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	<u>(P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>
LF	<u>Federal</u>	<u>657</u>	<u>215/60R16</u>	<u>27</u>	<u>8</u>
RF	<u>Federal</u>	<u>657</u>	<u>215/60R16</u>	<u>25</u>	<u>8</u>
LR	<u>Federal</u>	<u>657</u>	<u>215/60R16</u>	<u>27</u>	<u>8</u>
RR	<u>Federal</u>	<u>657</u>	<u>215/60R16</u>	<u>26</u>	<u>8</u>

Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF _____

RF SIDEWALL MARKED _____

LR _____

RR SIDEWALL CUT _____

2. TIRE PLACARD DATA:

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

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	215/60R16	30	_____
SPARE TIRE	_____	_____	_____

VI SITE INSPECTION

Make a diagram of the incident scene showing where the vehicle started, the path of the vehicle, and all points of impact. Make measurements and record on the diagram. Inspect the scene for tire marks. Take color pictures and enter comments below. If significant other vehicle or property damage occurred, take pictures of the damage, if possible, and make notes as necessary.

Comments:

Not relevant**VII 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

CDR File Information

Vehicle Identification Number	1G2ZG528154 [REDACTED]
Investigator	H.V.SMITH JR.
Case Number	71-594402934
Investigation Date	Tuesday, January 29 2008
Crash Date	Thursday, January 17 2008
Filename	1G2ZG528154 [REDACTED].CDR
Saved on	Tuesday, January 29 2008 at 10:13:10 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	None

Data Limitations

SDM Recorded Crash Events:

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

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced.

The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

SDM Data Source:

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

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

communication network.

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

Hexadecimal Data

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

```
$01 00 03 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 69 82
$07 00 20 00 00 00 00 00
$08 DC 83 00 00 00 00 00
$09 00 58 58 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 3C 01 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D FF 35 C0 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F BA 00 00 00 00 00 00
$10 47 32 5A 47 35 32 38
$11 31 35 34 31 34 37 36
$12 34 35 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 02 03 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 30 00 66 00 78 00
$1C 3F 00 00 06 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 4F 00 00 00 00 00
$1F 20 00 00 00 00 00 00
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$21 FF 01 00 00 70 00 00
$22 00 88 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
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$2F 00 FE 11 53 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
```

\$43 FF FF FF 00 00 00 00
\$44 FF FF FF FF FF FF 00
\$45 FF FF FF FF FF FF 00
\$46 FF FF FF FF FF FF 00
\$47 FF FF FF FF FF FF 00
\$48 FF FF FF FF FF FF 00
\$49 FF FF FF FF FF FF 00
\$4A FF FF FF FF FF FF 00
\$4B FF FF FF FF FF FF 00
\$4C FF FF FF FF FF FF 00
\$4D FF FF FF FF FF FF 00
\$4E FF FF FF FF FF FF 00
\$4F FF FF FF FF FF FF 00
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\$51 F0 00 00 F0 00 00 00
\$52 81 FF FF FF 00 00 00
\$53 FF FF FF 00 00 00 00
\$54 82 FF FF 00 00 00 00
\$55 FF FF FF FF FF FF 00
\$67 A0 FF 00 00 00 00 00
\$68 F8 F8 90 C0 00 00 00
\$69 80 FF FF FF FF 00 00
\$6A FF FF FF 00 00 00 00
\$6B FF FF FF FF FF FF 00
\$6C FF FF FF FF FF FF 00
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\$73 FF FF FF FF FF FF 00
\$74 FF FF FF FF FF FF 00
\$75 FF FF FF FF FF FF 00
\$76 FF FF FF FF FF FF 00
\$77 FF FF FF FF FF FF 00
\$78 F0 00 00 F0 00 00 00
\$79 81 FF FF FF 00 00 00
\$7A 82 FF FF 00 00 00 00
\$7B FF FF FF FF FF FF 00

\$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
\$02 01 02 03 04
\$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
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\$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$06 FF FF FF FF
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$08 FF FF FF FF
\$0D 41 48 35 36 36 36 52 34 33 30 38 33 32 54 54 48
\$0E 01 5A 39 A4
\$0F 41 4A 35 36 36 36 52 34 33 30 39 32 33 33 4C 31
\$10 01 5A 39 A4
\$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$14 FF FF FF FF
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$18 FF FF FF FF
\$21 31 12 66 1A 5E 11 91 9A
\$22 69 82
\$23 32 5A FA FA FA FA 32
\$24 32 5A FA FA FA FA 32
\$25 32 5A FA FA FA FA 32
\$26 32 5A FA FA FA FA 32
\$40 00 00
\$41 3F 00 00 06 00 18
\$42 10 C4
\$43 00 00 8C 80


```
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 04 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 36 39 38 32 32 33 30 5A 42 59 20 20 20 20
$B7 50 AA 01 0F 01
$B8 53 42 67 02 11
$C1 30 46 30 31
$CA 30 46 30 31
$CB 00 E8 A6 86
$CC 00 E8 A6 86
$D1 00 00
$DB 00 00
$DC 00 00
```

FIELD PHOTOGRAPHIC NOTES

DIVISION:	Pontiac	REF#	71-594402934
VIN:	1G2ZG528154		
CLAIMANT'S NAME (LAST, FIRST)			
INSPECTOR:	H. VERNON SMITH, JR		EAA
	215-364-6260		
INSPECTION DATE:	1-29-08	MILEAGE:	41,127

PHOTO ID. NUMBER AND DESCRIPTION

- 1,2. Vehicle and Case ID
18. Odometer reading 41,127
43. Odometer reading 41,132 – 5 mile road test
- 17,19. No dash cluster warning lamps displayed
- 3,45,67,12,13,14,15. No body damage
- 8,9,10,11,33,34. Damaged wheels and tires right side
- 40,41. Right rear wheel chamber alignment out of spec. Rear suspension bent
42. Steering wheel off center
- 31,32,38. Front suspension, no damage evident
- 20,21. Erie Insurance estimate does not include bent R/R suspension
- 22,23,24,25. Steering trouble codes

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION**

STEERING, SUSPENSION, AXLE, TIRE & WHEEL SYSTEMS

Division: Pontiac	Ref# 71-594402934	VIN: 1G2ZG528154
Claimant's Name (LAST, First)		
Inspected By: H. Vernon Smith, Jr.	Organization: EAA	
Phone: (215) 364-6260 x	Inspection Date: 1-29-08	Mileage at Inspection: 41,127

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations:

Driver's mother stated her son, [REDACTED] was on Centennial Drive, a residential area in Warminster, PA. Turning at a curve in the road he heard a warning buzzer. All the dash lights came on and the steering locked up. Unable to turn the wheel he hit the curb. Inspection showed no mechanical defects. No dash warning lamp. Per service manager roads snow covered night of incident.

