

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

July 20, 2011

[REDACTED]
Coral Springs, FL [REDACTED]

Service Request: 1-303939153
Customer Relationship Manager: Samuel Stewart

Dear Ms. [REDACTED]

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

Because you are a loyal Cadillac customer, we are providing you with one complimentary lube, oil, and filter service. Present this letter to any Cadillac dealership for redemption.

If you have future questions, feel free to contact our Cadillac Customer Assistance Center at 1-800-458-8006. We are available to assist you 24 hours a day, 7 days a week. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

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

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

July 20, 2011

[REDACTED]
[REDACTED]r
West Orange, NJ [REDACTED]

Service Request: 1-328531116
Customer Relationship Manager: Heather Jones

Dear Mr. [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Cadillac CTS. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

July 20, 2011

[REDACTED]
[REDACTED]
McKinney, TX [REDACTED]

Service Request: 1-418739573
Customer Relationship Specialist: Courtney Isom

Dear Mr. [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2006 Cadillac CTS. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Cadillac Customer Assistance Center

July 20, 2011

[REDACTED]
[REDACTED]
Memphis, TN [REDACTED]

Service Request: 71-495213896
Customer Relationship Specialist: Talanda Stockwell

Dear Mr. [REDACTED]

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

If you have outstanding issues, please feel free to contact us at our Cadillac Customer Assistance Center at 1-800-458-8006. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you 7 days a week, 24 hours a day. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Cadillac Customer Assistance Center

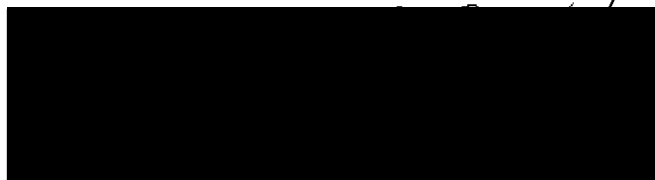
1- 866 - 962 - 2868

Attn : John Duarte

From :



Ref # 71 - 735148453



hm.

cell

Thank-you.

Subject: Fw: BBB Complaint Information (61772-EBD0C-6240E-4BAEA-D137D-196E8-F7)
From: [REDACTED]
Date: Mon, 29 Jun 2009 12:21:06 -0700 (PDT)
To: tomzaw@roadrunner.com

— On Fri, 6/26/09, cbedard@upstatenybbb.org <cbedard@upstatenybbb.org> wrote:

From: cbedard@upstatenybbb.org <cbedard@upstatenybbb.org>
Subject: BBB Complaint Information (61772-EBD0C-6240E-4BAEA-D137D-196E8-F7)
To: [REDACTED]
Date: Friday, June 26, 2009, 3:16 PM

June 26, 2009

Better Business Bureau, Inc.
100 Bryant Woods South
Amherst, NY 14228

re: Keyser Cadillac, Inc. (complaint ID #61772-EBD0C-6240E-4BAEA-D137D-196E8-F7)

Dear [REDACTED]:

Enclosed is the company response to the complaint you filed with us.

The Better Business Bureau tries to settle complaints between businesses and consumers by acting as a neutral third party, and hearing both sides of the dispute. As a consequence, many complaints are resolved to the satisfaction of both parties.

In this case, we will report that the company has responded to the complaint by addressing the disputed issue(s). This category was assigned because the company responded within the BBB's desired time frame and provided a meaningful and specific response to the complaint, even though it may not fully satisfy the customer.

If however, the company's answer is unacceptable, you may wish to seek the advice of an attorney, or file a claim in Small Claims Court. The information you have provided will remain in the company's file.

If this message contains a PDF file you will need Adobe Reader software to open it. If you do not currently have Adobe Reader installed on your pc, you can obtain it by visiting www.adobe.com and clicking on the Get Adobe Reader button. If you do not wish to load this software onto your pc, please respond with a request for the correspondence to be sent to you via regular mail. The BBB is not responsible for any problems that you may incur while downloading software onto your pc.

Carol Bedard
Member Services
cbedard@upstatenybbb.org

----- CONSUMER/BUSINESS MESSAGE DETAILS -----

----- from the Business [received 6/24/2009] -----

██████████ came to our service department on Monday morning. She requested a Lube, oil, filter change. She also requested that we diagnose an air bag problem. She has over 57,000 miles on her vehicle that she purchased from another dealer, so her warranty has been expired.

Glenn Bailey, our service advisor, informed Mrs. ██████████ that the diagnosis charge would be for one hour of labor equaling \$105.00 plus tax. Mrs. ██████████ signed the repair order authorizing this charge. She also said do not perform the repair until she authorized the amount. Glenn called her back and told her the cost would be \$670.00 plus tax and she declined having the work done. Mrs. ██████████ was informed that if she had the work done we would subtract the \$105.00 diagnosis charge from her bill.

Mrs. ██████████ mentions a service visit in November, which was also an air bag problem. This problem required a different repair and was repaired at no charge to her. The line where Mrs. ██████████ signed on the repair order was right beside the \$105.00 amount.

I feel that she figured the repair would somehow be covered under warranty and she wouldn't have to pay the diagnostic charge.

After leaving the dealership she called Cadillac and they offered to split the \$670.00 repair with her. She also declined this offer.

I do not feel that there is any reason why Mrs. ██████████ should be refunded the \$105.00 diagnostic charge.

Please feel free to call me at (716)634-4100 if you have any questions.

Sincerely,

Randy Helf

President

----- end CONSUMER/BUSINESS MESSAGE DETAILS -----

July 20, 2011

[REDACTED]
[REDACTED]
Kansas City, MO [REDACTED]

Dear [REDACTED]

Enclosed is the GM Product Recall/Special Coverage Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form.

We will be happy to review your request for reimbursement for the listed repair once we have received this completed form and any additional documentation that may be required (see the attached reimbursement claim for details).

After receiving your completed claim form and documentation, we will carefully review the documents to confirm the repairs were directly related to the condition described in the recall/special coverage. While we cannot guarantee all reimbursement requests will be honored, we will thoroughly review each request carefully for reimbursement consideration.

At Cadillac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Cadillac.com or call us at 1-800-458-8006.

Sincerely,

Cadillac Customer Assistance Center
Service Request: 71-933723869

GENERAL MOTORS
PRODUCT RECALL OR SPECIAL COVERAGE CUSTOMER REIMBURSEMENT
PROCEDURE

If you have paid to have this condition related to the recall or special coverage notification you received corrected before March, 2011, you may be eligible to receive reimbursement.

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

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

If your claim is:

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

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

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

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

Product Recall or Special Coverage Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Current Mileage of Vehicle: _____

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

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.

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

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

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

Claimant's Signature: _____

Please mail this claim form and the required documents to:

General Motors
PO Box 33170
Detroit, MI 48232-5170

All recall and Special Coverage reimbursement questions should be directed to 1-800-204-0261



Dissatisfied Customer

Please provide us with your preferred email address:

Dear [REDACTED]

Thank you for having your vehicle serviced at Lynn Layton Cadillac.

Sincerely,

Dr. J. H. H. H.

Scott Lawson, General Director
Customer and Relationship Services

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

☐ Please check this box if you no longer own/lease this 2006 CTS, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JULY 17, 2007, COMPLETE THIS SURVEY.****

About Your Cadillac Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-------------------------------------|-------------------------------------|-----------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Required | Don't Know | |
| 2. Were services available to you on both an appointment and non-appointment basis? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

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

CSI 020650

About Your Service Consultant/Advisor (continued)

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

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

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

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

out
old standing
problems with car

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

Summing Up Your Experience

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

22. Do you have any other comments/recommendations about Lynn Layton Cadillac?

the CTS is a very problematic car, I will not buy another one. Very dissatisfied

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Cadillac Customer Assistance Center: 1-800-458-8006

0399

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CADILLAC MOTOR CAR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054



LYNN LAYTON CADILLAC-NISSAN**2402 HIGHWAY 31 SOUTH
DECATUR, ALABAMA 35601**

FACSIMILE TRANSMISSION

SEND TO:

NAME

LOCATION

FACSIMILE NUMBER

NUMBER OF PAGES(INCLUDING COVER)

REMARKS OR MESSAGE

RE

FROM:

NAME KELLY MORTENSEN

TITLE CLERK

FACSIMILE NUMBER: (256) 353-6562

TELEPHONE NUMBER: (256) 353-8150

TOLL FREE NUMBER: (866) 558-8558

**Mailing Address: P.O. Drawer E • Decatur, AL 35602
Phone: (256) 353-8150 • Fax: (256) 353-6562**

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

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

Creditor (Seller name and address)

LYNN LAYTON OLDS CAD
2402 HWY 31 SOUTH
DECATUR, AL 35601

You, the Buyer (and Co-Buyer), 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	CADILLAC CTS	1G6DM57T460	<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 2003 Make FORD Model EXP

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
4.99%	\$ 3935.33	\$ 29852.47	\$ 33787.80	of \$ 3252.91 is \$ 37040.71

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	\$ 563.13	Monthly beginning 05/22/2006	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of \$10 and a maximum charge of \$100.

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

- Cash price (including any accessories, services, and taxes) \$ 33088.00 (1)
- Total downpayment = (If negative enter "0" and see line 4H below)

Gross trade-in \$	-payoff by seller \$	
= net trade-in \$ 22299.00	+ cash \$ 19046.09	
+ other (describe) 3252.91	\$ N/A	
- Unpaid balance of cash price (1 minus 2) \$ 29852.47 (3)
- 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	\$ N/A
C Official fees paid to government agencies (describe)	\$ N/A
D Government taxes not included in cash price (describe)	\$ N/A
E Government license and/or registration fees	\$ N/A
F Government certificate of title fees	\$ 15.50
G Other charges (Seller must identify who is paid and describe purpose.)	
to for	\$ N/A
to for	\$ N/A
to for	\$ N/A
to for	\$ N/A
to for	\$ N/A
to for	\$ N/A

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You may provide the required insurance through an existing policy. You may also buy it through someone independent of 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 ☐ Both
☐ Credit Disability (Buyer Only)

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

(Insurance Company)

(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 only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ Type of Insurance Term

Premium \$ N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X

Buyer Signature

Date

X

Co-Buyer Signature

Date

ANY INSURANCE AGREED TO IN THIS

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of \$10 and a maximum charge of \$100.

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.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

(Insurance Company)

(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 only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ Type of Insurance Term

Premium \$ N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X

Buyer Signature Date

X

Co-Buyer Signature Date

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes) \$ 33000.00 (1)

2 Total downpayment = (If negative enter "0" and see line 4H below) 33000.00

Gross trade-in \$ 22299.00 - payoff by seller \$ 19046.00
 = net trade-in \$ 3252.91 + cash \$ N/A
 + other (describe) N/A \$ N/A (2)

3 Unpaid balance of cash price (1 minus 2) \$ 29652.97 (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 \$ N/A

C Official fees paid to government agencies (describe) \$ N/A

D Government taxes not included in cash price (describe) \$ N/A

E Government license and/or registration fees \$ N/A

F Government certificate of title fees \$ 16.50

G Other charges (Seller must identify who is paid and describe purpose.)

to for \$ N/A
 to for \$ N/A
 to for \$ N/A
 to for \$ N/A
 to for \$ N/A
 to for \$ N/A

H Net trade-in payoff to \$ N/A

Total other charges and amounts paid to others on your behalf \$ 16.50 (4)

5 Amount financed (3 + 4) \$ 29652.97 (5)

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 and signed by both parties. Changes are binding.

Buyer Signs X

Co-Buyer Signs X

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

See back for other important agreements. If we assign this contract to General Motors Acceptance Corporation (GMAC), the GMAC Dispute Resolution Agreement you sign with this contract will apply to claims related to this contract.

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.

You agree to the terms of this contract and the GMAC Dispute Resolution Agreement. You confirm that before you signed this contract and the GMAC Dispute Resolution Agreement, we gave them to you, and you were free to take them and review them. You confirm that you received a completely filled-in copy of these documents when you signed them.

CAUTION - IT IS YOUR RESPONSIBILITY TO THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN.

Buyer Signs X

Date

04/07/2006

Co-Buyer Signs X

04/07/2006

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 X

Date

04/07/2006

Address

Creditor Signs

Date

04/07/2006

By X

Title

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

Assigned with recourse

Assigned without recourse or with limited recourse

Seller

By

Title

Seller

By

Title

BARS Document Display

Page 1 of 2

2006 CTS 2.8L V6 VVT
41U BLACK RAVEN
13W LIGHT GRAY
ORDER NO. JFWT1R/TRE
VIN 1G6 DM57 T4 60

STOCK NO.

V6G
8/16/05

C 60104

CADILLAC MOTOR CAR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE

*****12*21029S

MODEL & FACTORY OPTIONS

6DM69 CTS 2.8L V6 VVT 30515.00
FE9 50-STATE EMISSIONS N/C
LP1 2.8L V6 DOHC ENGINE N/C
M82 5-SPEED AUTOMATIC TRANSMISSION 1200.00
1SA CTS STANDARD PACKAGE N/C

MSRP

INV AMT

RETAIL - STOCK

28226.38 INVOICE 06/29/05

N/C SHIPPED 06/29/05

N/C EXP I/T 07/12/05

996.00 INT COM 07/12/05

N/C PRC EFF 06/29/05

KEYS XXXXX XXXXX

WFP-5 MTH OPT-2

BANK: GMAC - 029

CHG-TO 21-029

SHIP WT: 3585

HP: 29.6

GMS: 29065.93

SUPPLR: 30370.52

MRM: 32435.00

MEMO 1510.75

TOTAL MODEL & OPTIONS	31715.00	29222.38	ACT 231	28990.93
DESTINATION CHARGE	720.00	720.00	H/B 261	951.45
LAM DEALER CONTRIBUTION		317.15	ADV 261	317.15
LAM GROUP CONTRIBUTION		396.44	EXP 65A	396.44

TOTAL	32435.00	30655.97	PAY 310	30655.97
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		29246.79		

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.

WILLIAMSON CADILLAC COMPANY

REMIT TO GMAC NO. 029
VIN 1G6DM57T460

PHONE 353-815059433

RETAIL ORDER FOR A MOTOR VEHICLE

07 APR 2006

LYNN LAYTON CADILLAC-NISSAN

DATE

2402 HIGHWAY 31 SOUTH • P. O. DRAWER E
DECATUR, ALABAMA 35601

DANVILLE AL

CITY

STATE

ZIP CODE

HENRY, RON

SALESMAN'S NAME

RES. PHONE

BUS. PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☒ NEW ☐ CAR
☐ USED ☐ TRUCK YEAR 2006 MAKE CADMODEL OR BODY COLOR BLK TRIM STOCK NO. C60104
SERIES CTS TYPE 4S

MILES 274

SERIAL NO. 1G6DM57T460

SUGGESTED LIST PRICE	\$ 32724.00	USED CAR TRADE-IN AND/OR OTHER CREDITS	
		MAKE OF TRADE-IN FORD	COLOR WHI
		YEAR 2003	CYL 8
		MODEL EXP	BODY SU
		SERIAL NO. 1FMEU17W13	
		MILEAGE 43819	TAG #
		BALANCE OWED TO FAMILY SECURITY	
		ADDRESS DECATUR AL	
		PAY OFF QUOTED BY: CUSTOMER	
		PAY OFF QUOTE GOOD UNTIL:	
		USED TRADE-IN ALLOWANCE	\$ 22299.00
		BALANCE OWED ON TRADE-IN	\$ 19046.09
		NET ALLOWANCE ON USED TRADE-IN	\$ 3252.91
		DOWN PAYMENT (Trans. to Left Col.)	\$ 3252.91
		<small>Pay offs on Trade-in may have been customer's best estimate at time buyer's order was signed. If more or less than customer's estimate it is agreed appropriate adjustment will be made on the Conditional Sales Agreement. If more than estimate must be paid within 3 days to LYNN LAYTON</small>	
		X	07 APR 2006
		Date	
DEALER PREPARATION CHARGE	135.00		
CASH SALE PRICE OF DESCRIBED MOTOR VEHICLE	\$ 32724.00		
STATE AND LOCAL TAXES	364.88		
LICENSE, LICENSE TRANSFER, TITLE REGISTRATION FEE	16.50		
1. TOTAL PRICE OF UNIT	\$ 33105.38		
2. DOWN PAYMENT OPTION #1/#2:	\$ 3252.91		
consisting of \$ N.A. in cash			
and/or \$ 3252.91 net trade-in allowance on trade-in; see statement in right hand column for details.			
3. UNPAID CASH BALANCE DUE ON DELIVERY (difference between Items 1 and 2)	\$ 29852.47		

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order

PURCHASER'S SIGNATURE

DATE

ACCEPTED BY

DEALER OR HIS AUTHORIZED REPRESENTATIVE

SEE REVERSE SIDE



Lynn Layton Cadillac-Nissan, Inc.

2402 Highway 31, South
P.O. Drawer E
DECATUR, ALABAMA 35602
Phone: (256) 353-8150
Toll Free: (866) 558-8558
www.lynnlayton.com

30105.77 50
59433
COST# 59433
C60104

SOLD TO
ADDRESS

DATE 08/07/06

DANVILLE AL PHONE [REDACTED]
YEAR MAKE MODEL NEW OR USED VIN / SERIAL NO.
2006 CADILLAC CTS NEW 1G6DM57T460 [REDACTED]

**PENALTY OF FIFTEEN DOLLARS (\$15) DUE
IF VEHICLE IS NOT REGISTERED IN THE
NAME OF THE NEW OWNER WITHIN 20
CALENDAR DAYS.**

PAYOFF TO: FAMILY SECURITY
TRADE TAG:
DECAL#:

The seller, Lynn Layton Cadillac-Nissan, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Lynn Layton Cadillac-Nissan, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

All new Cadillacs are equipped with a General Motors engine produced in a General Motors plant operated by a General Motors Division.

Buyer acknowledges that there are no warranties, expressed or implied, including implied warranties of merchantability or implied warranties of fitness for a particular purpose made by the seller of the vehicle described on the face hereof and that the only warranty whatsoever applicable is the manufacturer's new car warranty which applies only in the event the vehicle described on the face hereof is a new

PRICE OF CAR

OPTIONAL EQUIP. & ACCESS.

BODY: 4S 32724.00

COLOR: BLK

SERVICE CONTRACT

DEALER PREP

CITY TAX 1.00% 104.25

COUNTY TAX 0.50% 52.13

STATE TAX 2.00% 208.50

SALES TAX

LICENSE AND TITLE

TOTAL CASH PRICE

16.50

33105.38

CREDIT LIFE

N.A.

FINANCIAL A&H

N.A.

INSURANCE

3935.33

TOTAL TIME PRICE

N.A.

37040.71

SETTLEMENT

DEPOSIT REBATE

N.A.

CASH ON DELIVERY

TRADE-IN 22299.00

LESS LIEN 19046.09 3252.91

TYPE 2003 FORD EXPLOR

M.V.I. 1FMEU17W13L [REDACTED]

SER. NO. GMAC

PAYMENTS: 60 @ 563.13

33787.80

DUE: 05/22/06

MONTHLY

TOTAL

37040.71

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC

HUMMER



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1 / G / 6 / D / M / 5 / 7 / T / 4 / 6 / 0 / [REDACTED]

2006 CADILLAC

CTS

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ____ to the down payment of this vehicle, (b) ____ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) ____ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
NONE	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received		\$ _____

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

- a. I elect to receive SP/FINANCING
in lieu of REBATE

and/or

- b. I elect to receive _____

- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

- a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 04/07/06. I acknowledge receipt of incentive(s) as described in Item 2A and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? XY Yes _____ No

- b. Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 04/07/06

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item 2A and the Onstar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: [Signature]
Dealership Name: _____


LYNN LAYTON OLDSMOBILE-CADILLAC-NTS

Date: 04/07/2006
Dealer Code: 25178

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

LYNN LAYTON CADILLAC-NISSAN**2402 HIGHWAY 31 SOUTH
DECATUR, ALABAMA 35601**

FACSIMILE TRANSMISSION

SEND TO: NAME Dawn Gazaway
LOCATION gm business resource
FACSIMILE NUMBER 866-660-2137
NUMBER OF PAGES(INCLUDING COVER) 6
REMARKS OR MESSAGE _____
RE 

FROM: NAME KELLY MORTENSEN TITLE CLERK
FACSIMILE NUMBER: (256) 353-6562
TELEPHONE NUMBER: (256) 353-8150
TOLL FREE NUMBER: (866) 558-8558

DATE 07 APR 2006
 59435
 660104
 DEAL NO.
 STOCK NO.
 CUSTOMER NO. HENRY, RONALD M
 SALESMAN 1:
 SALESMAN #2:

BUYER:

DOB:

CO-BUYER

DOB:

PHONE:

(HOME)

(WORK)

VEHICLE SOLD:

N/U	YR	MAKE	MODEL	BODY	COLOR	VIN
NEW	2006	CADI	CTS	4S	BLK	1G6DM57T460

TRADE-INS:

YR	MAKE	MODEL	BODY	COLOR	VIN	APPRAISAL
2003	FORD	EXP	SU		1FMEU17W13L	\$17,500.00

TOTAL SALES PRICE

\$ 33105.39

DOWN PAYMENT (CASH & REBATES)

\$

GROSS VALUE OF TRADES \$ 22299.00

LESS PAYOFF #1 \$ 19046.09

LESS PAYOFF #2 \$

3252.91

TRADE EQUITY

\$

CR LIFE AND/OR A&H PREMIUMS

\$

29852.47

AMOUNT FINANCED

\$

4.90

APR BUY RATE

4.90

APR C/S RATE

%

TERM OF CONTRACT

60

MONTHLY PAYMENT

563.13

FIRST PAYMENT DUE DATE

22 MAY 2006

MEMO:

ITEM	SALE	COST	GROSS	COM#1	COM#2
------	------	------	-------	-------	-------

VEHICLE	\$ 27925.00	\$ 27768.53	\$ 156.47		
---------	-------------	-------------	-----------	--	--

=====

=====

FINANCED BY: GMAC

FIN INC	\$ 3935.33	\$	100.00	100.00
CR LIFE	\$	\$	\$	\$
A&H INS	\$	\$	100.00	100.00
WARRANTY	\$	\$	\$	\$

TOTALS

1344.92

141.97

Subject: Information on Passenger Presence Sensing System (PPS or PSS) Concerns with Custom Upholstery, Accessory Seat Heaters or Other Comfort Enhancing Devices) #06-08-50-009B - (07/19/2007)



Models: 2008 and Prior GM Cars and Trucks (including Saturn)
2008 and Prior HUMMER H2, H3
2005-2008 Saab 9-7X
with Passenger Presence Sensing System

This bulletin is being revised to include the 2008 model year. Please discard Corporate Bulletin Number 06-08-50-009A (Section 08 - Body and Accessories).

Concerns About Safety and Alterations to the Front Passenger Seat

The front passenger seat in many GM vehicles is equipped with a passenger sensing system that will turn off the right front passenger's frontal airbag under certain conditions, such as when an infant or child seat is present. In some vehicles, the passenger sensing system will also turn off the right front passenger's seat mounted side impact airbag. For the system to function properly, sensors are used in the seat to detect the presence of a properly-seated occupant. The passenger sensing system may not operate properly if the original seat trim is replaced (1) by non-GM covers, upholstery or trim, or (2) by GM covers, upholstery or trim designed for a different vehicle or (3) if any object, such as an aftermarket seat heater or a comfort enhancing pad or device is installed under the seat fabric or between the occupant and the seat fabric.

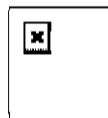
Aftermarket Seat Heaters, Custom Upholstery, and Comfort Enhancing Pads or Devices

Important: ON A GM VEHICLE EQUIPPED WITH A PASSENGER SENSING SYSTEM, USE ONLY SEAT COVERS AND OTHER SEAT-RELATED EQUIPMENT RELEASED AS GM ACCESSORIES FOR THAT VEHICLE. DO NOT USE ANY OTHER TYPE OF SEAT COVERS OR SEAT-RELATED EQUIPMENT, OR GM ACCESSORIES RELEASED FOR OTHER VEHICLE APPLICATIONS.

Many types of aftermarket accessories are available to customers, upfitting shops, and dealers. Some of these devices sit on top of, or are Velcro® strapped to the seat while others such as seat heaters are installed under the seat fabric. Additionally, seat covers made of leather or other materials may have different padding thickness installed that could prevent the Passenger Sensing System from functioning

properly. Never alter the vehicle seats. Never add pads or other devices to the seat cushion, as this may interfere with the operation of the Passenger Sensing System and either prevent proper deployment of the passenger airbag or prevent proper suppression of the passenger air bag.

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# 1999041
2006 Cadillac CTS



LYNN LAYTON OLDSMOBILE CADILLAC**2402 HIGHWAY 31 SOUTH
DECATUR, ALABAMA 35602****Facsimile Transmission****Send To:**

Name: DAWN
Location: _____
Facsimile Number: _____
Number of Pages: _____
Remarks or Message
COPIES OF SHANE TONES
CTS
SORRY ABOUT delay

From:

Name: _____
Facsimile Number: (256) 353-6562
Telephone Number (256) ~~353-6520~~
353-8150



Mailing Address: P.O. Drawer E - Decatur, AL 35602
email: ~~laytonoldscadnis@earthlink.net~~

**LYNN LAYTON
CADILLAC-NISSAN, INC.**

2402 HIGHWAY 31, SOUTH * P.O. DRAWER 6

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

TOLL FREE: (866) 558-8558

www.lynnlayton.com



1 3 1 8 3 4

INVOICE

PAGE 1

HOME: BUS: SERVICE ADVISOR: 679 JAMES W BOCHTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLK	06	CADILLAC CTS	1G6DM57T460		2/2		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO	RATE	PAYMENT	INV DATE
			17:00 17MAR06			CASH	21MAR06
R.O. OPENED		READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

11:01 17MAR06 17:26 21MAR06

LINE OPCODE TECH TYPE HOURS

A RECALL 051111 RE-PROGRAM

CAUSE: RECALL

V1454 RECALL-REPROGRAM PCM

616 WC40 0.40

LIST NET TOTAL

(N/C)

GOODWRENCH SERVICE PLUS

 PARTS DESIGNATED WITH A W-INDICATE LIFETIME
 SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER
 PAY REPAIRS.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 along with the rights to collection costs and reasonable attorney fees if incurred to secure payment.

THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE MITCHELL MANUAL AND THE OFFICIAL CADILLAC & NISSAN LABOR TIME GUIDES, WHICH REFLECT AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIED VEHICLE REPAIRS, AND WHICH MAY, THEREFORE, BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

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

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 COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

LYNN LAYTON
CADILLAC-NISSAN, INC.

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

TOLL FREE: (866) 558-8558

www.lynnlayton.com



59433

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INVOICE

PAGE 1

DANVILLE, AL

HOME BUS

SERVICE ADVISOR: 510 KAMERON L BLACK

SERVICE ADVISOR: 310 KAMERON L BLANK									
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG			
BLK	06	CADILLAC CTS	1G6DM57T460		2600/2600				
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE		
07APR06 IS			17:00 22MAY06			CASH	24MAY06		
R.O. OPENED		READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82						

08:11 22MAY06 10:25 24MAY06

LINE OPCODE TECH TYPE HOURS

A REPAIR AS PER EST

	LIST	NET	TOTAL
BODY REPAIR AS PER EST			
416 CBGM 3.70		140.60	140.60
MISC BODY SUPPLIES			
CBGM		10.00	10.00

B REFINISH AS PER EST

	LIST	NET	TOTAL
PAINT REFINISH AS PER EST			
407 CBPL 0.50			
408 CBPL 3.50		152.00	152.00
4.00			
MISC PAINT AND MATERIALS			
CBPL		112.00	112.00
MISC HAZ WASTE REMOVAL			
CBPL		3.00	3.00

GOODWRENCH SERVICE PLUS

 PARTS DESIGNATED WITH A W-INDICATE LIFETIME
 SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER
 PAY REPAIRS.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 along with the rights to collection costs and reasonable attorney fees if incurred to secure payment.

THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE MITCHELL MANUAL AND THE OFFICIAL CADILLAC & NISSAN LABOR TIME GUIDES, WHICH REFLECT AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIED VEHICLE REPAIRS, AND WHICH MAY, THEREFORE, BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	292.60
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	125.00
TOTAL CHARGES	417.60
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	417.60

CUSTOMER

LYNN LAYTON
CADILLAC-NISSAN, INC.

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

TOLL FREE: (888) 558-8558

www.lynnlayton.com



59433

1 3 3 8 2 8

INVOICE

PAGE 1

 DANVILLE, AL
 HOME:

BUS:

SERVICE ADVISOR: 679 JAMES W BOCHTE

SERVICE ADVISOR: 675 SALES W									
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		TAG		
BLK	06	CADILLAC CTS	1G6DM57T460		2741/2741				
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE		
07APR06 IS			17:00 24MAY06			CASH	24MAY06		
R.O. OPENED		READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82						

13:21 24MAY06 15:09 24MAY06

LINE OPCODE TECH TYPE HOURS

A CHECK HEADLINER DOWN AT REAR

POO PARTS ON ORDER

612 CGM 0.00

0.00 0.00

B CHECK RATTLE AT INSIDE FRONT POST MOLDING

POO PARTS ON ORDER

612 CGM 0.00

0.00 0.00

C CHECK LEFT FRONT SIDE POST MOLDING LOOSE AND RATTLES

POO PARTS ON ORDER

999 CGM 0.00

0.00 0.00

GOODWRENCH SERVICE PLUS

 PARTS DESIGNATED WITH A W-INDICATE LIFETIME
 SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER
 PAY REPAIRS.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 along with the rights to collection costs and reasonable attorney fees if incurred to secure payment.

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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 COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

LYNN LAYTON
CADILLAC-NISSAN, INC.

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

TOLL FREE: (866) 556-8558

www.lynnlayton.com



1 3 4 3 9 7

INVOICE

PAGE 1

DANVILLE, AL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	06	CADILLAC CTS	1G6DM57T460 [REDACTED]		3221/3221	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
07APR06 IS			15:00 14JUN06			CASH
R.O. OPENED	READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

12:21 13JUN06 11:05 14JUN06

LINE OPCODE TECH TYPE HOURS

A CK HEADLINER LOOSE (PART IN) RIGHT SIDE.

CAUSE: LOOSE

C3182 TRIM, CENTER PILLAR RIGHT UPPER R&R OR
REPLACE

612 WC40 0.40

1 15214923 F-MOLDING

(N/C)

(N/C)

B** CK LEFT SIDE MOLDING LOOSE AT HEADLINER

CAUSE: LOOSE

C3192 TRIM, CENTER PILLAR LEFT UPPER R&R OR
REPLACE

612 WC40 0.40

1 15294050 F-MOLDING

(N/C)

(N/C)

GOODWRENCH SERVICE PLUS

PARTS DESIGNATED WITH A W-INDICATE LIFETIME
SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER
PAY REPAIRS.

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

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2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

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TOLL FREE: (866) 558-8558

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59433

1 3 5 7 4 9

INVOICE

PAGE 1

DANVILLE, AL

HOME BUS

SERVICE ADVISOR: 553 JAMES D ROHR

SERVICE ADVISOR: 555 5745 5745									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG	
BLK	06	CADILLAC CTS		1G6DM57T460		5150/5150		T1806	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
07APR06 IS			17:00 27JUL06				CASH	27JUL06	
R.O. OPENED		READY		OPTIONS: STK:C60104 DLR:18387 TRN:M82					

08:12 27JUL06 16:14 27JUL06

LINE OPCODE TECH TYPE HOURS

A C SERVICE AIR BAG LIGHT ON

POO PARTS ON ORDER

999 CGM 0.00

B CK HEADLINER SAGGING IN REAR

NPF TECHNICIAN/SHOP FOREMAN ROAD TESTED/INSPECTED

UNDER CUSTOMER STATED CONDITIONS AND THE

VEHICLE PERFORMED AS DESIGNED

999 CGM 0.00

C CK SPOT ON C.D. PLAYER (BUBBLED UP)

POO PARTS ON ORDER

999 CGM 0.00

GOODWRENCH SERVICE PLUS

PARTS DESIGNATED WITH A W-INDICATE LIFETIME

SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER

PAY REPAIRS.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

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59433

1 3 6 0 5 3

INVOICE

PAGE 1

DANVILLE, AL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 679 JAMES W BOCHTE

SERVICE ADVISOR: 879 GAMES W. 1000									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG	
BLK	06	CADILLAC CTS		1G6DM57T460		5440/5440		T3366	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
07APR06 IS			17:00 07AUG06				CASH	09AUG06	
R.O. OPENED		READY		OPTIONS: STK:C60104 DLR:18387 TRN:M82					

08:24 07AUG06 17:11 09AUG06

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A SERVICE AIR BAG LIGHT

CAUSE: INTERNAL FAILURE

C8870 MODULE ASSEMBLY, INFLATABLE RESTRAINT

PASSENGER SEAT SUPPRESSION REPLACE

612 WC40 1.00

(N/C)

1 19123614 MODULE KI

(N/C)

B CHECK RADIO TRIM BUBBLING UP

CAUSE: FRONT TRIM BUBBLED

R0760 RECEIVER, RADIO REMOVE, REPAIR, AND REPLACE

612 WC40 0.70

(N/C)

1 15280955 REMAN RADIO

(N/C)

C ENTERPRISE RENTAL

CAUSE: RENTAL

Z7902 RENTAL

999 WC40 0.00

(N/C)

SUBL P0#68710 RENTAL

WC40

(N/C)

FC:

GOODWRENCH SERVICE PLUS

PARTS DESIGNATED WITH A W-INDICATE LIFETIME

SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER

PAY REPAIRS.

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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 COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

LYNN LAYTON CADILLAC-NISSAN, INC.

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

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CUSTOMER #: 59433

136163

WORKORDER

PAGE 1

DANVILLE, AL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 529 KENT, MAC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
B	06	CADILLAC CTS	1G6DM57T460		5493/		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR06 IS			** WALTER **			CASH	
R.O. OPENED		READY	OPTIONS: STK	C60104	DLR:18387	TRN:M82	

10AUG2006 08:25

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
A WC40 CK RADIO XM DONT WORK

Woa Reprogrammed DRR + Re-set up Radio
Due to XM Radio not Responding

W

#B Enhance Audio

#C Rotate Tires

600

rotated tires

5

8/2/06

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PRELIMINARY ESTIMATE \$

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

TECHNICIAN

LYNN LAYTON
CADILLAC-NISSAN, INC.