Tech II scan – no PCM or ABS codes. Electronic steering trouble codes C0550 and C0176 displayed. See photos and page 5. Five mile stop/go road test, steering wheel off center to the RIGHT. Normal steering power assist. Please advise O'Neil Service Manager Mike Dedicato, 215-672-0900 GM's position and handling of this matter ASAP.

II INTERVIEW - VEHICLE HISTORY

Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

1. Name, address & phone number of person being interviewed: Mrs. Irwin, 805 New Road, Churchville, PA 18966, ph. 215-393-7706

2. Prior collision damage (date, description, etc.) None

Repaired

by: _____

3. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", tires worn, etc.):

Warning buzzer all dash lamps came on.

4. Repairs outside of warranty (what, when, by whom?): unknown

5. Other vehicle history information (from person being interviewed or GM Warranty History)? None relevant

6. Last maintenance (date, description, by whom?): Unknown

III INTERVIEW - INCIDENT DETAILS

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: ____ lbs, Load description:

Load location:

Describe the following:	Before the Incident	At the Beginning* and During the Incident
Steering (normal, other)	Normal	Hard steering, not possible to control vehicle
Suspension (normal, other)	Normal	Normal
Engine (normal, other)	Normal	Normal
Transmission (normal, other)	Normal	Normal
Electrical (normal, other)	Normal	Normal
Warning lights/messages	None	All dash lamps came on
Unusual noises (from where?)	None	Warning buzzer
Smoke/steam (from where?)	None	None
Other	None	None

*The beginning of the incident is the start of the sequence which resulted in the incident.

Exact incident location: centennial Dr Warminster PA.

Surface where incident occurred:

Type: Concrete, ASPHALT, Gravel, Crushed Rock, Dirt, or Other? _ Describe:

Condition: Wet, Dry, Icy, or Other? _ If other, specify: Snow

Estimated vehicle speed 15 MPH Source of estimate: Driver's mother, Mrs. Irwin

Incident occurred while: Accelerating, turning, Braking, Coasting, Driving normally: Turning

What did you do after you realized something was wrong? Describe: Continued to try and steer through the bend in the road.

Any other comments or observations that have not been covered? Owner had received GM information letter on electronic steering problems prior to incident.

IV VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

A. Exterior:

Front
Right side
Rear
VIN
Left side

Comments: No damage

B. Corner assemblies, if applicable:

Struts/shocks
Springs
Control arms
Ball joints
Steering knuckles
Axle assemblies

Comments: R/R suspension bent – not included in Erie Insurance repair estimate.

C. Interior:
Instrument panel & odometer

Comments: No warning lamps displayed.

D. Underhood:
Engine compartment
Steering linkage
Steering
Power steering lines/hoses, connections/clamps

Comments: Power

E. Underbody:
Steering linkage
Scrapes or impact damage on the following:
Fuel tank
Tires/Wheels
Etc.

Comments: Right side tires and wheels damaged

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: No

Anything on vehicle which is a modification: No

Anything on vehicle which is unusual, out-of-place, etc.: No

Other relevant information: None

V CHASSIS INSPECTION

Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.

A. STEERING, SUSPENSION, WHEELS, AXLES:

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, and indicate whether or not a photograph was taken.

	OBSERVATIONS/TEST RESULTS
Steering system	Trouble codes in electronic system. Steering wheel off center
Steering linkage	No defects
Gear/rack and pinion	
Steering column, ignition switch, intermediate shaft	No defects
Steering pump, drive, hoses, connections, flow, pressure	
PS fluid level and condition	Electronic steering
Steering knuckle	Normal
Suspension components - LF	Normal
RF	Normal
LR	Normal
RR	Misaligned
Rear axle assembly	No damage
Deformation to the frame	
	OBSERVATIONS/TEST RESULTS
Describe evidence of axle/suspension/ tire contact with frame, body or components	None evident
Describe contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	None evident
Electronic level control system/components	None
Engine (normal, other)	Normal
Electrical (normal, other)	Normal
Warning lights/messages	None
Wheels (damage/impact marks)	Right front & rear wheel and tire damage
Codes/numbers for failed components. Describe	See below
Other Vetronix	No event recorded

B. ECM/PCM

Stored codes? (Y/N) Y If yes, list code number and description.

<u>CODE</u>	<u>COUNTS</u>	<u>DESCRIPTION</u>
<u>C0550</u>	_____	Steering module internal electronic failure
<u>C0170</u>	_____	Steering system thermal error temperature high
_____	_____	_____
_____	_____	_____

Other comments:

C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspensions/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

**CURRENT
CODE****DESCRIPTION**

**HISTORY
CODE****DESCRIPTION**

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments:

3. Other comments:

D. TIRE INSPECTION**1. IDENTIFICATION:**

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	<u>(P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>
LF	<u>Federal</u>	<u>657</u>	<u>215/60R16</u>	<u>27</u>	<u>8</u>
RF	<u>Federal</u>	<u>657</u>	<u>215/60R16</u>	<u>25</u>	<u>8</u>
LR	<u>Federal</u>	<u>657</u>	<u>215/60R16</u>	<u>27</u>	<u>8</u>
RR	<u>Federal</u>	<u>657</u>	<u>215/60R16</u>	<u>26</u>	<u>8</u>

Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF _____

RF SIDEWALL MARKED _____

LR _____

RR SIDEWALL CUT _____

2. TIRE PLACARD DATA:

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

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	215/60R16	30	_____
SPARE TIRE	_____	_____	_____

VI SITE INSPECTION

Make a diagram of the incident scene showing where the vehicle started, the path of the vehicle, and all points of impact. Make measurements and record on the diagram. Inspect the scene for tire marks. Take color pictures and enter comments below. If significant other vehicle or property damage occurred, take pictures of the damage, if possible, and make notes as necessary.