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

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1 3 7 6 8 4

INVOICE

PAGE 1

DANVILLE, AL

HOME [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 679 JAMES W BOCHTE

SERVICE ADVISOR: 679 JAMES W BOCHLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLK	06	CADILLAC CTS	1G6DM57T460		8934/8934	T1186	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR06 IS			17:00 02OCT06			CASH	12OCT06
R.O. OPENED		READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

09:15 02OCT06 16:21 12OCT06

LINE OPCODE TECH TYPE HOURS

A OIL & FILTER CHANGE

CAUSE: COMPLIMENTARY LOF, ROTATION AND AIR FILTER

Z2090 FIRST COMPLIMENTARY LOF, ROTATION AND AIR

FILTER FROM GM.

602 WC40 0.80

1 25177917 FILTER

6 12345885 OIL 5W30S

1 25728874 ELEMENT

(N/C)

(N/C)

(N/C)

(N/C)

B ROTATE TIRES

00 REFER TO LINE A

999 CGM 0.00

0.00 0.00

C AIR FILTER

00 REFER TO LINE A

999 CGM 0.00

0.00 0.00

GOODWRENCH SERVICE PLUS
 PARTS DESIGNATED WITH A W-INDICATE LIFETIME
 SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER
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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

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138863

INVOICE

PAGE 1

DANVILLE, AL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 553 JAMES D ROHR

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLK	06	CADILLAC CTS	1G6DM57T460		11799/11799		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR06 IS			WAIT 09NOV06			CASH	13NOV06
R.O. OPENED		READY		OPTIONS:			
				STK:C60104 DLR:18387 TRN:M82			

07:46 09NOV06 16:28 13NOV06

LINE OPCODE TECH TYPE HOURS

A CK AIRBAG LIGHT ON

POO PARTS ON ORDER

623 CGM 0.00

0.00 0.00

GOODWRENCH SERVICE PLUS

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MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

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59433

139220

INVOICE

PAGE 1

 DANVILLE, AL
 HOME

BUS:

SERVICE ADVISOR: 679 JAMES W BOCHTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLK	06	CADILLAC CTS	1G6DM57T460		12403/12403	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
07APR06 IS			17:00 21NOV06			CASH
R.O. OPENED	READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

08:21 21NOV06 14:29 22NOV06

LINE OPCODE TECH TYPE HOURS

A SERVICE AIR BAG MESSAGE

CAUSE: INTERNAL FAILURE

C8870 MODULE ASSEMBLY, INFLATABLE RESTRAINT

PASSENGER SEAT SUPPRESSION REPLACE

623 WC40 1.00

1 19123614 MODULE KI

(N/C)

(N/C)

SUBL UPHOLSRTY PLUS PO#70060

WC40

(N/C)

FC:

B ENTERPRISE RENTAL

CAUSE: RENTAL

Z7901 RENTAL

999 WC40 0.00

(N/C)

SUBL ENTERPRISE PO#70059

WC40

(N/C)

FC:

GOODWRENCH SERVICE PLUS

PARTS DESIGNATED WITH A W-INDICATE LIFETIME

SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER

PAY REPAIRS.

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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 COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

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DECATUR, ALABAMA 35602

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59433

1 4 0 7 3 9

ACCOUNTING

 DUPLICATE 1
 PAGE 1

DANVILLE, AL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 553 JAMES D ROHR

SERVICE ADVISOR: 533 JAMES D ROHR								
COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLK	06	CADILLAC CTS	1G6DM57T460			12403/12403		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
07APR06 IS			17:00 16JAN07			CASH	17JAN07	

R.O. OPENED

READY

OPTIONS: STK:C60104 DLR:18387 TRN:M82

15:22 16JAN07 10:43 17JAN07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CK										
WHISTLE NOISE FROM FRONT GLASS											
CAUSE: IMPROPERLY SEALED											

C0020 GLASS, WINDSHIELD RESEAL

999 WC40 0.00 0.00 0 0 0.00 0.00

0 0 TPARTS

0 0 TLABOR

SUBL PO#70864 KING AUTO GLASS

WC40

3764 3764

37.64 37.64

FC:

GOODWRENCH SERVICE PLUS

 PARTS DESIGNATED WITH A W-INDICATE LIFETIME
 SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER
 PAY REPAIRS.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	0	0		46600	3764	3764	
26300	3764	*****					

COST, SALE, & COMP TOTALS 3764 3764 0

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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 COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

FILE

59433

140739

**LYNN LAYTON
CADILLAC-NISSAN, INC.**

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

TOLL FREE: (866) 558-8558

www.lynnlayton.com



INVOICE

PAGE 1

DANVILLE, AL
HOME: [REDACTED]

BUS [REDACTED]

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLK	06	CADILLAC CTS	1G6DM57T460 [REDACTED]		12403/12403	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT
07APR06 IS			17:00 16JAN07			CASH
R.O. OPENED	READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

15:22 16JAN07 10:43 17JAN07

LINE OPCODE TECH TYPE HOURS

A CK WHISTLE NOISE FROM FRONT GLASS

CAUSE: IMPROPERLY SEALED

C0020 GLASS, WINDSHIELD RESEAL

999 WC40 0.00

(N/C)

SUBL PO#70864 KING AUTO GLASS

WC40

(N/C)

FC:

GOODWRENCH SERVICE PLUS

PARTS DESIGNATED WITH A W-INDICATE LIFETIME

SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER

PAY REPAIRS.

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LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

LYNN LAYTON
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141925

INVOICE

PAGE 1

DANVILLE, AL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	06	CADILLAC CTS	1G6DM57T460		17334/17334		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
07APR06 IS			WAIT 13MAR07			CASH	14MAR07
R.O. OPENED	READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82					

11:00 28FEB07 09:28 14MAR07

LINE OPCODE TECH TYPE HOURS

A CK DRIVER SEAT BACK SEPERATING (MATERIAL ON SIDE)

CAUSE: MATERIAL SEPERATING

C7051 COVER AND/OR PAD, FRONT SEAT BACK CUSHION

LEFT R&R OR REPLACE

999 WC40 0.00

1 88995440 F-COVER

(N/C)

(N/C)

SUBL UPOHLSTRY PLUS PO#71315

WC40

(N/C)

FC:

B** ENTERPRISE RENTAL

CAUSE: RENTAL

Z7901 RENTAL

999 WC40 0.00

(N/C)

SUBL PO#71338 RENTAL

WC40

(N/C)

FC:

GOODWRENCH SERVICE PLUS

 PARTS DESIGNATED WITH A W-INDICATE LIFETIME
 SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER
 PAY REPAIRS.

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

59433

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INVOICE

PAGE 1

DANVILLE, AL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	06	CADILLAC CTS	1G6DM57T460 [REDACTED]		22529/22529	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT
07APR06 IS			WAIT 21JUN07			CASH
R.O. OPENED	READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				
12:49 21JUN07	13:04 26JUN07					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
A	CK	SERVICE	AIR	BAG MESSAGE		TOTAL
		POO	PARTS	ON ORDER		
		658	CGM	0.00		0.00

GOODWRENCH SERVICE PLUS
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PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

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DANVILLE, AL

HOME [REDACTED] BUS [REDACTED]

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	06	CADILLAC CTS	1G6DM57T460 [REDACTED]		23133/23133	T423
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
07APR06 IS			17:00 05JUL07			CASH
R.O. OPENED	READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

07:32 05JUL07 14:43 09JUL07

LINE OPCODE TECH TYPE HOURS

A CK AIRBAG LIGHT ON (PART IN)

00 CUSTOMER DID NOT HAVE TIME TO REPAIR. WILL

BRING BACK LATER.

999 CGM 0.00

0.00 0.00

GOODWRENCH SERVICE PLUS

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LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

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1 4 5 9 5 1

INVOICE

PAGE 1

DANVILLE, AL

HOME: BUS:

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	06	CADILLAC CTS	1G6DM57T460		24210/24210	T450
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
07APR06 IS			17:00 17JUL07			CASH
R.O. OPENED	READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

09:29 17JUL07	15:48 17JUL07	LIST	NET	TOTAL
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LINE OPCODE TECH TYPE HOURS

A CK AIR BAG MESSAGE (PART IN)

CAUSE: INTERNAL FAILURE

C8870 INFLATABLE RESTRAINT PASSENGER SEAT
SUPPRESSION MODULE REPLACEMENT

658 WC40 1.00

1 19123614 MODULE KI

(N/C)

(N/C)

B CUSTOMER SAYS LOT OF AIR NOISE AROUND FRONT GLASS AT 50 MPH AND
HIGHER

NC NO CHARGE

999 CCM 0.00

0.00 0.00

C ENTERPRISE RENTAL

CAUSE: RENTAL

Z7901 RENTAL

999 WC40 0.00

(N/C)

SUBL PO#72754 RENTAL

WC40

FC:

(N/C)

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PARTS AMOUNT	0.00
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SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

ARBITRATION ASSESSMENT BY: Dave McWhorter **Siebel/CARS Request No:** 71-534071447

Customer Name: [REDACTED] **State:** AL

Year of Vehicle: 2006 **Make:** Cadillac **Model:** CTS **Current Mileage:** 24,590

Vehicle ID No.: 1G6DM57T460 [REDACTED] **In Service Date:** 4/7/2006 **Purchased:** New

What is customer seeking: Customer wants the manufacturer to buy the vehicle back & refund her money.

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Service Air Bag Light

27 Jul 06	5,150	1	Service air bag light on. Parts on order. (RO 135749; Lynn Layton)
7 Aug 06	5,440	3	Service air bag light. Internal failure. Replace inflatable restraint passenger seat module assembly. (RO 136053; Lynn Layton)
9 Nov 06	11,799	5	Air bag light on. Parts on order. [Cst continued to drive veh while waiting for parts.] (RO 138863; Lynn Layton)
21 Nov 06	12,403	2	Service air bag message. Internal failure. Replace inflatable restraint passenger seat suppression module assembly. Sublet to Upholstery Plus. (RO 139220; Lynn Layton)
21 Jun 07	22,529	6	Check service air bag message. Parts on order. [Cst continued to drive veh while waiting for parts.] (RO 145257; Lynn Layton)
5 Jul 07	23,133	5	Check air bag light (part in). Cst did not have time to repair. Will bring back later. (RO 145636; Lynn Layton)
17 Jul 07	24,210	1	Check air bag message (part in). Internal failure. Inflatable restraint passenger seat suppression module replacement. (RO 145951; Lynn Layton)

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Wind Noise from Windshield

16 Jan 07	12,403	(*)	Check whistle noise from front glass. Improperly sealed. Reseal windshield glass. Sublet to King Auto Glass. (RO 140739; Lynn Layton)
17 Jul 07	24,210	(*)	Cst sts lot of air noise around front glass at 50 mph and higher. Dlr Just glued the molding down on the front, no charge to cst. (RO 145951; Lynn Layton)

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Rear Headliner

24 May 06	2,741	1	Headliner down at rear. Parts on order. (RO 133828; Lynn Layton)
13 Jun 06	3,221	2	Headliner loose (part in), right side. Loose. Replace upper right center pillar trim. (RO 134397; Lynn Layton)
27 Jul 06	5,150	(*)	Check headliner sagging in rear. Shop Foreman road tested and inspected under cst stated conditions and the veh performed as designed. No problem found. (RO 135749; Lynn Layton)

Team Manager Approval:

Date:

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Driver Seat Back Rest Upholstery

28 Feb 07	17,334	15	Check driver seat back separating (material on side). Material separating. Replace left front seat back cushion cover and/or pad. Sublet to Upholstery Plus. (RO 141925; Lynn Layton)
-----------	--------	----	---

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Radio Cover

27 Jul 06	5,150	(*)	Check spot on CD player (bubbled up). Parts on order. (RO 135749; Lynn Layton)
7 Aug 06	5,440	(*)	Check radio trim, bubbling up. Front trim bubbled. Replace radio receiver. (RO 136053; Lynn Layton)

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Post Molding Loose & Rattles

24 May 06	2,741	(*)	Check rattle at inside front post molding. Parts on order. Check left front side post molding, loose and rattles. Parts on order. (RO 133828; Lynn Layton)
13 Jun 06	3,221	(*)	Left side molding loose at headliner. Loose. As above "Headliner" repair. (RO 134397; Lynn Layton)

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Shift Plate

X	x	x	(No ROs in GMVIS for this concern)
---	---	---	------------------------------------

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: AC Vent

X	x	x	(No ROs in GMVIS for this concern)
---	---	---	------------------------------------

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Passenger Door Bezel

X	x	x	(No ROs in GMVIS for this concern)
---	---	---	------------------------------------

OTHER SYMPTOM/CONCERN: Miscellaneous Concerns

22 May 06	2,600	3	Body Repair & Paint Refinish: Body repair and paint refinish as per Estimate [cost paid for repair]. (RO 133688; Lynn Layton)
10 Aug 06	5,493	1	XM Radio Inoperative: Check radio, XM don't work. Reprogrammed DRR and reset up radio due to XM radio not responding. (RO 136163; Lynn Layton)

Team Manager Approval:

Date:

OTHER SYMPTOM/CONCERN: Regular Maintenance

10 Aug 06 5,493 --- Rotate tires. (RO 136163; Lynn Layton)
2 Oct 06 8,934 --- Oil & filter change. First complimentary LOF, tire rotation, and air filter from GM. [RO left open for 11 days, although cst in for only one day.] (RO 137684; Lynn Layton)

OTHER SYMPTOM/CONCERN: xx

X x x x

Total Days Out of Service: 45 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: **XX** NO: ☐

PRESUMPTION: Within earlier of 2 years after delivery or 24,000 miles, (1) three or more attempts, one of which was during the lemon law rights period, plus a final attempt to the same non-conformity or (2) out of service for 30 calendar days including a final attempt, and at least one attempt during the lemon law rights period.

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Cst is only entitled to a hearing. Any rewards would be based on manufacturer summary. (as of 30 August 2007)

DVM and/or DEALER RECOMMENDATION(s):

DVM Wyatt Dehnke sts there's really nothing wrong with the veh, and if this goes to arbitration he would fight doing a straight repurchase, and if it does get awarded DVM sts he'll make sure to uphold the decision to the letter of the law. DVM sts the veh is fixed and operational.

DVM Wyatt Dehnke sts the air bag light has not come on since the last repair. Cst has future concerns for the light coming on because apparently it has been in three times for repair over the last 25,000 miles. Cst will speak to spouse, but it looks like we're going to do a voluntary trade replacement. We're not going to give cst's money back or trade keys. Cst will be responsible for time and mileage on veh.

CRS RECOMMENDATION & RATIONALE (EXPLAIN):

CRS sts spoke to cst who said she would really like to have more options of vehs to choose from. CRS assumes Lynn Layton only handles Cadillac and Chevrolet, as far as GM products go. Could cst go to a different dlrship, like a Buick dlrship? DVM notes it was possible, but would have to work with a different dlrship, and DVM doesn't have any other stores in the area (and doesn't know if the other dlrship would agree to it).X

ARBITRATION SPECIALIST RECOMMENDATION & RATIONALE:

As it appears the veh has over 40 days out of service within the presumption period, as well as more than three repair attempts for the same concern (air bag warning light), ArbSpec believes this is something that should not go to arbitration. ArbSpec recommends that CRS work with DVM and confirm the offer to the cst of replacement or repurchase under state lemon law terms.X

Team Manager Approval:

Date:

Decision reached by ArbSpec: **Arbitrate case:** ☐ **Settle case:** XX

PREVIOUS SR NOTES:

71-467380319 (CAC Premium)

71-549237423 (CAC)

71-534071447 (BRC)

x

Team Manager Approval:

Date:

LYNN LAYTON OLDSMOBILE CADILLAC**2402 HIGHWAY 31 SOUTH
DECATUR, ALABAMA 35602****Facsimile Transmission****Send To:****Name:** DAWN**Location:** _____**Facsimile Number:** _____**Number of Pages:** _____**Remarks or Message**COPIES OF
CTSSORRY ABOUT delay!**From:****Name:** _____**Facsimile Number:** (256) 353-6562**Telephone Number:** (256) ~~353-6562~~353-8150**Mailing Address:** P.O. Drawer E - Decatur, AL 35602
email: laytonoldscadnis@earthlink.net

**LYNN LAYTON
CADILLAC-NISSAN, INC.**

2402 HIGHWAY 31, SOUTH * P.O. DRAWER 6

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1 3 1 8 3 4

INVOICE

PAGE 1

HOME: BUS: SERVICE ADVISOR: 679 JAMES W BOCHTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLK	06	CADILLAC CTS	1G6DM57T460		2/2		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
			17:00 17MAR06			CASH	21MAR06
R.O. OPENED		READY		OPTIONS: STK:C60104 DLR:18387 TRN:M82			
11:01 17MAR06		17:26 21MAR06					

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A RECALL 051111 RE-PROGRAM

CAUSE: RECALL

V1454 RECALL-REPROGRAM PCM

616 WC40 0.40

(N/C)

GOODWRENCH SERVICE PLUS

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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

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 COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

**LYNN LAYTON
CADILLAC-NISSAN, INC.**

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

TOLL FREE: (866) 558-8558

www.lynnlayton.com



59433

1 3 3 6 8 8

INVOICE

PAGE 1

DANVILLE, AL

HOME BUS:

SERVICE ADVISOR: 510 KAMERON L BLACK

SERVICE ADVISOR: 310 TAPERSON									
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG			
BLK	06	CADILLAC CTS	1G6DM57T460		2600/2600				
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE		
07APR06 IS			17:00 22MAY06			CASH	24MAY06		
R.O. OPENED		READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82						
08:11 22MAY06		10:25 24MAY06							
LINE		OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A REPAIR AS PER EST

BODY REPAIR AS PER EST

416 CBGM 3.70

140.60 140.60

MISC BODY SUPPLIES

CBGM

10.00 10.00

B REFINISH AS PER EST

PAINT REFINISH AS PER EST

407 CBPL 0.50

408 CBPL 3.50

152.00 152.00

4.00

MISC PAINT AND MATERIALS

CBPL

112.00 112.00

MISC HAZ WASTE REMOVAL

CBPL

3.00 3.00

GOODWRENCH SERVICE PLUS

PARTS DESIGNATED WITH A W-INDICATE LIFETIME

SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER

PAY REPAIRS.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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DESCRIPTION	TOTALS
LABOR AMOUNT	292.60
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	125.00
TOTAL CHARGES	417.60
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	417.60

CUSTOMER

LYNN LAYTON
CADILLAC-NISSAN, INC.

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

TOLL FREE: (888) 558-8558

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1 3 3 8 2 8

INVOICE

PAGE 1

DANVILLE, AL

HOME: [REDACTED] BUS [REDACTED]

SERVICE ADVISOR: 679 JAMES W BOCHTE

SERVICE ADVISOR: 675 SALES W									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG	
BLK	06	CADILLAC CTS		1G6DM57T460		2741/2741			
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE	
07APR06 IS			17:00 24MAY06				CASH	24MAY06	
R.O. OPENED		READY		OPTIONS: STK:C60104 DLR:18387 TRN:M82					

13:21 24MAY06 15:09 24MAY06

LINE OPCODE TECH TYPE HOURS

A CHECK HEADLINER DOWN AT REAR

POO PARTS ON ORDER

612 CGM 0.00

0.00 0.00

B CHECK RATTLE AT INSIDE FRONT POST MOLDING

POO PARTS ON ORDER

612 CGM 0.00

0.00 0.00

C CHECK LEFT FRONT SIDE POST MOLDING LOOSE AND RATTLES

POO PARTS ON ORDER

999 CGM 0.00

0.00 0.00

GOODWRENCH SERVICE PLUS

 PARTS DESIGNATED WITH A W-INDICATE LIFETIME
 SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER
 PAY REPAIRS.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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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 COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

LYNN LAYTON
CADILLAC-NISSAN, INC.

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

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INVOICE

PAGE 1

 DANVILLE, AL
 HOME

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	06	CADILLAC CTS	1G6DM57T460		3221/3221	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
07APR06 IS			15:00 14JUN06			CASH
R.O. OPENED	READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

12:21 13JUN06 11:05 14JUN06

LINE OPCODE TECH TYPE HOURS

A CK HEADLINER LOOSE (PART IN) RIGHT SIDE.

CAUSE: LOOSE

 C3182 TRIM, CENTER PILLAR RIGHT UPPER R&R OR
 REPLACE

612 WC40 0.40

1 15214923 F-MOLDING

(N/C)

(N/C)

B** CK LEFT SIDE MOLDING LOOSE AT HEADLINER

CAUSE: LOOSE

 C3192 TRIM, CENTER PILLAR LEFT UPPER R&R OR
 REPLACE

612 WC40 0.40

1 15294050 F-MOLDING

(N/C)

(N/C)

GOODWRENCH SERVICE PLUS

 PARTS DESIGNATED WITH A W-INDICATE LIFETIME
 SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER
 PAY REPAIRS.

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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 COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

LYNN LAYTON
CADILLAC-NISSAN, INC.

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

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59433

1 3 5 7 4 9

INVOICE

PAGE 1

 DANVILLE, AL
 HOME:

SERVICE ADVISOR: 553 JAMES D ROHR

SERVICE ADVISOR: 555 555 555									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG	
BLK	06	CADILLAC CTS		1G6DM57T460		5150/5150		T1806	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
07APR06 IS			17:00 27JUL06				CASH	27JUL06	
R.O. OPENED		READY		OPTIONS: STK:C60104 DLR:18387 TRN:M82					

08:12 27JUL06 16:14 27JUL06

LINE OPCODE TECH TYPE HOURS

A C SERVICE AIR BAG LIGHT ON

POO PARTS ON ORDER

999 CGM 0.00

0.00 0.00

B CK HEADLINER SAGGING IN REAR

NPF TECHNICIAN/SHOP FOREMAN ROAD TESTED/INSPECTED

UNDER CUSTOMER STATED CONDITIONS AND THE

VEHICLE PERFORMED AS DESIGNED

999 CGM 0.00

0.00 0.00

C CK SPOT ON C.D. PLAYER (BUBBLED UP)

POO PARTS ON ORDER

999 CGM 0.00

0.00 0.00

GOODWRENCH SERVICE PLUS

PARTS DESIGNATED WITH A W-INDICATE LIFETIME

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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 COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

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DECATUR, ALABAMA 35602

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TOLL FREE: (866) 558-8558

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59433

1 3 6 0 5 3

INVOICE

PAGE 1

 DANVILLE, AL
 HOME

SERVICE ADVISOR: 679 JAMES W BOCHTE

SERVICE ADVISOR: 679 JAMES W BOCHIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLK	06	CADILLAC CTS	1G6DM57T460		5440/5440	T3366	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR06 IS			17:00 07AUG06			CASH	09AUG06
R.O. OPENED		READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

08:24 07AUG06 17:11 09AUG06

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A SERVICE AIR BAG LIGHT

CAUSE: INTERNAL FAILURE

C8870 MODULE ASSEMBLY, INFLATABLE RESTRAINT

PASSENGER SEAT SUPPRESSION REPLACE

612 WC40 1.00

(N/C)

1 19123614 MODULE KI

(N/C)

B CHECK RADIO TRIM BUBBLING UP

CAUSE: FRONT TRIM BUBBLED

R0760 RECEIVER, RADIO REMOVE, REPAIR, AND REPLACE

612 WC40 0.70

(N/C)

1 15280955 REMAN RADIO

(N/C)

C ENTERPRISE RENTAL

CAUSE: RENTAL

Z7902 RENTAL

999 WC40 0.00

(N/C)

SUPL P0#68710 RENTAL

WC40

(N/C)

FC:

GOODWRENCH SERVICE PLUS

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

LYNN LAYTON CADILLAC-NISSAN, INC.

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

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CUSTOMER #: 59433

136163

WORKORDER

PAGE 1

DANVILLE, AL
HOME

SERVICE ADVISOR: 529 KENT, MAC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	06	CADILLAC CTS	1G6DM57T460		5493/		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR06 IS						CASH	
R.O. OPENED		READY	OPTIONS: STK	C60104	DLR:18387	TRN:M82	

10AUG2006 08:25

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
A WC40 CK RADIO XM DONT WORK

Woa Reprogrammed DRR + Re-set up Radio
Due to XM Radio not Responding

W

#B Enhance Radio

#C Rotate Tires
600 rotated tires 5

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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PRELIMINARY ESTIMATE \$

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

TECHNICIAN

LYNN LAYTON
CADILLAC-NISSAN, INC.

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8160

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1 3 7 6 8 4

INVOICE

PAGE 1

 DANVILLE, AL
 HOME:

SERVICE ADVISOR: 679 JAMES W BOCHTE

SERVICE ADVISOR: 679 JAMES W DOCHINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLK	06	CADILLAC CTS	1G6DM57T460		8934/8934	T1186	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR06 IS			17:00 02OCT06			CASH	12OCT06
R.O. OPENED		READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

09:15 02OCT06 16:21 12OCT06

LINE OPCODE TECH TYPE HOURS

A OIL & FILTER CHANGE

CAUSE: COMPLIMENTARY LOF, ROTATION AND AIR FILTER

Z2090 FIRST COMPLIMENTARY LOF, ROTATION AND AIR

FILTER FROM GM.

602 WC40 0.80

1 25177917 FILTER

6 12345885 OIL 5W30S

1 25728874 ELEMENT

(N/C)

(N/C)

(N/C)

(N/C)

B ROTATE TIRES

00 REFER TO LINE A

999 CGM 0.00

0.00 0.00

C AIR FILTER

00 REFER TO LINE A

999 CGM 0.00

0.00 0.00

GOODWRENCH SERVICE PLUS
 PARTS DESIGNATED WITH A W-INDICATE LIFETIME
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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 COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

LYNN LAYTON
CADILLAC-NISSAN, INC.

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

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138863

INVOICE

PAGE 1

 DANVILLE, AL
 HOME

SERVICE ADVISOR: 553 JAMES D ROHR

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLK	06	CADILLAC CTS	1G6DM57T460		11799/11799		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR06 IS			WAIT 09NOV06			CASH	13NOV06
R.O. OPENED		READY		OPTIONS: STK:C60104 DLR:18387 TRN:M82			

07:46 09NOV06 16:28 13NOV06

LINE OPCODE TECH TYPE HOURS

A CK AIRBAG LIGHT ON

POO PARTS ON ORDER

623 CGM 0.00

0.00 0.00

GOODWRENCH SERVICE PLUS

 PARTS DESIGNATED WITH A W-INDICATE LIFETIME
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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 COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

59433

139220

LYNN LAYTON
CADILLAC-NISSAN, INC.

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

TOLL FREE: (866) 558-8568

www.lynnlayton.com



INVOICE

PAGE 1

 DANVILLE, AL
 HOME

SERVICE ADVISOR: 679 JAMES W BOCHTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLK	06	CADILLAC CTS	1G6DM57T460		12403/12403	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
07APR06 IS			17:00 21NOV06			CASH
R.O. OPENED	READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

08:21 21NOV06 14:29 22NOV06

LINE OPCODE TECH TYPE HOURS

A SERVICE AIR BAG MESSAGE

CAUSE: INTERNAL FAILURE

C8870 MODULE ASSEMBLY, INFLATABLE RESTRAINT

PASSENGER SEAT SUPPRESSION REPLACE

623 WC40 1.00

1 19123614 MODULE KI

(N/C)

(N/C)

SUBL UPHOLSRTY PLUS PO#70060

WC40

(N/C)

FC:

B ENTERPRISE RENTAL

CAUSE: RENTAL

Z7901 RENTAL

999 WC40 0.00

(N/C)

SUBL ENTERPRISE PO#70059

WC40

(N/C)

FC:

GOODWRENCH SERVICE PLUS

PARTS DESIGNATED WITH A W-INDICATE LIFETIME

SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER

PAY REPAIRS.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 along with the rights to collection costs and reasonable attorney fees if incurred to secure payment.

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

LYNN LAYTON
CADILLAC-NISSAN, INC.

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

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1 4 0 7 3 9

ACCOUNTING

 DUPLICATE 1
 PAGE 1

 DANVILLE, AL
 HOME

SERVICE ADVISOR: 553 JAMES D ROHR

SERVICE ADVISOR: 533 JAMES D. ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	06	CADILLAC CTS	1G6DM57T460		12403/12403		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR06 IS			17:00 16JAN07			CASH	17JAN07

R.O. OPENED

READY

OPTIONS: STK:C60104 DLR:18387 TRN:M82

15:22 16JAN07 10:43 17JAN07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CK	WHISTLE NOISE FROM FRONT GLASS									
		CAUSE: IMPROPERLY SEALED									

C0020 GLASS, WINDSHIELD RESEAL

999 WC40 0.00 0.00 0 0 0.00 0.00

0 0 TPARTS

0 0 TLABOR

SUBL PO#70864 KING AUTO GLASS

WC40 3764 3764 37.64 37.64

FC:

GOODWRENCH SERVICE PLUS

 PARTS DESIGNATED WITH A W-INDICATE LIFETIME
 SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER
 PAY REPAIRS.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	0	0		46600	3764	3764	
26300	3764	*****					

COST, SALE, & COMP TOTALS 3764 3764 0

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

FILE

**LYNN LAYTON
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2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

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140739

INVOICE

PAGE 1

DANVILLE, AL
HOME

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLK	06	CADILLAC CTS	1G6DM57T460		12403/12403	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT
07APR06 IS			17:00 16JAN07			CASH
R.O. OPENED	READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

15:22 16JAN07 10:43 17JAN07

LINE OPCODE TECH TYPE HOURS

A CK WHISTLE NOISE FROM FRONT GLASS

CAUSE: IMPROPERLY SEALED

C0020 GLASS, WINDSHIELD RESEAL

999 WC40 0.00

(N/C)

SUBL PO#70864 KING AUTO GLASS

WC40

(N/C)

FC:

GOODWRENCH SERVICE PLUS

PARTS DESIGNATED WITH A W-INDICATE LIFETIME

SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER

PAY REPAIRS.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

**LYNN LAYTON
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2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

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141925

INVOICE

PAGE 1

DANVILLE, AL

HOME: [REDACTED]

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	06	CADILLAC CTS	1G6DM57T460 [REDACTED]		17334/17334		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
07APR06 IS			WAIT 13MAR07			CASH	14MAR07
R.O. OPENED	READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82					

11:00 28FEB07 09:28 14MAR07

LINE OPCODE TECH TYPE HOURS

A CK DRIVER SEAT BACK SEPERATING (MATERIAL ON SIDE)

CAUSE: MATERIAL SEPERATING

C7051 COVER AND/OR PAD, FRONT SEAT BACK CUSHION

LEFT R&R OR REPLACE

999 WC40 0.00

1 88995440 F-COVER

(N/C)

(N/C)

SUBL UPOHLSTRY PLUS PO#71315

WC40

(N/C)

FC:

B** ENTERPRISE RENTAL

CAUSE: RENTAL

Z7901 RENTAL

999 WC40 0.00

(N/C)

SUBL PO#71338 RENTAL

WC40

(N/C)

FC:

GOODWRENCH SERVICE PLUS

PARTS DESIGNATED WITH A W-INDICATE LIFETIME
SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER
PAY REPAIRS.**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

59433

1 4 5 2 5 7

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TELEPHONE: (256) 353-8150

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INVOICE

PAGE 1

DANVILLE, AL

HOME:

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	06	CADILLAC CTS	1G6DM57T460		22529/22529	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT
07APR06 IS			WAIT 21JUN07			CASH
R.O. OPENED	READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				
12:49 21JUN07	13:04 26JUN07					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
A	CK	SERVICE	AIR	BAG MESSAGE		
		POO	PARTS	ON ORDER		
		658	CGM	0.00		0.00
						0.00

GOODWRENCH SERVICE PLUS
PARTS DESIGNATED WITH A W-INDICATE LIFETIME
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SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

59433

1 4 5 6 3 6

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INVOICE

PAGE 1

 DANVILLE, AL
 HOME

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	06	CADILLAC CTS	1G6DM57T460		23133/23133	T423
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
07APR06 IS			17:00 05JUL07			CASH
R.O. OPENED	READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

07:32 05JUL07 14:43 09JUL07

LINE OPCODE TECH TYPE HOURS

A CK AIRBAG LIGHT ON (PART IN)

00 CUSTOMER DID NOT HAVE TIME TO REPAIR. WILL

BRING BACK LATER.