Comments:

Not relevant**VII 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

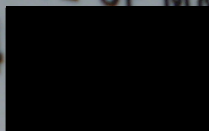
☒

Data Downloads

☐

Other Records

1G2ZG528154



TYPE: PASS CAR

71-594402934

THIS VEHICLE CONFORMS TO ALL
VEHICLE SAFETY, BUMPER, AND
EFFECT ON THE DATE OF MANUFACTURE
1G2ZG528154 [REDACTED]

015011



PONTIAC
DAVIS
RICHMOND, PA

G6

V6

CALIFORNIA INSTITUTE
OF ELECTRIC
2010





























41127 MI



ERIE INSURANCE GROUP
ERIE INSURANCE
P.O. BOX 395
SOUTHAMPTON, PA 18966-3518
(215)357-2394 Fax: (215)357-2941

010190231273001
1q100800

ESTIMATE OF RECORD

Written By: THOMAS WEBER #136765 01/22/2008 09:48 AM
Adjuster: JEN SUSMAN (888)822-3743

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]

Claim [REDACTED]
Policy [REDACTED]
Date of Loss: 01/17/2008 at 05:05 PM

Evening: CHURCHVILLE, PA [REDACTED]
Day: [REDACTED]

Type of Loss: Collision
Point of Impact: 21. Undercarriage

Inspect O'NEIL BUICK
Location: 869 W. STREET RD
WARMINSTER, PA

REPAIR SHOP

Repair O'NEIL BUICK
Facility: 869 W. STREET RD
WARMINSTER, PA

Business: (215)672-0900
1 Days to Repair
License #

2005 PONT G6 6-3.5L-FI 4D SED blk Int:

VIN: 1G2ZG528154 [REDACTED]	Lic: [REDACTED]	PA Prod Date:	Odometer: 41127
Air Conditioning	Rear Defogger	Tilt Wheel	
Cruise Control	Intermittent Wipers	Keyless Entry	
Body Side Moldings	Dual Mirrors	Console/Storage	
Fog Lamps	Clear Coat Paint	Power Steering	
Power Brakes	Power Windows	Power Locks	
Power Mirrors	Power Trunk/Tailgate	AM Radio	
FM Radio	Stereo	Search/Seek	
CD Player	Driver Air Bag	Passenger Air Bag	
4 Wheel Disc Brakes	Cloth Seats	Bucket Seats	
Recline/Lounge Seats	Automatic Transmission	Overdrive	
Full Wheel Covers			

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		WHEELS					
2**	Repl	RECOND RT/Front Wheel, alloy 16"	1	185.00	m	Incl.	
3**	Repl	RECOND RT/Rear Wheel, alloy 16"	1	185.00	m	Incl.	
N 4**	Repl	A/M r/frt tire federal 215-60-16	1	99.39			
5#		network tire 800-342-0004	1				
6#	Subl	Four Wheel Alignment	1	69.95	T		
7#		tire tax	2	2.00	X		

ESTIMATE OF REPAIRS
2025 FORD 66 6-3.3L-FI 40 250 bix 10x1

01019023127001
19100000

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
88		Tire Valve/Stem	2	3.00	T	
98	Subl	Tire disposal	1	2.00	N	
108		Tire Mount/Balance	2	29.90	T	
118		//// r/s suspension open, alignment to determine if any add'l	1			
128		shop to call for supplement.	1			
Subtotals ==>				576.24	0.0	0.0

Line 4 : 0 depreciation

Estimate Notes:

A/P WITH HARRY AT SHOP FOR REPAIR & RENTAL DAYS, PRIOR DENT TO DECLID

Parts	469.39
Sublet/Misc.	106.85
SUBTOTAL	\$ 576.24
Sales Tax	\$ 576.24 @ 6.0000% 34.57
TOTAL COST OF REPAIRS	\$ 610.81
ADJUSTMENTS:	
Deductible	800.00
TOTAL ADJUSTMENTS	\$ 800.00
NET COST OF REPAIRS	\$ 110.81

Vehicle owner must authorize all repairs. ERIE INSURANCE reserves the right to reinspect all supplements before payment is made. THIS IS NOT AN AUTHORIZATION TO REPAIR.

Steering

F0: Diagnostic Trouble Codes (DTC)

F1: Data Display

F2: Special Functions

F3: Snapshot

DTC Information

ECU Name	Status
Power Steering Control Mo	2

1 / 1
Power Steering Control Module

DTCs Sorted By Priority

Power Steering Control Module

C0550

Symptom 39

Electronic Control Unit (ECU)

Performance Internal Electronic Failure

Last Test:

Passed

This Ignition:

Passed

Since Clear:


Passed

History

1 / 2

Clear
DTCs

DTCs Sorted By Priority



Power Steering Control Module

C0176

Symptom 54

System Thermal Error Temperature High

Last Test:

Passed

This Ignition:

Passed

Since Clear:

Passed

History

2 / 2



Clear
DTCs

Brakes

F0: Diagnostic Trouble Codes (DTC)

F1: Data Display

F2: Special Functions

F3: Snapshot

F4: Module ID Information

DTC Information

ECU Name	Status
----------	--------

Body Control Module	1
---------------------	---

EBCM	1
------	---

PCM	0
-----	---

1 / 3

Body Control Module

DLC Pin : 14, 6

Restart

View All
DTCs

DTCs Sorted By Priority

EBCM

C0550

Symptom 00

Electronic Control Unit (ECU)
Performance

Last Test:

Passed

This Ignition:

Passed

Since Clear:

Passed
History

Vehicle Identification
Select one of the following
Service Categories

Engine Controls

Engine Cooling

Engine Electrical

DTC Information

ECU Name

Status

PCM

0

PCM

1 / 1

Restart

View All
DTCs

DLC Pin : 14, 6





















ROTARY
LIFT

O'Neil

ROTARY LIFT

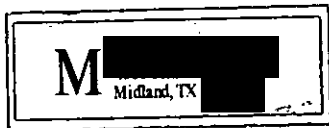






MPH

41132 MI



MIDLAND / ODESSA
TX 797
18 DEC 2007 PM 2 L



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

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

DEC 24 2007

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted:

12/18/07

17-Digit Vehicle Identification Number (VIN):

1G1ZT54855F

Mileage at Time of Repair:

28482

Date of Repair:

10-23-07

Claimant Name (please print):

Street Address or PO Box Number:

City:

Midland

State:

TX

ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$

646.66

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:
1-800-204-0251



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).



ALL AMERICAN THEATRES
4100 WEST HALL STREET
MIDLAND, TX. 79703

TERMINAL I.D. 00173406150-101500

MERCHANT # 9506146122

MASTERCARD

SALE

RECORD #: 17 INV: 000017
DATE: OCT 23, 07 TIME: 13:12
BATCH: 822 AUTH: 992912

TOTAL \$646.66

REV RECEIPT

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

1003799

123009

ALL AMERICAN CHEVROLET
OF MIDLAND #114100 W. Wall Street
Midland, TX 79703
Phone: (432) 694-9601
Fax: (432) 681-1013

INVOICE

PAGE 1

MIDLAND, TX

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 484 KEVIN HILLIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GALAXY-SII	05	CHEVROLET MALIBU	1G1ZT54855F		corrected 78482/28482	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
11DEC04	IS		18:00 25OCT07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:5F176034 DLR:07375 1) LIFETIME OIL STANDARD, LSSP, 274182				
08:58	17OCT07	11:42	23OCT07			

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

A CUSTOMER STATES THAT STEERING WHEEL MAKES A POPPING CRUNCHING SOUND
CAUSE: EXCESSIVE PLAY IN THE STEERING COLUMN

STEER STEERING

80985 CCRC

1 12346241 LUBRICANT

1 15926870 COLUMN

183.00 183.00

13.85 13.85 13.85

368.33 368.33 368.33

78482 EXCESSIVE PLAY IN THE STEERING COLUMN 80985-I TEST DROVE VEHICLE TO CONFIRM COMPLAIN I THEN CHECKED SI FOR BULLETINS AND FOUND DOC ID 1973984 FOR CLUNK/KNOCK NOISE AT STEERING THE DOCUMENT STATES SPRAY GREASE INTO I SHAFT I SPRAYED GREASE INTO I SHAFT AND TEST DROVE AND NOISE IS STILL THERE I THEN USED THE CHASIE EARS AND HEARD NOISE AT STEERING COLUMN. REPLACED STEERING COLUMN DUE TO EXCESSIVE PLAY CAUSING CLUNK NOISE IN STEERING.

B CUSTOMER STATES THAT COOLANT LIGHT IS ON SEEM LOW ON FLUID

EL ELECTRICAL

80985 CCRC

78482

ORIGINAL
0.00 0.00

CHEVROLET

C** 2-WHEEL ALIGNMENT

CAUSE: ALIGN COMPLETED

2WA 2-WHEEL ALIGNMENT

20501 CCRC

49.95 49.95

78482 ALIGN COMPLETED FRT ENDALIGN COMPLETED 20501 1.0

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL. IF YOU'RE UNABLE TO MARK COMPLETELY SATISFIED TO ALL THE QUESTIONS, PLEASE, CONTACT OUR SERVICE MANAGER.

YOUR SATISFACTION IS OUR #1 GOAL. THANK YOU FOR CHOOSING ALL AMERICAN CHEVROLET.

ALL AMERICAN CHEVROLET
OF MIDLAND

*I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or initials

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C. § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	232.95
PARTS AMOUNT	382.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE FEE	0.00
TOTAL CHARGES	615.13
LESS INS/DED/DIS	0.00
SALES TAX	31.53
PLEASE PAY THIS AMOUNT	646.66

CUSTOMER COPY

003799

124214

ALL AMERICAN CHEVROLET
OF MIDLAND #11
4100 W. Wall Street
Midland, TX 79703
Phone: (432) 694-9601
Fax: (432) 681-1013

INVOICE

PAGE 1

MIDLAND, TX

HOME [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 68693 JUSTIN BUILTA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GALAXY-SII	05	CHEVROLET MALIBU	1G1ZT54855F [REDACTED]		29474/29474	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
11DEC04 IS			18:00 07NOV07		0.00	CASH	08NOV07
R.O. OPENED		READY		OPTIONS: STK:5F176034 DLR:07375 1) LIFETIME OIL STANDARD, LSSP, 274182			

10:10 07NOV07 13:28 08NOV07

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

A CUSTOMER STATES: CHECK FOR NOISE IN STEERING COLUMN WHILE DRIVING

CAUSE: BOLT MISSING

STEER STEERING

80985 WCM4

(N/C)

29474 MISSING BOLT DUPLICATED CUSTOMER COMPLAINT THEN REMOVED
STEERING WHEEL KICK PANEL AND FOUND THAT THERE WAS A MISSING BOLT FOR
THE STEERING COLUMN TO THE CROSS MEMBER INSERTED NEW BOLT THEN
REASSEMBLED

YOU MAY RECEIVE A SATISFACTION SURVEY BY
MAIL. IF YOU'RE UNABLE TO MARK COMPLETELY
SATISFIED TO ALL THE QUESTIONS, PLEASE
CONTACT OUR SERVICE MANAGER.
YOUR SATISFACTION IS OUR #1 GOAL. THANK YOU
FOR CHOOSING ALL AMERICAN CHEVROLET.