999 CGM 0.00

0.00 0.00

GOODWRENCH SERVICE PLUS

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SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

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1 4 5 9 5 1

INVOICE

PAGE 1

DANVILLE, AL

HOME [REDACTED] US [REDACTED]

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	06	CADILLAC CTS	1G6DM57T460 [REDACTED]		24210/24210	T450
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
07APR06 IS			17:00 17JUL07			CASH
R.O. OPENED	READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

09:29 17JUL07	15:48 17JUL07	LIST	NET	TOTAL
---------------	---------------	------	-----	-------

LINE OPCODE TECH TYPE HOURS

A CK AIR BAG MESSAGE (PART IN)

CAUSE: INTERNAL FAILURE

C8870 INFLATABLE RESTRAINT PASSENGER SEAT
SUPPRESSION MODULE REPLACEMENT

658 WC40 1.00

1 19123614 MODULE KI

(N/C)
(N/C)

B CUSTOMER SAYS LOT OF AIR NOISE AROUND FRONT GLASS AT 50 MPH AND
HIGHER

NC NO CHARGE

999 CCM 0.00

0.00 0.00

C ENTERPRISE RENTAL

CAUSE: RENTAL

Z7901 RENTAL

999 WC40 0.00

(N/C)

SUBL PO#72754 RENTAL

WC40

FC:

(N/C)

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GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

59433

1 4 7 1 9 5

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DECATUR, ALABAMA 35602

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INVOICE

 DUPLICATE 1
 PAGE 1

 DANVILLE, AL
 HOME:

SERVICE ADVISOR: 553 JAMES D ROHR

SERVICE ADVISOR: 553 JAMES D ROHR									
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG			
BLK	06	CADILLAC CTS	1G6DM57T460		29949/29949	T4051			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE		
07APR06 IS			17:00 29AUG07			CASH	05SEP07		
R.O. OPENED		READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82						

08:57 27AUG07 16:02 05SEP07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CK	WINSHIELD	AIR NOISE (SEE MAC)				
			CND VEHICLE TEST DROVE/INSPECTED BY TECH/SHOP				
			FOREMAN UNDER COLD/HOT CONDITIONS AND				
			VEHICLE PERFORMED AS DESIGNED				
			999 CGM 0.00			0.00	0.00

B CK REAR HEADLINER LOOSE TRIM LOOSER (SEE MAC)

CAUSE: LOOSE

C4021 TRIM ASSEMBLY, QUARTER LEFT R&R OR REPLACE

623 WC40 0.50

(N/C)

C CK CENTER CONSOLE FLAKING (PART IN)

CAUSE: PEELING

C2795 PLATE OR BOOT, CONSOLE FLOOR SHIFT REPLACE

623 WC40 0.20

(N/C)

1 15233061 F-PLATE

(N/C)

D CK DOOR BEZEL FLAKING (PART IN)

POO PARTS ON ORDER

623 CGM 0.00

0.00

0.00

E ENTERPRISE RENTAL

CAUSE: RENTAL

Z7903 RENTAL

999 WC40 0.00

(N/C)

SUBL PO#73073 RENTAL

WC40

(N/C)

FC:

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 along with the rights to collection costs and reasonable attorney fees if incurred to secure payment.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS COUPONS / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER

59433

1 4 7 1 9 5

**LYNN LAYTON
CADILLAC-NISSAN, INC.**

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

TOLL FREE: (866) 558-8558

www.lynnlayton.com



INVOICE

DUPLICATE 1
PAGE 2DANVILLE, AL
HOME

SERVICE ADVISOR: 553 JAMES D ROHR

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLK	06	CADILLAC CTS	1G6DM57T460		29949/29949	T4051	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR06 IS			17:00 29AUG07			CASH	05SEP07
R.O. OPENED		READY		OPTIONAL		CASH	

R.O. OPENED

READY

OPTIONS:

STK:C60104 DLR:18387 TRN:M82

08:57 27AUG07 16:02 05SEP07

LINE OPCODE TECH TYPE HOURS

F** CK A/C VENTS PEELING (PART IN)

CAUSE: PEELING

D1410 DUCT AND/OR HOSES, AIR DISTRIBUTION REPAIR

623 WC40 0.50

1 25749919 DUCT ASM

(N/C)

(N/C)

G** TEST DRIVE FOR AIRBAG LIGHT

00 TEST DROVE FOR AIR BAG LIGHT FOR 10 MILES.

LIGHT DID NOT ILLUMINATE AND NO CODES
STORED.

999 CGM 0.00

0.00

0.00

GOODWRENCH SERVICE PLUS

PARTS DESIGNATED WITH A W-INDICATE LIFETIME
SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER
PAY REPAIRS.**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**

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 along with the rights to collection costs and reasonable attorney fees if incurred to secure payment.

THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE MITCHELL MANUAL AND THE OFFICIAL CADILLAC & NISSAN LABOR TIME GUIDES, WHICH REFLECT AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIED VEHICLE REPAIRS, AND WHICH MAY, THEREFORE, BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

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

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 COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

Privileged and Confidential Information**CASE ASSESSMENT**

By: Dawn Gazaway State: AL

Customer Name: [REDACTED]

Service Request: 71-
534071447

BBB Case No.: CAD0748614

Vehicle ID No.:
1G6DM57T460 [REDACTED]In Service
Date:
4/7/2006

Vehicle Is: NEW

BAC Code:
112654Year, Make & Model: 2006 CADILLAC CTS
Mileage at Time of BBB Filing (24590)

Vehicle Purchased Used on: N/A at odometer N/A

Lien holder: GMAC ☐ Other ☐: {Name}Sale Type: Purchase ☐ Lease ☐ Other ☐:
{Type}DVM Name: DONALD WALKER
Phone/Cell Number: 256-426-8919CAM Name: AUBREY WASHINGTON
Phone Number: 678-240-9832**VEHICLE REPAIR HISTORY**

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

Place a checkmark in the box for the major concern based on repair orders. use "n/a" if there were no repairs for the component group.

☐ **CHECK AIRBAG LIGHT ON**

Date	RO #	Days Out	Mileage	Description of Problem and Repair performed
7/17/07	145951	1	24210	(LYNN LAYTON) CUST STS: CHECK AIRBAG MESSAGE PART IN. CAUSE: INTERNAL FAILURE. INFLATABLE RESTRAINT PASSENGER SEAT SUPPRESSION MODULE REPLACEMENT.
7/5/07	145636	5	23133	(LYNN LAYTON) CUST STS: CHECK AIRBAG LIGHT ON (PART IN). CUSTOMER DID NOT HAVE TIME TO REPAIR. WILL BRING BACK LATER.
6/21/07	145257	6	22529	(LYNN LAYTON) CUST STS: CHECK SERVICE AIRBAG MESSAGE. PARTS ON ORDER.
11/21/06	139220	2	12403	(LYNN LAYTON) CUST STS: SERVICE AIRBAG MESSAGE. CAUSE: INTERNAL FAILURE. MODULE ASSEMBLY, INFLATABLE RESTRAINT. PASSENGER SEAT SUPPRESSION REPLACE. SUBL UPHOLSTERY PLUS.
11/9/06	138863	5	11799	(LYNN LAYTON) CUST STS: CHECK AIRBAG LIGHT ON. PARTS ON ORDER.
8/7/06	136053	3	5440	(LYNN LAYTON) CUST STS: SERVICE AIRBAG LIGHT. CAUSE: INTERNAL FAILURE. MODULE ASSEMBLY, INFLATABLE RESTRAINT PASSENGER SEAT SUPPRESSION REPLACE.
7/27/06	135749	1	5150	(LYNN LAYTON) CUST STS: SERVICE AIRBAG LIGHT ON. PARTS ON ORDER.

☐ **WIND NOISE FROM FRONT WINDSHIELD**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/27/07	147195	10	29949	(LYNN LAYTON) CUST STS: CHECK WINDSHIELD AIR NOISE (SEE MAC) CND VEHICLE TEST DROVE/INSPECTED BY TECH/SHOP FOREMAN UNDER COLD/HOT CONDITIONS AND VEHICLE PERFORMED AS DESIGNED.
7/17/07	145951	*	24210	(LYNN LAYTON) CUST STS: LOT OF AIR NOISE AROUND FRONT GLASS AT 50 MPH AND HIGHER. NO CHARGE.
1/16/07	140739	2	12403	(LYNN LAYTON) CUST STS: CHECK WHISTLE NOISE FROM FRONT GLASS. CAUSE: IMPROPERLY SEALED. GLASS, WINDSHIELD RESEAL. SUBL KING AUTO GLASS.

□ **DRIVER SEAT UPHOLSTERY LOOSE**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/28/07	141925	15	17334	(LYNN LAYTON) CUST STS: CHECK DRIVER SEAT BACK SEPARATING (MATERIAL ON SIDE) CAUSE: MATERIAL SEPARATING. COVER AND/OR PAD, FRONT SEAT BACK CUSHION. LEFT R&R OR REPLACE. SUBL UPHOLSTERY PLUS.

□ **MAINTENANCE**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/2/06	137684	11	8934	(LYNN LAYTON) OIL & FILTER CHANGE. CAUSE: COMPLIMENTARY LOF, ROTATION AND AIR FILTER. FIRST COMPLIMENTARY LOF, ROTATION AND AIR FILTER FROM GM.
10/2/06	137684	*	8934	(LYNN LAYTON) ROTATE TIRES.
10/2/06	137684	*	8934	(LYNN LAYTON) AIR FILTER.
8/10/06	136163	*	5493	(LYNN LAYTON) ROTATE TIRES.

□ **XM RADIO INOPERATIVE**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/10/06	136163	1	5493	(LYNN LAYTON) CUST STS: CHECK RADIO XM DON'T WORK. REPROGRAMMED DRR AND RESET UP RADIO DUE TO XM RADIO NOT RESPONDING.
8/7/06	136053	*	5440	(LYNN LAYTON) CUST STS: CHECK RADIO TRIM BUBBLING UP. CAUSE: FRONT TRIM BUBBLED. RECEIVER, RADIO REMOVE, REPAIR, AND REPLACE.
7/27/06	135749	*	5150	(LYNN LAYTON) CUST STS: CHECK SPOT ON C.D. PLAYER (BUBBLED UP). PARTS ON ORDER.

□ **REAR HEADLINER COMING DOWN**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/27/07	147195	*	29949	(LYNN LAYTON) CUST STS: CHECK REAR HEADLINER LOOSE TRIM LOOSER (SEE MAC) CAUSE: LOOSE. TRIM ASSEMBLY, QUARTER LEFT R&R OR REPLACE.

7/27/06	135749	*	5150	(LYNN LAYTON) CUST STS: CHECK HEADLINER SAGGING IN REAR. NPF TECHNICIAN/SHOP FOREMAN ROAD TESTED/INSPECTED UNDER CUSTOMER STATED CONDITIONS AND THE VEHICLE PERFORMED AS DESIGNED.
6/13/06	134397	2	3221	(LYNN LAYTON) CUST STS: CHECK HEADLINER LOOSE (PART IN) RIGHT SIDE. CAUSE: LOOSE. TRIM, CENTER PILLAR RIGHT UPPER R&R OR REPLACE.
5/24/06	133828	1	2741	(LYNN LAYTON) CUST STS: CHECK HEADLINER DOWN AT REAR. PARTS ON ORDER.

☐ **LEFT SIDE POST MOLDING PROBLEMS**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/13/06	134397	*	3221	(LYNN LAYTON) CUST STS: CHECK LEFT SIDE MOLDING LOOSE AT HEADLINER. CAUSE: LOOSE. TRIM, CENTER PILLAR LEFT UPPER R&R OR REPLACE.
5/24/06	133828	*	2741	(LYNN LAYTON) CUST STS: CHECK RATTLE AT INSIDE FRONT POST MODLING. PARTS ON ORDER.
5/24/06	133828	*	2741	(LYNN LAYTON) CUST STS: CHECK LEFT FRONT SIDE POST MOLDING LOOSE AND RATTLES. PARTS ON ORDER.

☐ **BODY**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/22/06	133688	3	2600	(LYNN LAYTON) CUST STS: REPAIR AS PER EST. BODY REPAIR AS PER EST. MISC BODY SUPPLIES.
5/22/06	133688	*	2600	(LYNN LAYTON) CUST STS: REFINISH AS PER EST. PAINT REFINISH AS PER EST. MISC PAINT AND MATERIALS. MISC HAZ WASTE REMOVAL.

☐ **OTHER (TRIM)**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/27/07	147195	*	29949	(LYNN LAYTON) CUST STS: CHECK CENTER CONSOLE FLAKING (PART IN). CAUSE: PEELING. PLATE OR BOOT, CONSOLE FLOOR SHIFT REPLACE.
8/27/07	147195	*	29949	(LYNN LAYTON) CUST STS: CHECK DOOR BEZEL FLAKING (PART IN). POO PARTS ON ORDER.
8/27/07	147195	*	29949	(LYNN LAYTON) CUST STS: CHECK A/C VENTS PEELIG (PART IN). CAUSE: PEELING. DUCT AND/OR HOSES, AIR DISTRIBUTION REPAIR.

☐ **RECALL**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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3/17/06 131834 5 2 (LYNN LAYTON) RECALL 05111 REPROGRAM. CAUSE: RECALL. RECALL-REPROGRAM PCM.

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 3 OR MORE
Time period 24 / 24,000
Does Lemon Law state nonconformity must continue to exist? NO

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

Number of repair attempts in the presumption period:	20
Total days out of service during the presumption period:	51
Total days out of service during customer's ownership:	62

Vehicle Meets Presumption of Lemon Law YES

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: N/A
Date & Offer/Result: N/A

Concern: N/A
Date & Offer/Result: N/A

Concern: N/A
Date & Offer/Result: N/A

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.

WYATT DEHNKE, DVM STS: THERE'S REALLY NOTHING WRONG W/THAT VEHICLE AND IF THIS GOES TO ARBITRATION I WILL FIGHT DOING A STRAIGHT REPURCHASE AND IF IT DOES GET AWARDED I'LL MAKE SURE TO UPHOLD THE DECISION TO THE LETTER OF THE LAW.

ADR STS: I TALKED W/MS. JONES ON THURS OR FRI AND I KNOW YOU'VE BEEN TALKING TO HER HUSBAND AND I DON'T KNOW WHAT ALL HAS GONE ON W/THAT, BUT WHAT SHE TOLD ME WAS THAT THEY WOULD REALLY LIKE TO HAVE MORE OPTIONS OF VEHICLES TO CHOOSE FROM. I ASSUME LYNN LAYTON ONLY HANDLES CADILLAC AND CHEVROLET AS FAR AS GM PRODUCTS GO. WHAT I WAS WONDERING IS, COULD THEY GO TO A DIFFERENT DEALERSHIP LIKE A BUICK DEALERSHIP? DVM STS: THEY POSSIBLE COULD BUT YOU'RE GOING TO HAVE TO WORK W/A DIFFERENT DEALERSHIP THAT I DON'T WORK W/BC I DON'T HAVE ANY MORE STORES IN THAT AREA AND I DON'T KNOW IF THE DEALERSHIP WOULD AGREE TO IT. AS FAR AS EVERYTHING GOES THE VEHICLE IS FIXED AND OPERATIONAL SO ANY DEALERSHIP WOULD BE HAPPY TO GET IT.

DVM STS: I SPOKE W/THE OWNER THIS AFTERNOONG. THE AIRBAG LIGHT HAS NOT COME ON SINCE THE LAST REPAIR. SHE HAS FUTURE CONCERNS FOR THE LIGHT COMING ON BC APPARENTLY IT HAS BEEN IN 3 TIMES FOR REPAIRS OVER THE LAST 25,000 MILE LIFE OF THE VEHICLE. SHE'S GOING TO SPEAK W/HER HUSBAND BUT IT LOOKS LIKE WE'RE GOING TO DO A VOLUNTARY TRADE. WE ARE IN THE PROCESS OF THAT. SHE WILL CONTACT ME TOMORROW AFTER SHE SPEAKS W/HER HUSBAND. WE'RE NOT GOING TO GIVE HER MONEY BACK OR TRADE KEYS. SHE WILL BE RESPONSIBLE FOR TIME AND MILEAGE ON VEHICLE. I WILL KEEP YOU UPDATED ABOUT WHERE THEY WISH TO GO MOVING FORWARD.

TL made contact with the DVM Wyatt Dehnke. TL advsd would like to discuss case going to arbitration. TL advsd concerned with case details, cust appears to meet presumption on number of repair attempts and days out of service. also advsd concern with alrbag could be deemed as serious safety concern. DVM states he did offer the cust a voluntary replacement due to previous history and in order to retain the cust. States the cust does not meet standards for the LL. States there were 3 repair attempts and the FRA. DVM states since the FRA there have been no addtl concerns with the alrbag light. DVM states days out of service can be argued with the rentals that were provided. states there will be a drastic reduction in days out of service. DVM states he will provide testimony on facts of the case as the cust does not meet standards for a repurchase. DVM states cust has expressed deeply that they will not go into another GM veh, and they have always been Ford oriented. DVM states we should take our chances at this point. TL advsd arbitrator also has program summary to fall back on, and under the program summary it is not necessary to have specific # of days/repair attempts. We believe that the chances to win this are not in our favor. DVM states he feels we have a good chance and would like the opportunity to assist in representing GM. TL advsd would followup with arb specialist and have him followup to discuss defense for tomorrow...
Vanessa Bueno/ATX/ADR-TL

CRS FINAL OFFER:	NO REPAIRS NEEDED AT THIS TIME	DATE: 8/13/07	CUST DECLINED
Goodwill: 60/50,000 GMPP MAJOR GUARD		Attorney Fees (if applicable): \$N/A	

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

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

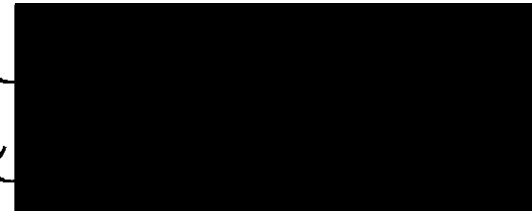
8-28-07

Attn: William Clopton

4 pages including
cover sheet.

CASE # CAD0748614

contact #'s phone
work





Council of Better Business Bureaus, Inc.

BBB AUTO LINE

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

AGREEMENT TO ARBITRATE

Date: 08/20/07

Case Number: CAD0748614

Customer: [REDACTED]

Business: Cadillac

Mfr-Info: 1715 AL 1G6DM57T460 [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : CTS

Year : 2006

All parties named above submit to arbitration the following:

- * Service Air bag light on
- * Wind noise front windshield
- * Rear head liner coming down
- * Driver seat back rest upholstery loose
- * Radio cover problems
- * Left side post molding loose & rattles
- * Headliner loose/right side
- * Left side post molding problems

* Shift plate peeling

* passenger door bezel peeling

* A/c vent peeling

The parties have come to agreement on the following: n/a

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase

Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:

Purchase price: (reflects the deduction of a rebate, if applicable)

*
*
*
*
*
*

(* Indicates additional remedies that can only be included if a lemon law repurchase is awarded)

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: n/a



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

Council of Better Business Bureaus, Inc.

NOTICE OF HEARING/INSPECTION

Date: 08/22/07 Case Number: CAD0748614
Customer: [REDACTED]
Business: Cadillac
Mfr-Info: 1715 AL 1G6DM57T460 [REDACTED]
Arbitrator(s): Mr. James L Doherty, Sr.