CHEVROLET

ORIGINAL

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or initials"

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

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STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C. §1, et seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

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

[REDACTED] DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE FEE	0.00
TOTAL CHARGES	0.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

February 7, 2011

[REDACTED]
Midland, TX [REDACTED]

Service Request: 71-594483994
Customer Relationship Specialist: Anne Parks

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. 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 \$581.72.

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

Sincerely,

Chevrolet Customer Assistance Center

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

North American Operations

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

GM

CHECK

No.50-837
213DATE
01/23/08

*****581 DOLLARS

****72 CENTS

AMOUNT
*****581.72PAY
TO THE
ORDER
OF

MIDLAND TX

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

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT
DATE

01/23/08

VENDOR
DUNS NO. BB 000000200

VENDOR NAME

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT54855F

01/22/08
71-594483994VM 1-9TYPH
.1-9TYPH

00.0000

581.72

.00

581.72

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

H3

TOTAL

581.72

.00

581.72

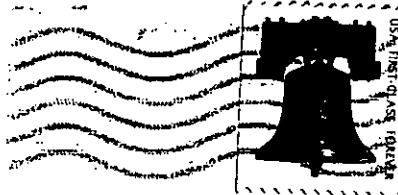


MIDLAND / ODESSA

TX 797 1 1

28 JAN 2008 PM

Midland, TX



JAN 31 2008

Anne Parks Customer Asst. Specialist
Chevrolet Division General Motors Corp.
P.O. Box 33170
Detroit, Mi 48232-5170

48232+3170

ANNE PARKS:

1/28/08

Thank you so much
for your time and
work you put in on
my car claim -

I appreciate you
so much - I am
a 74 year old widow
with a fixed income
with health issues -

I received my check
in the mail Saturday
Jan 26/08

a happy Customer

Midland TX

North American Operations

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

GM

CHECK No. [REDACTED]

50-937
213DATE
01/24/08

*****579 DOLLARS

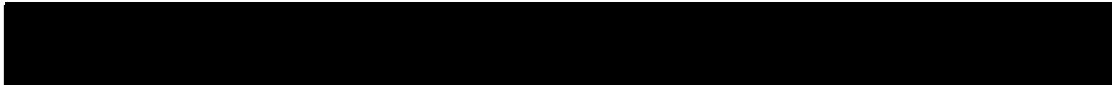
***62 CENTS

AMOUNT
*****579.62PAY
TO THE
ORDER
OF

LYNCHBURG SC [REDACTED]

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

AUDIT

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/24/08

VENDOR
DUNS NO. BB 000000320

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

161ZT54805F [REDACTED]

01/23/08
.71-594586VM 1-9U6TBC
10.1-9U6TBC

00.0000

579.62

.00

579.62

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

H3

TOTAL

579.62

.00

579.62

COLUMBIA SC 292

20 DEC 2007 PM 2.1

DEC 24 2007

USA 41



Lynchburg, S.C.

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 10/16/06

17-Digit Vehicle Identification Number (VIN): 1G1ZT54805F [REDACTED]

Mileage at Time of Repair: 45,984 Date of Repair: 10/16/06

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Lynchburg State: S.C. ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 579.62

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





NEWSOME OF FLORENCE, INC

2189 DAVID McLEOD BLVD.

FLORENCE, S.C. 29501

(843) 662-8711



Mercedes-Benz



COPY

CUSTOMER NO. 123417	ADDRESS JESSE	TAG NO. 204 2741	INVOICE DATE 10/16/06	INVOICE NO. CVCS113500
TIMMONSVILLE, SC	LABOR RATE	LICENSE NO.	WEA 45,984	STOCK NO.
	YEAR/MAKE/MODEL	05/CHEVROLET/Malibu		DELIVERY DATE
	VEHICLE I.D. NO.	1 G 1 Z T 5 4 8 0 5 F		DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/12/06	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			
				MO: 45984

LABOR & PARTS
1 17CVZ STEERING DEPARTMENT HOURS 2.50 TECH 286 180.00
OWNER STATES THAT THE VEH LOOSES POWER STEERING AT TIMES.
PLEASE CHECK AND ADVISE.
CHECKED AND FOUND TORQUE SENSOR FAULTY.
REMOVED AND REPLACED STEERING COLUMN. RESET LIGHTS &
CALIBRATED SESNORS.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15926870	COLUMN 6.518	359.00
JOB # 1 TOTAL PARTS				359.00
JOB # 1 TOTAL LABOR & PARTS				539.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SHOP SUPPLIES	
TOTAL - MISC			18.00

TOTALS

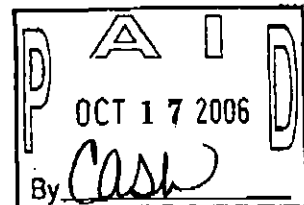
PAYMENT: CHARGE CASH CHECK VISA/MASTER CARD / AMEX

*** OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED ***

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

TOTAL LABOR	180.00
TOTAL PARTS	359.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	18.00
TOTAL MISC DISC	0.00
TOTAL TAX	22.62

TOTAL INVOICE \$ 579.62



February 7, 2011

[REDACTED]
Lynchburg, SC [REDACTED]

Service Request: 71-594586610
Customer Relationship Specialist: Jane West

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$579.62.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

CHECK

No. [REDACTED]


50-937
213DATE
02/07/08

*****169 DOLLARS

****60 CENTS

AMOUNT
*****169.60PAY
TO THE
ORDER
OF

MIRAMAR FL [REDACTED]

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

AUDIT

VENDOR
DUNS NO. BB 000000629

1

VENDOR NAME [REDACTED]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/07/08

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH528654 [REDACTED]	02/06/08 71-594765503.1-9V85HQ	VH 1-9V85HQ	00.0000	169.60	.00	169.60

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

W3

TOTAL

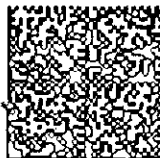
169.60

.00

169.60

Miramar FL

DEC 28 2007



UNITED STATES POSTAGE
PITNEY BOWES
02 1P \$ 000.410
0002180028 DEC 19 2007
MAILED FROM ZIP CODE 33160

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-18-07

17-Digit Vehicle Identification Number (VIN): 1G2ZH5286S4

Mileage at Time of Repair: 44371 Date of Repair: 11-17-07

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: Miramar State: FL ZIP Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ 160.00

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: _____

Please mail this claim form and the required documents to:

Reimbursement Department

P.O. Box 33170

Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:

1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

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

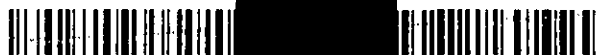
Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

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

If your claim is:

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

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





DATE 11/17/02	TIME RECEIVED AM PM	TIME PROMISED AM PM	INVOICE NO 10352
NAME [REDACTED]			PHONE WHEN READY <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
ADDRESS [REDACTED]			
CITY Miami	STATE FL		[REDACTED]

[illegible]

ORDERED BY

February 7, 2011

[REDACTED]

Miramar, FL [REDACTED]

Service Request: 71-594765503

Customer Relationship Specialist: Celeste Rodela

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the loss of power steering that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$169.60.

In order to assure completion of this special coverage, we are requesting that you contact your local dealership to set up an appointment to have your vehicle inspected.

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

Sincerely,

Pontiac Customer Assistance Center

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

North American Operations

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

GM

CHECK No. [REDACTED]

50-837
213DATE
01/24/08

*****557 DOLLARS

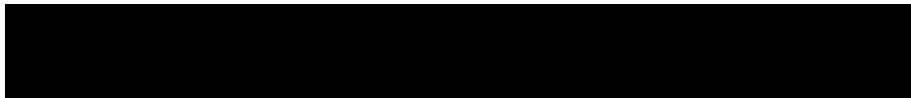
****26 CENTS

AMOUNT
*****557.26PAY
TO THE
ORDER
OF

HERMANN MO [REDACTED]

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

AUDIT

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/24/08

VENDOR
DUNS NO. BB 000000246

1

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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1G1ZT528X5F [REDACTED]	01/23/08 71-594803587.1-9U4HVZ	VH 1-9U4HVZ	00.0000	557.26	.00	557.26
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

M3

TOTAL

557.26

.00

557.26

February 7, 2011

[REDACTED]
[REDACTED]
Hermann, MO [REDACTED]

Service Request: 71-594803587

Customer Relationship Specialist: Roxy King

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. 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 \$557.26.

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.

Hermann, Mo

MID-MISSOURI P&DF
MO 652
19 DEC 2007 PM 1 T



DEC 24 2007

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: Dec. 14, 2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT528X5F [REDACTED]

Mileage at Time of Repair: 10,001 Date of Repair: 3/29/07

Claimant Name (please print) [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Hermann State: MO ZIP Code: [REDACTED]

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

Evening Telephone Number (include Area Code): Same as above

Amount of Reimbursement Requested: \$ 1025.26

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

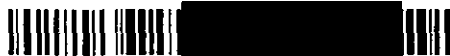
Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

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

If your claim is:

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

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



Repair Order #

34082

Estimate Ref # 0

Date Printed: 03/23/2007

7:56 am

Maczuk Chevrolet

1305 Hwy 19 PO Box 313

Hermann, MO 65041-0000

Phone: (573) 486-8890

Fax: (573) 486-3396

Page 1 of 1

COPY

Maczuk Chevrolet

Repair Order

Hat/ref #

Promised Time:

2005 CHEVROLET MALIBU LS V6 3.5L 211CID FI GAS N 8

VIN: 1G1ZT528X5F

Date Written: 03/20/2007

HERMANN MO

License:

Mileage In: 60,011

Written By: HOLLY

Unit #:

Mileage Out: 60,011

Save Old Parts: No

DOM:

Job #1

BRAKE ROTORS

Labor -- CUST PAY C

Work Requested - TEST DRIVE CUSTOMERS STATES
ROTORS BAD.

1.00

\$68.00

\$68.00

Work Performed - TURN ROTORS ON CAR

SubTotal:

\$68.00

Job #2

POWER STEERING IS INOP. AFTER
DRIVING. TEST DR...

Labor CUST PAY C

Work Requested - POWER STEERING IS INOP. AFTER
DRIVING. TEST DRIVE

2.50

\$68.00

\$170.00

Work Performed - FOUND FAULT CODE C0545 STEERING WHEEL TORQUE INPUT
SENS... TEST SYSTEM AND REMOVE AND REPLACE STEERING COLUMN.

Part 88967179

COLUMN

1.00

\$359.00

\$359.00

SubTotal:

\$529.00

using only the supplied parts may void any warranties on labor of repair as determined by shop

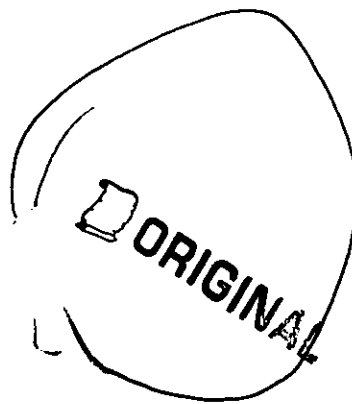
lessor's use

lessee's usage thereof. proof of insurance is required to rent any cars

9882

8 / 08

Parts:	\$359.00
Labor:	\$238.00
Sublet:	\$0.00
Misc:	\$0.00
Discount:	\$0.00
Hazmat:	\$5.00
Supplies:	\$0.00
Tax:	\$23.26
Total:	\$625.26



RECEIVED IN
LIBRARY OF
THE
U.S. DEPT. OF
COMMERCE

RECEIVED IN
LIBRARY OF
THE
U.S. DEPT. OF
COMMERCE

RECORD NUMBER 302
FBI
FBI
FBI
FBI

625.26

PLEASE PRINT CARD

1-1-1961
1-1-1961
1-1-1961
1-1-1961

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

February 7, 2011

[REDACTED]

Abilene, TX [REDACTED]

Service Request: 71-594817629

Customer Relationship Specialist: Gavin Sanders

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the power 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 \$106.00.