Hearing Date, Time, Place: 09/06/07 10:00 CT

BBB of North Alabama, Inc.
107 Lincoln St. NE
Huntsville, AL358010000

Manner in Which Parties Will Participate:

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer: ☒ in person ☐ by phone ☐ in writing
Manufacturer: ☐ in person ☒ by phone ☐ in writing

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Hearing Site Phone Number: 2565321425

Hearing Site Fax Number: 2565331177



Council of Better Business Bureaus, Inc.

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

ARBITRATOR SELECTION LIST

Customer: Ms. [REDACTED]

Case Number: CAD0748614

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: James Doherty, Sr.

Arbitrator's Occupation: Safety director of metal manufacturing co.

Arbitrator's Biography:

Mr. Doherty has been an arbitrator for the BBB since 1988. He has arbitrated numerous AUTO LINE cases as well as consumer/business disputes. He has completed both mediation and arbitration training. His experience in dealing with governmental regulatory agencies enables him to make logical decisions and helps him to deal with complex issues in an orderly and timely fashion. It also allows him to examine each issue in detail to assure that all pertinent items are addressed properly. He is fair and impartial and does not let personalities influence his decisions. He is also decisive in his decision making. He conducts very informal hearings to put all parties at ease. He works with both parties to gain all the information needed to make a fair decision with all the facts available. He attempts to explain in detail the rationale in the written documentation presented with the decision.

Location of Better Business Bureau

Better Business Bureau

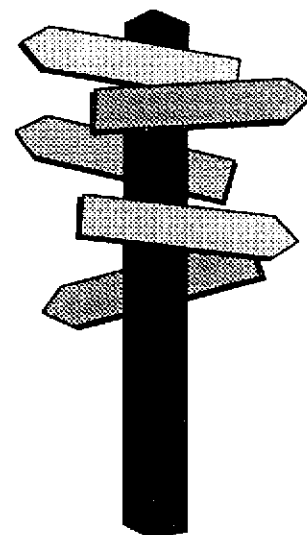
Name of Building (if any)

107 Lincoln Street, Huntsville, AL

Bureau Address and City

256.539.2118

Bureau Phone Number (Emergencies Only)



DIRECTIONS

- **From points west of Huntsville**

Interstate 565 east to exit 19C, Jefferson Street exit. Turn right on Jefferson St., left on Monroe Street. Right on Green Street, go three blocks, turn left on Randolph Street. BBB is on the corner of Randolph and Lincoln Street. Park on street or in parking lot at rear of the building.

- **Points east of Huntsville**

Highway 72 east, get on I565. Exit 19C - Jefferson Street exit. Turn left on to Jefferson Street. Left on Monroe Street, right on Green Street, go three blocks to Randolph Ave. BBB is located on the corner of Randolph and Lincoln Street. Park on the street or in rear parking lot behind the BBB.

- **From 431 North/North Memorial Parkway**

Take Clinton Ave. exit, at Clinton Ave. turn right. Stay on Clinton through downtown Huntsville. Right on Green Street, go three blocks to Randolph. BBB is on the corner of Randolph and Lincoln Street. Park on street or in rear parking lot.

- **From 231 South/South Memorial Parkway**

Take Clinton Ave. exit, at Clinton Ave. turn right. Stay on Clinton through downtown Huntsville. Right on Green Street. Go three three blocks left on Randolph Ave. BBB is on corner of Randolph and Lincoln Street. Park on street or in rear parking lot.



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

8/13/07

William Clopton
800-955-5100 ext. 502
Alabama

Re: [REDACTED]
BBB case # CAD0748614
2006 Cadillac CTS
1G6DM57T460 [REDACTED]

Dear Mr. Clopton,

General Motors does apologize for the concerns Ms. [REDACTED] has experienced with her 2006 Cadillac CTS and any inconvenience this may have caused her.

I have investigated the concerns which Ms. [REDACTED] has expressed in her claim form with her Cadillac CTS. Based on the information I have collected from the dealership, the service airbag light being on, the wind noise from the front windshield, the rear headliner falling down, the upholstery on the driver's side seat coming unstitched, and the bubble on the radio cover have all been fixed. As of the last time the vehicle was in a General Motors dealer the vehicle was operating as designed when released. We do not believe there has been significant loss of use, value, or safety of the vehicle.

We do believe that based on the information we have compiled, the vehicle does meet presumption for the Alabama State Lemon Law. Therefore, at the time of filing with the Better Business Bureau, the customer was already in negotiations for a trade replacement with the district service manager. At present, the customer has been unable to find a suitable replacement vehicle. Based on our information we do not believe this warrants a straight repurchase of the vehicle because the vehicle is currently operating as designed.

Sincerely,

Dawn Gazaway
General Motors
Business Resource Center
Phone: 866-790-5600 ext. 11058
Fax# 866-660-2737



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

7/31/07

Kelly Mortensen
Lynn Layton Cadillac
2402 S HWY 31
Decatur, AL 35601-6516

Re: [REDACTED]
Siebel Request: 71-534071447
2006 Cadillac CTS
VIN # 1G6DM57T460 [REDACTED]

Dear Ms. Mortensen:

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

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

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

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

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

Sincerely,

Dawn Gazaway
BRC Customer Relationship Specialist
Ph# 866-790-5600 ext 11058
FAX# 866-660-2737

Privileged and Confidential Information

Case Assessment By:Dawn Gazaway		Siebel/CARS Request #:71-534071447	
Customer [REDACTED]			
Veh year:2006	Make:Cadillac	Model:CTS	Current mileage:24590
Veh ID #:1G6DM57T460 [REDACTED]	In Service Date:4/7/2006	Purchased:4/4/06	If used:
What is the customer seeking?Customer wants the manufacturer to buy the vehicle back and refund her money.			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Service Airbag light on

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

7/17/07	145951	24210	1	(Lynn Layton Cadillac) Cust sts: Check airbag message (part in) Cause: internal failure. C8870 inflatable restraint passenger seat suppression module replacement.
7/5/07	145636	23133	5	(Lynn Layton Cadillac) Cust sts: Airbag light on (part in). Customer did not have time to repair. Will bring back later.
7/21/07	145257	22529	6	(Lynn Layton Cadillac) Cust sts: Check service air bag message. Parts on order.
11/21/06	139220	12403	2	(Lynn Layton Cadillac) Cust sts: Service air bag message. Cause: internal failure. C8870 module assembly, inflatable restraint passenger seat suppression replace. Subl Upholstery Plus.
11/9/06	138863	11799	5	(Lynn Layton Cadillac) Cust sts: Check airbag light on. Parts on order.
8/7/06	136053	5440	3	(Lynn Layton Cadillac) Cust sts: Service airbag light on. Cause: internal failure. C8870 module assembly, inflatable restraint passenger seat suppression replace.
7/27/06	135749	5150	1	(Lynn Layton Cadillac) Cust sts: Check service airbag light on. Parts on order.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Wind noise from front windshield

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

7/17/07	145951	24210	*	(Lynn Layton Cadillac) Cust sts: Lot of air noise around front glass at 50 MPH and higher. NC no charge.
1/16/07	140739	12403	2	(Lynn Layton Cadillac) Cust sts: Check whistle noise from front glass. Cause: improperly sealed. C0020 glass, windshield reseal. Subl King Auto Glass.

Team Lead Approval :

Date:

Privileged and Confidential Information

OTHER SYMPTOM/CONCERN: Driver seat upholstery loose, radio cover replaced, rear head liner loose

Date: **RC#:** **Mileage:** **Days Out:** **Description of Repair:**

2/28/07	141925	17334	15	(Lynn Layton Cadillac) Cust sts: Check driver seat back seperating (material on side). Cover and/or pad, front seat back cushion. Left R&R or replace. Subl Upholstery Plus.
8/7/06	136053	5440	*	(Lynn Layton Cadillac) Cust sts: Check radio trim bubbling up. Cause: front trim bubbled. R0760 receiver, radio remove, repair, and replace.
7/27/076	135749	5150	*	(Lynn Layton Cadillac) Cust sts: Check spot on CD player (bubbled up). Parts on order.
7/27/06	135749	5150	*	(Lynn Layton Cadillac) Cust sts: Check headliner sagging in rear. NPF technical/shop foreman road tested/inspected under customer stated conditions and the vehicle performed as designed.
6/13/06	134397	3221	2	(Lynn Layton Cadillac) Cust sts: Check headliner loose (part in) right side. Cause: loose. C3182 trim, center pillar right upper r&r or replace.
6/13/06	134397	3221	*	(Lynn Layton Cadillac) Cust sts: Check left side molding loose at headliner. Cause: loose. C3192 trim, center pillar left uper r&r or replace.
5/24/06	133828	2741	1	(Lynn Layton Cadillac) Cust sts: Check headliner down at rear.

Total Days Out of Service: 43 ____ (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? **YES:XXX** **NO:**

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?
Customer meets the requirements for meeting presumption of the Alabama State Lemon Law by having more than 3 repair attempts to the same concern and being out of service of their veh for 43 days.

DVM and/or DEALER RECOMMENDATION(s): Wyatt Dehnke, DVM spoke w/owner. The airbag light has not come on since the last repair. She has future concerns for light coming on bc apparently it has been in 3 times for repairs over last 25,000 miles or life of the veh. She's going to speak w/ her husband but it looks like we're going to do a voluntary trade. We are in the process of that. She will contact me after she speaks w/her husband. We're not going to give her money back or trade keys. She will be responsible for time and mileage on veh.

Team Lead Approval :

Date:

Revised by c. nall ett 09/07/06

CRS RECOMMENDATION & RATIONALE (EXPLAIN):

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

Team Lead Approval :

Date:

Privileged and Confidential Information**CASE ASSESSMENT**

By: Dawn Gazaway State: AL

Customer Name: [REDACTED]

Service Request: 71-
534071447

BBB Case No.: CAD0748614

Vehicle ID No.:
1G6DM57T460 [REDACTED]In Service
Date:
4/7/2006

Vehicle is: NEW

BAC Code:
112654Year, Make & Model: 2006 CADILLAC CTS
Mileage at Time of BBB Filing (24590)

Vehicle Purchased Used on: N/A at odometer N/A

Lien holder: GMAC ☒ Other ☐: {Name}Sale Type: Purchase ☒ Lease ☐ Other ☐:
{Type}DVM Name: DONALD WALKER
Phone/Cell Number: 256-426-8919CAM Name: AUBREY WASHINGTON
Phone Number: 678-240-9832**VEHICLE REPAIR HISTORY**

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

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

☒ **CHECK AIRBAG LIGHT ON**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
7/17/07	145951	1	24210	(LYNN LAYTON) CUST STS: CHECK AIRBAG MESSAGE PART IN. CAUSE: INTERNAL FAILURE. INFLATABLE RESTRAINT PASSENGER SEAT SUPPRESSION MODULE REPLACEMENT.
7/5/07	145636	5	23133	(LYNN LAYTON) CUST STS: CHECK AIRBAG LIGHT ON (PART IN). CUSTOMER DID NOT HAVE TIME TO REPAIR. WILL BRING BACK LATER.
6/21/07	145257	6	22529	(LYNN LAYTON) CUST STS: CHECK SERVICE AIRBAG MESSAGE. PARTS ON ORDER.
11/21/06	139220	2	12403	(LYNN LAYTON) CUST STS: SERVICE AIRBAG MESSAGE. CAUSE: INTERNAL FAILURE. MODULE ASSEMBLY, INFLATABLE RESTRAINT. PASSENGER SEAT SUPPRESSION REPLACE. SUBL UPHOLSTERY PLUS.
11/9/06	138863	5	11799	(LYNN LAYTON) CUST STS: CHECK AIRBAG LIGHT ON. PARTS ON ORDER.
8/7/06	136053	3	5440	(LYNN LAYTON) CUST STS: SERVICE AIRBAG LIGHT. CAUSE: INTERNAL FAILURE. MODULE ASSEMBLY, INFLATABLE RESTRAINT PASSENGER SEAT SUPPRESSION REPLACE.
7/27/06	135749	1	5150	(LYNN LAYTON) CUST STS: SERVICE AIRBAG LIGHT ON. PARTS ON ORDER.

☐ **WIND NOISE FROM FRONT WINDSHIELD**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
7/17/07	145951	*	24210	(LYNN LAYTON) CUST STS: LOT OF AIR NOISE AROUND FRONT GLASS AT 50 MPH AND HIGHER. NO CHARGE.
1/16/07	140739	2	12403	(LYNN LAYTON) CUST STS: CHECK WHISTLE NOISE FROM FRONT GLASS. CAUSE: IMPROPERLY SEALED. GLASS, WINDSHIELD RESEAL. SUBL KING AUTO GLASS.

☐ DRIVER SEAT UPHOLSTERY LOOSE

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
2/28/07	141925	15	17334	(LYNN LAYTON) CUST STS: CHECK DRIVER SEAT BACK SEPARATING (MATERIAL ON SIDE) CAUSE: MATERIAL SEPARATING. COVER AND/OR PAD, FRONT SEAT BACK CUSHION. LEFT R&R OR REPLACE. SUBL UPHOLSTERY PLUS.

☐ MAINTENANCE

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/2/06	137684	11	8934	(LYNN LAYTON) OIL & FILTER CHANGE. CAUSE: COMPLIMENTARY LOF, ROTATION AND AIR FILTER. FIRST COMPLIMENTARY LOF, ROTATION AND AIR FILTER FROM GM.
10/2/06	137684	*	8934	(LYNN LAYTON) ROTATE TIRES.
10/2/06	137684	*	8934	(LYNN LAYTON) AIR FILTER.
8/10/06	136163	*	5493	(LYNN LAYTON) ROTATE TIRES.

☐ XM RADIO INOPERATIVE

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/10/06	136163	1	5493	(LYNN LAYTON) CUST STS: CHECK RADIO XM DON'T WORK. REPROGRAMMED DRR AND RESET UP RADIO DUE TO XM RADIO NOT RESPONDING.
8/7/06	136053	*	5440	(LYNN LAYTON) CUST STS: CHECK RADIO TRIM BUBBLING UP. CAUSE: FRONT TRIM BUBBLED. RECEIVER, RADIO REMOVE, REPAIR, AND REPLACE.
7/27/06	135749	*	5150	(LYNN LAYTON) CUST STS: CHECK SPOT ON C.D. PLAYER (BUBBLED UP). PARTS ON ORDER.

☐ REAR HEADLINER COMING DOWN

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
7/27/06	135749	*	5150	(LYNN LAYTON) CUST STS: CHECK HEADLINER SAGGING IN REAR. NPF TECHNICIAN/SHOP FOREMAN ROAD TESTED/INSPECTED UNDER CUSTOMER STATED CONDITIONS AND THE VEHICLE PERFORMED AS DESIGNED.
6/13/06	134397	2	3221	(LYNN LAYTON) CUST STS: CHECK HEADLINER LOOSE (PART IN) RIGHT SIDE. CAUSE: LOOSE. TRIM, CENTER PILLAR RIGHT UPPER R&R OR REPLACE.

5/24/06 133828 1 2741 (LYNN LAYTON) CUST STS: CHECK HEADLINER DOWN AT REAR. PARTS ON ORDER.

☐ LEFT SIDE POST MOLDING PROBLEMS

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/13/06	134397	*	3221	(LYNN LAYTON) CUST STS: CHECK LEFT SIDE MOLDING LOOSE AT HEADLINER. CAUSE: LOOSE. TRIM, CENTER PILLAR LEFT UPPER R&R OR REPLACE.
5/24/06	133828	*	2741	(LYNN LAYTON) CUST STS: CHECK RATTLE AT INSIDE FRONT POST MODLING. PARTS ON ORDER.
5/24/06	133828	*	2741	(LYNN LAYTON) CUST STS: CHECK LEFT FRONT SIDE POST MOLDING LOOSE AND RATTLES. PARTS ON ORDER.

☐ BODY

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
5/22/06	133688	3	2600	(LYNN LAYTON) CUST STS: REPAIR AS PER EST. BODY REPAIR AS PER EST. MISC BODY SUPPLIES.
5/22/06	133688	*	2600	(LYNN LAYTON) CUST STS: REFINISH AS PER EST. PAINT REFINISH AS PER EST. MISC PAINT AND MATERIALS. MISC HAZ WASTE REMOVAL.

☐ RECALL

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/17/06	131834	5	2	(LYNN LAYTON) RECALL 05111 REPROGRAM. CAUSE: RECALL. RECALL-REPROGRAM PCM.

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 3 OR MORE

Time period 12 / 12,000

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs N/A

Safety-related time period N/A / N/A

Number of repair attempts in the presumption period:	8
Total days out of service during the presumption period:	21
Total days out of service during customer's ownership:	29

Vehicle Meets Presumption of Lemon Law YES
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PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: N/A

Date & Offer/Result: N/A

Concern: N/A

Date & Offer/Result: N/A

Concern: N/A

Date & Offer/Result: N/A

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.

WYATT DEHNKE, DVM STS: THERE'S REALLY NOTHING WRONG W/THAT VEHICLE AND IF THIS GOES TO ARBITRATION I WILL FIGHT DOING A STRAIGHT REPURCHASE AND IF IT DOES GET AWARDED I'LL MAKE SURE TO UPHOLD THE DECISION TO THE LETTER OF THE LAW.

ADR STS: I TALKED W/MS. JONES ON THURS OR FRI AND I KNOW YOU'VE BEEN TALKING TO HER HUSBAND AND I DON'T KNOW WHAT ALL HAS GONE ON W/THAT, BUT WHAT SHE TOLD ME WAS THAT THEY WOULD REALLY LIKE TO HAVE MORE OPTIONS OF VEHICLES TO CHOOSE FROM. I ASSUME LYNN LAYTON ONLY HANDLES CADILLAC AND CHEVROLET AS FAR AS GM PRODUCTS GO. WHAT I WAS WONDERING IS, COULD THEY GO TO A DIFFERENT DEALERSHIP LIKE A BUICK DEALERSHIP? DVM STS: THEY POSSIBLE COULD BUT YOU'RE GOING TO HAVE TO WORK W/A DIFFERENT DEALERSHIP THAT I DON'T WORK W/BC I DON'T HAVE ANY MORE STORES IN THAT AREA AND I DON'T KNOW IF THE DEALERSHIP WOULD AGREE TO IT. AS FAR AS EVERYTHING GOES THE VEHICLE IS FIXED AND OPERATIONAL SO ANY DEALERSHIP WOULD BE HAPPY TO GET IT.

DVM STS: I SPOKE W/THE OWNER THIS AFTERNOONG. THE AIRBAG LIGHT HAS NOT COME ON SINCE THE LAST REPAIR. SHE HAS FUTURE CONCERNS FOR THE LIGHT COMING ON BC APPARENTLY IT HAS BEEN IN 3 TIMES FOR REPAIRS OVER THE LAST 25,000 MILE LIFE OF THE VEHICLE. SHE'S GOING TO SPEAK W/HER HUSBAND BUT IT LOOKS LIKE WE'RE GOING TO DO A VOLUNTARY TRADE. WE ARE IN THE PROCESS OF THAT. SHE WILL CONTACT ME TOMORROW AFTER SHE SPEAKS W/HER HUSBAND. WE'RE NOT GOING TO GIVE HER MONEY BACK OR TRADE KEYS. SHE WILL BE RESPONSIBLE FOR TIME AND MILEAGE ON VEHICLE. I WILL KEEP YOU UPDATED ABOUT WHERE THEY WISH TO GO MOVING FORWARD.

CRS FINAL OFFER:	NO REPAIRS NEEDED AT THIS TIME	DATE: 8/13/07	CUST DECLINED
Goodwill: 60/50,000 GMPP MAJOR GUARD		Attorney Fees (if applicable): \$N/A	

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

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



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

July 25, 2007

Re:m01 CAD0748614 : [REDACTED] vs Cadillac Motor Division

ELIZABETH GAZAWAY
CADILLAC
P O BOX 33169
DETROIT MI 48232-5169

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

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

Sincerely,

William Clopton at Extension 502

Customer Claim Form

Contact Date: 07/25/07

Start Date:

Case Number : CAD0748614

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

DANVILLE, AL

Day Phone:

Evening Phone:

Cell Phone:

Fax Number:

E-mail Address:

Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Lavonda/Shane Jones

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes:

Transmission Type: Automatic Number of vehicles owned or leased by the business:

Make: Cadillac Model: CTS Model Year: 2006 Current Mileage: 24590

Vehicle Identification Number: _____

Servicing Dealer/City/State : LYNN LAYTON CADILLAC,NIS,

Selling Dealer/City/State : LYNN LAYTON CADILLAC,NIS, DECATUR, AL

Insurance Carrier : All State Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No X Date of accident:

Description of Damage :

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date:04/04/06 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: _____

Leasing Company's Name:

Address: _____

Address:

City/St/Zip: _____

City/St/Zip:

Phone: () -

Phone:

Lienholder Acct # : _____

Leasing Company's Acct #:

Customer's Desired Outcome (Describe what you want done to resolve your concern)

Customer wants the manufacturer to buy the vehicle back & refund her money.

Signature of Titled Owner(s)/Lessee(s): _____ Date _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Name: Ms. [REDACTED]

Case Number: CAD0748614

First Repair Attempt (any reported problem)

Date: 07/15/06 Mileage: 3000

Last Repair Attempt (last reported problem)

Date: Mileage:

Total Days out of Service: _____

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Service Air bag light on	yes				
2. Wind noise from front windshield	yes				
3. Rear head liner coming down	yes				
4. Driver seat back rest upholstery loose	no				
5. Radio cover replaced	no				

If you need additional space, please attach a separate sheet of paper following the above outline.

LYNN LAYTON CADILLAC-NISSAN**2402 HIGHWAY 31 SOUTH
DECATUR, ALABAMA 35601**

FACSIMILE TRANSMISSION

SEND TO: NAME Dawn Gazaway
LOCATION gm business resource
FACSIMILE NUMBER 866-660-2137
NUMBER OF PAGES(INCLUDING COVER) 6
REMARKS OR MESSAGE _____

RE: 

FROM: NAME KELLY MORTENSEN TITLE CLERK
FACSIMILE NUMBER: (256) 353-6562
TELEPHONE NUMBER: (256) 353-8150
TOLL FREE NUMBER: (866) 558-8558



VIN/Incentive Lookup System

Eligible Incentive Programs for VIN 1G6DM57T460 delivered on 4-8-2006

Vehicle Description: 2006 Cadillac CTS 2.8L Sedan

MMC

Inventory Status: NEW

Delivery Destination

Region: SOUTHEAST

DMA: BIRMINGHAM, AL

State: AL

County: MORGAN

Zip:

Consumer Cash
INDIVIDUALVehicle Financing
INDIVIDUALSmart Lease
INDIVIDUALSmart Buy
INDIVIDUALCombo
INDIVIDUALA List of Potentially Eligible Programs for Vehicle Financing.
Exception requests will not be allowed based on this report.

Report Generated on: 4/8/2006 0:49:32 E.T.

Program Name	Start Date	End Date	Option Condition	Program #	Term (mos.)	Rate	Cash	Inc. Code
<input type="radio"/> GM SOUTHEAST REGION 2007/2006 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	4/5/2006	7/5/2006		06-33A-21	12-36	2.9		XMC
<input type="radio"/> GM SOUTHEAST REGION 2007/2006 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	4/5/2006	7/5/2006		06-33A-21	37-48	3.9		XMC
<input checked="" type="radio"/> GM SOUTHEAST REGION 2007/2006 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	4/5/2006	7/5/2006		06-33A-21	49-60	4.9		XMC
<input type="radio"/> GM SOUTHEAST REGION 2007/2006 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	4/5/2006	7/5/2006		06-33A-21	61-72	STD		XMC
<input checked="" type="checkbox"/> GM SOUTHEAST REGION 2007/2006 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	4/5/2006	7/5/2006		06-33A-21			2000	DSE
<input checked="" type="checkbox"/> GM DEALER CASH ADJUSTMENT PROGRAM	1/11/2006	10/2/2006		06-33A-21			803	DXP
<input type="checkbox"/> GM E-MAIL PRIVATE OFFER PROGRAM	2/1/2006	5/1/2006		06-33CL-1			500	ERP
<input type="checkbox"/> GM NATIONAL ASSOCIATION OF HOME BUILDERS PRIVATE OFFER	1/4/2006	1/3/2007		06-33CH			500	PNJ
<input type="checkbox"/> GM MILITARY PURCHASE PROGRAM	2/3/2006	9/30/2006		06-33C-2			500	MPP
<input type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROCESS	10/1/2005	9/30/2006		06-03				LCP
<input type="checkbox"/> GM COMPETITIVE LEASE CONQUEST DIRECT MAIL PROGRAM	3/1/2006	5/1/2008		06-33CK				CLP
<input type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM CARDS WITH REDEMPTION LIMITS COPPER/PLATINUM, CHECK CARD AND FLEXIBLE EARNINGS PROGRAMS	1/25/2006	9/30/2006		06-05A-2				UDP
<input type="checkbox"/> CORPORATE PROGRAM 2006 MY GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM	10/1/2005	9/30/2006		06-07				MOB/MOC
<input type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM IN THE DRIVEWAY PROGRAM	10/1/2005	9/30/2006		06-13				GID
<input type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM EXTENDED FAMILY CARD PROGRAM	10/1/2005	9/30/2006		06-05C				UDF



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

8/13/07

William Clopton
800-955-5100 ext. 502
Alabama

Re: [REDACTED]
BBB case # CAD0748614
2006 Cadillac CTS
1G6DM57T460 [REDACTED]

Dear Mr. Clopton,

General Motors does apologize for the concerns Ms. [REDACTED] has experienced with her 2006 Cadillac CTS and any inconvenience this may have caused her.

I have investigated the concerns which Ms. [REDACTED] has expressed in her claim form with her Cadillac CTS. Based on the information I have collected from the dealership, the service airbag light being on, the wind noise from the front windshield, the rear headliner falling down, the upholstery on the driver's side seat coming unstitched, and the bubble on the radio cover have all been fixed. As of the last time the vehicle was in a General Motors dealer the vehicle was operating as designed when released. We do not believe there has been significant loss of use, value, or safety of the vehicle.

We do believe that based on the information we have compiled, the vehicle does meet presumption for the Alabama State Lemon Law. Therefore, at the time of filing with the Better Business Bureau, the customer was already in negotiations for a trade replacement with the district service manager. At present, the customer has been unable to find a suitable replacement vehicle. Based on our information we do not believe this warrants a straight repurchase of the vehicle because the vehicle is currently operating as designed.

Sincerely,

Dawn Gazaway
General Motors
Business Resource Center
Phone: 866-790-5600 ext. 11058
Fax# 866-660-2737

Privileged and Confidential Information**CASE ASSESSMENT**

By: Dawn Gazaway State: AL

Customer Name: [REDACTED]

Service Request: 71-
534071447

BBB Case No.: CAD0748614

Vehicle ID No.:
1G6DM57T460 [REDACTED]In Service
Date:
4/7/2006

Vehicle is: NEW

BAC Code:
112654Year, Make & Model: 2006 CADILLAC CTS
Mileage at Time of BBB Filing (24590)

Vehicle Purchased Used on: N/A at odometer N/A

Lien holder: GMAC ☒ Other ☐: {Name}Sale Type: Purchase ☒ Lease ☐ Other ☐:
{Type}DVM Name: DONALD WALKER
Phone/Cell Number: 256-426-8919CAM Name: AUBREY WASHINGTON
Phone Number: 678-240-9832**VEHICLE REPAIR HISTORY**

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

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

☒ **CHECK AIRBAG LIGHT ON**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
7/17/07	145951	1	24210	(LYNN LAYTON) CUST STS: CHECK AIRBAG MESSAGE PART IN. CAUSE: INTERNAL FAILURE. INFLATABLE RESTRAINT PASSENGER SEAT SUPPRESSION MODULE REPLACEMENT.
7/5/07	145636	5	23133	(LYNN LAYTON) CUST STS: CHECK AIRBAG LIGHT ON (PART IN). CUSTOMER DID NOT HAVE TIME TO REPAIR. WILL BRING BACK LATER.
6/21/07	145257	6	22529	(LYNN LAYTON) CUST STS: CHECK SERVICE AIRBAG MESSAGE. PARTS ON ORDER.
11/21/06	139220	2	12403	(LYNN LAYTON) CUST STS: SERVICE AIRBAG MESSAGE. CAUSE: INTERNAL FAILURE. MODULE ASSEMBLY, INFLATABLE RESTRAINT. PASSENGER SEAT SUPPRESSION REPLACE. SUBL UPHOLSTERY PLUS.
11/9/06	138863	5	11799	(LYNN LAYTON) CUST STS: CHECK AIRBAG LIGHT ON. PARTS ON ORDER.
8/7/06	136053	3	5440	(LYNN LAYTON) CUST STS: SERVICE AIRBAG LIGHT. CAUSE: INTERNAL FAILURE. MODULE ASSEMBLY, INFLATABLE RESTRAINT PASSENGER SEAT SUPPRESSION REPLACE.
7/27/06	135749	1	5150	(LYNN LAYTON) CUST STS: SERVICE AIRBAG LIGHT ON. PARTS ON ORDER.

☐ **WIND NOISE FROM FRONT WINDSHIELD**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/27/07	147195	10	29949	(LYNN LAYTON) CUST STS: CHECK WINDSHIELD AIR NOISE (SEE MAC) CND VEHICLE TEST DROVE/INSPECTED BY TECH/SHOP FOREMAN UNDER COLD/HOT CONDITIONS AND VEHICLE PERFORMED AS DESIGNED.
7/17/07	145951	*	24210	(LYNN LAYTON) CUST STS: LOT OF AIR NOISE AROUND FRONT GLASS AT 50 MPH AND HIGHER. NO CHARGE.
1/16/07	140739	2	12403	(LYNN LAYTON) CUST STS: CHECK WHISTLE NOISE FROM FRONT GLASS. CAUSE: IMPROPERLY SEALED. GLASS, WINDSHIELD RESEAL. SUBL KING AUTO GLASS.

☐ DRIVER SEAT UPHOLSTERY LOOSE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/28/07	141925	15	17334	(LYNN LAYTON) CUST STS: CHECK DRIVER SEAT BACK SEPARATING (MATERIAL ON SIDE) CAUSE: MATERIAL SEPARATING. COVER AND/OR PAD, FRONT SEAT BACK CUSHION. LEFT R&R OR REPLACE. SUBL UPHOLSTERY PLUS.

☐ MAINTENANCE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/2/06	137684	11	8934	(LYNN LAYTON) OIL & FILTER CHANGE. CAUSE: COMPLIMENTARY LOF, ROTATION AND AIR FILTER. FIRST COMPLIMENTARY LOF, ROTATION AND AIR FILTER FROM GM.
10/2/06	137684	*	8934	(LYNN LAYTON) ROTATE TIRES.
10/2/06	137684	*	8934	(LYNN LAYTON) AIR FILTER.
8/10/06	136163	*	5493	(LYNN LAYTON) ROTATE TIRES.

☐ XM RADIO INOPERATIVE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/10/06	136163	1	5493	(LYNN LAYTON) CUST STS: CHECK RADIO XM DON'T WORK. REPROGRAMMED DRR AND RESET UP RADIO DUE TO XM RADIO NOT RESPONDING.
8/7/06	136053	*	5440	(LYNN LAYTON) CUST STS: CHECK RADIO TRIM BUBBLING UP. CAUSE: FRONT TRIM BUBBLED. RECEIVER, RADIO REMOVE, REPAIR, AND REPLACE.
7/27/06	135749	*	5150	(LYNN LAYTON) CUST STS: CHECK SPOT ON C.D. PLAYER (BUBBLED UP). PARTS ON ORDER.

☐ REAR HEADLINER COMING DOWN

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/27/07	147195	*	29949	(LYNN LAYTON) CUST STS: CHECK REAR HEADLINER LOOSE TRIM LOOSER (SEE MAC) CAUSE: LOOSE. TRIM ASSEMBLY, QUARTER LEFT R&R OR REPLACE.
7/27/06	135749	*	5150	(LYNN LAYTON) CUST STS: CHECK HEADLINER SAGGING IN REAR. NPF

TECHNICIAN/SHOP FOREMAN ROAD TESTED/INSPECTED UNDER CUSTOMER STATED CONDITIONS AND THE VEHICLE PERFORMED AS DESIGNED.

6/13/06	134397	2	3221	(LYNN LAYTON) CUST STS: CHECK HEADLINER LOOSE (PART IN) RIGHT SIDE. CAUSE: LOOSE. TRIM, CENTER PILLAR RIGHT UPPER R&R OR REPLACE.
5/24/06	133828	1	2741	(LYNN LAYTON) CUST STS: CHECK HEADLINER DOWN AT REAR. PARTS ON ORDER.

☐ LEFT SIDE POST MOLDING PROBLEMS

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/13/06	134397	*	3221	(LYNN LAYTON) CUST STS: CHECK LEFT SIDE MOLDING LOOSE AT HEADLINER. CAUSE: LOOSE. TRIM, CENTER PILLAR LEFT UPPER R&R OR REPLACE.
5/24/06	133828	*	2741	(LYNN LAYTON) CUST STS: CHECK RATTLE AT INSIDE FRONT POST MODLING. PARTS ON ORDER.
5/24/06	133828	*	2741	(LYNN LAYTON) CUST STS: CHECK LEFT FRONT SIDE POST MOLDING LOOSE AND RATTLES. PARTS ON ORDER.

☐ BODY

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
5/22/06	133688	3	2600	(LYNN LAYTON) CUST STS: REPAIR AS PER EST. BODY REPAIR AS PER EST. MISC BODY SUPPLIES.
5/22/06	133688	*	2600	(LYNN LAYTON) CUST STS: REFINISH AS PER EST. PAINT REFINISH AS PER EST. MISC PAINT AND MATERIALS. MISC HAZ WASTE REMOVAL.

☐ OTHER (TRIM)

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/27/07	147195	*	29949	(LYNN LAYTON) CUST STS: CHECK CENTER CONSOLE FLAKING (PART IN). CAUSE: PEELING. PLATE OR BOOT, CONSOLE FLOOR SHIFT REPLACE.
8/27/07	147195	*	29949	(LYNN LAYTON) CUST STS: CHECK DOOR BEZEL FLAKING (PART IN). POO PARTS ON ORDER.
8/27/07	147195	*	29949	(LYNN LAYTON) CUST STS: CHECK A/C VENTS PEELIG (PART IN). CAUSE: PEELING. DUCT AND/OR HOSES, AIR DISTRIBUTION REPAIR.