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.

Abilene TX

ABILENE TX 796

20 DEC 2007 PM 2 L



Reimbursement Department
PO BOX 33170
Detroit, MI
48232-5170

DEC 24 2007

48232-5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/9/07

17-Digit Vehicle Identification Number (VIN): 1G1Z552F758 [REDACTED]

Mileage at Time of Repair: 50699 Date of Repair: 6/8/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Abilene State: TX ZIP Code: [REDACTED]

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

Evening Telephone Number (include Area Code): 11 41

Amount of Reimbursement Requested: \$ 130

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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





LAWRENCE HALL CHEVROLET CADILLAC BUICK PONTIAC GMC

1385 So. Danville
ABILENE, TEXAS 79605
325-695-8800
1-800-568-7158



CELL: [REDACTED]

CUSTOMER NO. 100537	ADVISOR LON BEASLEY	TAG NO. 150 1031	INVOICE DATE 06/08/07	INVOICE NO. CVCS421215
ABILENE, TX [REDACTED]	LICENSE NO.	MILEAGE 50,699	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G 1 Z S 5 2 F 7 5 F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/06/07	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 50699

JOB# -1 CHARGES

LABOR-----
J# 1 45CVZ STEERING/SUSPENSION TECH(S):113 160.00
CUST STATES POWER STEERING INOP. CUST CAN CYCLE IGNITION
SWITCH AND POWER STEERING WILL BE OK AWHILE----ADVISE
AUTH #462405-20735 FOR 1245.50 INCLUDES 2 DAY RENTAL
CUST OWES 100.00 DEDUCT PLUS 30.00 FOR ALIGNMENT
AMERICAN FINANCIAL WARRANTY-FAX 281-334-4811
FOUND CODES C0545, C0460, U2109. STEERING SENSOR SHORTED.
INSTALLED STEERING COLUMN.

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

JOB# 1 TOTALS-----
LABOR 160.00
PARTS 359.00

JOB# 2 CHARGES-----
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 519.00

LABOR-----
J# 2 45CVZ03 SUSPENSION CONCERN TECH(S):113 104.00
CUST STATES BUMPING NOISE COMING FRT END /STEERING WHEN
HITTING BUMPS-----ADVISE
FOUND STEERING GEAR BUSHINGS WORN CAUSING NOISE.
INSTALLED GEAR.

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

JOB# 2 TOTALS-----
LABOR 104.00
PARTS 272.35

JOB# 3 CHARGES-----
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 376.35

LABOR-----
J# 3+02CVZ QUALITY CONTROL TECH(S):144
COMPLETE A QUALITY CONTROL CHECK+
QUALITY CONTROL COMPLETED

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
LABOR-----
J# 4+45CVZ09 SHOCKS/STRUTS TECH(S):113 96.00
LT FRT SHOCK LEAKING OIL

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

ORIGINAL

"Our Goal at Lawrence Hall Chevrolet is to exceed your expectations."



LAWRENCE HALL CHEVROLET CADILLAC BUICK PONTIAC GMC

1385 So. Danville
ABILENE, TEXAS 79605
325-695-8800
1-800-568-7158



CELL: [REDACTED]

CUSTOMER NO. 100537	ADVISOR LON BEASLEY	TAG NO. 150 1031	INVOICE DATE 06/08/07	INVOICE NO. CVCS421215
[REDACTED]	LICENSE NO.	MILEAGE 50,699	COLOR /	STOCK NO.
ABILENE, TX	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G 1 Z S 5 2 F 7 5 F	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE 06/06/07	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 50699

FOUND RT FRT STRUT-LEAKING.
INSTALLED STRUT.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT	PRICE
	1	22716369	*ABSORBER 7.395		146.06
TOTAL - PARTS					146.06

JOB# 4 TOTALS	LABOR	96.00
	PARTS	146.06

JOB# 5 CHARGES	JOB# 4 JOURNAL PREFIX CVCS	JOB# 4 TOTAL	242.06
----------------	----------------------------	--------------	--------

LABOR			
J# 5+45CVZ06	4 WHEEL ALIGNMENT	TECH(S):113	89.95
	4 WHEEL ALIGNMENT		
	RECOMMENDED SERVICE		
	PERFORM 4 WHEEL ALIGNMENT		

JOB# 5 TOTALS	LABOR	89.95
---------------	-------	-------

JOB# 6 CHARGES	JOB# 5 JOURNAL PREFIX CVCS	JOB# 5 TOTAL	89.95
----------------	----------------------------	--------------	-------

LABOR			
J# 6+70CVZ13	RENTAL	TECH(S):144	
	L-H RENTAL		

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	
	200547	142133	06/08/07	RENTAL	RA#142133	60.00
	200547	142133	06/11/07	RENTAL		INTERNAL
TOTAL - SUBLET						60.00

JOB# 6 TOTALS	SUBLET	60.00
---------------	--------	-------

JOB# 6 JOURNAL PREFIX CVCS	JOB# 6 TOTAL	60.00
----------------------------	--------------	-------

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



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LAWRENCE HALL CHEVROLET CADILLAC BUICK PONTIAC GMC

1385 So. Danville
ABILENE, TEXAS 79605
325-695-8800
1-800-568-7158



CELL: [REDACTED]

CUSTOMER NO. 100537	ADVISOR LON BEASLEY	TAG NO. 150 1031	INVOICE DATE 06/08/07	INVOICE NO. CVCS421215
[REDACTED] ABILENE, TX	LICENSE NO.	MILEAGE 50,699	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G 1 Z S 5 2 F 7 5 F	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE 06/06/07	
RESIDENCE PHONE [REDACTED]	COMMENTS			

MO: 50699

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMEX [] CHARGE COUPON [] PO *

TOTAL LABOR.... 449.95
TOTAL PARTS.... 777.41
TOTAL SUBLET... 60.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 64.14

TOTAL INVOICE \$ 1351.50

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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

ORIGINAL

"Our Goal at Lawrence Hall Chevrolet is to exceed your expectations."