☐ RECALL

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/17/06	131834	5	2	(LYNN LAYTON) RECALL 05111 REPROGRAM. CAUSE: RECALL. RECALL-REPROGRAM PCM.

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 3 OR MORE

Time period 24 / 24,000

Does Lemon Law state nonconformity must continue to exist? NO

If applicable, safety-related repairs N/A

Safety-related time period N/A / N/A

Number of repair attempts in the presumption period: 20

Total days out of service during the presumption period: 51

Total days out of service during customer's ownership: 62

Vehicle Meets Presumption of Lemon Law YES

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: N/A

Date & Offer/Result: N/A

Concern: N/A

Date & Offer/Result: N/A

Concern: N/A

Date & Offer/Result: N/A

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.

WYATT DEHNKE, DVM STS: THERE'S REALLY NOTHING WRONG W/THAT VEHICLE AND IF THIS GOES TO ARBITRATION I WILL FIGHT DOING A STRAIGHT REPURCHASE AND IF IT DOES GET AWARDED I'LL MAKE SURE TO UPHOLD THE DECISION TO THE LETTER OF THE LAW.

ADR STS: I TALKED W/MS. JONES ON THURS OR FRI AND I KNOW YOU'VE BEEN TALKING TO HER HUSBAND AND I DON'T KNOW WHAT ALL HAS GONE ON W/THAT, BUT WHAT SHE TOLD ME WAS THAT THEY WOULD REALLY LIKE TO HAVE MORE OPTIONS OF VEHICLES TO CHOOSE FROM. I ASSUME LYNN LAYTON ONLY HANDLES CADILLAC AND CHEVROLET AS FAR AS GM PRODUCTS GO. WHAT I WAS WONDERING IS, COULD THEY GO TO A DIFFERENT DEALERSHIP LIKE A BUICK DEALERSHIP? DVM STS: THEY POSSIBLE COULD BUT YOU'RE GOING TO HAVE TO WORK W/A DIFFERENT DEALERSHIP THAT I DON'T WORK W/BC I DON'T HAVE ANY MORE STORES IN THAT AREA AND I DON'T KNOW IF THE DEALERSHIP WOULD AGREE TO IT. AS FAR AS EVERYTHING GOES THE VEHICLE IS FIXED AND OPERATIONAL SO ANY DEALERSHIP WOULD BE HAPPY TO GET IT.

DVM STS: I SPOKE W/THE OWNER THIS AFTERNOONG. THE AIRBAG LIGHT HAS NOT COME ON SINCE THE LAST REPAIR. SHE HAS FUTURE CONCERNS FOR THE LIGHT COMING ON BC APPARENTLY IT HAS BEEN IN 3 TIMES FOR REPAIRS OVER THE LAST 25,000 MILE LIFE OF THE VEHICLE. SHE'S GOING TO SPEAK W/HER HUSBAND BUT IT LOOKS LIKE WE'RE GOING TO DO A VOLUNTARY TRADE. WE ARE IN THE PROCESS OF THAT. SHE WILL CONTACT ME TOMORROW AFTER SHE SPEAKS W/HER HUSBAND. WE'RE NOT GOING TO GIVE HER MONEY BACK OR TRADE KEYS. SHE WILL BE RESPONSIBLE FOR TIME AND MILEAGE ON VEHICLE. I WILL KEEP YOU UPDATED ABOUT WHERE THEY WISH TO GO MOVING FORWARD.

TL made contact with the DVM Wyatt Dehnke. TL advsd would like to discuss case going to arbitration. TL advsd concerned with case details, cust appears to meet presumption on number of repair attempts and days out of service. also advsd concern with airbag could be deemed as serious safety concern. DVM states he did offer the cust a voluntary replacement due to previous history and in order to retain the cust. States the cust does not meet standards for the LL. States there were 3 repair attempts and the FRA. DVM states since the FRA there have been no addt'l concerns with the airbag light. DVM states days out of service can be argued with the rentals that were provided. states there will be a drastic reduction in days out of service. DVM states he will provide testimony on facts of the case as the cust does not meet standards for a repurchase. DVM states cust has expressed deeply that they will not go into another GM veh, and they have always been Ford oriented. DVM states we should take our chances at this point. TL advsd arbitrator also has program summary to fall back on, and under the program summary it is not necessary to have specific # of days/repair attempts. We believe that the chances to win this are not in our favor. DVM states he feels we have a good chance and would like the opportunity to assist in representing GM. TL advsd would followup with arb specialist and have him followup to discuss defense for tomorrow...

Vanessa Bueno/ATX/ADR-TL

CRS FINAL OFFER:	NO REPAIRS NEEDED AT THIS TIME	DATE: 8/13/07	CUST DECLINED
Goodwill: 60/50,000 GMPP MAJOR GUARD		Attorney Fees (if applicable): \$N/A	

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

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

8-28-07

Attn: William Clopton

4 pages including
cover sheet.

CASE # CAD0748614

contact #'s phone
work





Council of Better Business Bureaus, Inc.

BBB AUTO LINE

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

AGREEMENT TO ARBITRATE

Date: 08/20/07

Case Number: CAD0748614

Customer: [REDACTED]

Business: Cadillac

Mfr-Info: 1715 AL 1G6DM57T460 [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : CTS

Year : 2006

All parties named above submit to arbitration the following:

- * Service Air bag light on
- * Wind noise front windshield
- * Rear head liner coming down
- * Driver seat back rest upholstery loose
- * Radio cover problems
- * Left side post molding loose & rattles
- * Headliner loose/right side
- * Left side post molding problems

* Shift plate peeling

* passenger door bezel peeling

* A/c vent peeling

The parties have come to agreement on the following: n/a

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase

Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:

Purchase price: (reflects the deduction of a rebate, if applicable)

*
*
*
*
*
*

(* Indicates additional remedies that can only be included if a lemon law repurchase is awarded)

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: n/a



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

Council of Better Business Bureaus, Inc.

NOTICE OF HEARING/INSPECTION

Date: 08/22/07 Case Number: CAD0748614
Customer: [REDACTED]
Business: Cadillac
Mfr-Info: 1715 AL 1G6DM57T460 [REDACTED]
Arbitrator(s): Mr. James L Doherty, Sr.

Hearing Date, Time, Place: 09/06/07 10:00 CT

BBB of North Alabama, Inc.
107 Lincoln St. NE
Huntsville, AL358010000

Manner in Which Parties Will Participate:

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer: ☒ in person ☐ by phone ☐ in writing
Manufacturer: ☐ in person ☒ by phone ☐ in writing

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Hearing Site Phone Number: 2565321425

Hearing Site Fax Number: 2565331177



Council of Better Business Bureaus, Inc.

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

ARBITRATOR SELECTION LIST

Customer: Ms. [REDACTED]

Case Number: CAD0748614

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: James Doherty, Sr.

Arbitrator's Occupation: Safety director of metal manufacturing co.

Arbitrator's Biography:

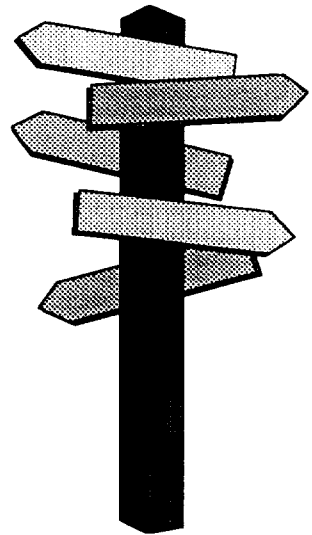
Mr. Doherty has been an arbitrator for the BBB since 1988. He has arbitrated numerous AUTO LINE cases as well as consumer/business disputes. He has completed both mediation and arbitration training. His experience in dealing with governmental regulatory agencies enables him to make logical decisions and helps him to deal with complex issues in an orderly and timely fashion. It also allows him to examine each issue in detail to assure that all pertinent items are addressed properly. He is fair and impartial and does not let personalities influence his decisions. He is also decisive in his decision making. He conducts very informal hearings to put all parties at ease. He works with both parties to gain all the information needed to make a fair decision with all the facts available. He attempts to explain in detail the rationale in the written documentation presented with the decision.

Location of Better Business Bureau

Better Business Bureau
Name of Building (if any)

107 Lincoln Street, Huntsville, AL
Bureau Address and City

256.539.2118
Bureau Phone Number (Emergencies Only)



DIRECTIONS

- **From points west of Huntsville**

Interstate 565 east to exit 19C, Jefferson Street exit. Turn right on Jefferson St., left on Monroe Street. Right on Green Street, go three blocks, turn left on Randolph Street. BBB is on the corner of Randolph and Lincoln Street. Park on street or in parking lot at rear of the building.

- **Points east of Huntsville**

Highway 72 east, get on I565. Exit 19C - Jefferson Street exit. Turn left on to Jefferson Street. Left on Monroe Street, right on Green Street, go three blocks to Randolph Ave. BBB is located on the corner of Randolph and Lincoln Street. Park on the street or in rear parking lot behind the BBB.

- **From 431 North/North Memorial Parkway**

Take Clinton Ave. exit, at Clinton Ave. turn right. Stay on Clinton through downtown Huntsville. Right on Green Street, go three blocks to Randolph. BBB is on the corner of Randolph and Lincoln Street. Park on street or in rear parking lot.

- **From 231 South/South Memorial Parkway**

Take Clinton Ave. exit, at Clinton Ave. turn right. Stay on Clinton through downtown Huntsville. Right on Green Street. Go three three blocks left on Randolph Ave. BBB is on corner of Randolph and Lincoln Street. Park on street or in rear parking lot.

2006 CTS 2.8L V6 VVT
41U BLACK RAVEN /V6G
13W LIGHT GRAY
ORDER NO. JFWT1R/TRE STOCK NO.
VIN 1G6 DM57 T4 60

MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
6DM69 CTS 2.8L V6 VVT 30515.00 28226.38 INVOICE 06/29/05
FE9 50-STATE EMISSIONS N/C N/C SHIPPED 06/29/05
LP1 2.8L V6 DOHC ENGINE N/C N/C EXP I/T 07/12/05
M82 5-SPEED AUTOMATIC TRANSMISSION 1200.00 996.00 INT COM 07/12/05
1SA CTS STANDARD PACKAGE N/C N/C PRC EFF 06/29/05
KEYS 05936 05936
WFP-S MTH OPT-2
BANK: GMAC - 029
CHG-TO 21-029
SHIP WT: 3585
HP: 29.6
GMS: 29065.93
SUPPLR: 30370.52
MRM: 32435.00
MEMO 1510.75

TOTAL MODEL & OPTIONS 31715.00 29222.38 ACT 231 28990.93
DESTINATION CHARGE 720.00 720.00 H/B 261 951.45
LAM DEALER CONTRIBUTION 317.15 ADV 261 317.15
LAM GROUP CONTRIBUTION 396.44 EXP 65A 396.44
TOTAL 32435.00 30655.97 PAY 310 30655.97
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 29246.79

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.

WILLIAMSON CADILLAC COMPANY
REMIT TO GMAC NO. 029
VIN 1G6DM57T460
\$ 30655.97 INV 6AD18911580
DUE 07/12/05 DEALER 21-029

59433

1 4 7 1 9 5

LYNN LAYTON
CADILLAC-NISSAN, INC.

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

TOLL FREE: (866) 558-9598

www.lynnlayton.com



INVOICE

 DUPLICATE 1
 PAGE 1

 DANVILLE, AL
 HOME:

SERVICE ADVISOR: 553 JAMES D ROHR

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	06	CADILLAC CTS	1G6DM57T460		29949/29949	T4051	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
07APR06 IS			17:00 29AUG07			CASH	05SEP07
R.O. OPENED		READY	OPTIONS: STK:C60104 DLR:18387 TRN:M82				

08:57 27AUG07 16:02 05SEP07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CK WINSHIELD AIR NOISE (SEE MAC)

CND VEHICLE TEST DROVE/INSPECTED BY TECH/SHOP

FOREMAN UNDER COLD/HOT CONDITIONS AND

VEHICLE PERFORMED AS DESIGNED

999 CGM 0.00

0.00 0.00

B CK REAR HEADLINER LOOSE TRIM LOOSER (SEE MAC)

CAUSE: LOOSE

C4021 TRIM ASSEMBLY, QUARTER LEFT R&R OR REPLACE

623 WC40 0.50

(N/C)

C CK CENTER CONSOLE FLAKING (PART IN)

CAUSE: PEELING

C2795 PLATE OR BOOT, CONSOLE FLOOR SHIFT REPLACE

623 WC40 0.20

(N/C)

1 15233061 F-PLATE

(N/C)

D CK DOOR BEZEL FLAKING (PART IN)

POO PARTS ON ORDER

623 CGM 0.00

0.00 0.00

E ENTERPRISE RENTAL

CAUSE: RENTAL

Z7903 RENTAL

999 WC40 0.00

(N/C)

SUBL PO#73073 RENTAL

WC40

(N/C)

FC:

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 along with the rights to collection costs and reasonable attorney fees if incurred to secure payment.

THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE MITCHELL MANUAL AND THE OFFICIAL CADILLAC & NISSAN LABOR TIME GUIDES, WHICH REFLECT AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIED VEHICLE REPAIRS, AND WHICH MAY, THEREFORE, BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS COUPONS / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER

59433

1 4 7 1 9 5

**LYNN LAYTON
CADILLAC-NISSAN, INC.**

2402 HIGHWAY 31, SOUTH * P.O. DRAWER E

DECATUR, ALABAMA 35602

TELEPHONE: (256) 353-8150

TOLL FREE: (866) 558-8558

www.lynnlayton.com



INVOICE

DUPLICATE 1
PAGE 2DANVILLE, AL
HOME

SERVICE ADVISOR: 553 JAMES D ROHR

SERVICE ADVISOR: 553 JAMES D ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLK	06	CADILLAC CTS	1G6DM57T460		29949/29949	T4051	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR06 IS			17:00 29AUG07			CASH	05SEP07
B.O. OPENED		READY					

R.O. OPENED

READY

OPTIONS:

STK:C60104 DLR:18387 TRN:M82

08:57 27AUG07 16:02 05SEP07

LINE OPCODE TECH TYPE HOURS

F** CK A/C VENTS PEELING (PART IN)

CAUSE: PEELING

D1410 DUCT AND/OR HOSES, AIR DISTRIBUTION REPAIR

623 WC40 0.50

1 25749919 DUCT ASM

(N/C)

(N/C)

G** TEST DRIVE FOR AIRBAG LIGHT

00 TEST DROVE FOR AIR BAG LIGHT FOR 10 MILES.

LIGHT DID NOT ILLUMINATE AND NO CODES
STORED.

999 CGM 0.00

0.00

0.00

GOODWRENCH SERVICE PLUS

PARTS DESIGNATED WITH A W-INDICATE LIFETIME
SERVICE GUARANTEE, WHICH APPLIES TO CUSTOMER
PAY REPAIRS.**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**

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 along with the rights to collection costs and reasonable attorney fees if incurred to secure payment.

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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 COUPONS / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

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

Customer: [REDACTED]	SR #: 71-534071447	BBB#: CAD0748614
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This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	32724.00
MSRP (from BARS Invoice screen)	- 32435.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= 289.00

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	22299.00
Actual Cash Value (ACV) (from ACV Statement)	- 17500.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 4799.00

Section 3

Trade Allowance (from Bill of Sale)	22299.00
Payoff on Trade (from Bill of Sale)	- 19046.09
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 3252.91

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	32724.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 0.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 4799.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 27925.00

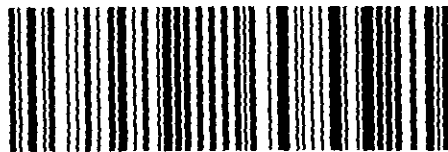
If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

[Redacted Address]

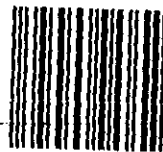
Danville, AL

[Redacted Address]

CERTIFIED MAIL™



7006 2150 0002 7087 8294



0000

48232

U.S. POSTAGE
PAID
HARTSELLE, AL
35640
AUG 17, 07
AMOUNT

\$5.21
00013398-02

AUG 20 2007

Cadillac Customer
Assistance Center
P.O. Box 33169
Detroit, MI 48232-5169

RETURN RECEIPT
REQUESTED

4823235169 8050



GM.

I am requesting that you repair my 2006 Cadillac CTS Vin #1G6DM57T460 [REDACTED] properly.

Sincerely,

[REDACTED]

Danville, Al. [REDACTED]

[REDACTED]

July 20, 2011

[REDACTED]
[REDACTED]
Danville, AL [REDACTED]

Service request: 71-549237423

VIN: 1G6DM57T460 [REDACTED]

Customer Relationship Specialist: Michael Adams

Dear Mrs. [REDACTED]:

Thank you for your recent correspondence dated August 20, 2007 regarding your 2006 Cadillac CTS. We are sorry you are dissatisfied with your Cadillac. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Cadillac owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Lynn Layton Oldsmobile-Cadillac-Nissan, Inc. located in Decatur, Alabama. As per our conversation on August 21, 2007 this repair opportunity will take place on August 27, 2007 at 9:00 a.m., Eastern Time.

If you have further questions, please contact our Cadillac Customer Assistance Center at 1-800-458-8006 24 hours a day, seven days a week. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Cadillac Customer Assistance Center