Front

Back

COPY

North American Operations

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

GM

CHECK


No. [REDACTED]50-937
213DATE
01/24/08

*****106 DOLLARS

****00 CENTS

AMOUNT
*****106.00PAY
TO THE
ORDER
OF

ABILENE TX [REDACTED]

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

AUDIT

VENDOR
DUNS NO

BB 000000176

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/24/08

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZS52F75F [REDACTED]

01/23/08
71-594817629.1VM 1-9U509A
1-9U509A

00.0000

106.00

.00

106.00

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

M3

TOTAL

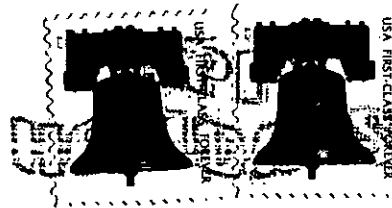
106.00

.00

106.00

Rahway, NJ

DVD P&DC
KEARNY NJ 070
19 DEC 2007 PM 7 T



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

DEC 24 2007







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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

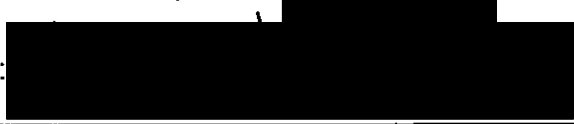
Date Claim Submitted: 12-14-07
 17-Digit Vehicle Identification Number (VIN): 1G1Z552F55F 
 Mileage at Time of Repair: 45184 Date of Repair: 6-4-07
 Claimant Name (please print): 
 Street Address or PO Box Number: 
 City: Rahway State: NJ ZIP Code: 
 Daytime Telephone Number (include Area Code): 
 Evening Telephone Number (include Area Code): 
 Amount of Reimbursement Requested: \$ 595.70

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).



SULLIVAN CHEVROLET INC
 10 WEST WESTFIELD AVENUE
 ROSELLE PARK NJ 07204
 908-241-1414
 908-241-1037

22000VEL

<div style="background-color: black; width: 100px; height: 30px;"></div> RAHWAY NJ		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G1ZS52F55F		45184	06/04/07	22000
YEAR	MAKE	MODEL		COLOR	TAG NO.	
05	CHEVROLET	MALIBU		GOLD	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
	UWE 80				00/00/00	LD 7613
CASH						
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
89.00	00/00/00		45184	06/04/07	00/00/00	
DISPOSAL OF HAZARDOUS WASTE The State of N.J. requires that all hazardous waste (Oil, Solvents, Anti-freeze, etc.) must be disposed by a licensed contractor in an environmentally safe manner. The charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the environment						
LINE	OP. CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER STATES CK STEERING HARD AT TIMES REPL COLUMN					
			A6 6513		C	178.00
			15926870 S/COL REM	1	C	376.95
Line Total.....						554.95
<div style="text-align: right;"> Labor 178.00 Parts 376.95 Shop SUPPLIES 1.78 SalesTax 38.97 TOTAL-AMOUNT 595.70 </div>						
<div style="border: 1px solid black; border-radius: 50%; width: 200px; height: 100px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> COPY </div>						
CUSTOMER COPY - PAGE 01						
STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.				On behalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.		
_____ CUSTOMER SIGNATURE				_____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		

SULLIVAN CHEVROLET
10 WEST WESTFIELD
ROSELLE PARK, NJ 07204

TERMINAL I.D.: 94093702

MERCHANT #: 310130940937002

SULLIVAN CHEVROLET INC
10 WEST WESTFIELD AVENUE
ROSELLE PARK NJ 07204
908-241-1414
908-241-1037

22000VEL

SALE
BATCH: 000493 INU: 4
DATE: JUN 04, 07 TIME: 12:53:09
AUTH NO: 129352

TOTAL \$595.70

NORMA E

NJ 07065

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
1G1ZS52F55F		45184	06/04/07	22000
YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	MALIBU	GOLD	00000
STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
	00/00/00	LD 7613	CASH	
DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
10	45184	06/04/07	00/00/00	

DISPOSAL OF HAZARDOUS WASTE The State of N.J. requires that all hazardous waste (Oil, Solvents, Anti-freeze, etc.) must be disposed by a licensed contractor in an environ-

mentally safe manner. The charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the environment

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
A	CUSTOMER STATES CK STEERING HARD AT TIMES REPL COLUMN					
		A6	6513		C	178.00
	15926870	S/COL	REM	1	C	376.95
Line Total.....						554.95

Labor	178.00
Parts	376.95
Shop SUPPLIES	1.78
SalesTax	38.97
TOTAL-AMOUNT	595.70

CUSTOMER COPY - PAGE 01

COPY

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

February 7, 2011

[REDACTED]

Rahway, NJ [REDACTED]

Service Request: 71-594829945

Customer Relationship Specialist: Anne Parks

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. 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 \$595.70.

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

Sincerely,

Chevrolet Customer Assistance Center

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

North American Operations

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

GM

CHECK

No. [REDACTED]

50-837
213DATE
01/24/08

*****595 DOLLARS

***70 CENTS

AMOUNT
*****595.70PAY
TO THE
ORDER
OF

RAHWAY NJ [REDACTED]

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

AUDIT

VENDOR
DUNS NO BB 000000280

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900952630

PAYMENT
DATE 01/24/08

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
-----------------------------	--------------	-----------------------	---------	----------------	--------------	------------

1G1ZS52F55 [REDACTED]	01/23/08 .71-594829945.1	VM 1-9U59YZ 1-9U59YZ	00.0000	595.70	.00	595.70
-----------------------	-----------------------------	-------------------------	---------	--------	-----	--------

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

M3

TOTAL

595.70

.00

595.70